

# **Bikes for Refugees SA Incorporated**

## **Annual report**

### **1 July 2019 - 30 Jun 2020**

#### **Including financial statement**

Workshop: The Joinery, 111 Franklin Street, Adelaide 5000

ABN 20 663 461 735

Mike Brisco – Co-ordinator - 5 Sept 2021



[mikejbrisco@gmail.com](mailto:mikejbrisco@gmail.com)



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## SUMMARY

Bikes for Refugees is a small charity, in Adelaide CBD, providing assistance with transport needs, for people in hardship. We are run by volunteers, and operate a bicycle workshop/ op shop / information centre, 5 days a week.

We accept donations of bikes and bike parts from the public. We check and service bikes before handing them on. Bikes are either sold to raise funds; or given free of charge to clients referred by welfare organisations.

We received 1544 donated bikes, and disposed of 1635 bikes. These numbers are up on the previous year (1422 received, 1292 disposed) because Australia temporarily increased its refugee intake (from 13,000 humanitarian a year, to 18,000). In consultation with the re settlement agencies, we checked and improved our protocols, to cope with the increased numbers of people needing bikes.

Donated bikes were used in the following ways: In round figures

- 50% of bikes - given to people in need
- 30% of bikes - sold to raise funds
- 20% of bikes - used for parts to get other bikes going.

39 Welfare organisations made 506 requests for help. We responded to all requests. Attendance rate at appointments was 75%, and 840 clients received a free bike, and could buy low cost accessories. Most clients were newly arrived refugees, re-settling in Adelaide, under Australia's Humanitarian Migration Program (603 people). Others were refugee secondary school students (132 people), homeless (59 people); teenagers on the APY lands (14 bikes). Our costs averaged \$31 per bike supplied.

The workshop also aims to protect the environment, by encouraging cycling, which is a low impact form of transport. To encourage people to use bikes, we offer a range of inexpensive services: sale of good second-hand bikes at reasonable prices; sale of parts and accessories; repairs service; tool loan, bike hire; and information on bikes and cycling.

These activities, raised \$91,249. This amount included \$6235 to purchase low cost locks lights and helmets, which were then on sold at cost to clients. The remainder, covered \$40,935 running costs of free bikes; provided \$10,615 to assist refugees directly, plus \$29,500 funds for other refugee charities.

During 2019-20, the workshop raised all funding by its own activities. It received no grants, or other government assistance.

The charities funding, was divided between organisations providing help overseas (UNHCR, MSF, Red Cross International) and organisations providing help in Australia for refugees re settling here (Australian Refugee Association SA, Asylum Seeker Resource Centre Vic, Jesuit Refugee Service NSW).

During 2019-20, COVID19 had a major impact, due to government lockdowns and restrictions on activity; and fewer volunteers. In addition the workshop was required by the landlord, to re locate on site to a smaller area. At the same time, along with other businesses in Adelaide CBD, we experienced increased criminal activity and vandalism, requiring us to increase security measures, and move bikes off site for storage. Despite this, the workshop remained open; the public continued to donate bikes; and we had enough bikes to respond to all requests. .

The workshop remains an incorporated community body, not for profit, and charity, registered with the Australian Charities and Not for profits Commission. There were no major changes to governance this year.

We again thank people who donated bikes, parts, or helped in other ways.

And as always, we thank our hard working volunteers, who give of their time to keep the workshop running. The workshop is run entirely by volunteers; without them we could not operate.

## INTRODUCTION

Welcome to our 2020 report. This report describes

- who we are, and what we do
- what needs in the community we aim to meet
- what we did, to meet those needs
- who received help
- How we used goods donated by the public.

What we do is as before. We assist people in hardship, with transport, by providing free bicycles and low cost accessories. We accept public donations of bicycles and parts, which we then hold in trust. Our volunteers check and repair donated bikes, so they are safe and reliable. We hand them on to people in need, or sell them to raise funds. Approximately half of money raised, we need to finance our activities. The rest, we use to help refugees, directly, or by donation to other refugee charities.

To do this, we operate a bicycle workshop in Adelaide CBD, 5 days a week throughout the year.

