



**B O W E R**  
REUSE & REPAIR CENTRES

# 2022 ANNUAL REPORT



## Table of Contents

<b>1. The Bower Board of Directors .....</b>	<b>2</b>
1.1 Chairperson’s Report .....	2
1.2 Board Details .....	3
1.3 Treasurers Report.....	4
<b>2.0 Co-operative Management Report .....</b>	<b>5</b>
2.1 Our Locations .....	7
2.2 Educational Programs .....	8
2.2.1 Workshops .....	8
2.2.2 Repair .....	10
2.3 Collection and Rehoming Service.....	11
2.4 House to Home .....	12
2.5 Community Sheds .....	13
2.6 Bower Woodwork and Repairs .....	15
2.7 Bower People .....	16
2.8 Sales .....	17
2.8.1 Online Sales.....	18
2.9 Membership.....	19
2.10 Fundraising.....	19
2.11 Communications .....	20
2.12 Partners.....	20
2.13 Conclusion.....	21

The Auditor’s Financial Report can be downloaded from The Bower website via the listed documents for this year’s AGM: <https://bower.org.au/about/board-governance/>

## 1. The Bower Board of Directors

### 1.1 Chairperson's Report

Each year, the Bower does some outstanding things. The past year was the diligence of survival to keep going no matter what. I have always been inspired as a long-term waste advocate by the work we do on a day-to-day basis.

The Bower's work on waste reduction and reuse and repair continued.

We met the challenges, we kept to our core values, and we continued to inspire and evolve.

Fewer workshops, fewer opening hours, and less contact for deliveries or picks ups by our truck meant we scaled back, but we are in a position to scale up again. We have come back!

All of the feedback from our workshops is always inspiring and a slice of how a short course can contribute to making a change in someone's life - from learning how to use power tools, to actually building or repairing something with your own hands. It empowers people in ways initially they may not have expected.

Australia generates an estimated 74 million tonnes of waste, equivalent to 2.94 tonnes per person per year and overall, we recycled about 60% of this waste. NSW creates around one-third of Australia's waste generation - landfills servicing Greater Sydney will be full within the next 15 years.

We need to be designing out waste, keeping products and materials in use for longer, and regenerating natural systems. The implementation of a circular economy requires a long-term shift. To achieve this, more action is needed on waste (avoid, reduce, reuse and repair). The Bower has been a leader in saving products and many resources from being landfilled. The Bower is well placed to continue to help our local community to reduce waste and its impacts on the environment. The Bower is a good example of community initiative for zero waste production.

Much of the year was to position us for the year beyond Covid lockdowns that impacted each part of the work that we do in numerous ways. We have now arrived at this place. I accepted the role of Chairperson in August 2022 when Michelle Sheather, the previous Chairperson for the past three years, stepped in to assist with the operational functioning of The Bower.

On behalf of The Bower board, I want to thank all sectors who have helped us through the past year and encourage you all to stay involved in our next year of expanding our horizons. I wish to thank fellow Bower board members, noting at this year's AGM our treasurer of four years, Tony Turri will hand over the reins to a new Treasurer, and Sagan Rajbhandary, due to relocation of work will be



handing over the Secretary role. Thank you both for your hard work and diligence. Thank you to the other four board members who will continue, and we welcome three new members.

We look forward to meeting the challenges of the year ahead with a strong team, clear direction, and a body of work that reflects the repair, reuse, and community sector.

## 1.2 Board Details

### NAMES OF DIRECTORS

The names and positions of the Directors who held office during the year were:

Name of Director	Position Held	Meetings Attended
Marcelle Psaila	Independent Director ( <i>appointed 20 Dec 2021</i> ) became Chairperson Oct 2022	8
Michelle Sheather	Member Director	12
Tony Turri	Treasurer	12
Helen Cooper	Secretary ( <i>retired 20 Dec 2021</i> )	5
Linda O'Malley	Independent Director ( <i>retired 20 Dec 2021</i> )	4
Margy Vary	Member Director ( <i>retired 20 Dec 2021</i> )	4
Rose Dravitzki	Member Director ( <i>appointed 20 Dec 2021</i> )	7
Marina Antoniozzi	Member Director ( <i>appointed 20 Dec 2021 retired 20 May 2022</i> )	7
Angus MacGregor	Independent Director ( <i>appointed 20 Dec 2021</i> )	7
Sagan Rajbhandary	Secretary ( <i>appointed 20 Dec 2021</i> )	8

The Directors were in office for the whole of the financial year unless otherwise stated.



