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Department of
**Primary Industries and
Regional Development**

Annual Report 2018-19

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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

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.

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 OBJECTIVES

- a) To provide access to services in response to community need*
 - b) To provide access to information that assists the community*
 - c) To provide opportunity for access and training using technology and other media for education, communication, employment, business and cultural development;*
 - d) To develop partnerships and business opportunities relevant to the needs of the community;*
 - e) To provide access to economic development and employment opportunities;*
 - f) To provide access to social development opportunities which enhance community connectedness;*
 - g) To provide opportunities for members of the community to be involved in the management of a resource for the community and to ensure the association is effective and remains community owned and managed;*
 - h) Work with stakeholders, other Community Resource Centres and all tiers of government to increase the profile of the WA Community Resource Network*
-

Our Team

Management Committee

Chairperson	Lorraine Bruyn
Vice Chairperson	Steele Alexander
Secretary	Helen O'Connell
Treasurer	Naomi Dorrington
Committee	Rance Dorrington
	Peter Harvey
	Erlanda Deas

Staff



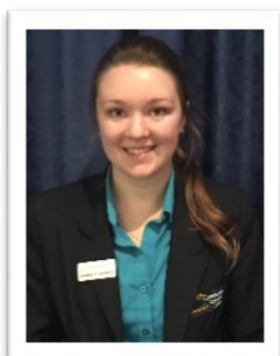
Jodi Nield
Manager



Jackki Paterson
Administration
Officer



Jenny Elst
Accounts Officer



Chantay Della Vedova
Trainee (from May 2018)



Connor Bates
General Assistant

What We Do – Our Services

CONTRACT SERVICE PARTNERSHIPS

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

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

COMMUNITY PROJECTS & EVENTS

- Wellness Program
- School holiday activities
- Boyup Brook Art Awards
- Photography Exhibition
- Local History
- War on Waste - Recycling Hub
- Cultural Awareness

