



ANNUAL REPORT

2021 - 2022

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STATEMENT FROM REV. BILL CREWS

This period in time has been one of rapid expansion. During the Covid lockdown, many service providers asked us to fulfil their roles as they had closed due to Covid. This included food service distribution points as well as health and wellbeing support for people in need. Our literacy program expanded into a new school, and we implemented our trauma therapy program for young children which filled immediately, necessitating us to employ an extra play therapist. Prior to the pandemic we were planning to expand our services, but this forced those plans forward at a rapid pace.

REV. BILL CREWS
CEO & Founder



ADVOCACY:

This time was particularly spent advocating for homeless and disadvantaged people who had been affected by Covid. Initially it was really difficult to find supplies of face masks and vaccines. We opened a vaccination clinic which took a great deal of effort and planning. We also then found great difficulty in accessing RAT kits which were desperately needed for our guests, volunteers and staff. A great deal of my time was spent advocating for support for the homeless that many ordinary citizens would have regarded a natural right.

REV. BILL CREWS
CEO & Founder



FOOD SERVICE

In the financial period 2021-2022, the Food Services department produced 370,289 thousand meals and 16,722 hampers for people in need. With a 6.86% increase on meals and almost tripling our hamper distributions, this is a result that BCF can be proud of.

We have grown to eleven mobile van destinations in this time, servicing various locations, 7 days a week 364 days of the year!

The history of The Bills Crews Café was to run transition to work program, which had a relationship with TAFE NSW. The students were to do a Cert 2 in Hospitality and would use the Café as a practical experience. This was designed as a Not-for-Profit Café.

Sales for the Bill Crews Café for 2021 \$61,522 and 2022 \$76,575 show an increase in turnover of 24.47%. 2022-2023 looks far better as projections will surpass \$100K for the financial year.

The results were due to:

- Local area Marketing
- Focused on improving the menu
- Increase in construction around the area
- Introduction of catering
- Building a new customer base

17,722
Hampers

370,289
Hot Meals

11 Mobile
Van Locations

1 Additional
Loaves &
Fishes
Restaurant

VOLUNTEERING

The Volunteering Department for the 2021/2022 financial year has been a challenging but successful period for the foundation.

The department's main objective was to increase volunteer participation and engagement, as well as to ensure that the volunteers experience was positive and rewarding.

To achieve this objective and ensure diversity and inclusion were applied, the department developed strategies that catered to different demographics. For instance, the department partnered with schools and community groups to reach out to students and encourage them to participate in volunteering activities. We also engaged in corporate organisations and government entities to create volunteer opportunities and increase the foundations visibility in the community. These collaborations not only provided diverse volunteer opportunities but also generated additional resources to support the department's initiatives.

Moreover, the department ensured that the volunteering activities were accessible and accommodating to individuals with disabilities.

One of the department's significant achievements during this period was the increase in the number of volunteers who signed up.



This was a positive outcome for the foundation especially when there is a national decline in Volunteering. This success can be attributed to the foundation's creation of meaningful and diverse volunteer opportunity that caters to different interests and skills.

Another notable achievement was the continued appreciation of our Volunteers, which has promoted continued engagement and retention. All Volunteers are invited to share their feedback, participate in special events and receive a personalized Christmas and Birthday card, as part of the recognition program.

In conclusion, the Volunteering department for the 2021/2022 Financial Year has been a successful period marked by significant achievements. The department's focus on creating a positive volunteer experience and appreciation has contributed to building a community of volunteers committed to the foundations mission and vision. The Volunteering Department's successes during this period provide a solid foundation for continued growth and impact in the future.



With a year of challenges and significant expansion of our services, our amazing volunteers continue to grow and assist us in carrying out our vital work.

These numbers included a total of 175 Volunteers assisting with our Christmas Day Lunch in Ashfield, Liverpool and Woolloomooloo.

SOCIAL HEALTH & WELLBEING

The SHW clinic highlights some recent achievements and initiatives helping communities who are most vulnerable and marginalised. This is undertaken by the commitment and dedication of Triage, Case Workers, Guest & Community Engagement, General Practitioner (GP), Registered Nurse (RN) and allied health, which have significantly contributed to the growth and development of the organization. The members of the team are commended for their excellent teamwork.

