



Annual Report 2016-2017

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Who we are

The Boyup Brook Community Resource Centre (BBCRC) is a not for profit, community managed organisation servicing the rural community of Boyup Brook since 2005. The Boyup Brook CRC is part of a network of over 100 Community Resource Centres located in small rural communities in Western Australia.

The Boyup Brook CRC aims to provide quality and professional services that continually build on existing programs and partnerships to increase the capacity of the CRC to remain proactive in meeting the needs of the Boyup Brook community and catering for many different target markets.

We are continually searching for alternative services and programs to provide to the community to grow the organisation and provide financial stability.

Boyup Brook is situated on the Blackwood River, in the heart of the South West of WA and consists of a town of some 700 people with a total of approximately 1700 residing in the Shire, with a median age of 49 with almost a 50:50 split of females to males.

OUR VISION

To be recognised as an innovative leader in the development of community services and training opportunities at a local and regional level

OUR MISSION

Provide resources and enhance motivation for the economic, social and cultural development of Boyup Brook, other rural communities and the CRC Network through the flexible delivery of training, education, communication and access to information.

What We Do – Our Services

CONTRACT SERVICE PARTNERSHIPS

- Department of Regional Development
- Bendigo Bank (commenced June 2016)
- Department of Human Services
- Australian Taxation Office

COMMUNITY PARTNERSHIPS

- Shire of Boyup Brook
- Boyup Brook Tourism Association
- Boyup Brook District High School
- Country Music Club Boyup Brook
- Rylington Park

COMMUNITY PROJECTS & EVENTS

- Wellness Program
- School holiday activities
- Local history
- Community garden
- Boyup Brook Art Awards

INFORMATION SERVICE

- Government Information
- The Boyup Gazette, E-Gazette
- Referral Agencies
- General community information
- Website, Social Media

ADMINISTRATION & OFFICE SERVICES

- Computer and Internet
- Videoconferencing
- Printing and Photocopying
- Room Hire
- Typing and Desktop publishing
- Binding, Laminating, Shredding

TRAINING COURSES

- Business development courses
- Basic computer courses
- Lifestyle courses

Our Team

Management Committee

Chairperson	Lorraine Bruyn
Vice Chairperson	Philippe Kaltenrieder
Secretary	Helen O'Connell
Treasurer	Maureen Piper
Committee:	Daly Winter
	Rhonda Parker
	Katie Everett (resigned May 2017)

Staff

Manager	Jodi Nield
Accounts Officer	Lee Hendry
Administration Officer	Lyn Willett
Administration Officer	Jackki Paterson
Business Trainee	Cheyenne Beagley (commenced April 2016)



*Lyn Willett - Celebrating 20 years of
Employment at the Telecentre / CRC*



Chairperson's Report: Lorraine Bruyn

I think you will all agree that this year has been another successful year for the BBCRC.

We have completed the last year of our current contract with the Department of Regional Development (DRD) and have surpassed all our obligations within the contract. Our regular office and secretarial services, computer use and room hire have all increased.

There has been good attendance for all our courses and workshops again this year. Some of the major ones are outlined as follows:

- We all know how drugs are a major problem in not only our community, but every community. The ICE program screening and Information session, has provided the community the opportunity to gain valuable information in regards to this problem. The program was well attended and the information session provided by our local Health Representatives was well received and appreciated.
- NBN Information, Independent Living Centre Virtual Tour and the Kidsafe information session are some of the informative workshops held this year as well as our regular Comfortmakers and Operation Christmas Child. The Magic of Mushrooms was also a great fun day out.

Our health programs continue and this year included Teen HEAL for the BBDHS middle school as well as the HACC exercise program Gentle Gym.

School holiday programs were again very well supported and our Community Garden volunteers have done a wonderful job with the garden producing produce which has been sold at IGA and the CRC.

The Art Awards were a major event this year, and outdid the first effort at running the event last. This was achieved as a result of the enthusiasm and commitment from Lyn and her team of helpers. Boyup's Got Talent Show displays that there is plenty of talent in Boyup Brook waiting to be discovered.

Our Westlink simulcasts have been well supported, but unfortunately due to government budget restraints these simulcasts will no longer be available. Thanks to all the staff who have given that extra bit to come and open up on those nights.

We have managed to obtain grants to upgrade much needed equipment and furniture. Grants were also obtained for Seniors Week and Neighbourhood House Week.

With the support from the Collie Bendigo Bank our Boyup Brook Bendigo Agency has been one of our great achievements for this year. In the first 12 months our customer base has grown considerably and we are now in a position to return money to the community via the form of grants. The more support the agency receives, the more money we can put back into your community.

