



Wagin Community Resource Centre

ANNUAL REPORT

2021-2022

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Department of
Primary Industries and
Regional Development

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Who We Are

The Wagin Community Resource Centre Inc is a trusted business that has been in operation since 2000 when it first opened as the Wagin Telecentre. The Wagin CRC provides a range of services to meet the community's needs, ranging from printing, photocopying and secretarial services to photo printing, workshops, training development programs and the community newsletter.

The Wagin CRC is a not-for-profit organisation that works to improve access to government services and economic, business, and social development opportunities for the people within the Shire of Wagin and surrounding districts. We are funded by a mixture of state government contracts, user-pays services, membership fees, and grants for projects as well as small donations during the year.

This enables us to offer a five day a week service to the residents and visitors to Wagin. We offer a wide range of services including free online access to Federal, State and Local government information via our Government Access Point, regular business and social development activities and services and visitors' information. We also provide a range of professional printing and desktop publishing services.

We are members of Linkwest (peak body for CRCs) and we are incorporated under the *Associations Incorporation Act 2018*.

The Wagin CRC aims to remain a highly professional and reliable resource to the businesses and community members of the Shire of Wagin and surrounding areas as well as being an educational information Centre for residents and tourists alike. We aim to ensure we provide every person walking through the door with the latest "up to date" information on community, government, information technology and tourism. To do this, we will continue to concentrate on training for both staff and committee members to provide direction and the skills to implement our Business Plan.

Here at the Wagin CRC one of our goals is to be able to provide our community with opportunities to learn about technology and how it can benefit them. We host monthly Senior IT sessions and are available for 1 on 1 appointments. Partnering with Be Connected, we want to be able to empower our community to thrive in a digital world.

The Wagin CRC also has a strong focus on remaining very active within the community and is always looking for new ways to interact with the community, identifying needs and helping organise, facilitate, or sponsor local and regional events and initiatives to meet those needs. We work proactively with our local community to continue to grow and stay connected with community needs.

Our Vision To be identified as a sustainable organisation in the community and surrounding community networks as a leading service provider that aims to impact the Wagin community on a social, business, and economic development level.

Our Mission The Wagin Community Resource Centre aims to stay a professional community based organisation, through delivering training, information technology, agencies and services that will benefit the community.

What We Do

Access to government services

- Access to local and state government information and services.
- Video conferencing services
- Brochures and pamphlets for organisations servicing Wagin and surrounds
- Social community service and packages
- Department of Veteran Affairs
- Services Australia information, assistance, and forms

Economic and business development support

- Referral services for business development and employment support services.
- Facilitate business development activities, workshops, training, and initiatives.
- Promote local businesses
- Local gift voucher program

Social development support

- Referral services to social support organisation.
- Facilitate social development activities and initiatives.
- Information on assistance available, and visiting professionals
- Partnerships with local community groups to support activities and events in our Shire.
- Assist visiting groups and organisations to enhance their visit.

Services and products

- Local groups and event information – community notice board.
- Administration and office services
- Printing of business documents, booklets, brochures, flyers, photo printing & basic editing
- Scanning and archiving of photos
- Examinations supervision with Curtin, ECU, Murdoch University
- Community Newsletter, The Wagin Wool Press – publishing, editing, and advertising
- Services Australia – Centrelink & Medicare access, information, identification authorisation, computer self-services, printing, faxing and phone service.
- Internet access – including assistance.
- Room hire – meeting, studying, outdoor private function area and kitchen facilities
- Tourist information and souvenirs
- IT 1-on-1 sessions – teach users about their devices and computers
- 3D printing services and lessons
- Foodbank – provision of food and necessities to those that require it

Building community connections

- Collaborative projects with community groups, businesses, and surrounding areas
- Communicate with our local school, and a wide range of learning institutions.
- Engagement with community members through events, information, displays, programs, and activities.
- Linking the community and visitors to services and information for a range of requirements.

Chairperson's Report

It is my privilege to present the Chair's report for the 2021-22 Annual Report.

Whilst restrictions have eased as the 21-22 Financial Year has progressed, the effects of COVID 19 have continued to be felt throughout the community. These have impacted on our ability to fulfil our contractual obligations to the Department of Primary Industry and Regional Development (DPIRD) as people remained reticent to venture out into the community. By observing evidence based protocols in our building we were able to ensure the safety of community members, whose need for our services increased dramatically.

We planned carefully to achieve all possible elements of the three service level outcomes on which our contract with DPIRD is based, namely:

1. Community members are provided with access to State Government and community information and services.
2. Local businesses and the workforce have access to activities and initiatives that improve skills and capacity to foster economic growth in the local community
3. Community members have access to activities and initiatives that create or improve community connectedness and capacity.

