



Greenbushes Community Resource
Centre
ANNUAL REPORT
2021-2022

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Department of
**Primary Industries and
Regional Development**

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

Who we are

The 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 (Services Australia 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 location 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 2022, our CRC membership comprised of:

- 6 Honorary life members
- 11 Individual members
- 36 Concession members
- 6 Child/Youth members
- 3 family memberships
- 1 community group memberships
- and 3 business memberships.

During 2021-2022, we saw an increase in our Concession membership, however all other membership categories (excluding honorary) we saw a decrease. This is possibly due to the Corona Virus pandemic where we found that our members were not renewing their memberships and the CRC was limited to the workshops, activities and services unable to offer many workshops due to Corona Virus mandates that were in place.

With mandates decreasing we aim 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



Our Mission



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

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 activities to connect with the community.



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

Chairperson's Report

As incoming Chairperson, I am delighted to present Greenbushes CRC's Annual Report for 2021-2022. As a member of the community, I have first-hand knowledge of the unprecedented challenges faced by the community and the CRC, particularly over the last 12 months. The ongoing social and financial impacts of the COVID-19 pandemic have been the theme throughout, and the members of the CRC community have worked tirelessly to keep each other safe and supported over the last 12 months.

In our service contract with DPIRD for the 2022-2027 period, to suit the staffing levels and the needs of the community to be open each day, we requested opening for 25 hours per week, covering each day for 5 hours. This means the Centre facilities and services are now available from 10.00 am to 3.00 pm Monday to Friday.

Comings and Goings

Earlier this year Gail resigned from the coordinator role. We thank Gail for her service as we all came to grips with living with COVID. Subsequently, from a strong field of candidates, Nicole Ward returned to the CRC as our Manager. We are delighted to re-engage Nicole, whose skills and knowledge from her previous work in the Centre will be invaluable. Furthermore, following a review of the Centre's staffing structure, we settled on a job share arrangement for a Customer Support Officer, and we welcome Carolyn and Cynthia.

We said farewell to our trainee Gwen this year, and we wish Gwen all the best for her move to Perth. We welcome Tyson as our new trainee, providing support with IT while completing his Certificate III. Trish decided not to accept the change in job focus, and we wish her well in her future endeavors.



Through all the comings and goings, Julie has remained a constant and we appreciate her dedication to our Centre.

Thanks also to our Life Member Didith for her support during the staff transition phase.

As we settle into 2022, the team at the CRC is to be commended on how it continues to respond to community needs during COVID-19, including the economic strains facing many Western Australian families. 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, fundraising, or donating food to help families through difficult patches. All the staff and volunteers at the CRC are genuinely passionate about serving the community where they live and work.



The CRC could not continue to achieve its success without this dedicated team, led by our Manager Nicole.

Major Achievements

Refocusing the CRC for sustainability is being achieved, albeit in small steps. Staff are becoming well-trained and customers well supported. The expansion of advertising and community support within the monthly newsletter is also growing substantially.

Future

Reliance on external funding remains a risk for the CRC, and strategic reviews must continue for the CRC to stay open should funding for the CRC network again come into question.

Challenges

Nicole and the Committee are creatively developing new services to attract more members and funding to the CRC in the next

year. Your input and ideas are welcome.

To the Committee

Thank you to our Committee and preceding Chairperson Cynthia. Being voluntary positions, the hours given towards the governance of the CRC cannot be overlooked. Your passion and dedication are evident.

With the uncertainties related to COVID-19, there have been many Committee changes, and I would like to thank members who served, whatever the length of time, including Codie, our Treasurer and Dave and Edna.

Please visit our CRC, and we look forward to your support over the next year.

Thank you

Dr Lynette Vernon
Greenbushes CRC Chairperson

Centre Manager's Report

I would like to thank the CRC Management Committee, staff members and volunteers and the Greenbushes community for welcoming me back to the Greenbushes CRC as Centre Manager in late May 2022.