Our trainee Cheyenne has achieved a well-deserved Certificate III in Business Certificate and commenced a Certificate III in Community Services. She is responsible for our weekly Staff & Staff newsletter which is always a pleasure to read. Well done Cheyenne.

Jodi has again taken us through another year in her diligent manner. Her work ethic and support certainly makes our job as a committee run with ease. I implore anyone who can spare a couple of hours a month to please consider coming on to our committee. We always need new ideas.

I would like to thank all the staff and my committee for their support and

contribution throughout the year. Without your efforts it would not have been possible to achieve the successes we have attained.

In October we commence a new contract with the DRD. With the changes in the political environment, there will be challenges to overcome, which I am sure, with your continued support we will achieve.

I encourage you all to continue to support the BBCRC and to continue to express the need for us in the community, for when push comes to shove we are here to provide services for you.

Lorraine Bruyn, Chairperson



Manager's Report: Jodi Nield

2016-17 saw the CRC enter its final year of the service contract with the Department of Regional Development, achieving all required Social, Business and Economic Development outcomes. A new tender process was undertaken to secure a further contract with the Department, which was successful, however with the change in State Government, future funding is uncertain beyond March 2019.

One thing that we continue to demonstrate is that the Boyup Brook CRC is more than a DRD contract. We provide activities, events and services that are needed, wanted and valued by our community.

The CRC continues to build strong partnerships with many stakeholders, including Government, community sector agencies, business, other not-for-profits, community groups and individuals. These relationships ensure we have access to and are meeting the needs of the Boyup Brook community.

The Boyup Brook Bendigo Bank Agency experienced steady growth and gathered community support in its first year and is now the only face to face banking option in Boyup Brook due to the closure of the Commonwealth Bank in June. We thank the Collie and Districts Community Bank Board and Staff for their support of the Agency.

The Boyup Gazette continues to be a crucial source of information for the community, as well as a revenue stream for the CRC. We sincerely thank the advertising businesses for their continued support which allows the Gazette to be distributed free of charge to Boyup Brook residents.

The Shire of Boyup Brook continues its commitment to the CRC through the provision of our premises and associated services for which we are very grateful.

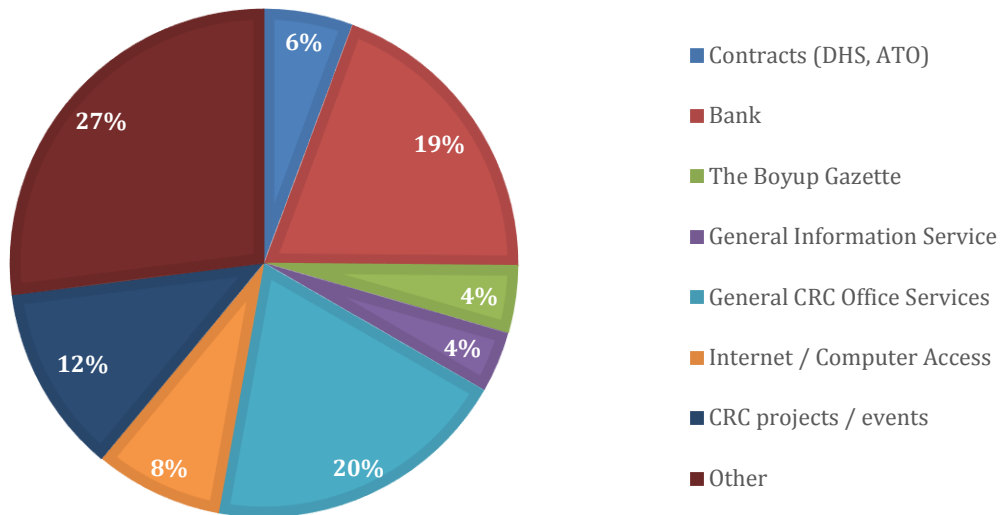
I would like to take this opportunity to thank my staff for their efforts and commitment to the CRC. There are many occasions where the staff go above and beyond their regular tasks to ensure a successful outcome for customers and the community, none more so than Lyn Willett who celebrated her 20th anniversary of being employed at the Telecentre/CRC. Cheyenne Beagley successfully completed a Certificate III Business Traineeship and has stayed on to complete a second Traineeship with a Certificate III Community Services.

Also, a big thanks to the CRC's volunteer Management Committee for their ongoing support of the organisation, and to myself as Manager. And finally, to the people of Boyup Brook, thank you for continuing to support the services and for contributing to the significant outcomes that we provide for our regional community.

