



Greenbushes Community Resource
Centre
ANNUAL REPORT
2020-2021

Proudly supported by



Department of
**Primary Industries and
Regional Development**

Table of Contents

Who we are	2
What we do.....	3
Chairperson’s Report	4
Coordinator’s Report	5 - 6
2020 - 2021 in Brief	7 - 8
Government Services	9
Corona Virus Pandemic.....	10
Economic and Business Development Support	11
Social Development Support.....	11 - 12
Services and Products	13 - 14
Building Community Connections	14
Our Team	15 - 16
Treasurer’s Report.....	17 - 19
Our Supporters	20 - 21

Appendix A *The Greenbushes CRC audited financial statements are available on request*

Who we are

Greenbushes Community Resource Centre (CRC) is an independent not-for-profit group that works to improve access to government services and economic, business and social development opportunities for the people in the districts of Greenbushes and Balingup.

We are funded by a State Government contract (Department of Primary Industries and Regional Development), Commonwealth Government contracts (Department of Human Services and Department of Veterans' Affairs), user pays services, membership fees, and one-off grants for projects as well as through the generosity of private donors including local business and industries.

At present this funding enables us to offer a five day week service to the people of both Greenbushes and Balingup districts from our facility in Greenbushes. We offer a wide range of services including free online access to State and Local Government information via our Government Access Point, regular business and social development activities and services, Centrelink Access Point and library and other satellite services for the Shire of Bridgetown-Greenbushes. Additionally we provide a range of professional printing and desktop publishing services. Through our funding we are able to provide a traineeship to a local person. This assists in developing skills in our community and provides work opportunities for young people.

The Greenbushes CRC is committed to continuous improvement and is keen to develop the quality and range of services to best meet the needs of our community. Through our multi-purpose training room and disability access facility, additional services have been provided to the community.

We are members of Linkwest, our peak body, and a proud member of the Association of Western Australian Community Resource Centres Inc., and part of the West Australian Community Resource Network (WACRN). We are incorporated under the *Associations Incorporation Act 2015* (WA).

As of the 30th June 2021, our CRC membership comprised of 4 honorary life membership, 28 individual members, 30 Concession, 37 Child/Youth members, 6 family memberships, 8 community group memberships and 5 business memberships. Like the previous financial year our Kid/Youth membership has grown over the past 12 months and we aim for it to continue to grow in the future. However, our other membership groups have decreased, possibly due to the Corona Virus pandemic and people not renewing their memberships during this period. Our aim is to rebuild our membership over the next 12 months by offering added benefits offered to membership holders.

Greenbushes CRC is an integral part of the Greenbushes-Balingup community providing services otherwise unavailable in a small, semi-remote, low socio-economic community.

Our Vision

Helping the Greenbushes-Balingup Community to Connect and Grow, provide additional services, promote health and well-being and help develop businesses within our community.

Our Mission

To provide an infrastructure in the Greenbushes-Balingup region to assist the community to gain access to opportunities in education, communication, training, employment, business enterprise, tourism services and community development programs.

What we do

Access to Government Services

- Access to local and state government information and services.
- Video conference services/Rural In Reach/WA Telehealth.
- Provision of Work for the Dole, Back to Work, Centrelink volunteer placements within the CRC.

Economic and Business Development Support

- Referral services to business development and employment support services.
- Facilitate business development activities, seminars and initiatives and provide information and support.
- Venue for training courses and staff development.

Social Development Support

- Referral services to social support services.
- Venue for social activities (large and small training rooms)
- Facilitate social development activities, seminars and initiatives including school holiday programs and Seniors Week.
- Information and support.

Services and Products

- Access to services and products which have strong local demand but are not economically viable to deliver in a for-profit business model including desktop publishing and resumé preparation for local people.

Building community and connections

- Communication strategies including our community newsletter, website, public noticeboard, Facebook and Trip Advisor.
- Community social events and venue for meetings.
- Engagement with community via feedback, surveys, community group meetings and community consultation

Chairperson's Report

The CRC has signed an extension to our funding agreement until June 2022, when a tender process is proposed by the DPIRD.

This is likely to be a limited competitive tender, and we hope the Minister will continue to support CRCs in their current format.

Comings and Goings

The CRC has experienced many changes over the past 12 months, with a new Coordinator, Gail promoted from Governance Officer.

We have employed a Project Officer Trish, and recently engaged a new trainee, Shae.

We said a teary farewell to our trainee Codie this year, wishing Codie all the best with whatever new adventure awaits.

The team at the CRC is to be commended on the way it continues to respond to community needs during COVID-19 lock-down periods in Western Australia. In times of most need the CRC continues to demonstrate its benefit to our community.

