



NAREMBEEN
COMMUNITY RESOURCE CENTRE
ANNUAL REPORT
2021 - 22

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Department of
Primary Industries and
Regional Development



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Who we are

The Narembeen Community Resource Centre (Narembeen CRC) is an organisation that works to improve access to government services as well as economic, business and social development opportunities through the district of Narembeen.

The Narembeen CRC is funded by federal and state government contracts, user pays services, membership fees and one-off grants for projects and events. The Narembeen CRC's varied funding sources enable the Centre to be open five days a week, servicing the needs of the Narembeen community as well as tourists, visitors and other Wheatbelt community members.

We offer a wide range of services including:

- Web and computer access points
- Government Access Points including the Department of Human Services Access Point and Australian Taxation Office Access Point
- Regular business support and secretarial services
- Social and community development activities, events and services
- Community training and upskilling workshops
- Access to meeting rooms and office spaces
- Library books and activities

The Narembeen CRC is committed to continuous improvement and is keen to develop its 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.

The Narembeen CRC and Shire of Narembeen's shared vision and priorities are:

Our Vision



Together we create the opportunity to grow.

Our Mission



1. Growing our community and visitor population
2. Creating and capturing positive economic opportunities
3. Our partnerships and networks return us tangible financial, economic, social and environmental benefits

This vision and set of priorities align well with the Narembeen CRC's overarching values which are:

- Relevance in the Community
- Good Communication
- Receptivity
- Openness
- Progressiveness
- Liveliness
- Enthusiasm

The Narembeen CRC works to develop opportunities for young people, women, families, businesses, community associations, sporting groups, seniors, and the large farming community, throughout the District of Narembeen.

The CRC also provides information to visitors and new community members whilst actively participating in the CRC and Wheatbelt Business Network, developing close relationships with surrounding CRCs and businesses. The Narembeen CRC is now fully managed by the Shire of Narembeen, which has led to business efficiencies and better governance measures being introduced.

The Narembeen CRC is driven by community support and need, the quality of our staff, our can-do attitude, innovation, our desire to be sustainable and our drive to succeed well into the future.

This Annual Report summarises the structure, expectations and outcomes of the Narembeen CRC from 1 July 2021 to 30 June 2022. It addresses the Narembeen CRC's activities that incorporate key deliverables required from the State Government as the main funding source for the Centre.

What we do



Access to government services

- Department of Human Services Access Point (Free access to phone, computer, internet)
- Information and support



Economic and business development support

- Referral services to business development and employment support services
- Facilitate business development activities, workshops and training
- Business information and support services
- Production of yearly phone directory
- Provide business networking opportunities
- Employment of a Trainee on an annual basis



Social development support

- Referral services to social support services
- Facilitate social development activities, projects and events
- Information and support
- Collaboration with local community groups and sporting clubs



Services and products

- Providing access to services and products using a social enterprise approach based on local demand
- Strong, reliable point of contact for visitors and new community members to Narembeen - providing information packs and a local information point
- Facilitate the provision of the town's public library including the collections of catalogued books and other materials including online resources



Building community connections

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

CEO Report

The Narembeen Community Resource Centre (Narembeen CRC) continues to play a vital and active role in our community. In light of the COVID-19 pandemic and its impact on everyone's life, the Narembeen CRC ensured continued social interactions and community events. The activities are tailored for children, youth, seniors, and all other community members. Throughout the year many events were held and courses offered. Vanessa King remains the Coordinator and continues to deliver fantastic events, workshops and courses to our community. She is supported by three other staff members in the daily running's of the CRC.

A highlight for 2022 was the Main Street Festival which attracted approximately 200 people to the main street of Narembeen. Not only did it offer an important platform for all community members to come together in a positive atmosphere, but it also created valuable business to the main street. Local businesses had the opportunity to showcase their products and draw customers back into the shops, especially after months of COVID restrictions. The CRC, in partnership with the local Town Team, further facilitated a reactivation and beautification of unused community spaces, bringing new life into the town centre. A valuable asset to our town with many long-term benefits.

