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Department of  
**Primary Industries and  
Regional Development**

**Annual Report  
2017-2018**

## Table of Contents

Who We Are	3
What We Do – Our Services	4
Our Team	5
Chairperson’s Report	6
Manager’s Report	7
CRC Usage 2017-18	8
2017-18 Achievements	
- Department of Primary Industries and Regional Development Contract	9
- Other Services and Activities	16
2017-18 Audited Financial Statements – <i>available upon request</i>	

## 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.

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### **OUR VISION**

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

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### **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.*

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## What We Do – Our Services

### CONTRACT SERVICE PARTNERSHIPS

- Department of Primary Industries and Regional Development
- Bendigo Bank
- Department of Human Services
- Australian Taxation Office

### COMMUNITY PROJECTS & EVENTS

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

### ADMINISTRATION & OFFICE SERVICES

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

### COMMUNITY PARTNERSHIPS

- Shire of Boyup Brook
- Boyup Brook Tourism Association
- Boyup Brook District High School
- Country Music Club Boyup Brook
- Community Mental Health Action Team
- Blackwood Basin Group
- Rylington Park
- Upper Blackwood Agricultural Society

### INFORMATION SERVICE

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

### TRAINING COURSES

- Business development courses
- Basic computer courses
- Lifestyle courses
- Workshops

## Our Team

### Management Committee

Chairperson	Philippe Kaltenrieder
Vice Chairperson	Lorraine Bruyn
Secretary	Helen O'Connell
Treasurer	Maureen Piper (resigned Jan 2018) Naomi Dorrington
Committee	Rance Dorrington Peter Harvey Steele Alexander

### Staff

Manager	Jodi Nield
Accounts Officer	Lee Hendry
Administration Officer	Lyn Willett (retired June 2018)
Administration Officer	Jackki Paterson
Trainee	Cheyenne Beagley (completed May 2018) Oonagh Fitzgerald (February to May 2018) Chantay Della Vedova (May 2018 - current)







## Chairperson's Report: Philippe Kaltenrieder

### CRC Achievements (and challenges) 2017-2018

#### Bendigo Bank:

- Distributed \$10,000 amongst 10 community groups thanks to the support of Collie Community Bank.
- The Agency continues to grow.

#### Workshops, Training:

- Information sessions to a wide variety of businesses, community organisations and general community members.

#### Projects included:

- Youth activities
- Wellness programs
- Art Awards
- Science week
- Seniors week

#### DPIRD:

- New contract 3 year signed
- Active campaign to support CRCs across the state

#### ATO:

- Ceased all rural program contracts on June 30

#### Department Human Services (Centrelink):

- New equipment and designated computer

#### Partnerships:

- Shire of Boyup Brook
- Country Music Club
- Tourism
- CoMHAT
- Rylington Park

#### Committee:

- Governance - asset register update
- Garage sale to sell unused and excess items
- Financial audit

#### Staff:

- Jodi Nield - Leadership WA Signature Program with Scholarship; Member of Linkwest CRC subcommittee
- Lyn Willett - retirement after 21 years
- Cheyenne Beagley - completed Certificate III Community Services

- Oonagh Fitzgerald - Started Certificate III Business and sadly left us
- Welcome back to Chantay Della Vedova to commence Certificate III Tourism
- Jackki Paterson and Lee Hendry ably ran bank, administration, Gazette, projects and accounts

#### Building:

- New gutter front of building
- New lino and furniture

Well done Management Committee, Staff and Manager.

#### Community Resource Centre funding to continue – announced 10 August 2018

*"The McGowan Government has listened to regional community concerns about the future of Community Resource Centres and will continue to fully fund each CRC."*

*"After reviewing the Community Resource Centre program and listening to regional communities' concerns about the future of CRCs, it is clear CRC funding should continue."*

*"We will continue to fully fund CRCs to the tune of \$13 million per year, ensuring CRCs can deliver important services to regional communities."*

*Hon. Alannah MacTiernan MLC  
Minister for Regional Development*

This is good news indeed.

#### Chairman's Conclusion:

I am confident that the systems and people in place, both locally and within the framework of the CRC network, will provide a solid future. For this growth to continue it is vital to have new ideas, vision and attitudes contributing to the management of the Boyup Brook, your CRC.

As Chairperson, I would sincerely like to thank all the staff, executive and committee members for their support, assistance and community spirit that has seen the Boyup Brook CRC present itself as a well managed and much respected part of the Boyup Brook community.

