

# WYALKATCHEM

COMMUNITY RESOURCE CENTRE INC.

# Annual Report 2022-23



Wyalkatchem CRC  
Your Local Connection

Proudly supported by



Department of  
Primary Industries and  
Regional Development

# Contents

Who we are .....	3
What we do .....	4
Chairperson's Report.....	7
Manager's Report .....	8
Year in Summary .....	10
Government Services.....	11
Economic and Business Development Support .....	12
Centre Usage.....	13
Our Team .....	14
Our Supporters.....	16
Treasurer's Report .....	17
Financial Statements.....	18

# 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.

Since then, the CRC has extended our services to include Licensing, Library Services, MyGov access point, DPIRD services, various training services, CBH Agricultural Museum access point and the Visitors Centre along with a range of special community services including Foodbank deliveries for the Northern Wheatbelt Area.

Many of these services are provided 5 days a week. We also host and assist a range of Community events including our Christmas Luncheon, Mother's Day events, game nights, Volunteer Events, the Wylie Arts Expo, Coffee with a Cop program plus after school and holiday events for our younger population.

## Our Vision



The Wyalkatchem CRC is a vibrant 'go-to-place' which the entire community utilises for access, development, engagement, training and socialisation.

## 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 community's capacity through training, events, promotion and diverse opportunities.

# What we do

## Access to government services

Licensing and Registration for Department of Transport.  
MyGov Access.  
Human Services and Employment Programs.  
Services Australia Access Point.  
Resume development and employment searching assistance.  
State Library of Western Australia Services.  
Local Police and access to other State and National Law Departments.  
Department of Child Services meeting area.  
Drug and Alcohol support services.  
Free office space for visiting members of parliament. (MLC & MLA)  
Community access to local police via our Coffee with a Cop program.  
Assistance with MyGov mobile access.  
Assistance with ServiceWA mobile app installs and access.

## Economic and business development support

Room & Equipment Hire.  
Secretarial Services.  
Package assistance.  
Printing, emailing, Information Gathering, data entry services.  
Event Assistance.  
Promotion of local businesses.  
One on one business support services.  
Production of training resources for local business.  
Training facilities.  
Meeting room facilities and events.  
Training courses for business.

## Social development support

Trivia nights & other special event nights.  
Local award nominations and celebrations.  
Christmas Luncheon.  
Mother's Day events.  
After school and holiday events & activities for youth.  
Wylie Arts Expo & Art group support.  
Shire developed events assistance.  
Training courses / programs.

Trivia nights & other special event nights.  
Local award nominations and celebrations.  
Christmas Luncheon.  
Mother's Day events.  
After school and holiday events & activities for youth.  
Wylie Arts Expo & Art group support.  
Shire developed events assistance.  
Training courses / programs.  
Volunteer groups support.  
Secretarial assistance.  
Senior's support and assistance.  
Better Beginnings story time and activities.  
Wheelchair Challenge Project.  
Hosting Holyoake and other social services organisations and groups.  
Coffee with a Cop program. one on one assistance.  
Grant writing support.  
EOFY Audit reports for small Community Groups.  
Promotion and engagement with Road Safety and other Organisations.  
Investigating Age Care services for the Wyalkatchem Area.

## Services and products

Services Australia Access Point.  
One on one assistance for employment services.  
Secretarial Services for groups and community organisation meetings.  
Library Services.  
Department of Transport Services.  
Visitor Service Centre.  
Training programs including First Aid, Accounting, Snake handling etcetera.  
Key cutting services.  
Room hires for legal, health, educational organisations and social groups.  
Advertising creation and local newspaper printing.  
Local telephone book & Calendar development and printing.  
Foodbank supply to Wyalkatchem and 8 other Shires /CRC's.  
Shopfront outlet for local businesses and groups.  
Promotional materials for township.  
Weekly hosting of community groups including WylieArts, Senior Leisure Group, Storytime for preschoolers.  
Brochure development for businesses and community organisations.

## Building community connections

Various Joint Projects with Wylie Men's Shed and other community groups.

Assistance with administration and other services for WylieArts Group.

Distribution centre for Foodbank for 9 areas in the Wheatbelt region.

Providing 'Holyoake' Drug & Alcohol weekly meeting services.

