

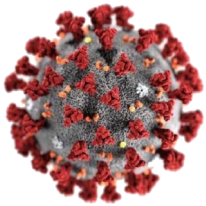


Wyalkatchem  
Community  
Resource  
Centre inc.

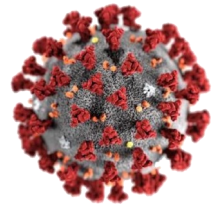
**Wyalkatchem**

Community Resource Centre

**ANNUAL REPORT**



**2019-2020**



# **Table of Contents:**

<b>3</b>	
<b>4</b>	<b>Who we are</b>
<b>5</b>	<b>What we do</b>
<b>7</b>	<b>Chairperson's Report</b>
<b>8</b>	<b>Manager's Report Basic</b>
<b>9</b>	<b>Manager's Report Continued</b>
<b>10</b>	<b>Customer Relations Coordinator's Report</b>
<b>11</b>	<b>Trainee's Report</b>
<b>12</b>	<b>Government Services</b>
<b>13</b>	<b>Community Services</b>
<b>14</b>	<b>Supporters &amp; Partnerships</b>
<b>15</b>	<b>Our Team - Committee</b>
<b>16</b>	<b>Our Team - Staff</b>
<b>17</b>	<b>Finance Report - Income Graphic</b>
<b>18</b>	<b>Finance Report - Expenses Graphic</b>
<b>19</b>	<b>Treasurers Report</b>
<b>20</b>	<b>Year in Images</b>
<b>21</b>	<b>Wyalkatchem CRC Supporters and Partners</b>
	<b>Financial - Auditors Report</b>



## Who we are

The Wyalkatchem CRC has played a significant role in providing access and opportunities to the Wyalkatchem Shire community since its conception in 1994.

In the early days, as part of the original Telecentre Network, the Wyalkatchem CRC's primary focus was to provide the community access to computer technology and the internet.

This initial role has transformed significantly since the early beginnings, in that it now delivers over thirty services/products; continues to evolve to meet the changing community needs; retaining relevancy and value.

The increased funding to the CRC's and rebranding in 2010, has meant the CRC has been able to extend their facilities and is now a central service provider to the Wyalkatchem community.

As a result of successful partnerships and funding applications the Wyalkatchem CRC moved to a new purpose-built facility on the main street of Wyalkatchem in early 2014.

The new facility has enabled us to extend our services as well as support other services including Licencing, Library Services, CBH Agricultural Museum and the Visitors Centre.

These services are provided 5 days a week.

Other services we provide are free online access to state and local government information via our Government Access Point, Dept of Human Services Access Point, regular business and social development activities and services. We also provide desktop publishing, printing, numerous office services, office hire for visiting professionals and a key cutting service.

We are committed to working with our community, and strive for continuous improvement to develop a quality and range of services, that best meets the needs of our community.

We are also committed to maintaining good governance, by being members of Linkwest (peak body for CRCs) and are incorporated under the *Associations Incorporation Act 1987 (WA)*.

Our Centre continues to offer memberships that give discounts to local community groups and concession holders along with local businesses that we supply services for that would otherwise have to look outside the area.

Wyalkatchem CRC supports and services, residents and visitors of the Shire of Wyalkatchem each year.

## Our Vision

The Wyalkatchem CRC is a vibrant 'go-to-place' which the whole of the community utilises for access, development, engagement and advanced technology.



## Our Mission

The Wyalkatchem Community Resource Centre is a not-for-profit organisation that supports and develops the community by providing access to Government Services, information, secretarial assistance and technology, while also building the capacity through training and diverse opportunities.





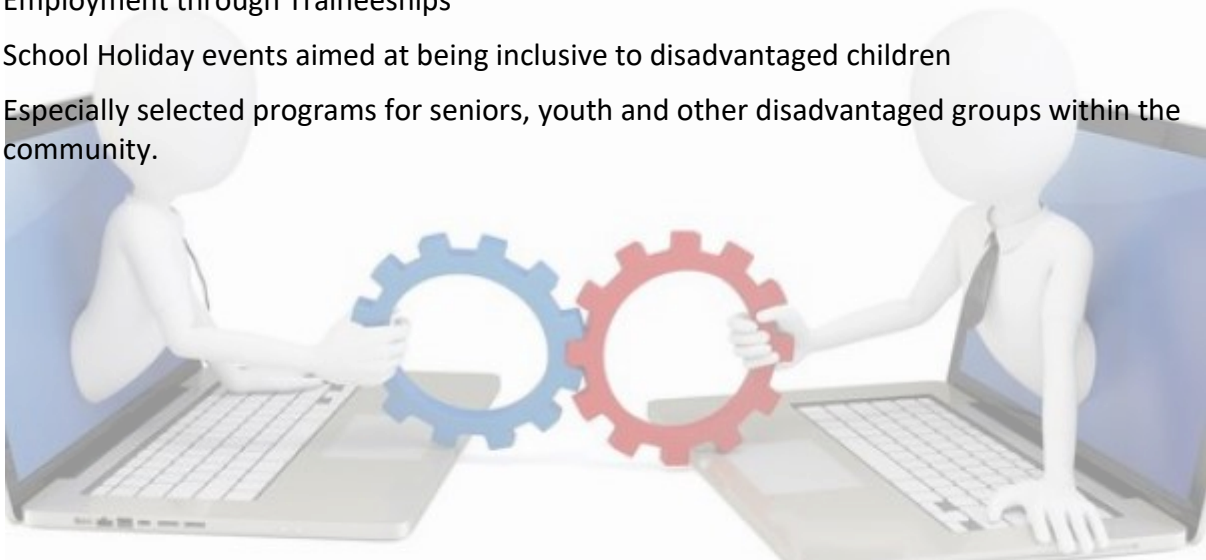
## What we do:

