

BOWER

REUSE & REPAIR CENTRES



2024 Annual Report

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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/wp-content/uploads/2024/11/The-Bower-2024-Financial-Report-FINAL-signed.pdf>

1.0 The Bower Board of Directors

1.1 Chairperson's Report

Over the past year we have delivered services to the community, diverted waste from landfill and driven new original, repair and reuse opportunities for the community. We moved into the Summer Hill site, following the Inner West Council's official opening of the Summer Hill Sustainability Hub on July 1, 2023. We opened our new Summer Hill woodworking shop and in October our retail shop, supplementing the Marrickville store, and set up new spaces to run our community repair cafes, workshops, and the tiny house courses.

In August 2023, we ran our inaugural Festival of Repair, the first of its kind in Australia. A unique event conceived by the Bower to inspire people to engage with a wide range of repair, re-use and recycling activities and to 'foster a culture of repair'. We held repair demonstrations and workshops on bikes, clothes, electronic items, furniture, glassware, musical instruments as well as antique valuations, a popular clothes swap, sustainable markets day and a concurrent Sustainable Art Exhibition. More than 1,500 visitors engaged with our activities during the Festival. We reached a wide audience through interviews on ABC Radio Sydney, local press, and social media outlets - all helping to empower people to engage in reuse and repair. We wish to thank the City of Sydney, 107 Projects, the Ian and Shirley Norman Foundation, and Sunglass Fix for helping us to make this event such a success.

We have continued to be an example to communities across NSW by expanding our successful electrical and bicycle repair cafes and workshops, including working with the Southern Sydney Region of Councils (SSROC) to bring bike repairs to 12 local Councils.

In January 2024, we welcomed our new General Manager, Nathan Smith who further moved operations into the Summer Hill site including our bike, electrical, and furniture repair workshops. It has taken considerable resources and time to relocate from the centres at Zetland and Parramatta and move fully into the new expanded site.

At 107 Projects at Redfern, we continue to run Bower woodworking workshops including with partners such as Sydney Community College. These workshops teach people new repair skills while helping keep useful resources out of landfill.

We have maintained our flagship Marrickville store as part of the Addison Road Community Centre, where we continue to sell pre-loved goods at reasonable prices to the public. We continued our House to Home program working with 13 frontline agencies to outfit homes for those most in need including domestic violence survivors, refugees and asylum seekers, and those transitioning from homelessness.

The Summer Hill facilities have enabled us to run four Tiny House courses over the year with, for the first time, our own high-clearance workshop space. This unique course allows participants to learn basic building skills, including how to use power tools, and become familiar with using reclaimed materials. We started a new exciting partnership with Youth Off the Streets, including a specific Build A Tiny House course with year 11 students, and a Build a Cubby House course. We also involved Trades Women Australia, in our Tiny House and other carpentry courses.

Over the past year, we expanded our Board and welcomed three new Board members bringing with them diverse skill sets, new ideas and good governance to the Board.

The Bower has continued to play its part in supporting the transition to a circular economy by participating in Charitable Reuse Australia's NSW reuse data study, to measure the social, economic and environmental impact of reuse and repair enterprises in NSW. The Bower also participated in workshops held by the NSW EPA to co-design future initiatives that support reuse and repair in NSW. The Bower is proud of the fact that it has been a leader in reuse and repair in NSW for many years. We continue to share our experiences and lead through activities like the Festival of Repair, helping to support governments and communities in the transition to a circular economy.

On behalf of the Bower Board, I wish to thank all the Bower staff, donors, partners and volunteers, for helping to make Bower's activities a success this year. Thank you to Marcelle Psaila who acted as the Bower Chairperson for 7 months of the financial year.

Michelle Sheather

1.2 Board Details

Name	Position
Michelle Sheather	Chairperson
Marcelle Psaila	Independent Director
Henry McKenna	Treasurer
Shwetha Prem	Secretary
Katherine Lindsay	Member Director
Christine Simmons	Member Director
Paul Wade	Member Director
Kirk Simmons	Independent Director

The Directors were in office from the 2023 AGM on 23 November 2023.

For more information on each Board Director visit: <https://bower.org.au/about/board-governance/>



1.3 Treasurer's Report

Despite income increasing by approximately \$30,000 from the previous financial year, the Bower recorded a loss for the year of approximately \$126,000. This was due to increasing expenses and transition costs of opening a new site at the Summer Hill Sustainability Hub. Transition costs included outfitting, relocation and amalgamation of resources from the recently discontinued Zetland and Parramatta locations. Fuel, utility, truck running costs for collection services, salary, rent, and consultant fees have each risen considerably.

The main expenses for the Bower are staff costs, including wages, consultant and contractor costs, followed by rent. The General Manager and a finance committee established by the Board have taken steps to restructure several roles to reduce staff costs in the FY25 Financial Year. As well as reducing expenses, steps are needed to increase revenue from all of the Bower's operations (store sales, workshops and courses, council collections income and donations). Cash flow is also being closely monitored.

