BOWER

REUSE & REPAIR CENTRES

















2026 Annual Report

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1.0 The Bower Board of Directors

1.1 Chairperson's Report

It is my great privilege to present The Bower's 2026 annual report.

This year, we built more momentum and capacity, significantly increased our environmental and social impact, and continued to put the circular economy into practice across Sydney.

The House to Home program has been a particular highlight, furnishing 251 homes for people experiencing hardship. This was more than three times the previous year's total. The dedication of our staff and volunteers has also resulted in significantly increased retail revenue, a more targeted workshop program, and enhanced repair and educational services. Stronger financial foundations have enabled us to grow our team and make substantial improvements across all key activities.

Fostering a passionate community engaged in the circular economy remains central to our purpose. Our reuse and repair workshops, improved retail experiences and volunteering opportunities, are bringing more people into The Bower community. The Bower's volunteers make an extraordinary contribution, generously sharing their time, skills and enthusiasm to help us achieve our goals.

Our success also relies on the strong partnerships we share with local councils, the NSW Government and frontline service delivery agencies. These relationships support the circular ecosystem through which The Bower collects and redistributes household goods. In turn, they help our partners achieve their own social and environmental goals.

The coming year promises to be just as exciting, with an ambition of furnishing 500 homes through House to Home. We have several initiatives already underway, including a new customer donations app, expanded warehouse capacity, and improved systems for scheduling and inventory management. Together, these will help us deliver even more impact, while continuing to provide exceptional value to the people and organisations we support.

On behalf of the Board, I would like to thank Nathan, our CEO, his dedicated team of staff and volunteers, and my fellow Directors for everything they have achieved this year. I also extend our sincere gratitude to The Bower's donors, supporters, partners, members and customers. Your continued commitment makes all of this possible.

Paul Wade
Chairperson





1.2 Board Details

Board



Paul Wade

Chairperson



Albert Yuen

Treasurer

Commenced 25 May 2026



Christine Simmons

Secretary



Theresa Fairman

Member Director

Commenced 16 December 2025



Sue Mahony

Member Director

Commenced 16 December 2025



Marcelle Psaila

Member Director



Michelle Sheather

Member Director



Hannah Smyth

Member Director

Commenced 16 December 2025

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

1.3 Treasurer's Report

I am pleased to present my first Treasurer's Report for The Bower.

This reporting year represents another important step forward for The Bower financially. Following the return to surplus in 2025, the financial results show a surplus of **$23,554 for 2026**, compared with **$4,730 in 2025**. Trading income increased substantially from **$761,214 to $996,252**, demonstrating top line momentum and cost disciplines to deliver it.

This builds on the significant work undertaken over recent years to strengthen The Bower's financial foundations. Last year's Treasurer's Report described 2025 as a year of rebuilding and consolidation, including the organisation's first surplus in more than seven years. The 2026 result gives me confidence that The Bower is now in a more stable position to face new challenges and pursue new opportunities. I would particularly like to acknowledge the leadership and work of Nathan Smith, our CEO, together with the staff, volunteers and Board who have contributed to this progress. I would also like to recognise our new accounting partner, **Royce Standard**, for the work they have undertaken to support The Bower and strengthen our financial management.

Financial health is not an end in itself. It allows The Bower to continue delivering on its purpose.

I am particularly inspired by our **House to Home** program. For me, House to Home captures what makes The Bower special. We are not simply keeping useful things out of landfill. We are finding ways for those things to have another life while helping people who need them most. It brings together environmental responsibility and social purpose in a very practical way.

The organisation enters the new financial year in good financial health, with a strong purpose and a stable platform for what's to come. As incoming Treasurer, my focus will be on maintaining the financial discipline that has brought The Bower to this position, while ensuring our resources continue to support the greatest possible community and environmental impact.

Albert Yuen

Treasurer





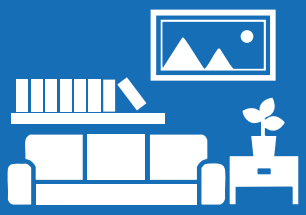
Impact Report

Measuring Social & Environmental Impact

FY2026 Results (1 July 2025–30 June 2026)

Social and Economic metrics from Sales, House to Home and Repair

Measured using the NSW Reuse Impact Study method
(NSW EPA & Charitable Reuse Australia, 2024)



Our Impact in 2025–26

238 tonnes
Household goods recovered for reuse

65,109
Second-hand items given a new life

251
Homes furnished for people in need

17,196
Volunteer hours contributed

$1.2M
Estimated savings for households & social services

>1,000
Community members taught practical skills

† Claim calculations, frameworks, methodologies and data sources listed in Appendix.

2.1 Chief Executive Officer's Report

A Year of Growth and Greater Impact

During 2025–26, The Bower significantly expanded its social and environmental impact. We furnished more homes for people experiencing hardship, recovered more household goods for reuse, and helped more people save money and reduce waste through repair and practical education.

At the heart of our work is a simple idea: **the end of an item's life in one home can be the beginning of its life in another**. Through our collection, repair, retail and education programs, we give household goods a second life, make reuse more accessible and affordable, and deliver meaningful environmental and social benefits.

House to Home – Scaling Our Impact



Our flagship House to Home program provides donated furniture, whitegoods and other household essentials to people moving into social and crisis accommodation, including those escaping domestic and family violence or experiencing homelessness. Working with frontline community organisations, we transform empty accommodation into comfortable, functional homes.

Compared to the previous year, **we more than tripled the number of homes we furnished, from 79 to 251**, reflecting growing demand, stronger partnerships and improvements to our operational capacity.

A major enabler for this was securing **$100,000 from Impact100 Sydney** to support the program's expansion. This funding provided for purpose-built whitegoods testing bays, expanded warehouse racking and a forklift, significantly improving our ability to safely test, store and handle donated goods.

We are on track to meet our Impact100 commitment to **furnish 300 homes between 1 December 2025 and 30 November 2026**, representing approximately **3% of new social housing tenancies in Greater Sydney**. Our next goal is to furnish **450–500 homes annually, or approximately 5% of new tenancies**, as we work with Homes NSW and the NSW Environment Protection Authority (EPA) towards our longer-term ambition of making quality reused furniture a routine part of the social housing system.