During this period, SHW took significant steps to ensure the safety of our staff and clients after the return to work following the COVID-19 pandemic. We implemented several safety measures, made changes in service delivery, we are committed to continuously improving our services and adapting to the changing needs of our clients and guest.

AGPAL ACCREDITATION:

The SHW has successfully received AGPAL Accreditation, which demonstrates our commitment to providing high-quality health services to our clients. This accreditation also provides us with the capacity for WIP (Workforce Incentive Program) and PIP (Practice Incentive Program) funding, which goes back directly to our clients and guest. The positive outcome was made possible thanks to the Clinic team, GP and RN who were engaged and actively involved in the process.

RETURN OF THE DENTAL CLINIC:

Thanks to Teachers Health support, the clinic was able to bring back the dental clinic and dentists 2 days a week. This initiative has been well received by our clients and guest. We are committed to providing quality dental services to our clients.

HONIG GRANT AND PARTNERSHIP WITH HAYMARKET:

During the time that we have been recipients of the HONIG Foundation grant and have formed a solid collaboration with Haymarket, we are extremely proud. Because of this collaboration, the clinic has been able to expand the general practitioner (GP) service that is managed by Dr. Nada Andric into an in-reach GP model of care one a week on Thursday.

EMERGENCY RELIEF PROVISION:

Thanks to grants from Multicultural NSW (MCN) and Department of Communities and Justice (DCJ), we were able to provide emergency relief provisions to our clients in need. The MCN funding assist Asylum seekers or temporary Visa, including those who are not eligible for government-funded healthcare services. The foundation believes that everyone deserves access to quality healthcare services, regardless of their immigration status. To support this, we provided financial assistance and support to individuals in need. Additionally, we were able to develop provisions to support Asylum seekers or temporary Visa holders which can include navigating the healthcare system, case worker, shelter, and financial/food relief. We are committed to promoting inclusivity and equity SHW team will continue to explore ways to support those who are most vulnerable in our community.

SERVICES NSW PILOT:

We greatly appreciate the support and successfully implemented a Centrelink services pilot program, on site at the Foundation 5 days a week. This pilot program has allowed us to better understand the needs of our clients and has enabled us to deliver quality health services to the foundation's clients and Guest.



Support
Groups
Attendance
790

Sustaining
Tenancy
Payments
\$66,290

Supermarket
Vouchers
\$44,511

Electricity
& Utility
Payments
\$64,464

Script
Assistance
\$1,825

Welfare &
Support
11,387 Hrs

Doctor
Attendance
472

EDUCATION & PROGRAMS

Everyone Can read is a phonics-based literacy intervention that is offered to schools in low socio-economic and severely disadvantaged areas for children in middle primary education. It provides direct instruction in reading, writing, and spelling, to children with literacy levels well-below children of a similar ICSEA background and the Australian standards.

The Bill Crews Foundation currently offers this program in 4 schools in NSW and 3 in the Northern Territory. Children are rigorously tested pre, mid and end of program using benchmarked tools that include the South Australian Spelling Test, the Renaissance STAR reading program and various informal tools. Improvements in reading age from 11-25 months within 18 weeks of commencing in the program have been achieved.

All results are shared both with parents and schools participating in the program.



LITERACY PROGRAM NSW:

The 'Everyone Can Read' literacy intervention program, targets students at least 12 months behind their cohort in reading age. It was delivered in 4 schools in NSW in financial year period of 2021-2022 including a pilot program at Marrickville West Primary School, commencing in May 2022.

- **Ashfield Primary School**
- **Marrickville West Primary School**
- **Chullora Primary School**
- **Bexley Primary School**

This successful program uses a phonics based, direct instruction strategy that has a proven track record in helping students improve their literacy capability by an average of 12 months after 18 weeks of instruction.

COVID presented some huge challenges in 2021 as schools were physically closed, and the program was unable to run. The program returned to classrooms at the start of 2022, but increased literacy deficits were identified as children returned to formal education.

