



ANNUAL REPORT

2015-2016

The West Australian Community
Resource Network is a Royalties
for Regions Initiative



**ROYALTIES
FOR REGIONS**

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Who we are

The Kununurra Community Resource Centre is looking for ways to support the growth of the organisation and ensure that the services delivered are relevant to our community needs.

Our organisational aims and **objectives** align with Royalties for Regions objectives as our main contract (Community Resource Centre contract) is part of the West Australian Community Resource Network project which is funded through the Royalties for Regions program throughout Western Australia. This means our broad objectives are to facilitate **social, business and economic development** within our community.

Strategically the CRC has a history of **strong partnerships** within the community to **facilitate** better **service delivery** within the community and avoid duplication of services.

We have a strong **background** in local **workforce development** having engaged and trained a number of **Trainees** under the previous and existing agreements with the WA Department of Regional Development with a strong focus on **building capacity** within the community.

We are leaders in our **network** for the implementation of **service delivery via video conferencing** and we have strong links to the WACRN and play an **influential** role among our fellow CRCs.

We have found the delivery of **training** via **interactive video conferencing** has been taken up by the CRCs and their communities and we are excited to be able to both deliver and receive services from and to our community via this **innovative strategy**.

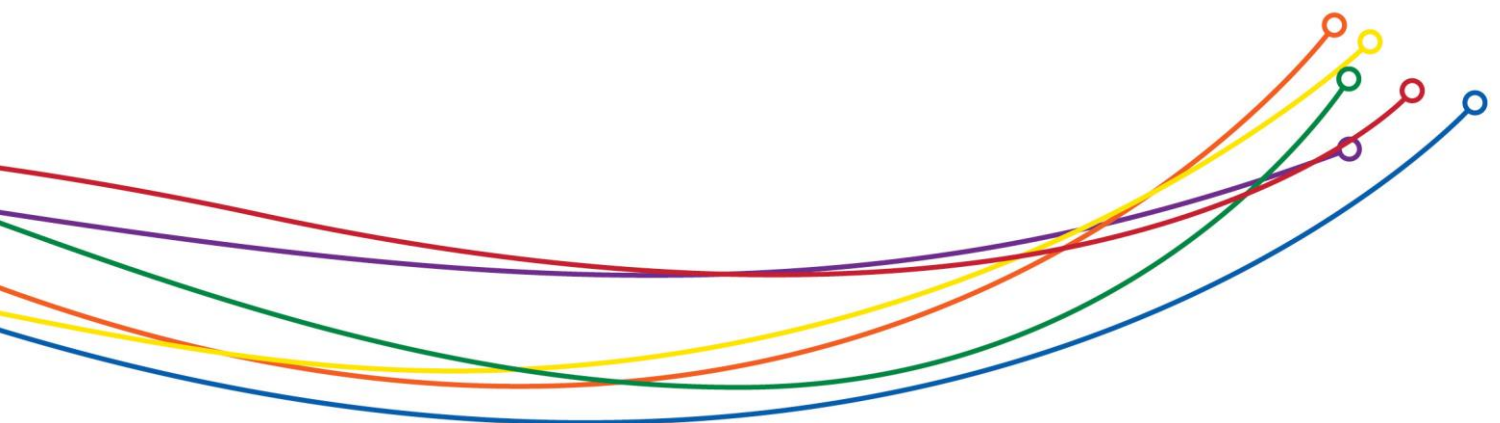
Our Vision

To be a major contributor to a vibrant community with real opportunities for inclusive and rewarding economic and social participation for all residents.

Our Mission

To build ongoing relationships and be active within the community, businesses, individuals and the Community Resource Centre Network in order to provide ever increasing, relevant services.

We will strive to develop sustainable social networks, respect people from diverse backgrounds and ethnicities, while building a strong financial base within the community and the wider East Kimberley region for the purpose of support and training.



