

Rev
Bill Crews
F o u n d a t i o n



ANNUAL REPORT

2022 - 2023

TABLE OF CONTENTS

Statement from Rev Bill Crews	3
Food Services	5
Volunteering	6
Social Health & Wellbeing	8
Education & Programs	11
Play Therapy Program	14
Fundraising	16
Human Resources	17
Advocacy Resources	19
International	21
Site Management & Operations	23
Financial Report	25

STATEMENT FROM REV. BILL CREWS

This period has been a time of consolidation and expansion which has seen attention focused on ensuring our meal services are reaching communities that really need us most.

We have also begun structuring and implementing the international component of our work.

I cannot praise our SHW team enough. The effects of the tireless work they do every day shows in the increased sense of community on the site. I have always been amazed that, with so many doctors in the Ashfield area, our medical clinic continues to be in such high demand. I believe a huge reason for this is that we take the time our guests really need to provide the holistic approach they require.

As Covid restrictions lifted, I've been able to travel more which has allowed the advocacy component of my work to increase. Whilst overseas I met with similar organisations to ours in the US and UK and am always surprised at how far ahead of them we are. I am finding many gaps that my experience can fill, and I look forward to adding to my advocacy work in these areas.

I am consistently saying to governments that it's in Australia's interests to export "good will". Most governments don't seem to realise that exporting good will leads to increased trade.

Overall, I am confident in saying that the Foundation currently has the best team we have ever had.

FOOD SERVICE

In FY23, the Food Services department of the Rev Bill Crews Foundation continued to demonstrate growth and impact in serving our community. With the production of 387,447 meals and the distribution of approximately 18,000 hampers to those in need, our efforts saw a significant increase in reach and support provided to the community, evidencing our unwavering commitment to combating hunger and providing essential aid.

Mobile van services continue to gain popularity in the areas in which we operate, making up the bulk of the annual meal count above. We further expanded from 11 to 13 service locations, moving more into Western Sydney to provide relief into areas where food security has been identified as being a major concern by many local councils and authorities.

The Crews Café has flourished into a fully-fledged social enterprise. By continuing to focus on nurturing the relationships formed in FY22, the café has shown an impressive growth in turnover. Sales for the café in FY23 reached \$197,706, substantially exceeding projections and representing a significant increase from the previous year's \$76,575. This growth not only highlights the success of our strategic initiatives but also underscores the community's support and the café's role in our broader mission.

1,500
Hampers per
month

387,447
Hot Meals

13 Mobile
Van Locations

VOLUNTEERING

This year, the Volunteering Team has continued to build upon the strong foundations laid in the previous year, with our main objective remaining to enhance volunteer participation and engagement. Our commitment to creating a positive and rewarding experience for our volunteers has never been stronger, and we have seen remarkable progress in diversifying and enriching our volunteer programmes.

We have expanded our partnerships and further embedded the principles of diversity and inclusion within all aspects of our volunteering efforts. Notably, our engagement with educational institutions has deepened, allowing us to introduce more young people to the virtues of volunteerism. Our collaboration with corporate and government sectors has also flourished, bringing in a wealth of new opportunities and resources.



We have implemented feedback mechanisms to continually refine our volunteer programmes. These insights have been instrumental in tailoring our approach to meet the evolving needs of our volunteers and the communities we serve. As a result, we have seen a significant increase in volunteer retention and satisfaction, underscoring the effectiveness of our strategies and the unwavering dedication of our team.

The Rev Bill Crews Foundation's commitment to community service was demonstrated in FY23 through the extensive and varied efforts of our volunteers. The financial value of their contribution, totaling over \$1.6 million, reflects not just the quantitative measure of their work, but the immense qualitative impact on the communities we serve. We extend our deepest gratitude to every volunteer and staff member for their dedication and hard work throughout the year. Their invaluable contributions continue to empower and support the Foundation's mission, laying the groundwork for future initiatives and reinforcing our capacity to make a difference in the lives of those we serve.

We also conducted an audit on our volunteer database and found that there were a large amount of volunteers that had not engaged with the Foundation for a period of 12+ months. Whilst this has reduced the overall pool of volunteers, the amount of volunteers that are not only signing up to volunteer with us, but also returning to us on an ongoing basis is increasing.