INFORMATION SERVICE

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

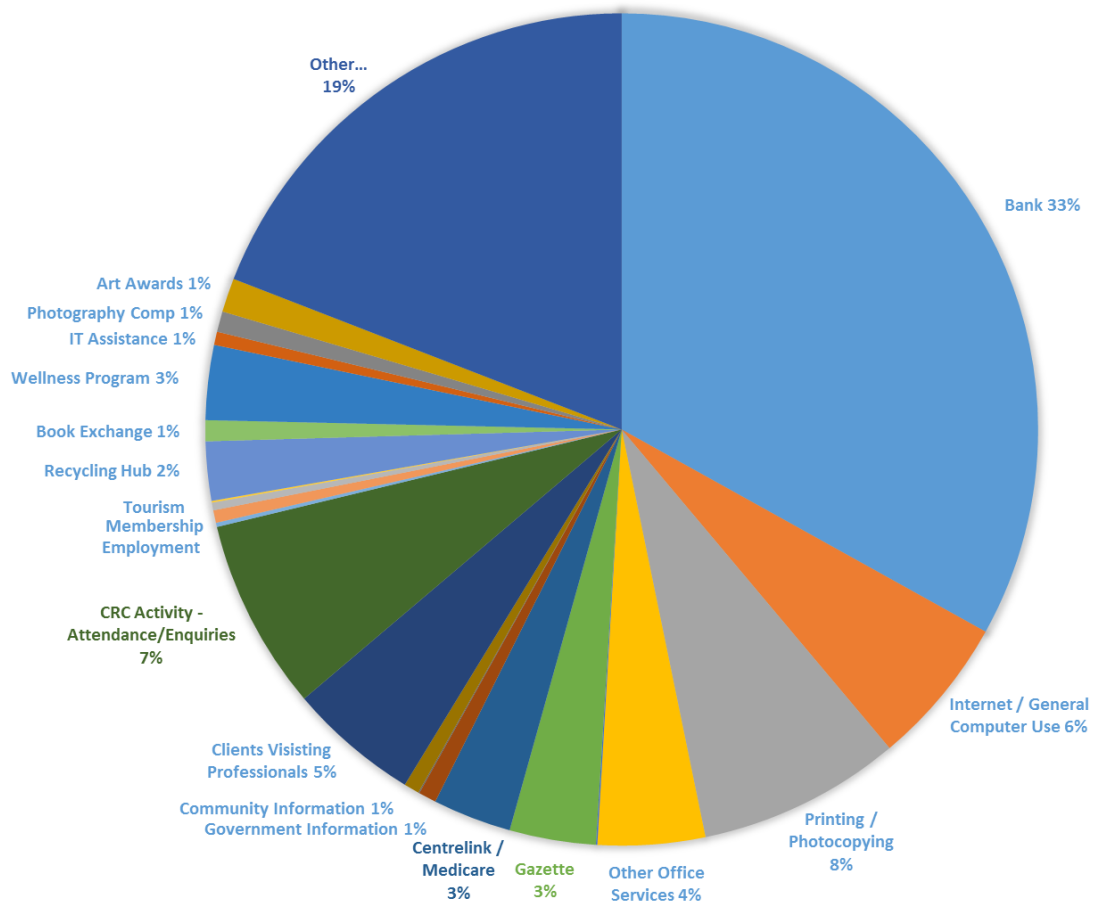
ADMINISTRATION & OFFICE SERVICES

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

EDUCATION AND TRAINING

- Traineeships
- Business development courses
- Basic computer courses
- Lifestyle courses and workshops

CRC Usage – July 2018 to June 2019: 7,374 CUSTOMERS



USAGE ANALYSIS:

When compared to last year's statistics, there is a very similar trend in the usage of CRC services for the year 2018-19.

The Bendigo Bank Agency represents the largest section of the chart, indicating its growth and important role it has for the community and CRC.

CRC events, training and workshops were well attended, with the Art Awards, photography competition and wellness program all recorded separately.

General Administrative services such as printing, photocopying, laminating, scanning, faxing, emailing, as well as access to the internet, are still key services for the CRC. Room hire for visiting professionals and community organisations is also an area of growth.

The 'other' category encompasses a range of uses which are difficult to capture as there are many varied services that are available at the CRC.

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



Chairperson's Report: Lorraine Bruyn

It has been 4 years since the new funding model was introduced, and it is with great relief that the threat of a funding cut again this year has been reversed. Credit goes to a very public and community driven campaign.

The Boyup Brook Community Resource Centre (BBCRC) has again successfully completed another year of meeting targets under our Department Primary Industries & Regional Development (DPIRD) contract, and in many cases, exceeded those targets.

Under our contract to the Department of Human Services (DHS) (Centrelink), we finally received the long awaited new equipment and designated computer.

Again this year we have held numerous workshops, training and information sessions in consultation with a wide variety of businesses, community organisations and the general community. These have been delivered both face to face and via video conferencing, which is becoming more and more accepted.

With the new Incorporations Act in place, there has been a need to provide support for a number of community groups changing and lodging their new constitutions. The CRC has undertaken a central role in providing assistance with this, and easing them through the process.

Many projects have continued this year. School holiday activities, the Wellness program, Gentle Gym, Teen Heal and the WISE Seniors exercise classes, have all been very well supported.

The Art Awards, which was gifted from the Country Music Club, was run by the Community Resource Centre (CRC) this year for the first time and proved extremely successful. Thanks to all those who volunteered their time to make this such a success.

We held an inaugural photography competition and exhibition, with great support from sponsors and entrants.

Our recycling hub and environmentally themed activities have proved popular with growing support from the community.

It is with great pride that the Bendigo Bank continues to grow. This year, through Bendigo Bank grants, we distributed \$4,500 amongst 8 community groups from our agency funds.

The Gazette has had another strong year and continues to prove the most popular source of local news. With good support from local businesses, advertising remains a steady source of income, ensuring the publication continues. Thanks to all who have volunteered throughout the year to help with the folding of the Gazette and others who have contributed in any way.

This year we have welcomed back Chantay who is undertaking her 2nd traineeship with the CRC in Tourism. Chantay has also completed her bank training which value adds to her front counter assistance. We welcomed Jenny to the role of accounts officer, and Connor to the role of general assistant. Jackki has again handled the bank, administration and the Gazette with diligence.

Congratulations to Jodi who has had a great achievement this year with her graduation from the Leadership WA Signature Program. Jodi also continues as a member of the Linkwest CRC subcommittee, providing a huge support to the whole CRC Network.

Thank you to Erlanda Deas who filled a casual vacancy on our board this year and I hope you will continue on next year. Philippe Kaltenrieder commenced the year in the position of chairperson but unfortunately in December, Philippe was unable to continue. After much persuasion, I agreed to fill this position for the remainder of the year. Over the last 15 years I have thoroughly enjoyed my involvement with the CRC, however this is my last year on the board and advise I am not available for re-election. I thank Jodi, her staff and the board members for making my job so much easier through their dedication and passionate commitment to the BBCRC.

