



# Annual Report

## 2017/2018

Striving to provide a friendly, welcoming and inclusive environment that offers professional services to members, visitors and the local community

## About Us

Harvey Community Resource Centre is an independent not-for-profit organisation whose aim is to provide access to government services and economic, business and social development opportunities in a professional manner to the community of Harvey and surrounding areas.

We are supported by the Shire of Harvey and funded by a state government contract; user pays services, membership fees and one-off grants for projects.

This enables us to offer five day a week service to the people of Harvey and surrounding areas within the Shire of Harvey.

We offer a wide range of services including free online access to state government information via our Government Access Point, regular business and social development activities and services and a Centrelink Access Point.

## Chairperson's Report

By Anne Haylock



**The vision for the Harvey CRC is to be an inclusive, welcoming and helpful community information service. We aim to do this through the provision of opportunities to enhance community interaction and provision of educational and personal opportunities for our community members, with a view to improving their wellbeing, capacity, lifestyle and resilience.**

Back in December, as a newly elected Committee, our first priority was to address the concerns of Department of Primary Industries and Regional Development (DPIRD), our main funding body. Sub-committees were formed to get this work completed efficiently. This resulted in policies and procedures being reviewed and updated and development of a 5-year Strategic Plan and Business Plan setting out how to achieve our objectives.

It was decided to engage a professional consultant to undertake a Functional and Structural review. The review revealed shortfalls in being able to meet our targets in our Strategic Plan and Business Plan. To this end, we decided to follow the advice of the consultant and restructured the roles within the Centre. Three new positions were advertised. The successful new team was appointed – Tracey-Ann Davis as Manager, Leesa Hall as Admin and Events and Robyn Coleman as Finance and Projects. We retained Brooke Josland as our Trainee for several months until she left us to join the Shire of Harvey as a receptionist. While we were sad to see Brooke leave, we are both pleased for her and proud to have been able to vivify her last months at the CRC. We have now appointed a new trainee Lorraine Morgan. Lorraine has already shown her strengths in event planning and her local knowledge and contacts are proving invaluable.

Tracey-Ann's initial efforts quickly resulted in a tidier workplace and a welcoming venue for the whole community. The team have put in hours and hours of both paid work and volunteer hours to get the CRC on the front foot – some highlights have been:

- Cyber-Safety talk by Nola Marino, a most informative talk. Nola was accompanied by Angus Taylor, Minister for Law Enforcement and Cyber Security
- Emergency Relief agencies coming together regularly to build relationships and to share information
- Volunteers' night with the guest of honour being Tina Williams, CEO of Volunteering WA

- Ready for Work program which includes resume writing workshops, addressing selection criteria, interview techniques, grooming and a small library of interview suitable clothing through a new partnership with the Anglican Church Op Shop
- Community lunch with a fabulous volunteer who specialises in delicious Philippino food. The lunch has grown from one or two participants to around 12 regulars
- Renewed relationships within the community including Shire of Harvey, Rotary Club, Recreation & Cultural Centre, Eden Grove, the Visitor Centre and Harvey Senior High School.
- Robyn applied and won a trip to Melbourne through MYOB where she had the opportunity to meet with Janine Allis (Boost Juice, Shark Tank) to pitch an idea which had the chance to win the CRC \$10,000. Whilst Robyn didn't bring home the cheque, she had a fabulous experience and gained the support of MYOB executives for our future projects.

In April, we received the news that all CRCs would have their funding cut. This meant we needed to identify new opportunities and funding streams as a matter of priority. Robyn applied for funding to enable us to undertake a feasibility study. In the meantime, thankfully, the government reversed that earlier decision and our funding is safe for the moment. However, as a committee we need to continue to identify new opportunities and pursue new funding streams, as well as identify risks, to enable us to grow and better serve the Harvey community.

On a sad note, our Deputy Chairperson, Carmel Hill, died on Easter Saturday. We miss her kindness and forthrightness. Out of respect for Carmel, we left her position on the Committee vacant for a period of time.

I wish to sincerely thank you, the outgoing Committee, for all the hard work and dedication since last December, using your individual skills in writing policies and procedures, attending weekly meetings in the first few months, researching, manning stalls, applying for grants, advising, coming into the Centre at short notice for various reasons, and most of all for standing strong for the CRC and for the people in our community who need help.