1,144
Active
Volunteer
Count

30,949
Filled Hours

\$1.34m
Filled Value

SOCIAL HEALTH & WELLBEING

As we embark on another year of service and reflection, the Social Health & Wellbeing Clinic (SHW) is pleased to share the latest developments that have shaped our mission to uplift and support vulnerable communities. One of the most significant milestones of this fiscal year was the strategic separation of the social health and wellbeing clinic from our guest service hub. This decision, driven by the unique complexities inherent in each service, has enabled both departments to operate autonomously while fostering ongoing collaboration through regular meetings at various intervals. This structural refinement has provided each team with the autonomy to chart its own growth trajectory while ensuring alignment with our overarching objectives. Consequently, our intake and complex case management team have embraced new levels of assessment, enabling us to deliver targeted support to our most vulnerable clients with enhanced precision and effectiveness.

QIC ACCREDITATION:

In addition to our operational enhancements, we are thrilled to announce our accreditation under the Quality Improvement Council (QIC) Standards. By adhering to the QIC Standards, we reaffirm our dedication to enhancing community engagement, promoting diversity and cultural appropriateness, strengthening management systems, upholding effective governance, and delivering exceptional service. This accreditation serves as independent validation of our adherence to industry-leading standards and our relentless pursuit of excellence in service delivery.

RETURN OF THE DENTAL CLINIC:

The SHW dental clinic is now operating 4 days a week which has increased dental appointments drastically and has been received well by guests. This has also seen the return of Dr Mehri and the hire of 2 new dental staff. We would like to thank Teachers Health once again for all their help.

GP SERVICES:

The clinic GP's and Nurses have seen and medically assisted 1,281 guests this year. We saw the return of Dr Nada on a full-time basis, and we farewelled Dr Sejal and Dr Adrian. The clinic also underwent a QIC accreditation. This was held over a number of days and we had accreditation staff onsite assessing all staff and the running of the clinic. As always this demonstrates how we upkeep and provide high quality care to our guests in the SHW Clinic.

EMERGENCY RELIEF PROVISION:

We are thrilled to highlight the significant impact of the \$680,000 Multicultural grant received from Multicultural NSW. This generous funding allocation was specifically designated to address the unique challenges and barriers faced by individuals from multicultural backgrounds and ethnic groups. Under the stewardship of Bill Crews, this grant was instrumental in bolstering our efforts to support the most vulnerable members of our society. Our intake assessment team worked tirelessly, accommodating appointments from individuals with roots spanning the globe. The allocated funds were strategically utilised to provide direct assistance to these individuals, covering a spectrum of needs including rental arrears, crisis support, and medical expenses, among others.

1,830
intake
appointments

9,100
after hours
meals

10,400
showers +
toiletries
distributed

1,820 items of
clothing
distributed

2,808
hours of
drop-in center
interactions

74 hours of
SMART
recovery



Crisis
Support
Payments
\$209,019

Sustaining
Tenancy
Payments
\$167,335

Supermarket
Vouchers
\$59,293

Electricity
& Utility
Payments
\$81,922

Medical
Assistance
Payments
\$19,033

Dental
Appointments
627

Doctor
Appointments
1281

SERVICES NSW PILOT:

We 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.

MAQUARIE UNIVERSITY CHIROPRACTIC TEAM:

This year the SHW clinic has partnered with Macquarie University Chiropractic students to provide free treatment to all guests and staff. This has been an amazing opportunity for the Foundation and one that has been welcomed by all. The students are in the clinic 2 days a week and have currently seen 221 patients in the last couple of months.

WESTERN SYDNEY UNIVERSITY PODIATRY TEAM:

The SHW Clinic once again has continued their partnership with Western Sydney University Podiatry students. The students have seen 140 guests this year. We look forward to our continued partnership with them throughout the year.



EDUCATION

The Rev Bill Crews Foundation provides phonics-based literacy intervention 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 phonics program 'Everyone Can Read' was taught intensively to small groups of children in 5 schools in NSW and 3 in the Northern Territory. During the intervention children are rigorously tested pre, mid and end of program using a combination of benchmarked tools that include the South Australian Spelling Test, the Renaissance STAR reading assessment, BURT word reading test and the NEALE Analysis of Reading as well as various informal tools.