Jodi Nield, Manager

The Year in Numbers:

BREAKDOWN OF CRC USER ACTIVITIES 2016-17



>6,100

Users of the CRC during 2016-17

5

Part Time Staff employed including 1 Trainee

10

Volunteers engaged in other projects

12,000

Copies of The Boyup Gazette distributed

6

Volunteer Management Committee members

22

Years of providing a variety of services to the Boyup Brook community

>\$19,000

Grant funding for various projects

2016-17 Achievements:

Department of Regional Development Community Services Contract

SOCIAL DEVELOPMENT

- The Magic of Mushrooms
- Operation Christmas Child
- Bushfire Information Session

The Magic of Mushrooms

Nature rarely fails to impress and on July 11, almost forty people of all ages discovered the natural beauty and the magic of mushrooms at a workshop conducted by the Boyup Brook Community Resource Centre, in conjunction with the Blackwood Basin Group.

Fungi enthusiast, Faye Arcaro visited Boyup Brook and other South West towns during June and was fascinated with some of the species she found. A phone call was all that it took to put the wheels in motion to bring Faye's enthusiasm to town to share with the community.



Over 100 photos of various fungi were shown to the workshop participants before they headed to the Boyup Brook Billabong to discover the magic for themselves.

Many varieties of fungi of different colours, shapes and sizes were spotted and photographed throughout the morning.

Faye's passion not only extends to fungi, but also bugs and nature in general. A trained Horticulturalist, Faye was the winner of the Gardening Australia Gardener of the Year in 2007. Her interest has now extended to time-lapse photography with videos of hatching insect eggs and evolving fungi available to view on YouTube.

Faye is keen to return to Boyup Brook to discover more of what our beautiful natural environment has to offer and to share her experiences.

If you have any amazing fungi photos from the area, please feel free to share them on the Boyup Brook CRC's Facebook page www.facebook.com/boyup.crc.

More photos from the workshop can be seen on the CRC's website www.boyupbrook.crc.net.au.



Bushfire Awareness Information Session



Operation Christmas Child Packing Party

SOCIAL DEVELOPMENT

- Boyup's Got Talent
- Kidsafe Information Session
- Comfortmakers Quilting Demonstration

Boyup's Got Talent

Excitement was in the air as performers prepared to entertain an enthusiastic audience that filled the Town Hall on Friday November 18 for 'Boyup's Got Talent'.

The evening got underway with an upbeat display of belly dancing by Turkish Kiss duo Coralie Nix and Lynne Schreurs. Acts to follow included solo singers, duets, small groups and the Boyup Brook Choristers as well as dance routines and bush poetry. A jestful video of the St John Ambulance volunteers was also screened providing a lighter side to their work.

Many of the acts had a family theme with sisters Rachel, Hannah and Megan Ivey, Charlotte and Jasmine Alexander and mother and son team, Renee and Jesse Knapp all performing.



The community concert, coordinated in partnership between the Country Music Club of Boyup Brook and the Community Resource Centre, was just that - a concert showcasing the many talents of members of the community. There was no competition, no pressure, just the enjoyment of being able to get up on stage and have a go.

Much of the feedback indicated that the nature of the concert was inclusive, family friendly and they enjoyed seeing the children perform.

Thanks must go to everyone who volunteered their time to bring the event together, including the fabulous emcee Eric Biddle.



Comfortmakers Quilting Demonstration



Kidsafe Information Session



Boyup's Got Talent

“Great for the younger generation to develop and perform in a safe environment”

“Thanks for a fabulous night to all involved”

“I loved every act tonight!”

*Feedback received
Boyup's Got Talent
Audience Members*

SOCIAL DEVELOPMENT

- Community Ice Conversation

Community Ice Conversation

“This drug does not discriminate.”

That was the one of the main messages delivered at a community event held on June 19 about the drug ‘ice’.

Coordinated by the Boyup Brook Community Resource Centre, a mixed audience of parents, grandparents, children and interested community members gathered to raise their awareness of the damage that drugs, particularly ice, can cause to individuals, families and communities.



Local General Practitioner, Dr Michiel Mel presented his view of the drug from not only a medical perspective, but made the audience aware of the prevalence of the drug in Boyup Brook. “The drug is slowly moving its way into our community surreptitiously. It is under the radar. It’s accepted and condoned by many,” stated Dr Mel. “It is used by all ranks in our community,” he added.

Dr Mel also presented an animated video about addiction in which a study concluded that rats living in isolation and without support networks, were more likely to be drawn to addictive substances than rats living in a ‘Rat Park’ with plenty of activities and social outlets. An interesting concept when translated into the human world.