Assisting Wyalkatchem Shire with various programs and events.

Being a member and assisting the local Wyalkatchem business group.

Developing partnerships between Community and Government.

Coffee with a cop program held monthly.

Road safety and other events that include and promote local businesses.

Small shopfront selling local products for small businesses.

Trivia and other social events to build community connections.

Brochure and other advertisement material development for local businesses.

Training and assistance in IT Technology for our community.

Local phone book and business directory development and printing.

Hosting the Senior Leisure Group & Children's Storytime.

Encouraging Community engagement for isolated community members.

Assist with passport and other identification material for community.

Work with Wyalkatchem CBH Agricultural Museum.

Encouraging groups to visit Wyalkatchem and utilise our Services.



Wylie Arts Group



Steve Martin MLC visit



Steve Martin MLC visit



Road Safety Event



Youth Arts Show

# Chairperson's Report 2023

Thank you for your continuing support of our centre. The CRC plays a vital role in our community and we, the staff and committee do our utmost to ensure that we are able to deliver the best services for all.

This year has seen some financial challenges due to circumstances outside of our control, but we have rallied together, examined the situation, tightened our belts and are on the road towards recovery.

The CRC has continued to facilitate training courses and events, meetings and functions, and we continue to receive high praise on the presentation of our facilities, function areas and catering.

Our Community Christmas Luncheon was again a highlight of the year for many of our citizens, bringing together friends, and families for good food, great company, laughter and fun and we will continue to offer this event each year.

This year's Mother's Day Morning Tea was even more successful than last year's. With 31 ladies attending. Great food, amazing company, lots of laughter and fun was had by everyone.

All of our ladies took home a delicious treat specially made for them.

A huge thanks to everyone who made this day so special by attending.

This event is not possible without the amazing support and dedication of our committee members, and I offer a huge and heartfelt thanks to the ladies who get on board each year, cooking delicious treats to share, donating time, energy and food for your enjoyment.

In the coming year, we are planning on presenting more social events and we hope you will all be able to join us.

The Arts Expo, run under the auspices of the CRC was a success for the third year, and planning has already begun for 2024.

This year we were fortunate to secure the services of two independent judges who had a very hard time choosing the best work from such an amazing array of talented artists.

We also saw the addition of a new award, going to our youngest of budding artists, our pre-school friends who attend Storytime each week and enjoy the fun of learning through play. It was a great pleasure to include these beautiful young people and recognise their talents.

We are so grateful to all of our sponsors, dignitaries and volunteers who help to make this possible each year. With your help we can continue to grow this amazing community event.

Food Bank continues to be a great resource, helping many families around the Wheatbelt, and we thank those in our community who help to keep this service running.

This year has seen the addition of the wonderful Sarah as our trainee, and the public has embraced her with great enthusiasm.

Sarah is a dedicated and passionate member of our team, and nothing is too great a challenge for this lady.

The centre continues to offer all of its usual Office and Administrative services, along with Department of Transport, Library, Story/Playtime, Department of Human Resources, MyGov Access, Tourism and Information, Computer Hire, Printing, Photography and more.

Once again, I would like to take this opportunity to give a huge thanks to the hardworking and dedicated team that make up the CRC committee and Staff. None of our achievements would be possible without their commitment to our community.

But above all, I thank you, the community of wonderful people who continue to support us in supporting you.

Nikki Hawser  
Chairperson 2022-2023



# Manager's Report

This year has not been a great time for the Wyalkatchem community, township and even the CRC. The loss, closure / relocation of local businesses has hurt the township, the closure of the butcher's shop was a big blow and when it was followed by the sale and unexpected closure of our much-loved Café the combined losses have been devastating on the psyche of our

The Wyalkatchem CRC has also had its ups and downs over a difficult year. The loss of our first trainee prior to completion placed an unwanted burden on the Centre's finances that will lead to a major negative showing on our budget figures for the first time since my arrival 7 years ago. This is our first incompleteness by a trainee since I began, and it is a learning we will carry into future budgets aimed at mitigating any future event of similar consequence. This will hurt our budget in the short term, but this actual event is not something we believe will be detrimental in the medium to long term.

