



**2024 - 2025**

**ANNUAL REPORT**





*The Rev. Bill Crews Foundation acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.*

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# AN OVERVIEW OF THE FOUNDATION

## ▶ ABOUT US

The Rev. Bill Crews Foundation (BCF) is a compassionate, community-driven organisation working to change lives every day. What began as the offering of meals and a place to sleep has evolved into a broad network of programs that deliver essential care to thousands of vulnerable people across Australia and beyond.

With a deep commitment to helping those in need, our work continues to grow to meet the changing and increasing needs of our community, from food relief and frontline health services to education and long-term casework.

**We respond where the need is greatest.**

## ▶ OUR MISSION

Our mission is simple: The person in front of us.

We offer practical support to anyone in need, including meals, healthcare, education, and human connection. We work to break cycles of poverty, homelessness, and hardship by walking alongside people with dignity and compassion.

We believe everyone deserves to be seen, heard, and helped.

## ▶ OUR HISTORY

Reverend Bill Crews first arrived in Ashfield in 1986. With compassion, he opened the doors of the church to people experiencing homelessness, offering them a place to sleep and a hot meal. In 1989, thanks to a generous donation, the Loaves and Fishes free restaurant was established.

From these beginnings, the Foundation has grown into a multi-faceted support network. Today, our free meals are served not only from the original Ashfield kitchen but also across Sydney through our fleet of mobile food vans.

Over the years, our work has expanded to include literacy programs, medical and dental services, alcohol and other drug (AOD) support, casework, counselling, intake services, social health and wellbeing programs, and international initiatives.

Wherever there is need, we go, providing practical, compassionate care to anyone who seeks our help.



# OUR PEOPLE

## ▶ BOARD MEMBERS/TRUSTEES

### **WILLIAM CREWS**

Chairperson/CEO

### **GERRY GRAHAM**

Treasurer

### **JANE CARRICK**

Board Member

### **MICHAEL MANUELL**

Board Member

### **OTTO STICHTER**

Board Member

### **OLIVER HARVEY**

Board Member

### **ROBERT WOODS**

Board Member

### **TINA COLLINS**

Board Member

## ▶ HEAD OF DEPARTMENTS



### **JESSE MCGRATH**

Head of Programs



### **MARIUS HIU**

Head of Finance



### **NILOU JAVIDI**

Head of Business & Culture



### **CHRISTALLA PULCIANI**

Head of Fundraising



# OUR SUPPORTERS

## ▶ DONORS & CORPORATE PARTNERS



**ALSCO UNIFORMS  
ENFIELD**



**DICK & PIP SMITH  
FOUNDATION**

## ▶ SUPPLIERS & SPONSORS



**THE CO-GROUP**



**TEACHERS HEALTH**



**SECOND BITE**



**PM ELECTRIC**



**STORAGE PLUS**



**MAK CATERING**



**NINE**



**GIFT OF BREAD**



**Wests Ashfield**

**WESTS ASHFIELD**



# GOVERNANCE: HOW WE WORK

## ► STRUCTURE

The Rev. Bill Crews Foundation is registered with the Australian Charities and Not-for-profits Commission (ACNC). To carry out our important work, the Rev. Bill Crews Foundation (ABN 98 632 776 768) enlists the entities of the Exodus Foundation (ABN 47 342 342 713) and The Bill Crews Charitable Trust (ABN 74 622 585 856) to help deliver services to thousands of vulnerable people each year. This includes individuals and families experiencing homelessness, hardship, and food insecurity.

Together, these arms of the Foundation respond to increasing demand through a wide range of services, many based at our Ashfield site, and many more delivered directly to where people need them most. From our Health and Wellbeing Clinic in Blacktown, to play therapy sessions in Seven Hills, and literacy programs reaching from Sydney all the way to the Northern Territory, our work stretches far and wide.

# MESSAGE FROM THE CEO

This year has been one of the most exciting in the whole history of the Foundation. It has been a year when we have been forced to take stock of the exponential growth of the Foundation during the COVID era, necessitating new procedures and processes to be put in place.

It has also been a year of extension of our Health and Wellbeing and Play Therapy centres to the Western Suburbs of Sydney. Our Health and Wellbeing clinic is in Blacktown and Play Therapy Centre is in Seven Hills.

Next year, 2026, is the 40th anniversary of my moving to Ashfield, and we are really busy putting forward a fundraising and PR effort to set the Foundation on its feet for decades to come. We are beginning that now with a "We do much more than you think" PR campaign, as many people still think of us as solely being a meal provider.

Internally, we have been constantly restructuring and reimagining, as we have found many processes have become outdated due to the situation we now find ourselves in.

I am also really proud of our Reflection area, which, when the mural is added, will further make our centre a focal point of the Ashfield community.

I am really proud of our second-to-none team – the amount of good done here by so many committed people is incalculable. Every day, guests and others come up to me to say how grateful that we are here.

**God Bless,**



**Rev. Bill Crews AM**

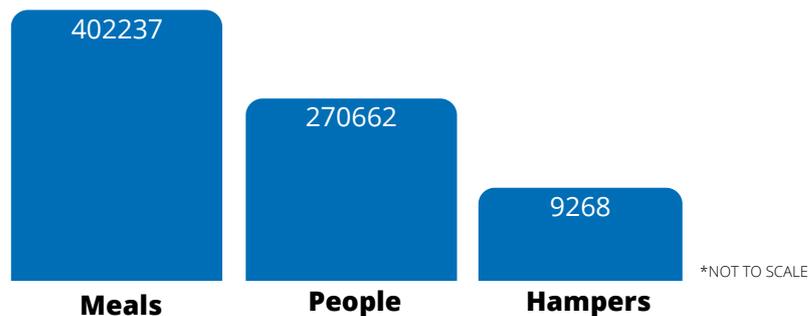




# FOOD SERVICES

Over the 2024–2025 financial year, the Rev. Bill Crews Foundation’s Food Services continued to play a vital role in addressing food insecurity across Sydney through our Ashfield-based Loaves and Fishes Restaurant, our mobile food van network, Crews Café, and our food rescue and hamper distribution efforts. This year was marked by steady operational delivery alongside a series of structural and strategic reviews—culminating in Quarter 4 with significant changes aimed at improving efficiency, targeting resources more effectively, and ensuring long-term sustainability.

## FOOD SERVICES IMPACT IN 2024/2025



## ▶ LOAVES & FISHES RESTAURANT

Throughout the year, the Loaves and Fishes Restaurant at Ashfield consistently provided nutritious meals to those in need, with a total of over 402237 meals served across the year. Quarterly data reflected a stable pattern of service, with breakfast and lunch offered daily. There was a noticeable increase in individuals returning for seconds and thirds during the latter part of the year, particularly in Q2 and Q3, prompting closer monitoring to ensure fair access for late-arriving guests.

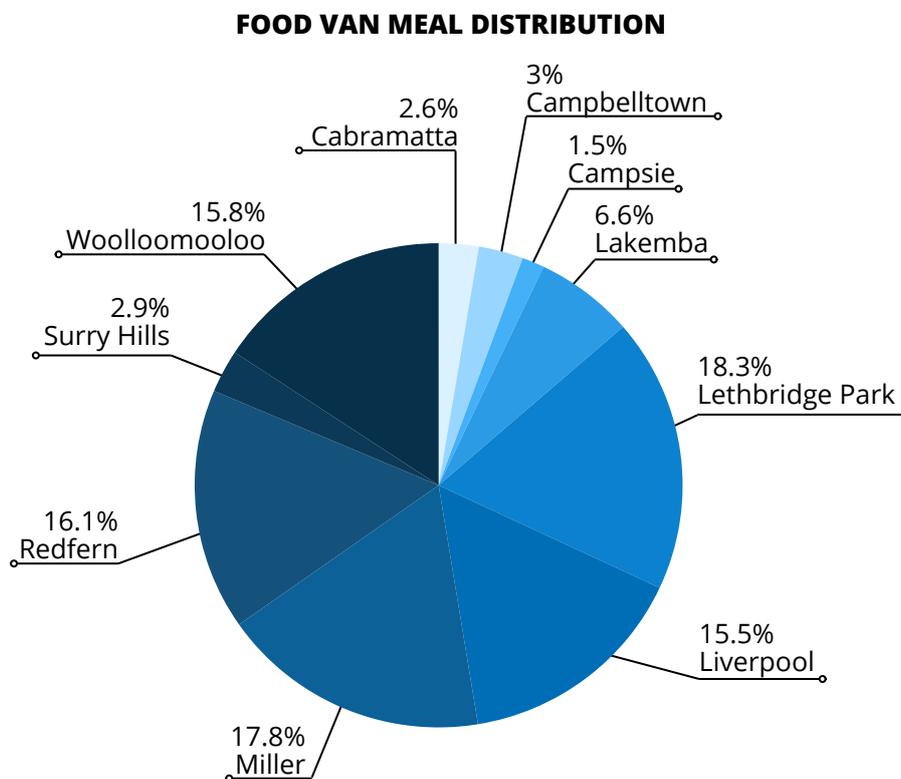
In Q4, despite some staffing changes, the kitchen maintained reliable operations. A key milestone was securing funding for a kitchen refurbishment, enabling us to work toward regaining HACCP accreditation—a critical step in meeting food safety and compliance standards as we continue to scale.

## ▶ MOBILE FOOD VAN SERVICES

Our mobile food van program remained central to our outreach efforts across Sydney, delivering thousands of hot meals each week directly to communities in need. In Q1 and Q2, the vans served between **51,000 and 55,000** meals per quarter, reaching an average of 40,000 people and maintaining steady attendance across key locations such as Surry Hills, Cabramatta, and Redfern.

However, by Q4, it was evident that some locations were experiencing low attendance or duplicating services already offered by other agencies. As a result, we conducted a comprehensive review of van operations and made the difficult but necessary decision to reduce or consolidate several runs, including services at Warwick Farm, Campbelltown, Lakemba, and Redfern. Routes were restructured to reduce travel time and fuel costs, and services in areas like Liverpool and Miller were merged to optimise resources.

These changes, implemented from mid-April, led to significant cost savings and improved operational efficiency. Planning is now underway to strategically reintroduce and expand services based on community need, supported by the rollout of a new outreach van in the next financial year.



## ▶ FOOD RESCUE & DISTRIBUTION

Throughout the year, the warehouse and distribution teams managed high volumes of rescued food and non-perishable donations. Rough sleeper and family hampers were prepared and distributed regularly, including themed hampers for events such as Valentine’s Day. However, space and logistical constraints limited the scalability of this model.

In June 2025, we transitioned away from distributing hampers to partner organisations (100+ hampers weekly) and shifted to a referral-based model, directing clients to BCF for more tailored support. This shift is designed to improve accountability, eliminate duplication, and ensure food relief is provided directly to those who need it most.



## ► CREWS CAFÉ

Crews Café continued operating as both a community hub and social enterprise, generating over \$120,000 in total sales across the year. Beverages—particularly cappuccinos, lattes, and flat whites—remained the café’s strongest revenue drivers, along with breakfast staples like bacon and egg rolls and wraps.

However, financial performance varied across the year, with a long closure in January (Q3) due to holidays and lower weekend trade. In Q4, following a full operational and costing review, we made the decision to close the café on weekends to reduce overheads and improve sustainability. We also began discussions with employment pathway organisations to revisit the café’s original mission as a social enterprise, supporting staff who face barriers to employment. A revised menu and staffing model are planned for the coming year to ensure the café can better balance its social purpose with commercial viability.

## ► LOOKING FORWARD

The final quarter of 2024–25 marked a significant turning point for Food Services. By streamlining operations, improving the use of food rescue resources, and clarifying our service footprint, we are better positioned to deliver targeted, efficient, and impactful support. As we move into the next financial year, our focus will remain on strategic growth, strengthened partnerships, and restoring food safety certification, ensuring we continue to meet growing community need with compassion and accountability.

# MEDICAL SERVICES

The Rev. Bill Crews Foundation's Health & Wellbeing Clinic continues to grow in both reach and impact across our key service areas.

## ▶ DENTAL SERVICES

The Social Health & Wellbeing (SHW) Dental Clinic is now operating five days a week with extended hours, significantly increasing patient access. This financial year, the clinic saw 1,148 patients and supported 75 individuals with denture services. We farewelled Dr. Menon in May and have since increased Dr. Karunan's clinical days. We also welcomed two new dental nurses, Blessing and Kim—both with over five years' industry experience—who bring valuable expertise to the team. Our sincere thanks to Teachers Health for their generous donation this financial year, which continues to support the vital work of our dental team.

## ▶ GP AND NURSING SERVICES

Our clinic GPs and nursing staff have assisted 2,383 guests this financial year. We welcomed three new staff: RN James, and AOD Nurses Mike and Kylie, each with strong mental health experience. The clinic also successfully passed AGPAL Accreditation in January with no nonconformities—congratulations to the team on this achievement.

Notably, we opened a second clinic in Blacktown earlier this year. Led by Dr. Nada and RN Lexi, the Blacktown clinic currently operates two days per week, with plans to expand service capacity in the coming months.



## ▶ ALLIED HEALTH PARTNERSHIPS

**Macquarie University Chiropractic Program:** Students have treated 922 patients this FY and, due to rising demand, have moved into the Church premises to accommodate increased appointments.

**Western Sydney University Podiatry:** Podiatry students have provided care to 331 patients this year, continuing a strong partnership with the SHW Clinic.

**iPhysio Australia:** Since November 2024, Mikhael and the iPhysio Summer Hill team have treated 101 patients, adding valuable allied health support to our clinical services.

