



ANNUAL REPORT

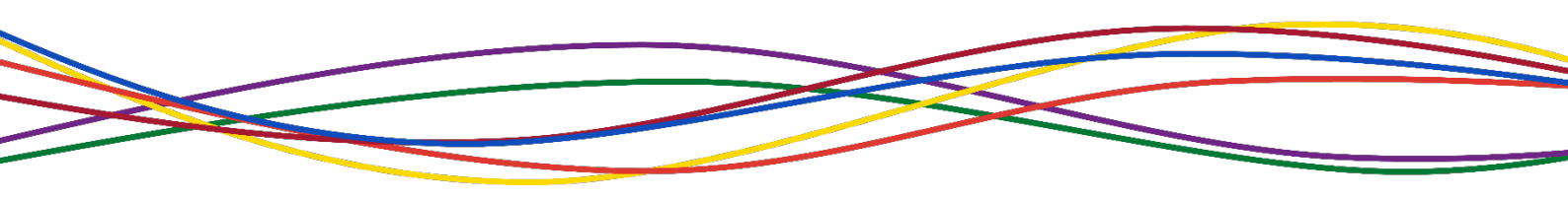
2019-2020

Proudly supported by:



Department of
**Primary Industries and
Regional Development**

and Royalties for Regions.



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Who we are

Wellstead Community Resource Centre (WCRC) is an independent not-for-profit with the objective of harnessing economic, business and social development opportunities for the people of Wellstead and surrounding areas. WCRC is funded by a state government contract; user pays services, one-off grants for projects and the generosity of private donors. Wellstead CRC supports hundreds of residents and visitors each year.

Based in the Wellstead town site, the CRC offers a wide range of products and services. Free online government access, regular business and social development activities/services, community development activities, tourist information and library services are some examples. Additionally, WCRC provides a range of professional printing, desktop publishing services, room, equipment and facility hire, association support, catering service and administrative assistance. We also have the much loved, Whisper Coffee Shop which is run by volunteers.

The Wellstead CRC is committed to continuous improvement and is keen to develop the quality and range of services to best meet the needs of our community. We work proactively with key stakeholders and our local community to continue to grow and stay connected with community needs. Informing our planning, policies and decisions are documents such as: Great Southern Development Commission's Regional Blue Print, City of Albany's Strategic Planning Documents, CRC user feedback and Department of Primary Industries and Regional Development framework.

Wellstead CRC is a full financial member of Linkwest (peak body for CRCs and Neighbourhood Centres) and is Incorporated under the West Australian Incorporated Associations Act of 2015 (WA).

Our Vision

The WCRC provides a central, community hub for the access to education, training, information technology and government information. We also fulfill a vital community development role in our small community.

Our primary values are:

- Collaboration;
- Inclusion;
- Resilience; and
- Creativity.

These values help us to define our role to our community and underlie the services and activities we offer.

Our Mission

The Wellstead CRC strives to inspire and support the Wellstead community through providing access to information, agencies, outreach services, products and opportunities otherwise unavailable to the Wellstead community. The function of Wellstead CRC is to lessen the service accessibility disparity between Perth and our geographically isolated community.

What we do

Access to government services

- Access to local and state government information and services
- Video conferencing services (job interviews, court appearances, TeleHealth appointments, meetings etc.)
- Library services
- Computer literacy support / assistance navigating forms
- Information and support materials

Economic and business development support

- Referral services to business development and employment support services
- Facilitate business development activities, seminars and initiatives
- Information and support for local businesses
- IT assistance (social media, emails, government form navigation for compliance)
- Job seeker support/resume writing assistance
- Office/desk space for hire at CRC offering Satellite NBN internet connection

Social development support

- Referral services to social support services
- Facilitate social development activities, seminars and initiatives
- Information and support
- Parent information sessions
- School holiday activities
- Workshops/capacity building
- Promoting life-long learning

Services and products

- Locally made products on display for sale
- Associations support (governance, administration, financial examination, grants etc.)
- Whisper Coffee Shop (social enterprise supporting WCRC's operations)
- Administrative support (grant writing, word processing, scanning, binding and laminating etc.)

Building community connections

- Array of communication channels prompting CRC events and initiatives including: community newspaper, notice board , email, SMS and social media
- Community events providing networking opportunities
- Offering platforms/space for business and community collaboration
- Engagement with community via feedback, surveys and community group meetings

Year in Review

Completed upgrades to the gardens around the CRC which led to the Tank Art Project.