Year	Sales Revenue	Overall Income
2024	\$351,430	\$768,958
2023	\$318,817	\$738,832
2022	\$239,524	\$642,899
2021	\$628,901	\$1,455,085
2020	\$520,924	\$1,148,837
2019	\$544,255	\$927,284
2018	\$528,416	\$877,485

The loss of approximately \$126,000 for the financial year has meant that the Bower's reserves (i.e. cash in the bank) has reduced by the same amount. Cash reserves at 30 June 2024 were \$48,103.

A Finance Committee now meets at least once a month to monitor the financial performance of the Bower and to consider options to both increase revenue and cut costs.

Year	Operating Expenditure	Net Deficit	Reserves
2024	\$894,777	\$125,819	\$48,103
2023	\$764,934	\$26,102	\$173,922
2022	\$794,708	\$151,809	\$200,204
2021	\$1,309,756	\$145,629	\$351,833
2020	\$1,029,245	\$119,592	\$206,504
2019	\$907,019	\$20,265	\$86,912
2018	\$925,563	\$48,078	\$66,647

Once again I would like to acknowledge the Bower's external accountant, David Mansfield, for his ongoing assistance. I would also like to recognise 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.

We have had a number of new Board members join in the last year and it is very helpful to have fresh ways of thinking brought to the table. I would also like to thank the Bower staff for their resilience, innovation, agility, passion, and vision for leading the Bower during a challenging time. Thank you also to the Bower volunteers and facilitators for their dedication, turning up with a smile, and helping relieve the workload on staff, especially in 2023 and beyond. And lastly to our outgoing Chairperson, Michelle, for providing so much of her time to assist the Bower during another challenging year - continuing as General Manager until February 2024, and then resuming her role as Chairperson. Michelle will remain on the Board but is stepping down from the Chairperson role.

Henry McKenna, Treasurer

2.0 Co-operative Management Report

2.1 General Manager's Report

I am honoured to step into the role of General Manager at the Bower. My goal is to guide this iconic Sydney organisation through the challenges of the current financial downturn and set a stronger foundation for the next decade. We have an incredible team—our dedicated Board, our passionate staff, and our invaluable volunteers and supporters—all of whom are critical to our continued success.

Key Achievements July – December 2023

Summer Hill Site Opening

The official opening of our Summer Hill site by the Inner West Council in July 2023 marked a significant milestone. After three years of negotiations, we spent the next few months fully transitioning into the new space. While we encountered some delays due to Workplace Health & Safety (WH&S) issues, the store officially opened in October 2023. The location's foot traffic has been lower than expected, partly due to its distance from the main shopping area and public transport links, even though parking is available.

Collaborating with partner organisations in the Sustainability Hub has allowed us to increase community participation on Saturdays through promotion of our boutique store and repair shops on 'Market Days'.

Continued Presence in Marrickville and Redfern

We're also pleased to have secured our ongoing presence in Marrickville, where we continue to operate our pre-loved goods store. With the support of the City of Sydney and 107 Projects, we are maintaining our woodworking workshop and Men's Shed at Redfern. These spaces are essential for providing our community with hands-on skills and opportunities for personal growth.

The First Festival of Repair (2023)

A major highlight of 2023 was hosting the inaugural Festival of Repair in August. This event, the first of its kind in Australia—and possibly the Southern Hemisphere—featured a variety of activities, including:

- Workshops on carpentry, woodworking, furniture repair, power tools, and bird box making.
- Repair cafes for bikes, electrical items and furniture
- Antiques evaluations, and workshops on sustainable building, seed saving, and beekeeping (including hive box making).
- A very successful clothes swap, discussions on fast fashion, and a market day with local stallholders.
- The display of our *Tiny House*, which was later sold online.

The festival, which ran over 10 days, was a resounding success. We were especially proud of the opening night, which featured a sustainable art exhibition curated by Rachel Carroll.

I'd like to extend special thanks to Rochelle Porteous, our project manager, and the festival team—Ross Liddle, Diego Martinez, Carolin Wenzel, and Michelle Sheather—for their hard work and dedication.

Growth and Expansion January – June 2024

We introduced new Repair Shops at our Summer Hill site, offering services for household electrical items and furniture repairs. We are excited to expand these offerings further and plan to add textile and clothing repairs and also set up Repair Shops in Redfern to better serve the community across Sydney.

Bower Bikes: A New Chapter

We were thrilled to welcome Ben Norgrove who has revitalized Bower Bikes and built a formidable team in Summer Hill. In their first few months of 2024, they've saved 50 bikes from landfill, sold them at affordable prices, and successfully repaired another 54 bikes, ensuring they remain on the road and continue to benefit their owners. We entered into partnership with SSROC (the Southern Sydney Regional Organisation of Councils) to deliver bicycle repair workshops for their 12 local Councils.

Store Success at Marrickville

Thank you to our store team at Marrickville, led by Hamish Scott and supported by many others. Their dedication and work to remerchandise the store has made it easier for customers to shop, leading to a significant increase in sales month by month. This steady improvement is helping us recover to pre-COVID sales levels.