On behalf of the committee, I would like to thank the dedicated staff and volunteers, whether it is attending community events after hours, or fundraising selling chocolates, all the staff and volunteers at the CRC are truly passionate about serving the community in which they live and work and the CRC could not continue to achieve the success it has without this dedicated team, led by our Coordinator Gail.

The staff and volunteers truly put the customer above all else, and as a result the CRC is thriving.

Major Achievements

Funding continuity was a major focus, with many strategies brought to the table to ensure the CRC continues.

Future

Reliance on external funding remains a risk for the CRC and reviewing strategies must continue for the CRC to remain open should funding for the CRC network again come into question.

Challenges

For the CRC to grow we must develop new and interesting services to attract even more members to the CRC in the next year.

To the committee

A huge thank you to our committee. Being voluntary positions, the hours given towards the governance of the CRC cannot be overlooked. Your passion and dedication are evident.

Christine King and Trevor Riley departed the committee during the year and I would like to sincerely thank both for the amazing support they offered the CRC and wish them all the best in their adventures.

I would like to extend a warm welcome to Enda Fryer and Codie Tole to the committee and thank you for joining us.

This will be my final report as committee chair, handing the mantle over to another deserving chair. To all the Coordinators, team members and volunteers that make up the CRC network, I thank you for your dedication and the positive influence you have all had on my time as Chairperson over the past 6 or so years.

My very best of luck for the future, I will continue to be invested in the CRC network.

Nicola Banks
Chairperson

Coordinator's Report

It's hard to believe that it has been 12 months since I stepped into the role as acting coordinator of the Greenbushes CRC! Then just over two months later I was privileged to be given the position as coordinator.

The past twelve months have been challenging for myself as a new leader and for the whole world as the effects of Covid 19 continue to wreak havoc around the globe.

Our community of Greenbushes, Balingup, Mullalyup, Newlands and surrounding areas have been resilient during these tough times.

I thank everyone in the community for welcoming me and supporting the great work that the CRC does.

We continue to fight for funding for the centre and are grateful for the continued support of the Department of Primary Industries and Regional Development (DPIRD).

A sad farewell is bid to our wonderful committee member, Dr Christine King, who has moved away from the area. Christine started on our committee a few years ago and took on the role of treasurer during the year. Our thanks go to Christine for her wonderful support of the CRC and our community. We wish you all the best for the future, Christine.

This year also saw us welcome two new committee members, Mrs Edna Fryer and Ms Codie Tole. Thank you Edna and Codie for agreeing to join our committee and contributing to the success of the centre.

June saw our trainee, Codie Tole finish her traineeship and gain the qualification Certificate III in Accounts Administration. I am very pleased with the feedback from Codie's lecturer about the quality of her work. Codie has gone on to get work locally and is able to put her skills to work as well as develop new skills as she is trained in a managerial position.

Thank you to Codie for supporting the CRC and coming back to join our committee.

With the departure of Codie saw the arrival of our new trainee, Shae Kufalk. Shae comes to us with a diverse background which includes her work in Individual Support. Shae has settled extremely well into the role and has been welcomed by both staff and the community with open arms. She has an excellent work ethic and maintains a high standard of work.

Covid has impacted greatly on our being able to welcome new volunteers. Fortunately we were approached by a Greenbushes local, Tyson Christian, who wanted to volunteer with us and learn about IT along the way. We were able to pair Tyson with our IT Officer, Terry, who has over 35 years experience in IT. Terry has been mentoring Tyson and providing him training.

Some of the events/activities we have delivered have been the arts & craft workshops, the school holiday programs; our Wellness Program with weekly DDP Yoga classes; the list can go on & on.

Our centre is well supported in the community with memberships ranging from individual to concession to youth memberships.

We have provided a number of events/activities throughout the year and purchased equipment to enhance the centre. These would not be possible without us gaining grants.

We have been very fortunate to have sponsorships/service agreements with a number of businesses and organisations.



The following are a selection of grants that have been obtained by the Greenbushes CRC in the year September 2020 to August 2021.

Organisation	Grant	Amount \$
Developmental Disability WA	International Day of People with Disability	\$705
Linkwest	Purple Bench project	\$200
Department of Primary Industries and Regional Development	Traineeship grant	\$35,000
Volunteering WA	National Volunteer week	\$800
Linkwest	Neighbourhood Centre Week	\$1,000

This year through a grant from DPIRD we have been able to purchase a new NAS server and a new printer (see images to right).