The needs we responded to, are as in previous years. For examples – please see annual reports for 2015-7.

## Highlights & impacts of COVID

- COVID appeared in early 2020. SA restrictions took effect in March 2020, and at the time of writing (Sept 2021) are still on going.
- Most of our volunteers are older Australians. If they catch COVID they risk developing a severe form of disease. Thus several volunteers chose to stay home and stay safe, meaning we were short handed compared to previous years. .
- In March we were required by the landlord to re-locate to a different part of the site. The move was managed without disrupting service to clients, however the extra work involved, put severe strain on remaining volunteers at an already difficult time.
- At the same time, the workshop noted an upsurge in criminal activity - repeated vandalism, break ins, and bike theft. Losses were low in financial terms. However, repairing damage, documenting losses, and installing better security, took significant amounts of time, and had a major impact on volunteers. This was likely due to COVID, as many workers worked from home, leaving City businesses short handed, something that criminals were quick to take advantage of. Other businesses in Adelaide CBD reported similar problems.
- An application to State government for COVID assistance to cover these losses and keep operating, was refused.
- Despite these difficulties, The workshop remained open, and continued to deliver services to clients throughout the year.
  
- Demand for free bikes was increased, as the Australian government had temporarily increased refugee places ( from ca 13,000 to ca 18.000 a year nationally).
- People needing free bikes, were referred to us by re-settlement agencies, or other welfare organisations, or schools. We responded to requests within a few weeks.
- We had enough bikes available, to offer a bike to everyone referred to us.
- We thus had enough free bikes to meet all requests for help; enough surplus to that, to fund our own work; and in addition we raised approx. \$40,000 to help refugees directly and to give to other refugee charities.
- Punctures and flat tyres are a major problem. Some research was conducted, to develop a non-toxic puncture sealant, to instal in inner tubes. This would seal small punctures automatically.
- For the first time, refugee families were also offered a free toolkit (Wrench, hex key set, puncture kit, pump, cost \$20). For larger families, we supplied some locks and helmets, free of charge.

## ADMINISTRATION and GOVERNANCE

There were no major changes. Thus We remain:

..an incorporated community association and incorporated body in S Australia.

.. a not-for-profit.

..a charity, registered with the Australian Charities and Not-for-Profits Commission (ACNC).

We report annually to the ACNC.

We operate under the aegis of the Bicycle Institute of S Australia.

## WHO RECEIVED FREE BICYCLES: REFUGEES AND OTHERS EXPERIENCING HARDSHIP

### Assisting re-settling Refugees, with transport needs

We aim to meet peoples transport needs, and get them mobile, in 1 visit. It includes a free second-hand bike, and low cost accessories such as helmet and lock and lights and tools, they need in order to use the bike.

Eligibility criteria: People were eligible to receive a free bike if they were (a) recently arrived refugees re settling in Adelaide, or (b) experiencing other hardship, e.g low income, illness, homelessness. We require evidence of eligibility, in the form of a referral from a recognised re-settlement organisation, welfare organisation, educational organisation, or similar. An appointment was then made, for clients to come to the workshop.

We received 506 requests for help, and for all arranged an appointment. About 75% of appointments were attended. 840 people received bikes free of charge.

Bike pick-up day was generally Saturday . Most people collected their bikes from our Adelaide CBD Workshop. Volunteer interpreters on hand, from refugee communities, speaking Arabic, Farsi or Dari. Our volunteers help them select their bike (Value up to \$120) and accessories. Clients sign for the bike, and take it home the same day.

This year, we also gave each household referred to us, a basic toolkit (value approx. \$20) free of charge. These contained a set of hex keys (Allen keys), small adjustable wrench, pump, puncture repair kit. Toolkits enable people to maintain their bikes and adjust them – extending the bike’s useful life. They are also essential for eg assembling furniture; household repairs. This puts into practise our research from previous years, which showed that refugee families find tools useful, but often have difficulty getting them. As far as we are aware, other re-settlement agencies don’t supply tools, and leave people to buy their own. However, refugees may not know which shops sell them, or how to ask for them.

