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Department of
**Primary Industries and
Regional Development**

Annual Report 2019-20

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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. In May 2020, the BBCRC celebrated its 25th birthday. 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 1,700 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	Helen O'Connell
Vice Chairperson	Steele Alexander (<i>resigned March 2020</i>)
Secretary	Erlanda Deas
Treasurer	Naomi Dorrington
Committee	Adrian Price
	Peter Harvey
	Hayley Graham
	Thomas Moir

Staff



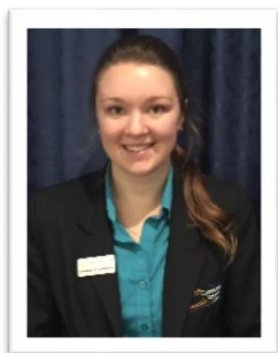
Jodi Nield
Manager



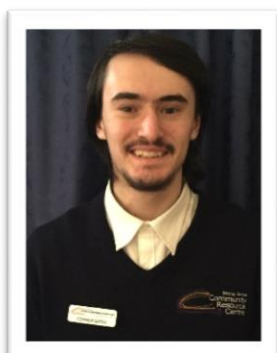
Jackki Paterson
Administration
Officer



Jenny Elst
Accounts Officer



Chantay Della Vedova
Completed Traineeship,
then employed as
Administration Officer



Connor Bates
General Assistant



Sharon Lampard
Trainee (Events)



Madison O'Connell
Trainee (Events)

What We Do – Our Services

CONTRACT SERVICE PARTNERSHIPS

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

COMMUNITY PROJECTS & EVENTS

- Wellness Program
- School Holiday Activities
- Boyup Brook Art Awards
- Photography Exhibition
- Local History
- War on Waste - Recycling Hub
- Cultural Awareness
- Be Connected Seniors Computing

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

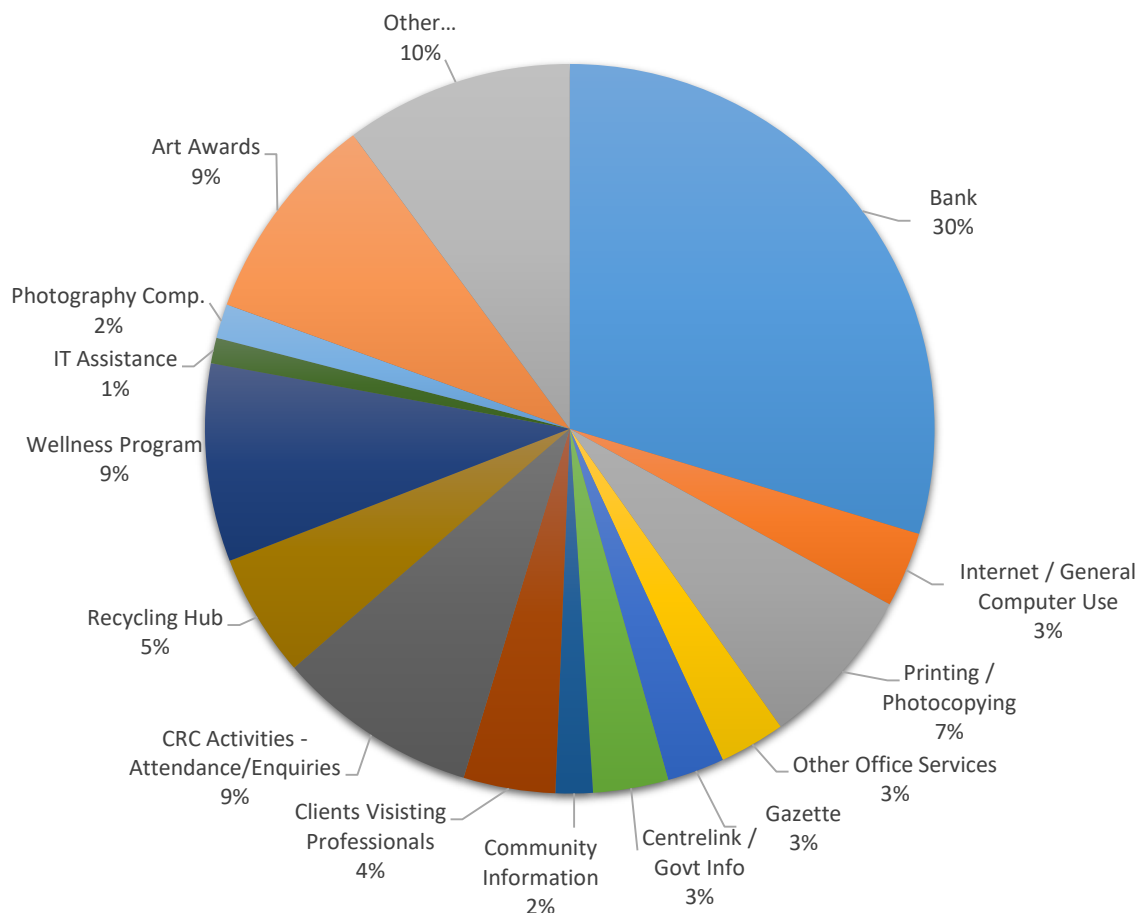
- Shire of Boyup Brook
- Boyup Brook Tourism Association
- Boyup Brook District High School
- Country Music Club Boyup Brook
- Community Mental Health Action Team
- Blackwood Basin Group
- Rylington Park
- Upper Blackwood Agricultural Society
- Boyup Brook Lions Club