Keeping More Resources in Use

During 2025–26, **The Bower recovered an estimated 238 tonnes of household goods for reuse, an increase of approximately 63% on the previous year**. This reflects the expansion of our collection and rehoming activities, alongside strong performance from our retail stores at Marrickville and Summer Hill.

Importantly, reuse also delivers significant financial benefits to our community. Based on the NSW EPA's cost-of-living measures, **we estimate that households saved $1.2 million by using second-hand goods from The Bower rather than buying equivalent products new**. This demonstrates how the circular economy can help ease cost-of-living pressures while reducing waste and consumption.

Our Collection and Rehoming Service supplies the donated goods that support House to Home and our retail operations. **This year truck collections increased from 41.6 to 75.5 tonnes.** With our existing truck now approaching capacity, we are exploring options for a second vehicle to support further growth.

We continued partnering with 19 councils across Greater Sydney to provide alternatives to disposing of unwanted household goods.

Securing funding through the NSW EPA's Local Government Waste Solutions Fund was a significant milestone. In partnership with Inner West Council and the City of Canada Bay, we will pilot the integration of reuse collections into existing council bulky waste booking systems. This is an opportunity to demonstrate how The Bower's model can be scaled across NSW, recovering valuable household goods before they enter the waste stream and creating new pathways to furnish homes through House to Home.

Our retail operations also enjoyed an exceptional year. Sales at Marrickville approximately doubled, reflecting improvements to the store, the dedication of our staff and volunteers, and growing community demand for quality second-hand goods. Summer Hill continued to build its customer base and expand its contribution. Together, our stores are generating essential income to support our charitable program.

Education, Repair Services and Community Engagement

Practical education and repair services remain fundamental to The Bower's work, helping people extend the life of their belongings, save money and reduce waste.

Our workshop program now consolidated at Summer Hill delivered more than 120 courses to over 1,000 participants, covering home maintenance, DIY, furniture restoration and creative reuse.

Our partnership with **Youth Off The Streets** also expanded opportunities for young people to explore trades and gain practical experience.

Our specialist repair services also delivered strong results:

Bower Bikes refurbished and rehomed 285 bikes and 459 reusable parts and completed 942 customer repairs. Approximately 3.3 tonnes of materials were kept in use through refurbishment and parts recovery.

Our **Electrical Repair Shop** delivered 388 repair appointments and 10 off-site community repair events, while testing donated appliances for House to Home and advocating for the Right to Repair.

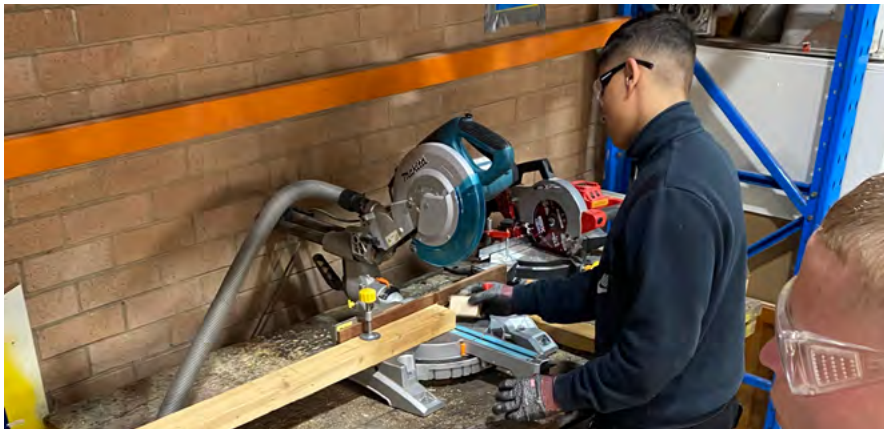
Our **Sewing Machine Repair Shop** handled 153 repair bookings and repaired 114 sewing machines, while a further 13 machines were refurbished and sold through Summer Hill, supporting the continued use of sewing machines through repair and refurbishment.

Together, the success of these services demonstrates the desire of the community to engage in repair as an affordable alternative to replacement.









The Extraordinary Contribution of Our Volunteers

Our team of 62 regular volunteers contributed an extraordinary 17,196 hours during 2025–26, an increase on the 9,232 hours recorded the previous year. This is equivalent to more than eight full-time positions.

Volunteers contribute across almost every aspect of The Bower, from specialist repairs and retail operations to workshops, warehousing and community programs. Their skills, experience and generosity are fundamental to our success, while their commitment helps make The Bower a welcoming place for people to connect, contribute and share knowledge.






Looking Ahead

Our priorities for the coming year are to scale House to Home towards **450–500 households annually**, expand our collection and delivery capacity, and demonstrate through the NSW EPA pilot how reuse can become an integral part of council waste services.

We will invest in better systems for managing donations, collections, inventory and impact reporting, while continuing to strengthen our retail, repair and education programs. Together, these improvements will help us operate more efficiently, measure our outcomes accurately and support sustainable growth..

The Bower has demonstrated that community-based reuse can deliver meaningful environmental and social outcomes alongside a financially sustainable operating model. Our challenge is to build on this success while retaining the resourcefulness, community spirit and commitment to reuse that define us.

My sincere thanks to our staff, volunteers, Board, council and community partners, donors, members, customers and supporters. Your dedication has made this year's achievements possible.

Together, we are keeping more valuable goods in use, helping more people turn houses into homes, and demonstrating what a community-driven circular economy can achieve.



Nathan Smith

Chief Executive Officer
The Bower Reuse & Repair Centre

2.2 Our Locations

Marrickville



The Bower's historic home since 1996, our Marrickville store remains a much-loved destination for second-hand treasures. Located within the Addison Road Community Centre, it offers a diverse range of pre-loved furniture, homewares, building materials, camping equipment, retro hi-fi and much more. Open seven days a week, Marrickville continues to play an important role in making reuse accessible and affordable to the local community.

