



## What is in this report

This report contains information about The Dandaragan CRC goals, work and partnerships over the past year.

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A full copy of this report with the 2020/2021 financial reports can be downloaded from our website [www.dandaragancrc.net.au](http://www.dandaragancrc.net.au) or by calling (08) 9651 4071 or emailing [office@dandaragancrc.net.au](mailto:office@dandaragancrc.net.au).



Cover Images: from various events throughout the financial year.



### ACKNOWLEDGEMENTS

The Dandaragan CRC acknowledges the Yued/Yuat traditional custodians of the land on which we work and we pay our respects to Elders past and present. We also recognise the resilience, strength and pride of our Aboriginal community members and their relationship to this land.

The Dandaragan CRC appreciate and welcome diversity in all its forms, including staff and community members, and believe this makes our team, services and organisation stronger and more effective.

Thank you to the community members, volunteers, staff and others that worked together to create this year's Annual Report.

We would like to acknowledge the support from our funders and community partners. In particular our partnership with the Department of Primary Industries and Regional Development, Shire of Dandaragan and our peak body Linkwest and the broader Community Resource Network.

A full copy of this report with the 2020-2021 financial details can be downloaded from our website [www.dandaragancrc.net.au](http://www.dandaragancrc.net.au) or by calling (08) 96514071 or emailing [office@dandaragancrc.net.au](mailto:office@dandaragancrc.net.au)

## Dandaragan Community Resource Centre Inc

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[www.dandaragancrc.net.au](http://www.dandaragancrc.net.au)

 [dandaragancrc](https://www.facebook.com/dandaragancrc)

 [DandaraganWay](https://www.facebook.com/DandaraganWay)

 [Shop Front Dandaragan](https://www.facebook.com/ShopFrontDandaragan)  [dandaraganway](https://www.instagram.com/dandaraganway)



## Our Vision

Dandaragan CRC is known for high quality outcomes through its connected regional network. This will elevate the thriving community of Dandaragan, enhancing innovative economic, business and social development.

## Our Mission

To create a vibrant and friendly hub that strengthens our community through a network of relationships and inspired community connection and by building capacity by providing support and education to enhance economic, employment and social opportunities.

# WHO WE ARE

Dandaragan Community Resource Centre has been operating for ten years and we're extremely proud of the work we do. We are an incorporated, independent, not-for-profit organisation that is community managed. We are working to enhance lifestyle, health and wellbeing in the Dandaragan district through a variety of business, economic and social activities, as well as providing access to government information and services.

Located in the heart of Dandaragan town centre, we provide services and activities relevant to our community's needs whilst also planning in a flexible manner for the future needs of this developing region. The facilities are open 5 days a week, from 8.30am to 4.00pm Mon to Thursday and 8.30am to 3.30pm Friday enabling excellent community access to our services.



A member of Linkwest (peak body for CRCs), Dandaragan CRC is part of a network of over 108 Community Resource Centres located in small rural locations within WA building the capacity of their towns and its people to develop vibrant, inclusive, and connected communities.

We are dedicated to delivering evidence-based, integrated services that create powerful and sustainable change in the Dandaragan Community. In 2020/21 we continued to support the people of the Dandaragan Region with services in five key areas:



## FOCUS AREAS



Access to Government



Economic and Business Development



Social Development Support



Building Community Connections



Services and Products



In the past year we

2848 T

Customers served



we have served

**thousand**

across the front counter



In the past year we have helped

**299 Hundred**

People access State and Local Government Information

2020/21

KEY

MILESTONES

## JUNE

### Reopened

Covid 19 caused the lockdown of all businesses in WA on the 15th of March, reopening under restrictions in late May early June. Implementation of a Covid Plan was required along with further operational protocols.

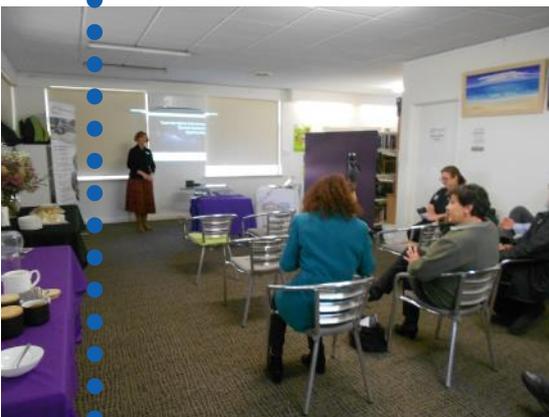
## JULY



### Print Making Course

Angela Kruger, local artist and print maker, ran a print making workshop. This was the first event following the Covid lockdown.

## AUGUST



### Astro Tourism Yued Tourism

We hosted an Astro Tourism Yued Business Opportunity meeting.

We provided VC services to Yued Elders in Perth, catering and a venue.

## SEPTEMBER



### Grow Festival

The Grow the Dandaragan Way Weekend Festival was held bringing over 900 people to town for the weekend, participating in Open Studios, farm visits, tours, exhibits and workshops. This was followed by an amazing Sunday Market featuring guest speakers and the DOG High Jump Competition.

## SEPTEMBER



### Yandin Wind Farm Information

Coordinated the Yandin Wind Farm Information Session, sourcing catering, supplying equipment, and providing the marketing.

## OCTOBER



### Wildflower Exhibit

Peter Popplewell joined our Shop Front program. We hosted an exhibit of his work and discussed how we could reproduce his work.

## DECEMBER

### Wind Farm Community Connection

For over two years we have helped Yandin Wind Farm engage with the community through the Redgum Reports, facilitating Community Information Sessions and providing a comprehensive training calendar, engaging local catering and community groups in the process.



## DECEMBER

### Carols in the Park

The event was hit by a freak storm causing us to move inside to the DCRC. This was very disappointing and audience number were low for this event partly due to the weather.

### Decorate Your Gate

We had great participation with Rick Allen taking out the prize.



### Staff First Aid Training

Staff attend First Aid Training at Dandaragan St John's Ambulance Sub Centre.



## JANUARY



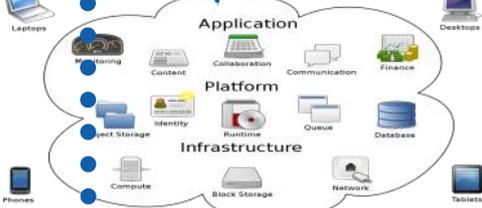
# FEBRUARY

## Stay on Your Feet

This was a month-long promotion of the latest Stay On Your Feet, Remove Hazards to combat falls in older adults through small changes to their homes and health. Frank and Tiddles arrived and Yasmin Littlefair, WA Country Health Service, provided an information session to the community.



# MARCH



## Successful Grant for IT

Received ITC grant funding from DPIRD to upgrade our internet connection, laptops, PoS system and VC abilities.

# MARCH

## Hosted CWA Computer WS

CWA Badgingarra attend a special computer training workshop tailored to their needs.



# MARCH

## Biz in the Cloud

Staff attend a RSM Biz in the Cloud workshop at the Dandaragan CRC hosted by RSM and Bendigo Bank.



# MAY

## Launched Share a Skill

The idea behind these sessions is simply to get people in the community together in a comfortable and relaxed situation to share a skill they may have or to learn something new. Share a Skill also gets young and old together to pass on skills learnt in the past and builds intergenerational relationships and connections.



# JUNE

## Challara Open Day

As a new Shop Front we provided Peter with media, marketing, ticketing and VC services. The first Remote VC offered through the CRC with new equipment and signed up to new ZOOM account to enable the service.



# JUNE

## KINDY Bags Presented

Glenys presented the Better Beginnings Kindy bags at the Dandaragan Primary School.



## MESSAGE FROM OUR CHAIR

*A year of change*



**AS CHAIRPERSON I HAVE PLEASURE IN SUBMITTING THE DANDARAGAN CRC ANNUAL REPORT FOR 2020/2021. BEING AN INCORPORATED, INDEPENDENT, NOT-FOR PROFIT, COMMUNITY VOLUNTEER MANAGED ORGANISATION THAT HOSTS BUSINESS, ECONOMIC AND SOCIAL ACTIVITIES IN THE DISTRICT, I BELIEVE WE ARE WELL-PLACED TO FLEXIBLY NAVIGATE UNSETTLING COVID19 TIMES AND MEET FUTURE NEEDS AND ASPIRATIONS OF THIS GROWING REGION.**

### **COVID-19 has had a lasting impact on businesses and community members.**

With the efforts of Western Australians keeping us relatively safe there have been far reaching impacts of the pandemic on our State. On 25 November 2020 the WA government introduced its Safe WA QR-Code contact tracing smartphone application. From 5 December 2020, venues in WA were required to keep a register of patrons and staff for the purpose of contact tracing. Then again in April 2021 and late June 2021, Perth-Peel entering 3-4 day lockdowns had further impact with staff or presenters needing to isolate and cancelling of events. It was triggers such as this that have led to CRC innovation to upgrade our videoconferencing to be remote and portable so it can occur anywhere – even in the middle of a paddock!

