

# **ANNUAL REPORT**

2024-2025

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# Contents

ANNUAL REPORT 2024-2025	1
Who we are	3
Our Vision	3
Our Purpose	4
What we do	4
2024-2025 Highlights	5
Chairperson's Report	6
Coordinator's Report	7
Treasurer's Report	8
Government Services	9
Government Access Point	9
Videoconferencing Services	9
Library Services	9
Economic and Business Development	4.0
·	10
Community Capacity Building and Networking	
	10
Community Capacity Building and Networking	10
Community Capacity Building and Networking	10
Community Capacity Building and Networking	1011
Community Capacity Building and Networking  Services and Products  Building Community Connections  Our Team	10 11 11
Community Capacity Building and Networking	10111111
Community Capacity Building and Networking  Services and Products  Building Community Connections  Our Team  Management Committee  Our Staff Team	1011111111
Community Capacity Building and Networking  Services and Products  Building Community Connections  Our Team  Management Committee  Our Staff Team  Our Supporters	1011111111
Community Capacity Building and Networking  Services and Products  Building Community Connections  Our Team  Management Committee  Our Staff Team  Our Supporters  Local & State Government	1011111111
Community Capacity Building and Networking  Services and Products  Building Community Connections  Our Team  Management Committee  Our Staff Team  Our Supporters  Local & State Government  Grant Funding Bodies.	10111111111212

#### Who We Are

**Wellstead Community Resource Centre (WCRC)** is a not-for-profit organisation dedicated to enhancing social and public wellbeing. Its mission is to promote mental health, reduce social isolation, and provide a welcoming space where individuals can engage in activities or collaborate on projects alongside others.

Located in the heart of Wellstead, WCRC serves hundreds of residents and visitors each year. It offers a diverse range of services, including:

- Free online access to government services
- Business and social development programs
- Community development initiatives
- Tourist information and library services

In addition, WCRC provides professional support such as:

- Printing and desktop publishing
- Room, equipment, and facility hire
- Association support and administrative assistance
- Consignment sales of local produce & products

A beloved feature of the Centre is the **Whisper Coffee Shop**, operated by volunteers. Proceeds help fund community projects, making every cup of coffee a contribution to local wellbeing.

WCRC is funded through a mix of state government contracts, user-paid services, project-based grants, and generous private donations. The Centre is committed to ongoing improvement and actively collaborates with stakeholders to ensure its services evolve with the needs of the community.

WCRC is a full financial member of Linkwest, the peak body for Community Resource Centres and Neighbourhood Centres and is formally incorporated under the Western Australian Incorporated Associations Act 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 Purpose

Wellstead Community Resource Centre Inc. is a public institution which has the charitable purpose of advancing social and public welfare by:

- 4.1 Advancing mental health and preventing social isolation;
- 4.2 Providing a physical location where it supports individuals to undertake activities, or work on projects, in the company of others.

#### 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

# Social development support

- Assist with access 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 and for sale
- Supporting local businesses through consignment of products
- 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, laminating etc.)

# Building community connections

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



Australia's Biggest Morning Tea fundraising through Whisper Coffee Shop



Monthly Play in the Park sessions with Wellstead Playgroup



Showcasing local small businesses



School Holiday activities



Easter Colouring In Competition



2024 - 2025









Gardening Workshop held in a local orchard



Dressmaking Workshop



Supporting community groups and



Communities for Children funded activities





Celebrating our volunteers



2024 Wellstead Pre-Harvest Sundowner



Italian Cooking Class

## Chairperson's Report

This past year has been one of growth, community spirit, and adaptability. Our Centre continued to provide valuable opportunities for connection, learning, and wellbeing within the Wellstead community.

Some highlights over the last year were the pre- harvest Sundowner in 2024. It was a wonderful evening to unwind and a chance to catch up with friends and enjoy a delicious three course meal catered by Kristels Country Catering.

The popular soap making workshop was a great success, one we hope to see again later in the year. It gave participants a chance to learn new skills in a fun and creative environment shared between friends, mothers and daughters.