The documentary ‘ICE - the Scourge of Regional Australia’, which was screened last December by GWN7 News, was played, reinforcing the widespread damage the drug can do, the heartbreak it causes and the lives it tears apart.

These messages hit home when representatives from a Bunbury based support group ‘Doors Wide Open’ shared their personal stories. Lina, is a mum who saw her son on the verge of death. His body and organs had all but shut down due to his use of ice over three years. An image of him, only minutes from death, was projected onto a screen as Lina read aloud a letter she had written, but never shown (at the time), to her son about how she had been quietly planning his funeral. That young man, Taylor, sat in the room that evening, clean for fourteen months. His journey has been a tough battle, but the support around him has been his saviour.

Doors Wide Open currently provides assistance to 150 families, with users aged from 14 to 52. They rely solely on fundraising and community donations to operate their support service. Lina said, “Have the conversation [about drugs]. It is one of the most important things you can do to prevent the use.”

CRC Manager, Jodi Nield thanked all for attending, including Peter Harvey who initially raised the idea with the CRC to host such an event. She also thanked Dr Mel, the Doors Wide Open representatives and Boyup Brook Police, particularly Sergeant Jodie Shuttleworth, who arranged for the Bunbury group to attend the evening.

“It was important to start this community conversation,” said Mrs Nield. “The stories from Lina, Julie, Courtney and Taylor were raw, insightful and confronting, but full of impact and provided the audience with some key messages to take home.”

“Fantastic start to conversation”

“Well done – need a repeat for others”

Feedback received from attendees

SOCIAL DEVELOPMENT

- Upcycled Beanie Workshop
- Boyup Brook Art Awards
- Independent Living Centre - Virtual Tour
- School Holiday Activities

Residents Take a Virtual Tour

The power of the internet enabled fifteen community members to gather at the Community Resource Centre and take a tour of the Independent Living Centre (ILC) in Perth on March 15 via a Skype hook-up.

The ILC is WA's only not-for-profit organisation specialising in providing free information and advice on assistive equipment and technology, enabling people to live independently in their own homes (www.ilc.com.au).

Attendees were able to view a range of useful products and aids, interactively share information and ask questions of the ILC's Occupational Therapist.

The session was coordinated by the South West Development Commission in association with the CRC.



"It was very interactive and informative"

"[It was good] to hear and see the range of equipment"

Feedback received from the ILC Virtual Tour attendees



Christmas Craziiness - School Holiday Activity



Boyup Brook Art Awards



Upcycled Beanie Workshop

BUSINESS AND ECONOMIC DEVELOPMENT

- Employment of a Trainee
- Dropbox Unlocked
- NBN Information Session
- TripAdvisor Workshop
- Beef Producer Information Session

TripAdvisor Workshop

The Boyup Brook Community Resource Centre was approached by the local Tourism Association to conduct an information session and workshop about TripAdvisor.

The aim was to provide local tourism business operators with information on what TripAdvisor is, and the benefits for local business.

The session then provided a practical component where participants were able to register and list their businesses.

As an outcome of the workshop, there were five new listings on TripAdvisor, providing greater exposure and opportunities for local businesses.



“Lots of info – great!”

“Well worth the effort to come”

“Interactive”

“Practical”

Participants, TripAdvisor Workshop



Completion of Certificate III Business Traineeship



Beef Producer Information Session

INFORMATION SERVICE

Community and Government Information

The Boyup Brook CRC is often the first point of call for community members, visitors and other agencies to find out about what is happening in town, how to get involved with various activities and where to access certain services.

The provision of a computer and printing service dedicated to Government websites allows community members to access the ever-increasing number of online forms, with support from staff if required.

Over 30 per cent of the CRC's users are those seeking local or Government information.

- Government Information
- Westlink
- Department of Human Services
- Australian Taxation Office
- Referral Agencies
- General Community Information
- The Boyup Gazette
- Mid-monthly E-Gazette
- Support for 2016 Census
- CRC Website
- Social Media



Westlink Simulcast Event



Government Information Access Point



Volunteer Vic folding The Boyup Gazette



Staff assisting a customer to complete a Government form

Achievements: Other CRC Services and Activities



**COMMUNITY
PROJECTS, EVENTS
& PARTNERSHIPS**

- Photos with Santa
 - *Partnership with Shire of Boyup Brook*
- Mental Health Week
 - *Partnership with Community Mental Health Action Team*
- Seniors Week
- Neighbourhood House Week
- Recreational Skippers Ticket

Partnership Projects

Throughout the year, there are many activities and events held within the community of Boyup Brook where a number of groups work in partnership to deliver the projects. The CRC has many strong partnerships with organisations (e.g. Shire of Boyup Brook, Country Music Club, Blackwood Basin Group, Boyup Brook District High School and many others) and regularly conducts activities that benefit the members of one or more of these groups.