Access to Local, State and Federal Government information and services including but not restricted to

- Licencing & Registration,
- MyGov Access,
- Human Services and Employment programs,
- Video conference services.
- Dept of Human Services Access Point.
- Dept of Transport Services.
- Dept of Child Services
- Library Services.
- Information and support.
- Local Police



- Referral services to business development and employment support services.
- Facilitate business development activities, seminar and initiatives.
- Professional Office Space available long or short term.  
For example: Hairdresser - Accountant - Drug & Alcohol Abuse Services - Employment Services
- Referral services to social support services.
- Facilitate social development activities, seminars and initiatives.
- Social enterprise approach to provide access to services and products which have a local demand but are not economically viable to deliver in a for-profit business model.
- Provide food and other supplies for the disadvantaged of the region.
- Provide private spaces to Government and other NFP Services that would otherwise be unable to service the local area due to travel or other barriers including Drug & Rehab Services, Health, Education and Employment.
- Communication strategies including our community newspaper, website and social media.
- Community social events.
- Engagement with community via feedback, surveys and community group meetings.
- Employment through Traineeships
- School Holiday events aimed at being inclusive to disadvantaged children
- Especially selected programs for seniors, youth and other disadvantaged groups within the community.



# Wyalkatchem Community Resource Centre

## Presidents Report September 2019 – June 2020

07/10/2020

### **Wyalkatchem CRC Presidents Report**

Welcome ladies and gentlemen ,

This is my first and last president's annual report.

I came into this position because no one else wanted it!

I was told by John Jensen that the plan was to reduce the hours of the CRC to three days per week to save money, an overheard conversation by original committee members. This was also overheard by someone else.

The sad part being that these people don't use the CRC on a regular basis. For most pensioners and many others the CRC is one of their lifelines and many of us are here two or three times per week, whether for Library use, internet use, Centrelink contact and many other reasons.

I have since found out that our contract is for 5 days per week, same for licensing and if we decided to close for two days we would void our government contracts and consequently lose our funding.

It was not a good time to step into the chair because with the change of government country CRCs were not wanted. Our country politicians stood up and argued that CRCs are an integral part of country communities. Funding was restored but with a strict proviso that the CRCs were not to fund local organisations, everything had to be run at a profit or break even.

At this time the WYLIE WEEKLY was being printed at a loss and its printing contract had to be renegotiated. It is pretty hard to tell a group who have been doing a good community service for years that we were virtually going to double their charges overnight. After acrimonious negotiations a deal was struck and we were able to satisfy our government requirements. Whether they agree with the result or not, we have to satisfy the government department responsible.

COVID 19 reared its ugly head and WA went into virtual lock down and as our community is one of the more vulnerable, because of our age demographic, the Library had to shut. Because of our government contracts the CRC could not shut so it remained open on a reduced basis albeit under strict quarantine restrictions.

THE FEDERAL GOVERNMENT'S JOBKEEPER SCHEME was introduced and through the efforts and enterprise of our manager and book-keeper we were able to access this to keep our staff.

Since then the CRC has continued to forge ahead and most of our figures are as good as pre COVID19.

**THE WHOLE TOWN WOULD BE IF OUR CARAVAN PARK WAS OPEN!**

The government restrictions on borders has been a boon to many wheat-belt towns because of the increased WA holiday makers driving through in caravans. Every van that stops leaves money in our town.

The shire and CRC have done their best to encourage them to stay but the 'once bitten twice shy rule applies' and they pass it on to others.

## EMPLOYMENT CONTRACTS

To me this is ridiculous, every time we offer a person who has been with us for over Six months a new contract we are insulting them. A PERMANENT EMPLOYEE IS JUST THAT not a person you want to hold a big stick over their head saying if we don't like you we won't offer you another contract. This is an insult to them especially when we pay the minimum required under the law.

IF WE CANT GIVE AN EMPLOYEE THE TRUST OR SECURITY OF TENURE HE OR SHE DESERVES, THEN DON'T EMPLOY THEM.

Since I took this position I have been made aware that some on the committee have been trying to get rid of Craig, basically by undermining him. I have been told several times that he is not up to the job. Craig's professional credential and experience are of a higher standard than nearly everyone in this town including most of the professionals.

This is one of the reasons why I took this job on, but; I am also of the opinion that too many older people stay in control for too long, blocking a younger generation to test themselves and bring new ideas into an organisation.

TO CRAIG, DECIMA AND ADAM FOR A JOB WELL DONE IN A DIFFICULT YEAR

On behalf of the committee and myself.....THANK YOU

To the committee, thanks for putting up with my lack of formality in the position but we survived.

Peter Lawrence,

President Wyalkatchem CRC Inc.