Our DPIRD funding has been continued until 2025 which ensures continuation of our services, albeit under financial pressure into the future as this has not increased (except for annual CPI increases) since 2017. During this time wage increases have exceeded CPI and comparable increases in utilities, insurance, rates, goods and services have made it imperative for us to seek supplementary funds. Policies and procedures have been amended to ensure adequate payment for services and products, which assists in ensuring we are able to continue to provide the required community support.

Applying for relevant grants has also been an important means of supplementary funding.

We also strive to provide the community with access to, and support for, their interaction with Federal Government services Centrelink and the ATO.

Rescuing our heritage listed building from the effects of rising damp continues to be an ongoing issue. This year we had hoped to complete works by the Roof and Wall Doctor, begun last year using some COVID funds. However the strategies used have not yet seen a sufficient drop in the damp levels to enable further restoration works. We will continue with added ventilation strategies, with fans and cross ventilation tactics; ensuring all gutters are clean; and planting of shrubs to absorb the water on the east wall. When these are successful restoration of skirtings and flooring will be possible.

Finally, our provision of the Wool Press is a vital community support which we are able to ensure is self-funding through sale of advertising and the printed product.

We are grateful for the support of Linkwest, the peak body for CRCs and Community Centres. Their professional development programs, advocacy and targeted support have been important for the skill growth of Management Committee members and CRC Manager Jasmine Watson.

Jasmine has continued to grow in her Manager's role, consistently finding successful ways to respond to challenges, support her staff, and answer the needs of the community.

The members of the Management Committee have generously offered their time, expertise and concern to ensure all staff are supported by good governance to achieve our objectives.

As we move to the 2022-2023 Financial Year, I trust that the Wagin CRC Management Committee has provided good governance so that the operational aspects carried out by our Manager Jasmine and her staff will continue to support the Wagin community in the same successful manner which they have this year. With the end of COVID 19 funding by both State and Federal governments, the financial pressures will be greater, but so will our determination to overcome these to ensure our community continues to receive the support it deserves in order to flourish.

Community members are always welcome to join the Management Committee to ensure a wide representation of the community to carry out the governance of this essential service.

Thank you

Jessica Hamersley
Chairperson



Managers' Report

Here we are again for another annual report; my time here at the Wagin CRC is just flying by! Whilst there have been some changes at the CRC we have remained relatively stable. Being the Manager of the Wagin CRC provides many challenges; but with these challenges come many rewarding experiences.

I am blessed to be working with such a wonderful and supportive team consisting of Zachary Rayne as our Customer Service Officer, Luke Jenkin as our Trainee and Darcey Yates as our Bookkeeper. The CRC is so lucky to have such clever and community minded people working here. Having a strong and reliable team makes my job so much easier and ensures our community continues to have great access to information and services.

Although we weren't successful in our Traineeship grant this past year, we still made this job role available as we see how vital it is to be able to offer this opportunity to our community. A traineeship offers someone in our community employment for at least a year whilst they put all they are learning in the role towards gaining a certificate to enhance their career opportunities when they move on from the Wagin CRC. Our current trainee Luke is completing his Certificate 3 in Business and there are a range of other courses that could be suitable to what we offer at the CRC. We look forward to being able to continue offering traineeships to our community.

Throughout this past year we have delivered some exciting, educational, and fun workshops. Some courses that we delivered this year include snake handling courses, canva workshops, and forklift courses. We also introduced paint & sip evenings to our community which have been a hit! These have done really well with businesses also booking these in for staff parties and celebrations. These paint & sip workshops provide local people with a fun and safe activity where they get to explore their artistic talents and also create connections with new people within our community. We have also continued to deliver our School Holiday Programs which have continued to keep local children busy and entertained throughout the school holidays. Some of what we delivered through these programs include painting classes, Christmas crafts, and sewing.

Covid has still had an impact on our business, especially with the introduction of Safe WA and Service WA, the CRC saw a huge increase in people needing IT assistance. From January to March 2022, we helped over 200 people with gaining access to MyGov and setting up the new check-in apps as well as ensuring everyone had their vaccination cards handy to help and manage the spread of Covid-19.

The Wagin Wool Press has continued to thrive, and we have now seen over 150 editions since it began. To say I'm proud, is definitely an understatement, the Wool Press has come a long way from its inception, and I am very thankful to all the people that have put countless hours and energy into its production in some way or another.