I wish the incoming board members every success and truly believe there are interesting times ahead. With your continued enthusiasm and professional standards, the BBCRC is well positioned to move forward in a positive manner and continue to provide valued services to the community.

Lorraine Bruyn



Manager's Report: Jodi Nield

The year of 2018-19 began with the threat of a reduction in funding to the WA Community Resouce Network, however the announcement from Minister MacTiernan, on August 10 2018, to reinstate the funding was welcome news, and an enormous relief, to regional Western Australia. It lifted the burden of uncertainty about the future service delivery of the CRC from the shoulders of the Management Committee and Staff and from that point forward, the Boyup Brook CRC has not looked back.

With any time of hardship, there are always learnings and positives that stem from it. This period was no different, with the CRC reviewing all services and processes to ensure financial viability, but most importantly, supporting and delivering the services to the Boyup Brook community that are most needed.

The Bendigo Bank Agency continued to grow during the year, with the CRC committing to support a range of local organisations through grant funding using the community banking model.

A photography competition and exhibition was initiated with fabulous support from sponsors, entrants and the general public. Its success indicated that it would be worth making an annual event.

Following three successful years of organising the Boyup Brook Art Awards under contract to the Country Music Club of Boyup Brook, the CMCBB gifted the event in its entirety to the CRC. The tenth Art Awards attracted a very high standard of entries and was well attended by the public.

The CRC engaged with Business Advisory South West and Peel to deliver a range of business information sessions and training workshops, which were well attended.

A significant activity for the CRC was the partnership with the Shire of Boyup Brook to deliver an exercise program for seniors (WISE). The program engaged over 25 community members and demonstrated a need for such a program. It was a welcome addition to the CRC's wellness program, which also included Gentle Gym and Teen HEAL, once again delivered to the Year 7 students at BBDHS.

The CRC provided key administration, event and promotional support for the Upper Blackwood Agricultural Society for their 100th year celebrations, as well as the hosting of the Lexus Melbourne Cup in August – a very memorable occasion for the community. Many other organisations were also supported in a variety of ways, especially in the lead up to the implementation of the Associations Act 2015 and requirement to update constitutions.

Along with community capacity building, the CRC has grown in capacity through ongoing employment and training opportunities. I graduated from the Leadership WA Signature Program, an experience which has provided me with extensive personal and professional growth. Again, I wish to thank the CRC's Management Committee and staff for their support of my participation in the program.

We welcomed to the staff Jenny Elst as Accounts Officer and Connor Bates as General Assistant, Chantay Della Vedova continued with a Certificate III Tourism and Jackki Paterson as Administration Officer. Jackki has commenced her application to become a Justice of the Peace which, if approved, will be another asset to the organisation. We are a great team and I thank the staff for their efforts and ongoing commitment to the CRC.

Adding to our great team are the CRC volunteers who assist with Gazette folding, the Art Awards, various activities and of course, our Management Committee. Thank you for the time, energy and expertise that you provide to the CRC. A special mention to Philippe Kaltenrieder who resigned from the position of Chairperson in December – thank you for your contribution to the organisation.

Finally, it is with sadness that the CRC farewells current Chairperson, Lorraine Bruyn. When I commenced at the CRC as a Project Officer in 2007, Lorraine was the Course Coordinator. When she finished up as a staff member, Lorraine joined the committee and has brought so much to the organisation over many years. I thank you Lorraine for your endless support of me as Manager, the staff and your fellow committee members. You will be missed.

Jodi Nield

Economic and business development support

Hot Office Bookings

With accessible facilities, spacious rooms, modern technology and equipment, a professional booking service, catering options, break-out areas, and importantly, privacy, the CRC offers room hire to a range of health professionals, agencies, businesses and organisations. This not only provides an income stream for the CRC, but also provides community members with access to many services that are not available anywhere else in town.

Regular Hot Office Clients:

- Fetter Chiropractic
- Get Spectacles
- Bendigo Bank
- Relationships Australia
- Job Life
- Forrest Personnel
- AFGRI Equipment
- Blackwood Basin Group
- Curtin University
- Edith Cowan University
- Colin Holt MLC
- GROW - Mental Wellness group
- Women in Farming Enterprise (WIFE)
- Boyup Brook Community Mental Health Action Team (CoMHAT)



* **HOT OFFICE**

* **REFERRAL SERVICE**



Referral Relationships

The CRC has a list of businesses and organisations who are able to provide support to any community members or local businesses wishing to start, develop and grow their business.