### Meeting refugees needs in other ways – use of surplus funds

Surplus Bikes and parts, were sold to raise funds. We raised \$29,500 to donate to other refugee charities. \$14,000 went to organisations that assisted refugees overseas (eg UNHCR, Red Cross) \$15,500 to

organisations that assisted refugees re-settling in SA and interstate (e.g Australian Refugee Association, Asylum Seeker Resource Centre in Footscray, Vic; Jesuit Refugee Service).

We also raised \$2,922 to assist local asylum seekers with urgent expenses, e.g medical bills, school bills, and home internet (education, communication with government, keeping in touch with families overseas. )

## DONATED BIKES RECEIVED – HOW THEY WERE USED

### Bikes donated to us.

1544 bikes were received. Most were donated by members of the public.. Other Major donors included: SAPOL Traffic education centre, Thebarton; BikeSA; BikeKitchen Bowden; and 2 local churches.

1635 bikes were disposed of during the year. For 1602 of these (98%), their fate was recorded.

- 840 (50%)- checked, fixed, then given free to refugees & others in hardship
- 481 (30%) - surplus to above need – sold to raise funds
- 271 (20%) used for parts to get other bikes going. These were generally bikes that no one wants - older, and/or lower quality makes, and/or in poorer condition, and/or rusty.

### Who benefitted from free bikes

840 people received free bikes

681 - refugees or asylum seekers:

603 - clients of welfare organisations e.g AMES, AMRC or ARA.

57 - students at educational institutions

21 - clients at STTARS

14 - Aboriginal communities, via BikeSA's Bikes Palya scheme (Joey Fagan)

59 - people at risk of homelessness– via Hutt Street Centre, Salvation Army & Catherine House

86 – other individuals experiencing hardship for many varied reasons &, referred by a range of community organisations and supporters.

### Other donated goods – bike parts and accessories

These include bike parts such as brakes, wheels, gear shifters; large accessories such as trailers, tag-along bikes; and small accessories such as helmets, panniers, luggage racks, mudguards. General purpose grade parts, similar to what we would otherwise salvage or buy in, are used to repair other bikes, reducing our costs. Parts and accessories that are particularly high quality, unusual, historic, or which we don't routinely need - were sold to the public, to raise funds.

## OTHER SERVICES TO THE COMMUNITY

One of our charitable aims is to protect the environment. We advance this aim, by offering the community a recycling service, for unwanted bikes that would otherwise go to scrap metal. We also encourage people to use bikes, by providing low cost / free services to the public. These include:

- Information on all aspects of cycling
- "Bicycle op shop" – we sell economical second-hand bikes, parts, and accessories.
- bike hire - during the Adelaide Festival & Adelaide Fringe

- basic repairs and servicing
- Loan of tools and stands, so cyclists can work on their own bikes

## ENVIRONMENTAL SERVICES

Like other charity recycling organisations, we handle a large volume of material each year. 1600 bikes plus donated parts, amount to 20-25 tons of metal and plastic. We aim to operate in an environmentally responsible way.

As much as possible of what is donated, is recycled, where possible by being put back into use. Around 80% of bikes donated, and many parts/accessories, are put back into use. For the other 20% of bikes: Serviceable parts were removed for re-use. Rubber Tyres were removed and recycled and we acknowledge the help of Tyrecycle, who waived their usual fee. The remaining wheels and frames were sorted to steel and aluminium, then sent for metal recycling. Other waste generated by the scheme is low in volume, and is handled through the local council kerbside collections.

## ACKNOWLEDGING OUR VOLUNTEERS



We depend *entirely* on volunteers to operate. During the year over 30 people volunteered. We would like to put on record our thanks to all of them.

The workshop offers volunteers a number of small benefits, including free tea and coffee, use of tools and facilities to repair their own bikes, ability to purchase parts at wholesale prices, and some assistance with expenses of travel.

We also welcome volunteers from refugee communities, and these people play an essential role, in liaising with their communities, understanding their needs, and interpreting. They generally receive a small honorarium payment, as a 'thank you' for their assistance.