In fact, this loss has brought to our attention the need to streamline our organisation and better utilise our staff hours to become a more productive, proactive, and financially astute organisation.

One service we offer and really need to revisit is our **Department of Transport** contract - even though we received over \$253,000.00 for the Department this financial year we received only \$8200.00 in payment to compensate for this workload. When we are **required** to have **paid staff** available for licensing for approximately 250 days per year this type of remuneration is simply inadequate in the extreme.

I have written to the department and a number of political members to try and receive better compensation for our workload from DoT.

We have made DoT aware we would like to keep this service in Wyalkatchem, but we can no longer do it by **subsidizing a Government Department at the expense of our local community.**

The CRC has been successful in a number of other areas which has helped mitigate the above costings and we believe a number of other projects we are currently working on will have a positive bearing on future budgets.

Finances aside, the CRC has had a very busy and productive 12 months with a number of projects proving to be very successful in the scheme of things.

Our first major event since Covid was our Trivia night which saw us catering for 68 locals, that is almost 20% of our entire population enjoying themselves all under one roof. Other events including our Volunteer Breakfast, Arts Expo, Mother's Day morning tea and Christmas Luncheon also proved as popular as ever with great attendances.

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*that is almost 20% of our entire population enjoying themselves all under one roof!*

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A number of new initiatives have also been incorporated into the CRC including our 'Self-Serve' library services. This was developed so local members of our library can access books from all of the libraries across the state that are associated with the State Library of Western Australia. Just another service we are proud to supply for our community. Diana was instrumental in developing this service, sourcing and writing a grant to gain the funds needed for this purchase.

We kept ourselves very busy completing smaller training courses including 1<sup>st</sup> Aid which were well received by the community, and we have also put in a large amount of work helping smaller local community groups.

The secretariat work completed for the CBH Museum for their general meetings has continued and we have offered to complete this for other organisations if they require it.

Foodbank is another project the CRC has developed, and we are now looking after a large section of the Central wheatbelt. We have doubled the packages to 80 per month, 70 of which are then forwarded on to 8 other CRC's and one Shire for distribution into their communities.



The Wyalkatchem CRC Management Committee has worked tirelessly behind the scenes helping staff ensure our events are well catered for and run smoothly.

Since the closure of the Wylie Café and butcher's shop the CRC has had to do a large amount of self-catering for events and training days we organise and this has been a steep learning curve for both staff and committee alike but we believe we have gotten it right so far with major thanks to the experienced Committee.

2022 **Wylie Arts Expo** was successful and saw the emergence of the Sunday Painting Group into the WylieArts Group who have now become an incorporated organisation. This group started as a sub-committee of the CRC and is still registered as such and is still working closely with us on a number of projects including the Annual Expo and the Children's Art Show.

The **Kids Art Show** we developed during youth week was a successful affair with a number of young budding artists winning awards and gaining the confidence to enter the 2023 Arts Expo being held in September this year.

Our **volunteer breakfast** was well received again this year with a positive response from all our attendees. Of a possible 28 feedback forms we received 21 individually completed responses and all of these had very favorable reports which have been included in our reporting mechanisms for government reporting. some of the responses include: *"You guys just get it right every time you do something like this"* and *"Nice to be acknowledged for the work we do within our community, big thank you to the cooks in the kitchen, a job well done,"* *"Great selection, more than some people would have at home."* And *"Was well done and enjoyed by us all, thank you"*

As always it is a great advantage for staff to receive these types of responses and it helps build confidence within the group while also being open to responses that are negative which we use to ensure we continue to strive to improve.

Our **Road Safety** event that followed our volunteer breakfast has been nominated for an award set up by the Insurance Commission of Western Australia. Just to be nominated is a very exciting and rewarding experience for our staff who worked hard to put the twin events together.

*"I am looking forward to 2023-4 as a more successful and rewarding year that will allow us to engage with our community with renewed vigor and excitement."*

**Craig Cooper - Manager**

Our Project to get a **permanent coffee machine** based in the centre is in full swing and at present we have leased the below machine to see if it will be supported enough by local patrons to cover the outlay of purchase our own machine, this will be judged on the 6 months trial of the leased machine. I hope the community rally around and support this initiative.