Assisted with the new Emergency Shed.



Got creative with kids craft during school holidays.



Raised awareness and funds for Donate Life Week



Our volunteers made over 1700 coffees



Celebrated all the wonderful Volunteers in Wellstead with our Thank a Volunteer Day dinner.

Had a blast at the Girls Night In

We had over 650 tourists through our doors
We supported 80 people with IT help
Over 670 people attended events we hosted



Chairperson's Report

I would like to begin my report by firstly acknowledging, and thanking, our wonderful team of staff and volunteers. Each one of you make such valuable contributions towards the successful operations of our Community Resource Centre and the Whisper Coffee Shop.

Over the past 12 months the Wellstead CRC has demonstrated why it is such a valuable and indispensable organisation in our community.

There have been multiple well-attended events and workshops hosted during this time, as well as many travellers and members from our wider community having their individual needs met by the many services on offer.

We faced some challenges, with the main one being Covid-19. I believe our Centre has done an admirable job of rising to the challenges and coping with the ever-changing regulations and procedures during this time. Once again, this is a credit to the professionalism and commitment of our staff and volunteers.

One of the positives of our Centre being closed to the public during some of this time, was that our Coordinator, Lauren Darge, was able to have a "spring clean" in the office and organise/archive various information from over the years. We have also been working on reviewing and updating all Policies and Procedures before endorsing them at our monthly Management Committee Meetings. This will ultimately assist with ensuring our Community Resource Centre is complying with laws and regulations, as well as giving guidance for decision making and streamlining our internal processes.

With restrictions easing and CRC life slowly getting back to a new kind of normal, I am excited to see what our organisation can achieve over the next 12 months!

Krystle Gorman

Chairperson

Coordinator's Report

This financial year started off like any other, however, with COVID-19, it finished off very unusually.

This year we continued to deliver events and initiatives to our community, in compliance with our Department of Primary Industries and Regional Development (DPIRD) contract. Some of these events we delivered a little differently. During our forced closure we offered appointment only services, limiting the number of patrons, we provided 'click and collect' library services, over the phone technical support and craft packs for local kids to take home instead of our usual school holiday activities.

Our Service Agreement for the provision of Western Australian Community Resource Network Services at Wellstead with DPIRD was extended to 30 June 2022. We were also successful in securing funding with Amity Health, the City of Albany, Be Connected, Department of Communities, Australian Organ and Tissue Donation and Transplantation Authority, Rural Men's Health and Department of Social Services.

We hosted multiple information sessions with guest speakers and trainers to support our local businesses. These have been well received and we continue to hear suggestions for further business topics to be addressed.

As an isolated community we rely heavily on volunteers, all of whom 'wear many hats'. Without their support, most of what we do would not be achieved. Volunteers are vital to our community fulfilling roles not only with the CRC, but with ambulance, fire brigades, sporting clubs, school and much more! Thank you to everyone who has volunteered their time!

Without the committee much of what we do would not be possible, thank you for your support and guidance throughout the year.

I'd also like to thank everyone who has sponsored us this year in any way. This is something that helps make us who we are and helps us do what we do.

We look forward to working with residents, visitors and stakeholders to continue to make Wellstead a vibrant and welcoming place to live and work. To a more normal 2020/2021!

Lauren Darge

Coordinator

Government Services

Wellstead is located 100km from our nearest regional centre, Albany. It can be a challenge for community members to access government information and services. As part of our contract with the Department of Primary Industries and Regional Development, we support our local community to have improved access to government information and services through a number of services at our Centre.

Government Access Point

Wellstead CRC's Government Access Point provides 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 provides clients with the infrastructure, internet connection and computer literacy support to navigate government websites. Community members access important information without having to travel or wait in lengthy call centre queues. Some government websites frequently accessed include: Department of Primary Industries and Regional Development, Water Corp, MyGov (Medicare and Australian Taxation Office etc.), WA Police (firearm licensing etc.), Department of Transport, Department of Mining, Industry and Regulation and Safety, WA Country Health Service, Worksafe, Department of Education, City of Albany and Department of Communities.