Besides the Main Street Festival, the CRC continued to hold its annual impactful SOCK (Safe our Country Kids) Week event in June. Another successful event for Narembeen with an important message. This year the CRC was able to contribute grant funding to other CRCs and enable them to hold their own SOCK week event. A great accomplishment for our local CRC and another important milestone to spread the SOCK Week messages statewide and, in the pursuit, to making our roads a safer place.

Not only big events have marked the agenda of the Narembeen CRC in the last financial year but also economic developmental opportunities for the wider community such as Business Women Networking or Business After Hours events. Narembeen is a prosper country town and enabling local businesses to mingle and exchange common problems and approaches is a fundamental basis for the economic development of our town.

The Narembeen CRC continues to work closely with other community organisations and groups such as the Narembeen District High School, Go Narembeen or the Wheatbelt Business Network. Narembeen has developed a new Community Wellbeing Plan and the Narembeen CRC has taken on an important and active role in its planning and delivering this process.

In light of new arising mental health challenges, the Narembeen CRC has been an active promoter of mental health within the community. Celebrating mental health week, organising a night for the men of the town or reminding people to take care of their mental health are just some of the things the Narembeen CRC have taken on in the past

year. The close cooperation with Holyoake and the Wheatbelt Suicide Prevention unit remains strong and will continue in the future.

We look forward to continuing our close relationship with the CRC in the future.

We are extremely proud of the efforts of our local CRC.

The Narembeen CRC coordinates and delivers a wide range of important community programs and events during the year which has contributed significantly to making Narembeen a great place to live.



Thank you

David Blurton

Chief Executive Officer

Manager's Report

In the past financial year, the Narembeen Community Resource Centre (CRC) remained at the heart of the community, delivering many services and community events. Narembeen has further grown as a community attracting more people to live here and be a part of the country town. The Narembeen CRC had to maneuver through COVID restrictions and the therefore arising uncertainties. Many events and workshops required extra planning and back up solutions. Still, the Narembeen CRC successfully ran many community events and workshops and continued to deliver a wide range of services and activities to develop the social and economic outlook of the community and district.

The past year saw some personnel changes within the CRC. Trainee Savannah Garlick successfully finished her traineeship and obtained a CERT III in Early Childhood Education.

A new trainee, Annette Byrne, joined the team in February. She is completing a traineeship in CERT III Business in collaboration with the Shire of Narembeen.

Our Communication and Administration Officer Georgia Atkins has left the CRC to explore new employment opportunities in Perth, however Kristie Lee returned from her

maternity leave at the end of June to take over this position.

Nora Kircher continues to play an important role of the Narembeen CRC as the part-time Customer Service Officer.

As mentioned, the Narembeen CRC has run many successful events throughout the 2021/22 financial year. One highlight was the Main Street Festival which brought community members back together after months of social isolation and also reactivated the main street and its local businesses. It was an overall very successful event with over 200 attendees.

Thanks to successful funding the Narembeen CRC was able to organise a senior's luncheon event for the elderly people of Narembeen and its surrounding communities. Especially the elder population struggled with COVID restrictions and the therefore arising social isolation. Bringing them back together and reconnect with each other was a fantastic opportunity!

In October the Narembeen CRC celebrated Children's Week with a fantastic event for all children. A variety of fun activities for the children and their caregivers were offered. Over 80 children attended this event, and it was amazing to see the smiles on their faces!

Besides events the Narembeen CRC continued to contribute to strengthen Narembeen's economic development and played an active role in designing a new Community Strategic Plan for the Shire. Many local businesses value the services of the Narembeen CRC and continue to use the services in their daily business tasks and plannings. The CRC has assisted several

companies throughout the year with secretarial assistance, graphic design and many other tasks.