I am enjoying being back at the CRC and attending events in the community and representing the CRC.

Staffing

In 2021-22 we saw staff changes with the departures of Gail Aldridge as Coordinator and Terry Somerton as Technical & Administrative Support Officer.

With their departures the management committee had a restructure and merge the role of Coordinator with Project Officer to create the Centre Manager position.

As a result the Project Officer position which was held by Trish McCourt was made redundant. Trish was offered another role at the CRC which she declined and accepted her redundancy to leave the CRC.

The restructure also saw the creation of two part time Customer Support Officer Positions – which are to commence in July 2022. These positions are for a period of 12 months with the possibility of being made permanent, subject to CRC contracts/funding and workload.

Thank you to one of our honorary members Didith Atkin for stepping up as the role of a Casual Customer Service Officer during the staff transition. Her support during this time was most appreciated.

Our “*Certificate III in Community Services*” Trainee Gwenevere Wootton successfully completed her 18 month traineeship in eleven months.

We welcomed a new trainee in February 2022 Tyson Christian. Tyson is studying a “*Certificate III in Information Technology*”.



Funding

- We were successful in having our contract with the Department of Primary Industries and Regional Development (DPIRD) extended for another 5 years. This will give us funding until 30 June 2027.
- Unfortunately, the funding is from DPIRD funding does not cover our running costs so we rely on grants and other funding sources to operate.
- I would also like to thank Talison Lithium for their continuing support, the peppercorn rental of our premises and sponsorship through the year.

Looking ahead

- I am a strong believer on educating myself and the CRC staff and I am constantly on the lookout for opportunities to educate us all.
- I too have enrolled in the “Certificate III in Information Technology” to help me mentor our trainee Tyson and to benefit not only myself but the Greenbushes community.
- I will be working with my staff and the management committee on ways we can get money into the CRC to allow us to continue the wonderful service we offer the greater Greenbushes community.

Thank you to the management committee and my staff for supporting me with the transition of the CRC.

I am looking forward to working with you all for the rest of 2022 and beyond.