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 5 schools in NSW in FY22-23.

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

During 2022, the 'Everyone Can Read' literacy intervention program was delivered in 4 locations, Ashfield, Marrickville West, Chullora and Bexley Public Schools and expanded into another school in early 2023; Toongabbie East Public School.

Semester 2 2023 saw the introduction of an alternate assessment tool, DIBELS 8th Edition (Dynamic Indicators of Basic Early Literacy), which was developed by the University of Oregon. This is a free assessment of literacy skills which is widely used in research and has sound psychometric properties. It assesses decoding and reading fluency which are the core elements taught in the 'Everyone Can Read' program and is a more reliable and valid indicator of the program's impact.

The 2022-23 year saw 174 children participate in the intervention program, producing some incredible improvements to students reading accuracy, fluency, confidence and general engagement with learning in the classroom. There are further plans for expansion of the program in 2023-24 while we continue to refine and improve both the quality of the intervention program the Rev Bill Crews Foundation provides but also our assessment methods and the professional knowledge and capability of our Literacy Team.



LITERACY PROGRAM NORTHERN TERRITORY:

In the second semester of 2022 the Rev Bill Crews Foundation was located at 3 schools across Darwin delivering the phonics-based program 'Everyone Can Read'. We moved from Gray Primary School to Millner Primary School which is a disadvantaged school in the northern suburbs of Darwin in term 2 of 2022.

At the beginning of the 2023 school year we moved on from Holy Family School to Karama Primary School, another disadvantaged school in the northern suburbs.

We have taught approximately 78 students from 4 schools in the 2022 - 23 period.

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

PLAY THERAPY PROGRAM

In 2022, Rev Bill Crews' dream of establishing an early intervention Play Therapy program for children was realised and our trauma-informed early intervention program was implemented both onsite at the Foundation in Ashfield and at the Summer Hill Children's Centre. 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 Summer Hill Children's Centre, we offer a bespoke holistic service for families which includes Play Therapy for children with social, emotional, behavioral and hyperactivity issues. Many of these children have similarly experienced trauma or there is intergenerational trauma in the family.

In 2023, the Play Therapy program expanded to include Group Play Therapy and 1:1 Play Therapy within schools, namely Lethbridge Park Public School, Marrickville West Public School and Denistone East Public School. The program in Denistone East Public School was designed to support Afghani refugees referred by the charity Mahboba's Promise.

The Foundation now employs 2 full-time Play Therapists and 1 part-time Play Therapist.

In 2022/2023, over 100 children completed our 1:1 Play Therapy program and 43 have been supported in groups.

We have also supported 12 families for intensive attachment sessions.

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.



PASTORAL CARE

Pastoral Care has long been a major part of the offering at the Foundation.

Existing chaplaincy, over the phone counselling and the Women's Group has now expanded to include a mindfulness, mentoring and mental health program for children in schools.

This program began in Bidwill Public School, moving to Bennett Road Public School in Colyton in 2023. The ethos of this trauma informed, holistic program is that every child deserves to have a champion to assist them to reach their greatest potential, regardless of their circumstances. Our Pastoral Care Officer delivers individual mentoring to children on a weekly basis.

Since 2021 a total of 17 children have participated in the program with crisis and other support also provided to their families and communities.

The grounding nature of the program saw the children creating a community garden, growing most plants from seeds, which was greatly enjoyed by the participants. Participants also enjoyed the School Holiday Program which provides various opportunities to go on outings that they would not otherwise have access to.

To boost the very poor attendance at the school, an incentive program was launched in March 2023 at Bennett Road Public School which increased overall attendance of students by 14.8%, equating to 100 more students attending school 90% or more of the time.

The dedicated space within the school boasts state-of-the-art resources to assist children in reaching their individual goals.

FUNDRAISING PROGRAM

The fiscal year 2022-2023 has been a steady journey for the Fundraising Department at the Rev Bill Crews Foundation. Despite the challenges posed by the cost-of-living crisis, our annual direct mail appeals saw a 11% increase from the previous year. This is encouraging because, while our donor numbers remained stagnant, we observed a rise in the contribution amounts from our donors.