The CRC also has links to employment and training agencies to support people to upskill and develop confidence to find their place in the workforce.

“It accommodates visiting practitioners including a Chiropractor and Bowen therapist.”

Meri, Community Member

Economic and business development support

Business Information Sessions and Training

During 2018-19, the CRC partnered with Business Advisory South West and Peel to deliver a range of information sessions 'Morning Biz Talks' for local business owners to provide advice in how to improve their business operations and decision making.

These sessions led to more formal training in the form of a business planning session.

There was a community need to provide training in the Responsible Service of Alcohol. For cost efficiency, the course was delivered through Clubs WA via videoconferencing.

This external delivery method was also used to present an information session from the Boyup Brook CRC to other Community Resource Centres about the National Broadband Network (NBN). The local independent NBN advisor was able to impart information to CRCs from across the state where this advisory service was not available.

The CRC also provided a range of other employment, business and economic development opportunities to the Boyup Brook community.



* TRAINING AND WORKSHOPS

- Resume Writing
- Responsible Service of Alcohol
- Business Planning
- Computer Training

* INFORMATION SESSIONS

- NBN Information Session
- Morning Biz Talks
- Employment Basics

* JOB SEEKER SUPPORT

* EMPLOYMENT OF A TRAINEE



"It was a great session and a brilliant use of VC"

*Manager
Ravensthorpe CRC*

"I took this [RSA] course to open up job opportunities"

*Participant
Responsible Service of Alcohol Course*

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. If we are unable to help, we have a list of agencies and organisations that we can refer people to for support whether it is parenting, financial, legal or health related.

Upskilling the Community

The CRC provides a variety of workshops and training opportunities for the community.

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, there is also contact made with the CRC by individuals and agencies who would like to deliver activities in Boyup Brook.

Videoconferencing has been a useful medium to deliver training and workshops, proving cost effective for participants and delivery partners.

These social development activities are important in bringing like-minded community members together, creating a connection, learning new things and reducing the risk of isolation in our rural community.



* REFERRAL SERVICE

* TRAINING AND WORKSHOPS

- Art Journaling
- Food Label Reading
- Parenting Workshops
- Tea Tasting
- Quilting



Boyup Brook CRC
June 5 · 🌐
Quilt square cutting workshop on now! Call in to see how the building blocks of these beautiful quilts are prepared



Social Development Support

Valuable Information and Learning Opportunities

Information sessions are conducted throughout the year covering various topics that cater 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.

Following on the success of other CRCs who have hosted similar activities, the Boyup Brook CRC held a 'Cuppa with a Copper' information session, enabling community members to meet the new Police officers, hear of any local policing issues and raise any concerns.

A room full of community members attended an information session by the Greenbushes Talison Lithium General Manager, who spoke of the expansion of the mining operation and the development and employment possibilities for the Boyup Brook community.

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

Kylie, Community Member

* INFORMATION SESSIONS

- NBN Community information
- Stay on Your Feet – Falls Prevention
- Talison Lithium – Community Update
- Cuppa With a Copper



Social Development Support

Activities, Events and more....

The CRC has a comprehensive range of general community activities, events and projects that cater for all demographics and 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.

Children's activities are held every school holidays and are always well attended.

In 2019, the CRC was gifted the Boyup Brook Art Awards from the Country Music Club, having previously being coordinated under a contract arrangement for the three years prior. Once again, the event was a fabulous success providing exposure to local and regional artists.

Following the Art Awards, there was much interest in conducting a similar event for photography. This saw the initiation of the 'What's Your Angle?' photography competition and exhibition which was very well supported by sponsors and entrants.

The Wellness Program was expanded in January 2019 through a partnership with the Shire of Boyup Brook and the Medical Centre to deliver a program for people aged Over 55. It's success saw the CRC apply for, and receive, further funding for it to continue.