Workshops and Community Engagement

Throughout the year, we've held 52 workshops, with 311 participants. Our new Workshop Manager, Mak Mokhtari, took over in January 2024. He has been instrumental in developing a progressive program that offers our community more advanced opportunities to build on their skills.

We've expanded our partnership with Youth Off the Streets, working together to provide bespoke workshops for their Year 11 program, including a Build A Tiny House Course in November 2023 and a Build A Cubby course in April 2024. These workshops are designed to help young people transition into the workforce with confidence.

We also worked with Tradeswomen Australia to design courses specifically for women in Trades and provided workshop space to Habutt for Humanity's program for women in the beginning of the final financial year.

Building a Strong Volunteer Base

Recognising the crucial role of volunteers in our organisation, we've started to put in place the infrastructure needed to provide rewarding, productive volunteer opportunities. This focus will be key as we continue to grow and strengthen our volunteer base in the coming year.

Looking Ahead: Strengthening Our Foundations

We remain committed to strengthening the foundations of the Bower. Moving forward, we will focus on prioritising and streamlining our operations so that we do fewer things but do them better. This will ensure that we can continue to deliver on our mission of sustainability, repair, and community empowerment.

Thank you for your ongoing support, and I look forward to the year ahead as we build on our successes and work together to create a more sustainable future.

Nathan Smith, General Manager

The Bower's Social & Environmental Impact Report FY 23 – 24

	2024	2023
Diverted from landfill (kg)	48,104	30,000
Residents consulting online (searches)	4,596	200
Workshops organised	52	120
Workshop participants	311	1100+
Repair Shops delivered (new in 2024)	230	
Volunteers	75	50

(incl JobSeeker & court appointed)

2.2 Our Locations

The Bower, Redfern

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

This continued to be our most active workshop space – the well-equipped workshop with workbenches and specialised woodworking equipment hosts the Marrickville Men’s Shed every Thursday and the following workshops over weekends:

Home DIY; Furniture Upholstery; Furniture Repair and Restoration; Intro to Carpentry – Build a Box or bird box.



The Bower, Marrickville

Hut 34 142 Addison Road, Marrickville, New South Wales 2204

Our flagship store and historic home since 1996, is still a well-loved second-hand shop. This year we decluttered and re-arranged the lay-out to make it easier for customers to find the items they were looking for and to keep new unique items coming into our store.



The Bower, Summer Hill

Located in Inner West Sustainability Hub,
7 Prospect Rd, Summer Hill 2130

Inner West Council held a grand opening of the Inner West Sustainability Hub on 1 July 2023. It was a packed and joyous occasion with hundreds of visitors and an official opening by Inner West Mayor, Darcy Byrne.

Our Boutique Vintage store opened in October selling vintage furniture, records, books and bric-a-brac on Mondays, Tuesdays and Fridays each week, plus the first Saturday of every month for the Hub's Sustainable Markets.

The site is also the new home of

- Bower Bikes, a furniture workshop, and the community repair shops.
- House to Home warehouse – where we store furniture and whitegoods to supply household furniture free to clients of services we partner with who are escaping family violence, newly arrived refugees, or recovering from homelessness.
- Tiny House building course - our new permanent site to run our Build A Tiny House course, to raise the roof literally - with a high enough ceiling to contain the height of the Tiny House on wheels.



2.3 Educational Programs

2.3.1 Workshops

In the past financial year, the Bower ran 52 workshops with 311 participants. About half of these were in partnership with Sydney Community College, who use our venues and facilitators.

The classes we offered included:

Home DIY

An empowering course where 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 among our most popular.

Furniture Repair and Restoration

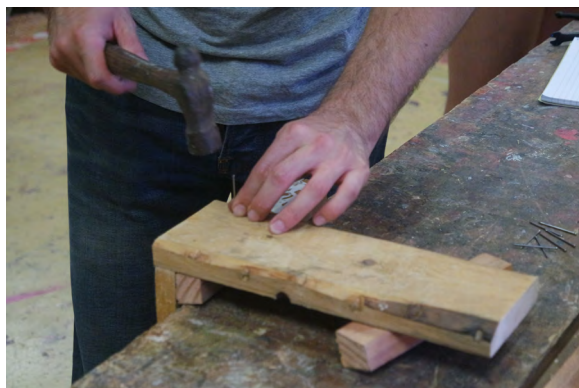
Our Furniture Repair and Restoration course provide participants with the skills and understanding of timber furniture repair. Participants bring in a small item of furniture and our experts help them restore it. This course is a part of our zero-waste model as these items of furniture would become unusable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

Intro to Carpentry – Build a Crate/Box

A practical class to learn the woodworking basics. Each participant build a functional piece such as a wooden box from reclaimed timber that they take home with them at the end of the day. They learn about the materials and processes required for a basic carpentry project, including the use of handsaws, hammers, drills, and drivers.

Upholstery - learn how to upscale

These courses show how to undertake basic upholstery techniques to revamp chairs, stools and other furnishings with our master upholsterer.