What we do

Access to government services

- Government Booth set up with support from staff
- Brochure racks up to date and relevant to community needs
- Staff well trained in accessing government sites and assisting clients
- Local community groups and information on govt access PC
- Staff proficient in directing clients to appropriate department or location in town

Economic and business development support

- Partnership with the East Kimberley Chamber of Commerce and Industry
- Partnership with Kimberley Small Business Support and Kimberley Training Institute
- Adding value to the business and economic development of the region by providing short, tailored and relevant classes for busy small business owners
- Employment of Business Trainee, Kimberley Education for Life Trainee and Work Experience students
- Business Advice for online presence and marketing

Social development support

- Providing internet access for everyday access to internet banking and other online services to those who don't have capacity at home
- Providing access to services such as Rural in Reach to community members
- Building capacity in people through personalised training courses to allow easier uptake of technologies to encourage social engagement
- Club Development program run through the CRC
- Providing space for the Volunteer Hub to be run

Services and products

- Exam invigilation for universities across the country
- Simple and easy to manage website design and implementation for small community groups and businesses
- Social media support for not for profit and community groups
- SOS Tech Support for seniors
- General copying, printing, faxing
- Hot desking and Hot Office
- Conference Room hire

Building community connections

- Providing information sessions that connect people
- Providing opportunities for service delivery into Kununurra through video conferencing
- Community Information hub connecting locals and visitors to local information

Building regional and WACRN connections

- Mentoring and support for new and re-established CRCs in the East Kimberley
- Identifying partnership opportunities for Kimberley CRCs and beyond
- Supporting CRCs across the state with advice and mentoring, sharing ideas and resources

Chairperson's Report

It is with a mix of pleasure and trepidation that I present my annual report for 2015-2016. The Kununurra Community Resource Centre continues to fill a service void in the Ord Valley, supporting individual adults and children, town-based and farm businesses, and other service providers in meeting a broad array of needs.

We are small, we are flexible and we are responsive. We have a great team and an enthusiastic and committed Manager, in whom the Board has a lot of faith and to whom we are very grateful. Our CRC is based on our people, and Natika's ongoing dedication is fundamental to our ability to deliver what our community requests.

In 2015-2016 we have grown in strength and numbers. Negotiating with the Department of Sport and Recreation to host the Club Development Officer has enabled us to provide an extended level of governance support to recreational clubs across the region. Similarly, the securing of a hosting agreement with Volunteering Western Australia has resulted in the Kununurra CRC facilitating the expansion of volunteering in our town. This is a significant outcome.

We set the standard with the recruitment of volunteers who delivered over one thousand hours and over \$30,000 worth of community support to the town's biggest event, the Ord Valley Muster, in May. The CRC looks forward to the challenge, excitement and community spirit involved with doing the same coordination in the future. Exceptional feedback from both volunteers and those to whom we provided a service adds a very positive note to the hard work, long hours and tireless effort of everyone involved.

A further highlight of the year was the participation of our Manager and two board members - myself and Vice-Chair Andrea Bolten - in the Centre for Social Impact's, Learning for Purpose program, supported financially by the University of Western Australia and BHP. This program is expanding our ability in strategic planning and assisting Kununurra CRC to focus and further develop our services around client

and community needs. This has been augmented by support provided by the Department of Regional Development in relation to assisting CRCs to focus their service delivery, analyse and adapt their cost structures, and progress towards more business-like structures.

Our community has faced substantial local governance turmoil this year. We were fortunate to have (former) Councillor Jane Parker appointed as the Shire of Wyndham East Kimberley (SWEK) Council representative upon her election, in late 2015. The position was later filled by Councillor Keith Wright, who provided a strong link to SWEK, as well as substantial governance experience which assisted our Board. Our thanks are expressed to both Jane and Keith for their efforts in building linkages between SWEK and the Kununurra CRC. Unfortunately, due to recent Council resignations and the suspension of remaining Councillors by the Minister for Local Government, our future partnership with SWEK is temporarily unclear. However, as always, the show must go on. In appropriate opportunities where our local government may not currently have capacity, the Kununurra CRC is always willing to step up. We have done this with the hosting of the Club Development Officer position, and will look for further opportunities if it means our community is serviced.

The future for Kununurra CRC will always be framed in part by the ability to negotiate a contract with our key client, the Department of Regional Development. As we progress towards the end of our first three-year service delivery contract (as opposed to the previous grant system) we will continue to work with DRD to iron out any uncertainties arising from the 'grey' space of transition from grant recipient to contractor.