COVID has had a severe impact not only on students' return-to-school attendance but has interrupted the educational journey for many of our disadvantaged students.

Through high-level support, 59 children successfully graduated from the program following 18 weeks of intervention, with average gains of 12 months in reading and 11 months in spelling, a phenomenal achievement given the challenges.



LITERACY PROGRAM NORTHERN TERRITORY:

The 'Everyone Can Read' program was in place in three schools across the suburbs of Darwin and over the year we had the great pleasure of delivering the program to 65 students.

This program makes a considerable difference to children's lives and learning capability. We see the student's confidence grow and their reading abilities flourish. Our students love being a part of the 'Everyone Can Read' program, they never want to leave!

- **Holy Spirit Primary School**
- **Holy Family Primary School**
- **Gray Primary School**

PLAY THERAPY PROGRAM

In 2022, Rev. Bill Crews dream of establishing an early intervention Play Therapy program for children was realized as this trauma-informed early intervention was implemented both onsite at the Foundation in Ashfield and at the Children's Centre in Summer Hill.

Play Therapy is an age-appropriate form of therapy for children which uses the child's natural language of play to help them make sense of their difficult experiences, thoughts, and feelings. It helps children heal so they have a chance of becoming adults who thrive, breaking the cycle of inter-generational trauma.



At Ashfield, this frontline trauma informed early intervention service is specifically for disadvantaged children that have experienced trauma, and where the family does not have the financial capability to access expressive therapeutic interventions.

At the same time, we launched a holistic trauma-informed Play Therapy program within The Rev Bill Crews Summer Hill Children's Early Learning Centre. The program includes one to one play therapy in a specialized Play Therapy room and group play therapy to support the development of social skills for children having difficulty engaging in play or learning within a group.

Since launching in April 2022, a total of 19 children have completed our one-to-one Play Therapy program and a further 17 children are progressing through the program. The Foundation has delivered a total of 464 one-to-one Play Therapy sessions to date. A total of 7 children completed the Group Play Therapy program in 21/22 FY.

Our Play Therapists have worked tirelessly throughout the year working with referring child protection agencies and providing trauma informed training and strategies for those caring or working with children. This has expanded nationally and internationally to include the delivery of training for up to 40 staff at the Childline Thailand.



FUNDRAISING PROGRAM

Despite a challenging operating environment including staffing changes, overall revenue to the Foundation increased from the previous financial year. This improvement was led by particularly strong results in both bequest income and a one-off significant gift from a philanthropic trust.

Donations to our annual direct mail appeals were also up from the previous year – thanks to the continued generosity of many longstanding supporters.

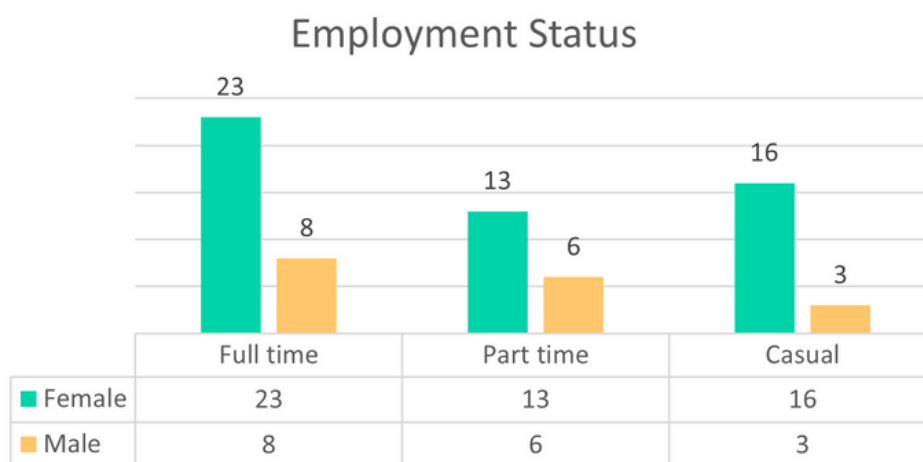
Ongoing efforts to attract new donors through various activities including an increased social media presence and, in the Sydney Morning Herald remained successful and will continue.