*Philippe Kaltenrieder*



## Manager's Report: Jodi Nield

The year of 2017-18 was a challenging one for the CRC with the State Government reducing the term of our contract, followed by the announcement that funding to the statewide Community Resource Network would be cut. This announcement (which was subsequently reversed in August 2018) caused great distress and uncertainty to regional Western Australia and Boyup Brook was not immune to its effects.

With challenge and adversity, there always comes some aspects of positivity. The support that the CRC received from the community during our campaign to fight the funding cut was amazing and highlighted the importance of the services we deliver. It also enabled the CRC to examine and assess our business operations and services to find efficiencies, whilst ensuring our governance remained strong.

An area of strength is the many partnerships that the CRC has with 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 continues to grow steadily and we were proud to distribute \$10,000 to local community groups in November 2017, thanks to the Collie & Districts Community Bank. We thank the Collie Board and Staff for their continued support of the Agency.

Other important activities, events and services that the CRC has delivered during the year include the Boyup Brook Art Awards, various information and training sessions, workshops, simulcast events, school holiday activities, university exam supervision and support for community events. The Boyup Gazette continues to be a crucial source of information for the community and our administration and

office services are well utilised by a range of people.

We continue to be thankful for the ongoing support of the Shire of Boyup Brook for the provision of our premises and associated services.

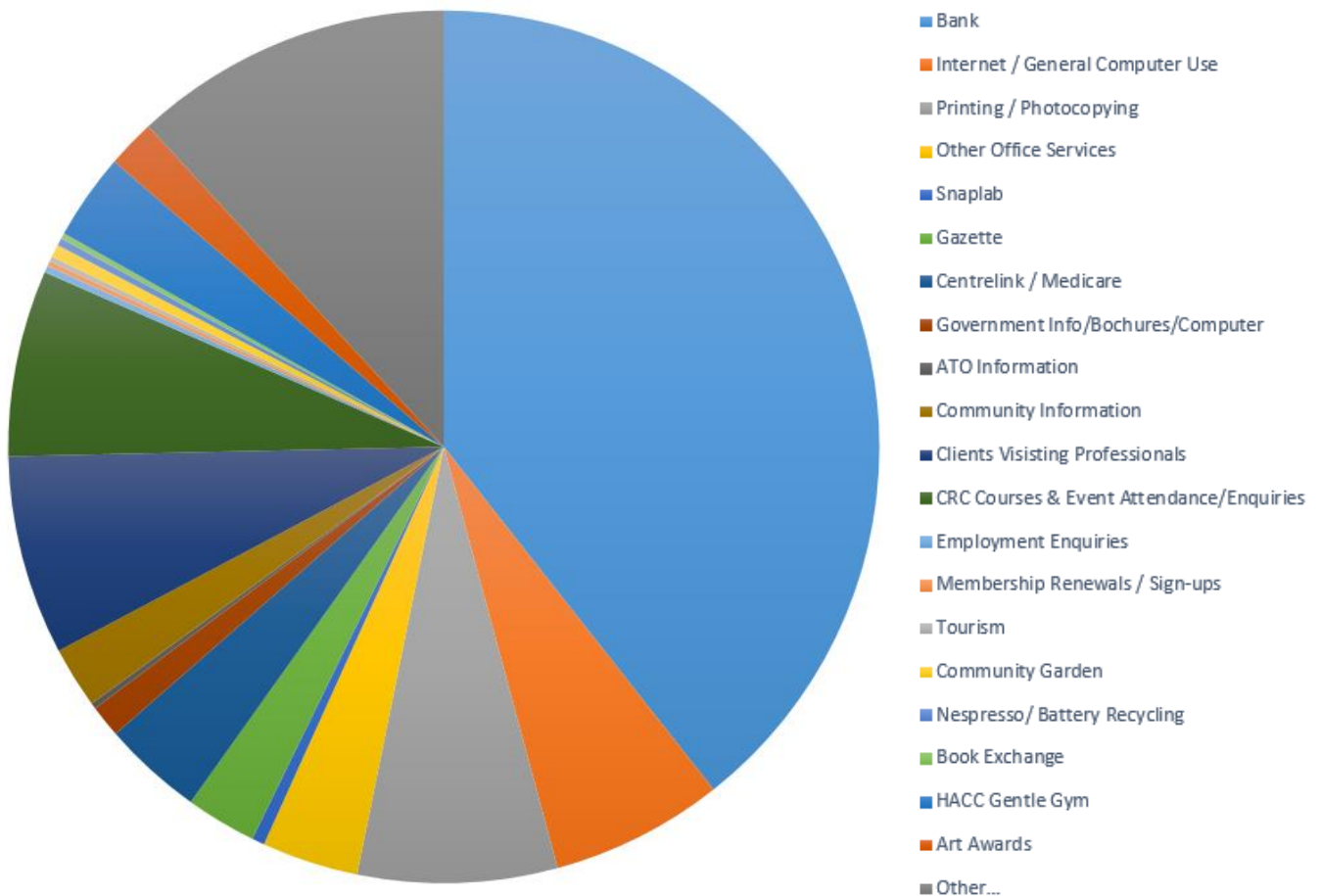
Thank you to our volunteer Management Committee for their continued support of the CRC, and to myself as Manager. Personally I would like to express my gratitude to the committee for enabling me to participate in Leadership WA's Signature program this year. The program has developed my leadership skills and style which I bring back to my personal life, the CRC and the community.