# Year in Summary



**723**  
People provided State Government information.



**62**  
Workshops delivered.



**38**  
Overall services we provide our community.



**10**  
Successful grants received




**5**  
Local people employed.



**10**  
Volunteers engaged



**8**  
Community events held.



**36**  
Hot Office Bookings



**12**  
Collaborations with other community groups



**118**  
One-one-one IT training sessions provided.

**6,694** visitations to the CRC this financial year!



## Government Services

### Government Access Point

**723** Clients used our State Government Access Point or were given information related to various State Government Services, employment application assistance and resume development.

### Videoconferencing Connections

Four clients utilised our Video Conferencing facilities for a number of different reasons. Two used it on a number of separate occasions for various reasons including interstate government and federal government departments.

We also supplied Video Conferencing facilities for 3 online job interviews at no cost as a service to local community members.

### Department of Transport

**511** Clients utilised the CRC to access Department of Transport services – some for basic renewals others for more complicated requirements including interstate and international licensing queries, seasonal registrations and vehicle transfers. Over \$250,000.00 worth of transactions were processed at the CRC over the financial year on behalf of the Department of Transport of which the CRC earns a small percentage from some transactions.

### State Library of WA

**471** Clients utilised the CRC to access the State Library of WA access point and some clients began utilizing our self-help laptop for book returns and also began utilising the new SLWA Hoopla programs.



### What's on at the CRC?

Email: [admin@wyalkatchemcrc.com](mailto:admin@wyalkatchemcrc.com)  
Phone: 08 9681 1500

#### Regular Events

##### Sunday Art Sessions

All Welcome  
\$2pp entry  
Pastels and acrylic paint supplied. Canvas and board at cost price.  
Every Sunday  
1pm-5pm

##### Senior Leisure Group

For over 50s!  
Games, fun, lunch and friendship - all in one place.  
Every Tuesday  
10am-3pm

##### Storytime

Lots of stories and fun activities each week. Come along with your pre-school and kindy kids for a fun morning!  
Wednesdays 9:30am  
(during the school term)  
Returning 26th April

#### Coming Up...

21-23rd April - Kids Art Show  
11th May - Mother's Day Morning Tea  
18th May - Volunteer Week Volunteer's Breakfast then National Road Safety Week Event  
1st June - Phone book deadline

#### Library News...

We have received a grant from the State Library of WA for a new laptop and scanners for the library - so we can now offer a "self-serve" option for our library patrons. It will also allow you to search for any library items at any library in WA! Come in and try it out next time you're in the library.



#### Business Directory 2023-2024

We are putting together a new phone book to come out in July 2023. If you would like to advertise your business, community group or have your phone number listed in (or removed from) the phone book, please contact us before June 1st so that we can include you.

*A snapshot of what was happening at the Wyalkatchem CRC on a weekly basis during the 2022-23 financial year.*



Department of  
Primary Industries and  
Regional Development



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# Economic and Business Development Support

Room & Equipment Hire.

Secretarial Services.

Package assistance.

Printing, emailing, Information Gathering, data entry services.

Event Assistance.

Promotion of local businesses.

One on one business support services.

Production of training resources for local business.

Training facilities.

Meeting room facilities and events.

Training courses for business.

Room hire this year has been steady although we have not been able to sustain keeping a hairdresser at the CRC other organisations have been using the Hot Offices on a regular basis.

Our secretarial services has expanded and a number of organisations and individuals are beginning to utilise this service more.

We still provide minute taking free of charge for the museum as a community service. This also applies for our Package Assistance and administrative support for businesses.

We have had a few training packages held at the CRC, most are directed at surrounding Shires and the uptake from them is promising.

Our meeting rooms are utilised by a number of larger business personal who hold interviews and other meetings on an ad-hoc basis.