The Foundation also continued to receive strong support from the business and wider community through volunteering, gifts in-kind and financial support.

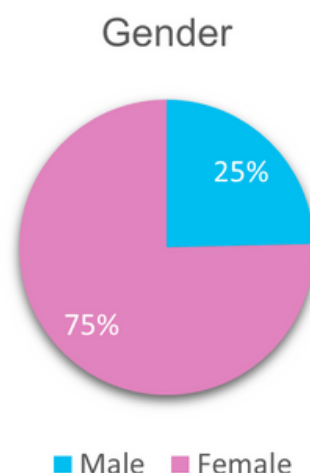
APPEALS	FY 2022	FY 2021	INCREASE %
Winter	\$1,345,924	\$767,208	75.43%
Spring	\$316,852	\$237,701	33.30%
Christmas	\$968,224	\$657,633	47.23%
TOTAL	\$2,898,968	\$1,840,612	57.50%

HUMAN RESOURCES

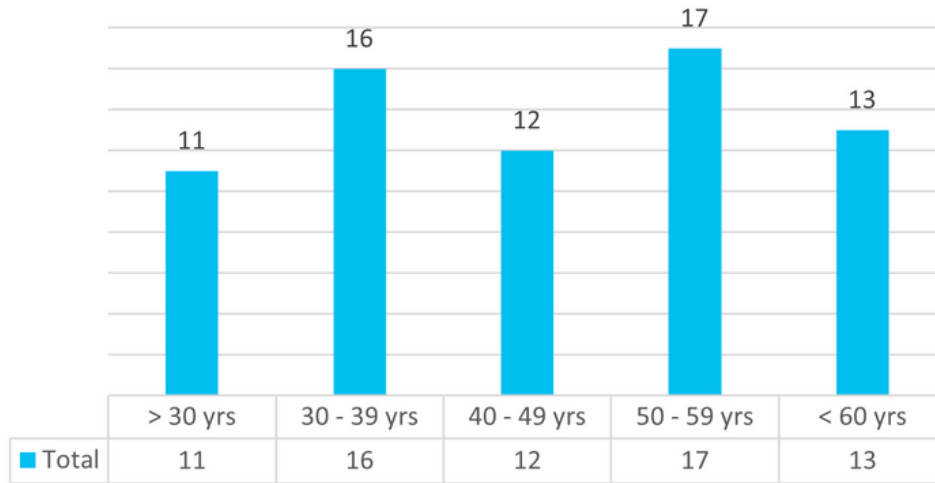
During FYE 21/22, 74 people were employed with BCF with an employment status of full-time, part-time or casual. The majority worked in SHW (30%) & administrative support functions (30%), followed by 25% in Education and 13% in Food Services.



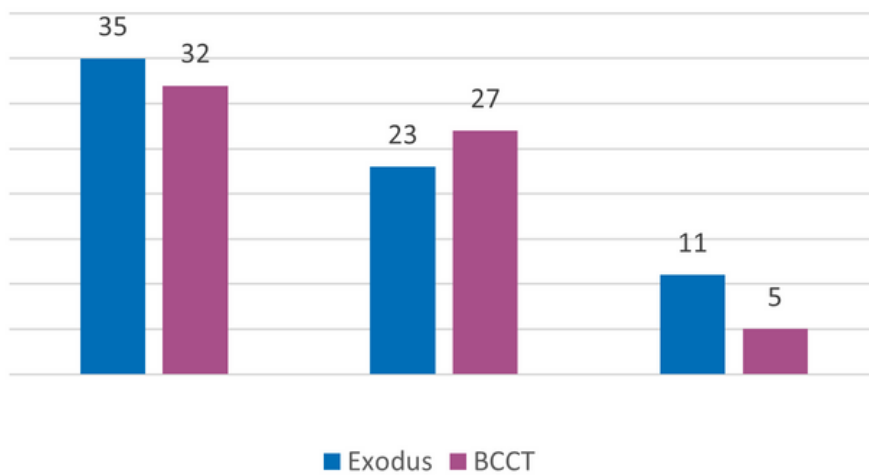
As at 30 June 2022 there were 52 employees which included 21 new starters and 22 resignations. Total annual employee turnover was 47% which appeared to be unusually high. Majority of individuals employed across the foundation were female with only 25% being males employed. There was very little difference when looking at the age demographic split of employees including those who started and resigned and left during this period.