Through strategic initiatives, creative campaigns, and dedicated efforts, we are continuing to surpass our fundraising goals, enabling the Foundation to continue its vital work in serving the community. However, our results in both bequests and trusts were below the previous year.

We are actively pursuing new donors by bolstering our social media and marketing efforts. Additionally, we are continuing with our self-mailer in the Sydney Morning Herald through two of our major campaigns, which has consistently yielded positive results to date. Furthermore, the Foundation continues to benefit from robust support by strengthening our relationships with businesses and corporate supporters who provide financial donations, gift in kind products and services and volunteering resources.

APPEALS	FY 2023	FY 2022	INCREASE %
Winter	\$ 1,524,086	\$ 1,345,924	13.24
Spring	\$ 276,719	\$ 316,852	-12.67
Christmas	\$ 1,150,462	\$ 968,224	18.82
Easter	\$ 271,621	\$ 267,968	1.36
TOTAL	\$ 3,222,888	\$ 2,898,968	11.17

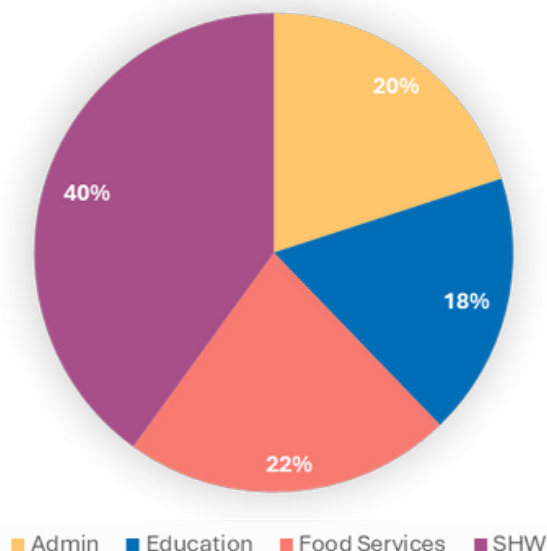
HUMAN RESOURCES

During FY 22/23, there were 40 individuals employed and an additional 45 that came on in various capacities including full-time, part-time or casual positions.

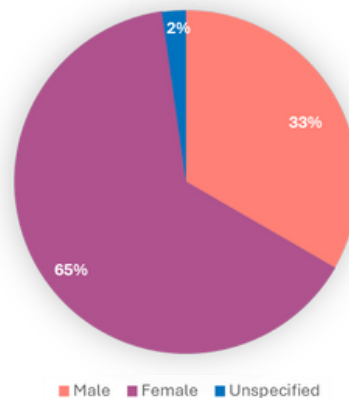
Of these new hires, 40% were in the Social Health and Wellbeing team (SHW), 22% in Food Services, followed by 20% in Administrative support functions and 18% in Education.