The past year further saw a huge increase in the need of one-on-one training and assistance with Department of Human Services. Due to proof of vaccination requirements many community members needed help setting up their My Gov ID and Service WA Apps to obtain their certificates. The CRC was also a pick-up point for the community members to receive free masks and RAT tests which were provided by DPIRD. Thus, the Narembeen CRC was able to provide some important services to the community.

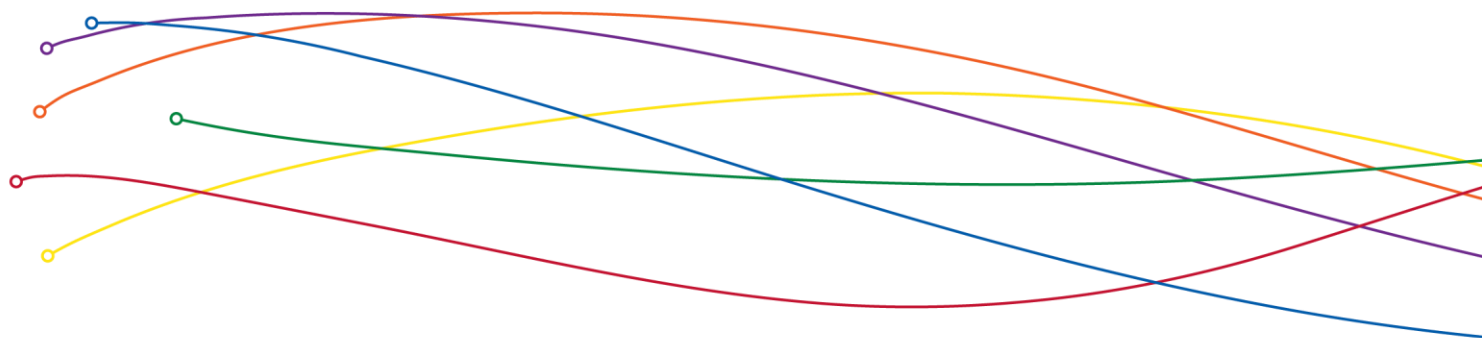
To sum up, the Narembeen CRC had another successful year delivering a variety of services to the community. Existing partnerships were strengthened and new cooperations were formed. The CRC remains at the centre of the Narembeen community and continues its active role in delivering services and activities.

We are looking forward to seeing what the future holds for our community and how we as a CRC can help Narembeen grow.

We value the positive attitude and commitment of our staff, even in midst of uncertainty. Our staff's enthusiasm and dedication enable us to continue to deliver high quality services to our local community.



Thank you
Vanessa King
Manager



Year in Summary



254

People provided government and community information



14

Workshops & Info Sessions delivered



50

Meeting room use



20

Successful grants received



4

Local people employed



60

Volunteers engaged



77

Community events



121

Hot office bookings



20

Collaborations with other community groups



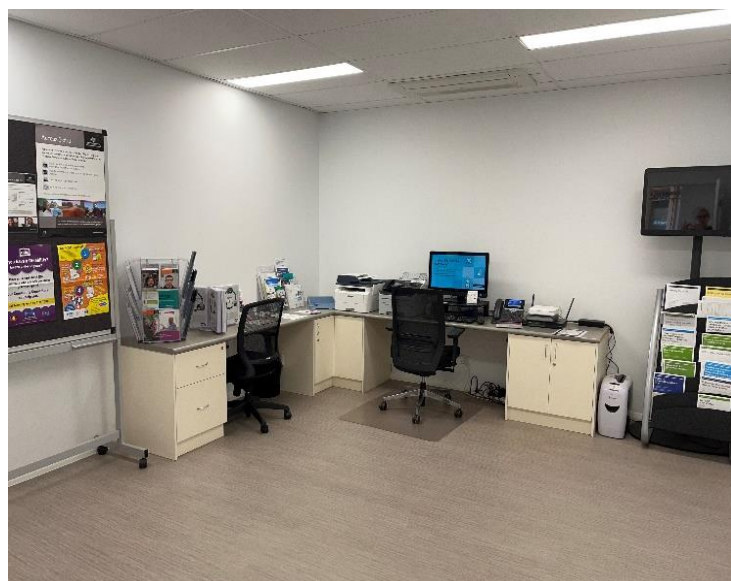
110

One-one-one IT training sessions provided

Government Services

Narembeen is located in the Wheatbelt, 70km from Merredin, our nearest regional centre and 286km from Perth. The distance can be a challenge for local residents needing to access government information and services.