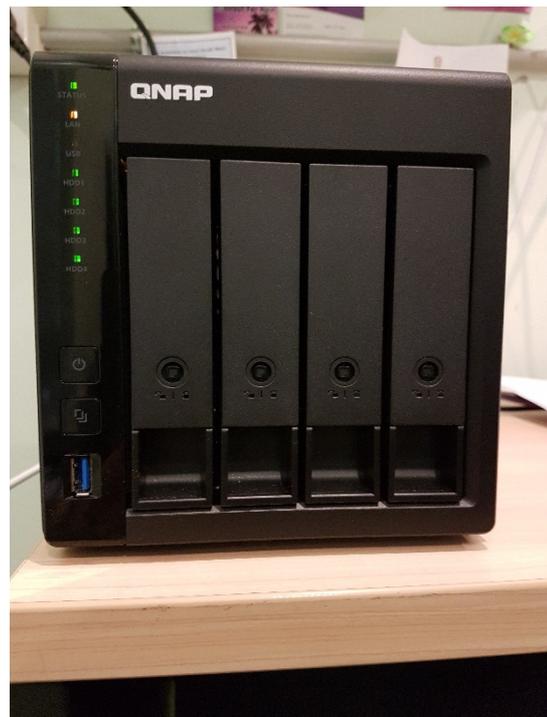
A big thank you goes to Talison Lithium for their support over the years.

Thank you to the CRC committee who give their time every month to come in to the CRC and provide me with support and guidance. I would also like to thank the staff of the CRC who have welcomed me and supported me to achieve everything we have achieved during the year. So a big thank you to Terry, Julie, Trish, Codie and Shae. Without their assistance, ideas & enthusiasm many of our events/activities would not have been possible.

Finally a big thank you goes to all the members, customers, supporters, visitors and sponsors of our wonderful CRC. Without you we would not be here.

We look forward to an exciting New Year full of events/activities and learning opportunities.

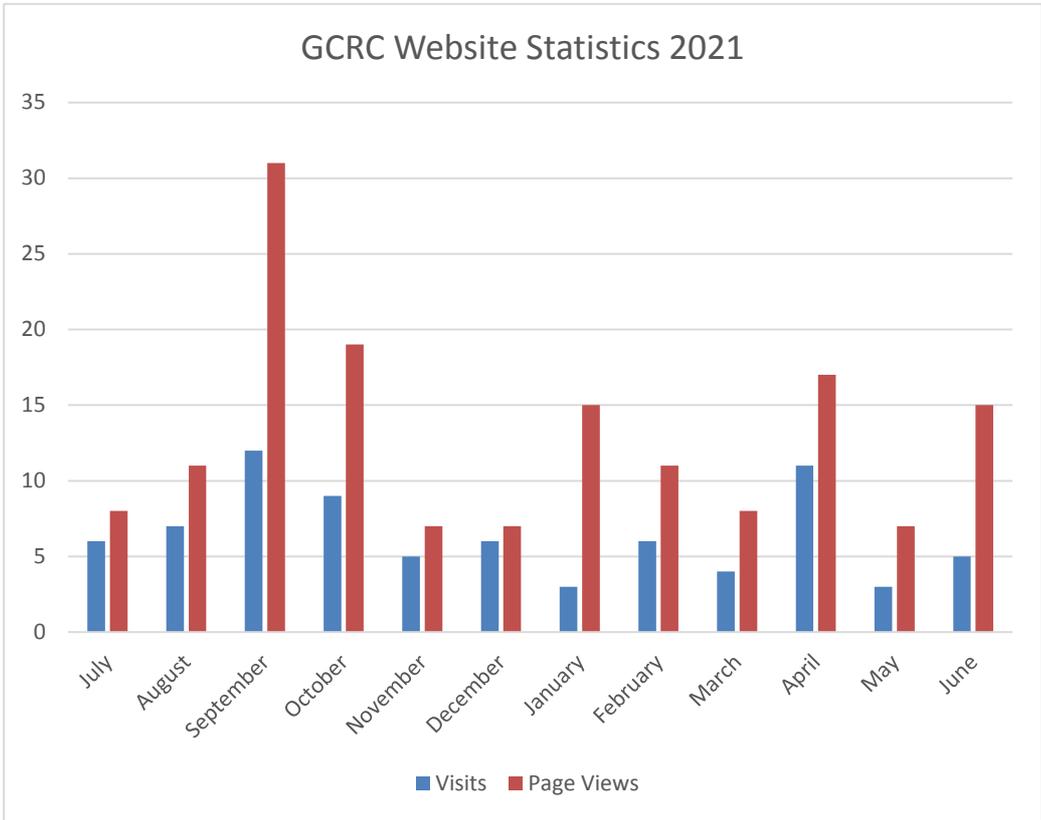
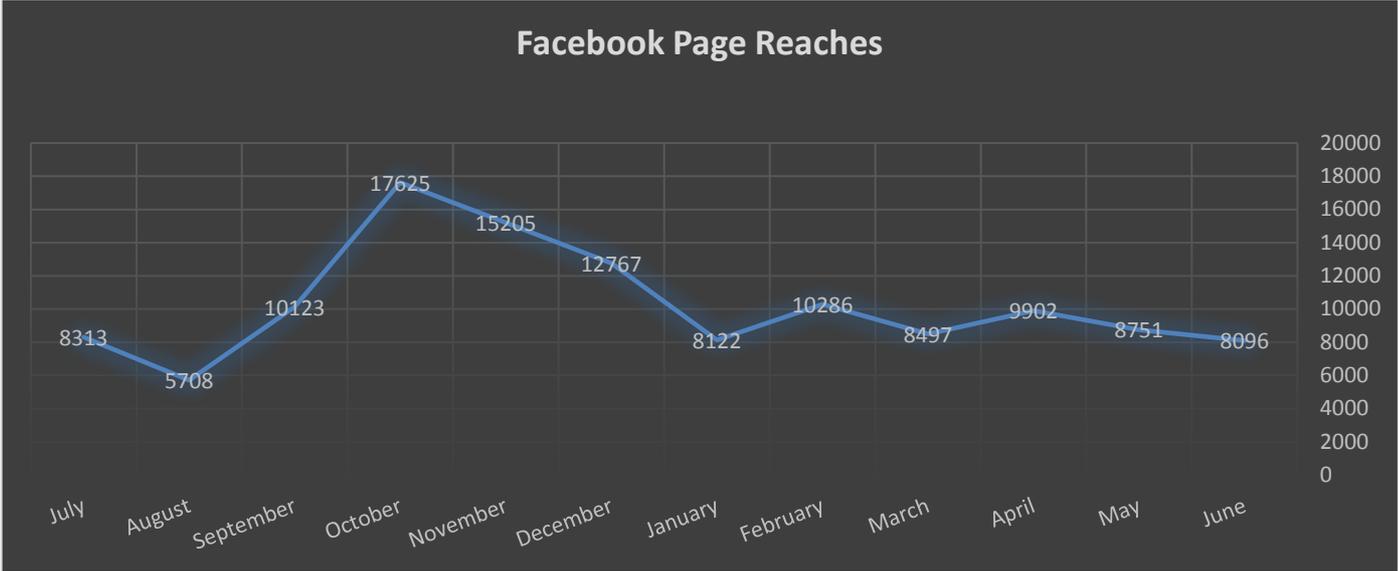
GAIL ALDRIDGE - COORDINATOR