I especially wish to thank the Shire of Harvey President, Tania Jackson and Deputy President, Paul Beech. The drastic changes that needed to take place at Harvey CRC would not have been possible without your support. Special thanks to Kevin, I would not have been able to join this committee without his support and I think you would all agree his contribution has been invaluable.

We now sit on the brink of an exciting time at the CRC. I am looking forward to working with the new committee, the staff and the wider community to continue and expand on the good work being done.

## Our Vision

To be an inclusive, welcoming and helpful community information service.

## Our Mission

To foster, develop and increase community access to services and information for the purpose of supporting the economic and social development of the Shire of Harvey by providing access to information, delivery of community-led training and communication services.

## Manager's Report

By Tracey-Ann Davis

**I am very excited to have been a part of the program of support offered by the Harvey Community Resource Centre over the last nine months and I am very proud of the achievements of our team.**



Following the appointment of the new management committee in December last year and the subsequent scrutinising of the operations for the Centre, changes were made in: the constitution, governance, policies and procedures, job descriptions, services and prices.

I, along with the new staff team who were appointed in March, have spent the last six months putting into place the new policies and procedures approved by the Committee and learning about the business of operating a community resource centre. We were fortunate to have one staff member who worked for the Harvey CRC as a casual for 18 months, whose knowledge and support through the learning process has been very much appreciated by me. I'd like to thank Leesa Hall for her efforts and patience through this steep learning curve.

Although the challenge has been immense, the restructure came about at a very good time and coincided with the changes taking place within the CRC network due to the threatened loss of funding. This would have been the second time in a year that the HCRC Management Committee had to face the prospect of loss of funding, having only just been successful in getting our funding from DPIRD reinstated at the beginning of the year.

In some ways, being new to the organisation and the actual business of community resource centres itself, our team of volunteers who make up the management committee and who all have a background in business, were able to assess the business of the Centre from a perspective other than that of a funded charity and saw immediately, the potential of the new social enterprise.

From that perspective, we set to work establishing the groundwork of our new business and investigating other funding options and income streams that could boost the funding we currently received through DPIRD, Department of Human Services and Department of Veterans Affairs and which could offer our organisation more sustainability. These investigations are ongoing.



The tangible achievements for our Centre have been:

- Appointment of 20 new volunteers.
- A newly developed website that went live in July.
- Registration of a MailChimp account which will allow us to email our monthly newsletter to community members who prefer the online version.
- 21 New cross-referral partnerships with local service providers - initiated when our Centre had some surplus emergency relief vouchers which needed to be disbursed. Initial meetings resulted in the formation of a local Support Worker's Network facilitated by Harvey CRC.
- 11 New Community Partners.
- 10 Businesses engaged in referral partnerships.
- Roll out of NBN services.
- Connection of a new telephone system.
- Upgrades to policies and procedures - ongoing.
- Increase in room hire.
- Increased attendance for services.
- Increase in TransWA commission.
- Increase in newsletter advertising revenue.
- Increase in volume of attendees sitting exams.
- Purchase of three new computers.
- Funding through Shire of Harvey for two new air-conditioners.
- Contract signed with Grace Storage to store archiving off-site.
- Our first ever stall at the Harvey Show.
- Our first ever raffle at Harvey Primary School Colour Run Day.
- New uniforms.
- Completion of Certificate III Business traineeship by Brooke Josland and subsequent employment by Shire of Harvey.
- Work for Dole program commenced - three participants.

I take this opportunity to thank the Harvey CRC Management Committee for their guidance and support over the last six months and for their strong leadership in my months of training.

I'd also like thank all the volunteers who assisted the staff at the Centre over the last 12 months, your dedication and efforts mean a great deal to both the Centre and the community you serve.

Thank you too, to the Shire of Harvey, Linkwest, DPIRD, WA Community Resource Network, Santo Casilli from AvantEdge Consulting and Joe Radici from Dillinger Group for their assistance in bringing about the restructure of the Harvey CRC and subsequent changes. Your guidance has been greatly appreciated by both the staff and Management Committee.