The Inner West Sustainability Hub - Summer Hill



Our Summer Hill location brings together The Bower's retail, repair, education and social impact programs under one roof. Located at the Inner West Sustainability Hub, it is a centre for practical sustainability, where donated goods are repaired, reused and redistributed, and people learn the skills to extend the life of their belongings.

The site is home to:

- **The Bower Boutique:** A carefully curated retail store specialising in vintage furniture, quality homewares, art, retro pieces and collectables, including vintage cameras. Open Mondays and Wednesday to Saturday.
- **Bower Bikes:** A specialist bicycle repair and refurbishment workshop, offering customer repairs, refurbished bicycles for sale and opportunities to learn bicycle maintenance skills.
- **Electrical Repair Shop:** A bookable repair service helping people extend the life of household electrical appliances. Appointments available Tuesdays and Thursdays.
- **Sewing Machine Repair Shop:** A bookable service providing specialist repairs and maintenance to keep sewing machines in working order. Appointments available Wednesdays and Fridays.
- **Second Life Electronics:** Every Wednesday, members of the public can drop off unwanted electronic items for assessment, repair, reuse, parts recovery or responsible recycling.



- **DIY and Repair Workshops:** A practical, hands-on learning space offering courses in home maintenance, furniture restoration, DIY and creative reuse, empowering people to repair, maintain and repurpose their belongings. These are bookable through Humanitix.
- **House to Home Warehouse:** The operational heart of our House to Home program, where donated furniture, whitegoods and household essentials are received, tested, stored and prepared for delivery to people moving into social and crisis accommodation

Together, these activities make Summer Hill a hub for circular economy solutions, combining environmental sustainability, practical skills development and direct support for people in need

2.3 Our Programs & Services

2.3.1 Workshops

The Bower's Workshop Department delivered another successful year of practical skills education, providing opportunities for people across Greater Sydney to learn how to repair, maintain and reuse everyday items.



Building Practical Skills

During 2025-26, **we delivered more than 120 courses to over 1,000 participants**, covering home maintenance, DIY, furniture repair, restoration and creative reuse.

New courses, including DIY Bricklaying, DIY Decking and Introduction to Power Tools, broadened our offering alongside popular workshops in upholstery and furniture restoration. Through hands-on learning, participants developed the confidence and skills to undertake their own projects, extend the life of household items and reduce waste.

Creating Pathways for Young People

Our partnership with **Youth Off The Streets** continued to grow, with a **threefold expansion of the Pathways to Employment program**. Through the Try a Trade initiative, young people gained practical experience across four different trades, developing skills and exploring potential options for future employment and training.

The program also provided opportunities for Indigenous young people and those experiencing social or economic disadvantage, demonstrating the value of practical education in supporting inclusion and employment pathways.





Community Partnerships

We continued working with local councils and community organisations to deliver repair, reuse and sustainability workshops across Greater Sydney, extending our reach beyond our own facilities.

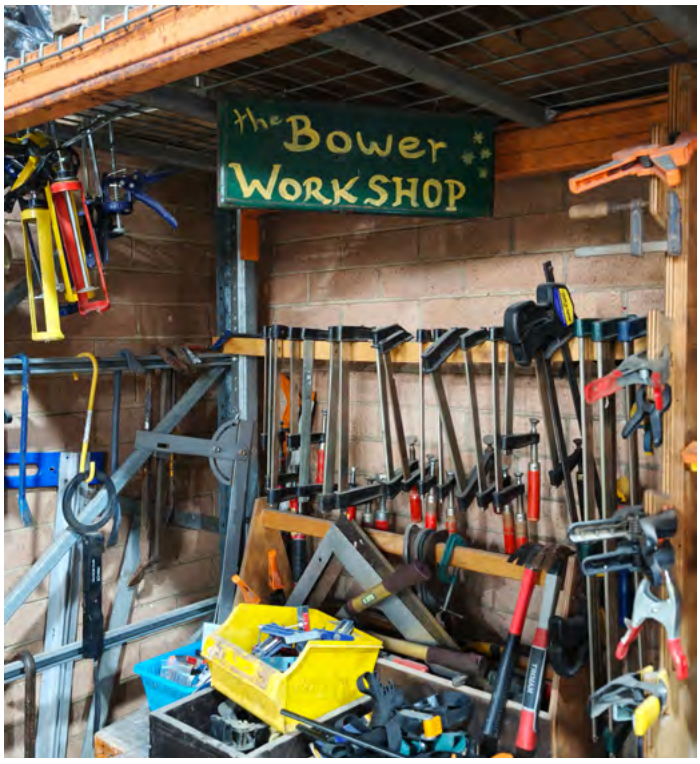
A highlight was the establishment of The **Bower Bees Co-op**, in partnership with Pocket City Farms. Participants in our two-day Native Bee Workshop built hives from reclaimed timber, learned to care for native stingless bees and gained access to ongoing support through the Co-op.

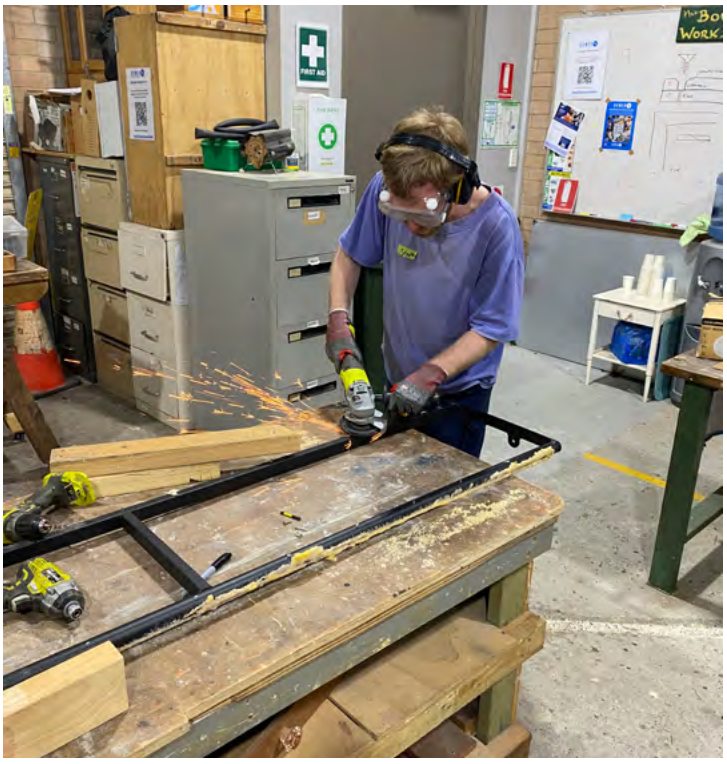
Consolidating Our Workshop Operations

Following the closure of our long-standing Redfern workshop in November 2025, we successfully relocated and consolidated our educational programs at Summer Hill. Despite the challenges of the transition, the team maintained a broad course offering and continued introducing new workshops.