Image: Make a Crate Workshop

## 1.3 Treasurers Report

This last financial year has been yet another year of disruptions and challenges. With COVID restrictions changing how we worked and staff changes, no one anticipated another year of disruption. Once again “The Bower” thrives on disruption.

Our sales revenue of \$239,524 (2021 \$628,901; 2020 \$520,924; 2019 \$544,255 & 2018 \$528,416) was considerably down 62% on the prior year with the NSW COVID lockdown & restrictions in place from late June to Mid-October 2021, impacting store sales and creating a slowdown in workshops with the loss of a major customer, who has now re-engaged and our focus online not meeting expectations.

Our overall Income has decreased with our revenue of \$64899 down on the prior year by 56% (2021 \$1,455,085; 2020 \$1,148,837; 2019 \$927,284 & 2018 \$877,485), resulting from the government support & Job Keeper incentives not being available vs prior year. Whilst instore and online sales declined, we also experienced significant reductions in grants and council contributions with the COVID lockdowns and restrictions in 2021.



Operating Expenditure of \$794,708 (2021 \$1,309,756; 2020 \$1,029,245; 2019 \$907,019 & 2018 \$925,563) was lower than the prior year by 40% to compensate for the reduction in revenue. These cuts were driven by reducing the incremental staff associated with the payments made under the Job Keeper scheme and unfortunately reducing staff hours during difficult times. Also losing the “Work for the Dole” (WFD) program due to COVID restrictions and not attaining some grants did prompt decisions by the Bower board, management, and staff throughout these uncertain times implementing various cost constraints and changes as required.

Net Loss or Deficit for the year of \$151,809 was recorded (2021 \$145,629; 2020 \$119,592; 2019 \$20,265 & 2018 deficit of \$48,078) based on an originally approved modest budget of breakeven given the unstable climate we were facing. This deficit reduces our modest reserves to \$200,204 down by 43% on the prior year (2021 \$351,833; 2020 \$206,504; 2019 \$86,912 & 2018 \$66,647) yet this still leaves the Bower strong compared to prior years.

After 4+ years at the Bower, it is unfortunate that I need to retire as my daily workload has changed with my work life. I have enjoyed the challenges and wins at the Bower, and it has been exciting. I would like to acknowledge in this tough year the Bower’s external accountant, David, for his tireless diligence and consistency, especially in a year with many legislative changes. My fellow directors for volunteering and investing their personal time and the way they have collaborated with the Bower management to improve the co-op going forward. The Bower staff for their resilience, innovation, agility, passion, and vision for leading the Bower during these disruptions and going over and beyond daily requirements. The Bower volunteers and facilitators for their dedication, turning up with a smile, helping relieve the workload on staff, especially in 2022 and beyond. And lastly to our

Chairperson, Michelle, for stepping in, to assist the Bower during the essential times. Michelle's resilience and tenacity have made the Bower stronger for the future.

**Tony Turri**

## 2.0 Co-operative Management Report

The Bower has weathered the numerous Covid shutdowns, the pandemic, extreme weather conditions, and a retail sector recession over the past year. We have come out of this as a leaner organisation but have restarted all our key programs from DIY workshops, and repair cafes to regular collections and have growing shop sales.

Our House to Home program continued through the above so we could help those most in need in our society from those newly housed who were homeless, to survivors of domestic violence and their families, to refugees and asylum seekers. The demand is outstanding for this, and we have now increased the program and its activities. All of The Bower's key sectors including collections and deliveries were impacted by Covid.

A number of charities and small businesses did not make it through this period. It has taken some time to re-establish each of these sectors but systematically we have. We were additionally impacted by delays in the opening of the Summer Hill depot as a waste centre in Sydney's Inner West. It was a Covid testing site which then resulted in delays incurred through meeting local government regulations such as sound, environment, and decontamination of the site. It has been two years of negotiations.

During the past year, The Bower re-negotiated to stay at the Addison Road Community Centre (ARCO), of which we have been a part for 27 years. This was essential for the operations of The Bower, and we thank them for their ongoing support. We are now staying at ARCO with our shop, bicycle, and other repairs as well as opening a location at Summer Hill.

The Bower's unique role at the intersection of social and environmental issues continues to be our forte. We have saved over 2,680,00 kg of waste from landfill at the time of writing. Through our reuse and repair initiatives and ethos, we have not only saved items from landfill, and reduced Greenhouse gas emissions such as methane, but have also reused timber, glass, metals, and other natural resources. This is a dual environmental impact of our work.