## What We Do

### Access to government services

- Access to local and state government information and services
- Video conference services
- Centrelink Access Point
- Information and support

### Economic and business development support

- Referral services to business development and employment support services
- Facilitate business development activities, seminars and initiatives
- Business incubation support services
- Information and support

### Social development support

- Referral services to social support services
- Facilitate social development activities, seminars and initiatives
- Information and support

### Services and products

- Social enterprise approach to provide access to services and products which have strong local demand but are not economically viable to deliver in a for-profit business model

### Building Community Connections

- Communication strategies including our community newspaper, website and social media
- Community social events
- Engagement with community via feedback, surveys and community group meetings

# Year in Brief



# Government Services

Harvey Township is situated approximately 47km from the regional city of Bunbury and is one of three CRCs situated within the 1728 square kilometres of the Shire of Harvey. Although reasonably close to Bunbury, many of the local residents find it difficult to source transport on a regular basis to access government information and services. As part of the contracts with DPIRD, Department of Human Services, Department of Veterans Affairs and Shire of Harvey, we support our local community to have improved access to government information and services through a number of options at our centre.

## Government Access Point

Via our Government Access Point, we provide free access to online and print resources related to local and state government agencies, as well as a selection of relevant non-government organisations which offer community support services. This service enables clients with a lack of internet access to navigate websites to gain information without having to travel or wait in queues to speak to a call centre officer. In 2017-18, we supported 274 clients to access this service.

## Video Conferencing Connections

Our video conferencing room is modern and well appointed, allowing Harvey residents to connect with service providers in other locations to access support and information. In 2017-18, video-conferencing sessions were used to connect Harvey residents to the Foodbank Taste Sensations cooking classes and an Asset Based Community Development (ABCD) session with Cormack Russell, a faculty member of the ABCD Institute at Northwestern University Chicago, when he visited Australia.

## Centrelink Access

Our private Centrelink Access Point area allows Centrelink clients to connect with this agency for support in relation to payments and obligations. In 2017-18, we saw 1139 users of this service. The Department of Human Services changed over to NBN in May and connected a second phone line to better provide for the changes in reporting and increase in number of clients accessing this service.



# Economic and Business Development Support

This year the Harvey CRC had the opportunity to reassess the operations of the Centre as part of a restructure. The appointment of a new management committee and staff brought about an overhaul of governance, policies and procedures, business practice, services, contracts and partnerships.

As a result of the review, restructure, and renewal of our contract with DPIRD, the past six months have seen us concentrate our efforts on supporting local businesses by re-establishing relationships, forging new partnerships and regaining the trust of the business community in a number of areas:

- Commencement of the Ready for Work Program which aims to assist school leavers, unemployed, long-term unemployed and mature age job seekers to develop their skills in; resume and letter writing, addressing essential criteria and mock interviews with local business representatives to increase their local job prospects.
- An invitation to Business South West in Bunbury earlier in the year recently resulted in an arrangement with Business Advisory South West and Peel expressing an interest in a hot office space at our Centre. We perceive this to be on a monthly basis initially and are liaising with the Shire of Harvey to collaborate on the co-ordination of a town meeting to establish the direction that local businesses might wish to take in terms of a Community Chamber to represent their interests.
- We also anticipate that the town meeting will help us to assess what interest there is in assisting small and home businesses to establish themselves and/or to incubate their businesses in some of the vacant shops which we believe could resolve an issue in the town for both shop owners and new home/small business owners who are unable to afford high rental costs.
- Plans to host a small/home business expo in the last financial year have also come to fruition and one is scheduled to take place in October as part of a larger community run event that is designed to showcase the assets of the town and to encourage all local businesses to support each other. Harvey CRC is collaborating with a number of other community organisations to host the event.
- A concerted effort was made by the Harvey CRC to shop locally as much as possible in an effort to boost relationships with local businesses and to show them our support. This resulted in a number of new partnerships being formed in the latter part of the financial year.

Our team is very excited to see how these initiatives develop over the next twelve months.

# Social Development Support



## Harvey Postvention Group

Harvey CRC were approached by St John of God Hospital, SW Community Alcohol and Drug Service (SWCADS) in April this year to consider hosting a SafeTALK session as a follow on from the work that was done immediately after the Yarloop bushfires in 2016. During the initial talks with the facilitator of the program, it became evident that Harvey was very well placed to host an even larger initiative, a Postvention group, that would answer a Call-To-Action immediately following a suicide, and in light of the experience many of the residents of the area had already gone through over the previous two years, suicide support was high on the list of priorities for the community.