**Although Open for Business as of July 1st, 2020**, this period of uncertainty provided challenges and we appreciated DPIRD's understanding with providing flexibility with meeting target timelines as staff re-shaped some of the ways we do business. Such as decisions to cancel events that could have a large financial impact on the organisation if an outbreak occurred or reluctance of small businesses/community to travel such as for the GROW event for 2021. Similarly, Not-for-profit organisations and agencies were choosing not to

deliver face-to-face events for similar reasons. The strength with being a regional training hub, is that agri-business and the other economic industries in the region were continuing business as normal and so meeting their needs as best we could was a key priority – training delivered included Auschem, Truck Licence Training (HC, MC), HVPL – Heavy Vehicle Pilot Licensing and other initiatives including assisting Iluka Mineral Sands to facilitate their staff training needs.

**Our Dandaragan CRC staff are our best asset** – the CRC Board introduced new COVID-19 Policies and the staff led by Andrea, complied with health regulations as they were issued; as well as continuing to deliver modified CRC Events and training. Staff continued with connecting and enabling to provide confidence and support to the region during this period. Coming out of Covid lockdown brought further challenges and benefits - periods of uncertainty and welcome financial assistance while delivering the required DPIRD Service Level Outcomes and Shire Services in innovative and creative ways. Our staff are all part-time, employed under a skills-based philosophy to support meeting contract requirements. The Operational Manager Andrea Gray consistently leads by example, bringing a professionalism with marketing and event management and a focus on building stakeholder collaboration, local needs, and initiatives. Thanks to our Financial Manager Michelle Ellyard for the high-level governance and fiscal management she brings to the CRC, especially during Covid. We thank Tracey Harwood for her time with us; Glenys Lee has been with us four years and successfully completed two Traineeships. We welcome Kerry King with a Traineeship and Angela Kruger as Community Liaison. Sophie Notley continues as Redgum Reports Publisher and Jess Stickland continues with the cleaning contract. Vieann Ward provides Better Beginnings support.

**This has been the Dandaragan CRC's 10th Year of Operation, officially Opening our doors on Monday 4th July 2011.** Highlights of this early period have been recognised over the 2021 year, culminating with a July celebration, where our Patron Graeme, cut the 10 Year Celebratory cake. The Board and senior admin staff have been instrumental in guiding the growth of the CRC business with key goal of strengthening business and economic capacity in the region – consistently looking for new ideas and innovations to build our capacity and position being the hub of training, learning and social development. This year, in one of our most trying years, the Dandaragan CRC has shown it can rise to demonstrate our most successful fiscal position – as further explained in the Treasurer's Report.

**DPIRD Technology and Innovation Grant \$10,000** – The CRC successfully applied for funding to support investing in technology upgrades and innovation to improve and expand service delivery, boosting the regions capabilities, access, and options of what we can deliver to Regional Communities. This allowed upgrading the server and migrated to the cloud to improve customer service and connectivity ensuring the community evolves with the fast pace development of

technology and region. A further benefit being staff and Board members can access server folders off-site to support remote access. This has enabled the Redgum Reports fortnightly magazine to be produced off-site. The ability to work from home, access anytime, anywhere – bringing the Dandaragan CRC up to speed with modern business practices.

**DPIRD Grants** - DPIRD provided a \$2,500 Support Services Grant which allowed us to continue with membership of “Linkwest”, the Western Australian Community Resource Network (WACRN) overarching Parent Body – supporting with IR, HR, and other matters as they arise. A VC Grant of \$500 from DPIRD was a further grant opportunity for Community Resource Centres to self-manage individual video conferencing needs. This funding enabled upgrading the VC to support remote servicing video-conferencing – it is portable and with its own aerial can go anywhere. This was successfully trialed at a farm Open Day event when the key speaker was not able to travel to WA – this is further explained in the report, however the key speaker was able to be roving around on the day and contribute to discussion with other experts who were able to attend. This is an exciting addition to CRC’s services in the region.

**Yued Astrotourism project and strengthening our relationship with Nyungar Yued Elders.** Following on from January 2020 when Dandaragan CRC collaborated with Curtin University to support a final year Intern Placement to collaborate with the Astrotourism Project, this has continued with offering training of local Yued members as guides to explore the Aboriginal Night Sky. This project was supported through Regional Development Australia Wheatbelt (RDA Wheatbelt) who funded the innovative project to build Yued Aboriginal enterprise through its Noongar Enterprise Development Support Project (NEDS). NEDS was funded by the Australian Government Department of Social Services with the Yued Astrotourism project aiming to build capacity, cultural knowledge and new Astrotourism Businesses in the Shires of Moora and Dandaragan. This initiative also involved sessions with Dandaragan and Moora youth to develop artwork to place on the iconic Nyungar Yued Planespheres.

A further meeting was held at the Dandaragan CRC in August 2020, bringing together Yued Elders, Astro tourism leaders, WAITOC (Western Australian Indigenous Tourism Operators Council), Tourism WA - Coral Coast, and Tour Guides for project input.

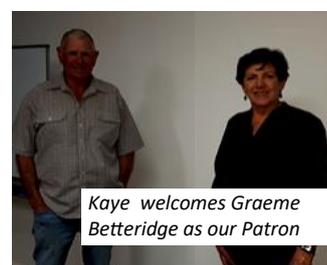
**Contracts and Tenants**– our current DPIRD contract continues until 30 June 2022, and we are led to believe it will continue at the current funded rate for possibly a further 5-year period. The Shire of Dandaragan contract to deliver shire Services was reviewed this year and a five-year contract signed to commence 1 July 2021. The separate contract with the Shire to clean the Pioneer Park facilities and Shire Depot continues until 30 June 2022. We have a continuing Contribution Agreement with WA Country Health Service Wheatbelt for exclusive use of the Community Health office as a Tenant; and

West Midlands Group (WMG) have tenanted office space. We have been in discussions with WMG re sharing services and collaborating where it would be of mutual benefit - the “Dandaragan Hub”; further early discussions are occurring around a possible Museum on the adjoining *land and partnering possibilities*.

**Board Members** – we welcomed Graeme Betteridge as Dandaragan CRC inaugural Patron, a role he has enthusiastically performed. Our valued Life Members Sue, Judy, and Mac have the CRC at heart. Thank you to Richard Cooper for his many years as a valuable Board Member and Mark Cubitt is welcomed on to the Board. Thank you to all volunteer Board Members for their tireless dedication and commitment with setting policy and direction as well as volunteering with events. Huge thanks to our Board Exec being Kerry as secretary, Helen as Treasurer and Trish as Vice President – our multi-skilled Board is a strength of our organisation.



Richard Cooper with Tim Butler working on the 'What's on Board'



Kaye welcomes Graeme Betteridge as our Patron



Back Row: Kerry Cockburn, Tim Butler, Mac Hewlett, Mark Cubitt, Front Row: Kaye Notley, Kaye McGlew, Judy Allen and Helen Chatfield

We appreciate the Dandaragan community, businesses and stakeholders for supporting the Dandaragan CRC to be a leader in this space – enabling and connecting our region to be the best place to live, work and invest.

A handwritten signature in black ink, which appears to read 'Kaye McGlew'.

Kaye McGlew  
Chairperson, Dandaragan Community Resource Centre

# OUR BOARD

Our organisation is governed by a Management Board, comprised of nine enthusiastic, dedicated and positive community representatives volunteering their skills, knowledge and time to assist staff with day to day service delivery. Their contribution to the organisation is very much appreciated. The board's guidance and governance ensures that our CRC continues to grow and make a difference in the community, ensuring it follows the governance structure as set by the Associations Incorporation Act 1987 (WA) with guidance from the DPIRD and Linkwest the peak body for CRC's, and the broader Community Resource Network. In 2016 we formed a new Volunteer Sub-Committee for the management of the Local Community Newspaper, Redgum Reports Inc.



**KAYE MCGLEW**  
**CHAIRPERSON**

Kaye is an experienced secondary teacher and has extensive connections within the neighboring Moora community. Kaye is currently employed by Amity Health with a clear understanding of the local indigenous Yued community. Following 12 years of service with the Shire of Dandaragan as our local Councilor, Kaye has extensive knowledge of local government operations and processes. Sitting as a SLWA Board Member, Kaye has an understanding of State Government policies and legislation as well as libraries. Kaye brings her extensive knowledge of Human Resources, Staff Communication and Governance experience to the board.



**TRISH CAHILL,**  
**VICE CHAIRPERSON**

Trish is a long serving member of the Dandaragan Community and a serving board member of the Anglican Church with a strong community connection. Trish oversees the CRC Membership.

Trish travels throughout the state with her husband. On their journeys she collects interesting innovative ideas and merchandise providing the CRC with a constant source of inspiration.

Trish spent most of her working life as a practicing nurse at colleges.



**TIM BUTLER**  
**BOARD MEMBER**

Tim has been part of the Dandaragan community since 2003. He spent 25 years as an associate member of Wesfarmers. Tim has been involved in the agriculture and/or wool industry in some way for at least 25 years including as a wool classer, insurance broker, bull broker. He is currently a insurance broker with Aviso WA.

Tim's varied experience has allowed him to support the Board in the areas of Insurance, Risk Management, Contracts and Agreement Negotiations.

He is father of three and a keen golfer.



**MARK CUBITT,**  
**BOARD MEMBER**

Mark has been a Dandaragan resident of 2 1/2 years. He is a talented cabinet maker and designer. Currently involved in a variety of projects from renovations to maintenance. Mark has extensive experience in sport administration at a state and national level and has competed internationally at team level. He is also an Ex Rotary director. Mark has extensive small business experience. Winner of the Premiers Export Potential award and nominated for the ANZ sport star of the year award.