2.3.2 Repair

Building a 'culture of repair' in Australia continues as a key focus of our work over this year.

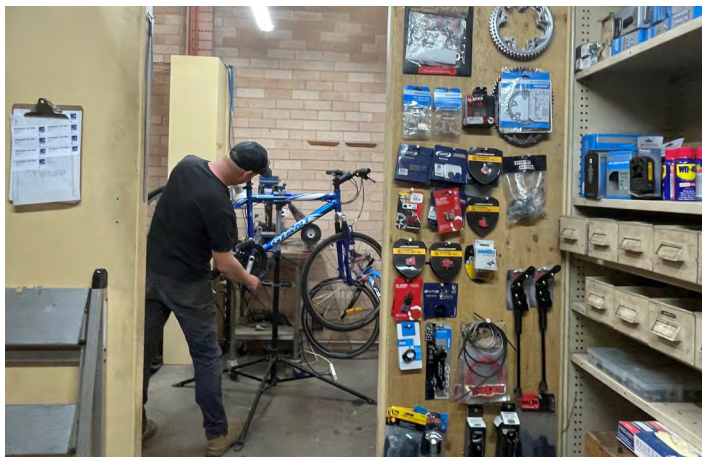
Community Repair Shops

A new initiative in 2024 are paid Repair Shops, where customers are able to book online and pay an assessment fee for household electrical items, furniture and bikes. The most successful in this financial year period was the Electrical Repair Shop, which began in October 2023 and offered 168 repair sessions to 30 June 2024. We charged \$30 for each 30 minute session, producing over \$5,000 in revenue.

Furniture Repair moved from 107 Projects to the Summer Hill Sustainability Hub in April 2024 and offered 32 sessions to 30 June at \$20 per 15 minute session. This produced over \$600 in revenue. We also started the Bike Repair Shop in April which ran 24 popular council sponsored free bike tune-ups and 11 paid repair sessions this financial year.

Repair Shop	Sessions	Income earned
Electrical (Oct 2023 - Jun 2024)	168	\$5040
Furniture (April - June 2024)	32	\$640
Bikes (April - June 2024)	35 (11 paid, 24 free council sponsored tune-ups)	\$220
TOTAL	230	\$5,900

As part of our arrangement with Southern Sydney Regional Organisation of Councils, Bower Bikes ran 24 Council sponsored bike tune-ups on weekends. The team repaired 50 donated bikes which were then sold at affordable prices.



First-ever Festival of Repair a great success

Australia's first ever Festival of Repair was held from 9-19 August 2023, at 107 Redfern St, Redfern. The Bower pioneered this vibrant event, which launched with opening night speeches by sustainable fashion expert Nina Gbor and City of Sydney Councillor Adam Worling who said - "This inspiring festival is beyond needed. It will help to replace our throw-away culture with a hands-on culture of repair."

A drawcard of the Festival was a Sustainable Art exhibition by 15 artists committed to using reclaimed materials or making the environment a theme of their work.

1500 people visited over 10 days to participate in repair workshops, watched repair and re-use demos for furniture, upholstery; bring in their electronic items and bikes for repair; get their antiques valued; visit a sustainable market; swap clothes and learn how to repair nature in their own backyards.



Thanks to our sponsors who made the Festival possible

We received a foundation grant from City of Sydney Council, support from 107 Projects, Sunglass Fix, Ian and Shirley Norman Foundation, and the Everleigh Foundation as well as our Crowdfunding campaign [Kick Start the Repair Revolution](#) where our supporters individually donated to make this event possible.



2.3.3 Build a Tiny House Course

We had a successful year for our unique Build A Tiny House Course. We ran the workshop with adults in July 2023 and February 2024:

“I recommend it 100%, even if you’re not an architect or building a home, you gain an understanding of what it takes to build a home. It also upskills you to be able to renovate and repair your own home. I’d recommend it to anyone in any path of life. It’s a great opportunity to get your hands on tools and upskill, as well as appreciate the built environment around us.”

Hayden - course participant July 2023

A compelling article ran in the [Sydney Morning Herald](#) about how popular the course is with women, and ABC Sydney did an interview with an accompanying article and video on [ABC Online](#).



Youth off the Streets

We started a partnership with Youth Off The Streets and ran Build A Tiny House with Year 11 students in November 2023 and a Build A Cubby House modified course in April 2024.

‘I am very grateful for the Bower’s willingness to think outside the box, to brainstorm new and innovative ideas. Most importantly the Bower team are willing to embark on bespoke opportunities that have likely never been done within a school facility before.

Diana Kljajevic - School Manager, Youth off the Streets ‘Step Up’ program



2.4 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 as waste in a landfill. Our truck does pick-ups across Sydney from Hornsby in the North to the Bayside suburbs in the South, to Bankstown and Parramatta in the West.