INFORMATION SERVICE

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

EDUCATION AND TRAINING

- Traineeships
- Business development courses
- Basic computer courses
- Lifestyle courses and workshops
- Work experience opportunities



USAGE ANALYSIS:

When compared to last year’s statistics, there is a very similar trend in the usage of CRC services for the year 2019-20. There was a 5% increase in the overall recorded numbers, even with the restrictions of COVID-19 putting on hold the majority of services from March 23 to May 18 2020. When services were able to resume, there were still limits on attendance numbers and room capacity, which continued to impact user numbers.

The Bendigo Bank Agency represents the largest section of the chart, indicating a high number of customers utilising the community’s only face to face banking service.

CRC events, training and workshops were well attended, with the Art Awards, photography competition and wellness program all recorded separately. The wellness program participation rates have grown significantly through the success of the weekly seniors exercise classes. There is also growth in the recycling hub with many community members contributing their items to the project and reducing the amount of waste that goes to landfill.

General Administrative services including as printing, photocopying, laminating, scanning and emailing, as well as access to the internet, remain key services for the CRC. Room hire for visiting professionals and organisations is also important, however was impacted by COVID-19.

The ‘other’ category encompasses a range of areas which are sometimes difficult to capture as there are many varied services that are available at the CRC.



Chairperson's Report: Helen O'Connell

It is with pleasure that I present the 2019/2020 Chairperson's Annual Report.

2020 will certainly be a year to remember, with COVID-19 bringing the whole state to a virtual standstill. The Boyup Brook Community Resource Centre (BBCRC) was affected by these restrictions, but with staffing limited to two per day working in the office, others working from home and increased hygiene and social distancing practises, the CRC was able to remain open to assist the community with essential Centrelink Services, the Bendigo Bank agency and some other service assistance via email or telephone. Other programs were able to be offered to participants at home: at-home exercise booklets were provided to for SEA and Gentle Gym participants and Be Connected participants were connected by ZOOM. The Boyup Brook CRC certainly did everything possible to ensure everyone one felt connected.

The BBCRC currently has a Service Contract with Department of Primary Industries & Regional Development (DPIRD), running through to June 2022.

This has provided the BBCRC with the opportunity to provide valuable services to our Community. These activities include:

- School holiday activities
- Wellness program
- Monthly Be Connected sessions
- The annual 'What's your Angle' Photography Competition
- Waste and Recycling activities
- The Boyup Brook Art Awards

The CRC celebrated its 25th birthday in May 2020 with a virtual birthday party.

This year the CRC was successful in obtaining funding for a second trainee. Sharon Lampard successfully completed her traineeship and is now employed as the Projects Officer. Madison O'Connell is on track to complete her traineeship towards the end of 2020.

The Boyup Gazette continues to be a valuable information source for the Boyup Brook community – keeping everyone informed on what is happening in our wonderful district.

The Boyup Brook Bendigo Bank Agency is now in its 5th year of operation. Community Grants will be again offered to eligible community groups, proving it is a benefit to bank locally.