Our Men's shed at Redfern and Women's shed at Parramatta workshops have continued to flourish. The Men's shed and our woodworkers at 107 Redfern have commenced working with Gunawirra on Aboriginal Cultural box construction. Our woodwork and furniture repairs are a key part of our program of work at 107 Projects Redfern Street. This expanded to include items such as native



beehive boxes and bird boxes and is soon will also include street libraries and recycling bins made from reclaimed timber.

A number of staff have moved on, relocated out of Sydney, or taken up new careers, and we thank them for their work and for their ongoing support for The Bower in other ways. We also thank our donors and online supporters without whom we would not have been able to continue to operate to the level we do. Our donors kept supporting us throughout this period and we highly value their loyalty. Our electronic mailing list at year-end is 14,500.



I also wish to thank the board for their strategy and thought including building up reserves over the past three years to being able to weather the past year and regroup as a stronger organisation going forward.

The Bower is about ideology, our practical example of the circular economy, and the people who make up our community to be a part of what we do. Thank you to all our employees and workshop facilitators who have worked so hard and their amazing commitment to making a difference in our society through our work. Our volunteers also make us a unique place to work and keep our wheels turning.

The year ahead has commenced with re-establishing every one of our previous programs with diligence. We have consolidated and adapted to the changing environment and are now moving forward into a creative activity program - trialing new initiatives, increasing our grant writing and fundraising programs, and establishing efficient operating systems. Thank you to everyone who has stood with the Bower and supported us over the past year. We will continue to tackle global issues such as pollution and waste through practical examples at a local level that makes a difference in the lives of the people we work with.

**Michelle Sheather**

## Social Impact Report FY 21 – 22

The Bower's Social Impact Report	FY 21 - 22
Kg divert from landfill	78,771.4
Instore donations	1083
Residents consulting online	9733
Furniture repaired	90
Bikes Repaired	71
Workshops organised	32
Workshop participants	224
Counter sales transactions	10,547
Volunteers	63

### 2.1 Our Locations

**The Bower, Redfern** 107 Redfern Street, Redfern New South Wales 2016 (Workshop and woodworking space)

**The Bower, Marrickville** Hut 34 142 Addison Road, Marrickville, New South Wales 2204 (Second hand store, repair, and office space)

**The Bower, Parramatta** Shop 1, 10 Hunter Street, Parramatta New South Wales 2150 (Workshop and woodworking space)

**Zetland Electrical Workshop** 130 Portman Street, Zetland New South Wales 2017 (Closed)

**The Bower, Summer Hill** (Workshop and repair space – opening 2023)



## 2.2 Educational Programs

### 2.2.1 Workshops

Our course offerings have been able to restart with The Bower reinstating its collaboration with Sydney Community College to offer beginners and intermediate courses in Woodwork in both our Redfern and Parramatta locations. In the past year, The Bower has run 32 courses with 224 participants.

#### **The courses we offer:**

##### **Home DIY**

In this workshop participants learn how to undertake a number of maintenance tasks safely and economically around the home from how to hang a shelf to plastering a wall. This course is our most popular with a large percentage of the participants being women. We believe this is because Home DIY is an empowering course for participants to gain confidence with tools and home fixing.

##### **Furniture Repair and Restoration**

Our Furniture Repair and Restoration course provides participants with the skills and understanding of timber furniture repair. Participants bring in a small item of furniture and our experts help them restore it. This course is a part of our zero-waste model as these items of furniture would become unusable and end up in landfill. The course covers tools and techniques, methodology, and ethical vs financial considerations in furniture repair.



*Image: Facilitator teaching the class how to sand a piece of furniture.*

##### **Furniture Painting and Finishing**

Our Furniture Painting and Finishing course provides participants with a solid introduction into the theories and practices behind furniture painting and finishing. This course is taught by experienced upcyclers, who aim to extend the life of wooden furniture by refreshing the exterior. At the end of the workshop, participants will have a finished product or have made significant inroads on a project. They will leave with a good foundation in the basics of furniture finishes and the inspiration to undertake more projects at home.

##### **Make Your Own Native Beehive**

Bees have a key role in maintaining the biodiversity of our ecosystem and more than 70% of the food humans eat each day depends on the pollination process of Bees. In response to this growing issue, The Bower released the Make Your Own Native Beehive course which provides participants with the knowledge and skills to construct a hive for native bees using reclaimed and repurposed

materials. They will learn about the importance of using the correct materials, fixings, and finishes and what is best suited to our native bees.