Geri from YMCA Albany brings "Play in the Park" to Wellstead every first Wednesday of the month, transporting with her a van full of toys. The Wellstead Play Group meet up at the CRC to enjoy the two-hour session that encourages the children to play interactively in a safe environment.

My personal favourite event this year so far was the Yoga hosted by Kate Johnson of The Collective Path. Kate provided an hour of stillness and stretching for participants who joined in on her classes Wednesday nights.

A special mention to our Coordinator, Krystle, for successfully applying for the FRRR grant worth \$33,382.00 to deliver the "Choosing Wellness in Wellstead" program. Ensuring greater access to wellbeing and fitness activities within our community through various free events and workshops.

We have been fortunate to have the support of two local handymen, Harry and Adam, who helped us carry out much needed repairs and improvements to the centre. Their skills and hard work have made a huge difference that we are very grateful for.

The WCRC said farewell to Linda Stefani in June. Linda stepped into the CRC at a crucial time, quickly investigating and making changes to guarantee our centre could continue to operate while making a profit. Linda's contribution was very much appreciated. Taking over from her role, we welcomed Mackenzie Turner who has done a wonderful job in the hand over.

Cindy is on maternity leave for six months and the staff look forward to seeing her back behind the front desk. Filling in for her as Administration Officer is Chloe Parry. I would like to thank the new staff, Mackenzie, and Chloe for transitioning into their new roles so efficiently.

On a personal note, I would like to say how thankful I am for the opportunity to have served as Chairperson over the last three years. It has been a privilege to support the growth and strength of this Centre and to work alongside such a dedicated and passionate group of people. With that in mind, I strongly encourage someone new to step up and take on this role, bringing fresh energy and ideas.

Tanika Diprose Chairperson

## Coordinator's Report

Throughout the 2024/2025 year, the dedicated team at Wellstead CRC has proudly maintained a high standard of service delivery while continuing to strengthen the social, business, and community networks across the Wellstead District and neighbouring towns. I would personally like to acknowledge Linda, Cindy, Mackenzie, Chloe, Deb and Tanya for helping to make our CRC such an enjoyable place to work. And to our volunteer Management Committee – thank you for your support and always being just a WhatsApp message away!

A key highlight was the successful completion of our planned workshops and activities under the FRRR Future Drought Fund's Small Networks Grant, awarded earlier in 2024. This grant provided a valuable opportunity for our CRC to facilitate a diverse range of learning and wellbeing-focused initiatives tailored to our community. It also offered meaningful insights into local needs and service gaps—helping us identify areas where the CRC can further support and uplift our region.

Beyond the FRRR program, we were thrilled to deliver engaging school holiday activities for local children, made possible through Amity Health's Communities for Children Community Enrichment Grant. These events continue to be a favourite among families, offering fun, connection, and a chance for kids and parents to enjoy quality time together.

Wellstead CRC proudly hosted a Biggest Morning Tea at the Whisper Coffee Shop. It was heartening to see both locals and travellers come together to support this important cause. With a delicious spread of homemade treats and our volunteer barista Deb working her magic on the coffee machine, the event was a true community celebration. We extend our heartfelt thanks to the wonderful women who regularly volunteer in the Whisper Coffee Shop—your baking talents and warm hospitality are deeply appreciated and vital to the success of our community hub.

As we look ahead, Wellstead CRC remains committed to nurturing strong partnerships with local groups and stakeholders, and to providing a welcoming space for both residents and visitors. We're excited for the year to come and the opportunities it holds for continued service and meaningful community engagement.

Krystle Gorman Coordinator

# Treasurer's Report

Once again, it has been a busy and productive year at the Wellstead CRC.

We are pleased to report that the Wellstead CRC remains in a strong financial position. During the year, we were successful in securing an **Amity Health Grant of \$660.44**, which supported popular community activities including Christmas craft, Mini MasterChef, and Little Scientist. In addition, the **FRRR grant of \$33,382.00** enabled us to host a variety of enriching programs such as Skye's fitness classes, Carmen Tyrer's ceramic flower-making workshop, the Hot Things BBQ masterclass, soap making, yoga, gardening workshops, and our annual sundowner. This event featured Ellesie Ventures' bouncy castle, Kristel's Country Catering, and Mandy's music – all well received by the community.