I will also take this opportunity to thank my staff for their efforts and commitment to the CRC this year. They have demonstrated understanding, flexibility, resilience and support to me during a testing time. We have seen a number of changes to our team with Cheyenne Beagley completing her second traineeship (Certificate III Community Services). Oonagh Fitzgerald joined us briefly as a trainee, before departing for another opportunity. This allowed us to welcome back Chantay Della Vedova who completed a traineeship in 2016 and is now undertaking a Certificate III Tourism. The biggest change to staff was the retirement of Lyn Willett after 21 years of service. Lyn has been a key cog in the Telecentre/CRC wheel, undertaking a wide range of duties over the years and we wish her well for the future.

And to the people of Boyup Brook, thank you for the support and passion that you give to the CRC. Together, we will continue to achieve amazing outcomes for our community.

Jodi Nield

## CRC Usage – July 2017 to June 2018:



### USAGE ANALYSIS

The introduction of the Bendigo Bank agency has certainly brought people in to the CRC as indicated by the large portion of the graph.

Internet and computer usage, photocopying and printing, as well as CRC events and clients utilising visiting professionals are the other main services heavily supported.

The other sections of usage illustrated in the chart reflects the diversity in services that the CRC delivers, with the large 'other' segment used to record general enquiries that do not fit into a specific category.

It must be noted that, despite the best efforts and intentions of staff members to capture every customer, there are some events and activities that accurate data is difficult to record.





## 2017-18 Achievements:

### Department of Primary Industries and Regional Development Contract

#### Access to State Government and Community Information and Services

#### A Central Place for Information

A major role for CRC staff is to provide a wide range of information services to the community through a variety of different methods.

Community members often refer to the CRC as the “go-to” place for information.

A dedicated computer for access to State Government websites is available for customers to enable them to complete, or print out forms free of charge.

On a daily basis, staff are presented with enquiries about local community information and services, and if we can't help them, we refer them on to someone who can.

Information is also provided to the community via the CRC's website, social media platforms and noticeboards.

In June 2018, the CRC hosted a community consultation session for the State Government's Sustainable Health Review. This was well attended by community members and health service providers and contributed excellent feedback to the Review from a regional and small town perspective.

- Access to Government Websites
- Access to Government Brochures
- Westlink
  - Black Swan Theatre
  - Symphony in the City
  - Opera in the Park
- Referral Service
- General Community Information
- Videoconferencing
- CRC Website
- Social Media
- Noticeboard



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*“It brings so many agencies and services in one place. The CRC is a good source of local information.”*

*S. Francis  
Community Member*

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*“It is the hub of our town.”*

*M. Shone  
Community Member*

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## Economic and business development support

### Hot Office Bookings

A range of health professionals, agencies, businesses and organisations regularly hire rooms at the CRC which not only provides an income stream for the CRC, but provides community members with access to services that are not available anywhere else in town.