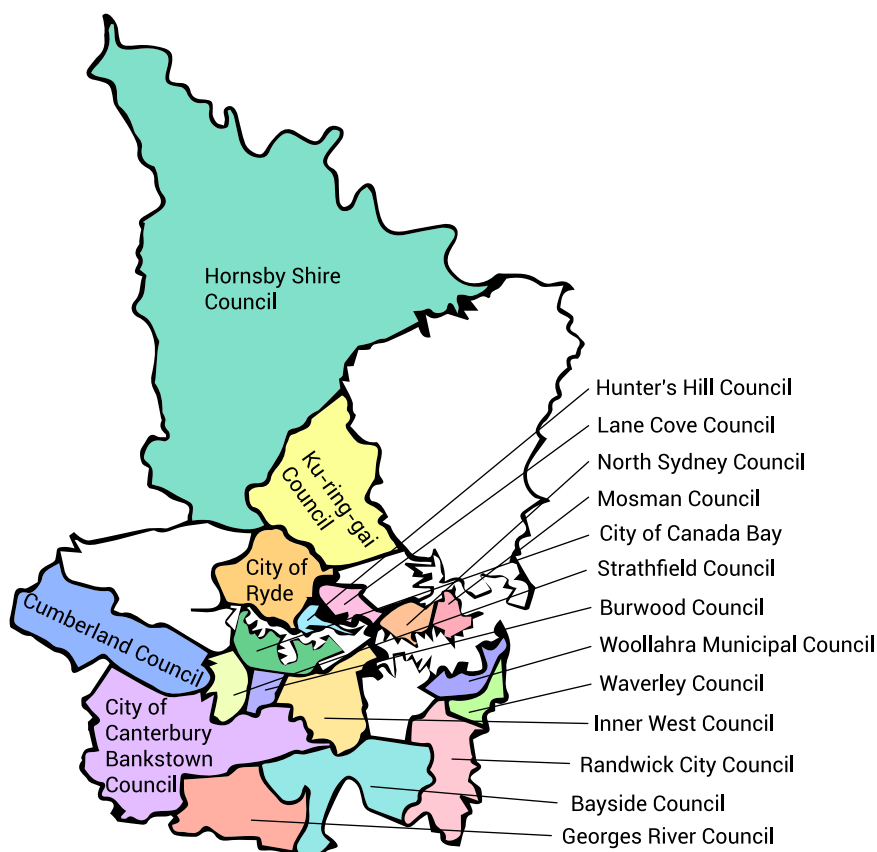
In 2023-24 we continued to work across 21 Local Government Areas (LGAs) in the Sydney metropolitan area with agreements for collections of goods. From these LGAs combined with in-store donations, we have managed to collect 43,000kg of materials that otherwise would have been sent to landfill. This is 14,000kg more than the previous year.

Results for 21 Participating Councils

Breakdown of total kgs diverted 1 July 2023 – 30 June 2024

Quarter	Truck Collections		In-Store Donations		Total	
	Household	KG	Individuals	KG	Donations	KG
Q1 01 Jul - 30 Sep 2023	66	6,394	402	7,515	468	13,909
Q2 01 Oct - 31 Dec 2023	75	6,375	176	3,602	251	9,977
Q3 01 Jan - 31 Mar 2024	44	2,193	423	8,225	467	10,418
Q4 01 Apr – 30 Jun 2024	39	5,639	286	8,164	307	13,800
Total					1,511	48,104

The Bower's Council partners for our Collection & Rehoming Service



2.4.1 Reuse Database

Our volunteer Len has kept our Reuse Database updated as a helpful reference to people who have items to donate that we are unable to accept and is a valuable resource for people across Sydney. This has become even more popular in the last year, with more than 4,500 searches by people seeking to find a home for a wide range of materials and items including: Furniture, Electrical Goods, Mattresses, Whitegoods, Building Materials, Homewares, Books and Records, Bikes and Bike Parts, Clothing and Textiles, Office Furniture, Computers, Musical Instruments, Audio and Video games, Sports and Leisure Goods.

<https://bower.org.au/collections/reuse-database/>

2.5 House to Home

The Bower's 'House to Home' program assists people who have been made homeless, refugees, or are domestic violence survivors and their families, often in situations where they cannot take furniture or belongings 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 2023-24, through House to Home, the Bower received 54 referrals from frontline service organisations to provide individuals and families with good quality household items to furnish their newly acquired accommodation.

A home for Mongolian refugee family

Khanda* (name changed to protect privacy) is separated from her husband and lives with her 3 young children in a partly furnished house in north-west Sydney and they desperately needed bedroom and dining room furniture.

Khanda and her husband came here from Mongolia six years ago when their oldest son was a baby. When she became pregnant with her daughter they started getting support from House of Welcome and then more recently from Jesuit Refugee Services – who called the Bower to help out.

We delivered a bedside cabinet, a dining table and chairs to the family in November. They still need a bunk bed for their 7-year-old son and 4-year-old daughter, and a double bed mattress.

Khanda says they can't afford to go back to Mongolia and the family couldn't survive without the help of the services like the Bower and great case workers who support them.

They are grateful for the furniture from the Bower. Instead of an old broken table, They now have a large sturdy dining room table, which they use for everything – eating meals together; the children do their homework on it; Khanda irons their school clothes and uses it for her own study as well.