The SJOG Suicide Prevention Coordinator and the CRC agreed that a SafeTALK session would be hosted sometime through the year but felt an Expression of Interest should immediately be sent out to gauge interest in a Postvention group being formed, specifically to deal with post suicide care. Feedback was positive and our first meeting was held a few weeks later.

The first two meetings led to the formation of the Harvey Postvention Group and consecutive meetings were heading well in the direction of a core committee being formed who would take ownership of the group. However, as the building blocks for the group were coming together, it became obvious that we were dealing with a much larger initiative than had been initially contemplated and to complicate matters further, it was being developed with a core group of community members rather than professionals, which is how Postvention groups are usually structured.

The reason for the reversal is that, as most small towns do, Harvey has to outsource its professional services and therefore doesn't have the capability of having a professional group of organisations to take the immediate call to action, but must instead rely on its community and their knowledge to bring it all together.

A decision also needed to be made about who was going to take ownership of the Group. SJOG SWCADS were funded to get the group going, with a small amount allowed for training, however, was Harvey CRC willing to take on the responsibility of the group and if so, would it need to form a sub-committee to run it?

In July, the Committee decided that it would be outside of Harvey CRC's scope to take on ownership of the Group and the risk management issues were too high. Additionally, they felt that the community needed after care for any kind of sudden death, not just suicide.

The HPG met in August to discuss the Harvey Management Committee's decision and came up with a compromise; to reform the group into a prevention/intervention/postvention group, affiliated with the Bunbury Postvention Group (still to be formed) but supported by them financially and with the training and expertise offered by the professionals running the Bunbury Centre. Below them would be a group of trained semi-professionals (with previous experience) who will be fed information by the Harvey CRC and would outsource professionals as it becomes necessary.

Ultimately, Harvey CRC would become the hub for the dissemination of information and referral to the group of semi-professionals and will continue to facilitate the monthly meetings for the core committee.

## **Service Providers' Network (Emergency Relief)**

Another area of vital importance to our CRC is the formation of a Service Providers' Network which began just a few weeks before the Postvention Group.

The new team became aware very quickly of how many community members were in need and how difficult it was to find anyone who could help them, or to find out who to contact.

Again, having to outsource professionals without knowledge of who the local service providers are, we found ourselves on a few occasions spending up to two hours trying to find someone who could assist.

We started to compile a list of local service providers together with outreach workers who attended our Centre on a regular basis, and invited them to come together to start a conversation about how we could collaboratively address the problem. At their request, the first meeting turned into a monthly meeting which has been facilitated by the CRC since then.

Following these meetings a database comprising a list of services each provider offers has been developed and minutes distributed on a monthly basis. The 21 service providers collaborating in the network are also cross-referring. Comments from providers have been very positive.

Leela from WACOSS heard about the network and recently contacted us to offer her support and guidance moving forward.

## Services and Products

The Harvey CRC is committed to identifying niches in our community where services are required but may not be commercially viable for a business to pursue them, if driven by the need to return a strong profit.

As part of our commitment to making the Harvey District more liveable, we are always open to new business opportunities as these allow us to expand services available to residents as well as generate income to reinvest into other aspects of our business. The CRC is keen to hear from residents with ideas for business opportunities that could be developed collaboratively.

Our TransWA bus and train bookings are vital to many in the community and brought in a commission of \$3,643 over the last year. Advertising in our Harvey Happenings newsletter generated \$2,330. Printing, photocopying, scanning, emailing and laminating services brought in \$7,199 and room hire, one of our most popular services, generated a total of \$20,415 over the last financial year.

These funds are all reinvested back into community service delivery.