BY DEPARTMENT

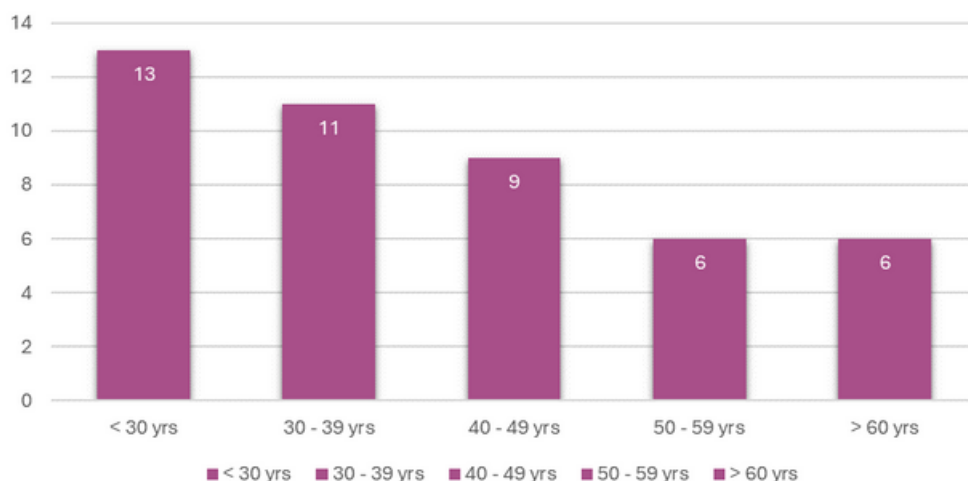


GENDER SPECIFICATION

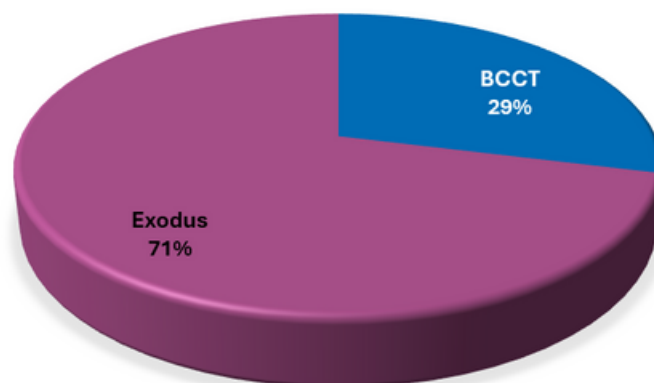


Most of the individuals employed during this timeframe were female, accounting for 65%, while male employees comprised of 33%, and 2% did not specify their gender.

Age Demographic



EMPLOYING ENTITY



As of 30 June 2023, 11 employees had departed the Foundation, resulting in an annual employee turnover of 24.4%.

INTERNATIONAL

RLSN MEDICAL CENTRE – KAMPALA, UGANDA:

Since December 2022, through Uniting Church Campbelltown, the Rev Bill Crews Foundation has funded the Burundian Refugee Life Support Network (RLSN) with \$21,000 AUD for their Ugandan based work to support vulnerable refugees. Specifically, BCF has supported RLSN to ensure access to primary healthcare and public health initiatives for women, men, children, and older people. Via their medical center in Kampala, an estimated 2,300 Burundian people have been supported with consultations, medicines, treatment, bloodwork and other essential medical services. During the reporting period, the Chief Doctor, Dr. Dora Niteka frequently went beyond her daily duties to coordinate, advocate and collaborate with various service providers including medicine suppliers, specialist consultants and other international health organisations to assure medical support has been holistic, comprehensive and as sustainable as possible. Without the work of RLSN, this highly vulnerable population who reside in Kampala and surrounding vicinities would otherwise go without essential medical services due to a lack of purchasing power and limited service availability. For the 2023/24 period, BCF will enhance its support to RLSN in regard to strengthening their internal capacities before examining the possibility of sustainable exit strategies.

ZIMBABWE:

In a continuing effort to support the realisation of Human Rights in Zimbabwe, as well as build understanding around the current situation facing community groups, national NGOs and vulnerable women and children, BCF sent its Education Coordinator to Harare in April 2023. This field visit was fruitful in regard to enhancing the profile of the Rev Bill Crews Foundation on the ground, building relationships and identifying potential avenues for collaboration. The BCF Education Coordinator was also able to share her experience and expertise on educational programming and approaches with various women's groups and stakeholders who work in vocational and educational programs.

SITE MANAGEMENT

In the past year, the Site Management Team at the Rev Bill Crews Foundation has taken significant strides towards optimising operations and enhancing our service delivery by building upon the paperless systems developed in FY22.

FY23 saw a review of many of the regular contractors and suppliers, putting their costs and effectiveness to tender, leading to closer working relationships at a reduced cost to the Foundation.

The goal of the Site Management Team remains the same; assist all of the other departments to further the successes of the Foundation.