These ongoing collaborations and staffing developments reflect our commitment to providing integrated, high-quality care to some of the most vulnerable in our community.



## ▶ TESTIMONIAL

“ From the moment I walked into the clinic, I was met with compassion, not criticism. Carla and her staff treated me like a human being, not someone who looked broken. My dentist, Dr. Brogan, didn't shame me for the condition of my teeth, instead, he listened & understood, he helped me make a plan on how we can get me looking like me again.

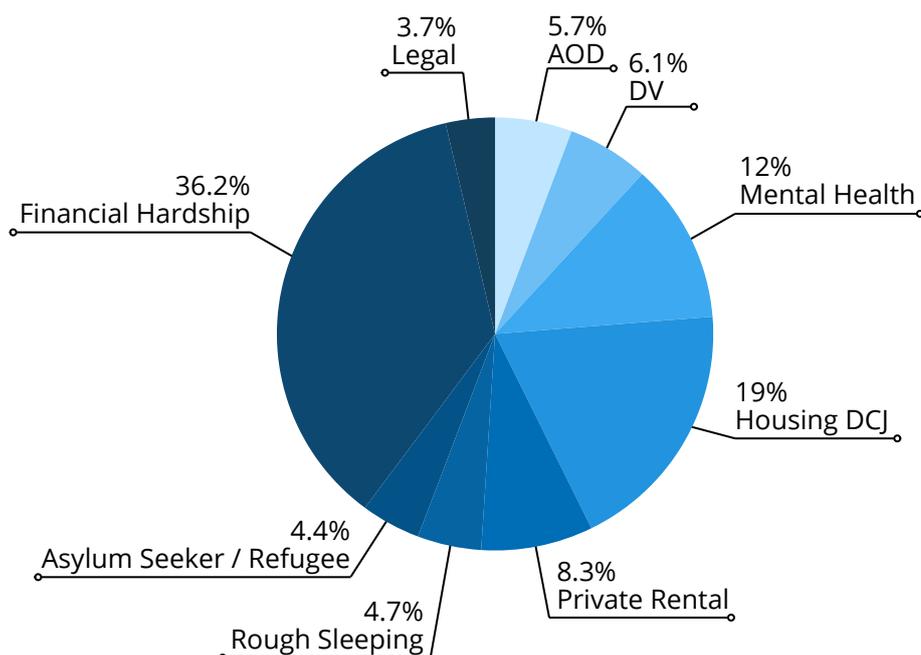
The first visit wasn't just about fixing holes in my teeth or cleaning away years of neglect, it was how Dr. Brogan was going to help me smile again without hiding it. I left the clinic lighter than I came in, not just because of what was done or being planned, but because of what it meant. Thank you to Rev. Bill, Carla, Dr. Brogan and the clinic team for everything they do.



# CLIENT SERVICES

The Rev. Bill Crews Foundation and the Social Health and Wellbeing Clinic have had a successful and eventful financial year, highlighted by major accomplishments and meaningful progress.

## SOCIAL HEALTH & WELLBEING: PRESENTING ISSUES 2024/2025



## ▶ TEAM EXPANSION & NEW ROLES

This year, we have welcomed Ciara and Jana to our intake team, bringing the intake assessment team to full capacity and enhancing our ability to respond to the increasing needs of vulnerable clients. Additionally, Ewan transitioned from guest services into a complex casework role, completing the staffing of our client services team.

The Alcohol and Other Drugs (AOD) Hub saw significant growth with the addition of three new team members: Kate (AOD Clinician), Michael

(AOD Nurse), and Kylie (AOD Nurse). Their expertise has strengthened our capacity to deliver comprehensive AOD support and further our harm minimisation initiatives.

This year also marked the important addition of Rebecca, a specialist domestic violence worker, who has expanded our resources and strengthened our response to family and domestic violence within the community.

## ▶ AOD HUB ACTIVITIES

This year, the AOD Hub at BCF has made significant strides in expanding services, strengthening partnerships, and improving client outcomes.

A major milestone was the hosting of the Sydney Local Health District (SLHD) Clinical Care Standards Workshop, which brought together health professionals and service providers to explore best practices around care planning and transfer of care. This workshop served not only as a professional development opportunity but also as a platform for cross-sector networking and knowledge sharing.

In September, BCF proudly hosted its first Recovery Festival—a celebration of recovery and resilience. The event welcomed people from all walks of life and was supported by a range of community partners, including Alcoholics Anonymous, Haymarket Foundation, WHOS, Rainbow Lodge, and others. The festival provided a non-judgmental space for community engagement, information sharing, and connection to support pathways.

The AOD Hub continues to provide wraparound support for individuals impacted by substance use and co-occurring challenges, including physical and mental health issues, housing insecurity, legal matters, and socioeconomic stressors.

Using a harm minimisation and client-centred

approach, the AOD clinicians and medical team worked collaboratively with clients to establish care plans and recovery goals. Key supports included:

- Withdrawal management and pharmacotherapy
- Relapse prevention planning
- Referrals and support for detox and rehab placements, including at Concord Hospital Detox, Phoebe House, Kedesh, and William Booth House
- Transportation and liaison to facilitate access to treatment and medical appointments

Mental health needs were addressed via GP-led care plans and referrals to psychology and psychiatry services such as Uplift Psychology and Dokotela. Multiple clients were referred for neuropsychological assessments through ANTS, supporting their psychosocial and disability-related needs.

Clients were also supported in applying for Disability Support Pension and NDIS, and the AOD team provided comprehensive advocacy, including:

- Letters of support for housing transfers, tenancy sustainment, and Centrelink matters
- Referrals and collaboration with homelessness services, legal aid, family support services, and community corrections

The AOD Hub took an important step in expanding medical services through the FibroScan training, completing over 80 scans this year. The Outreach Medical Van was successfully launched, with visits to Rainbow Lodge Rehabilitation Program in Glebe. The mobile service included Hepatitis C blood spot testing and joined the 'Beyond the C' initiative, extending vital liver health support to at-risk populations.

The dedication and excellence of the AOD team were recognised externally in early 2025, with one of our GPs and one AOD clinician receiving award nominations from the Network of Alcohol and Other Drugs Agencies (NADA). Their nominations reflect the compassion, professionalism, and innovation that underpin our work.

Additionally, BCF's AOD team presented at the NADA Conference in Sydney in June 2025—a testament to the program's growing reputation and a valuable opportunity to share learnings, collaborate, and expand our impact in the sector.

## ► **DOMESTIC VIOLENCE SPECIALIST WORKER**

Our Domestic and Family Violence (DFV) worker, Rebecca, commenced working at BCF in July 2024. Since onboarding, Rebecca has focused on developing and implementing key processes to enhance our organisation's response to Domestic and Family Violence. A significant emphasis has been placed on training and capacity building for frontline staff with the aim to equip staff with the skills to understand, identify, and effectively respond to DFV.

Throughout this period, Rebecca has played a critical role in both direct client support and team assistance in responding to crisis presentations. The role has included:

- Conducting risk and needs assessments
- Safety planning and advocacy for emergency Temporary Accommodation (TA) extensions
- Supporting clients with Housing Pathways applications and DFV priority applications
- Accessing emergency DFV payments through Centrelink and the Escaping Violence Payment (EVP)
- Facilitating successful referrals to refuges and external DFV support services
- Providing psychoeducation, supporting autonomy and informed decision-making
- Attending court with clients to provide emotional and advocacy support

A key focus of the role has been strengthening relationships with external stakeholders and services.

Productive partnerships have been established with housing and homelessness services, child protection, the Women's Domestic Violence Court Advocacy Services, and other DFV specialist providers. These collaborations have contributed to more effective wraparound support and improved safety outcomes for our clients.

Rebecca's presence at several local events has further elevated BCF's profile within the DFV service provision space, including:

- Participating in the Inner West Domestic Violence Committee
- Fairfield City Council DFV event (hosted an information stall)
- Inner West Council's Recovery & Healing event
- Launch of the Love & Hope DV Hub in Burwood
- Planning and hosting BCF's own 16 Days of Activism event attended by staff and guests

A highlight of this period was the partnership formed with Wenona School in North Sydney, where the DV program at BCF was selected as the recipient of the Year 9 & 10 community project. Rebecca delivered a presentation to students, raising awareness about the impacts of DFV and the support services we provide. The students initiated fundraising activities, resulting in the first delivery of pamper packs to clients in December. These thoughtful donations have brought a sense of dignity and comfort to victim-survivors accessing our services.

## ▶ CLIENT SUCCESS STORIES

**Frank:** Frank is a 49-year-old man who first presented to the Rev. Bill Crews Foundation requesting assistance with resolving his homelessness. Frank has a complex health diagnosis including undiagnosed mental health, reduced functional cognitive capacity, and severe epilepsy which made it impossible for him to rough sleep safely. In the first half of 2025, Frank had more than 40 presentations to Emergency Departments at hospitals across Sydney. Because of his diagnosis, Frank was not eligible for crisis accommodation services as he was deemed too high risk.

Staff advocated intensively with NSW Health and the Department of Communities and Justice to find alternative avenues for housing. After several months, Frank was granted the Private Rental Subsidy and subsequently approved for a housing property in the Sutherland Shire. Frank has now moved into this property and is being supported by a case worker to apply for NDIS and manage his new tenancy. Frank has not had a hospital presentation since the 27th of May, indicating a clear link between health and stable housing.

Frank's situation required extensive collaboration between the medical team, client services team, and the Guest Services team. Our medical team supported Frank with stabilising his medication, regular dispensation from the local pharmacy, frequent visits to the GP, and successfully applying for the Disability Support Pension. The Guest Services team provided ad-hoc support for Frank when he presented at our service ensuring continuity of shared goals and crisis intervention. Our case worker will continue to support Frank and eventually transfer his care to services who can assist him longer term.

**Nicky:** Nicky is a 32 year old woman on a special category visa and had been happily living and working in Australia. Nicky was seriously assaulted by her partner after months of escalating coercive controlling behaviour. She was taken to the hospital for treatment and emergency surgery, while her partner was arrested and taken into custody. Nicky's most immediate need was safe accommodation, she had been living with her partner and so returning to his property was not an option. The visa she was on meant that she wasn't eligible for Homes NSW support, or any Government financial support. The Rev. Bill Crews Foundation was able to support Nicky with brokerage to stay in a private motel for a couple of weeks while refuge options were explored. The DV Worker located a refuge bed and was able to work collaboratively with the refuge, BCF agreed to provide more brokerage to cover a small fee each month to cover Nicky's board, and provided also her with supermarket vouchers to help her buy food.

With support, Nicky was approved for the Red Cross Family and Domestic Violence Financial Assistance Payment, and was eventually eligible for the Escaping Violence Payment. Nicky was also referred to a Legal Aid solicitor who assisted her with a Victims Services compensation claim and access to a trauma counsellor. The Rev. Bill Crews Foundation also provided access to medical care and mental health support through our clinic and GPs.

Over the four months Nicky spent at the refuge, she concentrated on doing courses and gaining extra qualifications, she started applying for jobs, and after a few job interviews, secured a job in hospitality. Being able to work and earn a reliable income, meant that she was also able to move out of the refuge and support herself in an affordable private rental.

Nicky's court matters are still progressing, and her healing and recovery will be ongoing. But having that initial support from the Rev. Bill Crews Foundation when she really needed it for safe accommodation, financial assistance, and emotional and safety support, was instrumental in supporting her to get where she is now.

**James:** James is a male in his 30's who is originally from Perth, Western Australia who has a history of incarceration and homelessness, with early exposure to trauma. James has experienced long-term challenges related to alcohol and other drug (AOD) use, including previous methamphetamine use and ongoing heroin and alcohol use. He also has a history of mental health conditions, including ADHD, PTSD, and substance-induced psychosis.

Over the past year, James has engaged regularly with an AOD clinician and GP, resulting in a reduction in heroin and alcohol use. He is now prescribed Buvidal by the BCF medical team, dispensed through Healthmore Pharmacy. His mental health is being managed with appropriate medication, and he is on a waitlist to commence working with a psychologist.

Through our AOD funding, James completed a neuropsychological assessment, which confirmed diagnoses of PTSD, ADHD, substance-induced mild neurocognitive disorder, and psychotic symptoms, leading to his approval for the Disability Support Pension (DSP).

James has also made significant progress in housing stability, now residing in social housing with ongoing support from Homes NSW's Sustaining Tenancies Team and Wesley Mission.

## STAFF COMMENTS

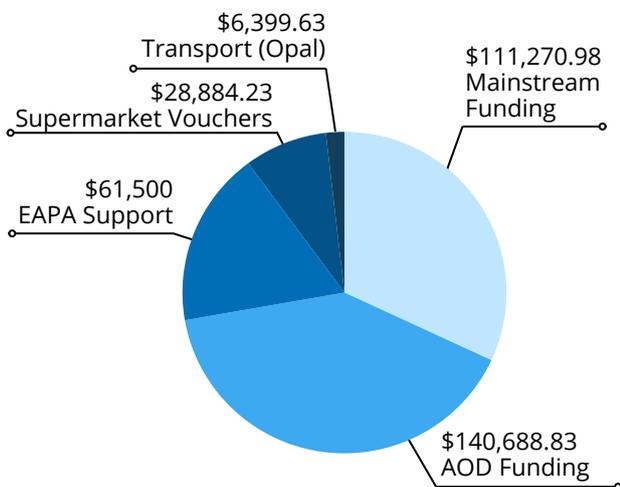
“ Practising as an intake caseworker at the Rev. Bill Crews Foundation is both deeply rewarding and challenging as every person I meet carries a powerful, raw, real story. This work means a lot to me as I believe that no one should be defined by their hardest chapter. Being an intake caseworker allows me to help people rebuild from those moments, even if it's one small step at a time.