**TABLE 1: REQUESTS FOR FREE BIKES, 2019-20**

<b>Organisation referring clients for free bikes</b>	<b>Requests</b>	<b>Bikes supplied</b>
AMES - humanitarian re-settlement agency	179	499
Australian Refugee Association - Salisbury	Standing order	75
Adelaide Secondary School of English	33	38
St Vincent de Paul Migrant & Refugee centre	18	29
Salvos - Towards Independence	24	26
STTARS - (specialist counselling , trauma victims)	7	21
Thebarton Senior College	20	19
Hutt Street Centre	17	18
Catherine House	15	15
Bikes Palya (Aboriginal communities, APY lands)	Standing order	14
AMRC (Australian Migrant Resource Centre)	6	11
Bikes for Refugees	11	13
CALHN - Central Adelaide Local Health Network	2	9
Anglicare	2	4
Community member	2	4
Mercy House of Welome	1	4
Dept child protection	2	3
Streets to Home	3	3
TAFE	2	3
Blair Athol North school	1	2
Common Ground	1	2
HYP A (Helping Young People Achieve)	2	2
Adelaide University union, student care	1	1
Burundi Community	1	1
Carrington Cottages (social housing)	1	1
CaFHS (Child & Family Health Service)	1	1
Circle of Friends	1	1
Edwardstown Baptist Church	1	1
Host International	1	1
Inner South Community Mental Health	1	1
Kannada Sangha Adelaide	1	1
Matchworks	1	1
MECCSA (Middle Eastern Communities Council of SA)	1	1
MYSA (Multicultural Youth SA)	1	1
SA Health	1	1
Salvation Army emergency relief work	1	1
Uniting Communities	1	1
Westcare	1	1
<i>Unknown / not recorded</i>	9	10
<i>Total, bikes given in the year.</i>	381	840



## TABLE 2: DOLLAR VALUE ESTIMATE, OF WHAT THE WORKSHOP ACHIEVES

We prefer to measure impact by counting people – not dollars.

However, when talking about impact, dollar values are widely used. For this reason they are given here. However for a bike recycling organisation – they tell only a fraction of the story.

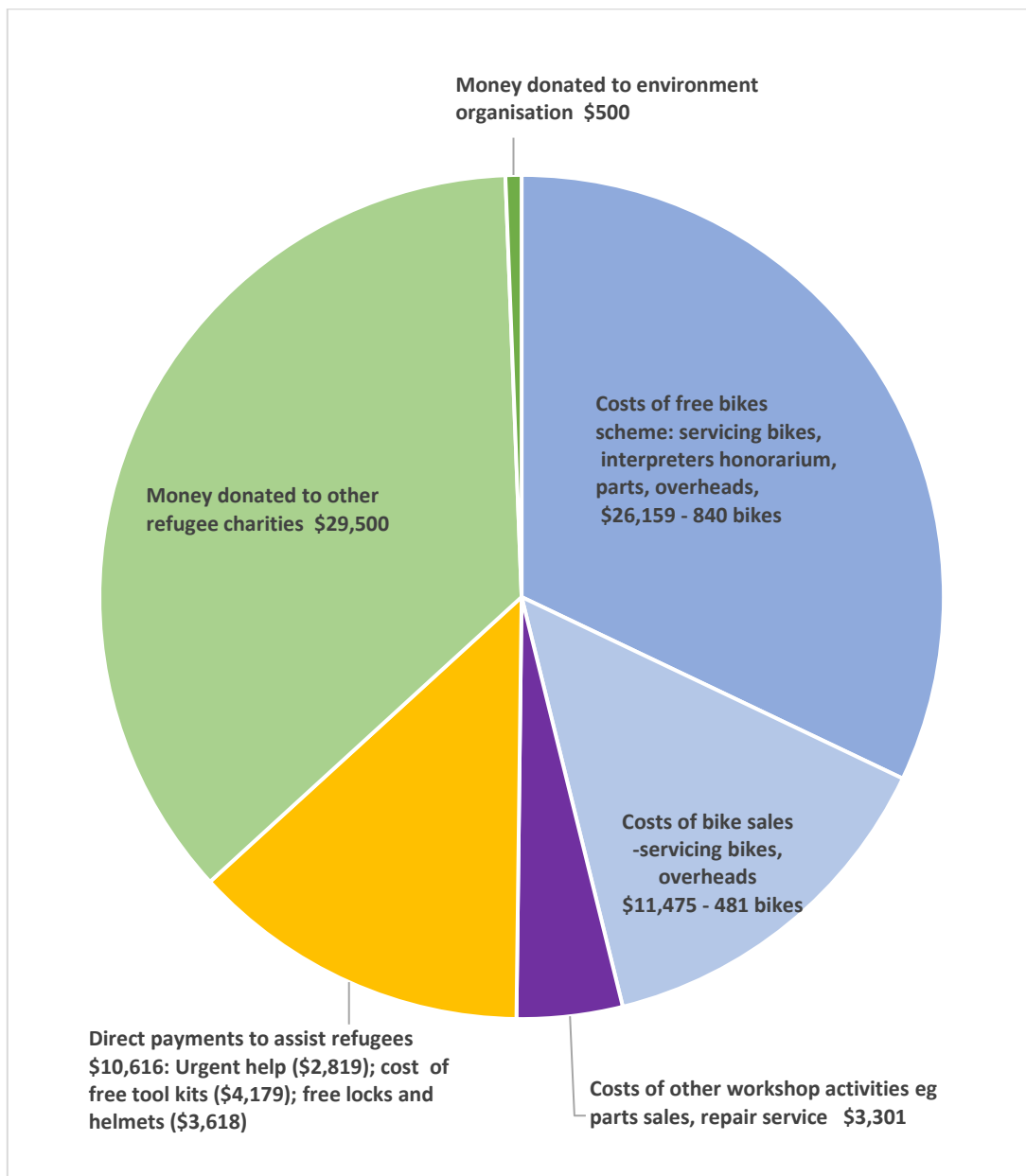
For instance, giving someone a bike, may save them money in bus fares. Cycling is exercise, and this can improve their fitness, quality of life, and well-being. They can use a bike to get to work or college regularly - so earn income, or gain qualifications.