Thank you

Nicole Ward
GREENBUSHES CRC - CENTRE MANAGER

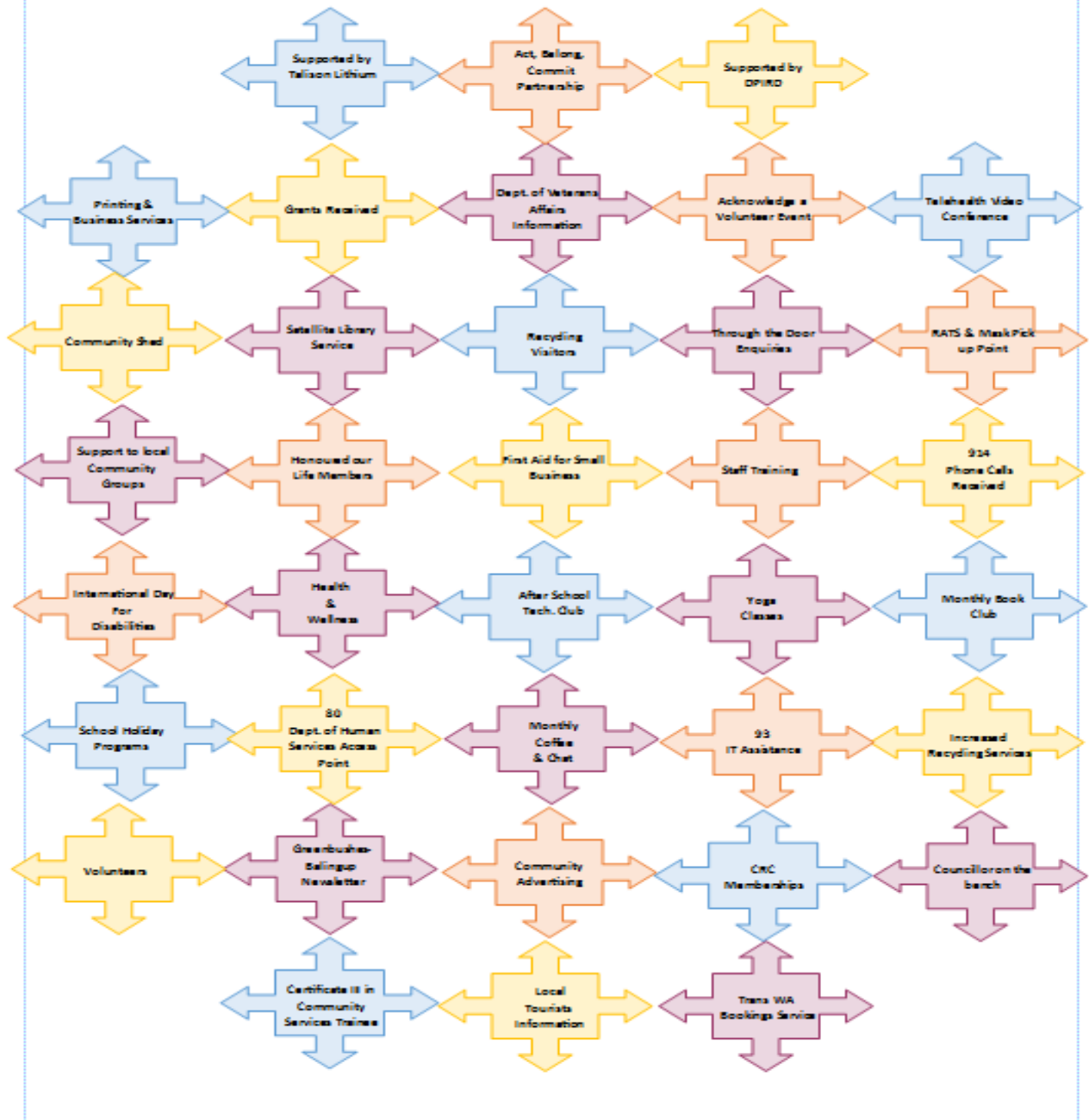


"All information was received in a quick efficient manner. The computer resources are excellent and easy to use. The staff are friendly and knowledgeable"

"The whole organisation were extremely helpful from the enquire desk to the tutor – very well done. This is in a town which is moving ahead. Keep up the great work. Thank you."

*Excellent friendly service.
A great facility within
Greenbushes.*

The Year at a Glance

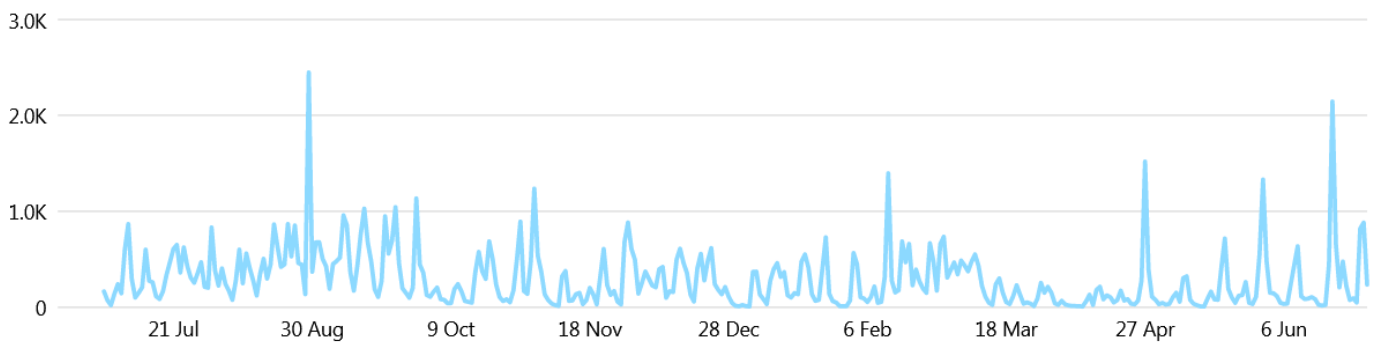




The CRC Facebook Page reach – the number of people had the CRC Facebook Page enter their screen during the period 1 July 2021 to 30 June 2022.