- Jana

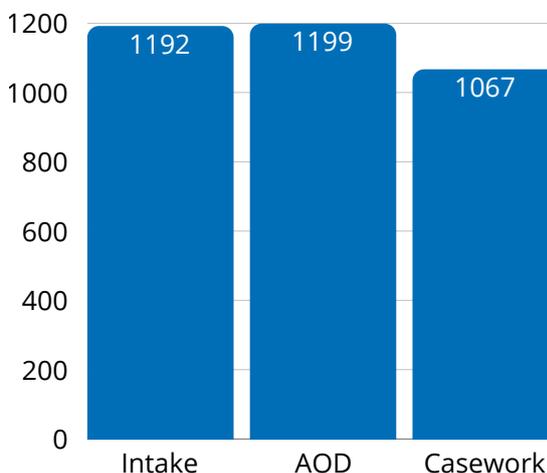
“ I'm grateful to be part of the Rev. Bill Crews Foundation, where my role as an intake caseworker offers daily opportunities to support individuals in vulnerable situations. Together, our team is dedicated to providing compassionate, holistic care that uplifts and empowers. The resilience shown by our clients is both humbling and motivating, reminding me of the meaningful impact we can make. It's in these moments of progress and hope that makes the work so meaningful.

- Ciara

**CLIENT SERVICES SPENDING IN 2024/2025**



**PEOPLE SUPPORTED THROUGH CLIENT SERVICES IN 2024/2025**





# COMMUNITY ENGAGEMENT & GUEST SERVICES

The Rev. Bill Crews Foundation's Community Engagement – Guest Services Team (GSCE) experienced a deeply impactful year, reflecting the dedication, adaptability, and compassion of our newly established team.

Throughout the 2024–2025 financial year, the team has played a central role in responding to the complex and evolving needs of our community.

With strengthened partnerships, increased guest engagement, and expanded in-reach programming, we have welcomed more people through our doors - continuing to provide vital,

frontline support to some of Sydney's most marginalised individuals.

Operating as a critical first point of contact, the team delivers a broad range of practical, immediate, and person-centred support. From food assistance, showers, material aid, and access to healthcare, to help with housing, ID documentation, crisis referrals, and advocacy - our work often begins with a conversation, guided by trust, compassion, and skilled de-escalation.

Navigating hardship, offering not just short-term relief, but pathways toward long-term stability and dignity.

## TOTAL INTERACTIONS: 87,959

## ▶ CLIENT TESTIMONIALS

### VINCE - 58

“ I've been coming to Exodus on and off for 20 years. I come to the hall for food, coffee, to see old friends. I used to work 13/14 hour days, cooking, driving... anything. I have four kids, but I've had a lot of loss in my life and I started drinking too much. I have many health issues now. I have a brain tumour, liver problems, heart problems, I drink too much, my memory is bad, my hands shake. I might die soon. I was homeless for a long time but now I have a place to stay. I still come here. I'm on JobSeeker but I can't work. I don't have money to eat. I'm so tired but here I can see [Centrelink worker], speak with staff, see the nurse all in one place. I was from a fishing village in Vietnam and there was war, I never learned to read and write. You help me fill out forms and understand me.

### ROY - 66

“ The staff in guest services are always proactive. I also find that their listening skills are amazing along with their caring character. The hall is both a peaceful and sometimes chaotic environment. I love sitting with the boys each morning having a nice breakie and a chat in the community hall.

### MICHAEL - UNKNOWN AGE

“ I find the staff in the community hall to have a very caring and trusting aura about them. They are a very capable and dependable team.

*What is your favourite thing about BCF?*

Doing the daily morning quiz with Nicole.

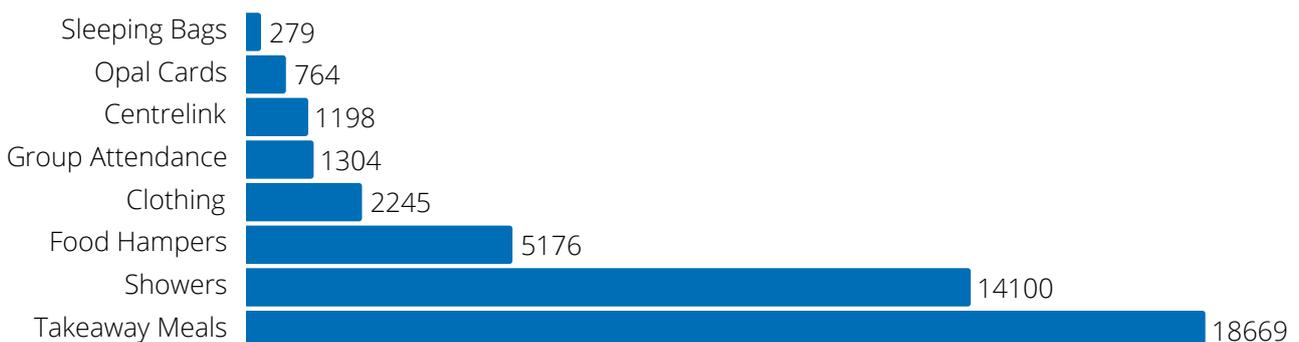
## ▶ TEAM DEVELOPMENT & PROGRESS

The 2024–2025 financial year brought meaningful change and internal growth. Several new staff joined the GSCE team in key roles, including Community Engagement Coordinator Sammie Hewitt and Support Workers Nicole Campbell and Pepi Belfort. Additionally, Yiro Garzon transitioned from the Social Health & Wellbeing Clinic into a dedicated Guest Services role, strengthening our frontline capacity.

The move of our previous Community Engagement Coordinator into a Complex Case Work role allowed for deeper support for guests with high and complex needs. These staffing changes laid the foundation for a more structured, responsive, and person-centred approach to triaging and care delivery.

This year was also one of reflection and refinement. A review of internal processes, clarification of role responsibilities, and continued alignment with broader BCF teams have strengthened our day-to-day operations. These developments directly enhance guest outcomes and position us for even greater impact moving forward.

### GUEST SERVICES SUPPORT - KEY DISTRIBUTIONS



*Note: While Opal cards are primarily distributed through the Social Health & Wellbeing Clinic, Guest Services also provides them where needed - particularly to assist guests in attending essential appointments such as court, medical assessments, and mental health sessions. This figure is in addition to those issued by the Client Services team.*

## ▶ **STRENGTHENING PARTNERSHIPS & EXPANDING IN-REACH SUPPORT**

The GSCE team expanded its service model through increased in-reach programming, a new triaged walk-in support model (in collaboration with the Social Health & Wellbeing Clinic), and new partnerships with external providers. These collaborations enable more holistic, coordinated responses to increasingly complex guest needs.

### **Key Developments:**

- Burwood Community Corrections: Now operating fortnightly from our Community Hall, this service supports guests completing community-based orders and navigating the justice system
- SMART Recovery & Peer-Led Programs: Weekly SMART Recovery sessions - including a women's-only group facilitated by WayAhead - offer safe, structured environments for guests in recovery
- 12-Step Recovery Groups: Programs hosted on-site include Alcoholics Anonymous (AA), Narcotics Anonymous (NA), Adult Children of Alcoholics and Dysfunctional Families (ACA), and a new ACA study group. These programs foster long-term stability, peer support, and life transformation
- Culturally Safe First Nations Support: Our formalised partnership with the Aboriginal Corporation for Homeless and Rehabilitation Community Services (ACHRCS) has laid the groundwork for culturally responsive care and improved housing outcomes for Aboriginal and Torres Strait Islander guests

## ▶ **MENTAL HEALTH & PEER SUPPORT**

In partnership with GROW, a peer-led mental health organisation, we continued delivering 12-step wellbeing programs on-site. Although their Growing Resilience pilot concluded, GROW maintains its core program, which has become especially valued by our men's group. The group offers consistent, non-clinical support and a safe space for emotional connection and healing.

## ▶ **LOW-BARRIER COMMUNITY ENGAGEMENT**

Informal, inclusive community-led activities remain central to the GSCE model. These low-barrier engagements reduce isolation and foster belonging, routine, and confidence.

Highlights this year:

- A weekly Mahjong group led by a long-term guest
- Music sessions encouraging self-expression and joy
- Morning pop-up quizzes that build rapport and daily connection

## ▶ **ENHANCING SUPPORT THROUGH CO-LOCATED SERVICES**

The co-location of key external services in our Community Hall - Wesley Mission and Mission Beat - has improved our ability to respond to guests with complex, urgent needs.

- Wesley Mission offers housing support, financial counselling, and mental health referrals - essential for those navigating the social housing system.
- Mission Beat delivers outreach-based support, welfare checks, crisis transport, and referrals for rough sleepers.

These partnerships make referrals faster, reduce delays, and extend the breadth of support available onsite - ensuring guests can access multiple forms of care in a safe, familiar setting.

## ▶ CENTRELINK PARTNERSHIP

We've renewed our formal agreement with Centrelink for another year. Our on-site Community Partnership Specialist Officer (CPSO), Ruth, now supports up to 17 guests per day, helping with:

- Disability and carer payment claims
- Crisis and special benefit applications
- Family and domestic violence-related assistance
- SRSS (Status Resolution Support Services) support in partnership with agencies.



The GSCE team provides hands-on assistance with MyGov, document uploads, and digital form navigation—streamlining access and allowing Centrelink to focus on complex cases. This joint model reduces wait times, lowers barriers, and ensures dignified, efficient service delivery.

## ▶ LOOKING FORWARD

The GSCE team plays a pivotal role in supporting individuals. As the first point of contact for many - often arriving at our hall because they have nowhere else to go - we provide a welcoming, non-judgmental space that supports ongoing engagement and recovery. By working in close coordination with co-located services and the Social Health & Wellbeing Clinic, we continue to offer person-centred care across a growing network of providers. Our model strengthens our role as a trusted community hub where guests are met with compassion, consistency, and care.

We are actively advocating for deeper partnerships with government agencies, particularly Housing NSW. Recent meetings with the local office have explored the potential for on-site housing outreach, which would streamline crisis and transitional accommodation access for our guests.

As a low-barrier service, we are uniquely positioned to capture and support people who fall through traditional service gaps. Our work is shaped by what we see daily - ensuring that support is relevant, timely, necessary, and well-utilised. Much of what we do relies on skilled de-escalation and crisis management, carried out professionally by the GSCE team. These behind-the-scenes interventions ensure the hall remains a safe and calm environment for all - earning trust from some of the city's most vulnerable individuals and reinforcing our purpose as a place of safety, dignity, and hope.

## ▶ CLIENT STORY

“ If I didn't bump into you that day, I don't know where I'd be. I was in a bad place and feeling so down. It's hard for me to open up to people, but you understood that I needed help and took the time to listen. That same day we met, you got me in to see Dr. Jacob and Ruth at Centrelink.

I was so close to getting the pension, but found it hard to navigate JobSeeker due to my health, and the stress of applying for jobs was too much. I couldn't access money owed through the ATO even though I'd called them 40+ times myself. I'd tried to get help before, but people would just direct me to a computer or phone app. I'm not tech-savvy and couldn't use them. You helped me with the computer.

Dr. Jacob prescribed me medication to sleep and for anxiety. He's so easy to talk to and really cares, he asks me how I am and really listens. I feel now I'm in a happy place, the hall gives me a place to be in the day. I get up in the morning at the boarding house and head down to Bill Crews. It's somewhere to go, and I've met some nice people. I feel welcome here.

My dream now that I'm on the pension is to get a puppy and deck out a van and travel round Australia.



**PLAY**

**THERAPY**

This year has been incredibly exciting for the Foundation’s Play Therapy program as we fulfilled our objective of expanding our offering to Western Sydney, allowing us to provide child-centred, evidence based, early intervention programs to families in some of the most impoverished areas where intergenerational trauma is most prevalent.

## ▶ **KEY ACHIEVEMENTS**

- Providing sensitive, therapeutic endings and/or transitions for families accessing our support from our Play Therapy rooms in Ashfield
- Opening a new Play Therapy Centre in Seven Hills with three specialised play therapy rooms and an open area for group work.
- Working tirelessly to network with local agencies, NGOs, schools and charities, including women’s refuges in Western Sydney, to establish new referral pathways
- Designing a new “Play to Connect Parent/Carer Program” to meet the needs of the local community and empower parents/carers to be agents of change in the home
- Our Play Therapists gained an additional certification in Outdoor Play Therapy, allowing us to incorporate the natural healing properties of nature and the outdoor environment into our Group Play Therapy program within schools
- Continued to support children with individual Play Therapy at Marrickville West Public School and Group Play Therapy at Lethbridge Park Public School. Some of these children have shifted from displaying challenging behaviour to receiving “Growth & Achievement” awards at the end of term



***“Birds fly, fish swim and children play.”***

**Garry L. Landreth**

Play Therapy is a child-centred early intervention program using the child’s natural language of play. Play is how children make sense of their world and their experiences. In Play Therapy, children express through play what adults express through words. It helps children heal so they have a chance of becoming adults who thrive, breaking the cycle of inter-generational trauma. At the Foundation, we offer Play Therapy for children who primarily have been impacted by early childhood trauma. Play Therapy is evidence-based and continues to make a positive impact on all the families who participate in our program.