OUR YEAR IN A BRIEF



Number of "Post Reaches" on the Facebook Page
 The number of people who had a post from the CRC Facebook Page enter their screen



Government Services

Greenbushes is a small regional town located 17km from our nearest regional centre of Bridgetown and 242km from the State capital Perth. Without the Community Resource Centre, local residents needing to access government information and services would be disadvantaged. As part of contracts with the Department of Primary Industries and Regional Development, the Department of Human Services and a Memorandum of Understanding with the Shire of Bridgetown-Greenbushes we support our local community to have improved access to government information and services through a number of initiatives at our Centre. We also provide an office for visiting Government officers which has improved access for our community.

Government Access Point

Via our Government Access Point, we provide free access to online and print resources related to local and State Government agencies, as well as a selection of relevant non-government organisations which offer community support services. This service enables clients with a lack of internet access to navigate government websites and gain information without having to travel or wait in queues to speak to a call centre officer.

Video Conferencing Connections

Our video conferencing suite is modern and well-appointed, allowing Greenbushes residents to connect with service providers in other locations to access support.

Centrelink Access

Our private area for the Department of Human Services, Centrelink Access Point, allows Centrelink clients to connect with this agency for support in relation to their payments, obligations and general information needs.

Library Services

The Greenbushes CRC has a Memorandum of Understanding with the Shire of Bridgetown-Greenbushes for the provision of satellite library facilities, rates and hall booking services. The CRC is also the emergency information centre and information dissemination centre for the town in the event of emergencies such as natural disasters including fire.

Department of Veterans' Affairs

The CRC holds a service agreement for the provision of information to the veteran community in our location. A wide range of brochures, flyers and information packs is available in a designated area within our CRC and staff are available for support upon request. Given our distance from larger towns the availability of this information is invaluable.

Volunteer/Employment Opportunities

The Community Resource Centre, through working with government agencies, Centrelink and government contractors, is able to offer volunteer employment opportunities to unemployed or under-employed members of the community. Placements are available in line with employment/volunteer requirements with training, mentoring and work-like opportunities being made available to upskill participants and help with the transition back to gainful employment.

The Corona Virus Pandemic

The Corona Virus Pandemic continued to wreak havoc with the world and in early 2021 WA was put in lockdown and there were restrictions on what businesses and services could be open.

Thankfully, some of the services the CRC network offered fell into the essential services category and the Greenbushes CRC continued to operate with restricted hours and access.