**KAYE NOTLEY**  
**BOARD MEMBER**

Kaye has lived in Dandaragan for 30 plus years. Kaye currently serves as the Dandaragan Primary School librarian. Kaye is the mother of three and also a grandparent.

Kaye supports the Board with engagement with the school, with her extensive library knowledge and any HR issues. She also helps the staff with merchandise sourcing, reviewing and display.



**KERRY COCKBURN,  
SECRETARY**

Kerry has lived in Dandaragan for 15 years and has served as the President and Secretary of the DCRC (Club). She and her husband are school bus proprietors. Kerry brings extensive HR and business administration knowledge from her 6 years as Executive Officer of Frances Burt Chambers. Her mentor role for the operations of the CRC have proven to be invaluable over the last twelve months, particularly with the COVID 19 crisis and HR requirements.



**HELEN CHATFIELD  
TREASURER**

Helen is currently on the Executive CRC Board as Treasurer. She liaises with the finance manager and reports the financial position of the CRC to the Board. Helen comes to the Board with a wealth of experience in this area. After leaving school she worked in administration at a medical centre, went on to become a Mother Craft nurse and has worked at the local school for many years as an Education Assistant and is currently the Manager of Corporate Service. Helen has lived in Dandaragan for 35 years.



**JUDY ALLEN,  
BOARD MEMBER/MENTOR**

Judy has been a part of the Dandaragan community for many years. After completing Business College, Judy worked for insurance and finance companies in Perth. She married in 1968 and moved to Dandaragan with her husband Rick to establish a property. Judy worked alongside her husband performing contract work to develop land. She is the mother of two and has four grandchildren. Judy has been a valuable member of the local community, willingly volunteering her time and experience in many groups. As a Board member she has been the Treasurer for many years and transitional mentoring to the current Treasurer.



**MAC HEWLETT  
BOARD MEMBER**

Mac has lived in Dandaragan for 38 years. Mac has been a Farm Manager and is a strong supporter of community groups in Dandaragan including Advance Dandaragan and various sporting clubs such as the Bowling, Tennis and Football.

On site advisor on insurance issues, risk management and agreement negotiations.

Mac also oversee building maintenance issues.



**Our Patron**

**Graeme  
Betteridge**

**Redgum Reports Sub-Committee**



**Sue Betteridge  
Sub-Committee**



**Dympna Rose  
Sub-Committee**



**Kerry Cockburn  
Sub-Committee**

**Our Board brings  
extensive  
experience and  
professional  
expertise from  
across the  
community,  
business,  
education and  
government**

# MESSAGE FROM THE MANAGER

**2020 brought a time of adjustment to new COVID processes, policies and procedures. We have had to adapt to the known and emerging impacts of the pandemic, mainly gaining back the confidence in community participation. In a staff planning meeting in March we discussed ways to re-engage the community through recovery activities. Through engagement with individuals and listening to similar stakeholders, Angela Kruger went on to develop Share A Skill. On a positive note we have had to be innovative with our engagement, the use and importance of online services and of digital inclusion has been highlighted as we move forward. The livelihoods of many community members have been hugely affected. The restrictions put in place to protect us have impacted not only the CRC but the communities ability to connect with family, friends and colleagues, and affected business planning. There has been an increase in people seeking critical avenues to connect with each other, providing opportunities for social connection and wellbeing.**

This year changed our community and changed the way we work. It made many of us re-think what really matters. It drove home the importance of paid work and caring for people and business – the work we do. Our response focused on keeping essential services running, protecting jobs long-term, and being honest, kind and safe. COVID business and employment payment were a lifeline; it helped us care for people and protect jobs.

With two long term staff members leaving and the impacts of COVID, reorganisation has been needed and yet another look at our strategic direction. I am proud of our staff for their courage in handling uncertain times and adapting to their changing roles and community needs. The unwavering commitment shown to deliver the best possible outcomes for all clients. Flexible and adaptable are words that we use a lot at Dandaragan CRC, and it is at times like these, when we watched our events and training schedule being continually interrupted, that these qualities stood out.

Through it all, and with this support, we delivered on our aim to provide more training opportunities enhancing the Employment Pathways Program.

Two highlights of the year were the commencement of a major IT upgrade improving both the way we interact and service the customers and the background business operations and increasing the connectivity speed to internet and the storage capacity through the cloud.

It is an exciting time for the Dandaragan CRC as we support business and community development through the changing COVID landscape and importantly, take positive steps to improving our delivery of all levels of service. We are currently asked to deliver against three service level outcomes as part of the DPIRD Community Services Contract:

SLO1 Government and Community Information and Access - access and assistance with State and Local Government information and video conferencing

SLO2 Business and Workforce Development

SLO3 Social Development and Community Capacity Building

The Dandaragan CRC has achieved so much, holding the regular activities while continuing to develop major projects like the Grow Festival. We are building the capacity of our small businesses through a number of projects; Shop Front

12 Program, local business training, support and promotion.

The Dandaragan CRC has a team of dedicated and skilled staff and volunteers. They enable the delivery of a wide range of services, products and events. Since COVID we have noticed an increase in the social welfare enquiries and needs from the community. Our staff professionalism, friendliness and dedication enabled the smooth operation of the organisation in a very diverse scope.

The needs of our community span many sectors – including health understanding, social services, education, IT, training and employment. Our programming and operation has maintained a holistic, connected view of these sectors to deliver effective and efficient outcomes for the community and its businesses. Connecting the Local Community and Business Directory, with the local community newspaper and CRC service delivery, providing a comprehensive coordinated approach. This can mean as a CRC business or community client, you may come in with one issue but leave with diverse solutions.

As you read through this report, we trust that you will learn with interest of the Dandaragan CRC's significant initiatives, investments, outputs and outcomes. It is only through our capacity enabled by the DPIRD funding program, the Shire of Dandaragan fee for service and the significant contributions of our regional clients that these results have been achieved.

We will continue to strengthen and create new partnerships with the Shire of Dandaragan, other levels of government, community, not-for-profit and business organisations, service providers, residents and clients. To develop, implement and evaluate our programs and services to ensure that we continue to deliver our vision, and to improve the social inclusion, health and wellbeing of Dandaragan.

We are living in challenging and uncertain times, when caring for each other matters most. I'm proud of what we've achieved and what we aim to do. I'm grateful for the team of people I get to do this work with.

Thank you



Andrea Gray

Operations Manager of the Dandaragan CRC



**“THANK YOU TO THE AUTHENTIC,  
CAPABLE, INSPIRING AND SUPPORTIVE  
BUNCH OF HUMANS WHO MAKE UP THIS  
ORGANISATION; OUR STAFF, VOLUNTEERS,  
BOARD AND MEMBERS. THANK YOU TO  
THOSE WHO WORK WITH US AND SUPPORT  
US; GOVERNMENT AGENCIES, BUSINESS  
AND COMMUNITY SUPPORTERS AND  
DONORS, COMMUNITY AGENCIES,  
NETWORKS AND PEAK ORGANISATIONS,  
AND OUR CUSTOMERS. “**

# OUR TEAM



**ANDREA GRAY**  
**OPERATIONS  
MANAGER**

Andrea manages the organisation towards its strategic goals. Developing and coordinating programs, events and ideas that will achieve the strategic objectives and the needs of the community. Andrea oversees the daily operations and activities ensuring a high standard of customer service and governance and making certain staff are supported with appropriate and necessary resources they need to achieve the outcomes required. Andrea maintains and develops the CRC's networks by nurturing partnerships and sourcing grant funding to ensure the future sustainability of the organisation. Andrea also manages and liaises with DPIRD overseeing tender requirements, grants, health checks, reporting, statistics and manages tourism, marketing and economic initiatives.



**MICHELLE  
ELLYARD**  
**FINANCE  
MANAGER**

Michelle maintains the organisation's financial requirements, as a consultant from her own business, AFA Support.

Michelle manages the overall governance, constitution and board financial requirements.

She manages the financial processes, audits, monthly financial board reports, grants acquittals and HR financial contracts.

Michelle manages all ATO requirements; submitting BAS and submitting and reviewing annual budget with the Treasurer, and if needed, the Executive.

Michelle has been with the organisation for ten years and provides a wealth of historical background to the organisation.



**SOPHIE  
McARTHUR**  
**REDGUM  
EDITOR**

Sophie is the publisher for Redgum Reports, the local community newspaper. Sophie brings a wealth of knowledge about media and helped create a new look for the newspaper.

Sophie and her husband own and manage organic chicken business, Daisy Valley Farms, and have a new addition, Jack to the family.



**JESSICA  
STICKLAND**  
**CLEANER,  
EVENTS**

Jessica has been working for the CRC performing the general cleaning and duties of the building, facilities and equipment. She gained qualifications in Hygiene for COVID and has implemented the practices in the work place.

Jessica maintains the CRC cleaning contract with the Shire of Dandaragan to clean the Shire Depot, Pioneer Park and Transit Park.

Jess also is a casual fill in when needed for events.



**KERRY KING**  
**RECEPTION  
& TRAINING  
TRAINEE**

Kerry performs the daily operations of the Shire, Admin and tourism services. He also supports the delivery of training needs for the community. Overseeing the Truck Licensing, Heavy Vehicle Pilot Licensing and Auschem programs.