As part of our contract with the Department of Regional Development, Department of Human Services and the Australian Taxation Office we support our local community to have improved access to government information and services through providing free access to faxing, copying, computer and internet services as well as phone use where these are needed.



DHS Room

Government Access Point

Our Government Access Point provides free access to online and print resources related to state government agencies, as well as a selection of relevant non-government organisations that offer community support services.

This service enables clients without internet access to navigate government websites to gain information without having to travel. Our private Department of Human Services (DHS) Access Point area allows Centrelink, Medicare and Child Support clients to connect with this agency for support services. In 2021-2022 126 people used these services.

Especially in light of the COVID 19 pandemic and immunisation requirements the Department of Human Services access point was a well used resource at the Narembeen CRC.

Videoconferencing Connections

The Videoconferencing equipment in the Narembeen CRC enables residents and businesses to connect with service providers and clients across the globe.

The Narembeen CRC employees also regularly utilise the video conferencing services to connect with government departments and education providers thereby reducing travel costs and increasing staff productivity.

Economic and Business Development Support

The Narembeen CRC through its contract with the Department of Primary Industries and Regional Development (DPIRD) continues to provide the community of Narembeen with business support and secretarial services tailored to our community needs.

We continue to partner with the Wheatbelt Business Network to deliver networking events. With the CRC's intimate knowledge of our local businesses and the Wheatbelt Business Network's regional business focus, the networking events continue to grow with many businesses offering to host and be involved in events.

Each year the Narembeen CRC creates a new and updated Community Phone Directory which continues to be an important resource providing current local information to the community and businesses. The marketing component of this campaign is a substantial undertaking each year and contributes to the Centre's revenue. In 2021/22 we sold more than 100 copies of the Narembeen Community Directory and approximately 50 Wheatbelt businesses advertised their services.

In 2021/22 the Narembeen CRC organised three truck license courses which contributed to the economic development of the wider community.

We also hosted a businesswomen networking event that saw a diverse range of expertise gather to share their stories and experiences. Furthermore the Narembeen CRC organised a Business After Hours event for all local businesses to attend. This offered an important platform for local business owners to exchange information and mingle.

The CRC continues to offer administration support to local businesses through secretarial duties, graphic design and much more.

The CRC further offers a traineeship to a local person, giving them a nationally recognised qualification and practical work experience. The current trainee is working towards a Cert III in Business in collaboration with the Shire of Narembeen.

Social Development Support

The Narembeen CRC engages with the community and provides access to a wide variety of social development activities and events.

Throughout 2021/2022 the Narembeen CRC continued to have a strong partnership with the Narembeen District High School, the CRC ensures that planned events and activities are scheduled regularly to engage the local youth. Some of these events have included the Youth Week Event, SOCK Week, School Holiday Activities and the Children's Week Event.

"We as a school, are lucky to have an outstanding two-way relationship with our pro-active Narembeen CRC. Our students have benefitted from the continued focus their centre has on activities for our youth, to ensure that they have cultural and social opportunities.

Our partnership is such that CRC staff were involved in our Public School Review as a community partner. We are privileged as a school to have a CRC operated by efficient, enthusiastic, professional and forward-thinking staff, whose efforts open up a myriad of opportunities for our students."

Chris Arnold – NDHS Principal

The Narembeen CRC has also focused on the elder generation in Narembeen which represents a large portion of the Narembeen community.