Thank you to the BBCRC Management Committee for your ongoing commitment and support this year. A special mention to Steele Alexander and Tom Moir who due to personal commitments, both resigned from the committee, Peter Harvey and Naomi Dorrington who will not be re-nominating for the committee – your contribution is greatly appreciated.

I would also like to thank Jodi and the BBCRC staff for their outstanding efforts during this noteworthy year.

I look forward to working with the BBCRC Management Committee and staff to continue to provide valued services to the community in the future.

Helen O'Connell



Manager's Report: Jodi Nield

During the year of 2019-20, the Boyup Brook Community Resource Centre has again demonstrated its relevance and importance for the community. In times of change and uncertainty, the CRC continues to deliver a range of services, activities and support in a professional and effective manner.

The extension of the CRC's service contract with the Department of Primary Industries and Regional Development to 30 June 2022 was welcome news.

The Bendigo Bank Agency continued to grow and provided the important role of face to face banking in Boyup Brook. The Agency contributed almost \$3,500 across eight community groups through the 2019 Community Grants scheme.

The CRC hosted a number of workshops including an online Noongar language course, Instagram, Heavy Vehicle Pilot training, Photography, Farm Finance, Grant writing and the popular school holiday activities. Three 'Crochet Days' were held with people of all ages learning new skills. Many contributed crocheted squares to our own version of a 'blue tree' for mental health awareness.

The 'What's Your Angle?' photography competition and the Boyup Brook Art Awards were two of the CRC's major events of the year and continued to grow in popularity, both in entry numbers and in those viewing the exhibitions. These events take a great deal of coordination by staff and volunteers, so thank you to everyone that was involved for your time and effort, not to mention the generosity of the many event sponsors.

The War on Waste project expanded with Trainee Sharon Lampard taking the lead in growing the recycling hub and introducing other sustainability activities to the CRC.

The Boyup Gazette continues to be a vital communication tool in the community and a new Gazette printer was leased in early 2020. As the machine folds and staples, the need for volunteers was lost. We thank those who have assisted with folding the Gazette over the years.

Digital literacy remains as a key support area for the CRC and the Be Connected program has been extremely successful. Digital mentor, Chantay Della Vedova, coordinated group and individual sessions, and made presentations to the Lions Club and Citizens Lodge. Health My Way was also introduced to boost the confidence of people to access reliable health information online.

The Seniors Exercise program was able to continue into 2019-20 through two grants: Foundation for Rural and Regional Renewal and the Active Neighbourhoods for Older Australians. Attendance numbers have been very positive with all participants enjoying the weekly physical activity and social engagement. Its success was recognised through the CRC receiving a 'Partnerships award' through Linkwest for the collaboration with the Shire of Boyup Brook and Boyup Brook Medical Service.

As the impacts of the COVID-19 pandemic were felt from mid-March throughout 2020, the Boyup Brook community responded with generosity and resilience. The CRC played its part, ensuring we were there to provide support and connection for those in need.

A very big thank you to all of the staff, Jackki, Jenny, Chantay, Sharon, Madison and Connor for your efforts, commitment and support, in what has been an unsettled and uncertain time. To Chairperson, Helen O'Connell and members of the Management Committee, thank you for your ongoing support. The commitment and guidance you provide to the CRC ensures we continue to deliver the necessary services to the members of our much loved community.

Jodi Nield

2019-20 Achievements:
Department of Primary Industries and Regional Development Contract

Access to State Government and Community Information and Services

- ★ ACCESS TO GOVERNMENT WEBSITES
- ★ ACCESS TO GOVERNMENT BROCHURES
- ★ REFERRAL SERVICE
- ★ GENERAL COMMUNITY INFORMATION
- ★ VIDEOCONFERENCING
- ★ CRC WEBSITE
- ★ SOCIAL MEDIA
- ★ NOTICEBOARD

The ‘Go-To’ Place

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.

During the COVID-19 pandemic, the CRC played a pivotal role in providing up to date information as to where community members could access the latest updates regarding Coronavirus and the relevant regulations and restrictions.

From March to May, the CRC remained open, with skeleton staff and reduced hours to ensure the community has access to the information they needed.



Economic and business development support

- ★ HOT OFFICE
- ★ REFERRAL SERVICE
- ★ BUSINESS INFORMATION SESSIONS
- ★ BUSINESS DEVELOPMENT WORKSHOPS AND TRAINING

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
- 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)
- Lions Club of Boyup Brook



From March 23 to May 18 2020, the CRC ceased access to room hire services due to the COVID-19 pandemic. Once this service recommenced, all users were provided with guidelines on cleaning and hygiene requirements.