This year Kerry has started his traineeship in Business Administration and has transitioned into overseeing the First Aid and safety systems which included the building induction process and saw him gain his First Aid certification.

Having grown up in Dandaragan he also volunteers for the P&C, Museum committee and Repertory Club providing him with strong links and an understanding of community needs.



**ANGELA  
KRUGER**  
**COMMUNITY  
LIAISON**

Angela plays an important role supporting the Finance Manager with the billing of Redgum Reports. She performs daily administration for front of house operations for both the CRC and Shire Services

As the qualified teacher Angela supports the delivery of training needs for the community, conducting One on One sessions and implementing the new Share a Skill program. She also coordinating and delivers the library services and Better Beginnings.

Having lived in the region for many years and as a practicing artist Angela has a diverse network. She writes community articles for the local paper. Most importantly Angela provides support to management and is implementing a child safe workplace policy into the CRC.

## RETIRING STAFF



**TRACEY  
HARWOOD**

Tracey moved to Tasmania to be with family in November 2020, after completing her Cert 3 in Accounting.



**GLENYS  
LEE**

Glenys completed her second qualification with us in July and decided to experience something new after 5 years.

# CELEBRATING OUR TEAM

## Part Time, Contracted and Casual Staff

Our staff team is made up of dedicated and talented individuals who aim to deliver high quality service with a professional and helpful community approach.

Dandaragan CRC is committed to the personal and professional development of all employees. We have continued to update and improved HR policies and procedures. The CRC is proud to encourage an inclusive culture of collaboration and respect that enables people to do their best work. We value our individuals, their unique skills and experiences, which contribute hugely to our successful initiatives. We think it is important that we offer a fun and supportive work environment where our staff enjoy the benefits of flexible work arrangements. The CRC is improving our consistency, team culture and the general daily tasks focusing on staff training processes.

This financial year we have had one staff member graduate and new staff members share their skills and join the team.

Glenys Lee, started with us in January 2020 as a part-time trainee and graduating in July 2021. Glenys successfully completed her studies in Cert II in Business along with several Library PD training modules.

Glenys oversees the cleaner, maintaining the risk management processes and carrying out general administration duties. In 2020 she was given the opportunity to coordinate to Library and Better Beginning program.

Sophie McArthur is now the proud mum of Jack. As an owner of a small farming business with her husband Paul, Sophie has a beautiful connection to the local community and with a background in Media, is perfectly suited to be the Redgum Reports Publisher, returning in May 2021.



In November 2020 we employed a new trainee Kerry King. He is currently enrolled in a Cert 2 in Business. Kerry brings diversity to the CRC team, as a single father with deep connections to Dandaragan. A part of the CRC team, liaising with Yued elders, he has introduced the local Noongar culture into the Public library with a dedicated section and hosted a public language workshop. Kerry is currently overseeing the Employment Pathway Training Program including Truck and Heavy Vehicle Pilot Licensing and Auschem Certification.



Joining the CRC team in March, Angela Kruger has changed roles several times, finally landing with library services, Better Beginnings, general administration, a new program she has coordinated—Share A Skill, and as a One on One special community liaison with People with Disabilities WA. Angela's experience as a high school Deputy Principal adds to her organisational skills and concept thinking into our planning sessions. Angela has achieved her MYOB Advance Certificate and under the Financial Mangers guidance Angela has also taken over the Redgum Reports invoicing from Tracey. The CRC is extremely grateful to Angela for her calm nature that has a positive impact on the staff culture as a whole.

Under Angela's supervision Vieann Ward has been learning the Better Beginning program, helping with the preparation and running of the monthly events. This is all working towards improving her confidence and use of English.



All administration staff have obtained First Aid and COVID Hygiene Safety training.

Jessica Stickland has been a part of the team since 2019. Jess has proven to be a valuable addition with many strings to her bow. Her main role is to perform the duties within the Shire Cleaning Contract as a cleaner and as a casual events officer. Jess is also employed by Essential Personnel as a carer. The skills and special COVID training in Hygiene and Infection Control required for this position have helped the CRC through difficult COVID related issues throughout this year.



# MOVING TOWARDS 2024

## Outcomes

Over the next three years, we are striving to achieve five outcomes:



### **CONNECT** developing community connection

People and businesses are more connected with each other and interact with understanding.



### **ACT** facilitate economic and business development

We work with our stakeholders, other CRC's and our broader network to increase our profile and the WACRN (WA Community Regional Network). The Dandaragan CRC is an efficient and effective forward thinking organisation with an excellent reputation.



## Our Vision

Dandaragan CRC is known for high quality outcomes through its connected regional network that has elevated the thriving community of Dandaragan enhancing the innovative economic, business and social development.



## Our Mission

A vibrant and friendly hub that strengthens our community through a network of relationships and inspired community connection. Building capacity by providing support and education to enhance the economic, employment and social opportunities.



## **TRANSFORM facilitate social development**

Our partnerships and networks influence positive change by providing access to training in the use of information technology with particular focus on advance technologies. For education, business and cultural development.

## **STEWARDSHIP facilitate social development**

Develop community involvement through a volunteer program, ensuring the sustainability of the CRC. The organisation remains an effective, community owned and managed resource for the Dandaragan community.



## **ENABLE provide access to state/local government and community information**

Providing services and information that reflect the changing community needs and support capacity building activities within the community Assist those with issues of poverty, health, isolation, unemployment and other disadvantages to access technology, with the aim of improving the economic, employment and social opportunities.



### **Our Values**

#### ***Vibrant***

The Dandaragan CRC is a vibrant organisation, colourful and energetic with a strong culture of celebrating the efforts and achievements of not only the CRC team but the CRC supporters, volunteers and the people the CRC has helped.



#### ***Relevant***

The Dandaragan CRC has a meaningful and pertinent relationship with the life of the Dandaragan community. Maintaining an understanding of the Dandaragan community playing an important and unique role. We have the confidence of the community through embedded qualities of trust, integrity and transparency.



#### ***Welcoming***

The Dandaragan CRC respects everyone we deal with, we value equity, difference and diversity. We care about everyone in the community and those that travel through, you matter to us.



#### ***Evolving***

The Dandaragan CRC is committed to excellent service delivery, underpinned by continuous improvement, leadership and innovation. The staff, board and volunteers are adaptive and agile in pursuing the vision of the Dandaragan CRC, with a proactive approach to change and progress.



# ACCESS

## OUTCOME

Provide access to state and local government.

## STRATEGIES

**Access to community, local and state government information and services servicing individuals, community groups and businesses through a Government Access Booth**

**Maintain a point of access for Shire of Dandaragan services and payments**

**Promote and provide Video Conference and Internet Services**

**Promote and provide Library and Tourism Services**

## Activities in 2020-2021: THE PAST YEAR HAS SEEN

Creation of new Better Beginning program to create Courageous, Confident and Curious kids.

Two major Video Conferences with partners Astrotourism WA and Challara Poll Merino Stud.

The following new organisations have been added to the Government Booth:

- SMYL - Parent Next
- People with Disabilities WA
- State Library Mid West Consortium
- Speech Pathologist WA Health
- Amity Health
- Acacia Living
- Wheatbelt Health Network
- Carer Gateway
- Mental Illness Fellowship WA

 **503** people attended the Dandaragan Public Library

 **132** tourists collecting information and support

 **144** Shire Enquiries  
**135** Shire Services provided

 **297** people accessed the state and local Government Booth

 **144** community enquiries

## GOVERNMENT INFORMATION

It can be a challenge for local residents needing to access government information and services. Our contracts with the Department of Regional Development and the Shire of Dandaragan ensure that our local and surrounding community needs are met. We support our local community, providing a Government Access Point, Internet, Public Library and Tourism Information through a number of services at our centre.

### GOVERNMENT ACCESS POINT

The Government and Community Access Point provides free access to online resources related to local and state government agencies and a selection of relevant community and non-government organisations which offer community support services. This service enables clients with a lack of internet access to navigate government websites, to gain information without having to travel or wait in queues or to speak to a call centre officer. This government access point is located in a prominent location and staff are always happy to assist clients to access what they require. We stock information about the following departments and can

source information for any government service:

- Dept of Primary Industries and Regional Development
- Dept of Local Government, Sport and Cultural Industries
- Dept of Health, Telehealth Services and Disability Services, Holyoake, Share and Care, HACC
- Tourism WA
- Department of Mines and Petroleum, Dept of Commerce
- Country Housing Authority, Dept of Transport





# STORY OF RESILIENCE

## SHARE A SKILL

Sharing skills is a revolutionary act that empowers people with access to practical knowledge and a sense of purposeful belonging. The concept of sharing our skills is ancient and indigenous to all humans. In March, at a planning session, the CRC staff recognised the need to bring confidence back to CRC events. Developing this new Community Information session called Share a Skill, running at the beginning of each month. The idea behind these sessions is simply to get people in the community together in a comfortable and relaxed situation to share a skill they may have or learn something new.