We regularly hold events and courses for the seniors, keeping in mind their mobility and interests. Monthly senior movie sessions and Morning Coffee Club meetings bring consistency into the seniors' weeks and special events such as the Seniors luncheon or bus excursions mark yearly highlights in their calendars. The CRC has further been working in collaboration with the local Autumn Club to hold a workshop in protective behavior.

Besides events and workshops, the Narembeen CRC continues to manage the Narembeen Community Gymnasium, including management of memberships, marketing of the facility and service, bookings and enquiries. With approximately 120 members of the Narembeen Community Gym, the gymnasium is an asset to the community's health and wellbeing.

The Narembeen CRC continues to keep the community and visitors informed. The close connection to the local paper "Fencepost" is still strong and valued. The Fencepost provides the Narembeen community with all news and information. The CRC assists the Fencepost Committee weekly with the production and distribution of the paper.

The Narembeen CRC continues to create 'Welcome to Town Packs' and 'Tourism Packs' which have become a sought-after resource for new residents and visitors looking for insightful information on living in the community and the country.

This year, the Narembeen CRC has held over 70 engaging social development initiatives with a participation of more than 1500 attendees.

Some of the most exciting events held during 2021/2022 included:

- Seniors Luncheon
- Mental Health Week Event
- Pre-Harvest Sundowner
- Children's Week Event
- High Tea for Mums
- Christmas Pool Party
- Australia Day Event
- Triathlon
- Youth Week Event
- Mens Pit Stop
- SOCK Week
- Main Street Festival



Seniors Luncheon 2022

The Narembeen CRC continues to facilitate monthly Rhyme Time, Story Time & STEM Story Time sessions, where children can read, sing, rhyme and play in the library.

We believe that these Rhyme Time, Story Time & STEM Story Time sessions have helped prepare some of these children for when they begin school. Reading stories, singing songs and rhyming can help children to get to know sounds, words and language and will help them develop early literacy skills. Listening to stories can spark their imagination and stimulate curiosity. Children have also learned social skills by attending the sessions and how to sit still for an extended period of time, how to use an inside/quiet voice and introduced new words and therefore support their language development. It further encourages community members to visit the library and take their children to early literacy events.

The triathlon marks another important and popular event for the community. After feedback from many community members the Narembeen CRC allowed little athletes to participate in this year's triathlon. This was a huge success and many children competed.



Narembeen Triathlon 2022

Services and Products

The Narembeen CRC provides business and community capacity building via a number of services but specifically:

- Education and training
- Access to information technology
- Printing and copy support
- Graphic design
- Secretarial services
- Visitor information
- Agricultural and cultural workshops
- Venue and equipment hire

The Narembeen CRC also delivers services and information on behalf of the Department of Human Services (Centrelink, Medicare and Child Support Services) and the Australian Taxation Office.

The Narembeen CRC is continually identifying gaps within the community where additional or expanded service provision is required but may not be commercially viable for another business to pursue.

The Narembeen CRC's desire is to be sustainable into the future, to do this it is important that we look at our services and products regularly to identify gaps and increase service delivery.

Building Community Connections

The Narembeen CRC has a focused vision to grow the creation of a rich and vibrant community. We want to develop Narembeen as a strong community to reduce social and economic disadvantage.

The Narembeen CRC has taken on a broader community development role to assist the Shire to find solutions to issues within our community such as those identified through the Community Wellbeing Plan, which the Narembeen CRC has taken a leading role in establishing for Narembeen. Communities are all different, so working together in partnership with residents and government organisations assists the Narembeen CRC in building what is already in the community.

The Narembeen CRC fits in, works with and tries to do the best for: our Shire, Go Narembeen, the School, the Hospital, the Fencepost, the Wheatbelt Business Network, our businesses, plus the sporting and local community groups.

The Narembeen CRC plays an important role by advertising and holding events that keep residents of Narembeen informed with happenings and achievements in the local community.