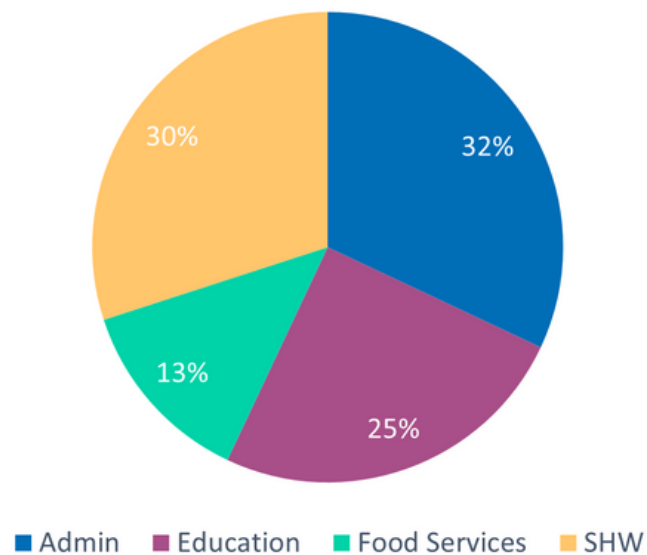
Age demographic



Employing Entity



By Department



ADVOCACY RESOURCES

Through advocacy, I hope to elevate the voices and experiences of people not only in Australia, but around the world.

BILL CREWS TV

Through advocacy, I hope to elevate the voices and experiences of people not only in Australia, but around the world.

Stories from the Edge over 5 million views. Bill Crews Blog and Podcast goes out to more than 9000 subscribers globally www.billcrews.org

AUSTRALIA

- Support First Nations through the hosting of NAIDOC week event
- Attendance at Kurdish and Iranian Rallies in NSW as well as ongoing events with the Autonomous Administration of North & East Syria
- Home of the Korean Comfort Woman
- Speaking events that supported United Nations Association of Australia, Chamber of Commerce, British Australian American Association

FRANCE

- Calais - Working with Care for Calais (refugees attempting to reach England)
- Meeting with the French Ambassador

UNITED KINGDOM

- East London - Working with welfare services for children and people in need and recovery walk in September 2021
- Middlesbrough - Drug and Alcohol Recovery March (a total of 16,000 people)
- London & Glasgow - Working with individuals affected by drug and alcohol abuse

UNITED STATES OF AMERICA

- New York - Working with Urban Pathways (service for those experiencing homelessness)
- Los Angeles – Advisory support to Midnight Mission
- Meeting with the Australian Ambassador to the United Nations: Mitch Fifield

THAILAND

- ChildLine Thailand - Fulfilling duties as a board member and to assist neglected and exploited children



INTERNATIONAL

RLSN MEDICAL CENTRE – KAMPALA, UGANDA

In collaboration with Campbelltown Uniting Church, Rev Bill Crews Foundation has also provided financial support to the Refugee Life Support Network (RLSN), a Burundian refugee self-help organisation and registered NGO in Kampala, Uganda. After experiencing funding shortfalls post covid, the BCF stepped in to support, ensuring the organisation could keep its doors open and continue its valuable medical work.

The medical centre is currently open three days a week, staffed by Burundian doctors, themselves refugees. This centre provides free consultations to refugees and, where funds permit, also offers free treatments and medications. The centre is also utilised to run information sessions on various healthcare issues and, in conjunction with other local organisations, programs such as vaccinations and blood donations. The program also trains Burundian nurses from the Nakivale Refugee Camp, 300 km from Kampala, allowing them to be registered in Uganda and to return to the camp to assist more effectively the large number of Burundians there. [4 nurses were fully trained in the 'English health system' during this reporting period.](#)

Various activities were run and conducted successfully by RLSN such as medical outreaches with Reproductive Health Uganda and Blood donations and our beneficiaries benefitted from activities run by other organizations such as distribution of mama kits to pregnant women, epilepsy outreach, mental health outreach and prostate screenings.