Videoconferencing Services

Wellstead CRC's video conferencing suite is modern and well appointed, allowing residents to connect with service providers in other locations to access support. The "Telehealth" videoconferencing service can also be used to connect people with healthcare professionals without leaving town. In turn, CRC videoconferencing saves the State Government money in its Patient Assisted Travel Scheme as community members can remain in their community for some appointments. In 2019-20, Wellstead CRCs videoconferencing facilities were also used for job interviews, meetings and social connections. Court appearances are another function of video conferencing in rural, regional and remote communities.

Library Services

The Wellstead Public Library: a branch of the Albany Public Library, is a local hub for the community. This essential service provides a much needed outlet for the isolated children in the area, allowing them to develop their path to higher learning. The Library continues to evolve with the community to meet needs.



**Wellstead
Community Library**

Economic and Business Development

This year the Wellstead CRC continued to expand the services provided to the community, by focusing on providing more support for local businesses. Our contract with the Department of

Primary Industries and Regional Development enables us to deliver business development activities tailored to our community needs.

As Wellstead is a rural community, the majority of our community businesses are agricultural. We continued to facilitate Business Breakfasts and Morning Tea sessions that involved guest speakers relating to farming enterprises. Wellstead CRC also organised for registered training organisations to deliver Vehicle Pilot Courses and First Aid Courses.

Community Capacity Building and Networking

One of the Wellstead CRC's strengths has always been our commitment to the provision of social services and support. This year we've had some exciting workshops and initiatives that have been really well received.

The Wellstead Pre-Harvest Sundowner continued to be a favourite with around 130 residents in attendance. In collaboration with other community groups this event was huge for such a small community to organise, but thanks to many incredible volunteers the day was great success.

Other social events we hosted include; the thank a volunteer dinner, weekly craft group meetings, school holiday activities and take home packs, parent information sessions, WA Cancer Council fundraisers and fire safety workshops.

Services and Products

The Wellstead CRC always strives to identify niches in the 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 make Wellstead a great place to live, 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.

Our printing and desktop publishing service continues to be well used with profits being reinvested into community service delivery. We also offer hire of equipment related to agricultural businesses, including a laser level, cattle NLIS wand and fox/cat traps.

The CRC offers free internet access and IT assistance to anyone aged 50 or above. Ad-hoc training sessions occur to provide people with assistance in using mobile devices and computers. The service is popular with both community members and travellers.

The CRC and Whisper Coffee Shop have an array of local craft products displayed and for sale in the Centre. The CRC is a great place for locals to increase their economic empowerment. This year, the Whisper Coffee shop has provided a platform for community members to collaborate and learn how to make barista coffee. Unique culinary skills and hospitality has been demonstrated by the entities passionate volunteers.

Building Community Connections

The Wellstead CRC plays an important role in keeping residents of Wellstead up to date with happenings and achievements in the local community.

Our community newspaper, Wellstead Whisper, continues to be published out of our centre by the Coordinator. It remains a special publication showcasing the events and achievements of people in our community. It played a vital role in keeping community members updated and connected when face-to-face services were unavailable due to COVID.

The “Wellstead Whisper” is also used to disseminate messages regarding grant opportunities and networking events for community members. We also include updates from the Great Southern Development Commission, City of Albany, Wellstead Playgroup, Boxwood Hill Combined Sports Clubs, Wellstead Cricket Club, Wellstead St John Ambulance, Wellstead Fire Brigade, Wellstead Primary School and the Wellstead CRC.

The Wellstead CRC also curates Facebook and Instagram pages that continues to deliver fantastic engagement with our community. The platform provides a convenient way for community members to stay up to date. In addition, our centre now has a mobile phone. The device is used to SMS reminders and relay information in a quick, easy manner. SMS's are used as the result of feedback from community members: the ease of messaging the centre and receiving information is now possible in a paddock!

Our Team

Management Committee

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

- Chairperson – Krystle Gorman
- Vice-Chairperson – Joanna Slattery
- Secretary – Jessica Schmidt
- Treasurer – Dawn Chadwick
- Committee Members – Nerida Sullivan, Carolyn Davy, Chelsea Stanich, Allan Gilkison and Rachel North

Our Staff Team

The Wellstead community is fortunate to have passionate individuals working at the centre, who aim to deliver high quality services with a professional yet caring approach. This year our staff team has been keen to improve a number of internal processes to streamline the way we do business.