Regular Hot Office Clients:

- Fetter Chiropractic
- Smart Bowen Therapy
- Geoffrey Kaye Optometrist
- Get Spectacles
- Reflexology
- Bendigo Bank
- Relationships Australia
- Great Southern Personnel
- Forrest Personnel
- Macallum Industries
- AFGRI Equipment
- Blackwood Basin Group
- Catholic Education
- Department of Education
- Curtin University
- Edith Cowan University
- Colin Holt MLC

### \* HOT OFFICE



*“With the expansion of Afgri in the last year, a place like the CRC has been and is becoming an important part of our business.*

*Without places like the CRC who can provide a great facility for us to bring in larger numbers of our staff to our town and provide training and be able to do it in an area that is well equipped then this would end up being carried out in a place in the metro area.*

*This type of activity in our community provides and economic benefit to a small town like Boyup Brook as they all come and spend money on lunches and accommodation in Boyup Brook and surrounding areas that is very much needed for the community to survive.”*

*Darren Newbey, Afgri Equipment*

*“Distractions at the farm and limited network access have led me to seek out suitable office space and support on an ‘as and when needed’ basis.*

*This I have gratefully been able to get through the local CRC at Boyup Brook. I am able to use this space and associated support in the same manner as if I were in my office in Applecross.*

*Staffing, space rental and other costs are nowhere near that encountered in Perth and I get to enjoy similar, or better, levels of service, at a far better rate.”*

*Rance Dorrington, Macallum Industries*

## Economic and business development support

### Business Support

From time to time, the CRC receives requests from local businesses to coordinated specific training courses to upskill employees and comply with regulation.

Examples of such training during 2017-18 included a Chainsaw Safety Course for a local timber business, Auschem Training for the Shire and local farming operations and a Forklift Course for local businesses.

Information sessions are also conducted to provide local businesses with additional knowledge to improve their business operations and decision making.

### Job Seekers

Community members often seek assistance with updating resumes. CRC staff

Whenever possible, the CRC advertises local employment opportunities on its website to allow jobseekers a central place to search for a job. There is also a link to the Southern Forest Employment Hub which lists a large number of vacant positions in the region.

The CRC has a number of agencies and other organisations that it refers businesses and job seekers to, enabling them to deal with specific support and areas of expertise that the CRC may not have.



### \* TRAINING AND WORKSHOPS

- Resume Writing
- Auschem Training
- Forklift Training
- Chainsaw Safety Training

### \* INFORMATION SESSIONS

- NBN Information Session
- Local Employment Support
- Build Your Business with Facebook

### \* REFERRAL SERVICE

### \* JOB SEEKER SUPPORT

### \* EMPLOYMENT OF A TRAINEE



*"It offers this town a range of courses designed to keep people informed and educated."*

*K. Bleechmore  
Community Member*



## Social Development Support

### Supporting Those in Need

The CRC is a place where people of all demographics seek assistance and support for a wide range of reasons. We have a range of agencies and organisations that we can direct people to for support whether it is parenting, financial, legal or health related.

### Upskilling the Community

The CRC provides a range of workshops and training opportunities for the community such as floral art, learning how to operate smartphones and tablets, art journaling and parenting courses. Many of these are courses are initiated by the members of the community who express an interest in learning a certain skill. The CRC acts on the request and if viable, organises the activity, often using skills of people that exist within the local community.

On occasions, opportunities are presented to the CRC to host educational programs such as the Food Sensations Program. Delivered via videoconference by Foodbank WA, this program provided information about nutrition and healthy eating, followed by a hands-on cooking session. The program was well received and provided participants with skills to lead a healthier life into the future.



#### \* REFERRAL SERVICE

#### \* COMMUNITY TRAINING

- Get to Know Your Device
- Floral Art Workshops
- Parenting Workshops
  - Ngala – Guiding Behaviour (2-5)
  - Tuning into Teens
- Art Journaling
- Food Sensations



*“The information we received was very surprising and a real eye-opener for those who attended.*

*These [recipes] made us wonder why we really need junk food when the alternatives can be so delicious.”*

*O. Fitzgerald  
Participant, Food Sensations Program*

## Social Development Support

### Valuable Information and Learning Opportunities

Information sessions are conducted throughout the year covering various topics catering for a wide target market across the community.

It is through various partnerships between the CRC and other organisations that these sessions are so successful.

For example, an internet safety session was conducted at Boyup Brook District High School, engaging a trained presenter (who also happened to be a police officer) from the 'ThinkUKnow' organisation.

Another presentation was arranged with RoadWise about Road Safety for seniors with the local Home and Community Care service and Boyup Brook Resident's Lodge. This not only provided an opportunity for education, but also for local seniors to ask questions and raise concerns about access and safety on the local roads.

The South West Community Legal Centre conducted a session on Planning for the Future which discussed Wills, Enduring Powers of Attorney and associated topics to enable local community members to be more informed in their decision making into the future.