Infection diseases were the most cause of consultations, with the centre receiving many and severe cases of Haemophilus influenza during the outbreak in 2022.

During this reporting period - the medical centre supported over 2369 unique patients, who would otherwise go without medical care.

HEALTH ED GLOBAL - VOLUNTARY RURAL EMPOWERMENT, KAMPALA, UGANDA

The Bill Crews Foundation's support to the Voluntary Rural Empowerment (VRE) NGO has been focused primarily on the rollout of a Reducing Maternal Mortality Program. We have helped train 1,457 girls and women on when to seek clinical care and, in the case for so many, how to give birth at home safely with a sterile birthing kit called a "Maama Kit". VRE trained the groups in cohorts where they bring someone who they trust who can be with them during labour or is also pregnant but at an earlier stage who could be a secondary beneficiary of the training. The contributions from Reverend Crews Foundation allowed VRE to purchase the first 1,000 kits, create a basic research model to prove our hypothesis that meeting people where they are - in their rural villages - with solutions - serving the poorest of the poor in East Uganda. This resulted in a decrease in maternal deaths - continuing to decline as we improve the program. The VRE team also recently introduced a pill that stops the number one cause of post-delivery death in women (postpartum haemorrhage) and are seeing even better results. The entirety of the resources needed to save a woman's life cost \$6.72.

**1,457 Girls
trained in
safe at home
Birthing**

**1,000
Mamma
Kits
distributed**

OPERATIONS DEPARTMENT

Over the past 12 months, we have made significant progress in consolidating new and exciting demand for our services.

We were committed to prioritizing the essential goals and milestones necessary to realize Rev. Bill's Vision, despite the certainty of many challenges and inevitable criticisms we endured along the way. We are a small team of dedicated volunteers and staff, all of whom share Rev Bill's Vision, have achieved many successes that will serve the Rev. Bill Crews Foundation (RBCF) well into the future.

The Team's accomplishments include but are not limited to:

- Automation of our Gift In Kind Register that provides logistics for donation pick-ups
- Developed and implemented an automated preventative maintenance register to support the smooth and safe running of operations at Lethbridge Park Liverpool, Summer Hill, along with our 3 separate sites in Ashfield
- The development and installation of QR codes to manage the recording of various processes, including Walk-Up Donations, Fleet Vehicle Usage and Maintenance, Food Services Opening and Closing Checklists, Cleaning Schedules, Food Service Meals Data Collection, and Volunteer Sign-in and Sign-out, all of which are paperless, user-friendly, and resulting in accurate and reliable business data

- The continued nurturing of new and old supplier relationships to support the RBCF mission
- Overcame last year's lengthy wet weather season and responded appropriately to an outbreak of mould in certain buildings in Ashfield and Summer Hill
- Project managed refurbishment Works Stages I and II at the Summer Hill Children's Centre
- As we look to the future, we are confident that the FY 23-24 will present us with numerous opportunities that may initially appear as challenges. However, our Site Management and Operations Team is enthusiastic about developing and enhancing its methodology to support one thing that will remain unchanged – the Rev. Bill Crews Foundation's best days are yet to come