- Coordinator – Lauren Darge
- Trainee – Deborah Finlay
- Bookkeeper – Lauren Davy
- Casuals – Julianne Maisey, Brenda Della Vedova, Courtney Douglas and Stacey Miller

Our Supporters

The Wellstead CRC is very appreciative of the support from our members and other advocates. Working collaboratively with stakeholders is very important to us and we are keen to continue to grow our relationship with individuals and organisations in our community.

Local & State Government

Wellstead CRC received contract funding from the Department of Primary Industries and Regional Development. This contract provides our main source of income and allows us to provide a wide range of services to our community. The Wellstead CRC is highly appreciative of the support offered by the City of Albany. The City of Albany provides invaluable maintenance and operational support. We look forward to a continued positive relationship.

Grant Funding Bodies

This year the Wellstead CRC has received grants from the following departments and organisations. These grants have allowed us to provide a greater range of activities and support to our community:

- Amity Health: Communities for Children
- Be Connected

- City of Albany
- Department of Communities
- Department of Primary Industries and Regional Development
- Australian Organ and Tissue Donation and Transplantation Authority
- Rural Men's Health
- Department of Social Services

Community Partners

- Boxwood Hill Combined Sports Club
- Boxwood Hill Football Club
- Boxwood Hill Hockey Club
- Boxwood Hill Netball Club
- Green Range Country Club
- Gnowellen Fire Brigade
- Wellstead Cricket Club
- Wellstead Fire Brigade
- Wellstead Historical and Heritage Committee
- Wellstead Primary School Parents & Citizens Committee
- Wellstead Primary School
- Wellstead Playgroup
- Wellstead Progress Association
- Wellstead St John Ambulance

Treasurer's Report

The 2019/20 financial year has been an eventful year with many financial implications.

In the 2018/19 financial year \$10,000 was received for a garden grant. The expenditure for this grant totalling \$18,920 was made in July 2019. It was decided at a meeting that we use our own money to finish the project. This resulted in the income and expense not being matched between the financial years and expenses for the current financial year being substantially inflated.

The beginning of the year involved numerous staff changeovers and the loss of two long serving employees (Stephanie Boyd as co-ordinator and Penny Moir as finance officer). This coupled with other staff turnovers resulted in quite a substantial increase in payroll expenses through leave payouts and additional casual staff to cover vacant positions. We also did not receive any income for the trainee in this financial year due to no applications being made while we were still finishing the previous grant received.

Covid-19 also led to the doors of the centre being closed to the public for around 6 weeks leading to a possible loss of income from the use of centre services and the Whisper Coffee Shop. Covid-19 also resulted in the cancelling of events, the suspension of our trainee's contract and staff working from home.

With the Whisper Coffee Shop proving to be a success, this was formally brought into the accounting records of the centre from January 2020 and was looking to be a reliable source of income, which is what the Coffee shop was set up to do originally. The Coffee Shop relies on volunteers to which we are grateful to and without their time and effort it would not be the success that it is. Unfortunately, Covid-19 led to its closing for several weeks. It is great to see it up and running again and we look forward to the ongoing success of the Whisper Coffee Shop.

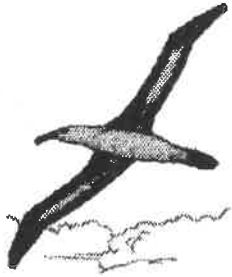
The Wellstead CRC had a total income for the 2019/20 financial year of \$134,399.28 and an expenditure of \$161,272.13. This resulted in a net deficit for the year of \$26,872.85. This deficit can be explained by the points above. The centre is still in good financial standing with \$220,000 held in term deposits and \$257,498.23 cash on hand at 30 June 2020.

Dawn Chadwick

Treasurer

**FINANCIAL STATEMENTS
FOR YEAR ENDED 30 JUNE 2020**

WELLSTEAD COMMUNITY RESOURCE CENTRE INC.



Jan Biglin – Positive Pathways

6 Leslie Street
Albany WA 6330
Phone: 08 98413007

AUDITOR'S REPORT

WELLSTEAD COMMUNITY RESOURCE CENTRE INC.

Financial Audit for Period 1 July 2019 to 30 June 2020

To the Committee of the Wellstead Community Resource Centre Inc.

The Wellstead Community Resource Centre Inc., as is common with other non-profit organisations of this type, does not have any effective system of internal control over income, and, consequently, no confirmation can be given that the amounts received by the Centre are properly accounted for.