Often, external grant funds are sourced to enable these events to be conducted.

“I enjoyed the stories”

“Good company”

“Loved the food”

Participant in Seniors Week Activity



*Seniors
Week Fun*



*BBDHS Vocal Ensemble performing at
Neighbourhood House Week event*



Supporting Mental Health Week



Photos with Santa

COMMUNITY PROJECTS, EVENTS & PARTNERSHIPS



Storm in a Teacup Women's Day

- Wellness Program
 - HEAL program
 - Teen HEAL
 - HACC Gentle Gym
- Local History
- Pre-loved Book Sale
- Community Garden
- Attending Community Events
 - ANZAC Day, Australia Day etc.
- Storm in a Teacup Women's Day
 - Publicity sponsor
- Donation of BBDHS Citizenship Award
- Ministerial Announcement regarding funding for CRC Network



Community Garden Produce



CRC Network Ministerial Funding Announcement



HEAL Wellness Program



BBDHS Primary Citizenship Award

"I liked learning about how much sugar was in foods and drinks"

*Year 7 student, Boyup Brook DHS
Participant in the Teen HEAL program*



Teen HEAL Wellness Program at BBDHS

ADMINISTRATION AND OFFICE SERVICES

Room Hire

The CRC has a number of room hire options including office space, meeting room and a space that can be transformed into a training, workshop or social event venue.

The number of room hire bookings (and associated revenue) has increased this year with regular use from a visiting chiropractor, optometrist, employment support agencies, community groups and a new resident who works externally for a metropolitan based business. Local members of parliament also use the CRC as a mobile office to meet with constituents when travelling through the electorate.

The Bendigo Bank Agency has been a welcome addition to the CRC and the community, particularly with the closing of the town's Commonwealth Bank branch in June 2017.

- Bendigo Bank Agency
- Printing and Photocopying
- Laminating, Cutting, Folding, Binding
- Word Processing, Desktop Publishing
- Room and Equipment Hire
 - Chiropractor
 - Optometrist
 - Politicians
 - Hired office space
 - Meetings etc.
- Videoconferencing
- Exam Supervision



Bendigo Bank Agency



Room Hire



Videoconferencing



Laminating Service

Community Support and Feedback:

I ♥ Boyup Brook CRC because:

IT IS RUN BY LEGENDS

I ♥ Boyup Brook CRC because:

Always willing to work with us on any issues that need clarifying. Thank you Thank you

I ♥ Boyup Brook CRC because:

IT'S A GREAT GREAT Community Hub!!!

I ♥ Boyup Brook CRC because:

Awesome people
Awesome job

I ♥ Boyup Brook CRC because:

it's in Boyup Brook & it provides so many services for our community.

I ♥ Boyup Brook CRC because:

of the help I get for my writing projects and the friends that it radiates

I ♥ Boyup Brook CRC because:

THEY ARE GREAT

I ♥ Boyup Brook CRC because:

They process the Boyup Brook Gazette and keep us informed on all that is happening in & around Boyup Bk.
also they put on the occasional concert from the city that we can't normally see in the country.

I ♥ Boyup Brook CRC because:

IT'S THE PLACE TO GO FOR LOCAL ACTIVITIES & INFORMATION

I ♥ Boyup Brook CRC because:

OF COMMUNITY DEVELOPMENT AND FRIENDSHIPS MADE.

I ♥ Boyup Brook CRC because:

Without this ~~the~~ vibrant, pro-active business BB would be bereft of so many resources that are essential to modern living expectations. eg they provide a bank when the Commonwealth Bank is ceasing their services in our town.

I ♥ Boyup Brook CRC because:

The centre is the "Springboard" for community based social, ~~and~~ general activities

I ♥ Boyup Brook CRC because:

If they don't know it; Nobody does!

I ♥ Boyup Brook CRC because:

OF THE COMMUNITY GARDEN AND SMOKE.

I ♥ Boyup Brook CRC because:

Because I can come do courses, computer club, write up notes for C.W.A. for the Gazette.

I ♥ Boyup Brook CRC because:

opportunities

I ♥ Boyup Brook CRC because:

My mum works there and it gives you lots of fun opportunities and activity days.

Financial Statements: July 1 2016 – June 30 2017

Available upon request

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