Share a Skill has many benefits;

- Brings people together, relaxing and learning new skills
- Builds networks and moves our community towards self-reliance and resilience



- Creates a fundamental sense of 'can do' and feelings of positivity, creativity and empowerment
- Establishes and nurtures links between old and young as skills are shared
- Organises practical and useful events
- Working with existing groups in order to share and draw on local skills

***Share a Skill makes learning fun, affordable, and accessible—and sharing skills freely with your community is a productive, healthy way to join the cultural revolution.***

**THE FOLLOWING PARTICIPATION HAS OCCURRED OVER 3 SESSIONS:**

- 31** people have engaged
- 3** people have shared a skill
- 5** people to share in late 2021

Co-designed with the community is essential to developing this service



## VIDEO CONFERENCING CONNECTIONS

With our new connected speed and remote VC equipment thanks to a DPIRD ITC Grant we have been able to offer a complete and confident VC service. In June a local Sheep Stud was unable to bring their main speaker over from NSW due to COVID travel restrictions. The Dandaragan CRC was able to connect the speaker with the audience live to a remote Shearing Shed where the service was being offered. The speaker was not only able to connect with the 65 farmers in the audience but also participate in the Open Day and network with colleagues.

### HELPING THE COMMUNITY STAY CONNECTED

Video conferencing has become the ultimate tool to allow people who have been affect by COVID to continue their connection. This financial year, not only have we used it for CRC training but to continue networking relationships for our stakeholders and also allow the community to connect with Teleservices and even attend funerals.





# ACT

## OUTCOME

Facilitate economic and business development.

## STRATEGIES

**Referral services to business development and employment pathways and support services**

**Facilitate business development activities, seminars and initiatives**

**Facilitate business networking activities and events**

**Business promotion and support services**

**Providing access to facilities and business services to regular tenants and service providers**

## Activities in 2020-21:

Worked with Iluka to facilitate a training program with access to community resources for the new Cataby minesite.

Worked with Vestas at the Yandin Wind Farm to facilitate Community Information Sessions, training sessions and promotion of their grant scheme, with access to community resources.

Continued to provide training that creates employment pathways through local agricultural and mining industries.

## Business Initiative

Held the second Grow Festival Market to highlight local produce and their makers and continue Shop Front.

## THE PAST YEAR HAS SEEN

-  **12 HRMC Truck Licenses**
- 185 over the last five years**
-  **2 Heavy Vehicle Pilot Lic.**
-  **20 Auschem Certifications**
-  **3 Industry Information Sessions**
-  **6 Mining Truck Licenses**
-  **2 Business Referrals**
-  **12 Business Workshops**
-  **3 Business Info Sessions**
-  **2 Business Initiatives**
-  **6 Partnered Events**
-  **95% Participant Satisfaction**
-  **27 hrs Video Conference**

## ECONOMIC AND BUSINESS SUPPORT

Our 2020/21 contract with the Department of Primary Industries and Regional Development supports us to deliver business development activities. We have partnered with leading business service providers in the Wheatbelt to deliver business events. Together we have hosted events and training with the agricultural, horticultural and mining sectors, along with local producers, makers and artists. The service providers have included; West Midlands Group, Central Regional TAFE, Competent Solutions, Busselton Advance Driver Training and Safe Farms.

In partnership with West Midlands Group we now actively meet their members needs in the agricultural sector through providing training and accreditation courses such as Auschem, Heavy Vehicle Pilot Licensing and HR MC truck licensing to create employment pathways and skills to the local workforce.

The Dandaragan CRC plays an active role in supporting local business through promotional opportunities via our printed and digital media, access to information, services and development initiatives that build the capacity of business and contribute to the region's economic health.

We work proactively with key stakeholders and our local community to continue to grow and stay connected with community/business needs, having the flexibility to expand our range of services as required.

In 2021 we have started on a new journey with Safe Farms to establish training through the CRC for a new industry farm safety card. With the new Worksafe legislation due to be enforced in January 2022. It is crucial we stay in touch with the Agricultural sectors training requirements.



# STORY OF RESILIENCE

## CREATING EMPLOYMENT PATHWAYS

Over the last five years the Dandaragan CRC has been providing a variety of training and education opportunities. Supporting members of the community, farmers, Shires, mine sites, the transport industry and other businesses in the region by providing a skilled labour force.

This training and skills development has also enhanced employment opportunities for the young, unemployed and under-employed.

The Dandaragan CRC takes great pride in organising training courses that meet the communities needs and liaising with the companies that provide the training services.

### HR/HC/MC Truck Licence

The training provides education and training for local industry and workers to a level where they are proficient and confident to drive a truck or to expand on their current level of experience.

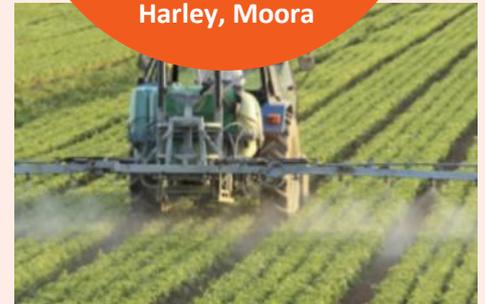
### Heavy Vehicle Pilots Licence

To ensure our region is meeting the changes to government legislation and regulation we provided Pilot Vehicle training. The training guides participants through over sized or over mass vehicles, how to carry out vehicle inspections, the use of pilot escort, how to coordinate breakdowns, the communications and emergency procedures and how to control traffic as a pilot vehicle operator. The Heavy Vehicle Pilot Licence aims to introduce and maintain industry benchmarks standards and improve road safety.



*"This training has allowed me to access full time employment through mining work."*

Harley, Moora



### Auschem

Risk Management in Pesticide Use is a two day, AQTF Level 3 program. The participants are provided with a comprehensive overview of all aspects of safe, effective chemical use from selection to storage, handling, mixing, application and cleaning up. This course is designed for those who are spraying unsupervised.

## COMMUNITY NEWS

Redgum Reports is in its 35th year of publication. For the last five years the Dandaragan CRC has published, designed and managed the paper on behalf of the community. It is now firmly entrenched within our printed publications with the Local Community and Business Directory, tourist Wildflower Guide and other community booklets.

In 2021 we have continued with the new branding and through a successful grant we celebrated and engaged with the community for Volunteer Week. Paying homage to the publication past and present as well as contemplating its future. The process helped us gather a couple of new volunteer contributors. We have increased readership, advertising and subscription.



## PROMOTIONAL ACTIVITIES



**6 Media Articles**

Articles published in commercial papers



**1025 visits Website Activity**

554 page views



**809 Facebook regular likers**

1029 Facebook Followers

Reaching high of 5,900 in 5th Feb 2021

Financial Year a record - 23,724 likes



**23 CRC Reports**

published fortnightly in local paper



**124 Instagram Followers**



# COMMUNITY CONNECTION

## OUTCOME

Facilitate social development.

## STRATEGIES

Referral services to social/ community support services

Facilitate social development activities, workshops and initiatives

Facilitate community group and individual skills development opportunities

Provision of information and support

Supporting community organisations with tailored association support, including; financial, computer one-on-one sessions and identified needs .

## Activities in 2020-21:

Held health based Information Sessions with Find Cancer Early, Stay on Your Feet and Wheatbelt Disabilities Roadshow.

Held several Arts based community workshops including printmaking, Paper Flower making, Children's holiday activities and Decorate Your Gate.

Held Social Engagement events including Carols in the Park, Wildflower Painting Exhibit, Grow Festival Community Open Day, Astrotourism Stargazing, Old School Yued Talk, Wildflower Tour, Batman Tour and Share a Skill—Pasta Making, Spring Rolls.

1 on 1 Computer training, elevating the general IT knowledge of community members.

## Social Initiative

Developed a local community day as part of the Grow Festival to showcase our communities lifestyle.

## THE PAST YEAR HAS SEEN



**68** Community Referral relationships maintained



**13** Community Workshops  
**6** Information Sessions



**34** Individual One on One Computer training



**2** Community Initiatives



**3** Partnered events



**96%** Participant Satisfaction

## SOCIAL DEVELOPMENT SUPPORT

Our activities encourage people to meet through varying social and informative events. We develop these innovative opportunities through a strong working relationship with our community. This has allowed us to build our networks through creative and cultural responsive environment of engagement. We have worked collaboratively with the whole community, other community organisations and community service providers to provide a variety of benefits and the best support possible to community members.

In 2020/21 the Dandaragan CRC had a focus on Resilience, aware of the need to build community confidence through COVID19. Creating an openness and understanding within the community was key to all workshops, initiatives and information sessions. Using sharing as a tool to strengthen our awareness for each other.





# STORY OF RESILIENCE

## SHOWCASING OUR COMMUNITY

After a successful inaugural GROW THE DANDARAGAN WAY weekend festival in 2019, this two day event was clearly defined as a Market Day on the Sunday and Saturday to showcase the community as a fun and friendly place to live, work and play.

This was the first major event coming back from COVID shutdowns and restrictions. We expected limited attendance and were surprised at the support and 850 attendance to the Market Day.



Midwest Optimal Health fully supported the event providing once again an Op Shop, Devonshire tea, Yued Elders display and more. We support this by coordinating with the Anglican Church to allow public access to the inside of St Anne's Church.



On Saturday we provided lunches, hosting a Better Beginnings session on animals, displayed Art by Peter Popplewell, hosted a local wildflower tour, talk on a Farm Rehydration Project, a Astrotourism Star Gazing Tour and a Batman Night Stake Tour. These events opened the CRC to the community and welcomed visitors to the community, guiding them through



the Historical and Cemetery Brochures, helping them find the open artist studio and tours.