Thank you to our CRC clients, supporters, volunteers, and stakeholders. You all contribute to the CRC being what it is today, and we couldn't do it without you all. Thank you to DPIRD and Services Australia who provide most of our funding, without this support the CRC would not be operational. Special thank you to our committee who put in endless hours to ensure our CRC is operating as it should be.

Jasmine Watson
Manager

YEAR IN BRIEF



428

People provided government and community information



20

Workshops delivered



37

Overall services we provide our community



5

Local people employed



15

Volunteers engaged



90

Hot office bookings



18

Collaborations with other community groups



447

One-one-one IT training sessions provided

GOVERNMENT SERVICES

Services Australia

The Wagin CRC has the technology, tools, information, training, and support to deliver this vital service to our community. Our service that we provide for our community and surrounds is:

- Identification verification
- Printing, faxing, & self-service equipment
- Information and access to relevant forms
- Agent assistance
- Provide a confidential office for appointments.

Australian Taxation Office Information

The Wagin Community Resource Centre provides a variety of information and guides to customers relating to taxation issues. Our Centre offers:

- Forms
- Assistance
- Contact services

Videoconferencing Connections

The Wagin CRC continues to provide access to our conference meeting room using our projector and large screen. We are lucky to have good connectivity to our network which allows for a rewarding and pleasant experience. We also hire out our projector and screen that is extremely popular with local groups, visiting presenters and travelling professionals. It is also especially useful for weddings, birthdays and funerals.

Department for Veteran Affairs

The Wagin Community Resource Centre is one of the few Centres across Western Australia which is in the position to provide this service to their community. It is a free service that provides information, pamphlets and support when required. It is fulfilling for us to be able to provide assistance for veterans when they have done so much for our country.

Government Access Point

Our government access point is well utilised by the community, newcomers and by visitors. We provide access to computers and online information which is appreciated by those who do not have access to the internet at home or are travelling through. The printing facility is useful to provide hard copies of the numerous forms and documents that are required. Our clients are free to browse or take home documents from the large selection of brochures and pamphlets available.



ECONOMIC & BUSINESS DEVELOPMENT SUPPORT

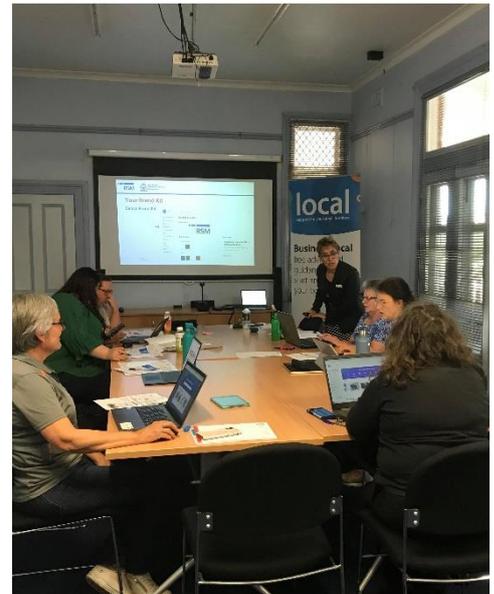
The Wagin CRC has created and delivered some valuable and informative business development activities throughout 2021-2022. We have hosted numerous workshops, information sessions, events and programs that largely benefit our local businesses. Alongside our courses we have also bought out our Community Gift Voucher Program and our local pop-up shops to help support local businesses and to encourage Shopping Local.

The following is a list of what we have delivered this past year:

- Workplace Wellbeing & Professional Selfcare
- Barista course
- Forklift course x3
- Skippers ticket
- Canva Workshop
- Snake Handling course
- Auschem Accreditation course

We have worked with numerous businesses and providers, including the below:

- RSM Business Local
- South Regional TAFE
- Wagin Police
- Wagin Woodanilling Landcare Zone
- Holyoake Narrogin
- Various Wagin small businesses
- Local sporting, church, and community groups
- Forrest Personnel
- Be Connected



RSM BUSINESS LOCAL WORKSHOP

Some programs we are planning for our new year include:

- Youth Mental Health First Aid
- Mental Health First Aid
- Forklift courses
- Truck Licence course
- RSM Business local workshops
- + many more



SNAKE HANDLING COURSE

Barista Course

MONDAY 19TH & TUESDAY 20TH JULY

This 2 day course is expected to run both days between 8:30am & 4:30pm

This Course Covers:
Nationally accredited units
SITXFSA001 - Use hygienic practices for food safety.
SITHFAB005 - Prepare & serve espresso coffee.