Summer Hill is now the central base for our practical skills education program, providing a foundation for further development and stronger community partnerships.

We thank our instructors, staff, volunteers and community partners for their commitment to making practical skills, repair and reuse accessible to more people.









2.3.2 Repair and Reuse Services

Bower Bikes

Bower Bikes continued to grow during 2025-26, keeping bicycles and valuable parts in circulation while providing affordable transport and accessible repair services to the community.

Key achievements included:

- **285 bicycles refurbished and rehomed** through retail sales and The Bower's House to Home program.
- **461 reusable parts** salvaged from otherwise unrideable bikes.
- **687 customer bicycle repairs** completed in our workshop.
- **255 additional bicycle repairs** undertaken at community and council events.
- **3.3 tonnes of materials** were kept in use.
- **5,088 volunteer hours** contributed by our dedicated bicycle repair team.

Demand for refurbished bicycles, second-hand parts and specialist repair services continued to grow. Donated bicycles are assessed and restored wherever possible, while those beyond repair provide spare parts or are responsibly recycled, reducing waste and the demand for new materials.

Beyond its environmental impact, Bower Bikes makes cycling more affordable and accessible, helping people maintain their bicycles, access reliable second-hand transport and develop practical maintenance skills through workshops and community events.





Electrical Repair Shop

Operating twice a week at Summer Hill, The Bower's Electrical Repair Shop continued to help households extend the life of their appliances, avoid unnecessary replacement costs and reduce electronic waste during 2025–26.

Key achievements included:

- **388 repair appointments** at our Summer Hill workshop, with a repair success rate of approximately 78%.
- **10 off-site community repair events**, making repair services more accessible across Sydney.
- **More than 500 electrical items successfully repaired** across our Summer Hill workshop and community repair events.
- **Testing and preparing donated electrical appliances** for The Bower's House to Home program, ensuring essential goods are safe and functional before being provided to households in need.





The repair team works across a wide range of household electrical items, diagnosing faults and repairing appliances wherever practical. By demonstrating that many everyday products can be repaired rather than replaced, the service helps make repair an accessible and affordable choice.

Beyond practical repairs, The Bower continued to advocate for the **Right to Repair**, including through national coverage on ABC Radio, highlighting the barriers consumers face when seeking to repair their belongings.

Sewing Machine Repair Shop

The Bower's Sewing Machine Repair Shop continued to provide a valuable specialist service during 2025–26, helping people maintain and extend the life of their sewing machines rather than replacing them.

Led by Brian Thomas, there were 153 repair bookings during the year, with 114 sewing machines successfully repaired. A further 13 machines were refurbished and sold through our Summer Hill store.

The service helps customers keep their machines in working order, supporting sewing, clothing repair and creative reuse. Refurbished machines also provide an affordable alternative to purchasing new equipment, keeping valuable resources in circulation.

2.3.3 Retail

Marrickville Store





The Bower's Marrickville store enjoyed an exceptional year in 2025-26, **approximately doubling sales** while continuing to make quality second-hand goods accessible and affordable to the community. This growth reflects the dedication of our staff and volunteers, alongside significant improvements to the store's layout, organisation and customer experience.

The addition of a new timber shed and clearly organised merchandise sections has made the store more accessible and easier to navigate. Our volunteers have been instrumental in these improvements. Claire transformed the hardware section, while Imogen and Allison, supported by long-serving volunteer Bruce, reorganised our extensive book collection. Mathew, James and Len strengthened our electrical and hi-fi sections, now our largest-selling category, and introduced improved processes for assessing donated equipment.

These contributions, together with the efforts of many other volunteers who clean, sort, repair and prepare donated goods for sale, have helped the store recover more valuable resources for reuse while generating essential income to support The Bower's charitable programs.

Looking ahead, we plan to expand the outdoor section to accommodate more building materials and explore establishing a **Library of Things-style hire service**, giving the community access to useful equipment without the need to purchase it.

With a stronger retail offering, improved facilities and a committed team, Marrickville continues to demonstrate how a community-based second-hand store can reduce waste, make reuse affordable and support The Bower's wider social mission.



Summer Hill Store

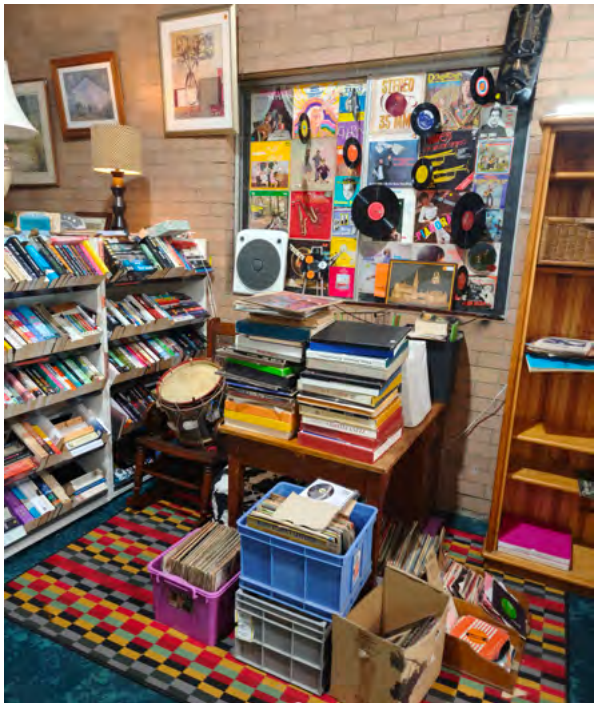
The Bower's Summer Hill store continued to grow strongly during 2025–26, establishing itself as a popular destination for quality second-hand furniture, vintage pieces, homewares and collectables. Despite limited passing foot traffic, the store has built a loyal customer base, supported by an appealing range of donated goods, dedicated staff and volunteers, and events at the Inner West Sustainability Hub that attract new visitors.