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.

Economic and business development support

Business Information Sessions and Training

The CRC was approached by an organisation representing a number of local wine businesses to conduct an Instagram workshop to assist in marketing their products and brand, as well as the local wine region. The session was delivered by Business Advisory South West and Peel.

The CRC engaged Partners in Grain (PinG) to conduct a Farm Finance workshop to local agribusinesses. A number of members from the Boyup Brook branch of Women in Farming Enterprises attended this event.

Enquiries from the community also led to a Heavy Vehicle Pilot Training course to be held, with local transport businesses and those with large machinery requiring compliance with legislation. Competent Solutions Wyalkatchem delivered this training and were highly complementary about the Boyup Brook CRC as a training venue and delivery partner.

The CRC also provided a range of other employment, business and economic development opportunities to the Boyup Brook community, including the employment of two trainees during the 2019-20 period.

"I applied for the position as I had recently moved to the area, and I thought it would be a really great opportunity for me to meet people in the town, as well as picking up a new qualification."

Trainee



"The workshop was excellent".

"It was very informative and [the presenter] was very open to questions".

"Was well run and interactive".

*Participants
Instagram for Business workshop*

Social Development Support

- ★ REFERRAL SERVICE
- ★ COMMUNITY INFORMATION SESSIONS
- ★ COMMUNITY DEVELOPMENT WORKSHOPS AND TRAINING
- ★ LOCAL INITIATIVES AND PROJECTS
- ★ ASSOCIATION 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.

During the three months when COVID-19 restrictions were at their peak in Western Australia (March to May), the CRC reduced its delivery of services to 'essential services' only, remaining open with skeleton staff on site. This provided the opportunity for community members in need to still have contact and the CRC staff did initiate phone calls to a number of regular program participants to maintain a connection and to ensure their wellbeing.

The CRC also supported local volunteers who were coordinating care packages for vulnerable people by printing notes to go in the bags, useful contact numbers and activity packs.

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 and online has been a useful medium to deliver training and workshops, proving cost effective for participants and delivery partners, particularly during the period when COVID-19 restrictions limited face to face activities.

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.

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



In 2019-20, the following information sessions, workshops and courses took place:

- **Noongar Language Course**
 - Delivered online through Curtin University, facilitated in a group setting by the CRC to provide community members with increased cultural awareness and language skills
- **Photography Workshop**
 - Delivered by a local photography to gain interest and upskill keen photographers who may be interested in entering the CRC's photography competition
- **E-Waste Dismantling Workshop**
 - Delivered by a local community member who demonstrated how to dismantle electronic equipment and computers to reuse or sell the recyclable components
- **Be Connected Seniors Computing program: Group sessions & 1-on-1 support**
 - Providing seniors with digital skills and confidence to use technology
- **Tea Tasting Workshop**
 - Providing an experience of tasting a range of teas from around the world
- **Crochet Days**
 - Three of these sessions were conducted providing intergenerational opportunities through learning to crochet, providing community members with a new skill
 - Participants were encouraged to crochet blue squares that could contribute to the CRC's 'Blue Tree Project' creation
- **Parenting Workshop**
 - Delivered online, in conjunction with The People Place, Busselton, to provide support to local families
- **Cuppa with a Copper**
 - Morning tea with the local Police to discuss any local safety or legal issues
- **NDIS for families**
 - Support information session for local families accessing the National Disability Insurance Scheme
- **Funeral information session**
 - Funeral Directors provided information about the options and process of funeral planning



"I really enjoyed this. Had a few laughs and chats."

"Thank you! Another few lessons [needed]!"

*Participant Feedback
Day of Crochet*

Social Development Support

- ★ EVENTS
- ★ PROGRAMS
- ★ COMMUNITY SUPPORT

Events and Programs

To complement the social development and community engagement workshops, the CRC provides a range of events and programs throughout the year.

- **IT Support**

Along with the Be Connected program for community members aged over 50, the CRC regularly assists customers in troubleshooting technology problems such as smartphone connections, accessing mobile apps and various other issues. Our weekly computer club offers internet and computer usage for a reduced rate, with support available from staff, if required.

