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Department of Primary Industries and Regional Development



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Who we are

Harvey Community Resource Centre

Is an independent not-for-profit organisation whose aim is to provide access to government and community services and information, and undertake 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 with Department of Primary Industries & Regional Development (DPIRD), user-pay services,

Harvey District – 2021 Census

- The Census usual resident population of Harvey District in 2021 was 3,462 people, living in 1,555 dwellings.
- Out of a 1,597-labour force, 1,535 people were employed, and 62 unemployed. 1,084 Were not in the labour force at all .



Our Vision

Is to be an inclusive, welcoming, and supportive community information and service organisation – providing opportunities for our community to thrive and grow and a variety of one-off grants for projects. This enables us to offer five-days-a week service to the people of Harvey and surrounding areas.

In addition, we are agents for Services Australia (*Centrelink, Medicare, Child Support, My Aged Care*), Department of Veteran Affairs, and Transwa (*The Australind train service*).

- 358 People earned less than \$800, 344 were in the lower-middle income bracket, 305 in the upper-middle bracket, and 189 earned over \$3,000.
- Harvey CRC is one of three Community Resource Centres servicing the Shire of Harvey. Our sister-CRCs are Yarloop and Brunswick Junction.



Our Mission

Is 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, social activities, and communication services

What we do



Access to government services

- · Access to local and state government information and services
- Video conference services
- Services Australia Agency (Centrelink, Medicare, Child Support, My Aged Care)
- Information and support



Economic and business development support

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



Social development support

- · Referrals to social support services
- Support and advocacy for community living with disability to apply for NDIS Access
- · Multicultural, Indigenous, Disability and Hardship support services
- · Facilitate inclusive 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

Chairperson's Report

Another Successful Twelve Months

Acknowledgement and Thanks:

- Management Committee, for your dedication, contribution of knowledge and skills, personal time to attend meetings and answer countless emails
- Staff Team and Volunteers for your contribution, dedication, and outstanding team work

I want to begin by acknowledging the Traditional Owners of Binjareb country on which we meet today and pay my respects to Elders past and present

Welcome to our 2022 AGM.

Thanks to my fellow Management Committee members for your dedication, attending meetings, volunteering your time, contributing your skills and knowledge, and reading and replying to countless emails. And equally, thank you, Tracey-Ann, for your contribution, many unpaid hours, vision, and dedication. Thanks, must also go to the other staff members – Leesa, Holly, Jehan, Jo and Sarah and Jude, our regular administration volunteer. They have made a great team this past year during uncertain times.

Under Tracey-Ann's leadership since the last AGM, despite the ongoing challenges of the pandemic, we have:

- Had our DPIRD contract extended to 2027.
- Hosted a ministerial visit from the Hon Alannah MacTiernan, Minister for Regional Development; Agriculture and Food; Hydrogen Industry to announce the recipients of the traineeship grants.
- Won a partnership grant with the Shire of Harvey to cover funding gaps in our services.

• Seen Jehan move from a volunteer role to a traineeship in community service.

• Implemented Service WA app help and began printing vaccination ID cards

• Installed and painted a small nature playground with thanks to volunteers and SSEP program students.

- Increased partnerships throughout the community.
- Had The Ready for Work program continued successfully.
- Our Noongar Language and Culture initiative successfully continuing.
- Hosted a Multiculture Social Support Group.
- The continuation of Tai Chi and a new Yoga in the Garden series.
- Grown The Facebook page to around 1400 followers.

• Held bush tucker and bush medicine workshops which have been very popular.

• Held a ladies' health information evening focusing on menopause with Dr Purity Carr – this event had 40 attendees.

It is inevitable that we will encounter challenges, and this year's audit result is an illustration of that. Over the next 12 months I envisage the management committee having a greater focus on financial management and look forward to supporting Tracey-Ann and staff in improving in this area. We will work through any challenges as they arise as we have in past years and the Centre will become stronger and more effective. Thank you all for your interest in the Harvey CRC and for attending tonight. I look forward to another 12 months of success.



Thank you

Anne Haylock

Chairperson

Manager's Report

Harvey's Best Kept Secret

Initiative of the Year

- Noongar Waangkiny (Language) & Culture Program
 - The most popular workshop for the year was our Bush Tucker/Bush Medicine workshop. Four were held over the course of the year, each increasing in numbers until the final one attracted over 50 participants

Engagement in our initiatives and activities has increased beyond expectation, and with a little more effort we will no longer be Harvey's best kept secret!

The last twelve months has sped by in a flash and our CRC is evolving before our eyes. Engagement post-Covid has increased far beyond expectation, and an average of 800+ customers are accessing our services every month.

Our chairperson's report has already listed some of our centre's achievements for the year, so rather than repeating, I will add to the list:

- Increased use of Services Australia Access Point since our transition to an agency in 2021.
- Huge increase in one-on-one service provision since COVID mandates were eased.
- Increase in use of our outdoor area, mainly due to our Noongar Waangkiny (*Language*) & Culture Program.
- Increased attendance at most of our activities – due in some part to the

community's desire to reconnect after Covid. Better, more targeted promotion has also improved our results.