#### \* INFORMATION SESSIONS

- ThinkUKnow Cybersafety
- Planning for the Future
- Seniors' Road Safety



*"I was amazed at how many dangers there were that not many would know of"*

*"It was a good lesson"*

*"Very informed about online issues"*

*BBDHS Students  
ThinkUKnow Cybersecurity Session*



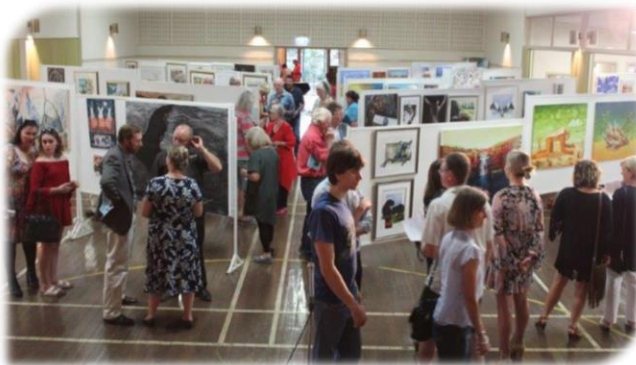


# Social Development Support

## Projects for Everyone

From school holiday events to senior's week, from a book exchange to a wellness program, from the art awards to science week and local history to technology assistance, the Boyup Brook CRC coordinates various projects that engage people with a wide range of interests.

Some projects are one off events, some occur annually, but all create an opportunity for our community members to learn, share and come together in a social environment.



### \* LOCAL INITIATIVES / PROJECTS

- School Holiday Activities
- Science Week
- Seniors' Week
- Boyup Brook Art Awards
- Comfortmakers
- Community Garden
- Lost Boyup
- IT Assistance
- Book Exchange
- Wellness Program
- Purple Bra Day
- Screening of Black Swan Theatre Company Production

*"It's nice to be able to come here to make things to take home to play with and enjoy"*

*Rosie, School Holiday Activity Participant*



# Social Development Support

## Supporting Local Organisations

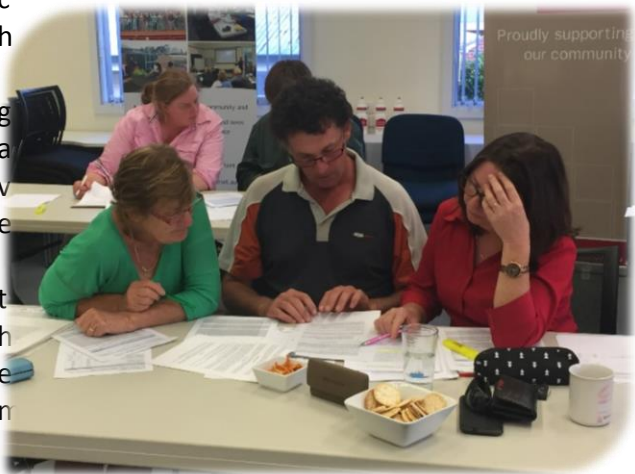
The CRC supports a number of community organisations within Boyup Brook and surrounding areas to assist them in serving their own members.

Some of these support services include:

- Support in preparing and printing fixture books
- Support in marketing activities
- Community updates in The Boyup Gazette
- Printing of certificates, fliers etc.
- Event management support and guidance
- Ticketing agent for community events
- Providing letters of support for funding applications
- Meeting spaces

A workshop was conducted for incorporated associations to assist in updating their Constitution to comply with the *Associations Act 2015*. Twelve different community groups attended this event

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### \* ASSOCIATION SUPPORT

- Constitution Update Workshop
- Event Management
- Promotion and Marketing
- Various Office Services

*“This will benefit our Club to get the Constitution updated”*

*Workshop Attendee*



## 2017-18 Achievements outside of the DPIRD Contract:

### Other CRC Contracts and Services

- Department of Human Services
- Australian Taxation Office
- Bendigo Bank Agency

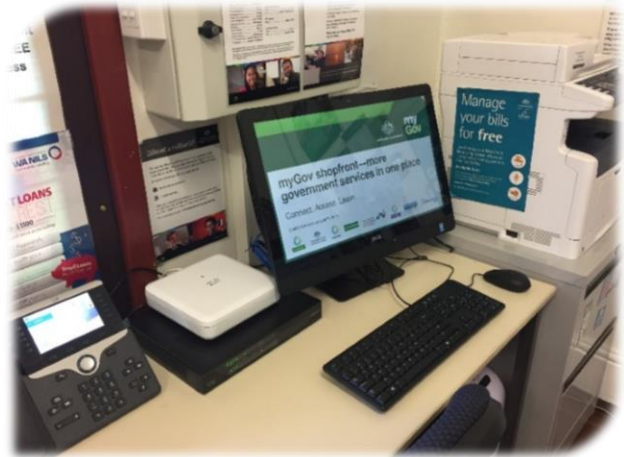
### Key Services for Community

The Boyup Brook CRC has service contracts in place with Federal Government agencies and an Agency agreement with the Bendigo Bank to provide essential services that are not accessible anywhere else in the community as a face to face option.