With even more community activities and the producers, artists and makers on display at the Market Day, the community was resolute that the event should reoccur in 2021.



The highlight was the Dog High Jump Competition which drew dogs in from across the region with great prizes up for grabs and the ECO Speakers Tent that had some very interesting talks from Joe Tonga on Micro Bats to a talk on soil microbes .

***“Considering COVID, this event weekend was very successful. To ensure this success we will need to find major funding and more involvement for community groups .”***

Andrea Gray, Event Coordinator

 **68** people attended Saturday  
**850** people attended Sunday





# CONNECT

## OUTCOME

Develop community connection.

## STRATEGIES

**Communication strategies including our website, social media, printing and management of our community newspaper and the local phone book**

**Foster community engagement and cross sector communication to achieve outcomes relevant to community needs**

**Deliver a holistic service that integrates across all level of the CRC**

**Build on staff skills and training to be able to deliver quality and holistic service that builds Community Connection**

## Activities in 2020-21:

Continue to ensure crossover between Redgum, Phonebook and Government Access Information.

Attended multiple Linkwest training workshops to gather PD and further our understanding of community development.

Maintain Operations and assess Risk Management systems to include building induction and COVID processes.

## THE PAST YEAR HAS SEEN



**18** Building Inductions delivered to staff and tenants



**5** Training Workshops

**6** Staff Workshop



## BUILDING CONNECTIONS

In 2020/21 we provided Association Support to the Dandaragan Football Club to purchase a new BBQ Trailer Project, Cervantes Arts Festival and P&C Christmas Tree event.

We also provided support to our Shop Front participants, Peter Popplewell, Kevin Hobbs, Daryl Forward, Anne Murray and Shireen Manning . We provided advice to several other CRC's on projects and services we were running, stretching our reach across the Shire and beyond.





Together, we can achieve so much more. You too can empower our community to recognise their potential and realise their dreams.

**VISIT** us! We're the hub of the community. If you need help in any way, visit and talk to our friendly staff who will help with any inquiry.

**VOLUNTEER** We're always looking for awesome volunteers! They make a lasting impact on our community. By becoming a volunteer, your community benefits from the skills and experience you share and you will gain considerable personal fulfilment. Email [office@dandaragancrc.net.au](mailto:office@dandaragancrc.net.au)

**SPONSOR** We can provide corporate sponsors with significant marketing and networking opportunities and help build customer loyalty.

**PARTNER** with us. Join our team of partners to make an impact through opportunities such as sponsoring an initiative. Dandaragan CRC can provide value to your business through opportunities to enhance reputation, build customer loyalty and become involved in your community.

**BEQUESTS AND DONATIONS** We welcome one-off donations and also encourage regular giving to ensure the long term sustainability of our programs. Bequests are a wonderful way to support Dandaragan CRC and be remembered for making a difference to the community in which you have lived.

**LIKE** us on Facebook and follow us on Instagram

[@dandaraganway](https://www.instagram.com/dandaraganway) to stay up to date with our latest news, photos and videos.

For more ways to get involved, email us at [office@dandaragancrc.net.au](mailto:office@dandaragancrc.net.au) or call us on (08)96514071.

THE  
DANDARAGAN CRC IS  
VERY APPRECIATIVE OF  
THE SUPPORT AND  
ENCOURAGEMENT OUR  
MEMBERS AND  
ADVOCATES PROVIDE.



# PRODUCTS AND SERVICES

## OUTCOME

To provide a quality integrated service.

## STRATEGIES

**Social enterprise approach to providing access to services and products which have strong local demand, encouraging economic viability to deliver a profitable business model**

**Review cleaning procedures**

**Supply printing, photocopying, office services to a quality standard**

**Ensure visitor information services are kept updated, source and develop local merchandise**

**Maintain the facilities and equipment to a high standard; Hot Office Hire, Board Room, Function Room and Kitchen**

## Activities in 2020-21:

Maintaining cleaning contract with the Shire of Dandaragan. Cleaning the Transit Park including the Pioneer Park's BBQs and Shire Depot.

New COVID-19 cleaning and administration procedures, the training of staff to oversee.

New photocopier with flexibility to expand.

Trialed new creations of Dandaragan merchandise—candles, tea towels, babies wear and homeware.

Stories about local products and producers in the paper and on social media, maintain a stock of their products in our Shop Front.



## CRC PRODUCTS AND SERVICES

Dandaragan CRC provides a comprehensive line of quality local products and services that support business and community activities. We have always looked to identify niches in our community where services are required but it may not be commercially viable for a business to pursue. We provide the facilities and connection to the community. We showcase and support local products and the development of opportunity for building local business through the Shop Front Program.

### We offer the following:

**Clerical Products:** quality printing, collating, binding, photocopying, faxing.

**Commercial Office Space:** Hot Office Hire, Meeting Room - formal and informal, Multi-purpose function room, kitchen facilities for hire. We offer a range of booking facilities being office space, professional board room or sun room. We facilitate the use of the other community facilities to outside commercial hires, if a larger venue is needed. Making connections with local community groups and businesses to ensure the needs are being met whilst encouraging the buy local philosophy.



### Desktop Publishing and Secretarial Services

**Small Business Networking Sundowner:** Opportunities to showcase local business services and products.

**Tourism Products, Display and Services:** Local cottage industry products for display and sale.

**Training and Education Facilities:** Open training area and training and education opportunities.

**IT Equipment and Services:** for hire, Internet access, Wi-Fi, video conferencing and industry displays and promotions.



## LOCAL GOVERNMENT SERVICES

Under a services agreement the Dandaragan CRC delivers services on behalf of the Shire of Dandaragan.

### LIBRARY SERVICES

Delivery of library services to our community, improved accessibility, featuring the arrival of new books through the SLWA loan system each month. The Library offers our members access to a range of materials including bestsellers, non-fiction items, audiobooks and a selection of DVDs for both adults and children.

The SLWA believes that literacy transforms lives. Dandaragan CRC strongly supports this philosophy by the continued development of two programs that support and encourage library use, Better Beginnings and Visiting Author Talks.

Encouraging on-line resources downloaded from the state library, and encouraging the download magazines from the State Library resources.

### TOURISM SERVICES

The Dandaragan CRC has worked hard to provide Visitor Information services to our region with accessible and relevant information to help improve the visitors experience in our shire. The Dandaragan CRC displays the blue italic 'i' signage in town. We offer expert and friendly advice on the best things to see and do around our beautiful shire, along with maps and accommodation booking service with the Dandaragan Transit Park.

### SHIRE SERVICES

Under our Local Government service contract with the Shire of Dandaragan we provide the following services:

- Point of access for Shire of Dandaragan services and payments, including Rates and Sundry Debtor payments,
- Dog and Cat Licensing,
- Transit Park Fee Collecting,
- Community Standpipe water sale and supply,
- Banking services relating to all transactions and other supplementary services .



The supplementary services include being the “go to” for Shire issues in the eastern part of the shire, safety issues around road and fire safety and tourism connections. We manage the cleaning contract for the shire depot and Pioneer Park facilities.



# REPORT FROM OUR TREASURERS

**With pleasure, I present the Dandaragan Community Resource Centre Inc reviewed financial statements for the financial year ending 30th June 2021.**

Verto Consulting, endorsed by the management board, conducted an independent special purpose review of the Dandaragan CRC financials and MYOB files for the period 1 July 2020 to 30 June 2021 and upon the review, Shannon Coleman Director, confirmed the financial transactions represented a true and fair position.

The confirmed revenue for the CRC totaled \$270,598. Listed below are a few itemised areas of income received

- Membership income - \$1,260
- Training Incentives - \$21,453
- DPIRD Traineeship Grant - \$20,000
- Shire Services Agreements - \$33,321
- WA Small Business Tariff COVID - \$3,000
- COVID Cashflow Boost - \$13,188
- Interest received - \$74

Operational Expenditure is confirmed at \$245,274 with wages being the largest expense of \$155,220 and payment of superannuation being \$14,518.

We have been fortunate to receive funding through grants and sponsorship during the 2020/21 financial year. DPIRD funding program of \$96,210 boosting our revenue and enabled the commencement of a traineeship in Certificate II of Business and also including funding of \$10,000 for an IT grant along with Yandin Wind Farm - \$5,000, the CRC was able to be outfitted with the installation of PoS, satellite internet service, cloud-based server, seven new computers, 365 office software, cloud-based email software and providing training to staff.

I am proud to report 2020/2021 being the best financial year over the 10 years the CRC has been operating, receiving the support of Covid and training incentives a thankful profit of \$25,324 was made.

For a more detailed analysis of the income and expenditure please refer to Verto Consulting's divisional profit and loss statement.

Redgum Reports confirmed revenue for 2020/21 is \$19,480 and expenditure of \$18,211 receiving a profit of \$1,269.

In August 2020, a new computer purchased, programs installed for \$2,849. Very, very happy Redgum staff - Sophie, Andrea, Angela making life easier to publish a very professional look fortnightly paper. A Volunteering WA grant was received in April for \$1,100, allowing a 'Celebration of thank you' evening held for all current Redgum Report volunteer helpers.