- Continued interest and attendance in our Noongar language and Yarning Circle classes (10-week rotations).
- Our Bush Tucker/Bush Medicine workshops attracted people from Perth to Bunbury to participate.
- Promotion through Eventbrite and posting Expression's of Interest to our Facebook page prior to organizing events assisted us to identify which activities will receive most interest.
- Establishment of a Support Services Collaborative, a network of agencies to support people in need. Collaboration with Shire of Harvey, St Vincent de Paul Harvey, Family Support Services Harvey, Harvey Aboriginal Corporation, local churches, schools, and community organisations, as well as a variety of organisations who outreach in Harvey, to develop a unified support system which can more effectively deal with the challenges presented by Covid-recovery, low rental availability, and the complexities of surviving on low incomes.
- Increased attendance by members of the CaLD communities seeking assistance with MyGov, Visas and other migrant services.
- Increased engagement with our Noongar community as our relationship with Harvey Aboriginal Corporation strengthens.

Our good relationship with the Shire of Harvey over the last three years made an enormous difference to the way our CRC is perceived by the community and has resulted in increased opportunities for service provision that benefit both organisations. I'm fortunate to have had the support and guidance over the last five years of an immensely talented, very dedicated group of volunteers who form our Management Committee, and whose effort is reflected in the huge evolvement of our CRC in a relatively short space of time. Their support as I've learned my role of Manager, and now as we navigate the myriad of new opportunities being presented to our organisation, is valued beyond words.

I also acknowledge and thank the small team of tireless workers who have helped me to nourish and grow our CRC over the last year,

Thank you

Tracey-Ann Davis

Manager

part-time, casual, and volunteer, however they could fit the time in. Borrowing an expression from our First Nations People"from little things, big things grow".

Last, but by no means least, I would like to thank the many partners and collaborators who supported us with our various activities and initiatives during the year, and especially our Noongar partners, Harvey Aboriginal Corporation, and Bilya Moorditjabiny Training Services, who work closely with us to coordinate and facilitate the Noongar Waangkiny & Culture Program that has been such a great success.



Year in Summary

(i) 1691 People provided government and community information		С С С С С С С С С С С С С С С С С С С		Image: Additional contractionImage: Ad
7 Successful grants received	6 Local p employ	people ved		6 olunteers engaged
	9 mmunity		ے ا	tings
Collaborations with community groups	7 other	EP		One-one-one IT training sessions provided

Government Services

Services Australia Agency/Access Point

After transitioning from an Access Point to a Services Australia Agency early in 2021, we supported clients to connect through their MyGov accounts to Centrelink, Medicare, Child Support and My Aged Care services. We also assisted clients to upload information through MyGov, create email addresses, MyGov accounts, and helped migrants and visitors with enquiries about passports, visas, and other related issues.

During the last major COVID lockdown, we supported a huge portion of our community, most of them seniors, to print their COVID Vaccination certificates, reduce them to wallet size, and laminate them along with a copy of their photo ID, to fit into their wallets. Many others were supported to connect to the Services Australia app (and everything that went along with that). This was a hugely successful exercise and was very much appreciated by everyone who used them.

The exercise above also played a big part in our Centre finally being recognised by the community as playing a larger role than that of a charity. Printed resources related to state government and relevant non-government organisations who offer community support services, are also available through the Access Point.

In 2021/22 **1691** people were supported to access government and community information



Lesley Ugle using the Centrelink Access Point



Videoconferencing Connections

In last year's annual report, we stated that "free access to platforms like Zoom has made it much easier for people to connect with each other remotely for meetings, conferences, webinars or consults since the COVID pandemic began". That comment still applies, and Zoom has become a popular platform for many of the meetings and training sessions our team attended through the year.

We initially supported several seniors to learn how to access Zoom on their mobile phones and other devices when COVID began but saw a steady decline in the demand for this service over the last twelve months. However, despite the decline we were able to:

Hot Office – Government

Due to the increase in support requests for people dealing with homelessness, our team connected with the Department of Communities (Public Housing) in Bunbury on a few occasions during the year. Many of the people we support have no access to transport to get to Bunbury for appointments, so a hot office was made available to the Department as a government agency, to meet with their clients and new tenants in Harvey instead.

- Host a Foodbank "Food Sensations for Adults" workshop series in September 2021.
- Use video conferencing to facilitate a number of our Ready for Work sessions when our facilitator was unable to attend in person, which also worked well with people who needed individual lessons.





Economic and Business Development Support

Ready for Work Program continues to be a valuable service

The preparation for work program runs for seven days per quarter.

- Modules included in course are:
 - Online Job Searches
 - Resume Writing
 - Cover Letters & Essential Criteria
 - Presentation & Grooming
 - Mock Interviews

Preparatory program supporting long-term unemployed, mature-aged, and those wishing to upgrade skills and information prior to reentering the workforce, or changing careers

Our Ready for Work Program has been a strong initiative for our Centre over the last five years, and is generating interest from a few of our outreaching job provider services who use the program to assist their clients to achieve their required reporting points.

Collaboration with outreaching services plays a vital role in achieving our KPIs for this initiative. atWork Australia, who hire a room two days a week to meet their Harvey clients, actively enrol their clients for participation, and work with our team to ensure their outcomes are met. This has become an important partnership which works well for both organisations.