Price:

Full - \$177.90

Concession - \$126.60

***A statement of attainment will be issued by TAFE upon completion of this course.

FOR MORE INFORMATION OR TO BOOK PLEASE CONTACT THE CRC ON 9861 1644 OR EMAIL ADMIN@WACINCR.CRC.NE.T.AU

SOCIAL DEVELOPMENT SUPPORT

The Wagin CRC strives to engage with our Community in a positive and involved manner. As well as trying to strengthen bonds already made within our Community, we continue to look for new and beneficial relationships that will positively affect our Community.

Partnering with our key stakeholders is going to be both challenging and rewarding. This will enable us to become more involved with other events within our community in a range of ways.

This year we were involved in the following events:

- Cuppa with a coppa
- Plant Swaps
- Science in VR event
- After School activities x2
- School Holiday programs x7
- Paint and Sips x7
- Be Connected
- Food Sensations
- Wellbeing workshop

We are continuously planning new events for the next year, so far we have booked:

- School Holiday Programs
- Pop-Up shops
- After School activities
- Halloween Map
- Paint & Sip
- Christmas wreath workshop



SERVICES & PRODUCTS

At the Wagin CRC we provide local services and products that are affordable, meets the need of each individual, or the need for local businesses within our community. We provide a range of services for our community and surrounds and advertise this through all our social media networks. (Facebook, Mail-chimp (email) and our website).

Services and products available at the Wagin CRC include:

Administration Services:

- Printing and Photocopying
- Photo printing and editing
- Faxing
- Laminating (up to 1m in size)
- Binding, folding, cutting
- Word processing
- Formatting documents
- Creating booklets for all occasions (weddings, funerals, birthdays, RAMs, Business)
- Administration & office services
- Basic & complex office duties
- Creating advertisements, flyers, posters, pamphlets
- Event coordinating

Information Technology:

- Device and technology assistance
- 1-on-1 training sessions
- Social media updates
- Internet & computer access

Room Hire:

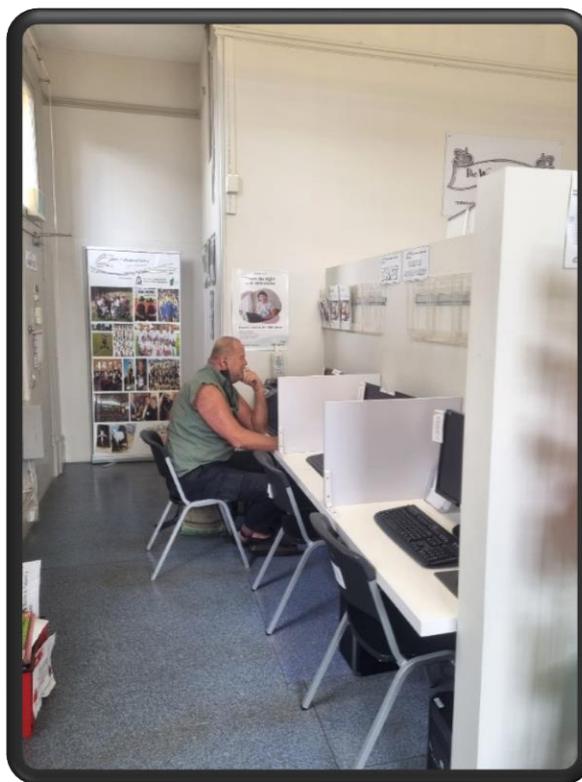
- Meetings and consultations
- After hours events
- Video conferencing
- Studying, exams, interviews

The Wagin Wool Press:

- Fortnightly local newsletter
- Information and enquiries
- Advertising
- Community notices
- Community news

Visitors Service:

- Gifts and souvenirs
- Tourist information, maps, and pamphlets
- Assistance with accommodation and sightseeing avenues



BUILDING COMMUNITY CONNECTIONS

The CRC interacts with a wide variety of community groups and members through our day to day operations. Whether it be through our simple printing and administrative jobs right through to designing templates and advertisements necessary for their business operations.

Through this past year the Wagin CRC has focused on engaging with people from various demographics throughout our town. We are working towards creating meaningful connections with our townspeople to ensure they continue to think of the CRC as a business they can trust and rely on.

We have hosted multiple 1 on 1 IT sessions to help people familiarise themselves with their devices and feel more confident when using them. We've loved running these 1 on 1's and will be continuing these in the future.

One of the CRC's initiatives is to create fun and worthwhile School Holiday Programs for our local children to attend. We offer these programs so that our kids have access to fun, educational, and supervised activities to keep them busy through their holidays. These sessions are always different and fun experiences and we look forward to hosting more of these throughout the years to come.