Facebook Page reach ⓘ

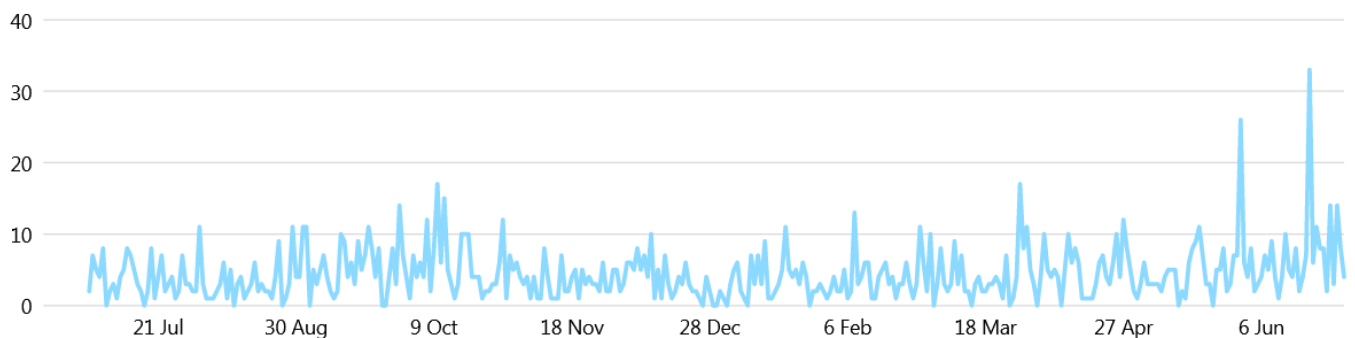
10,598 ↓ 24.1%



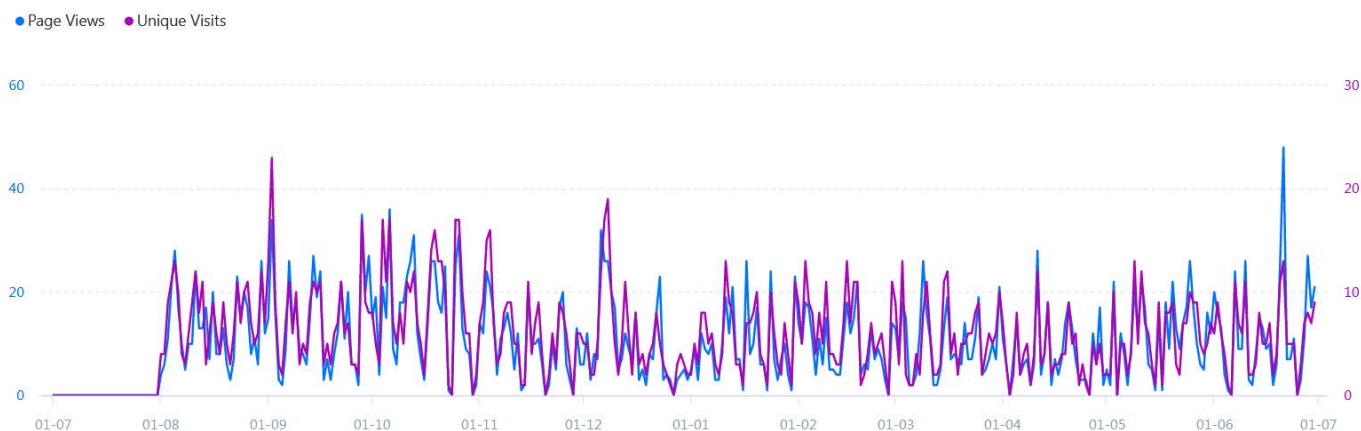
The number of times the CRC Facebook page was visited during the period 1 July 2021 to 30 June 2022

Facebook Page visits ⓘ

1,632 ↓ 3.1%



The Greenbushes CRC Website Views & Unique Visits during the period 1 July 2021 to 30 June 2022



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, Services Australia 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 Services Australia, 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 and other services on the shires behalf. 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 Greenbushes 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 cause disorder with the world in 2021-2022 and in late 2021 the WA State government issuing Vaccine Mandates in late 2022.