Changes to our Program over the last twelve months have included:



- Posting job advertisements onto our Facebook page, which increased our online engagement from 600 followers to over 1400.
- Focus on submitting job applications through online employment sites.
- Option for individual lessons where required.
- Tutoring via video conferencing when facilitator was unable to attend face-to-face, or had appointments for individual lessons out of regular session times.

Having this flexibility in facilitation allows us to look outside the square when faced with unexpected challenges, and keeps the program running smoothly.

Business Incubation - We partnered with new business, Kulbardi Consulting in 2019 to mutually support each other – we incubated the business, and gained an independent educator to facilitate our program in return.

Thank you - We take this opportunity to thank Victoria Coyne (*who is leaving Harvey for newer pastures*) for her dedication to our program over the three years, and wish her well in her future endeavours.

Economic and Business Development Support

Yoga in the Garden – An outdoor yoga experience

Yoga in the Garden was introduced during the COVID vaccination mandate period to allow those who preferred not to vaccinate, to continue their chosen practice.

- Some benefits of an outdoor class were:
 - Social distancing was easier
 - It promoted Moon Blossom Yoga as the business facilitating the sessions
 - It encouraged activity in our community garden

Moon Blossom Yoga sessions commenced at HCRC during the COVID vaccine mandate period so that un-vaccinated students could still participate

Our collaboration with Moon Blossom Yoga is another example of the partnership's we're

forming in the community to support fledgling businesses.

Once mandates were lifted, Chloe thought it would be fun to continue the lessons outdoors to offer the community something different to enjoy.

It was an opportunity for our CRC to encourage participation in activities in our community garden, and allowed us to support the continuation and development of her business at the same time.



Community Garden Yoga session

Volunteering and Work Experience continue to play an important role

Work experience and volunteering continue to be an important part of our economic development initiative and we gladly welcomed the Harvey High Secondary School Engagement Program (SSEP) students into the community garden for another year, to continue to develop their talent and skills to support a Certificate II in Horticulture, which will assist them to graduate.







Economic and Business Development Support

DPIRD Traineeship Grant Program

We were fortunate to receive funding through the DPIRD Traineeship Program last year, to appoint a new Certificate III Community Services trainee.

There were a few highlights to achieving this grant, one of which was a visit from Hon. Alannah MacTiernan who opened the grant round in Harvey

Our outgoing trainee, Holly Warner, and incoming trainee, Jehan Gaviola, overlapped at the Centre for a few months, giving us an opportunity to really enjoy the benefits of having a few extra staff around to lighten the load.



Left: Holly Warner, Right: Jehan Gaviola Both undertaking Cert III Community Services traineeship

Harvey Library was very happy with Holly's placement and are wondering when she'll be coming back.

Thank you to Holly for the amazing effort she put into her traineeship. She became a part of the family very quickly and wowed everyone she worked with. We look forward to seeing her mature into her new role.



Hon. Alannah MacTiernan, Robyn Clark MLA, and members from Brunswick Jn and Harvey CRCs – both CRCs received a traineeship grant for 2022

Holly's traineeship was shared with the Shire of Harvey Library, where she coordinated the WOW Wednesdays' program for after school care.





Holly with WOW students enjoying their activity

Social Development Support

Multicultural Social Support Group

Connecting with our Multicultural communities

- Conversational Style English in a nonjudgemental environment
 - Meet new people, make friends, and learn a little about Australian and other cultures

Last year's annual report mentioned a new initiative we were trialing, a social support group which would encourage our CaLD communities to join us to create a social hub that would encourage new friendships and opportunities to learn English and a bit about Australian culture in a relaxed setting.

Although we completed our program, we have unfortunately been unable to re-engage with the group due to work challenges for our migrants, and an English language program that has run from the library for many years. Collaboration with the library is still a work in progress, but we continue to investigate our options regarding what other services we can offer these communities. Watch this space...



Multicultural Social Support Group flyer

Collaborative Support Network

As our community continues to struggle with the after effects of COVID, and other challenges related to low rental availability, homelessness, and rising living costs, it's become apparent that a more holistic perspective is required to properly assist those in our community who were struggling.

Once the COVID-Recovery grant we'd received from the Shire of Harvey ended in March this year, our Centre reverted to being a referral agency. And as our organisations organically started communicating to gauge what other supports were available in town to support our respective clients, it became obvious that a collaborative approach was going to be the answer. Using a template for a collaborative Confidentiality Agreement that we received from WACOSS in 2019 when we first started considering social development, our CRC tailored the form to suit our particular network, and, after further discussion with two of the other organisations we'd been dealing with the most, St Vincent de Paul (SVDP), and Family Support Services Harvey (FSS), commenced a collaborative support network that now includes Harvey CRC as the first port of call, who vets and refers clients to SVDP and FSS, who in turn communicate with a larger group of organisations who are all committed to supporting the community these include; local churches, schools, Salvo's Thrift Shop, Shire of Harvey, Harvey

Recreation & Cultural Centre, Harvey Hospital social worker, outreach services who have clients who live in Harvey, Southern Care Services Harvey (NDIS), Dept of Housing, Dept of Child Protection, just to name a few.