The restrictions did however mean we had to reassess what services we could offer to the community and with social distancing some of the services we offered were:

- One on one IT support – for example we helped members of the community set up their technology with Video Conferencing services so they could connect with family & friends from the safety of their own home.
- Local business support – Greenbushes & Balingup relies on its small businesses and to support them the CRC provided them with free advertising in our monthly newsletter/Facebook/external noticeboards so members of the community were up to date on what services were still available in the area.
- We offered phone shopping service for people who do not have access to the internet. Members of community were able to phone the CRC with the shopping order and the CRC would then email their order through to IGA in Bridgetown.
- We contacted vulnerable members via telephone to ensure that they were safe and didn't need any assistance.
- We offered a free printing service for home school children school work for families who were home-schooling and did not have access to a printer.
- The CRC allowed free use of video conferencing service/WIFI to children who were home-schooling and needed to access teachers online.
- Our external noticeboards were filled with advertisements from local service providers who were providing during restrictions as well as local tourist information.
- We offered Flu needle clinics in conjunction with Bridgetown Medical Centre so Greenbushes people did not have to travel to other towns to have their needles.

Economic and Business Development Support

Community Cash Vouchers

The Community Cash Vouchers have continued to be used in Greenbushes for 2020-2021. This program is administered through the Bridgetown-Greenbushes Business & Tourist Association and is designed to keep money within the Shire through the **Think Local * Shop Local * Eat Local * Support Local** campaign. Vouchers may be redeemed by business owners or purchased at the CRC. Participation is encouraged through advertising in our local newsletter, a mail campaign and telephone canvassing of business owners.

Eight local Greenbushes businesses currently accept the vouchers, which can be purchased at the Greenbushes CRC. The vouchers have been purchased by the local primary school, golf club, sports club and mine and have been gifted as awards for club events, raffles or personal gifts for friends and family.

Social Development Support

In 2020-2021, the Greenbushes CRC continued to provide social services and support for our community with positive results.

Like our previous years, our School Holiday Program continued to grow in strength since its conception in early 2014.

The Greenbushes CRCs School Holiday Program offers a varied program of events which has included things such as art and craft, computer based games in our Youth Zone (e.g. Coding & Minecraft) and workshops (eg Marbling).



These programs are inclusive for all children in Greenbushes and surrounding areas, along with those visiting or passing through on school holidays. Parents, grandparents and carers are encouraged to attend and enjoy the activities as a family, whenever possible.

This year we have continued to host more than 3 social events per quarter for our community and our "Seniors' Coffee & Chat" which was developed in February 2019 and has continued with great success. This initiative is held on the fourth Wednesday of every month as an informal get together designed to encourage social interaction, knowledge/skill sharing and as a platform for organising activities.

The CRCs varied program still includes our monthly Book Club with visiting authors and a weekly Craft Club where members have created items such as rugs, beanies and babies' jumpers for donation to disadvantaged people at Centres in the South West Area.

Some of the workshops we ran in 2020-2021 included:

- Grow Greenbushes mural project community consultation.
- First Aid for Business.
- Wreath making workshop.

Running these workshops has been a valuable resource to our community by bringing to the forefront relevant issues as we age and by offering increased communication on sensitive matters with positive outcomes for our community.

Services and Products

The Greenbushes CRC has always looked to identify niches in our community where services are required but may not be commercially viable for a business to pursue if driven by the need to return a strong profit.

As part of our commitment to make the Shire of Bridgetown-Greenbushes a more inclusive and vibrant community, we are always open to new ideas and suggestions from our volunteers and other members of the community.

We provide business support such as organising Business Cards and Resumés for local residents. We can also put people in touch with Business Support Services such as Business South West, Forrest Personnel and the Southern Forest employment hub.

Using technology can sometimes be a challenge for people, in particular Seniors, and we are pleased we can continue to offer a high quality of IT support, instruction and guidance through our dedicated Technical & Admin support staff member.

Our IT services include tuition, workshops, technical advice and support, all of which are available to all community members and those in surrounding areas. Without these local services our community would lose access to support services. Seniors in particular would discontinue their use of technology and lose the ability to stay connected through the resource.

Keeping the community in touch is one of the key aims of the Greenbushes-Balingup Newsletter which the CRC produces each month. This hard-copy newsletter is provided to the people of Greenbushes, Balingup, Kirup and Mullalyup. The newsletter is also uploaded to our CRC website and emailed to the wider community and CRCs within the South West.

Local businesses in particular are able to advertise at relatively low cost in our newsletter and community events are able to be advertised at low or no cost.



Our training room provides opportunities for people running community groups and clubs. The large, fully-equipped area has allowed additional usage and flexibility in delivering and offering workshops, training, public meetings and events at the CRC.

“I always feel welcome here”



Building Community Connections

In 2020-2021, the Greenbushes CRC continues to play an important role in keeping residents of the Shire of Bridgetown-Greenbushes up-to-date with happenings and achievements in the local community.