Our CRC will also continue to seek service delivery contracts from other clients, responding to both client requirements and local community needs. As we seek to expand on government and private enterprise contracted services delivery, we cannot lose sight of the individuals who rely on our services. Those who don't have a computer and/or the internet at home; those who don't have fast, reliable or cost effective data download available. Those who need a printer; a fax sent; quick advice on how to set up their phone to receive email. Such fundamentals are simply not accessible at home for all of our community, so we continue to provide these services to ensure that the technologically disadvantaged in our town are not left even further behind.

We will continue to pursue local economic development outcomes through a focus on supporting young people into the workforce with traineeships and volunteering opportunities. Kununurra CRC does this through partnering with existing organisations including Kimberley Group Training and Kununurra District High School. Other partners including Kimberley Small Business Support, Ord Valley Events, the Kununurra Visitors Centre and the Ord River Sports Club ('Sporties') are central to our ability to add value to community service and support delivery.

A key challenge remains in that our overhead costs are very high (in comparison to other CRCs across the state). As a Board, we will look for opportunities to reduce overhead costs as well as increasing business turnover to meet our costs. A future service delivery contract with

the Department of Regional Development has not yet been secured, however there is no indication that our CRC will not retain a level of contract on par with current arrangements. As such, we are confident of a further contract commencing in July 2017, and we will continue to work towards this.

A huge thank you to Natasha Cross, who has resigned from the Kununurra CRC Board due to work commitments. Natasha has been a tireless Board member for over six years, many of which were spent as Secretary. Tash, through her employment at Kimberley Group Training, has facilitated and supported the majority of our traineeship positions, which has resulted in improved local capacity, improved individual capacity on the part of the trainees, and improved service delivery by the Kununurra CRC for many years. Thank you Natasha.

A final thank you to the Kununurra CRC Board and staff for another year of service and support. Our vision is to be a major contributor to a vibrant community. We will continue to pursue this vision, remaining focused yet with an element of flexibility which allows responsiveness and timely service provision to meet local needs.

Thank you



Dr Debra PEARCE

Chairperson

Manager's Report

This year the Kununurra CRC management team has spent much of the year reflecting on our services and our organisational objectives and purposes. We have identified the need for us to grow as an organisation and adopt a more strategic approach to our aims and objectives, in order to strengthen our position and improve access to all community members.

Whilst the team has been actively supporting a range of community and organisational objectives through the year with our operational plan and a variety of community initiatives and events, we have identified the need to progress from a small community organisation to a larger, more strategically placed social enterprise, which is imperative to our community.

Our organisational aims and objectives have come under reflection in light of our participation in a number of learning opportunities this year, including the (DRD provided) Budgeting and Marketing coaching with Andrew Huffer, Stakeholder Engagement coaching with Aha! Consulting and UWA's Centre for Social Impact's Learning for Purpose program.

The processes we are utilising in these projects are being actively supported and engaged by both Board and staff, thus giving us a great opportunity for ownership and working together for a robust and collaborative model for our CRC operations and strategies moving forward.

The team on the ground have settled into delivering contracted services, and have continued our focus on ensuring access to technology to all in our community as well as focussing on accurate and timely reporting and exemplary customer service.

Our continued focus on our trainee program, including supporting Kimberley Education for Life (KEFL) students has given us greater capacity throughout the year while developing real working learning experiences for our trainees. We successfully completed Josh Adkin after he completed his two years of the KEFL program, and supported Shiriya Barnes through the last six months of her KEFL program when the East Kimberley Small Business Centre changed their delivery model and became the Kimberley Small

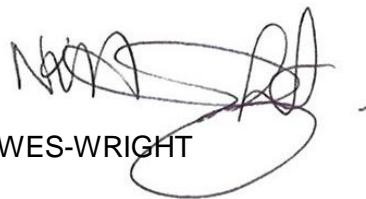
Business Support Inc. Our focus on supporting Jessica through her Certificate IV in Business traineeship has been a successful one, with Jess completing in July and staying on to work with our new part-time Trainee.