We were also proud to donate \$200 towards the Small Halls Festival, helping to provide grazing platters for patrons to enjoy.

The CRC continues to manage its funds responsibly, and we are pleased to report a **small profit** for the year. The centre operated **within budget**, a reassuring result that reflects careful financial planning. Our **term deposits** have either rolled over or are due to do so shortly, with a slight drop in interest rates; however, we are fortunate not to have needed to draw on these reserves, which continue to generate income.

A big thank you to our Coordinator, **Krystle**, for her ongoing commitment to grant application processes. Her efforts make a significant difference to the services we're able to provide through the CRC.

It's also been heartening to see community involvement in activities like gardening and rubbish collection around the township in preparation for **Tidy Towns** – a true testament to local pride and collaboration.

Our end-of-financial-year report has once again been completed by **Jan Biglin**, who is satisfied with the CRC's financial position. The full report is included in this annual report for your review.

Dawn Chadwick Treasurer

#### **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 several services at our Centre.

#### **Government Access Point**

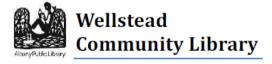
Wellstead CRC's Government Access Point provides free access to online and print resources related to local and state government agencies, as well as a selection of relevant non-government organisations which offer community support services. This service provides clients with the infrastructure, internet 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. 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. Wellstead Library is extremely fortunate to have our dedicated librarian Tanya Hitsert, who is passionate about her job. This essential service provides a much-needed outlet for the isolated children in the area, allowing them to develop their path to higher learning. Adults in Wellstead enjoy access to a diverse collection of books across all genres. The library continues to evolve in response to community needs, offering small events and workshops on various topics to engage and support our patrons.



## **Economic and Business Development**

Wellstead CRC continues 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, most of our community businesses are agricultural. We continued to facilitate webinar and face-to-face sessions that involved guest speakers relating to farming enterprises. Wellstead CRC also organised a workshop to help residents prepare their property in preparation for bushfire season.

## 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. Some of the events our CRC has facilitated over the past 12 months have been highlighted in the Coordinator's report.

The Wellstead Pre-Harvest Sundowner continued to be a favourite with around 80 residents in attendance. Having live music, caterers putting on a delicious feast, and live entertainment for the kids – this event is *such* a treat for our local families! Events like this are made possible by generous sponsors and funding opportunities.

Other social events we hosted included: School holiday activities, parent information sessions, mindfulness workshop, embroidery workshop, macrame workshop, Wellstead's annual sundowner, craft morning teas, book club, and a few appreciation events for our valuable volunteers.

#### 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 supplied the local sporting club at Boxwood Hill with the coordination and printing of their budgets and we offer hire of equipment related to agricultural businesses, including a modern laser level and current model eID reader.

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, apps, computers and social media platforms. The service is popular with both community members and travellers.

The CRC and Whisper Coffee Shop have an array of local craft & honey products displayed and for sale in the Centre and during pop-up stall days. The CRC is a great place for locals to increase their economic empowerment. The Whisper Coffee shop provides a platform for community members to collaborate and learn how to make barista coffee. Unique culinary skills and hospitality has been demonstrated by the entity's passionate volunteers, with all profits going back into the community.

## **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 & Admin Officer. It remains a special publication showcasing the events and achievements of people in our community. It plays a vital role in keeping community members updated and connected about the "happenings" around the Wellstead area.

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, Main Roads WA, Boxwood Hill Combined Sports Clubs, Wellstead Progress Association, Wellstead Cricket Club, Wellstead St John Ambulance, Wellstead Fire Brigade, Wellstead Primary School, Wellstead Playgroup and Green Range Country Club.

The Wellstead CRC also curates Facebook and Instagram pages that continue to deliver fantastic engagement with our community. The platforms provide an additional and convenient way for community members and stakeholders to stay up to date.

#### Our Team

#### **Management Committee**

Our Management Committee is comprised of five 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.

- Chairperson Tanika Diprose
- Vice-Chairperson Melissa Wood
- Secretary Rachel North
- Treasurer Dawn Chadwick
- Committee Members Al Gilkison, Kerry Dell'Agostino, Teena Williams & Courtney Moir.