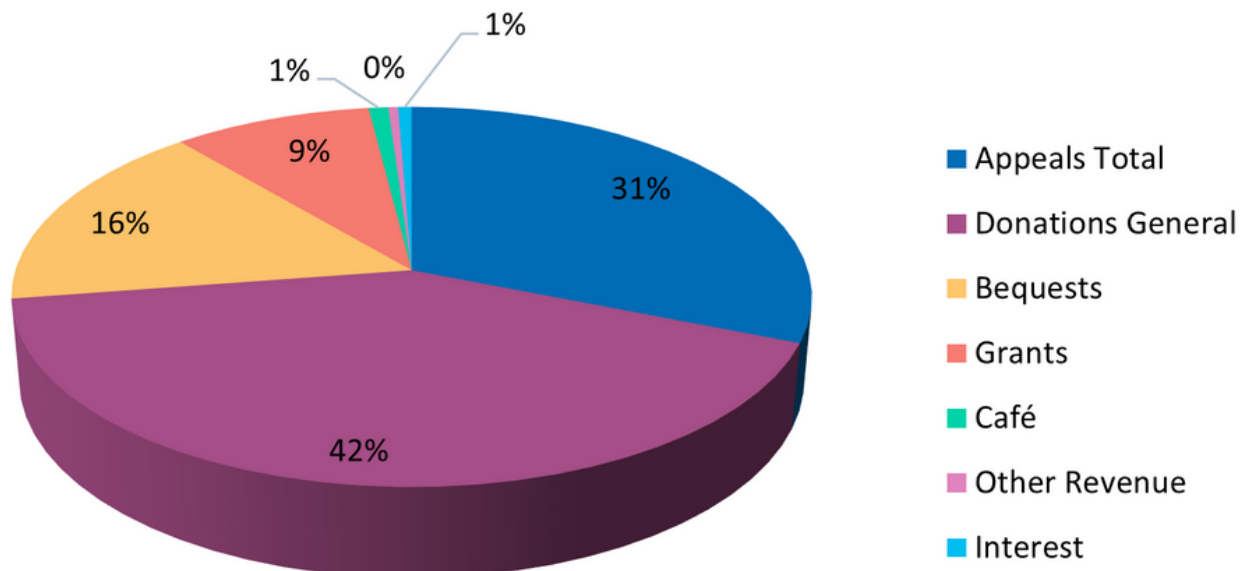
FINANCIAL REPORT

FINANCIAL YR 2021/22

- Income during 2021-2022 increased by 74%. Donations only from appeals had an increase of about 57%
- Within our income, an amount of approximately \$162,000 (at a very low and base prices) is included as Gift in Kind and a notional amount of \$697,000 for Volunteers' work as per AASB 1058 that recognizes the volunteers' services received as a contribution of resources
- Financial year 2022 was also a year of economic uncertainty as the pandemic was still on until Easter 2022. We also experienced the impact from the global economic disruptions with the Ukraine war in supply chain, consumer spending, energy prices and lately the vertical increase of the interest rates
- Despite the above factors, Rev. Bill Crews Foundation had the support of its regular donors and its great benefactors who contributed towards our mission against poverty, grief, and struggle
- Consequently, we had generous donations- other than the appeals' donations of \$3.2M, bequests of \$2M, while we received grants to help people in hardship, penury and health and mental support of \$ 730K
- Café during 21-22 tried to catch up with its sales and managed to successfully launch new and of great quality menu and prices. Sales are building up and during the current financial year 22-23 have augmented
- Interest rates were very low for 21-22 financial year. Thus, our interest income was inadequate

INCOMES FINANCIAL REPORT FY 2021/22

INCOME APPEALS	FY 2022	FY 2021	%
Winter	\$1,345,924	\$767,208	75.43%
Spring	\$316,852	\$237,701	33.30%
Christmas	\$968,224	\$657,633	47.23%
Easter	\$267,968	\$178,070	50.48%
APPEALS TODAY	\$2,898,968	\$1,840,612	57.50%
OTHER	FY 2022	FY 2021	%
Donations General	\$4,249,439	\$2,094,332	102.90%
Bequests	\$2,023,051	\$446,763	352.82%
Grants	\$732,058	\$674,430	8.54%
Café	\$76,575	\$61,523	24.47%
Other Revenue	\$19,371	\$49,361	-60.76%
Interest	\$35,331	\$60,201	-41.31%
TOTAL INCOME	\$10,034,793	\$5,227,222	91.97%