# Manager's Report 2019/20

## OUTSIDE CONNECTIONS:

"Be Connected Network"  
"Australia's Golden Outback"  
"NewTravel"  
"The Wheatbelt Way"  
Pioneer Pathway  
Linkwest  
WBN training and funding seminars  
Police - "Coffee with a cop"  
Wyalkatchem Men's Shed  
ECU to supervise exams for 2020 year.  
UWA to supervise exams for 2020 year.  
Big Jim Social Event.  
Holyoake Mental Health  
Silverchain meetings  
Hairdresser in Mia Mia  
WACOSS and Second Bite  
December Popup Shop  
Independent Living talk & display  
Lincolns Accounting and Training  
Department – gained approval to claim for funding for new 12 month Trainee  
Department - new funding arrangements for CRC services  
Other Wheatbelt CRC's  
WACOSS and Linkwest  
Australian Electoral Commission—Census  
Wylie Weekly  
Competent Solutions  
FRRR Grant to alter reception  
LotteryWest—IT Grant



## MAIN EVENTS:

Organising WA MG club and Rotary Club to tour Museum / Shire Faire Day / Consumer Protection seminar / Senior event - "Visit to Westonia" / Coffee with a Cop / Mia Mia room use by hairdresser / Alzheimer's Seminar / Importance of Wills seminar / South West Wireless (Crisp) change over / Red Cross seminar / Volunteer Week free breakfast / WBN meetings & seminars / MyHealth seminar / School Holiday event—T Towels / Telephone replacement - Insurance / ATM information gathering EftPos / food delivery during COVID19 / Pilot Training / Tourism training / Mental Health Week event / Centre usage and support for Big Jim event / Visitors signage installed / Shire Australia Day Awards / WBN Governance Training / Food sharing with Dowerin, Cunderdin & Mucka CRC's / Afgri training / Agri services office use / WACOSS Governance Training / VolunteerWA Breakfast / Grants / WBN Governance training.



## Staff Training:

DOT training Adam / St John for all staff / Library training for Decima / Social Media training Decima. Cert 4 Management training Decima / Dept Human Services training all staff / Social Media training for Decima / Visitors Centre & Tourism training for Decima. / Grant Writing training for Decima & refresh for Craig / Cert III training for Adam / Event Training Adam (Northam)



## Managers Comments:



This year has taken us from one extreme to the other, the CRC was travelling well along budgetary lines. In November, after securing Wylie Weekly printing we entered into an agreement with a training organisation to complete all their printing requirements for their training classes. This would normally guarantee us an extra income in printing - up 200% or \$5000.00(pa) increase to that area of the CRC's self funding endeavour, however in February when the Covid19 lockdowns began to roll in, this placed that funding stream into uncertainty. Training bookings were at first reduced and then cancelled as face to face group training became a casualty of Covid19 restrictions.

The CRC management and staff continued to follow our budgeted costs as closely as possible although there was a \$3000.00 blow out in wages due to TAFE and the Apprenticeship board not coming to an agreement for the first 2 months of Adam's employment, this required the CRC to cover these wages from its own budget until that agreement was complete.

At this time, the CRC did not over commit to any other line in budget keeping as close as possible to budget constraints, in fact the CRC actually improving its bottom line by a reasonable margin despite the continuing steady downturn of revenue from areas like the Department of Transport.

Once Border lockdowns were enacted in April a lot of pressure was placed on a large number of CRC's from various areas to close their doors but most, including the Wyalkatchem CRC were required to stay open as we were considered an 'Essential Service' by both State and Federal Governments. The CRC staff rotated successfully, WFH and being in the CRC until restrictions were lowered so we could all operate in the CRC. In this era we had to spend in areas we had not budgeted for or expect, including acquiring a sneeze screen, gloves, masks and sanitiser.

Jobkeeper was instigated in May after we were deemed not eligible for April, this has helped our bottom line even though we had to pay some staff over their usual amount. Because of the effects of Jobkeeper we were able to replace the colour printer and do other small things around the CRC which had been on the back burner for a number of years including the beautification of our visitors area.

With the assistance of a Lotterywest grant we have now replaced all of the customer accessed computers along with the 2 service machines used by the Front desk and Manager. Both major printers are brand new and we have a 3rd photo-gloss printer and a specialised laptop for Video Conferencing. As noted in my 2020-25 IT report, the CRC should only need to replace its server and switch within the next 3 years with all other equipment now new or replaced. A separate FRRR grant allowed us to alter the front counter to become approved by Disability Services.



For the CRC to grow and develop it requires security over the medium term so planning can be devised to ensure long term plans are researched, developed and implemented. Although we programed in a meeting open to the community and businesses to assist in our 5 year plan preparations we were unable to carry through this event due to the intervention of Covid19. We are hopeful to have this meeting slated for early in the new financial year. I believe it is imperative this goes ahead so we can ascertain what is required of us going forward from the community we are here to serve.



This years reporting to the DPIRD was completed in a timely manner and although we did not meet all the KPI's agreed to the department ensured all CRC's that they were not expecting centres to meet them and there would be no repercussions to any CRC for not meeting their agreement due to the Covid19 lockdowns.



# Customer Relations Coordinator's Report

## TRAINING

Access Point Specified Personnel Training in December of 2019. The training covered an Introduction to Australian Government Department of Human Services, the Specified Personnel Role, Privacy and Confidentiality, Support Services, Equipment, and Identity Confirmation.