### **Make Your Own Birdbox**

The Bower’s Make Your Own Nesting Box course will provide participants with the knowledge and skills to construct a simple nesting box for native bird species, using reclaimed and repurposed materials. This course has been developed in response to the shortage of old-growth trees containing natural hollows within our urban environment. This makes it difficult for local native bird life to nest and reproduce safely within these built-up areas.

### **Make Your Own Crate**

Our MYO Crate workshop provides a basic firsthand introduction to carpentry and woodworking skills. During the workshop, each participant will build a functional wooden box from reclaimed timber that they can take home with them at the end of the day.

### **Make Your Own Toolbox**

The Bower’s Make Your Own Toolbox course provides participants with the skills and foundations to undertake small DIY woodwork projects by guiding them through the process of creating their own multi-function toolbox using reclaimed and repurposed materials. They learn about working with hand and power tools, timber selection, measuring and planning for projects, and different finishing techniques for timber.

### **Make Your Own Staked Stool**

In The Bower’s MYO Stool/Plant Stand course participants build a 3-Legged Staked Stool. This course is designed to inspire confidence and provide knowledge that will allow participants to go home and use the tools they already own or can easily acquire to get started on projects of their own.

### **Introduction to Upholstery Course**

Our Introduction to Upholstery course provides participants with an understanding of the skills and processes involved in simple upholstery projects. Soft furnishings make up a large portion of the furniture in landfill, this course aims to lower the number of items discarded due to damaged upholstery. In this workshop participants will use basic tools, materials, and techniques to realise a small project – a milk crate topper.



*Image: Participant of MYO Crate Course.*

## 2.2.2 Repair

A strong culture of repair will help to minimize the number of items going into landfill, help to repair our precious environment, help to create jobs, and stimulate a vibrant circular economy.

The Bower is working on practical ways to revive the art of repair and bring repair cafés back to our community. Everyone in the community is welcome, including those who have never repaired anything in their lives, to come and be guided (free of charge) by skilled repairers on how to fix their everyday household objects.



*Image: Furniture Repairer showing attendees how to use power tools.*



*Image: Bower Clothing Repairer showing participants how to pin a garment at a Repair Café in Parramatta.*

The Bower will also continue our work at a corporate and government level with opinion leaders and decision-makers to advocate for policy and legislative change to make repair easier, and more affordable. This will ensure manufacturers make products that are 'repairable', ensuring manuals are available and parts replaceable. This is all outlined in our 'right to repair' petition that we have relaunched this year, which currently has 3,802 signatures.

### Bike Maintenance

The Bower offers paid bicycle repairs for affordable prices out of our Marrickville store. Our skilled bikeologist keeps our second-hand bikes operating at premium performance levels while also servicing bikes the public bring in. Bikes and bike parts donations are welcome at The Bower.

Contact: [bikes@bower.org.au](mailto:bikes@bower.org.au).



## 2.3 Collection and Rehoming Service

Our **Collection and Rehoming Service** ensures once loved personal, household, and electrical items can be repaired, re-used, and re-loved, rather than end up at the tip. We do free pick-ups across Sydney from Hornsby in the North to the Bayside suburbs in the South, to Bankstown and Parramatta in the West.

In 2022 we have worked across 17 Local Government Areas (LGAs) in the Sydney metropolitan area with agreements for collections. From these 17 LGAs combined with in-store donations, we have managed to collect 67833.10 kg of materials that otherwise would have been sent to landfill. It was noted that 4,344 were uploaded via The Bower’s Web Booking Tool while The Bower’s collections team completed 775 truck collections.

A quarterly breakdown is available in the table below. At times we are inundated with requests, and we refer residents to our ‘reuse database’ when we are unable to process them ourselves due to their condition or unsuitability. Our Reuse Database (on our website) provides Bower supporters and customers a directory of services for recycling, repair, and reuse of goods in the Greater Sydney Region and continues to grow with 9733 searches conducted in the 2021-2022 FY. In this next year, we are adding new providers and updating the database.



Image: Unloading the truck.



Image: Our truck drivers still smiling after a full day on the truck.



Image: Moving wood scraps onto the truck for recycling.