These mandates placed restrictions on businesses and services that could be open and staff were required to have Covid Vaccines to work.

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

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.
- 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 2021-2022. 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 2021-2022, the Greenbushes CRC continued to provide social services and support for our community within the restrictions governed by Covid mandates that were in place at the time.

Like our previous years, our School Holiday Program has continued to be successful 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.

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 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 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 2021-2022 included:

- Tea Bag Art
- First Aid for Business.
- Plastic Free July
- 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 local business and 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.



Building Community Connections

In 2021-2022, 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 newsletter 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 Chairperson of Grow Greenbushes and articles from the Community Shed, Community Garden, and many other community groups in Greenbushes and Balingup.

Our newsletter is much sort after by all members of our greater community.

JUNE 2022

Greenbushes-Balingup Newsletter

Published and Distributed with the kind support of Greenbushes Community Resource Centre, Tallison Lithium and Greenbushes Post Office. Established 1984 as an initiative of Greenbushes Ratepayers and Residents.

PRETTY IN PINK AT THE GREENBUSHES FUN RUN



Event: Patricia, Didith Atkin standing amongst the Mini-field of pink ladies on the morning of the Fun Run with Tilly Butler and Simone Taylor with daughters Grace and Emily.

Grow Greenbushes hosted the SEVENTH Greenbushes Fun Run and Mountain Bike Ride, on the 15th of May, after a two year break due to COVID-19. See inside this edition for all the news from the event. We also wish to acknowledge our wonderful sponsors for their support of the event.

INSIDE THIS EDITION

- Timber Industry Transition for Greenbushes
- Greenbushes CWA Belles News
- Welcome to our new Greenbushes Community Resource Centre Coordinator

To contribute stories or photos please email: reception@greenbushescrc.net.au

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 2022 is comprised of enthusiastic and positive community representatives and our Centre Manager. 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.

Local Business Owner ~
Strong Administrative
Background ~ Supporter of
the CRC Craft Club ~
Committee Member of
Greenbushes Aged Care
Committee ~ Mental Health
First Aid

Cynthia Matthyssen
Chairperson

*This position was
vacant on the
30/6/2022*

Vacant
Vice Chairperson

Bachelor of Arts English
(Major-Journalism)
Diploma of Education
Secondary
Public Relations Officer
Senior First Aid

Debbie Walsh
Vice Chairperson

Certificate III in
Accounts
Administration
Senior First Aid
Former Educator
(Childcare)

Codie Tole
Treasurer

- Bachelor of Commerce
- Chartered Accountant
- Internal Auditor (SAI Global)
- Administration Manager

Nicola Banks
Committee Member

Former government contract
manager ~ Legal Background
~ Certificate IV Small
Business Management ~
Certificate IC Training and
Assessment ~ Greenbushes
Community Garden
Coordinator ~ Treasurer Grow
Greenbushes ~ Secretary
CWA Greenbushes Belles

Irma Lachmund
Committee Member

Local resident/employed locally ~
Bachelor of Science ~
Graduate Diploma of Secondary
Education ~ Graduate Diploma of
Psychology ~ Bachelor of Arts with
Honors (Psychology) ~
Doctor of Philosophy (Psychology) ~
Board Member Greenbushes
Primary School ~
Board Member Comet Bay college ~
Board Member Warnbro Community
High School ~ Board Member
Rockingham Education and Training