Our local community newspaper, The Fencepost is collated by a group of volunteers and printed by the Narembeen CRC, we also provide technical assistance when needed. The publication is an important asset to the community and we would like to acknowledge the commitment of the volunteers who make this project possible and we will continue to provide assistance. They do a great job at updating the publication each week with fun and relevant information.

Our Team

Management (Shire of Narembeen)



David Blurton

Chief Executive Officer

David joined the Shire of Narembeen in late 2020 and has an extensive career in Local Government spanning 20+ years across four local government authorities. Most recently, he was CEO at the Shire of Collie where he was responsible for the management and development of many major projects. He has a strong background in financial management with undergraduate and post graduate qualifications and extensive experience in managing Council finances. He is passionate about economic development and project delivery and is committed to mentoring and developing the next generation of local government managers.



Tamara Clarkson

Executive Manager Corporate Services

Tamara joined the Shire of Narembeen in early 2021. She has a Masters of Business Administration and has held a variety of roles in Community Development, Project Management, Strategy and Policy. With a strong understanding of how Local Government organisations work, the know how to find the information required, a strong network of Local Government peers and her passion for making a difference through her career in Local Government, Tamara strives to empower those around her to shine.

Staff Team



Vanessa King

CRC Coordinator

Vanessa has been the Coordinator since July 2019 and has previously worked at the CRC as the receptionist and at the Shire of Narembeen as the accounts payable, librarian and payroll and customer services officer. She has a lot of knowledge about event management and is passionate about working with the community.



Kristie Lee

Administration & Communications Officer

Kristie has re-joined the CRC team after returning from maternity leave. She is working part time and is responsible for all communication and graphic design tasks.



Nora Kircher

Customer Service Officer

Nora joined the Narembeen CRC Team in August 2021 and continues to be a valuable staff member as the part time Customer Service Officer.



Annette Byrne

Trainee

Annette has joined the CRC team in February 2022 taking on the traineeship in CERT III Business in cooperation with the Narembeen Shire.

Our Supporters

The Narembeen CRC is very appreciative of the support of our members and other supporters. Working collaboratively with stakeholders is very important to us and we are keen to continue to grow our relationships with individuals and organisations within our community.

Government

The Narembeen CRC receives funding via contracts from the Department of Primary Industries and Regional Development and the Department of Human Services. These contracts are our main source of income and allow us to provide a wide range of services to the community. This year the Narembeen CRC also received several wage subsidy's from Apprenticeship Support Australia in support of employing a trainee.

Shire of Narembeen

The Narembeen CRC is grateful for the high level of support provided by the Shire of Narembeen. The Shire of Narembeen provides overarching management of the Centre through staff employment, premise provision and providing an overarching framework through which we can work towards community goals.

Grant Funding Bodies

Narembeen CRC has been fortunate in securing grant funding from a number of organisations which assists in providing a great range of activities and support to the community.

Some of the key grant funding bodies are summarised below:

- DPIRD
- DHS
- Road Safety Commission
- Regional Men's Health
- Regional Arts WA
- North Metropolitan Health Service
- Western Association for Mental Health
- Collgar Community Fund
- Department of Communities
- RAC WA
- State Library of WA

- National Australia Day Council
- Meerilinga

Community Partners

- Go Narembeen Progress Association
- Narembeen District High School
- Narembeen Fencepost
- Narembeen Police
- Narembeen Fire Brigade
- Narembeen St John Ambulance
- Narembeen Recreation Centre
- Narembeen Autumn Club
- Narembeen Community Shed
- Narembeen Lions Club
- Narembeen P & C
- Holyoake
- Wheatbelt Business Network

Special Thanks

The Narembeen CRC would like to thank everyone who volunteered their time to help the CRC during 2021/2022.

Without your support, the CRC would not be able to run events and we appreciate your efforts and are very grateful for your assistance. We hope you will join us for more fun events and activities in the future.