**July 2018 Edition  
Harvey Happenings**  
UPCOMING HIGHLIGHTS AT THE HARVEY CRC

**- UPCOMING EVENTS -**

- ★ Italian Lessons - Monday 23rd July 2018
- ★ Creative Writing - Monday 23rd July 2018
- ★ Goal Setting Workshop - Tuesday 31st July 2018
- ★ Trainee Info Session - Friday 31st August 2018
- ★ Ready for Work Program  
Wednesday 22nd August 2018  
Ready for Work Program: Part 1  
Personal Care & Grooming - 10.30am - 12.00pm  
Ready for Work Program: Part 2  
Presentation & Polish - 12.30pm - 2.00pm

**REGULAR EVENTS**

- Community Lunch  
Tuesday's 12.00pm
- Tai Chi  
Tuesday's 9.30am
- Swap, Shuffle, Share  
Date to be confirmed for August

August Newsletter Advertisements/Notices  
Due: 20th July 2018

**Resource Centre**  
Your local connection

**TransWA**

**Services Price List**

## **Building Community Connections**

The Harvey CRC plays an important role for many residents by keeping them up-to-date with happenings and achievements in the local community.

Our community newsletter, Harvey Happenings, has been published and printed by our Centre for many years and distributed around the district by a paid contractor and dedicated volunteers.

The changes brought about by the restructure of the Centre include:

- A reassessment of whether the newsletter should be taken online or left as is. A mixed strategy was determined whereby approximately 200 copies are printed and distributed as before, with the newsletter being emailed to many in the community who prefer the online option. This revised newsletter strategy resulted in an annual savings of approximately \$5616.
- Our website undergoing a facelift and going live in July this year.
- Looking for ways to improve social media engagement with the community. Further training in the latter part of the 2017-18 financial year was undertaken by staff to update our knowledge and skills in this area. Further training is required and the next 12 months will see staff using their knowledge and skills to develop a new, updated social media policy.

Community meetings and gatherings provide a great opportunity to showcase what has been happening at the centre, as well as providing feedback from the community. Staff have worked hard over the last year to encourage the community to take part in events that welcome their involvement and will continue to seek feedback and participation.

Our Community Lunch has been well attended over the year, with 201 attendees making it all worth while. We were fortunate to discover a treasured volunteer with a wonderful gift for Filipino cooking who has brought some extra spice into the gathering and is quickly building a fan base. We hope he continues to bless us with his efforts for at least the next 12 months.



# Our Team

## Management Committee

Our Management Committee is comprised of seven enthusiastic and positive community representatives. Their contribution to the organisation is much appreciated. The committee's guidance and governance ensures that our CRC continues to grow and make a difference in the community.

The Management Committee attended a governance training session in early 2018.

- Chairperson for 9 months
- Small business owner
- 30+ Years administrative experience

**Anne Haylock**  
Chairperson

- Committee member for 9 months
- Volunteer with Harvey Community Radio
- Volunteer with Harvey Local Drug & Alcohol Group

**Janine Quicke**  
Secretary

- Committee member for 9 months
- Manager Corporate Services - Yarloop Primary School
- 30+ Years' admin/finance experience

**Tracey Penny**  
Treasurer

- Committee member for 9 months
- Small business owner
- 40 Years' experience in forestry

**Kevin Haylock**  
Committee Member

- Committee member for 9 months
- Deputy Shire President - Shire of Harvey
- Committee member - St Johns Ambulance, Harvey

**Paul Beech**  
Committee Member

- Committee member for 3 months
- President - Senior Citizens Centre, Harvey
- Treasurer of Parish Council, Catholic Church Harvey

**Brian Kealley**  
Committee Member

- Committee member for several years
- Owner & Head Cheese Maker - Harvey Cheese
- President - Lions Club Harvey

**Robert St Duke**  
Committee Member

Carmel passed away on Easter Saturday this year.  
We thank her for her contribution over the term of her appointment

**Carmel Hill**  
Deputy Chairperson

## Our Staff

Although quite small, our new team was formed by the Management Committee in March with a very well-rounded set of skills that compliment each other and best support the new direction for the CRC. Our team strives to provide a friendly, welcoming and inclusive environment that offers professional services to members, visitors and the local community.

Tracey-Ann was appointed as Centre Manager in March this year after a 3 month stint as Treasurer to the new Management Committee. She comes to us with 4.5 years' management experience in the NFP sector, over 30 years' admin experience and 8 years owning and operating her own business in Harvey. Her well-rounded skill set is a big advantage in this hugely diverse roll.

**Tracey-Ann Davis**  
Centre Manager

Leesa worked for Harvey CRC as a casual customer service officer for 18 months before being appointed to her permanent position in March this year. Her focus on excellent customer service and streamlined administrative procedures has been a major asset over the course of the restructure, as has her rapport with clients.