The Bower would like to thank its supporters, in particular: 100 women, Bank Australia, and Australian Ethical Super, without whom our outreach House to Home program would not be possible.

We work with frontline agencies and caseworkers to assure those most in need receive the necessary goods to make their new accommodation a home. The agencies we have worked with include:

- Jesuit Refugee Service
- Neami National
- Life Without Barriers Uniting Australia
- Parramatta Women's Shelter
- Bonnie Support Services and Women
- Connect Marrickville
- Women and Girls Emergency Service
- Community Migrant Resource Centre
- Asylum Seeker Resource Centre100
- Settlement Services International
- House of Welcome
- Mary's House
- Parramatta Mission
- Mission Australia

2.6 Community Sheds

107 Redfern St

Our Men's Shed in Redfern continues to power along on Thursdays when they meet in the workshop out the back of 107 Redfern St.

Most participants are over 55, and includes women as well as people with dementia who attend with a carer.

The Shed takes in mostly wooden furniture items that need repair, from either the Bower's donated items or people who come in with their own items. Repairs are done by one or more members and are either returned to the Bower for sale or to the owner for a donated fee.



2.7 Bower People

The Bower's new General Manager Nathan Smith started in February 2024. Nathan brings a commitment to environmental sustainability and experience in business management and marketing, including running a small business in Sydney for 15 years. He is committed to affecting behavioural change to improve our environmental footprint and relishes the challenge of growing the Bower's role in being a leader in Australia's circular economy and continuing its work of reducing the amount of waste going to landfill.

For 18 months prior to this Michelle Sheather stepped in to drive the Bower into our new site at Summer Hill and to oversee the integration and closure of our sites at Zetland and Parramatta.



General Manager

Nathan Smith



Chairperson

Michelle Sheather

Key Staff



Marrickville Store Manager
Hamish Scott



Summer Hill & Online Store Manager
Sophia Clarke



Workshop Manager
Mak Mokhtari



Collections & House to Home
Bianca Jammet



eBay sales
Bruce Diekman
[volunteer]



Bike Repairs
Ben Norgrove



Electric Repairs
Othy Willis



Furniture Repairs
Cameron and Justin

The Bower shops, programs, services and courses are only possible due to the committed support of our amazing staff and volunteers.

The staff of the Bower Reuse and Repair Centre are passionately united by the common goal of achieving a circular economy, reducing our environmental footprint, and helping social causes. A circular economy is one that retains the value of materials in the economy for as long as possible, reducing the depletion of natural resources and the impacts of material use and waste generation on our environment. Our staff and volunteers believe that everything has more than one purpose!

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 and outdoor area
- Update our Reuse database
- Join our IT team
- Take part in Bower working bees Help maintain our garden
- Stock the library
- Maintain our Ebay store
- Participate in the mens and womens sheds
- Share knowledge and expertise
- Write grants for our projects
- Answer emails, take phone calls and assist with admin
- Help with maintaining our workshops
- Help with repairs of bikes, furniture and electronics
- We also are supported by Community service volunteers weekly who contribute to the Bower as part of their community service. This can be from 4-12 persons a week.

2.8 Sales & Grants

Our overall sales and grants revenue has remained steady since last year. We continue to update and bring new items to our store at Marrickville to make it a great place to visit and explore.

Revenue Stream	2024	2023	2022
Sales	\$351,430	\$318,817	\$239,524
Govt Grants	\$47,040	\$60,022	\$47,047
Govt Support (COVID)			\$146,493
Non-Govt grants	\$73,688	\$93,078	\$48,770
Councils/Collection & Rehoming	\$68,373	\$69,999	\$43,878
Workshops + Tiny House Course	\$156,497	\$123,840	\$23,542
Donations (appeals)	\$89,890	\$58,993	\$77,672
Total	\$768,958	\$738,832	\$627,376

2.8.1 Online Sales

We slightly increased both our eBay and website sales this year, increasing our total online sales earnings by more than \$2000. The Summer Hill site has enabled us to do so.

eBay	2024	2023
Items Sold	105	110
Gross Sales	\$12,046	AU \$9,950
Net Sales	\$10,887	AU \$9,069
Shopify + Website Sales		
Items Sold	86	80
Gross Sales	\$6,308	\$5,540
Net Sales	\$6,139	\$5,525
TOTAL Sales	\$17, 026	\$14, 594

Note: Shopify figure also includes gift cards, memberships and donations

At our stores we also have consignors whose items we take for sale with a 30% commission for administration and display and sales. Many of these items are pieces of art in themselves, original and edgy.

2.8.2 Membership

We have 54 financial members who value being a part of a Cooperative social enterprise such as the Bower Reuse and Repair Centres. We additionally have around 16,000 subscribers to our Bower monthly newsletter and online updates about Bower events and activities.