Grant Writing Masterclass at the Create 298 Co-Working Space in Northam on Tuesday, 18 February 2020. The training was ideal for local government officers and not-for-profit staff, and helped me to increase the grant writing knowledge and skills I gained from an earlier grant writing workshop.

## EVENTS

Clearance sale of old donated stock of audio books, books and DVDs in the Wyalkatchem Public Library late in September of 2019.

2020 Calendar Open Theme Photography Competition from December of 2019 to March of 2020. As the competition was announced late in the year and followed through until early in the following year, the calendar was designed as a 2020-21 financial year calendar. Due to having not received many entries by the original closing date of Friday, 31 January 2020, the competition was extended until Friday, 28 February 2020. Winners were announced on Friday, 20 March 2020. The calendar design was finalised and ready to go to print on Tuesday, 2 June 2020, but due to technical difficulties printing was delayed until Wednesday, 24 June 2020. The first place winner of the competition received a free copy of the calendar along with a free A3 print of her winning photo. The other winners of the competition were offered a discounted copy of the calendar along with discounted A3 prints of their winning photos.

Easter Chocolatier Workshop planned to be at the Wyalkatchem CRC in April of 2020. Due to COVID-19 lockdown and restrictions the workshop was postponed to a later date yet to be confirmed.

## WORKSHOPS

Children's Week 2019 Tea Towel Art Workshop in November of 2019.

Privacy Issues in Child Safety webinar at the Wyalkatchem CRC on Wednesday, 27 November 2019. The webinar addressed the unique issues that arise at the intersection of child safety and privacy, and provided practical lessons on mitigating risks.

Wheatbelt Business Network Governance for Not-for-Profits workshop on improving the Governance structure for your not-for-profit organisation at the Wyalkatchem CRC on Tuesday, 3 December 2019.

Christmas Pop-Up Shop at the Wyalkatchem CRC in December of 2019.

## LIBRARY

Storytime in the Wyalkatchem Public Library from early in 2019 to late in December of 2019. Due to the attending parents both having new children recently following the last Storytime session of 2019, Storytime was put on hold until a later date in 2020 when the parents would be able to attend.

## GENERAL BUSINESS

I have played a role in managing the day-to-day operations of the CRC and the library, including opening and closing the CRC, assisting customers, providing visitor information, and DoT licensing.

## Trainee's report

I have been fortunate enough to have been given a position here at the Wyalkatchem CRC, and in my short time here at the centre I have been a part of a few events, seminars, workshops, and even a guided tour around Wyalkatchem by our wonderful museum and a trip to Westonia's gold mine accompanying the Senior Leisure Group.

I was grateful to be able to attend the Parks & Leisure Australia – Event application Guide that was held at The Boulevard Centre in Floreat, Perth:

The Seminar and Guide covered basic topics like:

- Confidentiality
- Information About events
- Definitions of different events

I was also lucky enough to be able to attend the Wheatbelt Industry Network (WIN) Active Community Places – Event Management workshop that was held at the Northam Recreation Centre;

The topics that were covered included:

- Keys to good planning
- S.M.A.R.T Goals
- How to plan events
- Knowledge and skills of an event planner

To go on a tour of Wyalkatchem and its surrounding areas, held by the Wyalkatchem Museum, was a great help to my knowledge and confidence in giving directions and information to tourists and those in the area looking for something to do.

As part and parcel of my work here at the CRC I had to under-go Department of Transport training just like Craig, Decima and all previous employees. The Week I spent in Perth set me up with the basics of what to do for licensing and how to seek support if I needed it, I can personally say I'm still learning something new everyday when it comes to licensing and I would like to thank Craig and Decima for the constant support they give me whenever I find myself in a bit of a pickle.

My time here at the CRC has been short but full of learning, I am now in the later stage of my training and have finished the theory half of my course, I will be taking part in the practical side as soon as TAFE provides me with the assessments, not to say that I haven't been apart of planning the small events the CRC had had over the course of my employment.

There have been many events, functions, gatherings and even a couple of celebrations, and excursions that have happened here at the CRC, from setting up for weekly events like the senior leisure group or taking them out on a trip for seniors week, to helping customers set up their hired room, gathering the right equipment for their function or even running an attendance sheet to keep track of who is interested and coming so that we can organise catering for our clients. Thanks to the study and largely to Craig's guidance I can successfully and confidently set up an event to a clients needs and expectations, be it setting up the venue for the clients function or catering the snacks/food and drinks in a manor that will leave the clients satisfied with our work and their overall experience with our CRC

## Government Services

Wyalkatchem is located approximately 100km from our nearest regional centre, Northam and 194km from Perth. With over 50% of our community being elderly and a sizeable proportion being unemployed, having access to government information and services, close to home, is often a necessity. Made possible by contracts with the Dept of Regional Development, Dept of Human Services, Dept of Transport and the Shire of Wyalkatchem, we are able to support our community with improved access to these services and many more.