The store expanded its opening hours to five days a week, supported by dedicated managers and **13 volunteers** whose knowledge, enthusiasm and commitment to customer service have been central to its success. Strong repeat patronage reflects the welcoming shopping experience they have helped create.

As part of the Inner West Sustainability Hub, the store complements The Bower's repair, education and reuse services, finding new homes for valuable donated goods while generating essential income to support our charitable programs, particularly House to Home.

Looking ahead, our priorities are to increase awareness of the store through community engagement and promotion, while exploring opportunities to expand its retail space. Additional display capacity would allow us to offer a wider range of donated goods and support further growth.

We thank our staff and volunteers for their dedication in establishing Summer Hill as a valued second-hand shopping destination and an important part of The Bower's growing operations.









2.3.4 Collection & Rehoming Service

Our Collection and Rehoming Service (CRS) plays a central role in The Bower's reuse operations, recovering quality household goods that might otherwise be discarded and giving them a second life through our retail stores and House to Home program. Working with **19 councils across Greater Sydney**, we provide residents with a practical alternative to conventional bulky waste disposal.



During 2025–26, **truck collections increased by 81%, from 41.6 tonnes to 75.5 tonnes**, reflecting growing demand and expanded collection capacity. The service also supports our broader reuse operations, with The Bower recovering an estimated **238 tonnes of household goods** across its collection and donation channels during the year.

To support this growth, we recently expanded our collection and delivery operations from two to five days per week, and strengthened our truck and warehouse teams. These improvements are increasing our capacity to collect, test, store and redistribute donated goods, particularly essential furniture and appliances needed for House to Home.

We are also diversifying our collections process sourcing through council-organised recycling and resource recovery events, working with the City of Sydney and Northern Beaches Council to recover reusable furniture, whitegoods and small electrical appliances.

A significant development was securing support through the NSW EPA's Local Government Waste Solutions Fund for a pilot in partnership with Inner West Council and the City of Canada Bay. The project will be implemented in FY2026-27. It will integrate a reuse collection option into the council bulky waste booking process, identifying suitable household goods before they enter the waste stream and directing them towards reuse, repair and redistribution.

Together, these initiatives will enable The Bower to recover more valuable resources, expand House to Home and demonstrate how reuse can become an integral part of local government waste services.





2.3.5 House to Home

The Bower's flagship **House to Home** program experienced significant growth during 2025–26, **furnishing 251 homes, up from 79 the previous year**. Working with more than 18 frontline community organisations, we provide quality reused furniture, whitegoods and other household essentials to people moving into social and crisis accommodation, including those escaping domestic violence or experiencing homelessness.

House to Home brings together two important objectives: helping people establish safe, comfortable homes while keeping valuable household goods in use. Each delivery gives donated furniture and appliances a second life, reducing waste while providing practical support to people experiencing hardship. Our ability to collect, clean, test and redistribute donated whitegoods is a particularly important part of the service, ensuring households receive appliances that are safe, functional and ready to use.

A major development was the introduction of our **Whole of Home** service, piloted with long-term partner **Neami National**. Combining quality pre-loved furniture and appliances with new essentials such as bed linen, crockery and kitchen items, the service enables clients to move into a fully furnished and equipped home through a **single coordinated delivery**. This reduces the burden on caseworkers, who would otherwise need to source and coordinate items from multiple providers, and helps ensure homes are ready when clients move in.

Supported by **$100,000 in funding from Impact100 Sydney**, we have invested in expanded warehouse storage, purpose-built whitegoods testing facilities and improved materials handling to meet growing demand. We are on track to meet our target of **furnishing 300 homes** between December 2025 and November 2026, **representing approximately 3% of new social housing tenancies in Greater Sydney**.

Looking ahead, our ambition is to furnish **450–500 homes annually, equivalent to approximately 5% of new social housing tenancies**, and work with Homes NSW and other partners towards making quality reused furniture a routine part of the social housing system.





2.4 Bower People

The Bower's achievements are made possible by the dedication, skills and shared commitment of our staff and volunteers. Together, they work towards a more circular economy, keeping valuable resources in use, reducing waste and delivering meaningful social and environmental benefits to our community.

During 2025-26, **62 regular volunteers contributed an extraordinary 17,196 hours, an increase on the 9,232 hours recorded the previous year**. This represents an increase of 86% and is equivalent to more than eight full-time positions, demonstrating both the growing scale of our operations and the remarkable generosity of the people who support them.

Our volunteers contribute across almost every aspect of The Bower, from retail and warehouse operations to specialist repairs, educational workshops, House to Home and community events. They bring a wealth of practical skills, professional experience and enthusiasm, helping us expand our services while creating opportunities for people to connect, learn and contribute to their community.

Equally important is the commitment of our staff, whose expertise, hard work and adaptability have supported a year of significant growth. Working alongside our volunteers, they ensure The Bower continues to deliver high-quality services while remaining true to its community-focused values.

We extend our sincere thanks to everyone who contributes their time, energy and expertise to The Bower. **Our people are at the heart of everything we achieve**, and their collective efforts make repair, reuse and more sustainable ways of living accessible to more people.