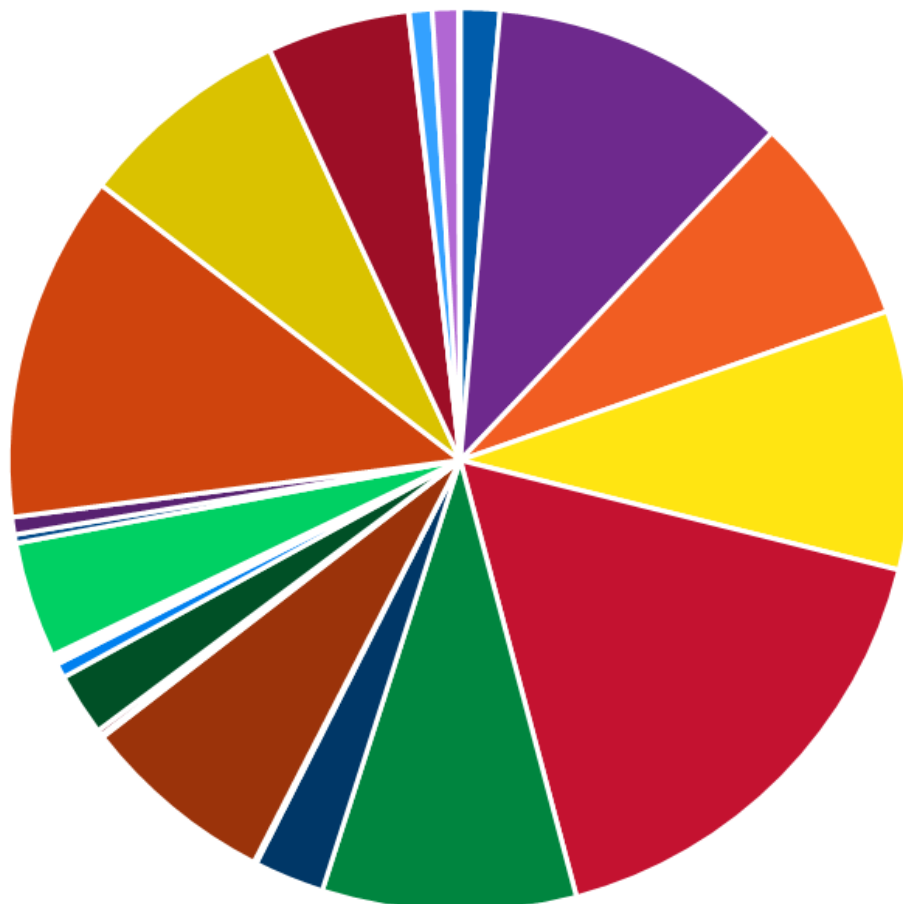


# Centre Usage

Visitations to the CRC during the 2022-23 Financial Year

1 Fed Government	95	15 Hot office Government	7
2 State Government	723	16 Hot office Business	8
3 Dept of Transport	511	17 Business workshops	5
4 CRC Business	625	18 Business referrals	281
5 CRC Services	1146	19 Hot office Community	21
6 Visitors Centre	614	20 Community workshops	42
7 Wheatbelt Way	170	21 Community referrals	840
8 Pioneer's Pathway	6	22 Museum visitation	518
9 Library	471	23 Museum volunteers	344
10 Library Work	6	24 Business meetings (WBN, WBG)	2
11 Book club	13	25 One on one business	55
12 Storytime / kids activities	151	26 One on one community	63
13 Senior Leisure group meetings	35	27 Video conferencing	4
14 Employment Service Visitation	4	TOTAL Visitations	6694

Visitations


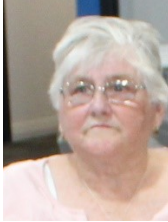



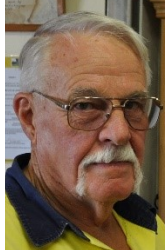





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Our Team

Management  
Committee  
**2022 - 2023**



 <p><b>Chairperson</b> Nicole Hawser</p>	 <p><b>Treasurer</b> Joan Phillips</p>	 <p><b>Secretary</b> Dianne Majid</p>
 <p><b>Deputy Chairperson</b> Murray Pow</p>	 <p><b>Committee Member</b> Lorraine Lawrence</p>	 <p><b>Committee Member</b> Robert Holdsworth</p>
 <p><b>Committee Member</b> Sheryl Wemm</p>	 <p><b>Committee Member</b> Nicole Towell (Elected Mar23)</p>	 <p><b>Committee Member</b> Jim Davidson (resigned Feb23)</p>

# Staff Team

2022 - 23



**Craig Cooper**  
Manager



Craig has been our manager for almost 7 years and in that time has generated a large amount of business and opportunity for the CRC but is always looking for more ways the CRC can service and support the township and its people.