#### **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.

- Coordinator Krystle Gorman
- Finance Officer Mackenzie Turner
- Admin Officer Chloe Parry
- Casuals Tanya Hitsert, Julianne Maisey, Lauren Davy & Deb Vinton.
- Librarian Tanya Hitsert

## **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 as well as a library service in Wellstead. 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
- City of Albany
- Department of Communities

- Department of Primary Industries and Regional Development
- WA Landcare Network
- Lotterywest
- Wanslea
- YMCA
- Great Southern Development Commission
- Foundation for Rural & Regional Renewal (FRRR)
- Volunteering WA
- Centre for Women's Safety and Wellbeing

#### **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

# **Auditors Report**

Gan 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 2024 to 30 June 2025

#### 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 Mangement 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 2024 to 30 June 2025.

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 2025 and the results of the Centre's activities from 1 July 2024 to that date.

Dated this 20th day of August 2025.

Jan Biglin (FIPA)

## **Financial Statements**

#### WELLSTEAD COMMUNITY RESOURCE CENTRE INC.

#### **BALANCE SHEET**

#### **AS AT 30 JUNE 2025**

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Closing Balance as at 30 June 2025	\$347,765.43
Plus Surplus for Year	34,644.82
	313,120.61
Less Alteration Made Post 2024 Audit	36.67
Opening Balance as at 1 July 2024	313,157.28

This is represented by:

#### **ASSETS**

#### Cash

Westpac Cheque Account	21,646.72
Cash Reserve Account	80,205.89
Westpac Mastercard	835.70
Westpac Whisper Coffee Shop Account	7,244.09
Term Deposit	80,000.00
Term Deposit	60,000.00
Term Deposit	100,000.00
WCRC Petty Cash	221.00
Whisper Coffee Shop Petty Cash	200.00
	350 353 40

#### Plus Other Assets

Debtors	229.87	
Equipment	1,250.00	).87
Total Assets	351,833	3.27

#### Less LIABILITIES

#### **Current Liabilities**

Trade Creditors		635.21
PAYG Payable		1,880.00
Superannuation Payable		1,875.18
GST Collected	755.18	
Less GST Paid	1,077.73	-322.55

Total Liabilities 4,067.84

Excess Assets Over Liabilities \$347,765.43

# WELLSTEAD COMMUNITY RESOURCE CENTRE INC. STATEMENT OF INCOME & EXPENDITURE FOR YEAR ENDING 30 JUNE 2025

#### INCOME

Operational Funding			
DPIRD Grant		110,524.00	
DPIRD Other Grants		5,271.82	
Donations		460.19	116,256.01
Grants	_	-	
Children's Funding		660.44	
Fox Shoot		300.00	
WA Bike Month		900.00	1,860.44
WCRC Income	-	000.00	1,000.11
Sundowner			4,827.73
Centre Services			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Binding & Laminating	16.37		
Catering	127.28		
Computer/Internet Usage/IT Advice	348.17		
Photo Lab	28.11		
Photocopying/Printing/Scanning/Faxing	411.81	931.74	
Equipment & Facility Hire			
Equipment Hire	181.80		
Facility Hire	555.71		
Hot Office Bookings	54.54	792.05	
Sales			
Assorted Sales	995.90		
Commission on Consignment Sales	18.86		
Giftshop Sales	113.58		
H&H Sales	153.63		
Honey Colin Mundy The Man in the Hat	7.50		
Honey Little Hive	746.63	2 100 64	
Publications Professional Services	73.54	2,109.64	
Bookkeeping	272.73		
Library Assistance Services	250.00		
Secretarial Services	790.16	1,312.89	
Whisper Income	730.10	1,512.03	
Advertising	3,591.00		
Sales	483.63		
Subscriptions	2,323.76	6,398.39	
Whisper Coffee Shop	2,020.10	0,000.00	
Donations	37.00		
Sales	12,388.19	12,425.19	
Events		,	
Miscellaneous Events		9.09	