Also, no account is taken, of the value of benefits to the environment. Recycling bikes not discarding them, reduces landfill and costs of dumping. Making bikes available for transport, and encouraging people to cycle, makes transport more sustainable. Cyclists have lower impact on roads and paths and environment: roads last longer and need repair less often. Cycling is quieter. Cycling is also lower in greenhouse gas emissions.

These are benefits to the community - but not easy to quantify, in dollar amounts. So tables like that below, simply leave them out.

<b>Tangible contributions to community – estimated value \$</b>				
	<b>2016-7</b>	<b>2017-8</b>	<b>2018-9</b>	<b>2019-20</b>
<b>Assistance in cash</b>				
direct help to refugees	7,322	3,857	2,992	10,615
donated to other Charities etc	15,555	39,500	40,000	30,000
<b>Goods &amp; services</b>				
2nd-hand bikes given free to people in need - (say \$60 per bike )	57,060	37,080	34,920	50,400
<b>TOTAL VALUE</b>	<b>79,947</b>	<b>80,437</b>	<b>77,912</b>	<b>91,015</b>

## EXPENDITURE: WHERE THE MONEY WENT (PIE CHART)



## FINANCIAL STATEMENT, 1 July 2019-30 Jun 2020

### NOTES

Accounting - accrual.

Accounts show a surplus of (\$91,249-89,557) = \$1,692

Amounts exclude GST. A GST refund of \$2097 was due, and was paid the following financial year.

We maintain a cash reserve of \$25,000, (6 months running costs). This provides resilience against unpredictable events, e.g impact of COVID; reduced donations of bikes; downturn of income due to reduced sales; unusual 1-off expenses; etc.

Amounts shown here, may differ slightly from those reported to Australian Charities and Not-for-Profits Commission, in Dec 2020. In preparing this report, a few small errors came to light and have been corrected. These do not significantly affect the overall picture.