Key Staff



Nathan Smith

CEO



Hamish

Marrickville Store



Lee

Summer Hill Store



Mak

Workshops



Mya

House to Home



Ramon

House to Home



Pearl

Comms and Ops



Josh

Bower Bikes

Key Staff



Andrew

Electricals



Brian

Sewing Machine Repair Shop



Hamish

Marrickville Store



Jackie

Summer Hill Store



Trisha

Summer Hill Store



Sergio

Workshops



Omar

Systems

(Some of our less camera shy) Volunteers

















2.5 Income generation – Sales, Grants and Fundraising

The Bower operates as a social enterprise, generating income through retail sales, repair services, educational workshops and council partnerships, alongside grants, donations and fundraising. This diversified funding model supports our day-to-day operations and enables us to deliver charitable programs, particularly House to Home.

Our principal sources of income include:

- **Retail sales:** Donated furniture, appliances, bicycles and other household goods sold through our Marrickville and Summer Hill stores, giving valuable items a second life.
- **Educational workshops:** Fees from our popular DIY, home maintenance, furniture restoration, tiling, plumbing and power tool courses.
- **Repair services:** Customer repairs through Bower Bikes and our specialist electrical and furniture repair services, alongside sales of refurbished bicycles.
- **Council partnerships:** Funding for collection, reuse, repair and community education services delivered in partnership with local councils.
- **Donations and memberships:** Contributions from members, individual supporters and donors, including donations through GiveNow.
- **Grants and fundraising:** Support from philanthropic organisations and government programs to develop our services, expand capacity and deliver community benefits

Impact100 Sydney – Investing in House to Home

This year, The Bower secured a **$100,000 grant from Impact100 Sydney** to support the expansion of our flagship House to Home program.

The funding has enabled The Bower to invest in essential infrastructure, including purpose-built whitegoods testing bays, expanded warehouse racking and a forklift. These improvements significantly increase our capacity to safely receive, test, store and redistribute donated furniture and appliances to people moving into social and crisis accommodation.

The grant supports our commitment to **furnish 300 homes between December 2025 and November 2026**, building on the 251 homes furnished during the 2025–26 financial year. It also provides a foundation for our longer-term ambition to support 450–500 households annually.

We are extremely grateful to Impact100 Sydney, our donors, members, customers, council partners and other supporters. Their contributions, together with the income generated through our social enterprise activities, enable The Bower to expand its impact while building a financially sustainable organisation.





2.6 Our Partners

NSW Government Multicultural NSW

One Percent for the Planet

NSW EPA

City of Canada Bay

City of Sydney

Impact 100 Sydney

NSW Circular

Good 2 Give

Inner West

CMS Information Technology

Ian & Shirley Norman Foundation

100 Women

James N. Kirby Foundation

Sisters of Charity Foundation

Sydney Community College

House to Home Delivery Partners

Neami National

NSW Government
Homes NSW

Workskil Australia

Newtown
Neighbourhood Centre

Bill Crews Foundation

South Eastern Community
Connect (SECC)

Women's And Girls'
Emergency Centre (WAGEC)

Weave Youth &
Community Services

Catholic Care Sydney

Catholic Health Services

Stride

Australian Red Cross

Mission Australia

Wayside Chapel

Catholic Healthcare

SDN Children's Services

The Haymarket Foundation

Youth off The Streets

Bonnie Support Services

Uniting

2.7 Impact Report Detail

REUSE – Material Recovery Breakdown

238 tonnes
Estimated household goods recovered for reuse

65,109
Second-hand items found new homes

Material Recovery Breakdown*1

Material Category	Estimated Quantity
Furniture & large appliances	122 tonnes
Homewares, clothing, books & electricals	66 tonnes
Building materials, timber & hardware	47 tonnes
Bicycles	3 tonnes
Total	**238 tonnes**

Environmental Savings

883 tonnes
CO_2 equivalent emissions avoided

27 million
Litres of water saved

121 tonnes
Virgin materials avoided

*1 Material categories are modelled estimates, with unrecorded in-store donations allocated proportionally to recorded categories. Totals may differ slightly due to rounding.

REPAIR – Products kept in Circulation

More than 1,500
items kept in use through repair and servicing

More than **500**
Electrical items repaired

942
Bicycles repaired or serviced

114
Sewing machines repaired

Top 3 Most Repaired Electrical Items
1. Lamps
2. Small kitchen items
3. Vacuums

† Claim calculations, frameworks, methodologies and data sources listed in Appendix.

COMMUNITY – Our Social Reach

30
Local council areas serviced

224
Suburbs represented

62
Regular volunteers

17,196
Volunteer hours contributed

251
Social & Crisis housing households furnished

120
Practical workshops delivered

More than 1,000
community members gained practical repair & reuse skills

† Claim calculations, frameworks, methodologies and data sources listed in Appendix.

3.0 Conclusion

The 2025-26 financial year has demonstrated the growing impact of The Bower's unique approach to combining environmental sustainability with social purpose. By keeping valuable household goods in circulation, helping people experiencing hardship establish homes, and empowering communities with practical repair and reuse skills, we are showing how the circular economy can deliver tangible benefits for both people and the environment. The significant expansion of House to Home, growth across our reuse and repair services, and a second consecutive operating surplus provide a strong foundation for the future. None of this would be possible without the extraordinary commitment of our staff and volunteers, the generosity of our donors and supporters, and the partnerships we have built with councils, community organisations and businesses. As we look ahead, The Bower remains committed to expanding our impact while staying true to the community values that have guided us for nearly 30 years: reducing waste, sharing resources and ensuring that useful goods continue to benefit those who need them.

4.0 Auditor's Financial Report

The audited Financial Report can be viewed here: The Bower 2026 Financial Report





5.0 Appendix: methods, calculations and data sources

This appendix supports the claims marked † and *1 in the FY2026 Social & Environmental Impact report, "Our Impact in 2025–26". It sets out the reporting scope and framework, how each published figure was calculated, which figures are recorded and which are estimated, and the data sources used.

***1** Material categories are modelled estimates, with unrecorded in-store donations allocated proportionally to recorded categories and bicycles estimated from bikes sold. Totals may differ slightly due to rounding.

A1. Scope and framework

Reporting period: 1 July 2025 – 30 June 2026 (FY2026). Records dated outside this period were excluded.

Activities covered: in-store donations and truck collections (Marrickville and Summer Hill), store and Repair Shop sales, House to Home deliveries, Bower Bikes donations, electrical, sewing machine and bicycle repair, workshops, and volunteering.