Our Greenbushes-Balingup Newsletter remains a popular publication for our district. The Coordinator’s Column keeps everyone up-to-date with what is happening in the CRC including new initiatives and training opportunities.

Over the past 12 months there has continued to be an increase in the number of articles submitted by community members for inclusion including a column by the Blackwood Basin Group, and articles from the Community Shed, Community Garden, Stinton Gardens Craft Club, the Singing Group and many Balingup community groups. Our newsletter is much sort after by all members of our greater community.

The CRC Facebook page is a wonderful way to keep the community informed and share information about the CRC and our products and services. Our website which was created in the 2016-2017 financial year is updated on a regular basis and continues to enable us to have a web presence for both local community and visiting tourism.

Our Team

Management Committee

Our Management Committee as at 30th June 2021 is comprised of six enthusiastic and positive community representatives and our Coordinator. Their contribution to the organisation is much appreciated. The Committee's guidance and governance ensures that our CRC continues to grow and make a difference in the community.



Our Staff Team

Our staff team (as at 30th June 2021) is fortunate to be made up of dedicated and talented individuals who aim to deliver high quality service with a professional yet caring approach. Together we work hard to ensure our good governance and office practices continues and this is evident in the professional standard delivered.

The infographic features six colored circles, each containing a staff member's name, role, and a brief biography. The circles are arranged in a cluster. At the bottom center, there is a white stick figure juggling three balls. The background is a light blue gradient.

- JULIE RUSSELL – BOOKKEEPER**
Julie started with us in September 2015 and is an experienced bookkeeper who holds a "Diploma of Accounting".
- GAIL ALDRIDGE – COORDINATOR**
Gail started with us as a Treasurer for the committee February 2018. In May 2020, she started as Governance Officer and in December 2020 was promoted to Co-ordinator.
- TERRY SOMERTON – TECHNICAL & ADMIN SUPPORT OFFICER**
Terry began as a volunteer here in August 2015 and since June 2017 has taken on the IT role for the CRC. He has over 35 years' experience in many areas of computing & technology.
- SHAE KUFALK – ADMINISTRATIVE TRAINEE**
Shae started with the CRC in June 2021 as our new Administrative Trainee. She is currently studying for her "Certificate III in Community Services" Traineeship and is now our front line receptionist.
- CODIE TOLE - ADMINISTRATIVE TRAINEE**
Codie started volunteering with us in May 2019 to gain experience in an office environment. In July 2021 she successfully completed "Certificate III In Accounts" Administration" Traineeship with us.
- TRISH MCCOURT – PROJECTS OFFICER**
Trish started with us in 2021. Coming from a background in local government Trish is able to bring a wealth of experience in community engagement, events and grant writing.