The CRC is also becoming known as the place to go if you need any training or upskilling sessions relating to your job. We try to bring relevant courses to our town as due to our location some people may struggle travelling to a more central location to access this training. By bringing these courses here, our locals do not have to worry about travelling, accommodation, or organising their life so they can attend a training session. We have offered various TAFE courses, Truck Licence courses, Forklift courses, and RSM workshops targeting business operations and are always looking for more opportunities to bring new courses to Wagin.

Our Community Gift Voucher Program is still going strong which gives our community access to a voucher that can be used at multiple Wagin businesses. We hope that this will support our local businesses and encourage our community to shop local.



To: _____
From: _____



PARTICIPATING BUSINESSES

Wagin Community Resource Centre	KP & Co
Cresswells Department Store & Cafe	Doms Deli
Betty Terry Community Theatre	Wagin Mowers
Wagin Jewellery & Giftware	Miller Moments
Foodworks Wagin Co-op	Kulture Kreations
Magic Touch Hair Studio	Mangos Takeaway
Lime Lake Photography	JR's Dog Grooming
Alexander Galt Wagin	Lady-Kays Beaute'
Sound Garden Centre	

OUR MANAGEMENT TEAM, OUR STAFF

MANAGEMENT COMMITTEE

Our management committee is comprised of 6 quite different community representatives. They each bring their own skill sets and a variety of knowledge. The committee's guidance and governance ensure that our CRC continues to grow and make a difference in the community. Their contribution to the organisation is much appreciated.

Thank you to our Management team for all the work and time that you consistently put in. The Wagin CRC could not operate without you.

Wagin CRC Management Committee for 2020/2021

Jessica Hamersley	Chairperson
Vicki Daley	Vice Chair
Jessica Booth	Secretary
Kathy Wilkinson	Treasurer
Members	
Kayla Patuwai	
Heather McDougall	
VACANT (Shire Representative)	

STAFF

Jasmine Watson	Manager / Bookkeeper	Has been employed with the Wagin CRC since September 2018 beginning as the Bookkeeper. She has continued in this role and picked up the CSO role and is now the Manager. Jasmine has her Certificate 4 in Business Administration and has experience in all roles at the CRC.
Darcey Yates	Bookkeeper	Certificate 3 in Business. Currently studying Diploma in accounting & bookkeeping. Has experience in local government payroll & accounts payroll, Wyndham CRC Manager, Greenbushes CRC Trainee & Bookkeeper. Treasurer for Wagin Agricultural Society.
Zachary Rayne	Customer Service Officer	Certificate 4 in Business Administration. Involved in multiple Community group committees. Previous job in performative candy making.
Luke Jenkin	Trainee	Retail Assistant Manager, Customer Service, currently studying a Certificate 3 in Business
Jo Curtis	Cleaner	Has been employed with the Wagin CRC since 2022 and has many year's experience in her current job role.

OUR SUPPORTERS 2021-2022

The Wagin Community Resource Centre has numerous supporters from within our community and also beyond.

There are too many people and organisations to thank for the continuous support that we receive.

We are supported by:

- Our community members who choose to use our services, become members, and who continuously back us up and keep our wonderful CRC going.
- Through partnerships with other businesses that work with us to bring our community workshops and events that provide our town with the opportunity for advancement and new experiences.
- By our funding bodies; without them we would not be here to keep bringing our services to the Community.
- By our amazing volunteers that put in the hours to keep our CRC going.

Without you all, the CRC would not be where we are today.

GOVERNMENT

- Department of Primary Industries and Regional Development
- Services Australia
- Department of Veteran Affairs
- Linkwest

GRANT FUNDING BODIES

- Be Connected
- Good Things Foundation

COMMUNITY PARTNERS

- Local businesses & Local Government
- RSM Business Local
- South Regional TAFE
- Murdoch & Edith Cowan University
- 4WD
- Forrest Personnel
- Busselton Advanced Driver Training
- Wanslea
- Parenting Connection WA
- Wagin Care & Share
- Holyoake
- Competent Solutions
- Albany Community Legal Centre
- MIFWA
- Masonic Lodge of Wagin
- Southern Wheatbelt Primary Health Service
- Wagin Police
- Wagin Woodanilling Landcare Zone
- Combined Churches of Wagin

SPECIAL THANKS TO

Our Wagin Community, local businesses, and most of all to our volunteer management committee. You are all an invaluable part to the Wagin CRC's future development and success.

Get involved with our community:

P: 08 9861 1644

E: admin@wagincrc.net.au

46-48 Tudhoe Street, Wagin WA 6315

www.wagincrc.com

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