The Management Committee is responsible for the financial reporting and has a person employed to manage the accounts for the Centre. The Management Committee has also decided that the accounting practices in use are consistent with the requirements of the Constitution and that relevant accounting standards are in place to meet the needs of the Committee. There is no opinion expressed on these practices.

A full audit was undertaken for the accounts and records of the transactions and related affairs for the Wellstead Community Resource Centre Inc., for the period 1 July 2019 to 30 June 2020.

In my opinion, subject to the above, the attached Financial Statements give a fair view of the state of affairs of the Centre as at 30 June 2020 and the results of the Centre's activities from 1 July 2019 to that date.

Dated this 29th day of July 2020.

Jan Biglin (FIPA)

WELLSTEAD COMMUNITY RESOURCE CENTRE INC.

BALANCE SHEET

AS AT 30 JUNE 2020

EQUITY

Opening Balance as at 1 July 2019	282,323.11
Plus Whisper Coffee Shop Equity	11,102.79
	<u>293,425.90</u>
Less Alteration Made Post 2019 Audit	144.28
	<u>293,281.62</u>
Less Deficit for Year	-26,872.85
Closing Balance as at 30 June 2020	<u>\$266,408.77</u>

This is represented by:

ASSETS

Cash

Westpac Cheque Account	12,396.48
Cash Reserve Account	24,949.75
Westpac Whisper Coffee Shop Account	13,081.82
Undeposited Funds	396.80
Term Deposit	70,000.00
Term Deposit	70,000.00
Term Deposit	80,000.00
Till Cash on Hand	152.00
Whisper Coffee Shop Petty Cash	200.00
	<u>271,176.85</u>

Plus **Other Current Assets**

Debtors	<u>225.75</u>
Total Assets	271,402.60

Less LIABILITIES

Current Liabilities

Trade Creditors	159.44
PAYG Payable	3,216.00
Superannuation Payable	1,587.39
GST Collected	266.00
Less GST Paid	<u>-235.00</u>
	31.00

Total Liabilities	4,993.83
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Excess Assets Over Liabilities	<u>\$266,408.77</u>
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WELLSTEAD COMMUNITY RESOURCE CENTRE INC.

STATEMENT OF INCOME & EXPENDITURE

FOR YEAR ENDING 30 JUNE 2020

INCOME

Operational Funding			
DPIRD Grant		94,630.20	
DRD Travel Reimbursement		882.27	
Donations		565.04	96,077.51
Grants			
Minor Grants		272.73	
Children's Funding		3,822.30	
NBN Be Connected		4,000.00	
Thank a Volleie		1,000.00	9,095.03
WCRC Income			
Centre Services			
Binding & Laminating	1,455.55		
Catering	45.00		
Computer/Internet Usage/IT Advice	862.90		
Photocopying/Printing/Scanning/Faxing	1,086.59	3,450.04	
Equipment & Facility Hire			
Equipment Hire	81.82		
Equipment Tender Proceeds	518.18		
Facility Hire	407.27		
Hot Office Bookings	199.09		
INACTIVE Miscellaneous Income	240.20	1,446.56	
Sales			
Assorted Sales	70.93		
Publications	10.00	80.93	
Professional Services			
Bookkeeping	63.64		
Secretarial Services	1,978.18	2,041.82	
Whisper Income			
Advertising	2,019.07		
Sales	270.55		
Subscriptions	1,666.82	3,956.44	
Whisper Coffee Shop			
Donations	14.65		
Sales	3,575.10	3,589.75	
Events			
Miscellaneous Events		106.36	
Other Income			
Government/ATO Subsidies	10,000.00		
Interest Received	4,554.84	14,554.84	29,226.74
Total Operating Income			134,399.28
Less Cost of Sales			
Whisper Coffee Shop Purchases			1,287.53
Gross Profit			133,111.75

Continued/.....