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Other Income Containers for Change Interest Received Miscellaneous Income		82.90 11,949.43 378.41	12,410.74	36,389.73
Total Operating Income				159,333.91
Less Cost of Sales				
Whisper Coffee Shop Purchases			_	4,806.74
Gross Profit Less <u>EXPENDITURE</u>				154,527.17
Operating Expenses  Appreciation Gifts Auditing & Accounting Fees Cleaning & Maintenance Electricity Equipment Insurance IT Consultancy Fees Kitchen Goods Rent/Lease - City of Albany Telephone & Internet Office Expenses Computer Purchase Photocopying - Best Office Fees Postage & Shipping Registration/Subscriptions Stationery Repairs & Maintenance Equipment Maintenance & Servicing	4,075.00 3,805.46 473.05 1,196.64 228.66 430.44	507.72 545.00 321.06 780.38 175.00 3,451.44 1,303.00 8.09 3,067.00 2,219.94		
Garden Maintenance Payroll Expenses Superannuation Wages & Salaries WCRC Event Expenses CRC Catering Costs CRC Sundowners Donations Giftshop Item Purchases H&H Books WCRC Held Events Grant Expenditure	498.61	929.05 7,499.30 65,211.76 23.73 103.18 507.05 60.00 144.55 400.01	23,086.49 72,711.06 1,238.52	
Children Event Grants Fox Shoot Grant FRRR Grant WA Bike Month		660.44 273.46 19,482.00 900.00	21,315.90	

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Honey & Honey Products
Whisper Coffee Shop
Consumables 44.37 Donations 575.00 Repairs & Maintenance Square Reader Fees 137.38 152.17 908.92

**Total Operating Expenditure** 119,882.35

**Net Surplus for Year** \$34,644.82

#### WELLSTEAD COMMUNITY RESOURCE CENTRE INC.

#### BANK ACCOUNTS

#### **AS AT 30 JUNE 2025**

WESTPAC	CHEQUE	ACCOUNT	(32-6236)

Opening Balance as at 1 July 2024	16,395.03
Plus Receipts	225,435.98
	241,831.01
Less Payments	220,184.29
Closing Balance as at 30 June 2025	\$21,646.72
(as per Bank Statement)	
WESTPAC CASH RESERVE ACCOUNT (32-6244)	
Opening Balance as at 1 July 2024	52,122.51
Plus Receipts	88,083.38
,	140,205.89
Less Payments	60,000.00
Closing Balance as at 30 June 2025	\$80,205.89
(as per Bank Statement)	
WESTPAC MASTERCARD	
Opening Balance as at 1 July 2024	1,296.30
Plus Receipts	3,502.40
Tide Nobelpte	4,798.70
Less Payments	3,963.00
Closing Balance as at 30 June 2025	\$835.70
(as per Bank Statement)	
WESTPAC Whisper Coffee Shop (414-404)	
Opening Balance as at 1 July 2024	3,546.38
Plus Receipts	9,328.73
	12,875.11
Less Payments	5,631.02
Closing Balance as at 30 June 2025	\$7,244.09
(as per Bank Statement)	
WESTPAC TERM DEPOSIT ACCOUNT (***635)	
Opening Balance as at 1 July 2024	80,000.00
Closing Balance as at 30 June 2025	\$80,000.00
(as per Bank Statement)	, , , , , ,
(do por Dank Oldfornon)	

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WESTPAC TERM DEPOSIT ACCOUNT (***20	8)
Opening Balance as at 1 July 2024 Closing Balance as at 30 June 2025 (as per Bank Statement)	60,000.00 \$60,000.00
WESTPAC TERM DEPOSIT ACCOUNT (***19	5)
Opening Balance as at 1 July 2024 Closing Balance as at 30 June 2025 (as per Bank Statement)	100,000.00 \$100,000.00
PETTY CASH WCRC	
Opening Balance as at 1 July 2024 Closing Balance as at 30 June 2025	221.00 <b>\$221.00</b>
PETTY CASH WHISPER COFFEE SHOP	
Opening Balance as at 1 July 2024 Closing Balance as at 30 June 2025	200.00 <b>\$200.00</b>
TOTAL CASH ON HAND	\$350,353.40