## **To date, the response from the Western Sydney Community has been overwhelmingly positive:**

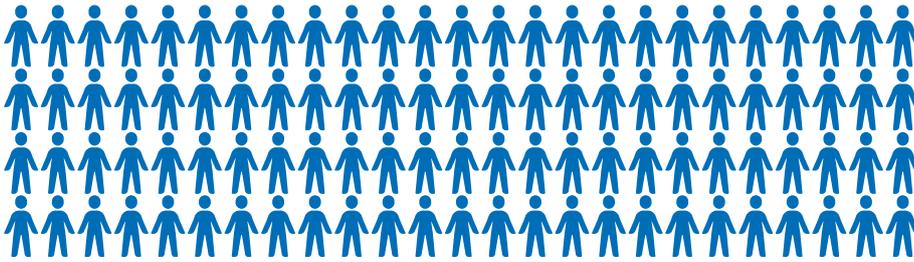
“ The impact of the Bill Crews Play Therapy service on the lives of vulnerable children and their families has been nothing short of extraordinary. Many of the children we have referred to the service have experienced significant trauma, yet through the gentle, creative, and deeply empathetic approach of the therapists, they have begun to rediscover their sense of safety, trust, and self-worth.

Our staff and stakeholders (school, family members and peers) have all been truly inspired by the changes we have observed on the children who once struggled to express themselves now finding their voices—sometimes for the very first time. After each session, they walk out visibly lighter, more confident, and with a renewed sense of joy and hope. Their smiles, laughter, and growing sense of security speak volumes about the healing power of this work.

This service is not just therapeutic—it’s transformational. It has provided a safe space where children can process their experiences, build resilience, and reconnect with the world around them in a more positive and empowered way. The ripple effect on families and the broader community is profound.

We are incredibly grateful for the dedication, compassion, and expertise of the team. Their work is changing lives.

**- Junaya Family Development Services**



# 100

Total number of children supported in our Play Therapy Programs

## 36

Children that completed 1:1 Play Therapy

## 23

Children that completed Group Play Therapy

## 41

Children currently enrolled in Play Therapy Programs

## 12

Parents/Carers that completed Attachment Play / Play to Connect

In addition to the data above, the Play Therapists spend long hours working holistically with the various support networks surrounding each child to maximise the impact of Play Therapy. This includes regular Parent/Carer review meetings, attending the child's school to provide trauma-informed strategies best suited to the child, assisting Case Workers on how to best support the family using trauma-informed principles and connecting with children through play.

Moving forward, we will continue to look at ways of best supporting the local community with our programs and help break the cycle of inter-generational trauma for as many families as possible.



Play Therapy Centre - Grand Opening, February 2025



## BABY & ME

The Foundation recognises the importance of nurturing a secure attachment in the parent-child relationship as early as possible. Baby & Me is a 4-week program held in a safe, therapeutic space at our Seven Hills Play Therapy Centre. The program was previously delivered in our Ashfield Play Therapy rooms and at The Infants Home. Referrals are sought from local agencies and women's refuges.

Baby & Me is led by experienced Play Therapists who are certified Infant Massage Instructors. The group offers benefits from infant massage and insights into attachment-based play and child development. The program focuses on the most vulnerable parents/carers and babies, including pregnant mothers. The group size is deliberately small to offer therapeutic safety and connection.

“ Having experienced Post-Natal Anxiety & Depression when my first daughter was born during COVID lockdowns, I am grateful for the opportunity to attend Baby & Me with my second daughter. Though early community connection and socialisation as a post-partum mum has been encouraged by health professionals, I have found it increasingly difficult to access free and non-judgemental support in these early months, particularly with no hidden agenda. I appreciated your welcoming and intimate approach, and I have already had success with the massage and settling skills you have taught me. I have no doubt your course has assisted me in not only developing a connection with my new, youngest daughter, but also deepened my understanding and connection with my first born.

**- Client Testimonial**



# 20

Parents/Carers  
participated in the  
“Baby & Me” Program



# LITERACY PROGRAM

## ▶ NEW SOUTH WALES

Similar to our previous years of operation, the “All About Reading” Literacy Program in NSW has remained focused on supporting students who are at risk of, or have, fallen behind in their literacy development. Through small-group instruction across five schools—Ashfield PS, Lethbridge Park PS, Bexley PS, Toongabbie East PS, and Marrickville West PS—we delivered targeted, consistent literacy support four days per week throughout each semester.

Our aim, as always, has been to provide accessible and engaging literacy support that is grounded in evidence-based approaches, meets the diverse learning needs of the students and fundamentally contributes to enhancing children’s self-confidence.

Semester 2 of 2024 saw us working with 91 students across the five schools, where the program continued in its revised model of having

one instructor per school in most locations. We expanded our literacy delivery by incorporating high-frequency word recognition exercises at the start of sessions, which significantly contributed to improvements in reading fluency and accuracy.

As the school year ended, a quality assurance and standardisation process began in November 2024. The focus was to prepare the program for future scalability while ensuring quality remains consistent across all sites.

As part of this, a series of internal resources were developed to support instructors and to better engage with the varied learning needs found amongst student cohorts. Instructors also underwent refresher training with a focus on behaviour management and building student relationships, supported by our Play Therapy team.

Additional wraparound support was also provided to Toongabbie East PS, where BCF distributed family food hampers, led a clothing drive and issued shopping vouchers to 15 vulnerable families during the Christmas period.

By early 2025, the program entered the new school year with the same five schools while beginning to review its scope. Internal resources, including the Literacy Instructor Handbook and a new reporting system, were developed and rolled out.

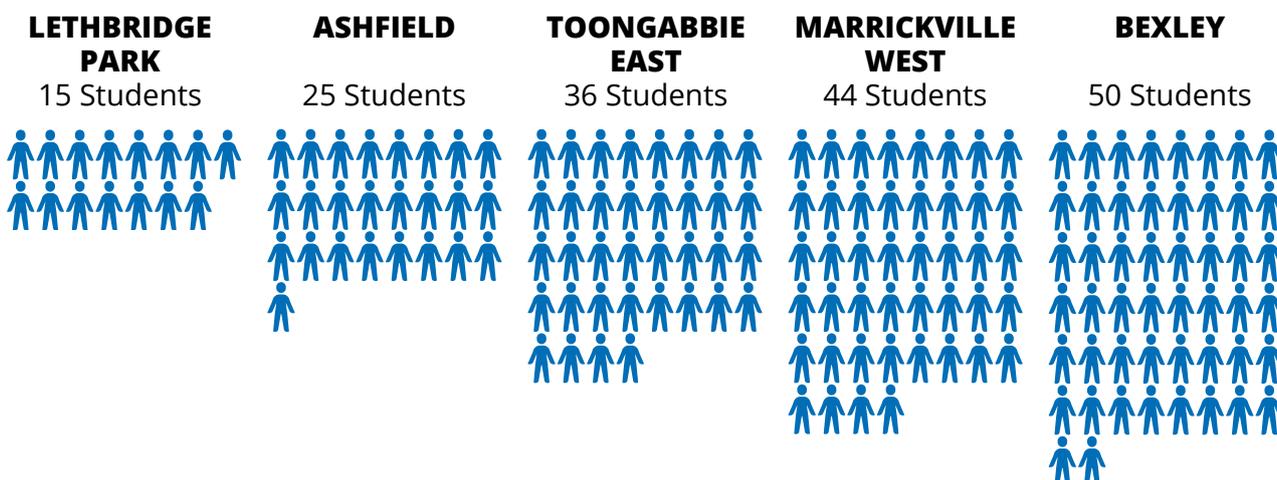
These tools ensured instructors had clear guidance on safeguarding, behavioural strategies, and inclusion; and supported more consistent management and communication across schools. Bi-weekly reporting from instructors, paired with monthly site visits by the Program Coordinator has allowed for more regular oversight and quicker response to challenges at school level.

A new information management system was introduced to support data gathering around student demographics and school profiles. This system allows for tailoring our literacy delivery—for example, through the use of storytelling with First Nations content. It also forms the basis for future advocacy and funding applications.

Bexley PS saw a temporary reduction in program delivery while recruitment for a new instructor commenced. Classes during this time were led by the Program Assistant.

Toongabbie East PS again received food hampers in early 2025 and planning began for a clothing drive in Q2. These small but important initiatives form part of our wider approach in recognising that learning doesn't occur in isolation from home life and allows BCF to have a fuller impact on supporting students.

## TOTAL STUDENTS ENROLLED: 170



### ▶ NSW PERFORMANCE

From April to June 2025, student performance data showed significant improvements across all literacy assessments. The average number of words read per minute increased from 45 to 69, and word accuracy grew from 69% to 93%. In the South Australian Spelling Test, results improved from an average of 18 to 25. Since the beginning of 2024, student's Dynamic Indicators of Basic Early Literacy Skills (DIBELS) reading fluency has improved by 50%, and spelling scores have improved by 37%.

These gains can be attributed to the consistent implementation of standardised approaches in the classroom, improvements to resource quality, instructor support, and more rigorous monitoring. Instructors continue to place strong emphasis on developing confidence and social wellbeing as well as academic outcomes.

Anecdotally, in Marrickville West PS, staff reported that previously withdrawn students were now participating actively and supporting their peers in learning—one student was overheard encouraging others, saying it’s normal to make mistakes and that’s how we learn. These moments remain at the heart of what the program aims to achieve.

In June 2025, following the decision by Lethbridge Park PS to prioritise numeracy for the coming school year, consequently resulting in BCF’s decision to withdraw, the program expanded to Chullora PS. 24 students have recently been enrolled in Chullora, where the school administration has expressed strong support

for the program’s contribution and BCF’s added value.

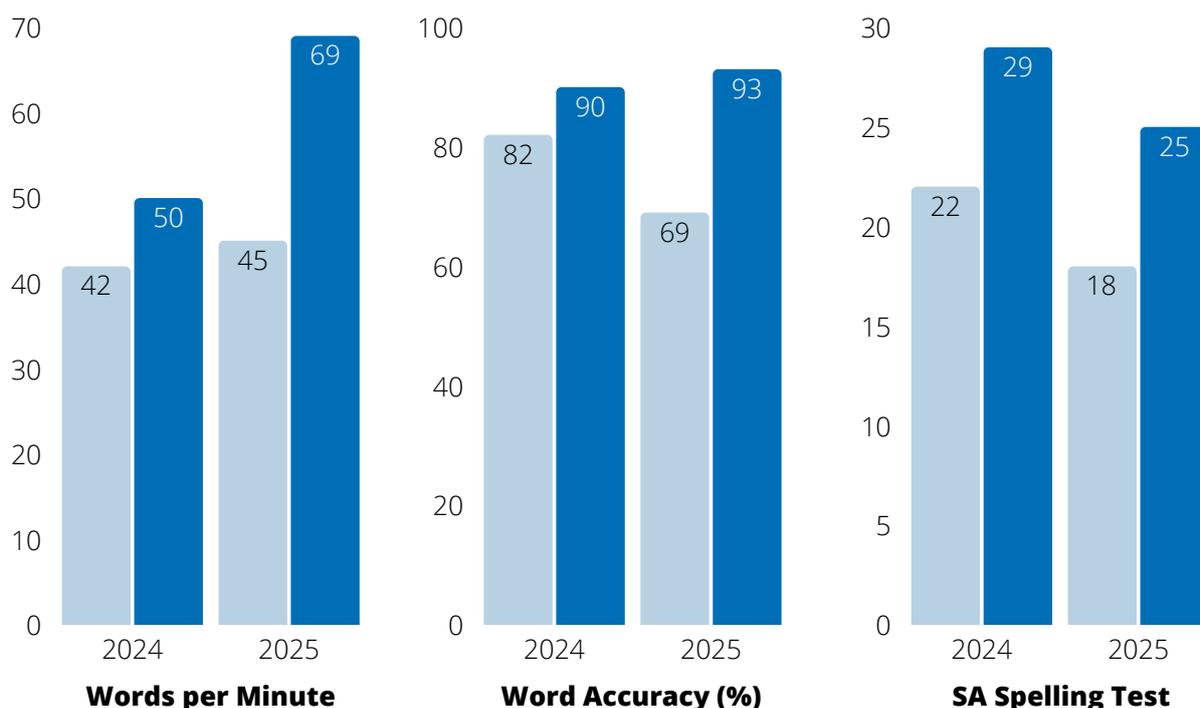
Inclusion continues to be a core focus for the program. Across our current schools, approximately 22% of students have diagnosed or suspected neurodivergence, 43% come from culturally and linguistically diverse backgrounds, while 10% identify as Aboriginal or Torres Strait Islander.

Moving forward, we are expanding our inclusion-themed content and refining our approaches to behaviour and learning support. This includes staff training in dyslexia, reading difficulties, and inclusive communication strategies.

This year’s outcomes show not only improved academic performance but also an increased ability to respond to complex needs in school communities. BCF remains committed to delivering a program that meets children where they are, supports them holistically, and opens new opportunities for learning and growth.

### NSW PERFORMANCE

■ Pre-semester average  
■ Post-semester average



## ▶ 2025 & BEYOND

Efforts around refining the program will continue into 2025 and beyond, with two core focuses currently identified;

### 1. School Review:

A review of schools will take place, allowing for evidence-based understanding of school needs, gaps and impact opportunities

### 2. Curriculum Alignment:

Looking ahead, we are beginning to align more closely with NSW and Commonwealth curricula while aiming to position ourselves as a leader in phonics and structured literacy. This will include new comprehension-focused components and a stronger emphasis on early writing



Rev. Bill Crews attending Bexley PS Graduation, December 2024

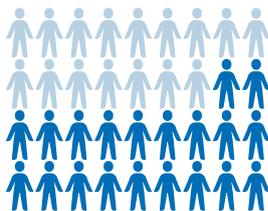
## ▶ NORTHERN TERRITORY

In the Territory schools, we have had fabulous success again with the “All About Reading” Literacy Program. In Semester 2, 2024, there were 71 students across our four schools in the northern suburbs of Darwin. In December, 53 students finished their time with the program. The schools and students were all extremely pleased with these results.

