



Wagin Community Resource Centre

ANNUAL REPORT

2020-2021

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GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Regional Development



ROYALTIES
FOR REGIONS

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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 of Wagin. 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 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 on the implementation of professional development plans to provide direction.

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 Senior IT sessions and will be looking at focusing more on 1 on 1 sessions which will allow our participants to be more comfortable and open to learn new skills that can be difficult to pick up. 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 organize, 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
- Business Sundowners

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

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 indeed my pleasure to present the Chairperson's Report on behalf of the Wagin Community Resource Centre for 2021.

This year has been a year of continuing Challenges as we managed to work through Covid-19 restrictions, while continuing with the number of agreed Service Level Outcomes as listed in the contract with our funding body, the Department of Primary Industries and Regional Development.

The following three Service Level Outcomes underpin the CRC's role within the Wagin community.

Our CRC needs to ensure that:

Community members are provided with access to state government and community information and service:

Local businesses and the workforce have access to activities and initiatives that improve skills and capacity to foster economic growth in the local community: and

Community members have access to activities and initiatives that create or improve community connectedness and capacity:

Funding negotiations will continue with DPIRD and the Government Departments as we strive to remain relevant to the needs of our community.

We need to thank Jasmine Watson as the Manager who has guided us through the last year and kept a wide variety of Activities on offer at the CRC. With able support from CSO Lucilee and Trainee Amanda the front office is always attended with a warm welcome to our community and Members.

The current committee members have been very active this year alongside members of the community especially with a Garden busy-bee makeover to improve the presentation of the building surrounds.

There has also been repairs and upgrades to the building in part due to Grants and Covid Funding which has been put to good use as we strive to preserve the building which is imperative to the future of the Wagin CRC and the wellbeing of the Staff and Public users.

The Financial outcomes are very stable as they have been for the past few years, and this is due to the consistent monitoring by the Governing Management Committee, Manager and Bookkeeper.

I would like to welcome more Members to join the Management Committee as it is a very rewarding task to watch the Town and Community grow and work together.

I am honoured to have sat in the Chair at the CRC's committee meetings amongst members who bring a variety of skills and expertise to the table and I look forward to continuing my involvement with the Wagin Community Resource Centre.

Thank you

Ellie Roberts

Chairperson

Managers' Report

I can hardly believe another year has passed and it's time for me to complete another annual report. We've had a wonderful year at the Wagin CRC where our staff have remained steady and we have all continued to grow and learn from our experiences. Our last financial year has been impacted by Covid where at the start we were limited in what we could offer, but that has been improving and we have now been able to offer more events and courses.

We have been successful in multiple grant applications including:

- Regional Traineeship Program – Offered by the Department of Primary Industries & Regional Development
- Technology & Innovation Grant – Offered by the Department of Primary Industries & Regional Development
- National Volunteer Week Grant – Offered by Volunteering WA

The above grants are huge for our CRC's continued success and development. We were able to provide employment to a local person as well as provide them with training to boost their employable skills. The technology & innovation grant gave us the opportunity to bring a new service to our Community by way of 3D technology and improving our computer access point; and finally the Volunteer Week grant meant we were able to put on an amazing celebratory event for our local volunteers that do so much for our Community.

We've had a busy year offering up numerous events and workshops for our local Community ranging from business focused to community focused. Some highlight courses we were able to offer include 2 mental health first aid courses, an AusChem accreditation course, macrame workshops, bread & cheese making, parenting workshops, & 2 legal workshops among plenty of others.

Our School Holiday program continued this year and we were able to offer a wide variety of activities to keep our local kids entertained and busy. Activities we included were mixed netball, wildlife art workshop, teddy bears picnic, sewing sessions, Christmas crafts and our much loved movie days. It's always a pleasure having the kids in the building and hearing their laughter and enthusiasm for what we have on offer. We look forward to being able to continue these events with a wide variety of ideas.

We've already hit the ground running for our next financial year and have plenty of workshops locked in! We've got lots of interest for Skippers tickets and forklift licence workshops and we're in the process of securing funding to run a Snake Handling course amongst many other ideas.

It's been a pleasure being the Manager of our Community Resource Centre and I value the opportunities it gives me everyday to be involved with our Community and to work with all the people who come through our doors. I look forward to seeing what the next year brings us.