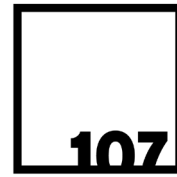
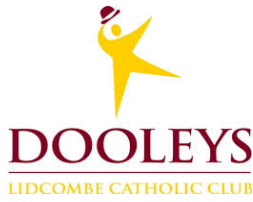
2.9 Fundraising and Partners

We regularly run four special appeals a year for our members to contribute to Bower campaigns such as our Repair Revolution, our House to Home program, our Collections service to stop throw-outs and landfill, and fight for your Right to Repair. They also have an educational component to put forward our campaigns and explain our program of work.

We appreciate our regular givers, our regular donors of over 60 individuals or families, thank you. This year we joined the 1% For the Planet initiative, a progressive company giving venture and Good to Give employee program. We received many in-kind donations including from Cabots paints for stains for our woodworking; Leadlease for items for our House to Home program; and Google employees who did a massive working bee at Marrickville instead of their end of year party in December 2022. Raffan Keller Thomas (RKT) auction house consistently supported us for many years by auctioning our tiny houses. We also wish to thank Sydney Community College, Mansfield Partners Accountancy and Tax Services, and NFP (Not for Profit) Success.

The Bower offers workshops for organisations, companies and government employees to do a collective workshop for a half day or a day as part of team-building initiatives. We also have the opportunity through Good to Give for employees to donate directly to the Bower.

Our grants program and grant writers help supplement our revenue streams over the past year around six people have contributed to this. We wish to thank all the organisations that provided grants to us to support our workshops, repair cafes, and allow our House to Home program to operate:



Our other partners who contribute in kind, through working on joint projects, and in other ways include:



We ran the second Bower annual raffle in August to coincide with the Festival of Repair, thank you to all who donated prizes and to those who purchased tickets.

We ran our Tiny House program at Summer Hill for the first time - twice. It is the only place you can get an overall hands-on building course from laying floors to installing windows and doors, walls, insulation, and a roof in six days. It is the only course using reclaimed materials.

Our stores at Marrickville and Summer Hill and our online store continue to be a key source of revenue for the Bower.

2.10 Communications

Media

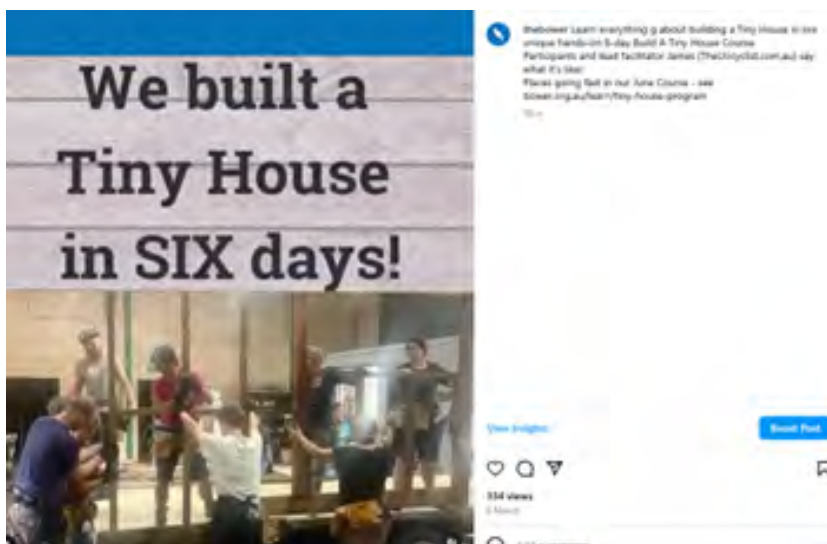
We achieved some high profile media coverage this year with a feature story and photo gallery on the Tiny House course in the SunHerald newspaper, focusing on how popular the course is with women: [The women building tiny houses to get a space of their own](#). And an ABC Sydney radio interview, accompanied by an [ABC online story](#) and video of Ash Menegon's fitted out tiny house (built in 2022 course).

The Festival of Repair received coverage in [City Hub](#), [South Sydney Herald](#), ABC Sydney radio (Saturday morning) and 2SER FM Drive.

Social Media

We grew our social media reach and number of visits significantly by 46% to 190,000, with the same number of followers, which means they found our content more engaging. Spikes happened in August 2023 due to the Festival of Repair, October 2023 due to the start of Repair Shops and February 2024 due to Tiny House course photo and video content.