FINANCIAL REPORT

FINANCIAL YEAR 2022/23

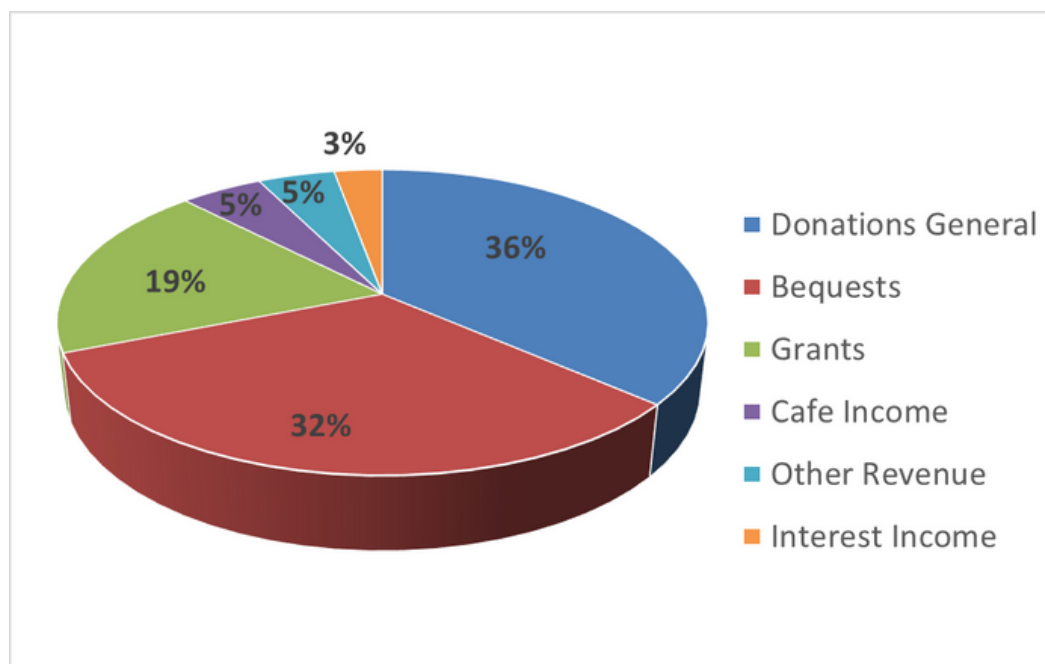
- Overall income during 2022-2023 decreased by 26.53%. Income from Appeals increased by \$324k, however general donations decreased substantially by \$2.74 Million.
- Non-monetary donations (e.g. goods, services and volunteer hours) has not been quantified.
- The disruptions from prior period is still affecting the financial year 2023, including escalation of Russia-Ukraine war.
- The Reserve Bank has increased the interest rate by 325 basis point during the financial year, providing slight relief in interest income.
- Income from Café during 2022-23 has recovered although has not returned a satisfying result.

INCOMES FINANCIAL REPORT FY 2022/23

INCOME APPEALS	FY2023	FY2022	Δ
Winter	\$1,524,086	\$1,345,924	▲ 13.24%
Spring	\$276,719	\$316,852	▼ 12.67%
Christmas	\$1,150,462	\$968,224	▲ 18.82%
Easter	\$271,621	\$267,968	▲ 1.36%
	<u>\$3,222,888</u>	<u>\$2,898,968</u>	▲ 11.17%

OTHER INCOME	FY2023	FY2022	Δ
Donations General	\$1,511,868	\$4,249,439	▼ 64.42%
Bequests	\$1,348,545	\$2,023,051	▼ 33.34%
Grants	\$779,714	\$732,058	▲ 6.51%
Cafe Income	\$202,259	\$76,575	▲ 164.13%
Other Revenue	\$188,727	\$19,371	▲ 874.28%
Interest Income	\$118,554	\$35,331	▲ 235.55%
	<u>\$4,149,668</u>	<u>\$7,135,825</u>	▼ 41.85%