## TOTAL STUDENTS ENROLLED: 131

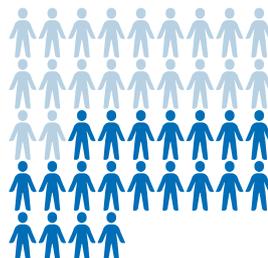
### HOLY SPIRIT CATHOLIC

16 Students Sem. 2 2024  
20 Students Sem. 1 2025



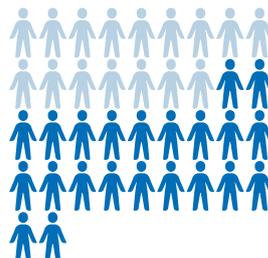
### MILLNER

20 Students Sem. 2 2024  
20 Students Sem. 1 2025



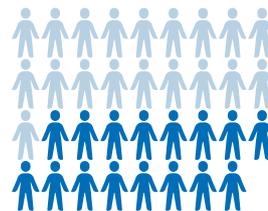
### KARAMA

16 Students Sem. 2 2024  
22 Students Sem. 1 2025



### JINGILI

19 Students Sem 2. 2024  
16 Students Sem. 1 2025



Disclaimer: The total reflects individual participants, with some children repeating the program across semesters



Millner School Visit, October 2024

We had a visit from Rev. Bill in October, and the students were very excited to meet him. Some had met Rev. Bill previously, but they were nonetheless thrilled.

Some of our students continued with the program in 2025, alongside a new cohort. In Semester 1, 2025, we had 78 students in the four Darwin schools. In June 2025, 29 students completed the program.

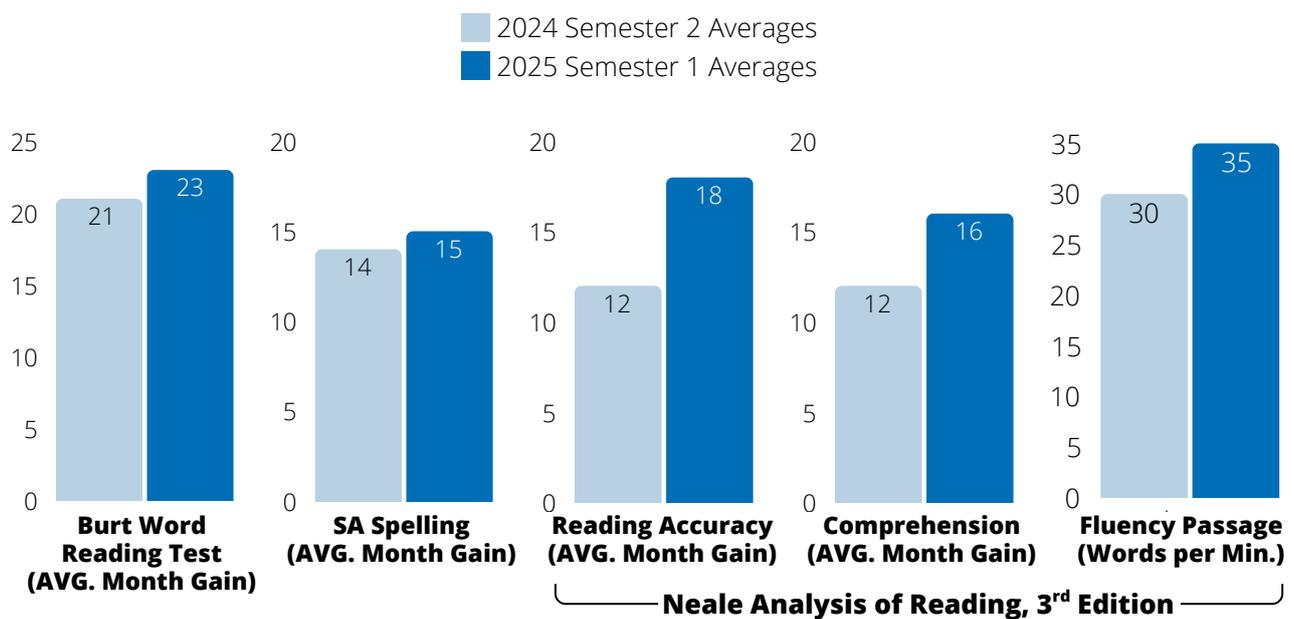


Jingili Participation Party, June 2025

It has been a very rewarding year, and we expect this to continue. The Northern Territory staff are grateful for the opportunity to work with these wonderful and appreciative children.

There is nothing more rewarding than seeing a child who previously could not read now carrying a book around to read during lunch. Children come up and tell us they've purchased the latest 'Wolf Girl' because we started the series with them, and they've continued reading at home.

## ▶ NT PERFORMANCE





# FRONTLINE SERVICES & PASTORAL CARE

The Frontline Services and Pastoral Care program has extended to Bidwill, NSW, and to Colyton, NSW, which has created a larger scope for assistance to more parts of the community and greater access for more families and children.

The program has doubled its intake in 2024/25, and this has seen greater impact and results for the children and families that are a part of it, with remote assistance spreading as far as Northern NSW.

The ethos of the program centres around a holistic approach to teaching children aged 5-12 about their feelings, actions and emotions, and therefore assisting them to work through trauma, with a mindfulness and growth mindset approach.

Children are encouraged to complete arts and crafts during therapy sessions as well as mindfulness, deep listening, and meditation, to heal trauma and anxiety. Many of the students in our program have ACE (Adverse Childhood Experiences) scores of five and above, which impacts their health, ability to learn and regulate emotions. Left untreated, these factors can have significant adverse outcomes for a lifetime. As Dr. Nadine Burke Harris states in her book, 'The Deepest Well, Healing the Long-Term Effects of Childhood Adversity', "Children are compelled to

give meaning to what is happening to them." Our program is designed to bring down the toxic stressors that some children face daily and provide stability, regulation, and practical support to the children and their families as a form of long-term healing.

In 2024, the accreditation of a Chaplain to Chaplaincy Australia recognised the vital need for this service within the community. Chaplaincy is provided on an as-needed basis to any member of the community.

We collaborated with other agencies working in the Colyton community on joint activities, culminating in the National Families Week BBQ and Community Event at Bennett Road Public School in May 2025. The event encouraged traditional games and meaningful interaction between parents, carers, and their children.

Our school holiday outing program provides children with exciting opportunities and experiences in line with our program focus and their own particular interests.

Families are supported with payment for critical assessments for their children, school camp fees and excursions that would otherwise be impossible for them to fund.



## ▶ **LOOKING AHEAD**

In 2025/26 this program will be expanded to include Dialectical Behaviour Therapy (DBT) as an option for parents of students in our mentoring program on an as-needed basis. Generational trauma is a very present factor for families in our program.

## ▶ **TESTIMONIAL**

“ Our school is a complex learning environment, where many families face entrenched and compounding challenges, including financial hardship, food insecurity, domestic violence, substance abuse, and intergenerational trauma. In this context, the support provided through our partnership with the Rev. Bill Crews Foundation has been not only essential but transformative.

The program supports students with individualised counselling, meditation, and therapeutic interventions. These regular sessions have helped students manage complex emotions, develop self-regulation skills, and build positive relationships with peers and staff. As a result, there has been a noticeable improvement in classroom engagement, emotional wellbeing, and conflict resolution.

A key initiative of the program has been the introduction of attendance prizes and incentives, which have significantly improved student attendance rates.

There has also been a marked reduction in cases of chronic absenteeism.

The program also extends comprehensive support to families. Parents and carers receive counselling, practical advice and food support, fostering more stable home environments. At school, students are provided with food for lunches and recess, ensuring that hunger is not a barrier to learning or participation. For many of our students, this daily support is vital to their ability to focus and thrive in the classroom.

Teachers, too, have been empowered through the program. Trauma-informed training and consultation have helped staff better understand the complex needs of our students and develop strategies to respond with empathy and effectiveness. This has led to stronger teacher-student relationships and more inclusive classroom environments.

The holistic and deeply personalised nature of this program has made a profound difference to our school community. Without this support, teachers would feel less equipped, students would be more likely to disengage, and the cycle of disadvantage would continue unchecked. The partnership with the Rev. Bill Crews Foundation has not only lifted individual students and families but strengthened the entire school system—building a safer, more connected, and more hopeful future for our young people.

This program is more than just a service—it is a lifeline. It has helped rebuild lives, restore relationships, and reignite the belief that change is possible, even in the most challenging circumstances. Without it, many of our students would continue to fall behind, our families would continue to struggle in silence, and our teachers would feel overwhelmed and unsupported.

**- Deputy Principal N Marr, BRPS.**



# BILL CREWS INTERNATIONAL

Like the work of BCF in Australia, Bill Crews International (BCI) intentionally focuses on meeting the needs of people who have otherwise been forgotten. In practice, this sees us focus upon supporting conflict-affected people and local NGOs operating in some of the most extreme and under-resourced humanitarian and development contexts worldwide.

Since BCI's first initiatives in early 2024, we have supported 25 interventions in 12 countries and reached over 40,000 people.

## ▶ PRIMARY OBJECTIVES

- ✔ Expand and deepen our support to frontline, locally-led humanitarian initiatives
- ✔ Establish sustainable, long-term partnerships in highly volatile environments
- ✔ Enable community-led organisations to deliver high-impact programming by offering funding, technical assistance, and profile-raising opportunities
- ✔ Break funding barriers by identifying legal and logistical pathways for humanitarian transfers in sanctioned and hard-to-reach areas



BCI successfully supported context-specific interventions across 9 countries affected by major humanitarian disasters. Through 15 distinct initiatives funded before the end of the 2024/2025 FY, BCI support will reach another 33,288 highly vulnerable individuals, spanning emergency responses, health, education, livelihoods, and gender-based violence programming.

## ▶ SOUTH SUDAN

Our work in South Sudan has expanded significantly over the year. Having identified and confirmed our sister organisation, Your Aid for Health (YAH), BCI supported the organisation with early emergency response funds before moving toward long-term collaboration. YAH successfully delivered a cholera response in Juba in coordination with the World Health Organisation and local health authorities.



**Cholera Response in Rural South Sudan**

The intervention saw community health education and response materials delivered across targeted communities, with outcomes that ultimately contributed to the elimination of reported cholera cases in the area. This marked the beginning of deeper engagement, with BCI now supporting YAH to deliver an integrated health program in the highly remote and conflict-affected region of Uror.

Preparatory work has also begun on the rollout of a long-term gender-based violence program using the 'Sasa!' model. Once launched, this will be the first locally-led initiative of its kind in South Sudan, aiming to transform community behaviours and reduce violence against women.

While funding flows into South Sudan remain a challenge due to sanctions, an agreement has now been reached with ACTED, a large French INGO, who will support with fund transfers on behalf of BCI to YAH. A formal MoU is currently being finalised in Paris.



## ▶ GAZA, OCCUPIED PALESTINIAN TERRITORY

In Gaza, BCI continued its relationship with our sister organisation, Youth Vision Society (YVS), providing another grant during a period of mass displacement and ongoing bombardment.

Informal education for 144 children was made possible through this support—crucially designed to accommodate fluid population movement and reduce the risk of targeted attacks. YVS have since attracted additional donor interest, including UN funding, indicating the catalytic value of BCI's support and a sustainable exit for BCI's support.

## ▶ UGANDA

BCI's long-term work in Uganda progressed meaningfully across two core areas. Through Bridge of Solidarity, BCI supported digital skills training for youth in Nakivale refugee camp and brought on a specialist consultant from Kampala to guide organisational strategy and planning. This work is particularly focused on strengthening the sustainability and governance capacity of this small but impactful women-led initiative. Earlier in the year, BCI concluded its partnership with RLSN and transitioned the program's support to Campbelltown Uniting Church to ensure stronger governance and continuity of service.

Bridge of Solidarity's female CEO, Dr. Dora Niteke, was also awarded BCI's first women's leadership fund grant. The small fund was crucial in facilitating Dr. Dora's relocation costs as she undertook her scholarship at the University of Bangor for a MSc in Public Health. Dr. Dora was also nominated for student of the year before narrowly missing out to one of her student colleagues.

## ▶ YEMEN

Our newest sister organisation, Youth Leadership Development Fund (YLDF), is a women-led organisation with significant expertise in civil society empowerment, youth, and livelihoods programming. YLDF received BCI support to run program management and humanitarian diplomacy workshops with nine other local, women-led NGOs. Their efforts to uplift smaller organisations in one of the world's most forgotten humanitarian contexts is aligned closely with BCI's commitment to bottom-up, locally-driven response.

## ▶ MYANMAR/THAILAND

In response to the devastating 7.7 magnitude earthquake that struck Myanmar in late February, BCI provided immediate financial support to our existing partner, Play Onside.

The organisation coordinated directly with small grassroots groups in active conflict areas—places where daily missile attacks have prevented large INGOs from gaining access. The rapid response grant was small but strategic, enabling urgent life-saving support while allowing us to monitor the situation for future engagement.

## ▶ FRANCE

BCI continued its support to Project Play in Calais, France, with another grant this year. Funding contributed to daily operations and safe space management for refugee children. Complemented by BCF's technical guidance in trauma-informed play therapy, the program continues to serve children displaced by war and severe violence, many of whom live in constant insecurity and fear of forced removal.