- **Wellness Program**

The CRC continues to deliver activities focussing on wellness for all ages. The following programs have all been delivered during 2019-20 with excellent outcomes.

- **Gentle Gym:** providing weekly classes in association with Community Home Support Package (CHSP) clients, focusing on strength, flexibility, balance and coordination.
- **Seniors Exercise and Activity (SEA):** providing weekly exercise sessions for community members aged over 55. When classes were suspended due to COVID-19, exercise booklets were produced to provide participants with activities to continue at home. As soon as classes were able to resume, the program was adjusted to comply with number restrictions and using an outdoor venue. All participants were very grateful to return to exercising and socialising with each other.
- **Teen HEAL:** an 8-week program delivered to Year 7 students at Boyup Brook District High School to educate them about healthy eating, activity and lifestyle choices.
- **Health My Way:** increasing the digital literacy of community members to improve their online access to health information and support.
- **Purple Bench Project:** Raising the awareness of domestic violence through painting an existing bench outside of the CRC and providing helpline numbers for those in need. Also indicating that the CRC is a safe and inclusive space for anyone experiencing domestic violence.
- **Blue Tree Project:** Using blue squares crocheted during workshops to create our own blue tree and raise the awareness of suicide prevention.



- **Community History**

There is a strong desire in the community to connect with the history of Boyup Brook. The Lost Boyup Brook Facebook page, administered by the CRC, continues to attract new followers and is actively engaged with. Photographs, newspaper articles and other various items of interest are shared.

Monthly interviews have also been initiated with local community members to gain an insight into their lives and memories of Boyup Brook and to record their history.

- **Youth Support**

Other than sport, there are very few coordinated activities for the young people of Boyup Brook. Every school holidays, the CRC coordinates at least one morning of activities which generally attracts enthusiastic participants aged from 6 to 12.

- **Winter Bug Hotels:** learning about providing habitats in gardens for bugs and beetles.
- **Recycled Art:** included using plastic bottles tops to making people and animals, as well as a group project creating a recycling symbol in CRC colours as a feature of our recycling hub.
- **Christmas Crafts:** celebrating Christmas through the creation of a range of decorations and activities.
- **Explosion Books:** brainstorming and planning a story to tell, then drawing and writing the story and incorporating it into a folded paper explosion book.



Unfortunately, the April 2020 holiday sessions were halted by COVID-19, however children's Easter and ANZAC Day activities were provided in The Boyup Gazette and via the CRC's social media platforms.

- **Closing the Gap**

- **NAIDOC Week event:** Facilitated discussion about local indigenous history and what can be done to further increase awareness and recognition of the traditional custodians of Noongar land. Investigated interest in learning Noongar language.
- **Noongar Language course:** details on page 14.
- **Sale of books:** Books and calendars from the Noongar Language Centre were made available for sale from the CRC.
- **National Reconciliation Week:** Promotion of National Reconciliation Week via The Boyup Gazette and social media platforms.
- **Cultural Corner:** Monthly article included in The Boyup Gazette featuring indigenous history, culture or local activities.
- **Noongar Seasons:** Poster displayed in the CRC foyer window with information about the current Noongar season.



- **War on Waste**

- **Recycling Hub:** provision of a centrally located drop-off point for the community to recycle a range of items including soft plastics, writing implements, contact lenses, plastic bottle tops and coffee pods. Partnerships developed with TerraCycle, Breadtags for Wheelchairs, Nespresso, a local church and family to recycle the items.
- **Single Use Plastic discussion:** Attended Boyup Brook District High School to discuss and gain feedback from Year 9 students about single use plastics in response to the State Government's issues paper.
- **Adopt-A-Spot Clean Up Day:** Increasing awareness of litter reduction and engaging community members in cleaning up litter in the community.
- **Community Art Project:** Encouraging community members of all ages to create an abstract mural using plastic bottle tops.



- **Photography Exhibition**

After the success of the inaugural 'What's Your Angle?' photography competition in 2018, the event was run again in October 2019. The competition attracted some fantastic entries which were judged by a local photographer. The exhibition opening was planned to coincide with an event run by the Boyup Brook Tourism Association with the display open to the public for the following week. A calendar featuring some of the winning entries was then produced and sold. Local businesses provided sponsorship for prizes.

