

COLLABORATIVE ANNUAL REPORT – ANGLICAN OP SHOPS – 2023
(ANGLICAN OP SHOP – Markeri Street, KIDS OP SHOP, Robina and
BURLEIGH ANGLICAN THRIFT SHOP & DROP-IN CENTRE)

I am pleased to present the Annual General Meeting (AGM) report for Anglican Op shops covering the period from January 2023 to December 2023.

1) Introduction:

Gratitude to our dedicated team, volunteers, ministry team, patrons, and the community for their steadfast support during the year in making our Anglican Op shops, Robina and Burleigh a cornerstone of sustainability and community engagement.

Expressing heartfelt thanks to our donors, customers and volunteers for their invaluable contributions.

2) Financial Overview Results:

- We increased revenue for the Anglican Op shop, Robina by 7 %
- We increased revenue for the Kids Op shop, Robina by 35 %
- We increased revenue for the Kids Op shop, Robina by 24 %

3) Achievements and Highlights -

“Coming together is a beginning. Keeping together is progress. Working together is success.” Henry Ford

- Streamlined policies and introduced new procedures.
- Noticeable increase in donations
- Streamlined procedures in the shop with visual merchandising so that the donations are displayed in the best possible way so the increase in donations and revenue.
- Burleigh Beats –participated for this community event for the first time with collaboration of our 3 Op shops and was a great success.
- Christmas get together – This was the first time that the volunteers got to meet each other from all the shops.
- We have a number of volunteers who help at several shops.
- Addressed space constraints by implementing improved store layout and customer experience.
- Provided affordable clothing and household items to families, contributing to our mission of accessible and sustainable living
- Partnering with PNG and Vanuatu Mission, Pregnancy and Family Support, Hearts of purple, Baby give back, Mudgeeraba Special School, Trinity Family Support Network.
- Communicating church related events on a regular basis to the team and customers.

Anglican Op Shop ,Robina –

“Initiative is the starting point of all great achievements” – Napoleon Hill

- We have extended our opening hours on Monday from 9 am – 4 pm
- The teams have contributed to introducing new initiatives for the shop

Kids Op shop Robina

“Community is about doing something together that makes belonging matter “– Brian Solis
Kids Op shop is always buzzing with a sense of community.

Burleigh Anglican Thrift Shop and Drop in centre -

“The smallest act of kindness is worth more than the grandest intention”– Oscar Wilde
The Burleigh team is always intentional about their kindness towards each other and the customers.

- 4) Volunteer Recognition – Commending our dedicated team of volunteers who collectively contributed during the year.
- 5) Customer feedbacks and testimonials
 - Customers have commented on how the shop is organised and clean .
 - “We always come regularly as we get great items at a good price.”
 - One of the customers did mention that they always visit our shop when they visit Gold Coast and they were happy to know about our other shops.
 - Customers have commented how friendly and helpful our volunteers have been.
 - One of our regular OP shop customers was having a tough time and when it was noticed by the team and referred to church for support she was really thankful that she got the support from Robina and Burleigh churches when she needed the most.
 - One of our customers was so thankful that the volunteer helped her choose the outfit and accessories for an event she was going to and she did mention that she will be back.

We are excited about the opportunities ahead for our Op shops. Thank you for your continued support ,and we look forward to another year of promoting sustainability and community connection .

Every good & perfect gift is from above (BLESSED) – James 1:17

Sini Sivanandan

Operations & Development Coordinator Op shops – Robina & Burleigh

February 2024