## ▶ EGYPT

The most recently onboarded sister organisation is the South Sudanese refugee run community based organisation, Youth Support Volunteer Organisation, operating a community centre in Cairo.

This initiative is undertaken in partnership with Start Local who, like BCI, work to provide hands-on and bottom-up support to small local organisations all over the world. YSVO are supported in their facilitation of health training, core cost management and livelihoods.

## ▶ BCI REACH IN AUSTRALIA'S HUMANITARIAN STAKEHOLDER NETWORK

Sector engagement has also remained a key part of our activities. In October, BCI attended the Australian Council for International Development (ACFID) conference, actively participating in key discussions and networking with peer organisations. Relationships with the Church Agency Network – Disaster Operations (CAN-DO) have grown, with agreement now reached for CAN-DO members to access BCI's rapid response mechanism from early 2025. This has seen an intervention supported in Vanuatu following an earthquake in early 2025 where PSS and community-based health interventions will reach 1,050 people.

Additionally, dialogue has opened with UNICEF and other faith-based actors for a potential multi-faith intervention in crises “where the bombs are dropping but the cameras aren't on”.

As the financial year closes, we reflect on what has been both a challenging and deeply rewarding period for the organisation. Despite the odds, and often through creative or quiet avenues, BCI has been able to support communities that sit at the very edge of international attention.

## ▶ TESTIMONIALS

“ The collaboration with BCI has been smooth and efficient. From the beginning, the quick replies eased communication and allowed us to provide an optimal implementation in such a volatile context. The information provided was clear and the funding was obtained in time and with no problems. Overall, it's been a pleasure to work with BCI, and we hope to initiate new collaborations in the future.

**- Executive Director, Play Onside, Myanmar emergency distribution programme**

“ BCI has been a fantastic donor. Communication has been clear, we have been given the trust and confidence to make decisions around our needs and the financial support has helped lift the endless weight of finding funding. Bill's visit was a particular highlight! His enthusiasm for our project will be remembered!

**- Executive Director, Project Play, Calais, France**

Country & Partner	AUD	Population Reached	Thematic Response
Palestine - YVS	16,600	160	Informal education and PSS
Uganda - Bride of Solidarity	7,600	140	Digital empowerment
BCI Female Leadership Fund	1,500	1	Dr. Dora Niteke
South Sudan - YAH	6,800	5,469	Integrated flood response
South Sudan - YAH	7,600	24,589	Cholera response – Juba w. UN WHO
South Sudan - YAH	38,000	0	Protection Manager – 1 year
South Sudan - YAH	7,600	0	Cholera and other CDs response - Uror
Yemen - YLDF	19,000	45	Capacity strengthening and upskills for 9 WLOs
Myanmar/Thailand	5,000	243	Multi-sector EQ response
Uganda - Adina	5,000	600	Physical rehabilitation for children with disabilities
Egypt - YSVO	18,000	960	Multi-sector welfare centre and core costs
Vanuatu - COCOA	10,000	1050	Community based health and PSS
France	5,300	32	Children's safe space, case management and core costs
<b>Total</b>	<b>111,400</b>	<b>33,288</b>	

## ▶ 2025 & BEYOND

Looking forward into 2025–26, further impact and growth is anticipated in South Sudan with the launch of the Sasa! program while there will also be an increasingly concerted focus on expanding our work with Women-led organisations (WLOs) operating in some of the most restricted environments both politically and culturally worldwide.

Further, we will continue to build our network, strengthen our legal and operational systems for funding hard-to-access areas, and deepen our partnerships with those whose daily courage and vision lie at the heart of their communities.

Plans already underway include:

- Launch the Sasa! GBV program in South Sudan, a pioneering approach to community-based behaviour change
- Expand our Rapid Response Fund, with potential new engagements in Gaza, Myanmar and Sudan
- Establish 1-2 long term partnerships
- Grow our technical assistance model through partnerships and embedded capacity support to local NGOs



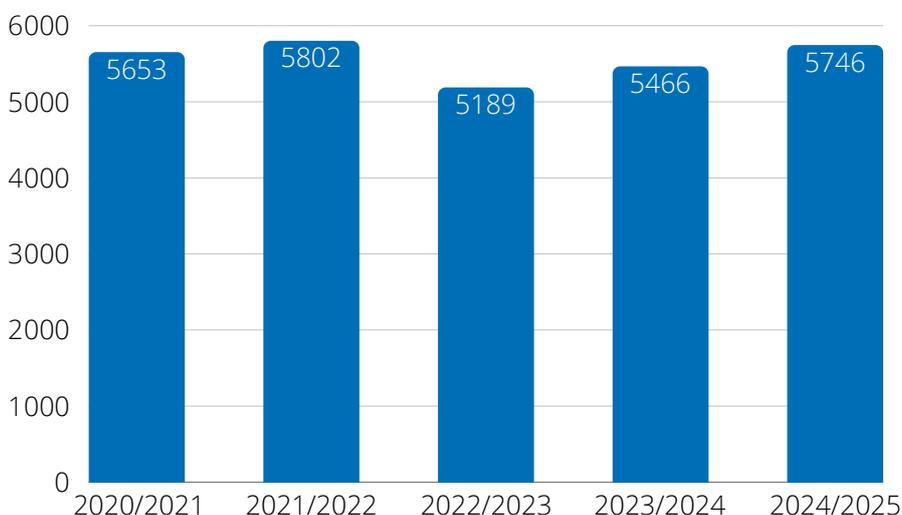


# FUNDRAISING

The Fundraising Department delivered a strong performance in FY 2024–2025, maintaining appeal revenue growth, expanding our donor base, and launching several new initiatives to strengthen our long-term sustainability.

The overall appeal income grew by 32.32%, driven in large part by the success of our donor acquisition campaigns during the Christmas 2024 and Winter 2025 periods. To date, these campaigns have generated over \$84,000 in revenue and attracted 549 new donors, demonstrating the strong return on our continued investment in acquisition strategies. As shown in the graph below, the reintroduction of acquisitions over the past two years has led to a significant increase in our donor numbers.

**DONOR TREND BY FINANCIAL YEAR**



Despite consistently exceeding appeal targets, these funds alone are not sufficient to meet the Foundation's rising operational costs.

To ensure financial sustainability and safeguard our long-term impact, we are pursuing a diversified funding strategy, which includes:

- Ongoing appeal campaigns, including acquisitions, to engage and grow our individual donor base
- Confirmed multi-year government funding, secured for the next five years
- The rollout of our new tiered corporate partnership, designed to attract long-term support from corporate and philanthropic partners

While bequest income was lower than the previous year, we have continued to strengthen awareness and engagement in this important area.

We maintained strong relationships with confirmed and prospective bequest donors and generated new interest through external outreach, including the distribution of our new Bequest Booklet to potential supporters and funeral homes across Sydney.

We developed several new online fundraising initiatives to keep our donors engaged and connected to our mission. Additionally, we implemented targeted Electronic Direct Mail (EDM) journeys to schools and businesses to maintain awareness and encourage ongoing fundraising activity, ensuring a steady flow of donations throughout the year.

This year, we experienced a decline in gifts-in-kind (GIKs), largely due to staffing transitions that impacted relationship management and coordination. Despite this temporary setback, we are now actively working to re-establish and strengthen connections with our business partners and suppliers.

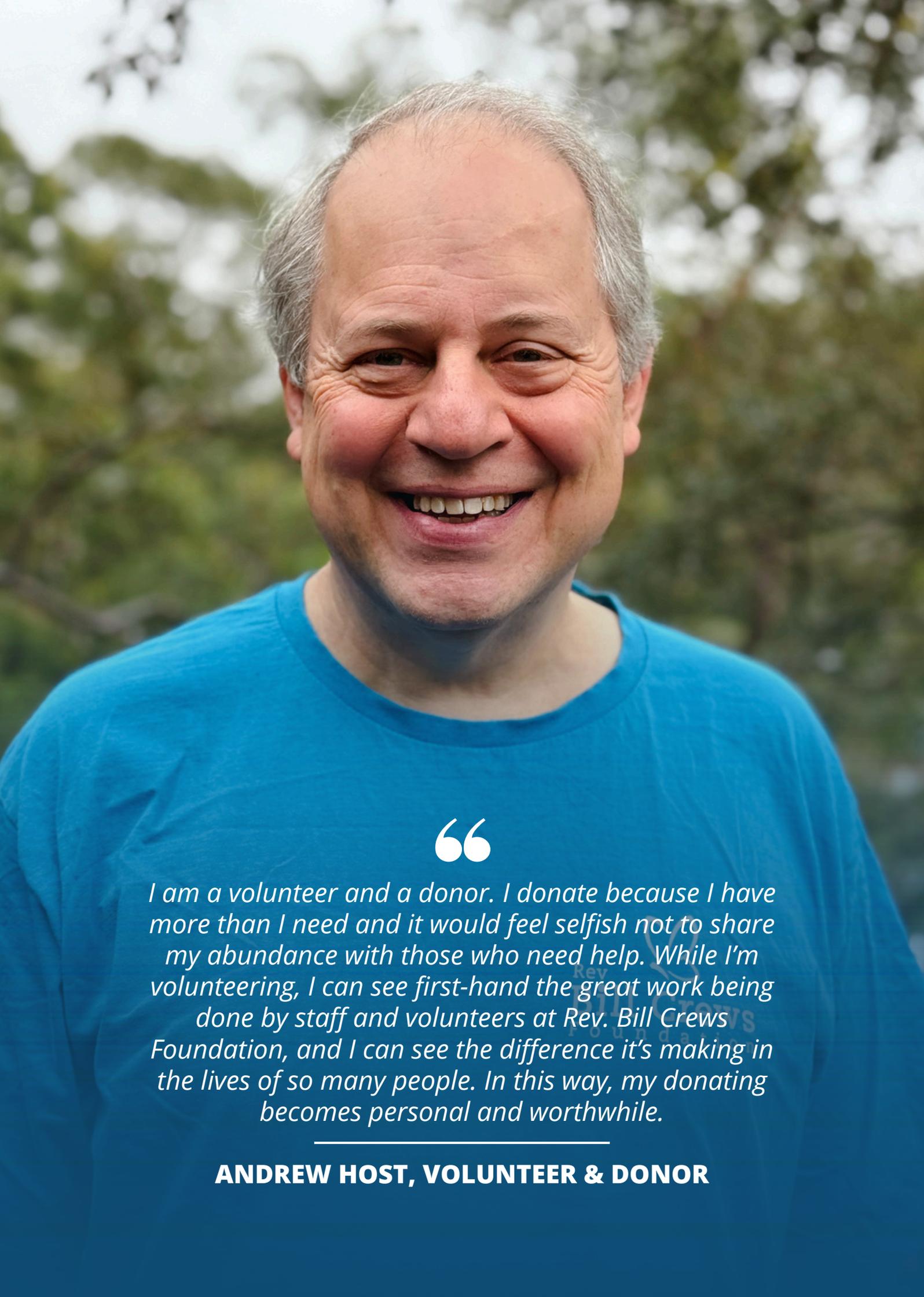
Our social media and marketing efforts were revitalised this year, driven by the addition of a new team member who brought increased creative control and agility. This has led to a more cohesive brand presence and significantly boosted user engagement across all platforms. It also enabled more consistent branding, timely content delivery, and a stronger connection with our audience. We remain committed to expanding our reach and engaging a broader, more diverse demographic in the year ahead.

APPEALS	2024/2025	2023/2024	INCREASE (%)
Winter	2,120,073	1,591,438	33.22%
Spring	444,597	503,299	-12.46%
Christmas	1,559,133	1,198,013	30.14%
Easter	553,831	239,404	131.34%
<b>Total</b>	<b>4,673,634</b>	<b>3,532,154</b>	<b>32.32%</b>

## ▶ TESTIMONIALS

“ We choose to support the Bill Crews Foundation because we believe the foundation provides an amazing amount of support, on all levels to the people that need it the most in this world the homeless and disadvantaged. And we thank you all for the amazing job you do

**- Alan and Nicole Furlong**



“

*I am a volunteer and a donor. I donate because I have more than I need and it would feel selfish not to share my abundance with those who need help. While I'm volunteering, I can see first-hand the great work being done by staff and volunteers at Rev. Bill Crews Foundation, and I can see the difference it's making in the lives of so many people. In this way, my donating becomes personal and worthwhile.*

---

**ANDREW HOST, VOLUNTEER & DONOR**



# VOLUNTEERING

The 2024–2025 financial year has been a powerful demonstration of the generosity, passion and commitment shown by our volunteers. With contributions spanning food programs, events, support roles and group engagement, the Volunteering team coordinated the delivery of more than 32,000 hours of service, an effort valued at over \$1.51 million in individual contributions alone.

This year marked a continued evolution of our volunteering function, strengthening our capacity to engage the community, support service delivery and uphold the values of our Foundation.

## ▶ OVERALL CONTRIBUTION

Between 1 July 2024 and 30 June 2025, 3,304 individual volunteers collectively contributed 32,346.49 hours of service across our sites and programs. Using the Centre for Volunteering's 2024–2025 estimated hourly rate of \$46.96, this equates to an economic value of \$1,518,991.17.

PROGRAM AREA	HOURS	VALUE (\$)
Loaves & Fishes	22,527.00	1,057,867.92
Food Vans	4,618.59	216,888.99
Guest Services	1,741.63	81,786.94
Crews Café	886.87	41,647.42
General Volunteer Roles	1,552.78	72,912.55
Warehouse Operations	735.35	34,532.04
Events	95.92	4,504.40
Site Management	188.35	8,844.92
<b>Total</b>	<b>32,346.49</b>	<b>\$1,518,991.17</b>

These figures are a testament to the scale and impact of our volunteer operations, many of which are critical to our frontline service delivery.