### State Government Access Point

Consumers have FREE access to online and printed resources related to local, state government agencies. We also offer a selection of printed material from non-government organisations, that offer support services that are relevant to our community. This service allows community members, who may be isolated by advances in technology, to attend the CRC and avoiding travel and waiting in queues. This year, the Government Access Point has only declined marginally from 492 to 441 but given the Covid19 shutdown period and slow recovery period is included this seems to be heading on an upward trajectory

### Dept of Human Services Access Point

Our DHS Access Point allows clients to connect with this agency in privacy, in order to meet reporting obligations and access financial support. We allow free usage of the Government Access Point computer for all DHS related transactions. In 2018/19, we experienced a jump to **586** uses. (\* Stats show 867 Fed Gov users this includes the Federal election numbers of 281) but this year it was back below our usual average over the long term having only visitations of **138**. This was mostly due to the Covid19 shutdowns where a number of usual clients were not required to complete their obligatory fortnightly documentation. This steep decline co-insides with a similar decline to **9** from **104 users** that attended employment commitments with Max and other employment organisations as they totally withdrew their face to face services from the areas.

### Dept of Transport

With ongoing usage and delivery, the Licensing service for the residents of Wyalkatchem is a much more efficient process. While there has been some challenges along the way, with the department changing their assistance protocols, all staff now has a very good understanding of the 'Transport' procedures. This is an important service for our community. While it does not earn a large income for the CRC, it usually pays for itself but again we see a large decrease from **1108 to 643** clients entering the CRC to process licencing and registration this financial year which adds funding of **\$7893.00** down from last years \$ **9238.99** for the same period. Even though this equates to just **\$12.28** it is up from **\$8.33** per visit from the previous year, this turnover allows us to retain the service in Wyalkatchem. Face-to-face service is important to the residents of Wyalkatchem as many of our clients don't have access to the internet at home nor do they want to. Wyalkatchem, has a reasonable percentage of the community that prefer to shop local when they can, so when they have the option of paying online or calling in to a local organisation, many will choose the latter. The CRC processed **643** Licencing transactions this financial year, a major decrease on the 2018/19 total. Additional to financial transactions, we also take care of many other Licencing queries that do not result in a payment. In consultation with other CRC's we had all noticed a continued decline in funds raised via licencing as more people trend towards internet banking and paying accounts online.

### Others:



Other Government organisations we have links with include the Shire of Wyalkatchem, Department of Youth affairs, State Dept of Health, Department of Biodiversity, Conservation and Attractions, Department of Local Government, Sport and Cultural Industries, The Department of Communities, The Department of Child Services, The Wheatbelt Development Commission, AEC for the Federal Election and the Local Wyalkatchem Police. (Through the **coffee with a Cop** initiative)



Wheatbelt  
Development  
Commission

## Community Services

### Library Services

Since 2014, when the CRC was contracted by the Shire of Wyalkatchem to manage the Library Service we have expanded the content and we now have close to 4000 books, most of which are owned by the Wyalkatchem Library, the balance is provided by the State Library. Every month, approximately 120 new books are exchanged with the state library to be circulated into our Library, at this time, we also have the opportunity to offload any unused or outdated literature via our “Book Grab” and “Book Exchange” programs. Membership to the Library is FREE and many community members, have indulged this opportunity. In this financial year, we have seen a steady number of visitors to the Public Library, with a total of 505 visitors utilising the library. Although this represents an almost halving of the **1164** from the previous year it is not inconsistent to the drops seen in other services due to the Covid19 crisis.. We also host the monthly meeting of “The Book Club” and have volunteers working in the library that are not included in the numbers above.



### Visitor Services

The CRC agreement with the Shire of Wyalkatchem, to provide the Visitor Services works very well with the MOU we have with CBH Museum to manage Museum visitors on business days. We had around half the number of customers as last year with only **433**, down from **869** utilise the Visitors Centre with a further drop off visiting the museum down from **675 to 568** - Covid19 decimated visitor numbers across the state but we are fortunate as it was much worse in other areas. As part of this agreement, the Manager receives the minutes of NEWTravel meetings and is a member of NEWTravel. We advocate on behalf of local tourism groups and businesses and provide direction for not only visitors to Wyalkatchem, but visitors travelling through Wyalkatchem, on their way elsewhere.



### Economic and Business Development Support

Our contract with the Dept of Regional Development has given us the opportunity to deliver more services for businesses. One of our objectives is to deliver business development activities tailored to our communities needs. This year before Covid19 hit we hosted a number of Business After Hours events, at the CRC and other Businesses in Wyalkatchem. This is a great way to engage local businesses in a relaxed, social environment.

Another role delivered by the WCRC, is for the Wyalkatchem Merino Breeders Association. Every year, the WMBA has their Ram Sale and the CRC, prints their Sale Catalogue. Next year we hope to do this for individual Marino farmers.

Our hot offices are used regularly. We have ongoing booking from Agri Financial Solutions and Competent Solutions. ECU & UWA has an agreement to host exams, the Hairdresser has hired our Mia Mia room 2 days every 3 weeks. A number of other organisations utilised the hot offices early on this year with regular visits from Holyoake Drug and Alcohol Services, Smyl Employment, Lincolns and the Neurology services of WA. The Police met at the CRC monthly as part of the Police commitment to youth in the rural areas of Western Australia, unfortunately this finished in February due to the loss of police numbers in the area. We did not charge them for this or the Coffee with a Cop program as we believe these are community services that promote the CRC.

Our Hot Offices are also useful, when the conference room is occupied and we have customers that require a small space to work from. (Dept of Child Protection also utilises a room and V/C facilities)Our large conference room has also had quite a few business bookings this year, including NEWTravel, WBN, Crisp, SLG, Competent Solutions and Lincoln's.