Benefits of the collaboration have been:

- Opportunity to meet and discuss mutual clients so that appropriate support plans can be developed
- Ability to assess if clients are accessing more services than are

Major Benefit of collaboration

Of major benefit to our Centre, due in part to this successful collaboration, is the offer from the Shire of Harvey this year, of a Partnership Agreement for support to fill the gaps in appropriate, and opportunity to set protocol for prevention

- Access to funding through other sources so that community in need have stronger long-term support
- Opportunity for all community groups who wish to be involved, to contribute in a valuable way, with reduced restrictions from organisational limitations

service provision that were identified and which we've been trialing for the last twelve months - the positive impact it's had on our community has been significant.



Hardship Support Collaborative

Left front: Gillian & Leanne (Volunteers) – St Vincent de Paul, Harvey

Far back: Tracey-Ann - Harvey CRC, Debbie (Volunteer) – Family Support Services, Harvey

Far right: Shirley – Family Support Services, Harvey

Right front: Jehan - Harvey CRC Trainee



Christmas Hamper Appeal 2022 Left: Leanne – St Vincent de Paul, Harvey Right: Tracey-Ann – Harvey CRC

Social Development Support

Noongar Waangkiny (Language) & Culture Program

Our Noongar Waangkiny and Culture program continues to draw interest.

- Workshop of the Year
 - Bush Tucker/Bush Medicine
 - Four workshops for 2021/22. Final workshop attracting 50+ participants

A large grant from Lotterywest in 2021 supported us to extend our program to include workshops such as:

- Bush Tucker/Bush Medicine
- Aboriginal Tool Making
- Kalyakoorl Cultural Intelligence
- Moorditjabiny: Becoming Stronger Leadership
- Noongar Waangkiny (Language) course
- Noongar Waangkiny Extended language Yarning Circle course

And a variety of others.

The two-year project is funded to continue until end of June 2023, but further funding is being sourced to continue.

The Program has generated a huge amount of interest, with the Bush Tucker/Bush Medicine workshop attracting people from as far as Perth, and down to Bunbury.

Business Incubation

The collaborative partnership we've had with Harvey Aboriginal Corporation and Bilya Moorditjabiny Training Services, is another example of how our CRC is supporting business incubation. Harvey Aboriginal Corporation had only just begun the process of incorporation when our first language course was piloted in 2020. Needing a base to operate from, they were invited to use a room at our CRC and have been operating from there ever since. All weekend workshops have been undertaken in the CRC community garden, and new opportunities for collaboration are being presented as their corporation becomes established. Similarly, due to the success of our language and culture course, workshops are engaging more participants, and surrounding towns are now requesting that Bilya Moorditjabiny Training Services run similar programs for them.

Economic Development

The Shire of Harvey is commencing construction of a community precinct in Harvey in 2023. Harvey CRC, Harvey Aboriginal Corporation, and a variety of other organisations have been invited to become stakeholders. A café will also be included in the precinct, which the Shire have agreed to allow the CRC to manage. Although the café will be fully operational for the benefit of the entire facility, it will also be used as a training café by the CRC. Further collaboration with Harvey Aboriginal Corporation relating to specific industry training for the Aboriginal community is envisaged to be a major focus in these plans.

Noongar Waangkiny Graduation – May 2022





Kalyakoorl Kadadjiny Cultural Intelligence Workshop 2022

Services and Products

Fee-for-service income streams remained steady for 2021/22

Office Services

We offer a variety of office services at a feefor-service price to the community such as:

- Binding
- Desktop Publishing
- Email/Scanning
- Laminating
- Photocopying
- Photo printing
- Printing
- Slicing
- Exam Supervision
- Workshop participation fee (Base \$10 per person)



This service generated **\$13,149** for us through the year.



Room set up for exam supervision

Room Hire

Room hire remains one of our main income streams. Edith Cowan and Curtain University both engaged us for exam supervision through the year. Regular outreach for service providers such as atWork Australia, Forrest Personnel, GP Down South Mental Health Counselling, Anglicare Financial Counselling, Salvos Employment Plus, APM NDIS, Southern Care Services (NDIS), and various other services.

Also included in the list was Dept of Communities (Public Housing), and a couple of commercial bookings for meetings in our outdoor area. This service generated an income of **\$16,496** for the year.



Services and Products

Technology Support

Support continues for our community who need coaching on using their technology devices – all ages.



- Individual lessons
 - Some of our seniors continued their lessons with us this year.
 - Troubleshooting on all manner of devices forms a regular part of our service provision.

We are no longer funded for the Be Connected program because we don't have enough registered users, however, our staff are kept busy with all kinds of technology support every day.

We provide a free half hour lesson, but due to our lack of extra funding, charge \$10 per person, per half hour for lessons that extend past that.

Foodbank Online Orders

Although the Mobile Foodbank Van doesn't attend Harvey, eligible community members can order food through our CRC via an online order which is submitted to Foodbank on their behalf every month. Orders are delivered to Brunswick and Harvey CRCs on the same day.

It took a while to generate any interest in this service, but we're now receiving regular orders for food every month.

After seeing our flyer, Brunswick Junction CRC asked if we would collaborate with them by sharing the flyer to provide details about orders and delivery for both CRCs. This has continued for the last twelve months.



Powder, Wipes, etc.)

Harvey - 9729 1669 Brunswick Jn - 9726 1452

Mobile Foodbank Van

Services and Products

Services Australia Agency/Access Point



Transitioning from a Services Australia Access Point to an Agency last year increased the range of support available to our community.