## ▶ GROUP VOLUNTEERING INITIATIVES

In addition to individual placements, our Volunteering team facilitated 390 group volunteering sessions, engaging 3,565 people from schools, businesses and support organisations. Together, these groups contributed 14,260 hours, valued at \$669,649.60.

VOLUNTEERING GROUP TYPE	HOURS	VALUE (\$)
Corporate	9,325	433,902.00
School Volunteering	2,377	111,623.92
Support Group Volunteering	2,558	120,123.68
<b>Total</b>	<b>14,260</b>	<b>\$669,649.60</b>

These partnerships not only provided valuable operational support but also fostered deeper community engagement and awareness of our mission.



# INFORMATION TECHNOLOGY

The Information Technology (IT) team continued to deliver consistent service and system reliability throughout the 2024–2025 financial year. With a focus on ticket resolution efficiency, infrastructure stability and user support, the team upheld strong service levels across the organisation’s digital environment.

## SUPPORT & TICKET MANAGEMENT

Between 1 July 2024 and 30 June 2025, the IT team processed a total of 893 support tickets across all departments. Of these:

- 880 tickets were resolved, representing a 98.5% closure rate
- 13 tickets remain active, either pending further investigation or awaiting user response

This performance reflects a strong service ethic and continuous prioritisation of user needs.

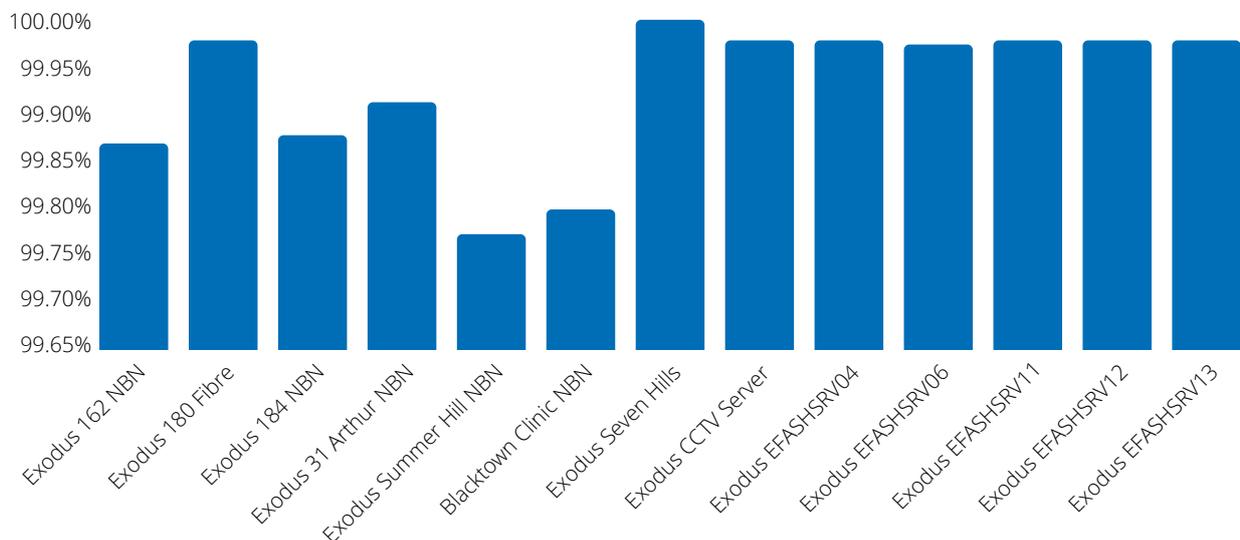


## SYSTEM UPTIME

Across all monitored sites and systems, uptime remained consistently above 99.75% for the entire 12-month period, a strong indicator of system stability and effective infrastructure management.

The highest-performing systems included our core servers and corporate networking infrastructure, with several locations (such as Seven Hills and the CCTV server) approaching or exceeding 99.98% uptime.

The attached chart provides a breakdown of uptime performance across key locations and services, further demonstrating the reliability of our IT environment.



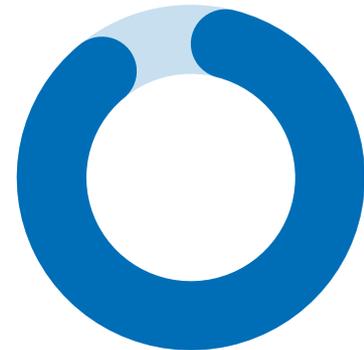
# FACILITIES

The 2024–2025 financial year saw a continued focus on responsive site management, preventative maintenance, and safe operational practices. The Facilities team managed a combined total of 518 tasks, spanning Ad-Hoc Maintenance, Preventative Maintenance and Fleet Management.

## ▶ WORK REQUESTS

Across the year, 262 Ad-Hoc Maintenance tasks were raised, alongside 207 Preventative Maintenance tasks and 49 Fleet Management entries totalling 518 tasks.

However, only 37 of these were formally submitted via the Property Damage or Maintenance Issue "Report an Issue" form. The remaining majority were identified and addressed outside of the standard reporting process typically through direct contact with the Facilities team or during onsite inspections. While all were actioned, this discrepancy indicates underutilisation of formal reporting mechanisms and has prompted a renewed focus on training and process compliance in FY25–26.



**93% COMPLETION RATE  
OF ADHOC MAINTENANCE**

Of the 262 Ad-Hoc Maintenance tasks:

- 242 (93%) were completed by 30 June
- Outstanding tasks were either longer-term projects or to be completed shortly after EOFY

Notable outliers that extended completion timeframes included:

- Conversion of two Care Store rooms into an office and consultation space (major capital work)
- Replacement of a digital safe lock and manual keys in Fundraising (legacy system complexity)
- Replacement of barn door lock hardware on BMA 11H Van 1 (parts required from overseas)
- Replacement of rusted guttering on the western side of the Loaves and Fishes Restaurant (significant repair)

The average resolution time was 8.7 days, improving to 6.8 days when excluding five long-duration projects.

Roughly 26% of all maintenance tasks were completed internally, while 74% required the engagement of external trades or specialists.

## ▶ PREVENTATIVE MAINTENANCE

Preventative maintenance remained a priority, with 207 tasks completed over the year. These included:

- Electrical and fire safety checks
- Pest control and waste services
- Scheduled site and asset servicing (e.g. kitchen hygiene, first aid stations)

Most tasks followed a 6-monthly service cycle, with some scheduled weekly, annually, or 5-yearly, depending on compliance and asset type. Due to the technical nature of the work, 83% of tasks required specialist external contractors.



# PEOPLE & CULTURE

The 2024–2025 financial year marked a continued evolution of the People and Culture function, with a strong focus on strategic workforce planning, recruitment systemisation and embedding values-led practices across the organisation. The team has worked to build a stable, inclusive and compliant workforce that is well-placed to support the Foundation’s expanding services and long-term vision.

## ▶ HEADCOUNT

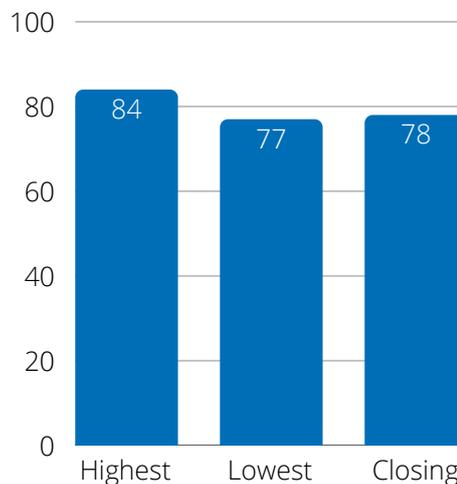
Staff numbers remained relatively stable over the course of the year, with fluctuations aligned to operational cycles, project demands and scheduled exits.

- Highest headcount: 84 employees (February 2025)
- Lowest headcount: 77 employees (November 2024 and May 2025)
- Closing headcount as at 30 June 2025: 78 employees

Workforce composition remained consistent:

- Full-time employees continued to represent the majority of the workforce
- Part-time roles supported program diversity and flexibility
- Casual staff were engaged primarily in community and guest-facing services

**STAFF HEADCOUNT OVER 2024/2025**



## ▶ WORKFORCE MOVEMENT

Throughout the 2024–2025 financial year:

- 34 new hires commenced employment with the Foundation
- 36 employees exited for various reasons, including resignations, end of contracts and other reasons

This resulted in a net workforce reduction of 2 employees, with a closing headcount of 78 employees as at 30 June 2025 (down from 80 in July 2024).

The most active periods of workforce change were:

- July 2024, which saw 9 hires and 8 exits
- May 2025, where 7 exits were recorded across various departments

A strategic recruitment round in February 2025 brought in 6 hires to support service delivery to strengthen operational capacity while we started recruitment efforts to expand into Western Sydney.

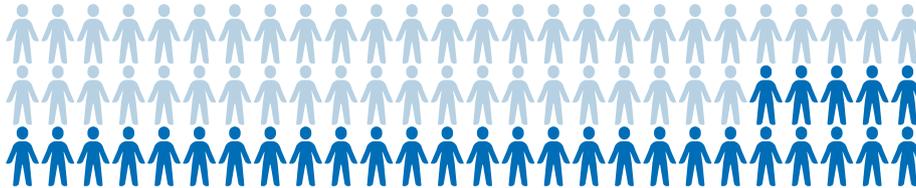
## ▶ WORKFORCE DIVERSITY

As at 30 June 2025, the Foundation's workforce continued to reflect a healthy distribution across age and gender, supporting a culture of inclusion and intergenerational learning.

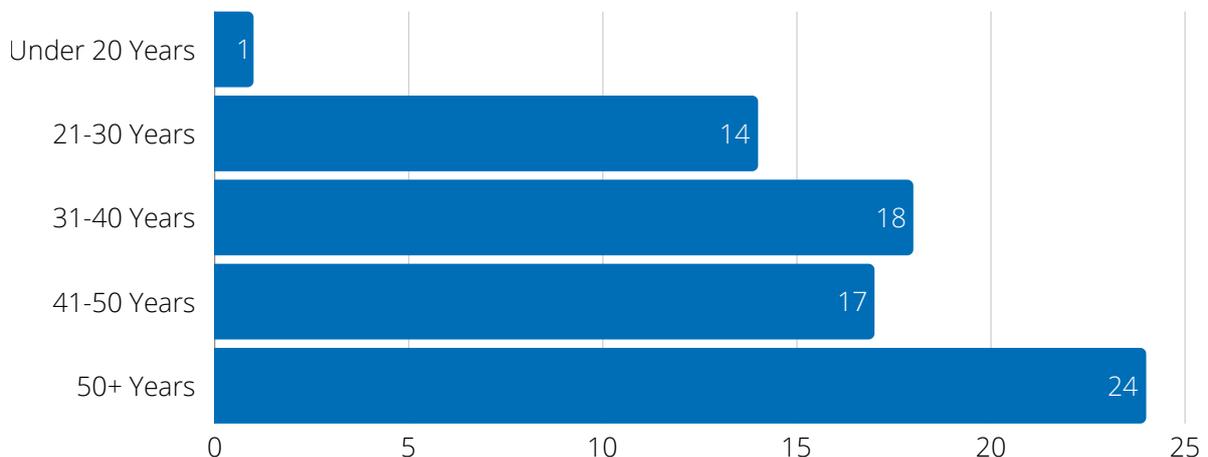
The organisation benefits from a broad age profile, with strong representation across each demographic band and a gender mix that continues to trend toward greater balance.

### GENDER REPRESENTATION

- Female: 47 (60%)
- Male: 31 (40%)



### AGE DISTRIBUTION



## ▶ LEAVE BALANCES

Leave balances were monitored monthly to ensure alignment with operational requirements, employee wellbeing, and financial forecasting. The following summarises key movements from 1 July 2024 to 30 June 2025:

LEAVE TYPE	OPENING BALANCE (HRS)	CLOSING BALANCE (HRS)	% CHANGE	COMMENTS
Annual Leave	5,313.80	5,682.24	↑ 6.9%	Slight increase due to accrual outpacing leave uptake
Long Service Leave	3,833.37	4,889.66	↑ 27.6%	Reflects growing tenure; limited usage due to eligibility
Paid FDV Leave	4,506.78	5,242.48	↑ 16.3%	Entitlement allocated; minimal recorded uptake
Leave Without Pay	-3,290.10	-6,147.83	↑ 86.9%	Increase reflects multiple extended unpaid leave absences

Trends observed throughout the year included a steady accrual of leave entitlements across all categories, particularly Long Service Leave, while Leave Without Pay increased due to a small number of prolonged unpaid absences. The rise in Paid FDV Leave aligns with entitlements becoming embedded within payroll systems and reflects low usage.

## ▶ STRATEGIC FOCUS

Key areas of focus for the People and Culture team during 2024–2025 included:

- Refining recruitment workflows using Employment Hero and SmartMatch tools
- Expanding compliance visibility, including Working With Children Checks, police checks and VEVO validations
- Preparing for the rollout of a Learning Management System (LMS) in FY25–26 to centralise training, compliance and onboarding
- Delivering mid-year performance review cycles, embedding 360-degree feedback and leadership accountability
- Monitoring leave and workforce trends to support business continuity and wellbeing planning

Additionally, the official transition from Human Resources to People and Culture in August 2024 reflects a strategic repositioning of the department. This change better aligns with the Foundation's values of hope, compassion, integrity and safety and its commitment to people-first leadership.