# Our Supporters

We are very appreciative of the support of our members and other supporters. Working collaboratively with stakeholders is very important to us and we are keen to continue to grow our relationships with individuals and organisations within and outside our community.

## Government

We receive funding via contracts with Dept of Primary Industries and Regional Development, (DPIRD) Dept of Human Services (Federal Government), Dept of Transport and the Shire of Wyalkatchem. These contracts provide our main source of income and allow us to provide our wide range of services to our community. The Wyalkatchem CRC acknowledges and is grateful for the high level of support offered by the Shire of Wyalkatchem. In addition to the contract work offered to us, the Shire provides our premises under a peppercorn lease arrangement. We look forward to a continued positive relationship. We were also an official polling booth for this years Federal Election and wish to thank the AEC for choosing our centre for this important event and look forward to working with them again during the upcoming State election which is due during the later stages of the upcoming financial year.



## Grant Funding Bodies

This year the Wyalkatchem CRC and in turn the greater community has benefitted from grants received from the following:

**Department of Primary Industries and Regional Development, Lottery West, FRRR, VolunteeringWA, Mental Health Week.**

## Community Partners

CRC WA Network, Linkwest, Wheatbelt Business Network, (WBN)Wyalkatchem/ CBH Agricultural Museum, Wylie Weekly, Wyalkatchem Business Community, Wyalkatchem Senior Leisure Group, Wheatbelt Way, Holyoake, Wyalkatchem Police, Pioneer Pathways, NEWROK, Golden Outback, the Eastern Wheatbelt Visitors Centre, St John Wyalkatchem Sub Station, Wyalkatchem Men's Shed, Wyalkatchem Community Care and Rotary.

## Major Business Partners

Linkwest, NAB, ECU, UWA, Avon Computer Service, RBC Rural, Central Regional Tafe, Lincolns Accountancy, Competent Solutions and Elders.



# Our Teams

## Management Committee



**Peter Lawrence - Chairperson**  
Former Shire Employee  
Former Farmer and Mines worker.  
Retired Businessman  
Active Community Volunteer.  
Men's Shed Member

**Kevin Jones - Vice Chair**  
Former Farmer  
Museum Representative  
Active Community Volunteer

**Sheryl Wemm - Secretary**  
Retired Businesswoman  
Retired Bank Clerk  
Secretary, Wylie Men's Shed  
Active Member of various  
organisations in Wyalkatchem

**Joan Phillips - Treasurer**  
CRC Committee member for 3+ years  
Former Councillor  
Former Shire employee  
Former Teacher

**Jan Trenorden - Member**  
CRC Committee member for 3+ years  
Former Councillor  
Former Shire employee  
Former Teacher  
Rotarian

**DI Davies - Member**  
CRC Chairperson 2014 - 2018  
CRC Committee member for 7+ years  
Local business owner  
Active Community Volunteer

**Karen Maitland - Member**  
Teacher  
Farmer  
Active Community Volunteer

**John Jenson - Member**  
Retired businessman  
Active CRC user  
Active Community Volunteer

**Nikki Hawser - Member**  
Former School teacher  
Former Shire employee  
Active Community Volunteer





### **Craig Cooper - Manager**

- Craig has managed the CRC after taking over in late June 2017.

Craig has gained a number of grants to help cover the costs of various events and other projects that have been completed at the CRC. Due to the Corona Virus shutdowns Craig spent much of the later part of the year concentrated on ensuring we gained extra revenue streams to help keep the CRC a viable operation. The first part of the year Craig has concentrated on ensuring the CRC has become much busier with more local events and we look forward to Craig bringing in other organisations to make use of this wonderful space.

### **Decima Jurgen - Customer Relations Coordinator (CRC)**

- Decima joined us in February 2018 as a trainee doing Cert III Business and Administration and has become an integral part of the staff at the CRC. Decima has completed her DOT training and 1st Aid training whilst at the CRC and completed her Cert III in Feb 2019. Decima has also participated in our website , facebook and instagram postings and keeps our electronic footprint and calendar up to date. Decima started as our CRC in February and has become a welcome addition to our family. Decima took on the responsibility of being a senior employee with great effect, taking time to re-organise the Library and being responsible for the front desk functions and responsibilities.

### **Robyn Tillbrook - Website & Social Media**

Robin had been with the CRC for quite some time and had many years of experience, she also had a good knowledge of websites, being the past Shire of Wyalkatchem website updater. Sadly Robin left us late 2019 after deciding to travel more.

### **Kelly Bending - Cleaner**

- Kelly continued her cleaning role with the Wylie CRC, and being born & bred in Wyalkatchem, has made her a very conscientious worker & valued member of our team. Kelly has also been trained up to be a vibrant Cover person on front desk as our backup CRC.