Framework: environmental, economic and social metrics follow the NSW Reuse Impact Study (Rawtec for Charitable Reuse Australia and NSW EPA, 2024), which applies Monash University's National Reuse Measurement Guidelines. Environmental conversion factors are from Lifecycles (Bontinck & Grant, 2024); displacement rates and average item prices are from the study's Technical Report, Appendix 2.

Conservative scope: following the NSW study, impacts count only the avoided production of new products. Savings from avoided landfill decomposition and the impacts of running collections and shops are not counted. Repair counts are not included in material recovery or environmental savings.

A2. Headline figures

Published figure	Value	Basis	See
Homes furnished for people in need	251	House to Home deliveries to social and crisis housing households	A8
Volunteer hours contributed	17,196	Volunteer records, by area	A8
Household goods recovered for reuse	238 tonnes	Recorded intake, plus estimated unrecorded in-store donations and bicycles estimated from bikes sold*1	A3
Second-hand items given a new life	65,109	Units sold in stores and Repair Shops, plus House to Home items delivered	A5
Community members taught practical skills	~1,000	Workshop participants	A8
Estimated savings for households & social services	$1.2M	NSW study cost-of-living method	A6

A3. Material recovery breakdown*1 — 238 tonnes

Recorded intake (132.7 t) comes from the combined store and truck intake records, with weights from standard per-item estimates: 57.2 t of in-store donations and 75.5 t of truck collections. Because in-store donations were under-recorded at both stores, an estimate of unrecorded in-store donations (103.2 t, supplied by The Bower) is added. That estimate is not itemised, so it is allocated across the recorded material categories in proportion to their recorded weights. Bicycle donations were also under-recorded (bike logging began 23 May 2026), so bicycles are estimated from the 285 bikes sold at the 11.7 kg average of 261 weighed bikes: 3.3 t, replacing the 1.7 t recorded.

Material category	Recorded (t)	Modelled (t)	Published	Recorded categories included
Furniture & large appliances	67.9	121.4	122 tonnes	Furniture, white goods
Homewares, clothing, books & electricals	36.8	65.8	66 tonnes	Bric-a-brac, electricals, books, kitchenalia, music/DVD, toys, miscellaneous, clothing
Building materials, timber & hardware	26.3	47.0	47 tonnes	Tools & hardware, building materials, outdoor items, timber, plumbing
Bicycles	1.7	3.3	3 tonnes	285 bikes sold × 11.7 kg (replaces 1.7 t recorded)
Total	**132.7**	**237.5**	**238 tonnes**	**Recorded 132.7 t + estimated 103.2 t + bicycle adjustment 1.6 t**

Modelled figures allocate the 103.2 t estimate across categories in proportion to recorded weights (× 1.788). Published figures are rounded to whole tonnes so that the categories add to the 238 t total; furniture (121.4 t), the largest category, is rounded up to absorb the rounding difference (*1).

A4. Environmental savings

Method: impact avoided = tonnes reused × displacement rate × environmental conversion factor. Displacement rates: 54% for indoor furniture, 35% for clothing, 50% for all other categories. Virgin materials avoided = tonnes reused × displacement rate.

Recorded intake by category (132.7 t)

Bower category	Guidelines category (Lifecycles)	t	kg CO_2-e/kg	L water/kg	Disp.
Furniture	Indoor furniture	57.1	6	167	54%
Bric-a-brac	Toys, sports, games, art & bric-a-brac	13.7	5	175	50%
White goods	Whitegoods & large appliances	10.7	10	295	50%
Electricals	Whitegoods & large appliances (proxy)	9.8	10	295	50%
Tools & hardware	Metal tools & hardware	9.7	8	178	50%
Building materials	Other (n.e.c.)	6.2	3	85	50%
Outdoor items	Other (n.e.c.)	5.8	3	85	50%
Books	Books, magazines, software & video games	5.0	29	1,086	50%
Timber	Wood & timber products	3.9	1	44	50%
Kitchenalia	Ceramics & pottery (proxy)	2.7	1	48	50%
Music/video/DVD	Music & videos	2.3	8	287	50%
Miscellaneous	Other (n.e.c.)	2.0	3	85	50%
Bikes	Toys, sports (incl. bikes), games	1.7	5	175	50%
Toys	Toys, sports (incl. bikes), games	1.0	5	175	50%
Plumbing	Other (n.e.c.)	0.7	3	85	50%
Clothing	Clothing (n.e.c.)	0.1	30	1,515	35%

Factors are per kg of new product displaced. "Proxy" marks a conservative substitute where no exact category exists.

Estimated in-store donations (103.2 t) and bicycle adjustment (1.6 t)

For environmental savings, the 103.2 t estimate is valued at the average impact per tonne of the recorded in-store donations: 3.9 t CO_2-e and 124,000 litres of water per tonne, with virgin materials avoided at 0.5 t per tonne (the study's default displacement rate). The bicycle adjustment (3.3 t estimated less 1.7 t recorded) uses the bicycle factors: 2.5 t CO_2-e, 87,500 litres of water and 0.5 t virgin materials per tonne.

Published figure	Recorded (132.7 t)	In-store est. (103.2 t)	Bicycles (+1.6 t)	Total	Published as
CO_2 equivalent emissions avoided	477 t	402 t	4.1 t	883.1 t	883 tonnes
Litres of water saved	14.4 million	12.8 million	0.14 million	27.3 million	27 million
Virgin materials avoided	68.6 t	51.6 t	0.8 t	121.0 t	121 tonnes

A5. Second-hand items given a new life — 65,109

Channel	Items	Value (ex GST)	Basis
Marrickville store	51,604	$343.0k	Square category sales, net of refunds
Summer Hill store	11,828	$153.3k	Square category sales, net of refunds
Second-hand bicycles	285	$28.3k	Bike Sales file, Total Bike Sales row (Items Sold column: 286 after refunds)
Refurbished bicycle parts	461	$6.9k	Bike Sales: 459 Rebirth parts + 2 refurbished spare parts
House to Home	931	$41.6k	Truck team valuations paid by social services

Channel	Items	Value (ex GST)	Basis
Total	**65,109**	**$573.1k**	

Store figures exclude donations, memberships, delivery charges and uncategorised lines; consignment items are included. Store item counts are units sold, which may include a small amount of non-donated stock.