Our Department of Sport and Recreation Club Development Grant is working well in our space, we have been offered a 12 month extension during the 2017 - 2020 funding negotiations with government. Maria has been actively working with our CRC team and the sporting and recreational community to ensure we are value adding to programs and activities for all within the community. We are looking forward and planning on engaging in talks with the Shire of Wyndham East Kimberley to provide a more robust program moving past 2017.

The partnership with Volunteering WA is also progressing, with the Volunteer Coordinator, Sue Cottle, having hit the ground running at the end of April in the lead up to the Ord Valley Muster Volunteer Recruitment project. The CRC was contracted by the Kununurra Visitor Centre for the first time in the Muster's 16 years to recruit, train and place some 190 + volunteer positions over the course of the 10 days of events, equating to some 1000 + volunteer hours.

The Kununurra CRC has an enthusiastic and energetic staff, combined with a skilled and dedicated Board; we face a bright future, and are focussed on achieving the organisational vision of becoming an integral part of a vibrant community.

Thank you



Mrs Natika HAWES-WRIGHT
Manager

2015/16 in Brief



Access to
government
services



Economic and
Business
Development
Support



Building
Community
Connections



Services and
Products

Building
WACRN
Connections



Social
Development
Support



Activity Summary

Business and Economic

- Exam Supervision
- KDHS Work Experience Students
- Training
 - Instagram for Business
 - Websites for your small business
 - SEO for your Small Business
 - Social Media for your Small Business
- Trainees
 - Cert IV in Business
 - KEFL Students
- Hosting/facilitating VC links for Kimberley Small Business Support board meetings
- Supporting small businesses (office services, social media training and general IT support)
 - Brook Project Management
 - Kimberley Boab Consulting
 - Boab Refrigeration
 - A'lure
 - The Bangle Business
 - The Hoochery
 - Northern Development
 - Kununurra Country Club
 - Kimberley Asian Cuisine
 - Rural Clinical School
 - Cornerstone Resourcing
 - Aviair
 - Kingfisher Tours

Social Development

- Thank a Volunteer Day
- Senior's Day
- Conversational Mandarin
- Westlink screenings'
 - WASO
 - WA Opera
 - Black Diggers
 - Black Swan Theatre
- Ngala Conversations about Sleep via VC
- School holiday programs
- Training
 - Mac
 - Pinterest for Beginners
- Women's Health and Family Services
 - Shimmy n Shake
 - Separation
- Governance Training for NFPs
- Guide Dogs WA
- SOS Tech Support for Seniors / Grey Nomads
- Morrgul
- Department of Sport and Recreation's Club Development Program
- Volunteering WA - Kimberley Volunteer Hub
- Reversing Trailers and Changing Tyres for Women
- International Men's Day
- Gannup the Guide Dog - WACRN
- Light the Night
- Welcome to Kununurra / Season Starter
- EKSA Sports Awards
- KRL bringing the State of Origin to Kununurra
- Volunteer Recruitment for Ord Valley Muster

Government Services

Government Access Point

The government and community information access point has continued to support visitors to our community (Grey Nomads) accessing online government services such as fishing licences, Indigenous Land Entry and Prospecting permits. Easy access to local and government paper based information through our brochure racks has also been well accessed.

Local information is another area that the CRC has been a standout, not just for visitors, but also for new residents. We have offered information on anything and everything from the local Justice of the Peace contact details to whom to call to remove an unwanted python from their laundry. We are the “go to” place in our community for such information.

Our joint initiative with the Club Development Officer took this service to another level early in 2016 with the CRC and CDO hosting a “Season Starter” aimed at showcasing what is available in town to residents, old and new, showcasing groups for activities ranging from knitting to quilting, tae kwon do to cricket, volunteering in general to army reserves to stopping the cane toad and a whole raft more.



Videoconferencing Connections

Video conferencing has remained a priority and has become one of the most valuable services the Kununurra CRC can offer to our community on both a business/economic development level as well as for social development opportunities. Our geographical isolation from a myriad of services is less challenging when harnessing the possibilities of receiving and delivering services in this manner.