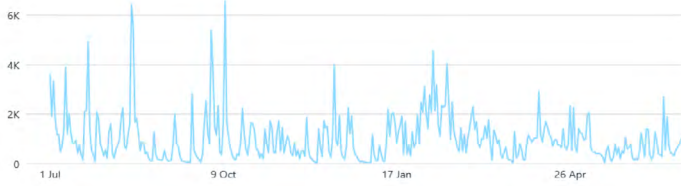
	2023-24	2022-23	2021-22
Facebook + Instagram Reach	129,652	130,194	129,652
Facebook followers	16,229	16,139	16,229
Instagram followers	5,168	5,869	5,168
Facebook visits	12,000	4,100	
Instagram profile visits	7,200	3,500	
Newsletter subscribers	22,605 contacts	16,460 contacts.	14,500



Reach

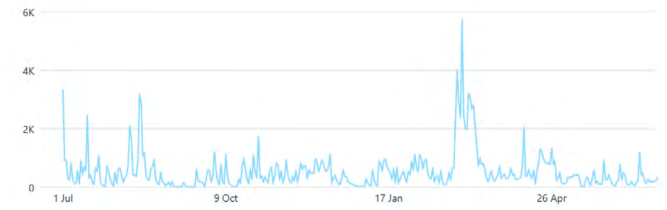
Facebook

110.04K



Instagram

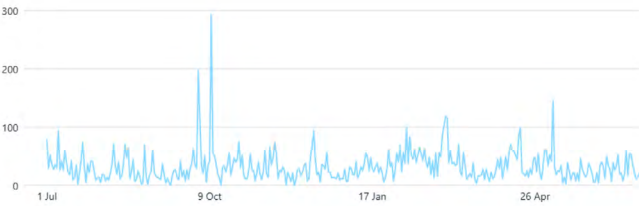
79.8K



Visits

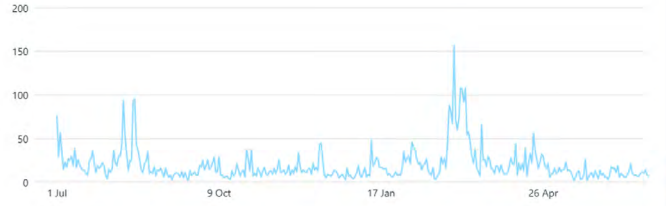
Facebook

12K



Instagram profile

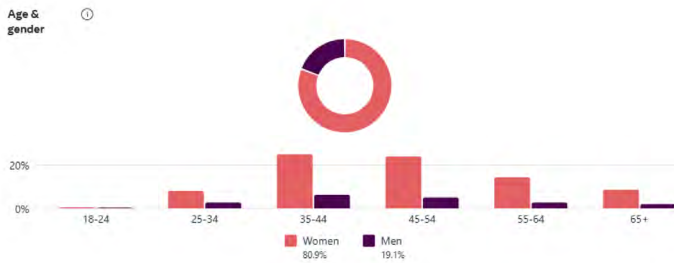
7.2K



Audience

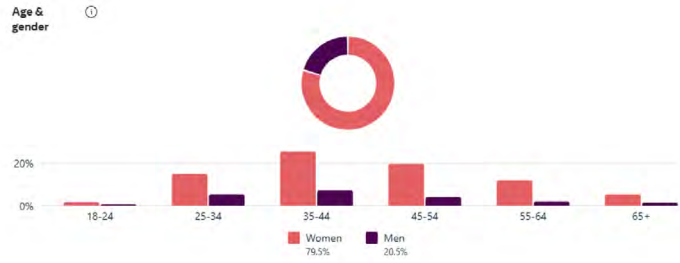
Facebook followers

16,324



Instagram followers

7,259

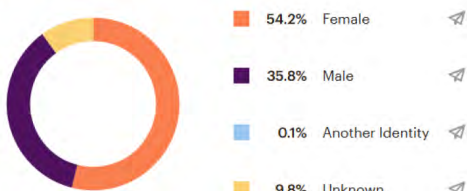


Newsletter

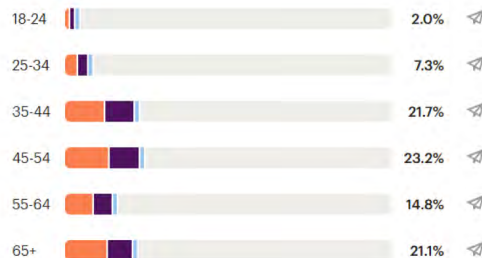
We grew our email list subscribers by 2,650 or about 20% from the previous year, to more than 15,000 regular subscribers, which is a valuable core supporter base.

Our newsletter subscribers have a high open rate with 30-35% of subscribers engaging with our emails. More than half our subscribers are female, with 45% aged 35-54, and 36% over 55.

Gender



Age Range



2.11 Conclusion

The Bower is a rich and diverse environment created by our people, culture, and programs. We are also resilient. We have ridden the waves of the ups and downs of the past few years from Covid, to the retail recession, to rental insecurity. We have adapted and diversified our work, our courses, and our revenue-raising mix while implementing both existing and new programs well. We absorbed some costs over this year due to the opening of a new site and relocation of two others into this site. Revenue raising remains a priority for the year ahead. We have raised our public profile with our pioneering and successful Festival of Repair 2023 and media coverage of our unique Build A Tiny House Course. We are organised, have great staff, old and new volunteers, and are ready to take up the challenges for 2024-25 while being a strong and historic example of what reuse and repair really means to Sydney and beyond.

3.0 Auditor's Financial Report

The audited Financial Report can be viewed here: <https://bower.org.au/wp-content/uploads/2024/11/The-Bower-2024-Financial-Report-FINAL-signed.pdf>