A6. Estimated savings for households & social services — $1.2M

Method (NSW study, Technical Report section 2.5.1): for goods sold, savings are the cost of buying new minus the price paid. House to Home goods are purchased by government social services for qualifying households at the truck team's valuation, so they are treated as sold, and part of the saving accrues to social services.

Component	Calculation	Saving
Stores and bicycles	$531.5k of sales × 1.78 (NSW sector ratio of savings to goods value: $432M ÷ $243M)	$945k
House to Home	$296.1k to buy the 931 items new, minus $41.6k paid	$254k
Total		**≈ $1.2M**

House to Home: new-price estimate by category

Each delivered item was assigned to an NSW study category using its Item Category and Description, then valued at the study's average new price per item (Technical Report Appendix 2).

NSW study category	Items	Avg new price	New value	Price paid	Saving
Furniture & large appliances	724	$406.44	$294.3k	$34.8k	$259.5k
Smaller items (TVs, microwaves, small appliances, kitchenalia, bikes)	164	$7.42	$1.2k	$5.3k	–$4.1k
Textiles (rugs, carpet, curtains)	31	$16.82	$0.5k	$1.2k	–$0.7k
Other reuse items and clothing	12	$7.61 / $16.42	$0.1k	$0.3k	–$0.2k
Total	**931**		**$296.1k**	**$41.6k**	**$254.5k**

Category averages are blunt: the furniture average overstates small furniture, while the smaller items average understates TVs, microwaves and vacuums (hence the negative lines). 29 lines (35 items) had no recorded valuation and are counted as $0 paid. Valuations were read as the value for each line, not each item. The 1.78 ratio applied to store and bicycle sales is the NSW sector average, so that part is indicative.

A7. Repair — products kept in circulation

Published figure	Value	Source
Items kept in use through repair and servicing	More than 1,500	~500 electrical + 114 sewing machines + 942 bicycles ≈ 1,556
Electrical items repaired	More than 500	The Bower electrical repair records (approximate)
Sewing machines repaired	114	The Bower repair records
Bicycles repaired or serviced	942	Bower Bikes summary: 687 customer repairs in the workshop + 255 repairs at community and council events
Top 3 most repaired electrical items	Lamps, small kitchen items, vacuums	Electrical Repair Shop log, repairs completed in FY2026

Bookings and events are not items and are not counted in the repair total.

A8. Repair education and community reach

Published figure	Value	Source
Guided repair sessions	31	Repair Shops item sales: 19 bicycle repair, 12 electrical repair
Practical workshops delivered	120	The Bower workshop records
Community members who gained practical skills	More than 1,000	Workshop participants, The Bower workshop records
Regular volunteers	62	The Bower volunteer records
Volunteer hours contributed	17,196	Store 11,472 (Marrickville 6,432; Summer Hill 5,040), bike workshop 2,868, electrical repair 1,200, workshops 816, repair workshops 400, operations 360
Social & crisis housing households furnished	251	House to Home deliveries as reported by The Bower; 218 are itemised in the deliveries log, the balance were delivered but not fully logged
Local council areas serviced	30	Council areas from which in-store donations were received and truck collections completed
Suburbs represented	224	Suburbs from which in-store donations were received and truck collections completed

A9. Recorded and estimated figures

- **Estimated:** 103.2 t of unrecorded in-store donations, its allocation across material categories and its environmental savings; estimated savings (category averages and the sector ratio); bicycle tonnage (285 bikes sold × 11.7 kg average weight).
- **Recorded but approximate:** intake weights are standard per-item estimates rather than weighed; Q4 in-store weights were doubled in the source data and are retained as recorded; electrical items repaired and workshop participants are rounded.
- **Not fully logged:** some House to Home deliveries; destinations of truck-collected goods (intake is assumed reused, as in the NSW study).
- **Uncertainty:** Lifecycles notes significant uncertainty in conversion factors, and displacement rates are sector assumptions rather than Bower-specific measurements.

A10. Data sources

The Bower records (FY2026)

- **Combined store and truck intake, Q1–Q4 FY2026.** 3,126 item records; weights advised by The Bower.
- **Estimate of unrecorded in-store donations.** 103.2 t, supplied by The Bower.
- **Square category sales, Marrickville and Summer Hill.** 1 July 2025 – 30 June 2026.
- **Square item sales, Repair Shops (Bike Sales).** 285 bikes sold (Total Bike Sales row; the Items Sold column gives 286 after refunds: 259 Rebirth, 24 brand-named, 4 other), 461 refurbished parts, repair, service and guided session lines.
- **Bower Bikes FY2026 summary (email, Nathan Smith, CEO, 11 November 2026).** 687 customer bicycle repairs, 255 repairs at community and council events, 2,868 volunteer hours. Its 717 rehomed is 258 Rebirth bikes + 459 Rebirth parts, so 285 bikes sold is used; 1,469 donated and 17.6 t (incl. recycling) are not used (no supporting record; recycling is outside the reuse method).
- **House to Home Deliveries FY2026.** 218 itemised deliveries, 931 items, truck team valuations.
- **Electrical Repair Shop log.** Exported 29 October 2026; filtered to repairs completed in FY2026.
- **Bower Bikes collection log (Bower_Bikes_Collection_.xlsx).** 291 weighed records, 23 May – 11 November 2026; the 261 weighed bikes give the 11.7 kg average bike weight.
- **Bower Bikes donation form (Bower_Bikes_Donation.xlsx).** 38 submissions, 12 December 2025 – 23 May 2026; bike counts and parts weights; reviewed, not used in totals. Contains donor contact details, which are not reproduced.
- **Volunteer, workshop and repair records.** Supplied by The Bower for volunteer numbers and hours, workshops and participants, sewing machine and bicycle repair counts, and House to Home delivery totals.

References

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