**Leesa Hall**  
Finance/Events  
Coordinator

Robyn joined our team in March this year and brings with her over 30 years' experience in the NFP sector, outstanding financial skills and a wealth of knowledge on MYOB. Over the last 6 months Robyn has focused her attention on improving the financial policies and procedures of the Centre and developing income streams to improve the CRC's sustainability.

**Robyn Coleman**  
Finance/Projects Officer

Brooke joined the Centre in 2017 on a part-time basis to complete a Certificate III in Business traineeship. After completing her traineeship in June this year, she successfully applied for a position with the Shire of Harvey which she commenced in August.

**Brooke Josland**  
Trainee

# Treasurer's Report

By Tracey Penny

The period since December last year saw considerable changes in both income and expenditure.

The major impact on our income came from the suspension of our contract from DPIRD - our major source of revenue.

Thankfully, the Committee quickly rectified the situation and our funding was reinstated.

Major expenses included:

- Human Resources consultant who undertook a Functional and Structural Review

- Leave entitlements and related payments with staff changes

- Auditing and accountancy – Santo Casilli undertook an in-depth review to ensure we were compliant with DPIRD. He also undertook a second review when some financial anomalies were uncovered.

- New computers were purchased

- Overdue maintenance undertaken

It appeared that a budget hadn't previously been drawn up for the Centre so this was rectified. The Committee now receives a monthly budget variance report from our Finance Officer.

The next year will be important in expanding our sources of revenue to ensure we remain viable and enable us to hopefully improve and expand our services.

# Our Supporters

The Harvey CRC is very appreciative of the support offered by our members and others in the community. 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

## Government

Harvey CRC receives funding via contracts from DPIRD, Department of Human Services and Department of Veterans Affairs. These contracts provide our main source of income and allow us to provide our wide range of services to our community.

Our Centre acknowledges and is grateful for the high level of support offered by the Shire of Harvey. The Shire provides our premises under a peppercorn lease arrangement and is always generous with their operational support. We look forward to a continued positive relationship.

## Grant Funding Bodies

This year the Harvey CRC received only one grant from the following organisation. The grant allowed us to provide a function and support to our community.

- Volunteering WA

## Community Partners

- Harvey Bowling Club
- Harvey Senior High School
- Harvey Senior High School SSEP
- Harvey Library
- Harvey Visitors Centre
- Harvey Recreation & Cultural Centre
- Harvey Community Radio
- Harvey Senior Citizens Centre
- Harvey Rotary Club
- Harvey Lions Club
- Anglican Church Op Shop
- SW Community Care Harvey
- Eden Grove Harvey
- Accordwest
- Anglicare Financial Services
- Forrest Personnel
- Great Southern Personnel Workforce
- GP Down South
- SW Community Drug & Alcohol Service
- SW Community Legal Centre

## Special Thanks

Volunteers and advocates of Harvey CRC whose time and efforts we sincerely appreciate.

- Al Gablinez
- Mari Rodas
- Alyce Milne
- Chris Thorne
- Janice Visser-Cook
- Jess Davis
- Martina Upton
- Kay Buck
- Jenny Deering
- Naomi, Deb & Bradley
- Aimee & Tamara
- Min Mann
- Les Peacock
- Josephine Morgan
- Steve Davis
- Darryl Higgenbottom



## Get Involved

Harvey CRC is always keen to get feedback and suggestions from the community about what services they would like to see being made available to them from the Centre.

Please feel free to come in and chat with our friendly staff, ask questions, offer suggestions and give us your opinion. We'll do our best to secure the service for you, answer your questions, investigate your suggestions or connect you with the right people.

Alternatively, if you're interested in volunteering with the Centre, let us know what your skill set and interests are and we'll match you up with a suitable position as soon as a vacancy occurs.

## Help Us to Help You!

For further information about how you can get involved, please contact us at:

P: 9729 1669

E: [harvey@crc.net.au](mailto:harvey@crc.net.au)

W: [harveycrc.com.au](http://harveycrc.com.au)

5 Gibbs Street

Harvey WA 6220



Department of  
Primary Industries and  
Regional Development