As at 30 June 2021, Dandaragan Community Resource Centre had the following Cash at Bank totalling \$127,061

Bankwest working bank account including credit card balance amounted to \$4,951

Funds in Bankwest Telenet Saver Investment account - \$121,102

Petty cash, floats and undeposited funds of \$1,008

Redgum Reports funds in Westpac bank account amounted to \$28,944

With the expertise of our Financial Manager, Michelle Ellyard, being so passionate and devoted to the CRC, Michelle managed the finances diligently throughout the year and I am pleased to report we remain in a healthy stable financial situation at present. An increase in memberships, continuous services and workshops provided, steady shop front sales including the local telephone book, with a steady stream of visitors to the CRC, we have bounced back from the previous financial year continuing with exceptional professional management and supporting good governance, has met all financial and legal obligations throughout the 2020/21 year.

Thank you and best wishes Michelle, your accounting and MYOB skills have been invaluable over the last 10 years and I, along with previous treasurers, board members and office team, cannot thank you enough for all the hours you have applied with managing the CRC finances.

Operations Manager – Andrea, has continued to maximise on golden opportunities, assisted by wonderful office staff- Glenys, Tracey, Kerry, Angela, and Jess, in organising a variety of workshops, office services, coordination of business and social functions throughout the year. Ongoing services provided to the Shire of Dandaragan for administration of Pioneer Park, cleaning and general services including the well-resourced community library. The West Midlands Group and WA Country Health have continued leasing office space. Larger businesses naming Tronox, Iluka and Yandin Wind Farm and smaller local businesses utilised the services available. Workshops including HR & MC truck licensing, heavy vehicle pilots licensing, Auschem, local artist, and share a skill to name a few has kept the front office extremely busy. Receiving a \$5,000 grant from Yandin Wind Farm and \$2,000 from Dandaragan Shire saw September showcase another successful GROW Festival with farm, art, wildflower tours, market stalls, followed in the evening by a Night Stalk and Astro Tourism. Congratulations team on a busy and successful year.

**THANK YOU**

**Helen Chatfield**

**Treasurer of the Dandaragan CRC**



I TAKE THIS OPPORTUNITY TO PERSONALLY CONGRATULATE OUR VOLUNTEERING BOARD MEMBERS, UNDER THE HIGHLY PROFESSIONAL LEADERSHIP OF CHAIRPERSON, KAYE MCGLEW ASSISTED BY SECRETARY KERRY COCKBURN, OVERSEEING A PRODUCTIVE, SUCCESSFUL CRC THROUGH THE 2020/21 FINANCIAL YEAR. THE LOCAL AND WIDER COMMUNITY AND BUSINESSES OF A SMALL TOWN ARE VERY FORTUNATE TO HAVE A VIBRANT RESOURCE CENTRE TO UTILISE.



# Financial Statements

Dandaragan Community Resource Centre

ABN 26 033 028 226

For the year ended 30 June 2021

# AUDITORS LETTER



Suite 15, 8 Welshpool Road, East Victoria Park, W.A. 6101  
PO Box 1417, East Victoria Park, W.A. 6981

2539A Great Northern Highway, Bullsbrook, W.A. 6084  
PO Box 75, Bullsbrook, W.A. 6084

EVP T: 08 6144 3266 | BB T: 08 9571 3030  
E: enquiry@vertoconsulting.com.au  
ABN 55 603 459 301

Director: Shannon Coleman CA  
Michael Coleman

13 October 2021

The Treasurer  
Dandaragan Community Resource Centre  
PO Box 8  
DANDARAGAN WA 6507

Email: [accounts@dandaragancrc.net.au](mailto:accounts@dandaragancrc.net.au)

Dear Sir/Madam,

**Dandaragan Community Resource Centre Incorporated**  
**ABN 26 033 028 226**  
**Special Purpose Review & Annual Financial Statements**

I refer to my engagement letter dated 27 September 2019 and your subsequent email correspondence dated 13 August 2021 to conduct an independent review of the MYOB file prepared by the Dandaragan Community Resource Centre (Dandaragan CRC) for the period ending 30 June 2021.

I confirm that I have conducted an independent special purpose review for Dandaragan CRC for the period 1 July 2020 to 30 June 2021 and upon that review I confirm that materially the transactions that were tested by my office represented a true and fair position as at 30 June 2021. Please note that this review is not an audit and should not be considered an audit under any Australian Auditing Standards.

Upon completion of the abovementioned review, I was further engaged to complete the annual financial statements. These financial statements have been prepared in accordance with the Australian accounting standards where applicable, however please note that a statement of cash flows was not prepared.

Notwithstanding my opinion above, I draw your attention to the following matters:

**1. Redgum Reports**

For the purpose of record keeping, there is a separate MYOB data file maintained for 'Redgum Reports', a sub-branch of Dandaragan CRC. This branch reports GST using a second client activity centre under the same ABN. Transactions between Dandaragan CRC and Redgum Reports are recorded as "inter-entity transactions" with nil GST effect.

**2. GST Reconciliation**

A reconciliation of GST for the financial year 1 July 2020 to 30 June 2021 has been conducted across both of the MYOB data files. It was determined, prima facie, that GST had been accurately reported during the financial year.

**3. Plant and Equipment**

It is recommended that the asset register be reviewed each year and any obsolete assets written off.

**4. Undeposited Funds**

I note that the undeposited funds account has a balance in the 2020/21 financial year which relates to a period in January 2021. Whilst this balance is immaterial, I do recommend that this be reconciled.

**5. Provision for Long Service Leave**

I do not recommend recognising a provision for long service leave until an employee is eligible for the pro rata payment i.e., after seven (7) years. Recognising a liability before it exists cannot be quantified accurately for the financial statements as there are too many variables that still exist. For your internal records you may like to monitor the expected liability so the committee is aware of the increasing value that will be due and payable upon termination if an employee leaves before the ten (10) year anniversary.

Whilst every care has been undertaken within this review, ultimately the Dandaragan CRC is responsible for the preparation of the profit and loss and balance sheet to ensure they represent a true and fair financial position and performance for the year ended 30 June 2021.

Should you have any queries in relation to the above, please do not hesitate to contact Sally Whitely of my office.

Yours faithfully  
**Verto Consulting**



**Shannon Coleman**  
Director

# FINANCIAL STATEMENTS

## Divisional Trading Statement

Dandaragan Community Resource Centre  
For the year ended 30 June 2021

	DANDARAGAN CRC	REDGUM REPORTS	TOTAL
<b>Trading Income</b>			
<b>Sale of goods</b>			
Advertising	-	34,865	34,865
Fundraising, Donations and Sponsor	3,737	-	3,737
Office Services	12,371	-	12,371
Other Income	-	9,200	9,200
Redgum Reports	42,569	-	42,569
Refunds and Misc	176	-	176
Sales, workshops and courses	49,464	-	49,464
SOD Cleaning Tender 2019-22	14,410	-	14,410
Subscriptions	-	6,654	6,654
Training Incentives	21,453	-	21,453
<b>Total Sale of goods</b>	<b>144,180</b>	<b>50,718</b>	<b>194,898</b>
<b>Cost of Good Sold</b>			
Opening stock	3,268	-	3,268
Events	46,983	-	46,983
Products	3,383	-	3,383
Redgum Allocated	12,512	-	12,512
Purchases	7,586	31,247	38,832
Closing stock	(3,183)	-	(3,183)
<b>Total Cost of Sales</b>	<b>70,548</b>	<b>31,247</b>	<b>101,795</b>
Gross Profit from Trading	73,632	19,472	93,103

These financial statements are unaudited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

# Divisional Profit and Loss Statement

## Dandaragan Community Resource Centre

For the year ended 30 June 2021

	DANDARAGAN CRC	REDGUM REPORTS	TOTAL
<b>Income</b>			
Trading profit	73,632	19,472	93,103
<b>Total Income</b>	<b>73,632</b>	<b>19,472</b>	<b>93,103</b>
<b>Other Income</b>			
Cash Flow Boost	13,188	-	13,188
DRD/RDL CRC FAA Grant	96,210	-	96,210
Grants Received	27,323	-	27,323
Interest received	65	8	74
Membership Income	1,260	-	1,260
Shire Services Agreements	33,321	-	33,321
Traineeship Grant	20,000	-	20,000
WACHS Agreement	2,600	-	2,600
WA Small Business Tariff (COVID)	3,000	-	3,000
<b>Total Other Income</b>	<b>196,966</b>	<b>8</b>	<b>196,975</b>
<b>Total Income</b>	<b>270,598</b>	<b>19,480</b>	<b>290,078</b>
<b>Expenses</b>			
Bad debts	-	14	14
Depreciation	5,319	582	5,901
Travel and accommodation	526	-	526
Accounting	2,000	-	2,000
Advertising and promotion	1,035	-	1,035
Bank fees and charges	574	(2)	571
Discounts allowed	10	-	10
Electricity	4,826	-	4,826
Grant Expenses	-	2,644	2,644
Insurance	3,484	-	3,484
IT Support and Equipment	9,896	658	10,554
Low Costs Assets	68	-	68
Memberships	450	-	450
Other	4,537	-	4,537
Photocopier	6,239	-	6,239
Postage	208	2,983	3,192
Professional Fees	23,859	4,781	28,640
Redgum	-	6,083	6,083
Repairs and maintenance	6,552	-	6,552
Staff amenities	2,739	-	2,739
Staff Provisions	(4,143)	-	(4,143)
Stationary	1,860	9	1,869
Superannuation	14,518	-	14,518
Telephone	3,684	-	3,684