### INCOME

<b>Income, all sources, 1/7/19 - 30/6/20</b>	
<b>workshop activities (see below)</b>	91,207.33
<b>Major Donations</b>	-
<b>Interest on current account</b>	42.18
<b>TOTAL income, all sources</b>	<b>91,249.51</b>

<b>Income, workshop activities only</b>	
<b>On-sale of goods, sold at cost price</b>	
Affordable Accessories for clients - Helmet light locks	6,235.10
Volunteers bike parts purchase scheme	1,197.43
<b>Fund raising activities</b>	
Bike sales	60,667.00
scrap metal sales	358.49
Other workshop activities (including: sale, 2 <sup>nd</sup> hand parts & accessories; repairs and servicing; tool and stand hire; sale of new parts & accessories; bike hire; small cash donations; etc)	22,749.31
<b>Total income workshop activities</b>	<b>91,207.33</b>

## EXPENDITURE

<b>Expenses</b>		
01 tools		<b>735.66</b>
02 bicycle parts		<b>6,213.45</b>
03 consumable items	794.33	
03.1 Puncture sealant project	129.70	<b>924.03</b>
04 fittings and fixtures		
04.1 Fittings & Fixtures, general	3,368.34	
04.2 security locks cctv	3,325.07	<b>6,693.41</b>
05 Shipping deliveries to us		<b>573.81</b>
06 Record keeping - computing, stationery		<b>729.60</b>
07 Affordable accessories (helmets lights locks )scheme		<b>10,787.17</b>
09 volunteer bike part purchases scheme		<b>1,197.43</b>
11 Volunteer costs		
11.1 Volunteers refreshments	751.47	
11.2 Volunteer parking fees CCSA	182.00	
11.3 volunteers other	17.35	<b>950.82</b>
12 honorarium & expenses, refugee volunteer interpreters		
12.1 Mr J	2,090.00	
12.2 Mr AK	1,680.00	
12.3 Mr AN	360.00	
12.4 Mr DM	350.00	
12.5 Mr RNK	1,640.00	<b>6,120.00</b>
13 employees, non refugees – Mr L		<b>310.00</b>
14 refugees, direct help		
14.1 Mr N	1,945.81	
14.3 Free toolkit for clients	3,245.18	
14.4 Mr K	872.75	<b>6,063.74</b>
18 Honorarium, full time co-ordinator		<b>13,000.00</b>
19 Insurance		<b>377.50</b>
20 Rent or Lease of Buildings		<b>3,833.74</b>
21 Payments to clients - consignment, warranty, refunds		<b>575.00</b>
22 Motor vehicle expenses		<b>472.27</b>
30 – Donations to other charities (see separate table)		<b>30,000.00</b>
<b>Total Expenditure</b>		<b>89,557.63</b>

### Notes

**07-Affordable Accessories** – the workshop purchases economically priced helmets, lights and locks, and on-sells these to clients at or near cost. Repayments are included in Income

**09-Volunteer parts purchase scheme** – as a benefit, volunteers can purchase parts at wholesale rates through the workshop's accounts. Their payments for those parts, are included in Income.

## EXPENDITURE – Donations to other charities

		FY 2017-8		FY 2018-9		FY 2019-20	
<b>Refugee support – international</b>	UNHCR	13,000	18,000	11,000	17,000	10,000	14,000
	Red Cross	3,000		3,000		2,000	
	Medecins sans Frontieres (MSF)	2,000		3,000		2,000	
<b>Refugee support – within Australia</b>	Asylum Seeker Resource Centre, Footscray, Vic.	5,000	15,000	5,000	20,000	6,000	15,500
	Jesuit Refugee Service, Sydney NSW	-		2,000		3,000	
	Mercy House of Welcome, Kilburn, SA	4,000		5,000		**	
	Australian Refugee Association, Underdale, SA	3,000		5,000		6,500	
	Uniting Church, Spire Community, Norwood SA English lessons	3,000		3,000		**	
<b>Environment protection</b>	Conservation Council of SA	5,000	6,500	2,000	3,000	-	500
	Bicycle Institute of SA	1,000		500		500	
	Greenpeace, Australian bight campaign	500		500		-	
<b>TOTAL</b>			<b>39,500</b>		<b>40,000</b>		<b>30,000</b>

\*\*program closed during 2020

Allocations are decided in consultation with volunteers.