### **Amanda York - Bookkeeper**

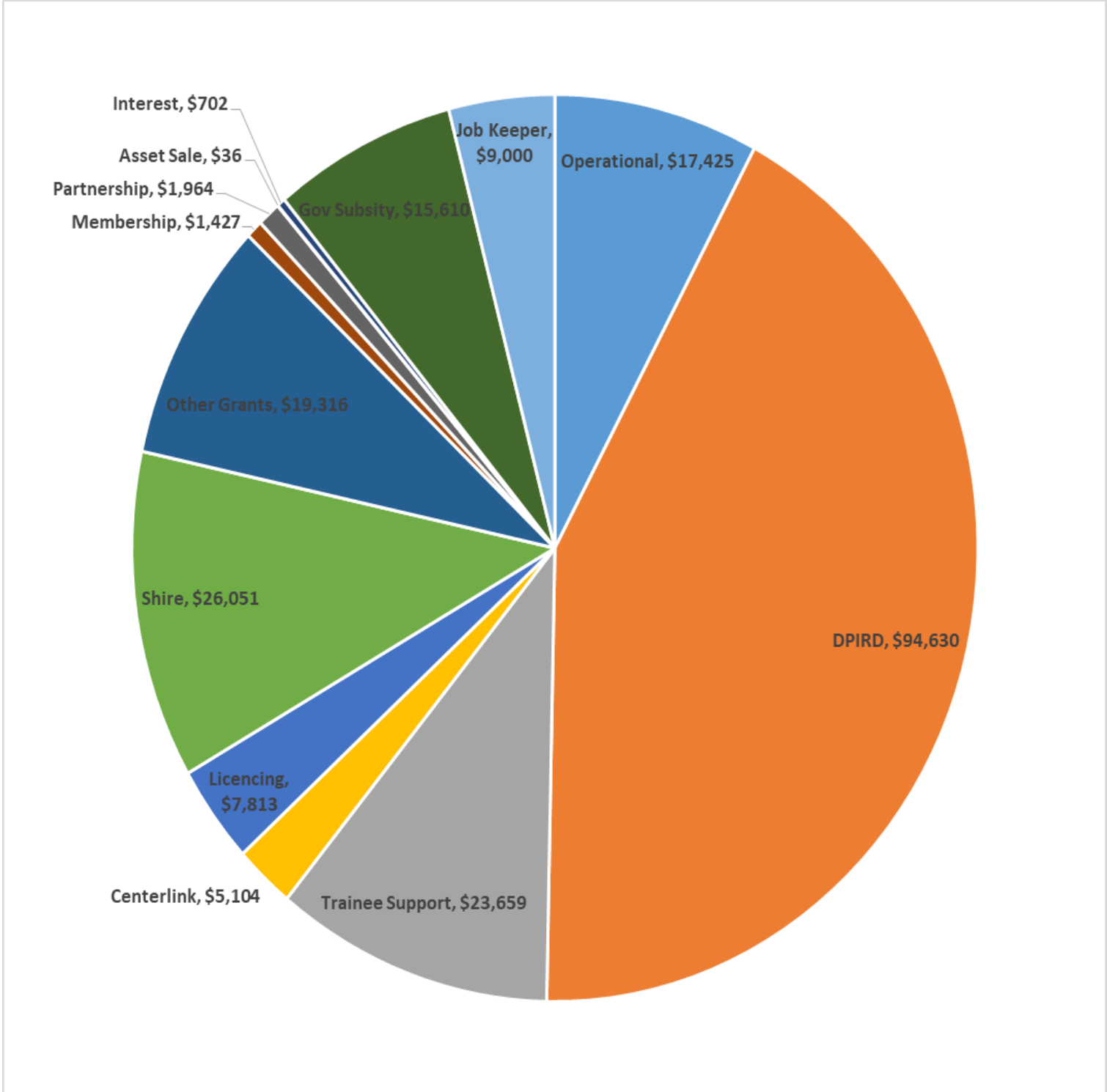
- Amanda's experience in bookkeeping and her knowledge of CRC's makes her an asset to our team. Amanda has focussed on compiling our budget, managing our finances and providing advice to our Manager and committee. Her addition to the team has been a wonderful addition and has allowed our Manager to concentrate on Managing.

### **Adam Silvestri - Trainee (Events Management)**

- Adam was employed in November as our new trainee, unfortunately Covid19 is not conducive to an events management traineeship but Adam has persevered throughout the year and has completed all his theory work earlier than required. We have high hopes we can get a few functions and practical events into him before his training is completed. Adam is learning a lot through working with Craig and Decima setting up for small functions, video conferences and events.