Video conferencing is a service that continues to see the potential of a true CRC network and the benefits this can bring to the region. The Broome and Kununurra CRCs have been working together to ensure the Kimberley Small Business Support Board are able to meet virtually with the best possible supported Video Conferencing service available, on a regular basis. Bridging the 1000km gap between the two ends of the region in a cost effective way, ensuring value for money and the best investment of volunteer resources to work towards building the capacity and supporting economic growth throughout the region.

We have supported an international corporation in meeting face to face with their stakeholders in the Ord Valley; meeting via video conferencing has added a layer of interpersonal connections with the corporation's CEO and team with the growers in the Valley.

We provided an international court link for a family to attend and give evidence at a hearing; this service has an immeasurable impact on the family involved in providing evidence to an international court. The cost and time saving for travel to and from the court is one benefit for them, the emotional challenge they faced in dealing with this matter would have made the travel even more challenging and distressing than just the financial costs. Providing a neutral, friendly space with solid, professionally supported video links meant less pressure and stress on the family.



Just wanted to pass on our thanks again for getting us set-up and organized for our video conferencing meeting today.

It went really well ... we'll look to doing it again!

The Chia Co

The partnership with the Women's Health and Family Service in Perth continues to be one that is accessed by a variety of community members for a range of reasons. We were approached by Ngala early in the new year to facilitate some parenting workshops, we entered into this partnership and sought the assistance of the Kununurra Neighbourhood House team, and successfully brought a month long series of parenting workshops to families in Kununurra, something that would simply not be possible to be delivered by Ngala in the traditional face to face way.

In addition to the benefits video conferencing brings to other groups and individuals in the community the CRC volunteers have benefitted from support, coaching and mentoring opportunities in the form of Pricing and Marketing coaching from Andrew Huffer and conversations with DRD staff around the contract. It has helped the

Board members create a relationship with our biggest client, the Department of Regional Development. Something that is not possible when travel is involved.

Employment Pathways



The Kununurra CRC has kept a strong focus on taking up the opportunities offered through the WACRN Traineeship program. We successfully completed Jessica Letchford, Kimberley Group Training's 2015 Trainee of the Year for the Kimberley, in her Certificate IV Business. Jess has proven to be a valuable asset to the Kununurra Community Resource Centre and has been engaged for the foreseeable future to keep CRC service delivery at the current level.

We have continued our partnerships with the Kununurra District High School and Kimberley Group Training to engage Kimberley Education for Life students. Jordan Woods joined the team in February and will be with us for the remainder of her KEFL program, and consideration will be given to taking on another in 2017, should we be able to count this as a

contractual outcome in our Economic Development area.

We have successfully identified our next trainee who will be starting in the 2016.17 year, and we look forward to great success in supporting Bella Tung in her traineeship at the CRC.

In addition to the Trainee program and KEFL students, we have continued to support Work Placements for year 10, 11 and 12 students at KDHS who are participating in the Vocational Education pathway.

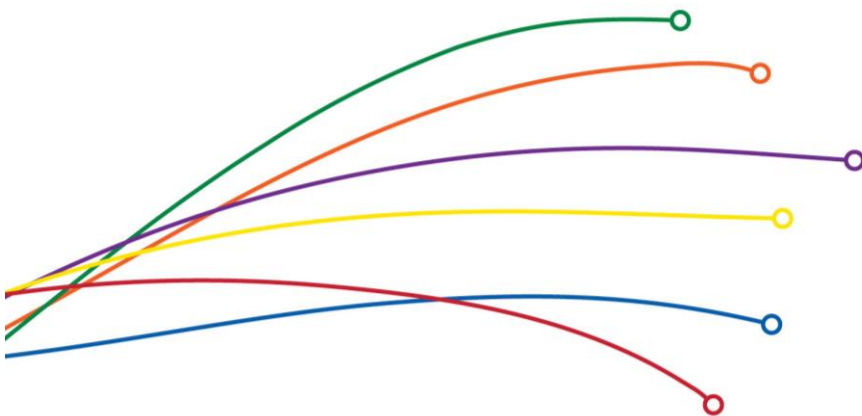


Australian Taxation Office

Access to information and paper-based resources from the Australian Taxation Office has continued to provide the CRC with the ability to provide options for our residents when seeking ATO information. This service will be moving further and further to online access, through the MyGov accounts. The contract with the ATO is therefore unlikely to be provided in its current form past 2017. The CRC will be entering into talks with the ATO in order to impress upon them the importance of support for our community in accessing eGovernment services.