- The Silver Service telephone service enables us to cut waiting time for difficult and urgent issues
 - Customers are encouraged to access Centrelink, Medicare, Child Support, and My Aged Care via their MyGov app, which our team supports them to do – still functioning as an Access Point.
 - As an Agency we're also able to communicate with Services Australia

on our community's behalf, and to advocate for them about any difficult or complicated issues.

Transitioning to an Agency has increased our level of service quite markedly from previous years.

Introduction of the Service Australia app was an incredibly busy period for us, and resulted in four team members working all day, every day for approximately two weeks to try and keep up.

We ended up introducing and creating a COVID ID card – a wallet sized card that contained a copy of our clients' vaccine certificate, and a photo ID which was reduced to wallet size and then laminated to fit in their



List of ID required for Service Australia app

wallets, which proved immensely popular. We generated a small income of **\$277** for this service through donations and a \$5.00 fee to create and laminate the cards.

Although things slowed down once the mandates eased, it took months for us to get back to a normal flow.

Transwa – Australind Train Service





Our CRC has been an agent for Transwa (The Australind train) for many years and continues to sell tickets for this service. Customers are able to purchase tickets to travel

between Bunbury and Perth on the train, and to link with Transwa coaches who travel further afield. Although our organisation doesn't generate a huge income from this service - **\$1,634** for 2021/22, it is nevertheless very valuable to our community, especially for those in the community who are unable to access any other transport, and could otherwise be landlocked in Harvey.

Building Community Connections

A Winning Collaboration

Our partnership between Harvey Aboriginal Corporation (HAC), and Bilya Moorditjabiny Training Services (BMTS) was previously mentioned in this report, so rather than go over the same information again, we will reconfirm what a winning partnership this has been for all three of our organisations, and to our local Aboriginal community who are very poorly represented in many aspects of community life in the Shire of Harvey.

A process of reconnection, learning, and healing. There's no shame in this game! Culture is language, and language is culture.

Over the last eighteen months of our threeyear Noongar Waangkiny & Culture Program, we've seen an opening of minds and hearts which has led to a shared experience of reconnection and discovery. Non-Aboriginal participants have been warmly welcomed to share the journey with our Aboriginal participants who want to reconnect with their language and culture and have been encouraged not to be shy – "No shame in this game".

Our partnership is opening doors to so many new opportunities:

- Shared funding for new activities
- Inspiration for new kinds of activities
- Opportunity to explore employment needs in our town, and identify how we can collaboratively fill the gaps – also, collaborating with other training bodies
- Opportunity to create new employment opportunities through creation of jobs more in line with Aboriginal culture

This Program has attracted so many new kinds of participants, among them; teachers, police officers and Shire officers – most of them being non-Aboriginals wanting to know and understand more about their students and/or community, and their language or culture – culture is language, and language is culture. We've also had a few Aboriginal language specialists participating in the course, soaking the yarning up like a sponge.

Some participants are dealing with generational trauma and are finding that the sharing is helping them to heal.

Whatever the motivation, our initiative has started a movement, and it's one we're hoping will move us forward into a new, more connected, and united future.



Aboriginal Tool Making Workshop



Lesley Ugle & Sharon Cooke – Graduation Noongar Waangkiny



1st Bush Tucker/Bush Medicine Workshop

3rd Bush Tucker/Bush Medicine Workshop

Building Community Connections

Shire of Harvey Partnership Agreement Grant

Although the Partnership Agreement with Shire of Harvey was approved for commencement at the beginning of July this year, it's appropriate to mention in this report that it was due to twelve months of very hard work by our team that this goal was achieved.

Given that our DPIRD contract doesn't include a requirement to develop any initiatives in relation to hardship or homelessness, our involvement in this space began organically, and on an as-need-basis for our community as they presented to us with problems that were too complicated for them to deal with alone.

Initial forays in this area began when our Centre received a large COVID-Recovery grant from the Shire of Harvey in 2020, immediately after the first lockdown ended. The grant allowed us to support many in the community who were impacted by COVID and introduced us to the myriad issues that some of our more vulnerable cohorts were challenged with. This initial contact with them established a trust relationship that couldn't easily be put aside once a "new normal" began.

Our funding didn't cover the cost of appointing a paid staff member to trial a new advocacy/support service for the community that might or might not have received any real demand, so the trial was undertaken by the manager in a voluntary capacity in addition to the quota of paid work that was required as part of our contract with DPIRD (and inevitably accrued a fair sum of voluntary hours to keep up with any backlog).

After twelve months of working closely with our community to address the complicated situations that presented in their lives, we had established a working advocacy/support service model that was making real impact on the lives of the people who were coming to us for help.

At the same time, our collaboration with two major service providers in Harvey, St Vincent de Paul, and Family Support Services (An arm of the Waroona CRC who are funded by Dept of Communities for long-term support), organically began. This collaboration became more important after our COVID-Recovery grant (extended to March 2022) ended and we reverted to a referral agency only.

The collaboration by this time had extended to all our local churches, schools, and organisations who were funded in any way for Emergency Relief, as well as the support agencies who outreached in Harvey, bringing together a huge amount of support for the whole of the Harvey community. A Confidentiality form provided to us by WACOSS in 2019 was tailored to fit the requirements of the Collaborative, and we, having begun the initiative, became the first point of contact, and main referral point.