### Results for 17 participating Councils Breakdown of total kgs diverted

Period	Truck Collections		In-Store Donations		Total	
	Household	KG	Individuals	KG	Residents	KG
01 July 2021 - 30 June 2022	775	67,833.10	1083	10,938.3	1,858	78,771.4

## Reuse Database Consultation Numbers

Category Name	No. of searches
Furniture	3774
Electrical Goods	1008
Mattresses	685
Whitegoods	536
Books and Records	387
Building Materials	381
Bikes and Bike Parts	290
Other	283
Nursery, Toys and kids	270
Homewares	268
Office Furniture	265
Clothing	251
Computers	230
Textile, Fabric and Carpet	196
Audio and Video games	164
Metals, Ferrous and non-Ferrous	134
Musical Instruments	128
Hardware	113
Sports and Leisure Goods	92
Waste service	72
Paper and Cardboard	67
Charitable Organisation	64
Removals and Vehicles for removal	38
Other	37
<b>Total</b>	<b>9733</b>

## 2.4 House to Home

The Bower's **'House to Home'** program assists people who have been made homeless, had to escape violence or have fallen on hard times, often in situations where they cannot take furniture and home comforts with them from their previous accommodation. Our assistance is designed to aid those who 'fall through the cracks', and often aren't eligible or only able to receive limited assistance from other community services.

In 2022 through House to Home over 80 individuals/families were referred to The Bower by frontline service organisations in order to access good quality used household items for furnishing newly acquired safe and permanent accommodation

The expansion of our grants program in early 2022 with the help of staff and volunteers, has allowed us to continue running and growing our H2H program.

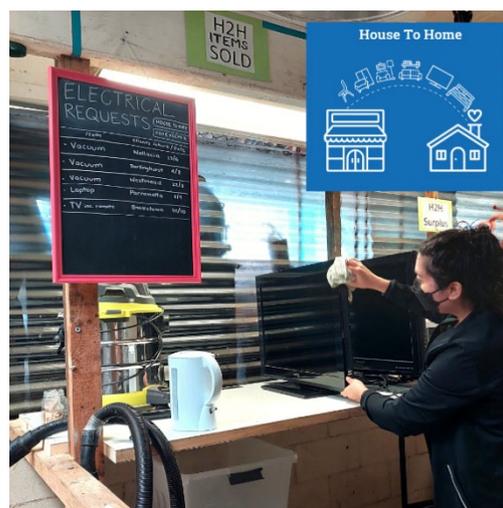


Image: Our Collections Officer getting one of the TV's ready for a H2H recipient.



Image: Our Collections Officer organising one of the storage cupboards used to store kitchenalia for our H2H program, sourced from donations.

The Bower would like to thank its supporters, in particular, 100 women, Bank Australia, and Australian Ethical Super without whom our outreach programs would not be possible. The Bower will increase the number of individuals and family groups that currently benefit from the House to Home program and expand its safety net to provide security for other socially and economically disadvantaged groups.

*“The Bower helped me with furniture when I was in urgent need after I was made homeless and found emergency accommodation. I’m still in hardship and can’t buy anything in charity shops, and it’s getting cold now (feeling it at my age) but the Bower has been a wonderful help. Thank you, Bower.”*  
 - Maxine (H2H recipient).

<b>House to Home Agencies</b>	Mary’s House
Asylum Seeker Resource Centre	Settlement Services International
House of Welcome	Uniting Australia
Parramatta Mission	Mission Australia
Women and Girls Emergency Service	Jesuit Refugee Service
Life Without Barriers	Neami National
Bonnie Support Services and Women	Parramatta Women’s Shelter
Community Migrant Resource Centre	Connect Marrickville

## 2.5 Community Sheds

The Bower’s free Community Sheds help offer practical grassroots solutions to societal problems such as social isolation and community disconnection. In a Community Shed, you will work on reuse and repair projects using recycled materials. Many of the materials for the projects are sourced from The Bower, and you’ll often see the participants finished products for sale on our shop’s floors.

*“I’m the Chairman,” says Stuart. “Often, we see chairs just slightly damaged, or needing a bit of love and restoration - sitting out for council clean up, headed for landfill. Such a waste! We do lots of repairs or repurposing of furniture and timber goods but that’s not all we do.”*



*A couple of regulars have lost their partners, so we check in – ‘how are you going?’ ‘How’s the prostate cancer?’ The point is we get to talk about things, get stuff off our chest so the anxiety doesn’t build up,”* says Stuart Grigg who has been volunteering at our Men’s Community Shed for more than 10 years.

We have now expanded to also offer sheds for women and have seen similar benefits.