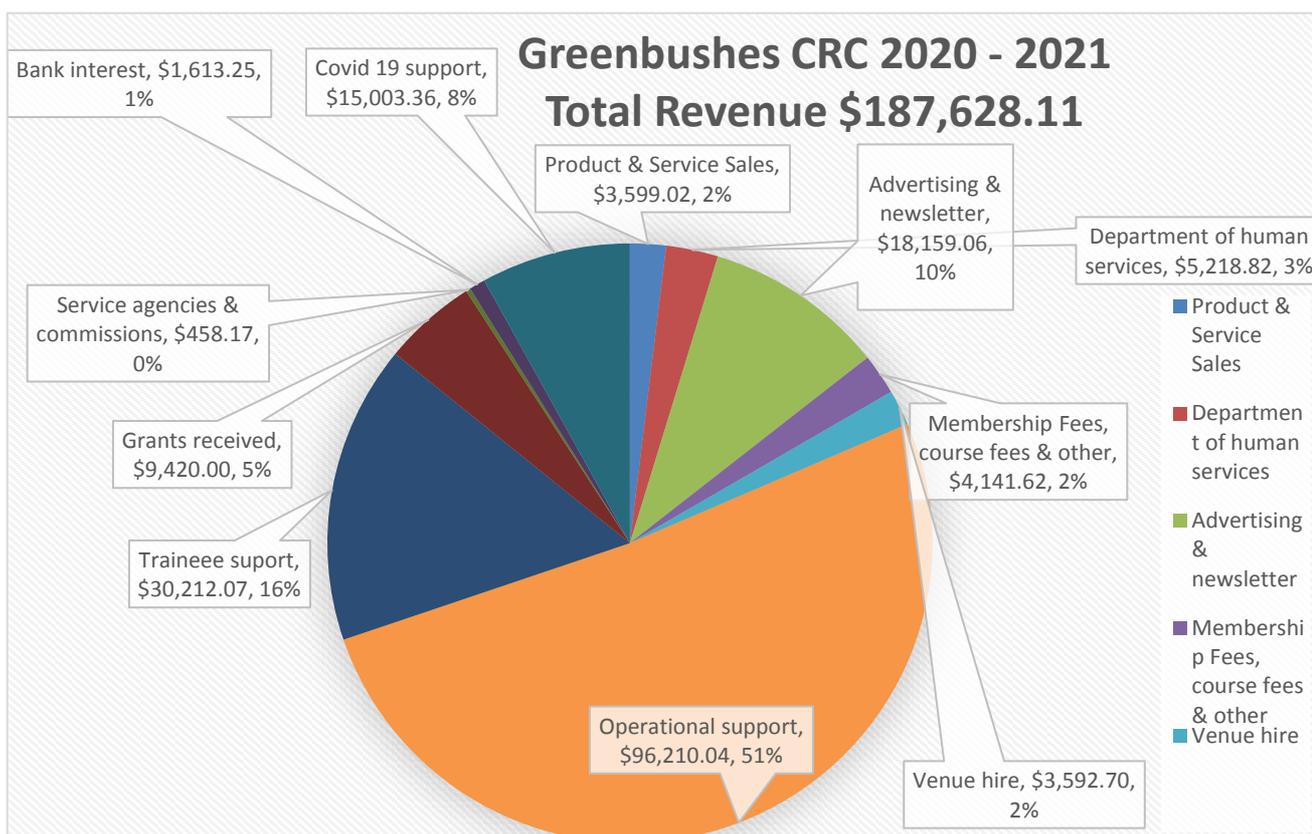
Treasurer's Report

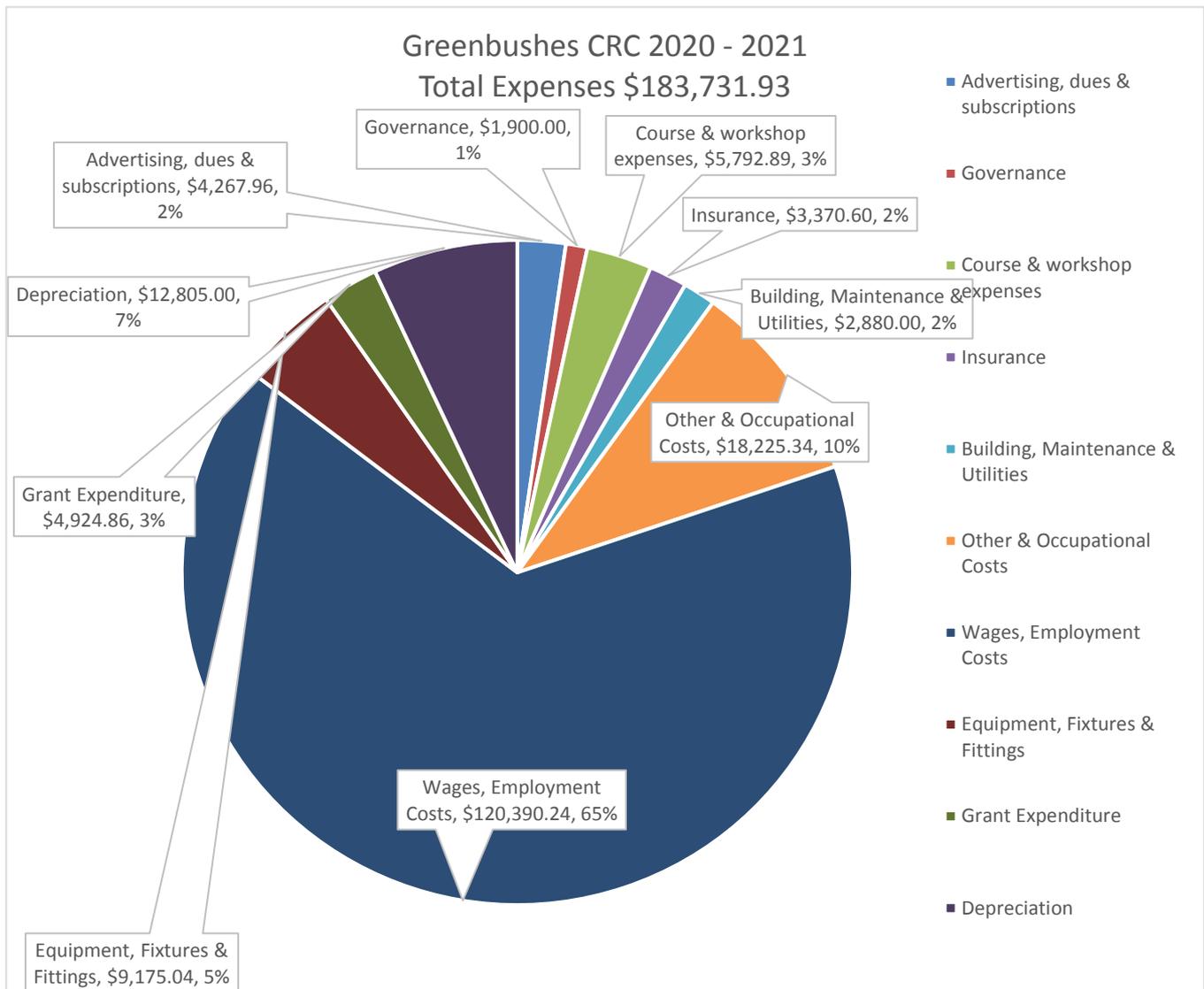
The Greenbushes CRC has completed the year with the majority of funds derived from government tender. State grants account for a small percentage of the Centre's income, but are important to allow the Centre to ensure initiatives are continued and our services remain at a professional standard.