As the housing crises worsened, we also began collaborations with the Shire of Harvey (for advice on what we were, and weren't allowed to do in this space), the local police were advised if we had anyone homeless on our premises with nowhere to go – a couple were parked outside our centre while staying in their cars - and the Dept of Housing, who assisted us to house a couple of priority cases (one gent was 79 years old) in a very short time.

After submitting numerous reports to the Shire over the twelve months of our trial (along with case studies highlighting social impact), we had developed a good understanding about the identified gaps and how we were dealing with them, and in March this year we were invited to apply for a fiveyear Partnership Agreement grant - \$30,000 per year – for our Advocacy/Support Service.

Our Team

Management Committee

Harvey CRC underwent a major restructure in 2017 which resulted in a new Management Committee being appointed. Apart from one committee member who has been on the HCRC committee for far longer, most of the current members have been volunteering with Harvey CRC for two to five years, a testament to the strength and camaraderie established over the term of their service.



Anne Haylock

Chairperson

HCRC Chairperson for five years. Committee member of numerous organisations. Local small business owner with over 30 years' experience in admin. Harvey resident for 30+ years.



Geoff Howell

Deputy Chairperson

HCRC Deputy Chairperson for two years. Justice of the Peace. Background and experience in Agriculture and Government.



Kevin Haylock

Secretary

HCRC Secretary for five years. Local small business owner with over 30 years' experience in forestry. Harvey resident for 30+ years



Tracey Penny

Treasurer

HCRC Treasurer for four years. Manager Corporate Services, Yarloop Primary School (Department of Education) with over 30 years' admin and finance experience



Cr Paul Beech

Shire Delegate

HCRC Committee member for five years. Shire of Harvey Councillor/ Committee member, St John's Ambulance Harvey. Harvey resident

Photo not available

Sue Manning

Committee Member

Committee member for four years. Valued source of lived experience and information to our organisation in relation to people living with disability.

Management Committee

Thank you, HCRC Management Committee, for your dedication and loyalty to our organisation



Judith Durnin

Committee Member

Committee member for three years. Valued admin volunteer for two years. Former manager of Women's Health & Family Services, Perth. Justice of the Peace.



Brian Kealley

Committee Member

Outgoing Committee member 2022. Active member for four years. President, Harvey Senior Citizens Centre. Treasurer of Parish Council, Catholic Church Harvey. Harvey resident.



Lesley Ugle

Committee Member

HCRC Committee member for two years. Director of Harvey Aboriginal Corporation. Collaborative partner in HCRC's Noongar Language and Culture Program since 2020.



Terri Knight

Committee Member

20 Years' experience SW Regional College of TAFE. Member and secretary of various committees. Local small business owner - 22 years. Volunteer at Harvey Library, Harvey & Yarloop Primary schools, Harvey Performing Arts, Harvey CRC



HCRC Management Committee 2022

Our Team

Staff Team

We have an amazing team of talented workers - paid staff, and volunteers - tirelessly serving their community. Not pictured but equally important, are our volunteers for the garden, David Pockett, Steve, and Brentyn Davis. Our Centre wouldn't look, or feel as fabulous as it does without this amazing team effort. Thank you to you all!



Tracey-Ann Davis

Centre Manager

Centre Manager for nearly five years. 10 Years management and business owner experience. Over 30 years' experience in admin. Harvey resident for 29 years.



Leesa Hall

Admin/Events

Team member of HCRC for over five years. Strives to provide an excellent customer experience and smooth flowing administration and event coordination. 30+ Years' administrative experience.



Jo-Anne Wood

Finance/Projects

Part-time administrative employee for Yarloop Primary School and HCRC Team member for two years. 30+ Years' administrative experience. Recently moved into finance officer role.



Holly Warner

Marketing/Promotions

Graduated Cert III Community Services Trainee. HCRC Team member since May 2022. Recently appointed to new role in marketing. Myalup resident of three years.



Jehan Gaviola

Advocacy Support

Previous HCRC committee member. Team member from May 2022 - Cert III Community Services Trainee. Currently mentored to assist with admin and hardship advocacy/support.



Judith Durnin

Committee/Admin Volunteer

Committee member for three years. Valued admin volunteer for two years. Former manager of Women's Health & Family Services, Perth. Justice of the Peace.

Our Supporters

We take this opportunity to sincerely thank the organisations who supported us with grants, sponsorship, and collaboration over the past twelve months.

Government

Department of Primary Industries & Regional Development (DPIRD)

Lotterywest

Department of Veteran Affairs

Services Australia (Centrelink/Medicare)

Shire of Harvey

Community Partners

APM Communities, NDIS Anglican Church Anglican Church Op Shop **Anglicare Financial Services** atWork Australia **Bilya Moorditjabiny Training Services Brunswick Junction CRC** Catholic Church. Harvev Church of Christ, Harvey Community Dinner, Harvey Harvey Pharmacy Harvey Primary School Harvey Recreation & Cultural Centre Harvey Senior High School – Secondary School Engagement Program (SSEP) Harvey Senior Citizens Centre Kulbardi Consulting Multicultural Services Centre WA Sandalwest Harvey Shire of Harvey SMYL Parenting Next Program South Regional TAFE Harvey St Vincent de Paul Harvey Waroona CRC Yarloop CRC Yarloop Primary School