The Parramatta Women's Shed was launched in late 2019 and has grown to an active membership of 15 women, with 70 women coming through the door this year. The Shed is proud to boast women from a wide variety of backgrounds: some who are using tools for the first time, some who have been on them for years, and women from all over the world who now call Parramatta home.



After taking woodworking courses at the Bower and receiving training from the workshop facilitators, the women of the Parramatta Women's Shed share their skills and knowledge with each other to build projects. The ladies have even worked on building possum boxes to help native animals recover from bushfires. This year, the Parramatta Women's Shed was featured in the Parramatta Yearbook, an art project created in collaboration with the Museum of Contemporary Art Australia, which featured local community groups.

Contact a shed near you:

Summer Hill Women's Shed Contact	Lara at lara_rules@hotmail.com
Redfern Men's Shed Contact	Stu at stuartgrigg2@gmail.com

### Habitat for Humanity

The Bower works with Habitat for Humanity to provide Women the opportunity to gain experience in construction. Habitat Women learn and thrive as they work towards providing maintenance services to women's shelters and gain the skills for work placements.

Over 6 months, trainees undertake technical skills training and paid work experience to build confidence and employability.

Emma was one of the first cohorts of women in the program.



*"Before I started the program I had issues with confidence, but now I feel like I am on the right track, it just feels really right," Emma says. "It's only just begun for me, but this program has already built up my confidence. I am meeting like-minded women who want to support each other on their journeys, and we are learning together how to navigate the industry and try new things."*

Habitat for Humanity is the leading global housing non-profit working in more than 70 countries. The Habitat Women program is part of our ongoing commitment to building strength, stability, and self-reliance.

## 2.6 Bower Woodwork and Repairs



*Image: Food pantry made for Ashfield Baptist Church which provides free fresh food to vulnerable people in the area.*

The Bower continues to offer bespoke repair and manufacturing services to organisations and individuals from our Redfern workshop. With the support of the Men's shed The Bower has also started a number of manufacturing projects such as constructing Aboriginal Cultural boxes for Gunawirra (containing a boomerang, clapping sticks, and native animal stencils in a stenciled box). The Bower woodworks also create native beehive boxes, bird boxes, street libraries, and recycling bins all from reclaimed timber and reused material.

Another notable accomplishment of the team was the construction of a food pantry for Ashfield Baptist Church. The Blessing Box contains a commercial fridge on one side for fresh produce and a pantry on the other side. It replaces a very basic cupboard that has been used to help feed vulnerable people in the local area. The service is all free, is popular, and serves a deep need. We look forward to continued creativity out of the workshop in 2023.

The Banga Electrical Workshop took electrical repairs and recycled e-waste as well as upcycling items for our Marrickville store and House to Home program.

Our Summer Hill location, opening in early 2023 will be the new home of our electrical repair workshop with repair cafes at Redfern. As more of our team obtain their testing and tagging certificates, we will be able to increase our capacity for electrical repairs.



*Image: Restored benches by The Bower Redfern.*

## 2.7 Bower People

### Staff

The staff of The Bower Reuse and Repair Centre are passionately united by the common goal of achieving a Circular Economy. A circular economy is one that retains the value of materials in the economy for as long as possible, therefore reducing the depletion of natural resources and impacts of material use and waste generation on our environment.

The Bower prides itself on having knowledgeable staff who are a friendly guide for the public into reuse and repair culture.

### Volunteers

Volunteers make up a crucial part of The Bower ecosystem. Volunteers support our sales staff, they repair, they design, and they boost our spirits!

What our volunteers do:

- Help manage the shop
- Greet customers
- Support the renewal of the shops outdoor area
- Take part in regular working bees
- Share knowledge and expertise
- Answer emails, take phone calls and assist with admin

One such dedicated volunteer is Bruce our online sales/ eBay extraordinaire who has been working with us for over ten years. We thank him for his service to The Bower and the community.

We wanted to make a special mention of Manny, who has been volunteering at The Bower's Addison Road Centre for two years. Manny has had to move on from volunteering with us, but his wonderful presence has left a lasting impact on The Bower.

*"I find it's a very relaxing atmosphere around The Bower, because the people who visit are in a different mood, mentally. They come here because they are interested in browsing things and love*



Image: Bower staff meeting at Marrickville.



Images: Tribute to Manny.