* LOCAL INITIATIVES / PROJECTS

- School Holiday Activities
- Boyup Brook Art Awards
- Comfortmakers Quilt Display
- Lost Boyup / Community History
- Photography Competition and Exhibition
- War on Waste / Recycling Hub
- Wellness Program
- Book Exchange
- Games & Grins
- IT Assistance

"All my muscles are given a workout in a controlled, friendly and accepting environment"

"Great fun with a good crowd of people"

Wellness Program Participants



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
- Support in writing grant applications, including providing letters of support
- Community updates in The Boyup Gazette
- Printing of certificates, fliers etc.
- Event management support and guidance
- Ticketing agent for community events
- Governance support and guidance
- Meeting spaces

With the need for incorporated associations to updating their Constitution to comply with the *Associations Act 2015*, the CRC provided a workshop and then offered 1-on-1 support to assist with the lodgement of their Constitutions.

The outcomes for this aspect of the DPIRD contract was changed during the year to reflect the need for 1-on-1 support for community groups, rather than group workshops.

“The session was clear, concise and informative”

“Very informative”

“The presenter was knowledgeable”

Constitution Workshop Attendees

* ASSOCIATION SUPPORT

- Constitution Update Workshop and Support
- Event Management
- Grant support
- Promotion and Marketing
- Governance support
- Various Administration Services

Melbourne Cup Comes to Town

In 2018, the Upper Blackwood Agricultural Society celebrated its 100th Show.

As part of this historic event, the group applied to be part of the annual tour of the Lexus Melbourne Cup, as the Show is held on Melbourne Cup day. The application was successful, so in August, Boyup Brook stopped as the iconic trophy came to town. The CRC was invited to assist in coordinating the activities and events associated with the visit, as well as promotion. Event management templates and skills were shared during the process. It was a memorable day for the community. The CRC also assisted in other 100 year projects and celebrations for the UBAS.



2018-19 Achievements not included in DPIRD Contract:

Other CRC Contracts and Services

- Department of Human Services
- Bendigo Bank Agency

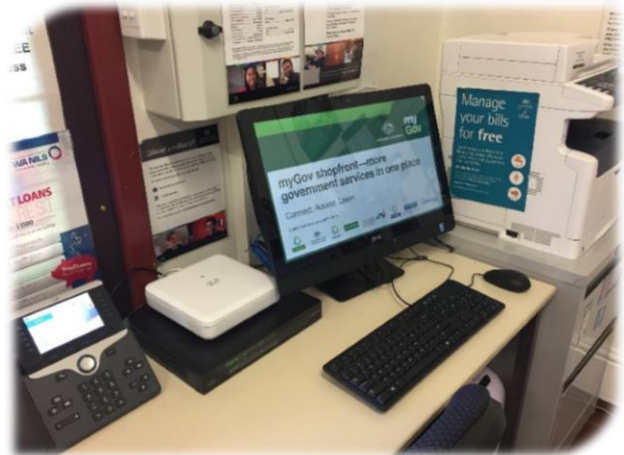
Key Services for Community

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.

225 people accessed the Department of Human Services Access Point during 2018-19 with many of these requiring support to set up and access the MyGov platform.

In its third 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, or are unable 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.

In December 2018, the Bendigo Bank Agency distributed \$4,500 amongst local community groups and provided items for the annual Christmas hamper appeal, coordinated by the local churches for those in need.



“They help me with my computer and various other things. Also the bank is available there as well.”

Genean, Community Member

“It provides training courses, banking and many other services which lots of people in our town would not, and could not, access if it weren’t for the CRC.”

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 team of volunteers meet each month to fold the Gazette in readiness for it to be sent to the Post Office for free distribution to all local householders.

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 CRC also acts as a ticketing agent for local events, such as the annual Women's Day, as it is a central location to access.

- 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



“It provides services not available elsewhere in our country places. It unites us, such an important thing for the wellbeing, particularly the mental wellbeing, of rural communities.”

Community Member

Building Community Connections

The Building Blocks of our CRC

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 partnership that exists with the local Shire, the CRC also connects with the majority of community organisations and businesses within Boyup Brook. 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 and through meetings with the South West Development Commission.

There is also a positive association with local politicians who visit the CRC from time to time, with conversations extending to issues in the local community or CRC Network.

The Boyup Brook CRC continues to maintain its positive reputation within the statewide CRC Network, participating in 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 also is keen to raise awareness of the role and value of CRCs to regional communities whenever possible, and heavily promoted this during her involvement in Leadership WA Signature Program during 2018.

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



*"They know the local
community, area and people.
We cannot substitute this
experience or service."*

Community Member

Financial Statements: July 1 2018 – June 30 2019

Available upon request



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