Grant Funding Bodies

DPIRD

Linkwest

Shire of Harvey

Lotterywest

Family Support Services, Harvey Free Food for Love, Harvey (Church of Christ) Foodbank Forrest Personnel Southern Care Services, Harvey - NDIS GP Down South, Counselling Harvey Aboriginal Corporation Harvey Community Radio Harvey Library Harvey Lions Club

Corporate Sponsors

- Kleenheat Gas
- Pinch Gully Contractors
- Collie Loader Hire

Special Thanks

Bilya Moorditjabiny Training Services Harvey Aboriginal Corporation Kulbardi Consulting Lotterywest Kleenheat Gas Shire of Harvey

Treasurer's Report

AGM 2022 Report

Most of our funding for the year was derived from DPIRD grants, as is the case with many CRCs.

Grants and sponsorship have been actively sought throughout the year with great success, but should the DPIRD Grant income be withdrawn; the Centre would have no option other than to wind up.

When coming through the gates of the CRC you are immediately welcomed by the garden and grounds which are well-managed and inviting.

The undercover area has been enhanced by the addition of all-weather blinds which could potentially result in bookings for the area and creation of a new income stream.

Management Committee members are committed to the cause and have a broad range of skills and knowledge. This element is invaluable and cannot be measured. The help of our dedicated volunteers is also invaluable and represents a huge saving to the Centre.

Debts are paid in a timely manner and the bank balance is closely monitored when planning for activities and workshops.

Budget planning is meaningful and relevant, with all Management Committee members and the Manager having input into the process.

Special thanks to Brian Kealley for his efforts in formulating the budget for the next financial year.

The Committee will continue to review the budget periodically to ensure targets are met so that we can again achieve a profit for the year.

Tracey Penny





Income Breakdown for 2021/2022

Financial Statements

Auditor's Report and financial statements



AUDIT & ASSURANCE SERVICES

Liability limited by a scheme approved under Professional Standards Legislation

Level 8 – 251 St Georges Terrace Perth WA 6000; PO Box 617 Subiaco WA 6904 Mobile: 0409 104 929 - Phone:6118 2100;Email: <u>scasilli@avantedgec.com.au</u>; Web: <u>www.avantedgeconsulting.com.au</u>

INDEPENDENT AUDITOR'S REPORT

The Members - Harvey Community Resource Centre Inc.

Opinion

We have audited the special purpose financial report of the Harvey Community Resource Centre Inc., which comprises the statement of financial position as at 30 June 2021, the statement of income and expenditure for the year then ended, notes to the financial report, including a summary of significant accounting policies, and the statement by the Committee of Management. Our audit opinion is provided in order to satisfy the reporting obligations as outlined in the Association Incorporations Act 2015, the Australian Charities and Not for Profits Commission (ACNC) Act 2012 and also meeting the requirements as set out in the Harvey Community Resource Centre Inc.'s Constitution.

In our opinion, the accompanying special purpose financial report of the Harvey Community Resource Centre Inc. for the year ended 30 June 2021 is prepared, in all material respects, in accordance with the financial reporting provisions as outlined in Note 1 of the financial statements, the Associations Incorporations Act 2015, Division 60 of the Australian Charities and Not for profits Commissions Act 2012 and presents fairly, in all material respects, the financial position of the Harvey Community Resource Centre Inc. as at 30 June 2021 and its financial performance for the year then ended.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Harvey Community Resource Centre Inc. in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of financial reports in Australia, and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting and Restriction on Distribution and Use

We draw attention to Note 1 to the special purpose financial report, which describes the basis of accounting. The financial report is prepared to assist the Harvey Community Resource Centre Inc. in complying with the financial reporting obligations as outlined in the Association Incorporations Act 2015, the Australian Charities and Not for profits Commissions Act 2012 and also meeting the requirements as set out in the Harvey Community Resource Centre Inc.'s Constitution. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the Members of the Committee of the Harvey Community Resource Centre Inc.

Emphasis of Matter - Economic Dependency

We draw attention to Note 2 to the financial statements which outlines the Committee's concerns with the Centre's dependency on grant funding. During our audit we have communicated with the management the Centre's dependency on state government support funding and that the Centre should be finding new sources of funding other than grant funding. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Harvey Community Resource Centre Inc. management, on behalf of the Members of the Committee, is responsible for the preparation of the special purpose financial report and for establishing such internal control

as the Harvey Community Resource Centre Inc. management determines is necessary to enable the preparation of a special purpose financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, the Harvey Community Resource Centre Inc. management with the Members of the Committee is responsible for assessing the Harvey Community Resource Centre Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting. The Members of the Committee are responsible for overseeing the Harvey Community Resource Centre Inc.'s financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report.

Our objectives are to obtain reasonable assurance about whether the special purpose financial report, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are
 appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of
 the Harvey Community Resource Centre Inc.'s internal control.
- Evaluate the appropriateness of accounting policies used as described in Note 1 to the financial statements and the reasonableness of accounting estimates and related disclosures made by Harvey Community Resource Centre Inc. management, if any.
- Conclude on the appropriateness of the Harvey Community Resource Centre Inc. management's use of the
 going concern basis of accounting and, based on the audit evidence obtained, whether a material
 uncertainty exists related to events or conditions that may cast significant doubt on the Harvey Community
 Resource Centre Inc.'s ability to continue as a going concern. If we conclude that a material uncertainty
 exists, we are required to draw attention in our auditor's report to the related disclosures in the financial
 report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the
 audit evidence obtained up to the date of our auditor's report.