*transforming and upcycling objects. I enjoy helping to fix things here because it offers an opportunity to use your imagination in a different kind of way.” – Manny speaking to his volunteering experience.*

## Community Service

Our Community Service Order (CSO) volunteers have been able to resume after extended periods of lockdowns. We have now had CSO Volunteers working across the week in our shop. Notably, our CSO volunteers have supported the renewal of our outdoor space and have taken part in an extensive recycling process. CSO volunteers also take part in our collection service, and we receive positive feedback from our community on their great attitude and work ethic. Our H2H program is supported by the labour of CSO volunteers as this is not yet a government-funded program.

## 2.8 Sales

Shopfront sales continue to make a key contribution towards supporting The Bower’s efforts with 10,547 recorded transactions this past year. We have seen a decrease in shop revenue, which was significantly impacted by lockdowns, weather, and the rising cost of living. Our Collections Officer and Truck team work diligently to ensure quality items continue to come through our store and work with our sales staff and volunteers to manage stock levels. This past year we have accepted 1083 in store donations.

**Below is a list of what we sell and currently accept as donations:**

### 👍 Furniture

(tallboys, chests of drawers, small lounges, bedside tables, small-medium tables with chairs, small wardrobes, complete bed frames of all sizes)

### 👍 White goods\*

(microwaves, fridges, dryers in good working condition)

### 👍 Small electrical items\*

(lamps, televisions, vacuums complete and in working order)

### 👍 Gardening Items

(tools, plants, pots)

### 👍 Books & Music

### 👍 Bric-a-Brac

### 👍 Doors & Windows

### 👍 Hardware & Tools

### 👍 Kitchenware

### 👍 Timber

### 👍 Plumbing

### 👍 Sports & Leisure goods

### 👍 Bikes & Bike Parts

### 👍 Paint

## Revenue

Revenue Stream	2022
Sales	239,524
Govt Grants	47,047
Govt Support (Covid 19)	146,943
Non-Govt grants	48,770
Service to Councils	43,878
Workshops	23,542
Donations	77,672
<b>Total</b>	<b>627,376</b>

## 2.8.1 Online Sales



Image: Vintage 'Sherle Wagner' Water Lilies Italian Hand Painted Basin, Taps & Fittings | eBay Sold for \$850

### eBay

Our eBay store is managed by our Online Sales Officer and our dedicated volunteer Bruce. Our eBay is reserved for unique and whacky items hand selected to reach people across Australia, as part of what we do is appreciating the unusual which in turn saves one-of-a-kind pieces from landfill. See sales numbers below.

### Online Sales

This year we have a greater presence on Facebook Marketplace and Instagram. This brings new faces into our shop and often we create new connections with our community. One such example is a FB customer who bought rock-n-roll memorabilia for his rural pub. He now checks in with us online every so often and has since snagged a retro booth for extra seating.

Our website online sales make up a small portion of our income as we have shifted our focus to eBay and Facebook to reach a wider audience.



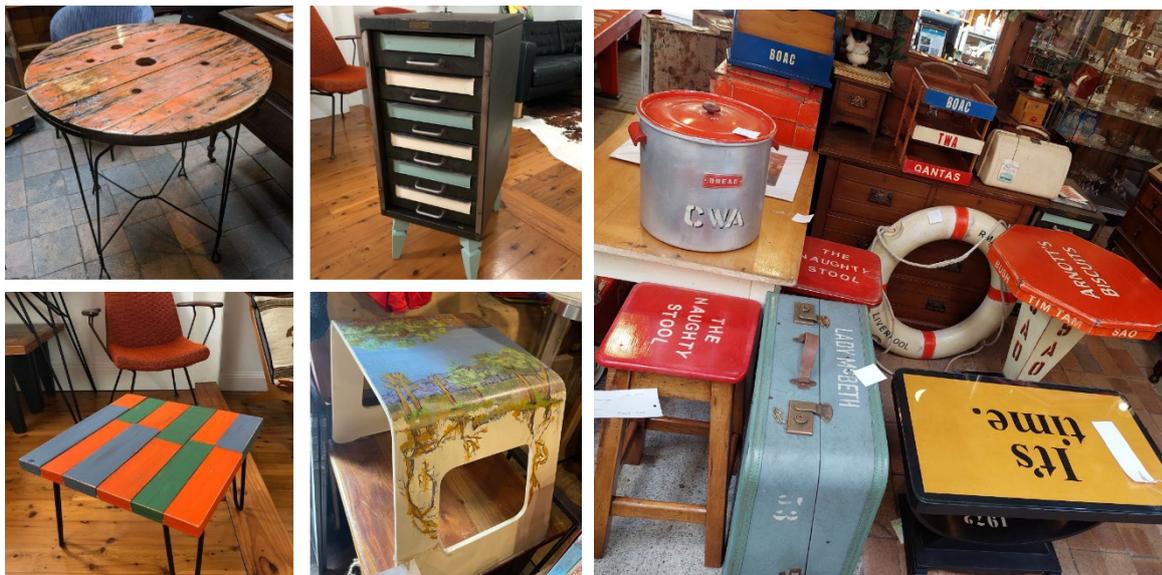
Image: Bruce, Our Online Sales Volunteer, packing a guitar.