Jasmine Watson
Manager

YEAR IN BRIEF



490

People provided government and community information



23

Workshops delivered



35

Overall services we provide our community



3

Successful grants received



4

Local people employed



14

Volunteers engaged



79

Hot office bookings



26

Collaborations with other community groups



7

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 2020-2021. 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:

- How to write a Business Plan
- Desalination for Agriculture
- Mental Health First Aid
- Resume workshops
- AusChem Accreditation courses
- Xero Workshops
- Bookkeeping Essentials Workshop
- Heavy Vehicle Pilots Licence
- Truck Licence courses
- Forklift Licence courses



STUDENTS COMPLETING THEIR HEAVY VEHICLE PILOTS LICENCE COURSE

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

- Busselton Advanced Driver Training
- Competent Solutions
- RSM Business Local
- South Regional TAFE
- Wagin Chamber of Commerce
- Wagin Police
- Various Wagin small businesses
- Local sporting, church, and community groups
- Forrest Personnel
- Mental Health Fellowship of Western Australia

Some programs we are planning for our new year include:

- Skippers Ticket
- Forklift Licence
- Snake Handling Course
- Workplace Mental Wellbeing workshops
- + many more

RSM **Wagin Community Resource Centre**
Your local knowledge

FREE WORKSHOP

Bookkeeping Essentials
Tuesday 27 October | 5.30pm - 7.30pm
Wagin Community Resource Centre - 46-48 Tudhoe Street

Are you thinking about starting a business but are unsure how to record your financial transactions? Are you currently in business and unsure if you are using your software to its best abilities? Or do you already struggle with books or entering financial data?

Join us for a FREE presentation where we go through bookkeeping and payroll fundamentals and the tools to streamline administration and business financial reporting for your business.

BOOKINGS
Small Business Development Corporation
Business Local

POP UP SHOP OPPORTUNITY

- Do you have a small business but don't want the hassle and expense of a permanent shop front?
- Would you like to have a temporary space where you can showcase and sell your products or services and build a customer base?

Then this idea would be perfect for you!
The Wagin CRC is looking at hosting pop-up shops on a regular basis where you can create a temporary shopfront to base yourself from for a day or even a week in one of our rooms.

Please contact our friendly CRC staff on 9861 1644 or email us at admin@wagincrc.net.au for more information or to book yourself a space.

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:

- Circle of Security parenting program
- Dusty Roads Info Sessions
- Engaging Adolescents parenting program
- Macrame workshops
- Tox Free Living Workshops
- Bread & Cheese making workshop
- Tenancy Issues Information Session
- Food Sensations
- Managing your Affairs Information Sessions



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

- School Holiday Programs
- Community Garage Sale
- Mental Health First Aid Course
- My Gov 1-on-1's
- Science in VR
- Pop-Up shops
- After School activities
- Halloween Map
- Christmas Lights Competition
- Sip & Paint
- Raw Food Workshops
- Holistic Wellness Day



SERVICES & PRODUCTS

We are the Wagin CRC and 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:

Administrational 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.

In this past year we have also introduced our Community Gift Voucher Program 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.

We have also introduced the option of businesses using our venue for pop-up shops. This will benefit small businesses that don't have a store front and enable them to sell in the public eye when they want to and possibly encourage them to look at opening a storefront if the pop-up shops go well.



OUR MANAGEMENT TEAM, OUR STAFF

MANAGEMENT COMMITTEE

Our management committee is comprised of 7 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

Ellie Roberts	Chairperson
VACANT	Vice Chair
Jessica Hamersley	Secretary
Jeffery Stewart (Acting)	Treasurer
Members	
Vicki Daley	
Calista van Schalkwyk	
Jessica Booth	
Dave Atkins (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.
Lucilee Iles	Customer Service Officer	Lucilee was hired in September 2020 in the role of Customer Service Officer. Lucilee has a range of experience in numerous roles and many certifications. Lucilee has gone above and beyond in her role here at the CRC and we are so happy to see her progression. Unfortunately Lucilee will be moving on in October, we wish her well in her new career path.
Amanda Neretlis	Trainee	Amanda is currently completing her Certificate 3 in Business through a Traineeship with the Wagin CRC. She is a keen and hard-working member of our team. We look forward to seeing what the completion of her course brings.
Felicity Smith	Cleaner	Felicity started in February 2020, she is still in high school and has found this job to work in with her school schedule.

OUR SUPPORTERS 2020-2021

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 so many hours into the CRC to keep us 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
- Volunteering Australia

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
- Holyoake
- Competent Solutions
- Albany Community Legal Centre
- MIFWA
- Masonic Lodge of Wagin
- Southern Wheatbelt Primary Health Service
- Wagin Chamber of Commerce

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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