Department of Veteran's Affairs

Access to information on services and resources available to Veterans locally has again been a small part of what we offer to the wide variety of residents and visitors to our community.



Economic and Business Development Support



The Kununurra CRC has a solid history in offering solutions and support to the business and economic development of our community and the wider East Kimberley Region through a variety of activities and projects. This has been built on in the 2015/16 year through partnerships and a variety of training, mentoring and support methods for a range of small businesses in the community.

Exam Supervision

Yet again the Exam Supervision service has been an imperative economic development outcome in our community, we continue to be the place for universities, the Civil Aviation Safety Authority (CASA) and other educational institutions from across the country to send their external students to us to invigilate exams. The capacity this allows our community to retain is immeasurable. Not only are they contributing members of small businesses, government departments or the not for profit sector building their own capacity and qualifications, but they are also increasing the capacity of these businesses and organisations in the community because they can remain in the community whilst upskilling.

Waringarri Artists Digital Literacy Training

We were approached by the Business Initiative Group to provide the digital literacy component for a training program for the Artists at Waringarri Arts. Artists were being upskilled to aid them in growing their capacity to be commercially viable artists, in order to potentially provide them a regular, reliable, self-sufficient income from their art. Many of the participants had limited digital literacy skills and required a flexible learning environment. The training included the use of social media to increase their abilities to reach a global audience for their art.

The flow on effects of this type of training has been one of encouraging artists to turn to the CRC for support and guidance post project.

Waringarri Artists

When asked what they enjoyed the most and anticipated using in their jobs, more than half of the participants mentioned specifically the social media training and computer skills.

Kimberley Small Business Support – Business Advisor Role

Our partnership with Kimberley Small Business Support will be increasing to provide information and mentoring to small business clients in the next year. The skill set of Natika has been identified as one that is required in the East Kimberley, mentoring and guiding small businesses through creating sustainable online presences and social media accounts. The mentoring service is then used as a referral service for more training and workshop participants into CRC programs, including one on one sessions for small businesses which has been identified as a more efficient way for small business

owners to access our programs. The CRC has struggled with the need for set workshops and times in the current contract and believes that going forward the one on one approach is a far more valuable delivery method for a range of clients, not just the business clients.

Other ways we help

Many of our day-to-day services are accessed by a variety of people in the community, however small business owners rely heavily on their mobile phones, with the advent of the smart phone this increases their capacity to get more done out of their offices while between jobs and the like. We have provided support and service to a number of small business owners who have had technical challenges with their smart phones and tablets – they just need them working and it is counterproductive for them to work through some of the more complex troubleshooting themselves. They turn to us for this support, as there is a significant deficit in this type of service to anyone in our community. We have supported tradesmen, contractors, retailers and more in ensuring they are reconnected and back working in their business in a timely manner.

Partnerships

Where possible the team of the Kununurra CRC look for partnership opportunities in order to value add to other projects and programs in the community. Some of the partnerships we have worked on in the 2015/16 year include;



- Working with Chamber of Commerce Industry, Many Rivers and Kimberley Small Business Support Service to identify needs and build relationships which support the capacity building of small businesses

- Supporting a variety of small businesses in the community - many of which are home based or mobile offices - by offering access to skills and infrastructure - ie the tradie who doesn't have an office at all and who has lower computer literacy using our CRC as his 'office' for the cost savings (ie doesn't have to invest in expensive computer equipment) and has access to our staff for any technical glitches and the support we offer his small business is immeasurable.

- Hot desking for consultants and travelling government officers - while the contract payment assists us to maintain this space, it far from covers the entire cost of providing this keenly sought after service in our community. Partnerships with the Small Business Centre East Kimberley into the coming financial year across the entire region will increase the value the State receives from investment in the hot offices in CRCs throughout the WACRN.
- Ord River Sports Club
- Kununurra Progress Association
- Kununurra Neighbourhood House

"The Kununurra CRC plays a vital role in our community. It fills service gaps in the local market. I really appreciate the admin support and love that I can videoconference with the members of my Kimberley Board."