Lynette Vernon
Committee Member

Diploma Frontline
Management
Diploma Project
Management
Fitter Trade Certificate
Manager Infrastructure and
Site Services
Local resident

Alan Matthyssen
Committee Member

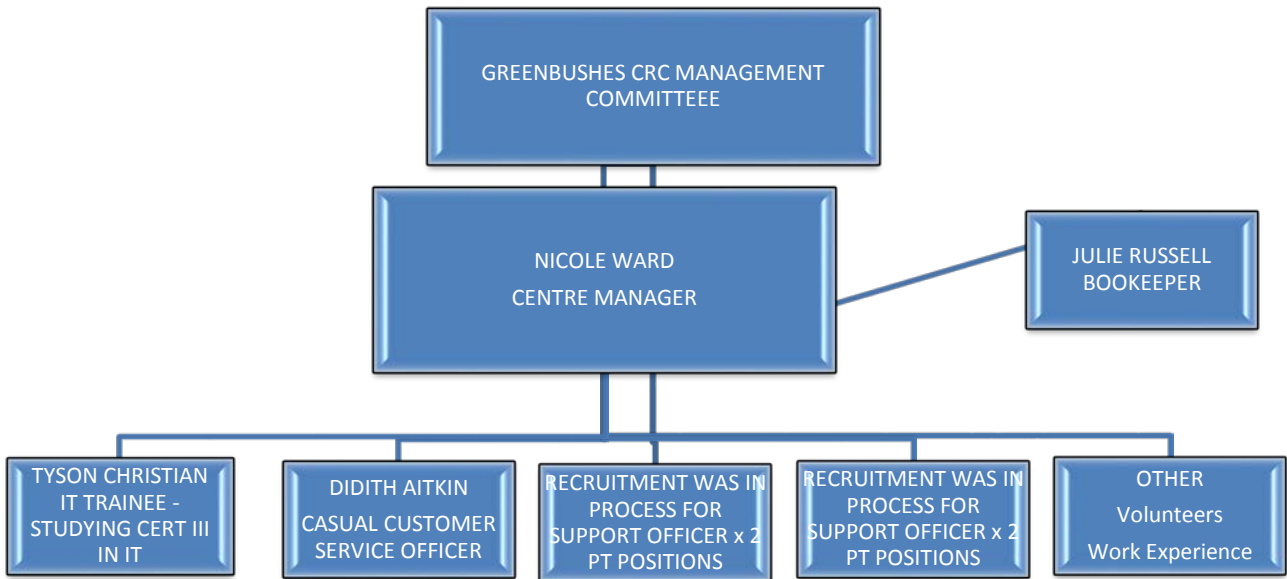
Certificate IV in Frontline
Management
Certificate III in Business
Certificate III in Education
Support
Secretary for Greenbushes
Aged Care Committee
Senior First Aid
Comprehensive employment
history in Frontline
Administrative roles for both
government & NFP

Nicole Ward
Centre Manager

Our staff

Our staff team (as at 30th June 2022) 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.



Treasurer's Report

The Greenbushes CRC has completed the 2021-2022 finance year (FY) with a positive Profit/Loss sheet of \$69,056.00 for the period.