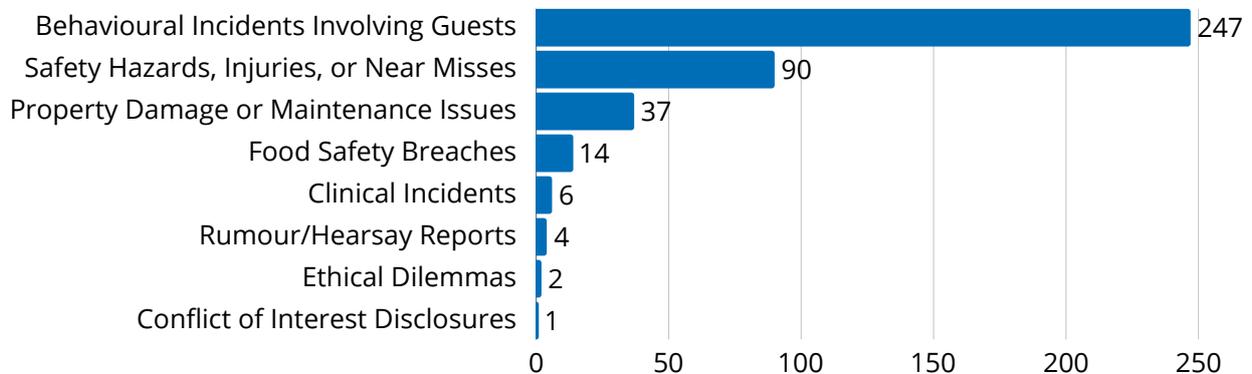
# WORK HEALTH & SAFETY

The Foundation continued to strengthen its commitment to a safe and accountable workplace culture during 2024–2025. Through real-time digital reporting, training initiatives and leadership visibility, employees have demonstrated proactive engagement with incident and risk management.



**100% COMPLETION RATE OF 401 REPORTS LODGED**  
(Average Resolution time: 0.83 hours)

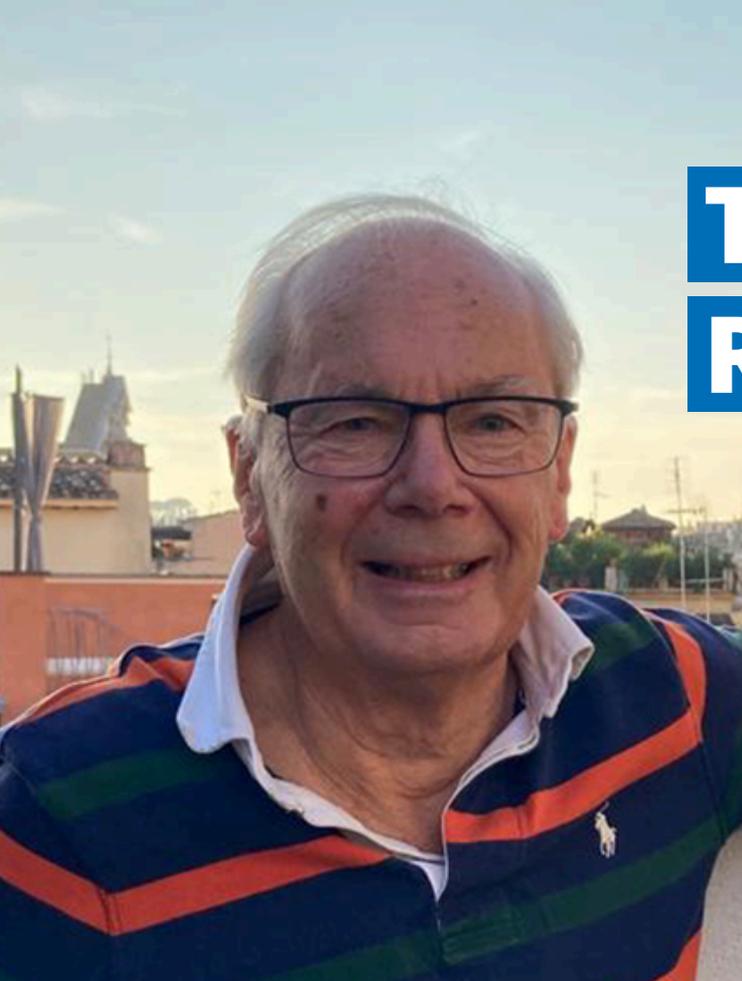
## ▶ INCIDENT BREAKDOWN



The continued high proportion of guest-related behavioural incidents highlights both the complex client needs and the diligence of frontline teams in reporting. Maintenance and safety-related items remain consistently reported, enabling early intervention and risk mitigation.

## ▶ STRATEGIC FOCUS

- ✔ Strengthened frontline reporting culture with mobile and on-site access
- ✔ High responsiveness and resolution timelines across all categories
- ✔ Targeted improvements in high-volume risk areas, especially guest behaviour
- ✔ Ongoing review of WHS frameworks and training content to support staff safety



# TREASURER'S REPORT

FY24/25 was a successful and significant year for the Foundation. Not only did we provide more food, welfare and medical support in response to growing need, we increased the number of places in which we were able to provide that support.

We have been able to expand the range of services provided in response to the growing and diverse needs of a modern multicultural urban population whilst continuing to build upon those provided over the last 4 decades. We can claim to have one of the most efficient and dependable food supply services to those in need throughout Sydney in combining years of expertise with modern technology.

None of which would have been possible without the continued support of our many wonderful donors and supporters. Income from our regular appeals continued to increase even as we continued to develop additional streams of income needed to support the increase in services. Of special importance is income from bequests. In today's cost of living crisis, people often would like to donate more but are unable. The inclusion of a bequest is wonderful and important as a means of giving.

Significant progress has also been made in developing new and diverse income streams that can support the work of the Foundation. As a Not-for-Profit organisation, we look to use every dollar donated directly to provide essential services and not to build up any large financial reserves. So it has been very important to have been able to broaden the range of income and to create a sustainable basis onto which we can continue to provide the full range of services that we do to those in need.

Gerry Graham

**Treasurer**



# AUDITOR'S STATEMENT

The Rev. Bill Crews Foundation comprises of two operating entities, the Exodus Foundation and the Bill Crews Charitable Trust. As such, separate audited statements are prepared and presented for each entity in accordance with regulatory requirements.

Both entities are registered with the Australian Charities and Not-for-profits Commission (ACNC). Copies of their full audited financial statements, together with annual information statements, are publicly available on the ACNC website.

**THE EXODUS FOUNDATION:**

[www.acnc.gov.au/charity/charities/03c10a40-39af-e811-a95e-000d3ad24c60/documents/](http://www.acnc.gov.au/charity/charities/03c10a40-39af-e811-a95e-000d3ad24c60/documents/)

**THE BILL CREWS CHARITABLE TRUST:**

<https://www.acnc.gov.au/charity/charities/00b7377e-38af-e811-a963-000d3ad244fd/documents/>



# FINANCIAL STATEMENTS

Detailed financial statements for the Exodus Foundation (ABN 47 342 342 713) and the Bill Crews Charitable Trust (ABN 74 622 585 856) can be accessed via the ACNC website ([www.acnc.gov.au](http://www.acnc.gov.au)) or by requesting a copy from our Finance Department at [finance@billcrews.org](mailto:finance@billcrews.org).

## ► CONSOLIDATED STATEMENT OF INCOME

INCOME	2025	2024
Donations & Gifts	5,227,436	4,828,372
Bequests & Legacies	5,816,130	5,428,361
Grants & Medicare	1,530,880	1,167,296
Investment Income	177,884	166,561
Other Income	186,087	466,269
<b>TOTAL INCOME</b>	<b>12,988,416</b>	<b>12,056,859</b>

EXPENDITURE	2025	2024
Social Health & Wellbeing	5,275,983	3,710,780
Food Services	4,739,015	3,930,182
Literacy & Children's Programs	1,691,382	1,937,367
International Aid	381,612	336,320
Office of Mission	506,590	445,251
<b>TOTAL EXPENDITURE</b>	<b>12,594,582</b>	<b>10,359,900</b>

<b>OPERATING SURPLUS</b>	<b>393,834</b>	<b>1,696,959</b>
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# ▶ CONSOLIDATED STATEMENT OF FINANCIAL POSITION

<b>CURRENT ASSETS</b>	<b>2025</b>	<b>2024</b>
Cash & Cash Equivalents	1,707,084	2,152,405
Trade & Other Receivables	296,015	274,326
	<b>2,003,099</b>	<b>2,426,731</b>

<b>NON-CURRENT ASSETS</b>		
Trade & Other Receivables	330,000	330,000
Investment Assets	5,340,208	4,297,156
Property, Plant & Equipment	1,619,898	1,542,098
Intangible Assets	339,688	369,563
	<b>7,627,794</b>	<b>6,538,817</b>

<b>TOTAL ASSETS</b>	<b>9,632,893</b>	<b>8,965,548</b>
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<b>CURRENT LIABILITIES</b>	<b>2025</b>	<b>2024</b>
Trade & Other Payables	346,772	425,894
Employee Benefits	441,986	228,077
	<b>787,986</b>	<b>653,971</b>

<b>NON-CURRENT LIABILITIES</b>		
Employee Benefits	30,423	75,460
	<b>30,423</b>	<b>75,460</b>

<b>TOTAL LIABILITIES</b>	<b>818,409</b>	<b>729,431</b>
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<b>NET ASSETS</b>	<b>8,814,484</b>	<b>8,236,117</b>
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# BE PART OF THE CHANGE

At the Rev. Bill Crews Foundation, our guiding mission is simple but powerful: “the person in front of us”.

Everyday, we work alongside thousands of individuals experiencing disadvantage, homelessness, and social isolation — providing food, primary healthcare, case management and compassionate, wraparound support. We aim to create immediate, tangible and lasting impact in the lives of those we serve.

While BCF is well known across Sydney for its flexible, trauma-informed approach to care, our impact stretches far beyond the city. Our food security initiatives operate across New South Wales, delivering supplies to regional communities in need. We deliver literacy programs for children across Sydney and in the Northern Territory, helping to close the education gap and improve long-term outcomes. Internationally, we operate in 12 countries, reaching over 40,000 people each year through humanitarian programs that reflect our belief in dignity and compassion for all.

## ► STRATEGIC FOCUS 2025-2027

This year marks a renewed commitment not only to our core service delivery, but to building greater national awareness of the Rev. Bill Crews Foundation — amplifying our voice and scaling our impact across the country. Our 2025–2027 Strategic Plan outlines four key objectives to guide this work:

### **1. Become a Centre of Excellence in Holistic Support**

We will continue to strengthen and scale our evidence-based, person-centred model of care — led by programs like our Social Health and Wellbeing (SHW) Clinic, which offers high-quality, integrated and compassionate care for those excluded by mainstream systems.

### **2. Secure Our Future Through Revenue Diversification**

To remain sustainable and responsive, we will grow and diversify our income streams — strengthening partnerships, building new funding opportunities and investing in long-term resilience.

### **3. Become an Employer of Choice**

We will invest in our people — creating a workplace culture that attracts, supports and retains dedicated and compassionate staff and volunteers through professional development, wellbeing initiatives, and shared values.

### **4. Build Data-Driven Decision-Making**

We are enhancing our systems to collect, analyse and act on data — ensuring our services remain responsive to community needs and our impact is measurable, accountable and transparent.

As need continues to grow — particularly for people with mental health challenges, substance use issues and complex care needs — we are working on the establishment of a new service hub in Western Sydney, to be fully operational by the end of 2025. This will be supported by our mobile medical van to further extend our reach into under-served areas.

In all that we do, the Rev. Bill Crews Foundation remains anchored by one principle: the person in front of us. Guided by hope, compassion, safety and integrity, this strategic plan represents our ongoing commitment to building a stronger, more visible and more impactful organisation for the years ahead.



## ▶ HOW YOU CAN HELP

We've only come this far because of the generosity, kindness and belief of people like you. Every meal served, every conversation had, every life impacted — it's only possible thanks to our community of supporters.

If you'd like to be part of this work, here are a few ways you can help:



### **DONATE**

Your donation helps us provide meals, support services, and more. One-off or regular gifts both make a big impact.  
[billcrews.org/donate](https://billcrews.org/donate)



### **VOLUNTEER**

Give your time and skills to help others. You can volunteer regularly, occasionally, or for special events, like Christmas.  
[billcrews.org/volunteer-ashfield-sydney](https://billcrews.org/volunteer-ashfield-sydney)



### **PARTNER**

We work with businesses and suppliers to support our community. This can include sponsorship, volunteering, or in-kind support.  
[billcrews.org/partnerships](https://billcrews.org/partnerships)



### **GIFT IN WILL**

A gift in your Will helps us plan for the future. It's a lasting way to support the work you care about.  
[billcrews.org/bequests](https://billcrews.org/bequests)



### **DONATE GOODS**

We welcome donations of non-perishable food, new clothing, toiletries, and gift cards. These go directly to people doing it tough.  
[billcrews.org/donate-food](https://billcrews.org/donate-food)



Domestic

billcrews.org

**Inside**  
Health checks  
Advice  
Vaccinations  
Welfare support  
Referral pathways  
Information



Rev

**Bill Crews**

Foundation





## ***THE PERSON IN FRONT OF US***

### **CONTACT US**

180 Liverpool Rd, Ashfield NSW 2131  
PO Box 1595, Ashfield NSW 1800  
info@billcrews.org | 02 8752 4600

### **STAY UP TO DATE**

Follow us at @billcrewsfoundation to stay updated and get involved