Less EXPENDITURE**Operating Expenses**

Appreciation Gifts	511.77
Auditing & Accounting Fees	840.00
Cleaning & Maintenance	1,233.49
Electricity	421.31
Equipment	308.18
Insurance	1,857.31
IT Consultancy Fees	1,665.00
Miscellaneous Expenses	154.55
Rent/Lease - City of Albany	1,051.00
Roundings	14.51
Telephone & Internet	2,061.72

Office Expenses

Photocopying - Best Office Fees	4,769.00	
Postage & Shipping	342.41	
Registration/Subscriptions	1,799.09	
Software Purchases & Subscriptions	719.66	
Staff Amenities	10.45	
Stationery	674.10	8,314.71

Repairs & Maintenance

Equipment Maintenance & Servicing	146.62	18,580.17
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Payroll Expenses

Employer Indemnity	762.73	
Superannuation	8,473.58	
Training	1,201.38	
Travel	870.27	
Uniforms	27.27	
Wages & Salaries	103,971.79	115,307.02

WCRC Event Expenses

CRC Business Event Costs	72.27	
CRC Catering Costs	156.82	
CRC Sundowners	2,480.82	
WCRC Held Events	145.19	2,855.10

Grant Expenditure

Children Event Grants	1,210.50	
Healthy Community Grants	1,336.00	
NBN Be Connected Grant	545.92	
Thank a Vollie Grant	1,076.28	
Garden & Capital Improvements	18,920.00	23,088.70

Whisper Coffee Shop

Consumables	43.73	
Coffee Shop Grant	1.01	
Donations	40.00	
Equipment	32.73	
Repairs & Maintenance	32.00	
Square Reader Fees	4.14	153.61

Total Operating Expenditure

159,984.60

Net Deficit for Year**-\$26,872.85**

WELLSTEAD COMMUNITY RESOURCE CENTRE INC.

BANK ACCOUNTS

AS AT 30 JUNE 2020

WESTPAC CHEQUE ACCOUNT (32-6236)

Opening Balance as at 1 July 2019
Plus Receipts

17,149.69

222,662.91

Less Payments

239,812.60

Closing Balance as at 30 June 2020

227416.12

(as per Bank Statement)

\$12,396.48

WESTPAC CASH RESERVE ACCOUNT (32-6244)

Opening Balance as at 1 July 2019
Plus Receipts

54,917.41

55,032.34

Less Payments

109,949.75

Closing Balance as at 30 June 2020

85,000.00

(as per Bank Statement)

\$24,949.75

WESTPAC Whisper Coffee Shop (414-404)

Opening Balance as at 1 July 2019
Plus Receipts

0.00

16,162.50

Less Payments

16,162.50

Closing Balance as at 30 June 2020

3,080.68

(as per Bank Statement)

\$13,081.82

WESTPAC TERM DEPOSIT ACCOUNT (001-070648-0)

Opening Balance as at 1 July 2019
Plus Receipts

70,000.00

1,309.67

Less Payments

71,309.67

Closing Balance as at 30 June 2020

1,309.67

(as per Bank Statement)

\$70,000.00

WESTPAC TERM DEPOSIT ACCOUNT (001-070294-9)

Opening Balance as at 1 July 2019
Plus Interest

70,000.00

543.13

Less Payments

70,543.13

Closing Balance as at 30 June 2020

543.13

(as per Bank Statement)

\$70,000.00

Continued/...

WESTPAC TERM DEPOSIT ACCOUNT (001-072239-3)

Opening Transfer as at 1 July 2019	80,000.00
Plus Receipts	<u>1,757.78</u>
	81,757.78
Less Payments	<u>1,757.78</u>
Closing Balance as at 30 June 2020	<u><u>\$80,000.00</u></u>
(as per Bank Statement)	

TILL RECEIPTS

Opening Balance as at 1 July 2019	257.75
Plus Receipts	<u>2,176.30</u>
	2,434.05
Less Payments	<u>2,282.05</u>
Closing Balance as at 30 June 2020	<u><u>\$152.00</u></u>

Petty Cash Whisper Coffee Shop

Opening Balance as at 1 July 2019	0.00
Plus Receipts	<u>3,312.00</u>
	3,312.00
Less Payments	<u>3,112.00</u>
Closing Balance as at 30 June 2020	<u><u>\$200.00</u></u>

TOTAL CASH ON HAND

\$257,498.23

COMMENTS/ADJUSTMENTS

Just a minor adjustment. The following General Journal entry needs to be made, please:

Date: 30/6/20

Memo: Audit Adjustment

Account No	Name	Debit	Credit
2-1310	GST Collected		
2-1320	GST Paid		6.65
6-1110	Roundings		7.86
		14.51	

You have done a really great job, Lauren. Well done!