### Online sales numbers

<b>eBay</b>	
No items sold	259
Total sales	17,089.42
Net Sales	13,606.40
<b>Facebook Marketplace + Instagram</b>	
No items sold	32
Total sales	2,815
<b>Shopify + Website Sales</b>	
No items sold	13
Total Sales	866.50
<b>Total net sales</b>	<b>17,287.90</b>

## 2.9 Membership

At the close of the 21 - 22 FY there were 57 financial members of The Bower Co-Op. Bower membership includes a membership discount at our Marrickville store and access to our consignor program. Our consignor program supports local artists and makers and allows them to sell refurbished and upcycled items through The Bower. Eligibility to join the Bower Board as a member director and voting rights at the organisation's Annual General Meeting.



*Image: Selection of Upcycled Pieces from Bower Consignors.*

## 2.10 Fundraising

### Crowdfunding

During the 21-22 FY, The Bower received \$77K in donations, which is a 36% increase from the previous year. This was achieved through regular appeal and also grew with an increase in regular donors. The Bower will be able to restart and expand its repair services as well as further the reach of our H2H program. We would like to thank all the Bowerbirds who made generous contributions to The Bower this year, your continued support is deeply recognised and appreciated.

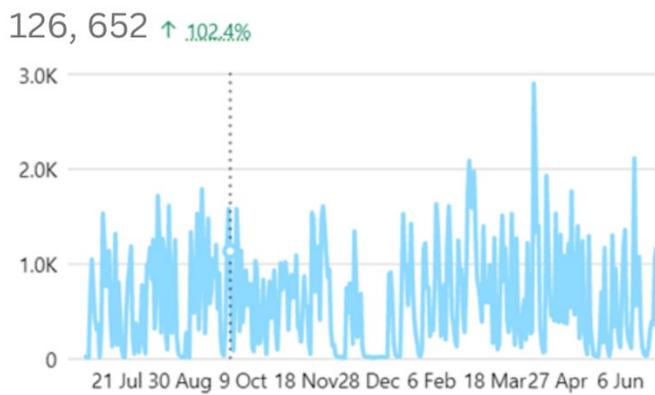
### Grants

The Bower has leveraged additional in-house resources to assist with the research and writing process of grants as the preparation of applications takes considerable time and is labour-intensive. Expanding our grants programs has led to a 36% (totalling \$48,770) increase in non-governmental grants. The Bower will continue to engage our team to support our Grants program.

## 2.11 Communications

This past year our social media presence has increased, and we have seen increased engagement across all social channels with the addition of our social media Officer. Our newsletter brings current Bower workshops, repair, news, and events to our community. We gained 788 new followers on social media this year and over this coming year, we will continue to advocate for the circular economy online.

Reach Instagram + Facebook



Facebook Followers	16,229
Instagram Followers	5,168
Newsletter Subscribers	14,500

## 2.12 Partners



## 2.13 Conclusion

In the coming year The Bower will continue to offer each of our programs - our workshops, our community sheds, our repairs, House to Home, our collections services across 21 Councils in the Sydney Metropolitan region, and bespoke furniture restorations.

In the year ahead we have planned to expand our workshops, and more Tiny House courses, continue our vibrant shop front at Addison Road and bring back repair cafes and repair shops (which will offer low-cost repairs to our community).

Over the 2021-22 financial year, we had to tighten our belt, utilise some of our reserves and carefully streamline our services and what we could offer. All programs are now back with the help of many volunteers and a team of dedicated staff.

We are continuing to grow our online presence, fundraising initiatives, consignors' program (to support local reuse makers and artists), e-waste recycling and repair, and advocating for the Right to Repair so that products are not deliberately made to be obsolescent within 2-3 years. We continue to be a living example across Sydney of the Circular Economy and an inspiration to many nationally and abroad. Thank you to all for your support during this past year.