## ASSET SHEET

	30-Jun	30-Jun	30-Jun	30-Jun	30-Jun	30-Jun
	2015	2016	2017	2018	2019	2020
<b>---ASSETS---</b>						
<b>CASH AND CASH EQUIVALENT</b>						
BankSA	23,616.99	25,452.60	48,951.94	63,381.05	77,280.64	7,3854.05
Paypal	617.85	10.00	10.00	10.00	10.00	10.00
cash box 1	68.15	50.00	-	-	-	-
cash box 2	100.00	100.00	100.00	116.30	57.20	24.10
<b>STOCK new</b>						
helmets lights locks	1,762.00	1,664.00	811.26	826.32	1,406.00	2,144.51
other bike parts	1,533.00	1,552.50	4,083.17	4,115.61	5,735.00	5,402.39
<b>PLANT AND EQJIPMENT</b>						
shipping containers 1 & 2	1,900.00	1,710.00	1,539.00	1,385.00	1,246.00	1,121.93
Shipping container 3						2,170.00
fixtures and fittings	670.56	536.45	429.16	343.33	274.66	219.73
improvements 2015-6		1,556.95	1,245.56	996.44	797.15	637.73
improvements 2016-7			1,009.82	807.85	645.88	517.03
Improvements 2017-8				1,801.83	1,441.46	1,153.17
Improvements 2018-9					916.31	733.05
Improvements 2019-20						4,523.41
<b>RECEIVABLES</b>						
unpaid invoices			196.00	-	-	-
Uncleared bank deposits			-	-	1,330.00	275.00
<b>TOTAL</b>	<b>30,268.55</b>	<b>32,632.50</b>	<b>58,375.91</b>	<b>68,841.80</b>	<b>91,140.30</b>	<b>91,786.09</b>
<b>---LIABILITIES---</b>						
cheques, uncleared	0.00	0.00	28,018.68	26,500.00	40,000.00	*30,000.00
Expenses still owed				16,999.77	25,161.04	**31,590.75
<b>TOTAL</b>	<b>0.00</b>	<b>0.00</b>	<b>28,018.68</b>	<b>43,499.77</b>	<b>65,161.04</b>	<b>61,590.75</b>
<b>TOTAL EQUITY</b>	<b>30,268.55</b>	<b>32,632.50</b>	<b>30,357.23</b>	<b>25,342.03</b>	<b>25,979.26</b>	<b>31,195.34</b>

\* \$30,000 – surplus funds, to be given to other charities, after the end of the financial year

\*\* \$31,590.75 - The co-ordinator pays all workshop expenses then reclaims them later. Jan-June 2020 expenses, were only claimed, after the end of the financial year.

## ACKNOWLEDGMENTS

- All our volunteers, including Bruce Patrick, Greg Dowling; Richard Madigan, Luke Hansen, Kamal Mohammed, Bill Truesdale, Rene Schlosser, Darren, Richard Bentley, Scott Simms, Stephen Janes, Bruce Marquis, Neel Mishra, Luke & Peter Henry, Kianoosh & Iman
  - Volunteers who also helped with interpreting and liaison with refugee communities: Kianoosh R, Mohammed A, Khaled A, Kamal M
  - Volunteers repairing bikes at home: Paul S, Colin H
  - Secondary school students Angus and Oakley volunteered as part of their school community service.
  - Paul Coates - Adelaide Secondary School of English
  - Nick Antoniadis & Terry Grealy - Thebarton Senior College
  - Joey Fagan – BikesPalya
  - Amber Poudel – Australian Refugee Association
  - For bike donations – Adelaide University Student Village; SAPOL traffic education centre Thebarton; BikeSA; BikeKitchen; Bikes4Humanity; plus 2 local churches.
  - Bicycle Institute of S Australia (BISA) - supervising body, insurance.
- 
- We particularly thank all the volunteers who kept coming in throughout this difficult year, and kept the organisation going.
  - We also thank several hundred members of the public, who donated bikes, parts & accessories - and also gave of their time to bring their donations, to our Franklin Street workshop.

Many other people contributed in many ways . If we have left you out your name here, please accept our apologies, and know we are grateful for your assistance.