The global pandemic has seen the CRC (and many other businesses) close for a period of time. This has impacted the services we have been able to offer and our income streams with a number of services offered at no cost to the community. Our focus has been to support the community through this difficult time.

The Greenbushes CRC staff and committee have been working hard to identify additional revenue sources. We are pleased to have secured a number of grants this year which enables us to continue to deliver programs and initiatives to benefit the community.

This year the CRC reported an operating profit of \$3932. With continued focus on business practices and grant funding opportunities, we aim to continue serving our community by providing important services at the highest level.





Challenges in the year ahead are notable, particularly:

- Global pandemic - Covid-19.
- Interest rates are likely to remain low, impacting on interest generated on our building fund.
- Increased costs to deliver services.
- Our ageing population.
- Limited funding opportunities.

With these factors in mind, we will continue to focus on maximising opportunities to improve our sustainability through income generation as well as through cost minimisation. Upskilling staff and with an experienced and enthusiastic Committee, we are confident that our organisation is well-placed to continue to grow and offer a quality service to the Greenbushes and Balingup community.

Financial Statements

The Greenbushes CRC audited financial statements (including balance sheet, profit and loss statement, Committee's declaration and a copy of the auditor's report to members) are included as Appendix 1.

Thank you

Gail Aldridge
Treasurer

Our Supporters

The Greenbushes CRC is very appreciative of the support of our members and volunteers. Working collaboratively with stakeholders is very important to us and we are keen to continue to grow our relationships with individuals and organisations in our community.

Government:

Greenbushes CRC receives funding via contracts from Department of Primary Industries and Regional Development, Department of Human Services and the Commonwealth Government. These contracts provide our main source of income and allow us to provide our wide range of services to our community.

The Greenbushes CRC acknowledges and is grateful for the support offered by the Shire of Bridgetown-Greenbushes. We partner with the Shire in the provision of services such as rates, pet registrations, hall hire and library services. The Shire and CRC also have a Memorandum of Understanding for the provision of community information in the event of emergencies and natural disasters.

Grant Funding Bodies:

This year the Greenbushes CRC has received grants from the following departments and organisations. These grants have allowed us to provide a greater range of activities and support to our community.

- Department of Primary Industries and Regional Development (DPIRD)
- DPIRD – Traineeship Grants
- DPIRD – Technology & Innovation Grant
- DPRID – Support Services
- Developmental Disability WA
- Linkwest – Covid-19 Response grant and Neighbourhood Centre Week Grant
- Talison Lithium

Community partners through Memorandum of Understanding:

- Greenbushes Primary School
- Shire of Bridgetown-Greenbushes
- Greenbushes Community Shed
- Grow Greenbushes
- Tidy Towns Committee
- Greenbushes Community Garden
- Balingup Pharmacy
- Greenbushes Aged Community Committee
- Greenbushes Community Singing Group
- CWA Belles

Other partnering bodies:

- Mental Health WA, Act Belong Commit
- Grow Greenbushes, room usage
- Linkwest
- Be Connected – For Seniors
- Department of Veterans' Affairs
- Department of Human Services
- Transwa - Agency Agreement
- South West Coachlines – Agency Agreement
- Australian Seniors Computer Clubs Association
- Bridgetown-Greenbushes Business & Tourism Association
- South West Health Services - WA Telehealth
- South West Women's Health
- Blackwood Valley Art Alliance

Special Thanks

Thank you to Talison Lithium Pty Ltd for the peppercorn rental of our premises and support for the Greenbushes-Balingup Newsletter.

A special thank you to our volunteers and advocates without whom our Centre would not be as successful.

Get involved:

If you would like to become a volunteer, or express an interest in joining the Management Committee, please contact the office on:

Phone: (08) 9764 3575
Email: reception@greenbushescrc.net.au
Post: 46 Blackwood Road
Greenbushes WA 6254