# WYALKATCHEM CRC 2019/2020 INCOME

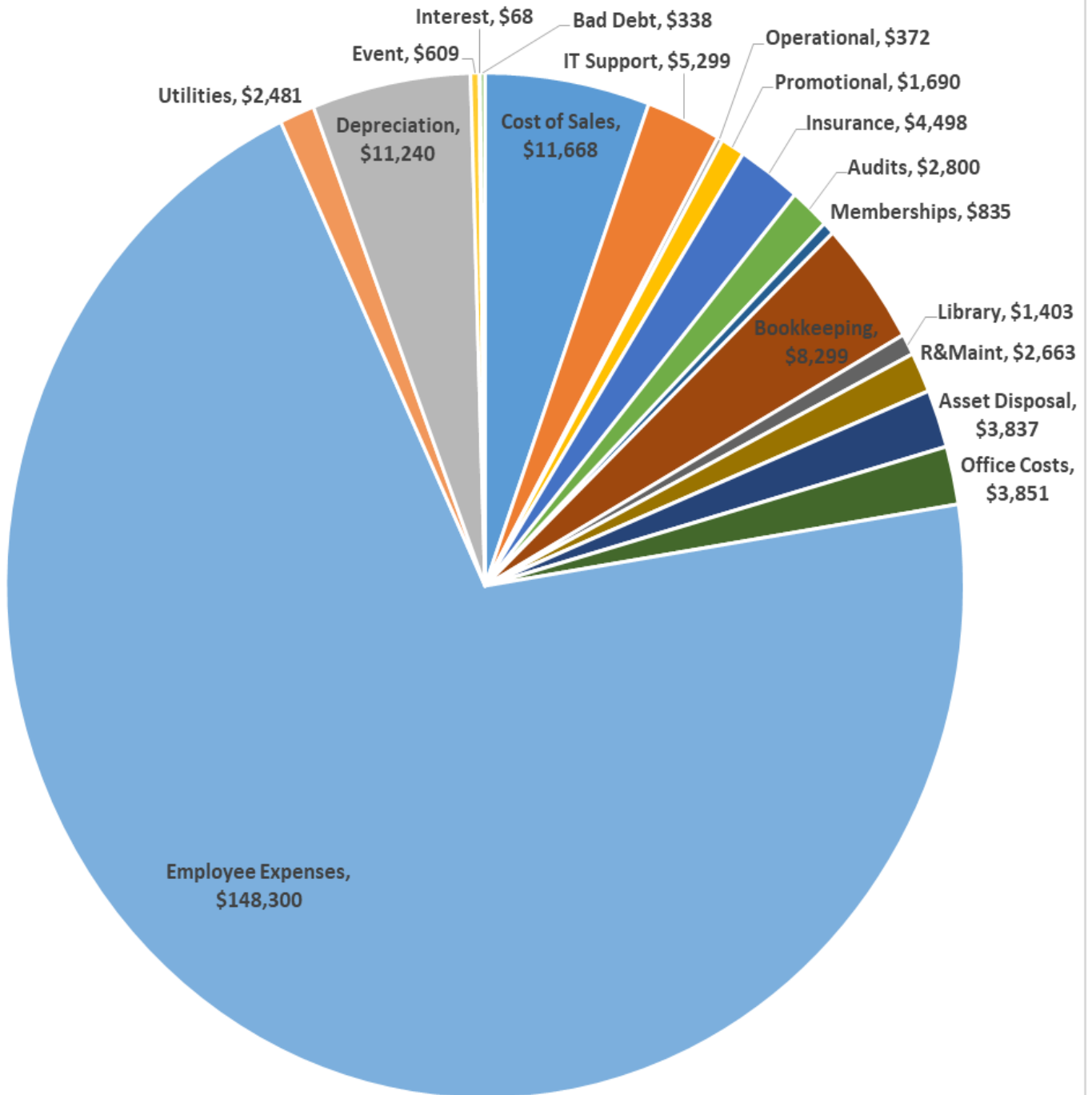




# WYALKATCHEM CRC

## 2019/2020

### EXPENDITURE



# Treasurers Report

## **Treasurers report: 2019-20 Financial Year**

The 2019/20 year was another steady year for the Wyalkatchem CRC with the financials finishing in a small profit. A tricky year of course for all businesses in the second half of the financial year due to Covid19.

We had to minimize our hours for over a month and cease the use of the Library and public services. A number of grants that we normally would get were also postponed or cancelled. We did however receive 2 Government Incentives which helped us hold our head above water.

Transport remains on the decrease, I would hope that people will still consider using the CRC to pay their licenses and remind everyone that we do receive a commission for all licenses paid in the center.

Room hire is still steady which is wonderful as it means that more and more people are using our great facilities and offices.

The visitors center is keeping everyone busy with many visitors per day dropping by as they head through the Wheatbelt, we continue to use this opportunity to sell local products and to promote Wyalkatchem and its surrounds. If you have products you would like to sell through us why not drop in and see if we can help you.

Membership has remained the same, thank you to everyone who continues to support the center by renewing their membership.

I believe the 2020/21 financial year will be another profitable one for the CRC and with the continued support of the Wyalkatchem community we can work together to make a Resource Center that is valued by all business and residents.

With restrictions easing we hope to get back to holding events and courses, all suggestions and ideas are always welcome.

Once again thank you for the support of the Shire, Businesses and the wonderful Wylie community.

# The year in photographs



Sadly Sue left us this year.



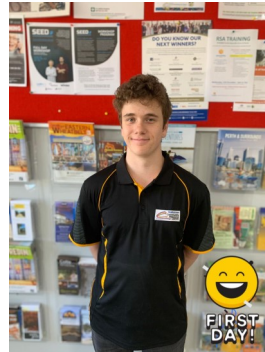
Above - New Solar Panels



New look reception thanks to Wylie Men's shed



New Sign for our CRC Visitors section



Adam joined us to complete a Events Management Traineeship



Above - Better Beginnings kids activities held at the CRC



December Pop Up Shop



Everyone had fun with our project "Kids in the Kitchen"



Full Customer contact staff with New uniforms in Shire Colours



Another WBN Meeting to assist local businesses held at the CRC



Full Breakfast for Volunteers Thanks to our New President Peter Lawrence for assisting us with the cooking.





# Wyalkatchem Community Resource Centre

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E: waylkatchem@crc.net.au

Waylkatchem Community Resource Centre

Lot 5700 Railway Terrace,

Waylkatchem. 6485

PO Box 156, Waylkatchem, WA 6485

**We appreciate the support of the following organisations during the 2018-9 financial year:**