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# FINANCIAL STATEMENTS

## Divisional Profit and Loss Statement

	DANDARAGAN CRC	REDGUM REPORTS	TOTAL
Training Expenses	1,708	-	1,708
Wages	155,220	459	155,679
Water Expenses	104	-	104
<b>Total Expenses</b>	<b>245,274</b>	<b>18,211</b>	<b>263,485</b>
<b>Profit/ (Loss) from Ordinary Activities before income tax</b>	<b>25,324</b>	<b>1,269</b>	<b>26,593</b>

These financial statements are unaudited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

# Detailed Balance Sheet

## Dandaragan Community Resource Centre As at 30 June 2021

	NOTES	30 JUN 2021	30 JUN 2020
<b>Assets</b>			
<b>Current Assets</b>			
Cash at Bank	2	156,005	150,521
Inventory		3,183	3,268
Prepaid Traineeship Grant		2,800	-
Trade Debtors	3	10,303	9,235
<b>Total Current Assets</b>		<b>172,291</b>	<b>163,024</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	30,939	25,603
<b>Total Non-Current Assets</b>		<b>30,939</b>	<b>25,603</b>
<b>Total Assets</b>		<b>203,230</b>	<b>188,627</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Employee Entitlements		3,944	8,087
GST	5	3,654	3,584
Overpayments		110	-
PAYG Withholding		6,052	5,214
Provision for Printer and IT		7,000	3,500
Trade Creditors	6	6,668	4,887
Unearned Revenue	7	23,919	38,067
<b>Total Current Liabilities</b>		<b>51,349</b>	<b>63,339</b>
<b>Total Liabilities</b>		<b>51,349</b>	<b>63,339</b>
<b>Net Assets (Liabilities)</b>		<b>151,881</b>	<b>125,288</b>
<b>Equity</b>			
<b>Member Funds</b>			
Accumulated Surplus / (Deficit)		151,881	125,288
<b>Total Member Funds</b>		<b>151,881</b>	<b>125,288</b>
<b>Total Equity</b>		<b>151,881</b>	<b>125,288</b>

These financial statements are unaudited. They must be read in conjunction with the attached Accountant's Compilation Report and Notes which form part of these financial statements.

# OUR HISTORY

2007 Formation of a Steering Committee with two members each from Advance Dandaragan, West Midlands Group and the Shire to look at how best to utilise the facilities.

Through the Shire Redevelopment Committee received funding from the Local Govt Royalties for Regions Scheme which provided seed funding. An additional R4R grant from Wheatbelt Development Commission and West Midlands Group. A further grant from Lotterywest with CRC Start-up funding.

2007

2007 Shire discuss maintaining services in old shire build after relocation to Jurien Bay.



John Cook showing us an article about a Telecentre saying, "This is what I think we need to be."

2011

The 7-member Dandaragan CRC Board was set up and doors opened on 4th July 2011.



2012 at the Opening Event, the CRC is helping Dandaragan to shape its future economic and social growth.

2012

2012 Mums and Bubs



2012 Photographic Class

2014

2014 First Local Business Sundowner



2015

2015 Website Building WS



2015 Fireballs Exhibit



2015 Whats on Board

2016

2016 First Truck Licences



2016 Redgum was re-developed by CRC

2017

2017 ITC Survey and Report



2017 Decorate Your Gate



2018 Age Care Expo

Moving into the future we are working to Extend and refurbish the Dandaragan CRC in a join project with West Midlands Group and the new Dandaragan Heritage & Cultural Centre Inc

# OUR SUPPORTERS

We extend our thanks to the many generous individuals, businesses and organisations in our community who made a donation, provided discounted or in-kind goods and services, hosted functions, supported our programs or raised funds on behalf of Dandaragan CRC.

Working collaboratively with stakeholders is very important to us and we are keen to continue to grow our relationships with individuals and organisations in our community.

Dandaragan CRC relies on government, corporate, philanthropic and community support to deliver services to the businesses, community, and individuals who need our products, services and help.

Our organisational philosophy ensures that all funds are expended on worthwhile purposes for the benefit of the whole community. Every dollar helps to fund a variety of programs, serving people in the local community, whilst supporting business and economic development.

## Government Funding

Dandaragan CRC receives funding via contracts from the Department of Primary Industries and Regional Development (DPIRD) and the Shire of Dandaragan. We have a Contribution Agreement with WA Country Health Service, for lease of community health office and with West Midlands Group for the lease of their office space. These contracts provide our main source of income and allow us to provide our wide range of services to our community.

The Dandaragan CRC acknowledges and is grateful for the high level of support offered by the Shire of Dandaragan in addition to the service contract offered to us. The Shire provides our premises under a peppercorn lease arrangement

and is always generous in terms of support. We look forward to a continued positive relationship.

## Grant Funding Bodies

This year the Dandaragan CRC has received grants and in-kind partnering from the following departments and organisations. This has allowed us to provide a greater range of activities and support to our community.

- Shire of Dandaragan - community grant
- Road Safety Council WA
- Advance Dandaragan
- Redgum Reports
- Dandaragan Primary School
- Dandaragan Playgroup
- Dandaragan Fundraisers
- West Midlands Group
- WA Country Health Service – Community Health Nurse
- Dandaragan Golf Club
- Dandaragan Bowling Club
- Dandaragan Community Rec Centre
- Tourism WA - Tourism Works
- Visitor Centre Association of WA
- Wheatbelt Business Network
- Midwest and Wheatbelt Development Commissions

## SPECIAL THANKS

With your support, Dandaragan CRC can achieve its vision of 'achieving positive outcomes through community connection' by providing our community with the skills and opportunities it needs to thrive. Your time, money, resources or ideas can help make a real difference to other lives.

We have 20 individual members, 6 Community Groups and 13 business memberships. We appreciate the support of these members and welcome new members. During the year we support thousands of residents and visitors to the Shire of Dandaragan.

Our volunteers are the life blood of the organisation. Our volunteers are a valued part of the Dandaragan CRC team and play a crucial role in helping to support our clients. Volunteers assist in many areas from administration to supporting our programs.

They come from all walks of life and are ordinary people doing extraordinary things. Thank you to everyone who so willingly gave their time and energy on an irregular or ongoing basis to assist on committees, provide support in the day programs or help at functions.

## VOLUNTEERS AND ADVOCATES

Kaye and Murray McGlew  
Faye and Mac Hewlett  
Rose Glasfurd  
Margaret McConnell  
Donna Vanzetti  
Anne Murray  
Judy and Rick Allen  
Helen and Preston Chatfield  
Sue and Graeme Betteridge  
Richard Cooper (Coops)  
Kaye Notley  
Joan Cook  
Tim Butler  
Carol Redford  
Hillary Dolton  
Joy Morgan  
Emma Hancock  
Marg Johnson  
Angela and Errol Kruger  
Bronwyn Fox  
Delys Fox  
Christine and Kingsley Smith  
Zoe and Tim Coole

Roger and Adele Scott  
Trish and Brian Cahill  
Kerry Cockburn  
Dympna Rose  
Scott Fowler  
Colette Wood  
Evan Bradshaw  
Helen Ker  
Will Coole  
Naomi and Ruth Clayton  
Mary Shields  
Dr Megan Le Clus (Curtin Uni)





## Membership

Dandaragan CRC is the regional community hub for the Eastern Hinterlands of the Shire of Dandaragan. Membership is open to all community groups, businesses, residents past and present. Under the constitution all new memberships must be approved by the board.

To apply for membership visit our website [dandaragancrc.net.au](http://dandaragancrc.net.au) or contact us on [admin2@dandaragancrc.net.au](mailto:admin2@dandaragancrc.net.au)

### Get involved:

P: 08 9651 4071 E: [office@dandaragancrc.net.au](mailto:office@dandaragancrc.net.au)

 [www.dandaragancrc.net.au](http://www.dandaragancrc.net.au)

 [dandaragancrc](https://www.facebook.com/dandaragancrc)  [DandaraganWay](https://www.facebook.com/DandaraganWay)

 [Shop Front Dandaragan](https://www.facebook.com/ShopFrontDandaragan)  [dandaraganway](https://www.instagram.com/dandaraganway)

*Enhancing our community through Social, Business and Economic activities*

## Membership Benefits

- Invitations to contribute to regional responses to key local and state government inquiries, to help us form responses.
- Discounts on community training and workshops run by the Dandaragan CRC.
- Invitations to major events throughout the year.
- Members discounted rates on the hire of office presentation equipment.
- Use of Dandaragan CRC training/ meeting room at member discounted rates.
- Members discounts on Dandaragan CRC Office Services.
- Voting rights at general meetings, including the Annual General Meeting at which the Board and Executive positions are decided (full members only).
- Invitation to the Annual General Meeting.
- Emailed or Hard Copy of the Annual Report.
- Support and be part of the organisation that is here for you.

## Proud partners of:



**Community Resource Centres** provide regional communities with local access to technology, information and other services.

With more than 100 Community Resource Centres throughout the State, the network can help you achieve your personal and business goals.

## Thank you major funding bodies