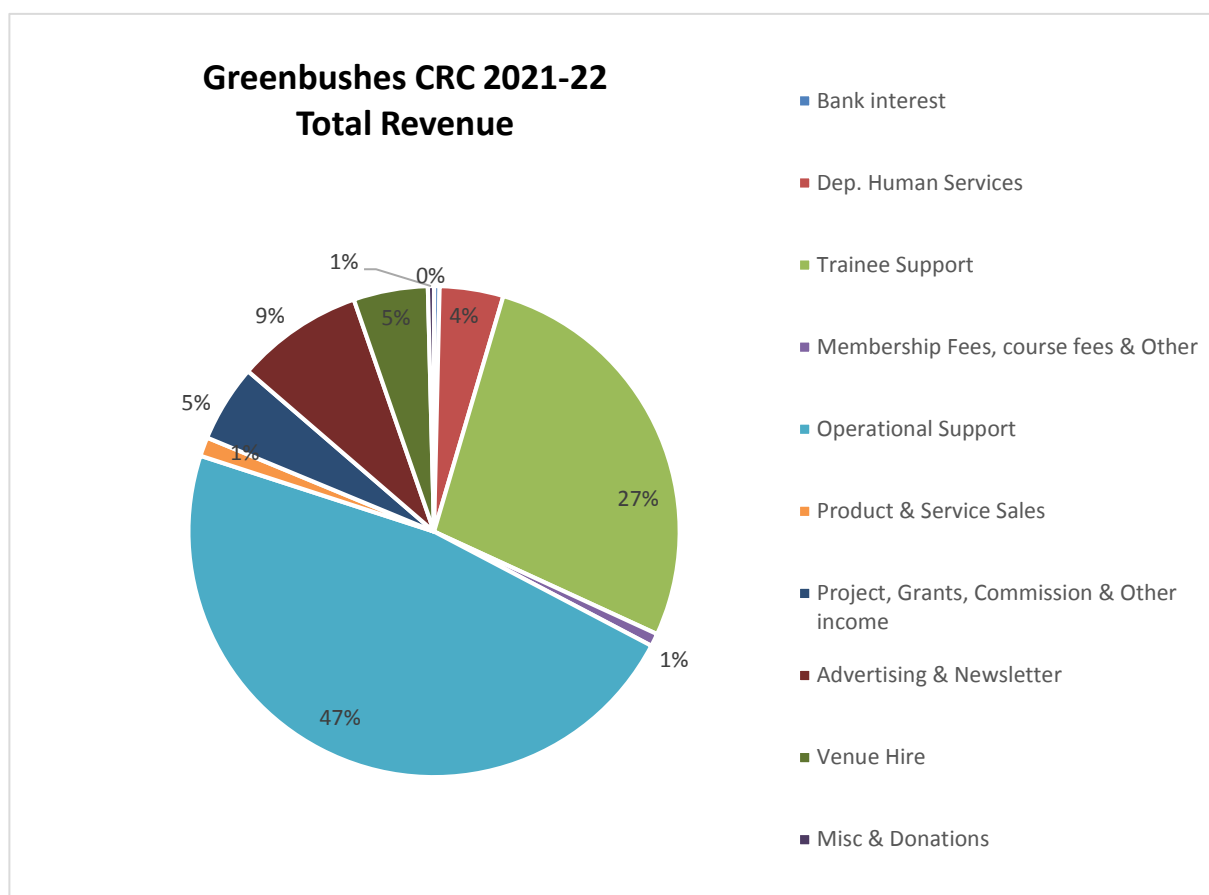
Available cash on hand has also increased over the past three-year (3) period, with the closing balance of \$151,316.00.