We have communicated with the Harvey Community Resource Centre Inc. management regarding, among other matters, the planned scope and timing of the audit and, via our management letter, significant audit findings, including any significant deficiencies in internal control, if any, that we may have identified during our audit.

Santo Casilli FCPA Director

Date: 15 November 2021

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STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2021

	NOTES	2021 \$	2020 \$
Income			
Other Grants		13,724	37,909
State Government Operating Grants		148,342	100,114
Traineeship Incentive		10,800	0
Work for the Dole Contribution		0	836
Reimbursement of Travel costs		0	95
Trans WA Commission		1,790	2,100
Customer Services Income		7,795	12,643
Advertising		1,597	6,369
Room Hire		11,827	10,528
Centre Activities		754	761
Supervision Income		1,626	1,512
Fundraising Activities		6,068	2,304
Membership Fees		54	45
Sundry Income		464	0
Bank Interest		93 42 600	109
ATO Jobkeeper subsidy		42,600	15,000
Total Income		247,534	190,327
Expenditure			
Accounting & Auditing Fees		4,182	4,447
Advertising and Promotion		1,806	296
Bank charges		89	103
Catering and Entertainment		0	0
Client Service Costs		9,133	4,264
ER Grant and Event Costs		11,145	163
Stationary, Printing & Postage		4,346	5,355
Insurance		2,515	3,595
Electricity		(4)	2,218
Depreciation		11,750	8,648
Low cost assets		1,592	4,397
Repairs & Maintenance &Cleaning		200	1,202
Telephone		2,644	2,525
Internet & Website costs		786	313
Storage		1,030 670	915 715
Storage			
Computer costs Travel & Accommodation		1,047 446	658 209
Membership & Subscriptions		300	445
Staff amenities and Uniforms		454	101
Staff and Committee Training		8,410	64
Wages and Superannuation		144,323	96,574
Other Centre & Sundry costs		3,571	1,383
Leave Provision		3,664	3,953
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Total Expenses	214,099	142,543
Operating Earnings	33,435	47,784
Other Non-Operating Income		
ATO Cash Boost Stimulus	10,000	10,000
Current Year Earnings	43,435	57,784



FINANCIAL REPORT 2021

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of the Harvey Community Resource Centre's Constitution, the Associations Incorporations Act 2015 and the Australian Charities and Not for profits Commission (ACNC) Act 2012. The Committee has determined that the Community Resource Centre is not a reporting entity and has been prepared on a going concern basis.

The financial report has been prepared in accordance with accounting policies adopted by management as stated in Note 1 to this report.

No Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

a) Grant Income and Other Operational Income

Income received from operations and sale of goods and services is recognised as income when received or at the point an invoice is raised for services rendered.

Income received from grant funding, where the grant funding is under contractual arrangement and requires formal acquittal at the end of the grant period, is recognised as a liability at date of receipt and then income once the grant funds are expended. Any unspent grant funds remaining at financial year is deemed a liability until either repaid or expended.

Bank interest is recognised when received.

b) Fixed Assets

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Fixed assets shown in the accounts have been brought to account at cost less any accumulated depreciation. The depreciable amount of all plant and equipment and computer equipment are depreciated over the useful lives of the assets commencing from the time the asset is held ready for use. The Harvey Community Resource Centre Inc. owns no freehold land and buildings.

All fixed assets with an acquisition cost of less than \$500 are expensed and not treated as an asset for depreciation purposes.

c) Income Tax

As the Harvey Community Resource Centre is a charity registered under the ACNC Act it is exempt from income tax.

FINANCIAL REPORT 2021

d) Provision for Employee Entitlements

Provision has been made for annual leave owing to employees as at 30 June 2021. No long service leave entitlements that will need to be paid or are now due to be taken by employees exist as at 30 June 2021.

e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of an asset or as part of an item of the expense.

f) Grant Liability

Grants received are treated as a liability where the grant funding for the grant clearly states that the grant funds are to be returned to the grant provider if not spent. Grant funds are then transferred to income as grant funds are spent though out the financial year.

All other grant funds are treated as income upon being received.



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FINANCIAL REPORT 2021

The accompanying notes form part of the accounts

		2021 \$	2020 \$
2	CASH AT BANK		
	The cash balance as at 30 June 2021 is made up as follows:		
	Operating Cheque account Premium Saver account	104,789 81,289	50,015 81,208
		186,078	131,223
3.	PLANT AND EQUIPMENT		
	Plant and equipment at cost Less accumulated depreciation	24,904 (9,243)	18,956 (6,938)
		15,661	12,018
	Computer equipment at cost Less accumulated depreciation	24,619 (13,906)	22,447 (5,945)
		10,713	16,502
	Telephone equipment at cost Less accumulated depreciation	7,413 (4,448)	7,413 (2,965)
		2,965	4,448
		29,339	32,968
I.	EMPLOYEE ENTITLEMENTS		
	Annual Leave due and payable within next 12 months	15,068	11,404
		15,068	11,404





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