Around 200 people accessed the Department of Human Services Access Point during 2017-18 with many of these requiring support to set up and access the MyGov platform.

In its second year of operation, the Bendigo Bank Agency experienced steady growth. As the only bank remaining in Boyup Brook, it enables a local solution for community groups, businesses and those who do not want to travel or transact online to conduct banking business. It is also providing a valuable income stream for the CRC and the ability for local groups to access grant funding through the community banking model.

Unfortunately, the Australian Taxation Office withdrew their Rural and Remote Access program at the end of June 2018, spelling the end of free access to ATO information and forms for the community. The CRC will continue to provide access to the ATO website, but on a user pays system.



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*“Due to the distances from many Government facilities, my CRC allows me to gain access to these facilities (Centrelink, Medicare etc.)”*

*W. Bywaters  
Community Member*

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*“With our local Boyup Brook CRC being the agency for Bendigo Bank, [it is] brilliant to be available for small sporting clubs’ banking requirements.”*

*R. Parker  
Community Member*



## Information, Administration, Office Services and Products

### One-Stop-Shop

The list of administration and office services that are provided by the CRC is lengthy, with individuals, businesses, community groups and agencies accessing these services on a daily basis. The CRC is a one-stop-shop for these types of services without the inconvenience of travel and related expenses.

Computer and internet access, while it has declined over the years, is still a key service for the CRC to reduce the impact of the digital divide and enable citizens who do not have a computer, or reliable internet connection to access technology.

The Boyup Gazette, the monthly newspaper produced by the CRC, is part of the fabric of the Boyup Brook community. It is the source of local news and events and provides a key avenue for businesses to advertise within the community.

A number of local authors have utilised the CRC as a reference to produce and publish their own books, which are then also sold through the CRC on a commission basis.



- The Boyup Gazette
- Internet and Computer Access
- Word Processing, Desktop Publishing
- Printing and Photocopying
- Laminating, Cutting, Folding, Binding
- Meeting / Training space
- Videoconferencing
- Exam Supervision
- Ticketing agent
- Local Author Book Publishing & Sales

*“Many services are unavailable in our town. Here in the CRC a few which I personally have used on many occasions: photocopying, laminating, photo development, courses and workshops, access to services (Centrelink, banking), internet access, videoconferencing. Also employment opportunities.*

*B. Watters,  
Community Member*



## Building Community Connections

### Local, Regional and Statewide

To work towards the CRC's vision of being an "innovative leader in the development of community services and training opportunities at a local and regional level", building connections is crucial.

Along with the formal partnerships that exist with the local Shire, schools and other groups, the CRC also connects informally with the majority of the community organisations and businesses within Boyup Brook, especially through The Boyup Gazette. The CRC is also represented at many activities and events held throughout the year which strengthen these bonds. These include the Upper Blackwood Agricultural Show, ANZAC Day, Remembrance Day, Sandakan Memorial, Australia Day, School events and annual Women's Day to name a few.

The CRC also builds connections with surrounding communities through events such as the Boyup Brook Art Awards, its involvement with the Bendigo Bank, South West Development Commission and other activities.

The Boyup Brook CRC continues to maintain its positive reputation within the statewide CRC Network, attending Network events, workshops and meetings. This link with other CRCs is strengthened with CRC Manager, Jodi Nield a member of the subcommittee of Linkwest, the peak body for CRCs and Neighbourhood Centres.

Jodi's participation in the Leadership WA Signature Program has also been of benefit in raising awareness of the role of CRCs and their importance in regional communities. The connections made through this program have the potential to create future opportunities for not only the Boyup Brook CRC, but the whole CRC Network.

- Local – within Boyup Brook
- Regional – amongst surrounding towns
- Statewide – WA CRC Network



*"It is absolutely central to keeping our little community alive and thriving"*

*M. Beatty  
Community Member*





**Financial Statements: July 1 2017 – June 30 2018**

*Available upon request*



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