**Diana Sprigg**  
Customer Relations Coordinator



Diana has fast become Craig's Right hand, excelling in handling the day-to-day customer services and events held at the CRC. Diana's professionalism is second to none

**Sarah Jayne O'Callaghan**

*Trainee*



Sarah joined us early this year and has fitted in seamlessly – She is an asset we will be looking to hold on to in some way after her traineeship is completed

**Amanda York**

*Book Keeper*



Amanda brings a wealth of experience to our CRC. Craig and the Committee often consult with Amanda about a range of business opportunities and financial matters.

**Lynn Turley**

*Cleaner / Reception*



Lynn joined the CRC just as Covid was becoming an issue and her knowledge around Work, Health & Safety has proven invaluable to the CRC ensuring the CRC holds the highest standards of health & safety for our community.

**Aela Davis**

*Trainee*

Aela left our services for a position at the Shire after completing her trial 3 mths period with the CRC.

## Our Supporters

### **Government**

Department of Primary Industry & Regional Development,  
Department of Transport,  
Department of Communities,  
Local WA Police,  
State Library of WA,  
MLC's Sandra Carr, Shelley Payne, Darren West & Steve Martin.  
Shire of Wyalkatchem

### **Grant Funding Bodies**

Department of Primary Industry & Regional Development.  
FRRR - Foundation for Rural & Regional Renewal.  
Road Safety Commission.  
WA Department of Communities  
Volunteering WA  
State Library of WA  
Lotterywest.

### **Corporate Sponsors**

Collgar Energy  
D&D Transport  
Competent Solutions  
ARC Infrastructure

### **Community Partners**

Foodbank  
Shire of Wyalkatchem  
Wyalkatchem Men's Shed  
WylieArts Group  
St John  
ARC rail infrastructure  
Wyalkatchem CBH Agricultural Museum  
Wyalkatchem Senior Leisure Group  
Wylie Weekly inc.  
Second Bite  
Australia Post (Local Postmaster)  
Shire of Wyalkatchem

### **Special Thanks**

Wyalkatchem CRC Committee and families.  
Petchell's Mechanical  
D & D Transport  
Sue Adams  
Peter Lawrence  
Wyalkatchem Men's Shed  
St John Wyalkatchem Sub Branch





# Treasurer's Report

It gives me pleasure in presenting to you my 3<sup>rd</sup> treasurers report.

We came in over budget this year. First time since I have been in this position. We know where, why and when and by making the necessary changes I look forward to seeing a better result in the year for 2023-2024.

It is a pleasure to see people are taking the time to come to the Centre to pay their licenses and not use the internet as we receive a commission from the Department of Transport, this is appreciated but we are looking at whether we continue to offer this service as it is very costly and time consuming for little reward.

Manager Craig has applied for many grants this financial year. Some successful, some not.

From time to time we have had functions held, resulting in room hire.

There has been a steady flow of visitors to town every weekday as they explore the wheatbelt, of this we take the opportunity to sell local products and promote our town and surrounding areas especially in the wildflower season. How many people are aware there is merchandise for sale? As far as I know, we are the only place in town to buy souvenirs from.

To the people who have renewed their membership, or have joined for the first time, thank you. Your support is appreciated. This year we had 57 members ranging from business, family, community organisation and individual members which is around 20% of the entire population.

We continue to work with the Wylie Weekly committee in printing their local paper each fortnight and with Competent Solutions which keeps our staff very busy with printing.

At this point I would like to thank the following for supporting us. Wyalkatchem Shire, Local Businesses in the town and last but not least our wonderful community.

Joan Phillips 22/23

## **Wyalkatchem CRC**

**P: 9681 1500**

**E: [admin@wyalkatchemcrc.com](mailto:admin@wyalkatchemcrc.com)**

**W: [www.wyalkatchemcrc.com](http://www.wyalkatchemcrc.com)**

**Lot 5700, Railway Terrace,  
Wyalkatchem. WA. 6485**



**Department of  
Primary Industries and  
Regional Development**