OTHER INCOME	\$7,372,556	\$10,034,793	▼ 26.53%
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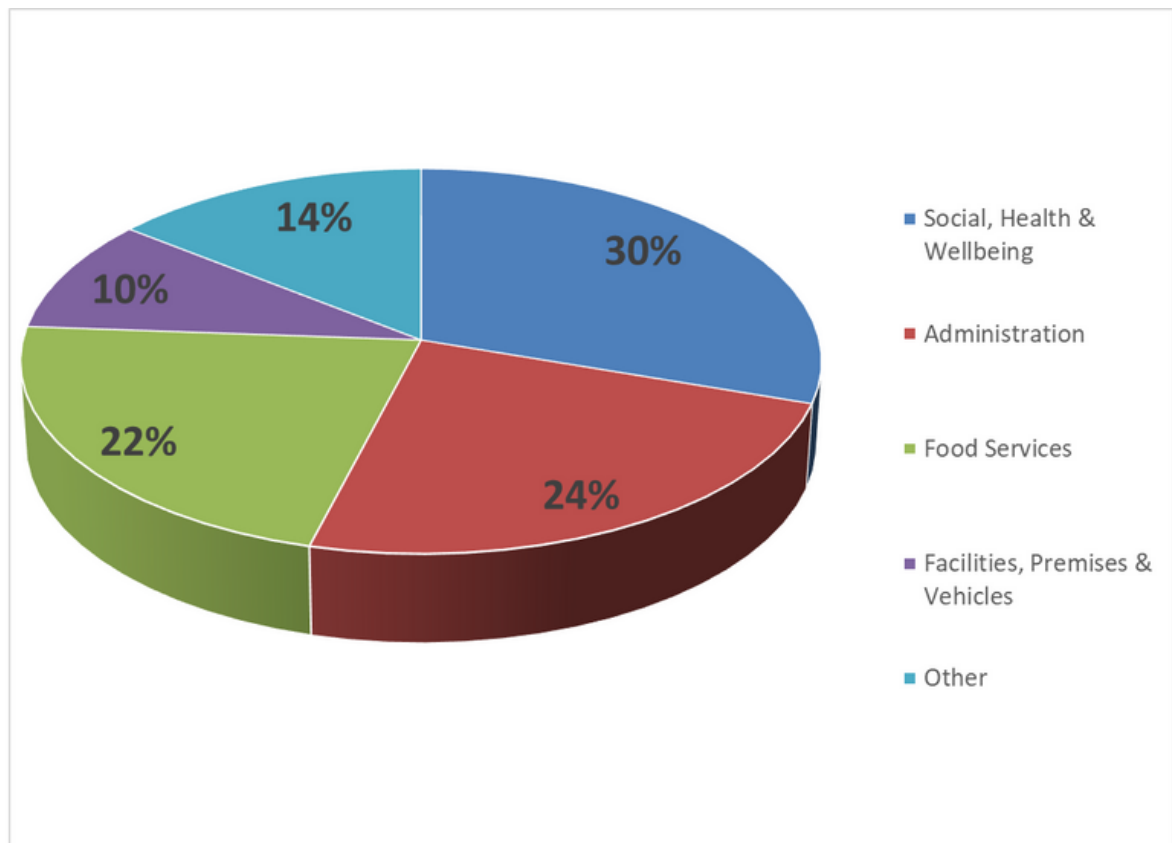


EXPENSES 2023

- We are adopting a different expense recognition standard to better report our expenditure to the appropriate departments.
- Our overall expenses have increased by 5.85%.
- Food Services represent the single largest increase in expenditure of over \$1 Million. This is due to the Foundation increasing its fleet capacity by 2 food vans to further support the needs of Western Sydney. We have also increased the number of our service locations by 3, providing food security to the communities of Cabramatta, Lethbridge Park and Bidwell.
- To attract new donors and invigorate our income base, the Fundraising and Marketing Team has invested into our website and fundraising activities.

EXPENSES 2023

EXPENSES	FY 23	FY 22	Δ	
Food Services	\$2,284,854	\$1,281,562	▲	78.29%
Social, Health & Wellbeing	\$3,125,797	\$4,378,677	▼	28.61%
Administration	\$2,460,351	\$2,778,136	▼	11.44%
Facilities, Premises & Vehicles	\$988,806	\$420,835	▲	134.96%
Volunteers' Costs	\$192,817	\$157,645	▲	22.31%
Advocacy & Pastoral	\$257,082	\$215,014	▲	19.57%
Cafe	\$201,719	\$30,346	▲	564.73%
Fundraising & Marketing	\$640,275	\$409,765	▲	56.25%
Projects	\$186,579	\$94,575	▲	97.28%
	\$10,338,280	\$9,766,555	▲	5.85%





Making their future better, today

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