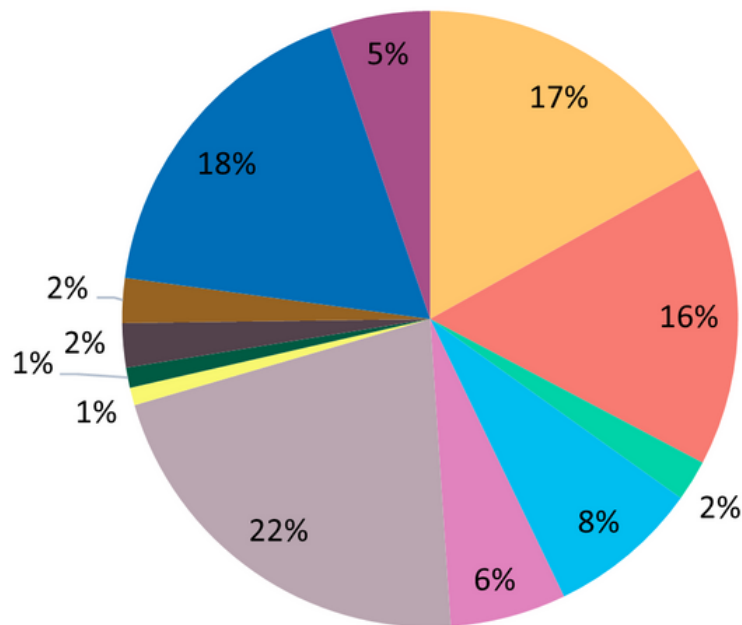


EXPENSES 2022

- Our expenses have increased by 41% as we tried to catch up with all projects and expansion of operations that couldn't be progressed or actioned during the pandemic. Thus, once we thought that it was safe and reasonable, we expanded the operations to three more locations
- We increased the number of meals by 7% while we managed to triple the number of hampers and meet the demand of people in urgent need. It seems that the cost per meal had an average cost of \$5. We found that until Easter 2022, the cost was at \$2.60 per meal while after Easter and because of the Ukraine war and energy shortages, the cost increased by nearly 100%
- While we have expanded the education program to accommodate another two schools and brought fantastic results, the same time we added a fully equipped dentist surgery in the clinic and had the medical van running for covid shots and other medical services offered to people who are not covered by Medicare. We accommodate about 16,000 cases in clinic of an average cost of \$90 per case
- Proudly the 70% of our expenses spent for our mission, while another 8% has been spent for maintenance and insurance coverage
- This year, for every \$1 spent for Fundraising, we had \$8 income, as we have reached the economy of scales' level and with the same amount of expenses, we can accommodate more functions and fundraising events

EXPENSES 2022

EXPENSES 22	FY 2022	FY 2021	INCREASE/DECREASE %
Food cost & Functions	\$1,519,985	\$1,122,905	35.36%
Clinic Cost	\$1,419,580	\$394,697	259.66%
Volunteers' Cost	\$192,876	\$165,760	16.36%
Fundraising and Marketing	\$716,129	\$877,938	-18.43%
Premises cost/repairs and maintenance	\$547,282	\$462,861	18.24%
Payroll attributed to direct cost	\$1,935,711	\$1,273,287	52.02%
Fleet cost and travel cost	\$82,934	\$61,941	33.89%
IT/Telephone/Computer	\$95,466	\$20,730	360.52%
Projects	\$208,059	\$448,143	-53.57%
Admin/Insurance/Legal	\$210,925	\$77,591	171.84%
Payroll Admin	\$1,581,756	\$1,163,645	35.93%
Depreciation	\$472,074	\$286,757	-64.63%
TOTAL EXPENSES	8,982,777	6,356,255	41.32%
SURPLUS/DEFICIT	\$1,052,016	-\$1,129,033	193.18%
Notional volunteers' work hrs	-\$697,927.21		
SURPLUS/DEFICIT	\$354,089		



- Food cost & Functions
- Clinic Cost
- Volunteers' Cost
- Fundraising and Marketing
- Premises cost/repairs and maintenance
- Payroll attributed to direct cost
- Fleet cost and travel cost
- IT/Telephone/Computer
- Projects
- Admin/Insurance/Legal
- Payroll Admin
- Depreciation



Making their future better, today

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