- **Boyup Brook Art Awards**

The annual art awards and exhibition was again conducted as a fringe event to the Boyup Brook Country Music Festival in February. Excellent entry and attendance numbers were a feature of the event which provides a platform for regional artists to display and potentially sell their work. It also exposes community members and festival visitors to diversity in artworks across five categories. The event is well supported by local volunteers and businesses.



- **Isolation Activity Books (COVID-19) – Care packs, phone support, Zoom support**

The COVID-19 pandemic restrictions enforced from March to May resulted in the majority of community members staying in their homes and reducing their contact with others. A local volunteer coordinated care packs containing food and other essentials for elderly and vulnerable community members. The CRC prepared activity packs which included puzzles, and quizzes, as well as a list of support contact numbers if they needed further assistance.

Even though the CRC remained open for essential services (Centrelink and Bank), all other services were suspended. During this time, CRC staff made phone calls to regular customers to check their wellbeing and training occurred with some seniors who wished to learn how to use Zoom.



Social Development Support

★ 1-on-1 ASSOCIATION SUPPORT

★ TRAINING WORKSHOPS

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

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

This more individualised support included:

- Proofreading and providing feedback for a grant application (which was successful)
- Guidance on financial reporting for a committee
- Support in preparing a State Association life membership application (successful)
- Information and links to grants available during COVID-19 (two applications successful)
- Assistance with organisation COVID-19 Safety plan requirements
- Guidance on Incorporations Act requirements and provision of links to website

A **Grant Writing workshop** was conducted utilising the skills of an experienced grant writer. Seven different community groups were represented and all gained valuable tips and advice on writing grant applications.

This was reflected in the participant survey responses with their personal assessment of their 'before and after' Grant Writing skills of 'good' increasing from 11% to 77%.

“Excellent delivery and information was concise”

“Very engaging presenter”

“Great presenter, great workshop”

“Very beneficial”

Grant Writing Workshop Attendees



2019-20 Achievements not included in DPIRD Contract:

Other CRC Contracts and Services

- ★ Services Australia Access Point
- ★ 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.

259 people accessed the Services Australia Access Point during 2019-20 with many of these requiring support to set up and access the MyGov platform. During the COVID-19 restriction period, the CRC remained open to provide this essential service which was crucial in assisting community members in applying for programs such as JobSeeker and other support.



In its fourth 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 2019, the Bendigo Bank Agency distributed almost \$3,500 amongst local community groups and provided items for the annual Christmas hamper appeal, coordinated by the local churches for those in need.



Information, Administration, Office Services and Products

Providing Valuable Services

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.

Other office services including laminating, folding and binding are also important services to have available.

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 new printer was sourced in early 2020 which has improved the efficiency of the printing process, in its ability to fold and staple the pages 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 'Storm in a Teacup' 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
- ★ Ticketing agent
- ★ Local Author Book Publishing & Sales

"When the Gazette arrives I pounce on it and devour it greedily"

Chris, Community member



Building Community Connections

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

Boyup Brook CRC, Your Local Connection

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.

Through its many services and programs, the CRC has partnerships with a range of stakeholders across all levels of Government and industry sectors.

A number of State politicians regularly call into the CRC as they tour through the electorate, to gain an insight into activities and issues in the community and on occasions, they may also phone or email the CRC regarding certain issues.

The CRC is regularly invited to participate in discussions regarding various issues in the community as the Centre services a wide cross-section of the Boyup Brook population. Examples of this consultation includes the Shire of Boyup Brook, Community Mental Health Action Team, Health and Aged Care and Country Music Club of Boyup Brook.

The Boyup Gazette presents unique opportunities for the CRC to engage and form partnerships with the majority of local businesses and community groups within the Shire, as they use the Gazette to advertise and share their news and coming events. Businesses from surrounding towns also see the value in advertising in the Gazette.

The CRC Manager is a member of the CRC sub-committee of Linkwest, the peak body for Neighbourhood and Community Resource Centres in WA. This group is made up of regional Network leaders and ensures Boyup Brook is able to maintain strong connections across the State.

The Boyup Brook CRC is seen by many as the community hub and is often the first point of call for community members, services providers and visitors to enquire about information and services, reinforcing the WA Community Resource Network’s tag line as “*Your Local Connection*”.



Financial Statements: July 1 2019 – June 30 2020

Available upon request



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