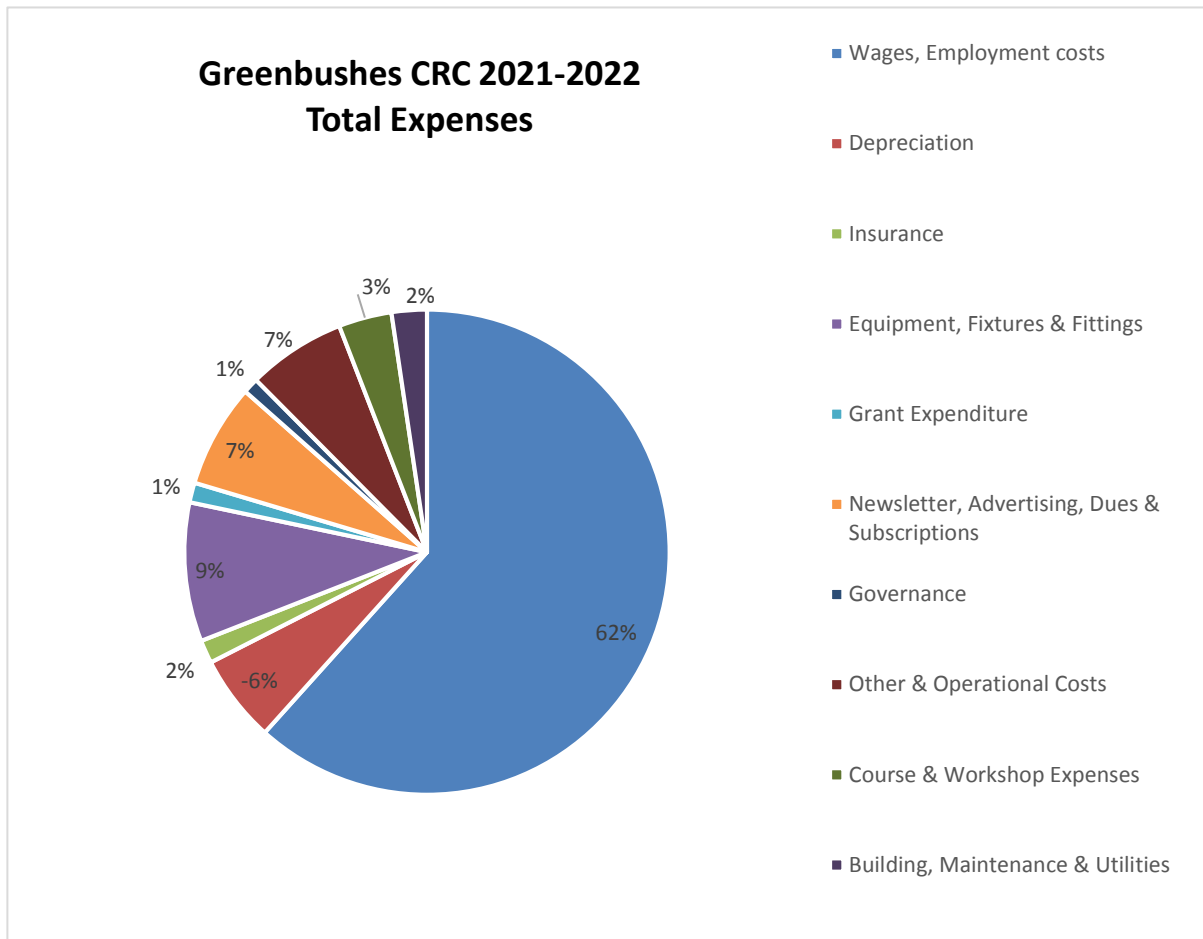
Income generated for the 2021-2022 FY totaled \$234,289.00 with the main proportion of the funds generated from the Department of Primary Industries and Regional Development, and Trainee Grants in the sum of \$183,768.00.

The main form of expenses was due to employment cost totaling \$123,942.00 followed by Office expenses of \$40,852.00.

Employment expenses increased to 5.2% in the 2021 to 2022 FY period versus 3.8% in the 2020 to 2021 FY period.

The Centre team and Committee are committed to ensuring the strong finance base is sustained through continued engagement with the community to help increase its membership base, continued grant applications and funds generation through self-funding or additional income generating projects.





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

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:

The 2021-22 financial 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 – CRC Support Services Grant
- DPIRD – Video Conferencing Services Grant
- Australia Post Community Grant
- Volunteering WA
- Talison Lithium

Community partners through Memorandum of Understanding:

- Greenbushes Primary School
- Shire of Bridgetown-Greenbushes
- Greenbushes Community Shed
- Grow Greenbushes
- Greenbushes Community Garden
- Greenbushes Aged Community Committee
- Greenbushes Acoustic
- Greenbushes CWA Belles

Other partnering bodies:

- Mental Health WA, Act Belong Commit
- Grow Greenbushes, room usage
- Linkwest
- Department of Veterans' Affairs

- Department of Human Services
- Transwa - 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 us:

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