The facilities at the CRC allow me to hold meetings with privacy assured and I like utilising the support services and infrastructure".

*Anita Sutherland, Regional Manager
Kimberley Small Business Support Service*

Social Development Support



The Social Development activities have been varied throughout the year; again there were many opportunities to offer small events and various learning opportunities to a wide variety of community members. We continued our partnership with the Shire of Wyndham East Kimberley and the Wyndham CRC in order to facilitate targeted events with local government area grants.

Club Development Program

Department of Sport and Recreation approached the Kununurra Community Resource Centre in early 2015 in order to take up the Club Development Program in Kununurra, with a view to expanding it to Wyndham should the funds allow.

The objective of the Club Development Officer (CDO) is to promote DSR's programs such as Active Regional Communities (ARC) funding, Kidsport, Equipment and Travel subsidies to the community while assisting in the development and sustainability of Sport and Recreation groups through training opportunities and support.

Operating from the CRC gives the CDO greater access to the community through better location and community awareness. This is also facilitated through newsletters and blogs on the CRC website and regular promotion of DSR and the CRC on the "Fish and Chips" segment on Waringarri radio.

A large focus of the CDO role has been the Sports Awards, which has been supported through the CDO role to support the small but dedicated band of volunteers who form the East Kimberley Sports Association (EKSA), who host the Awards. The CDO support for the EKSA benefits all sectors of sport and recreation in the community, the Awards night is vital in recognising volunteer contributions, sporting achievements and the importance of Sport and Recreation within the Community.



Partnering with the core CRC team this adds extra value to the outcomes of the EKSA and indeed the CDO role as a whole. The Season Starter emerged from a small breakfast event which has traditionally been the season starter to get the sporting groups together and networking, it quickly evolved into a fabulous event in partnership with the CDO program, the CRC and Ord River Sports Club to showcase to one and all what opportunities are available in the community for volunteering, sporting, recreational and participation.

Volunteering WA Kimberley Volunteer Hub

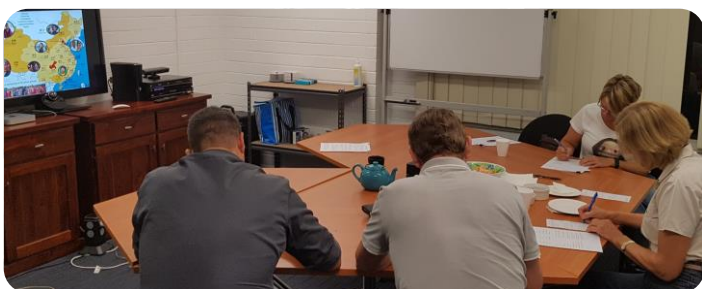
Establishing the Kimberley Volunteer Hub has been a major focus for Natika and Volunteering WA's Lorena. The recruitment and placement of Sue Cottle saw the hub get a great kick-start. However the outcomes for the grant need further exploration from the CRC's perspective, as the targeted groups for engagement in volunteering activities need consideration for local needs in the volunteering space. From a community



perspective, the need lies in coordinating the volunteer potential from short term visitors and longer term residents of the community and getting the best possible outcomes for all volunteer reliant organisations and activities in the community. It would be preferable for the East Kimberley to have a full time volunteer resource hub in order to coordinate projects and potential volunteers throughout, with a portion of the role being focused on outcomes in engaging marginalised sections of the community. This is a noble aim; however more needs to be done to pave the way before the stakeholders have the capacity to consider taking on volunteers with high support needs.

Conversational Mandarin Classes

Learning Conversational Mandarin was one of the keenly sought after activities at our CRC this year, with the development of Ord Stage 2 being funded by the Shanghai Zongfu Company's Kimberley Agricultural Investments, many in the agricultural and business sector saw these classes as a great way to encourage the community in welcoming the opportunities this has brought into our community and enjoyed participating in the cultural exchange this brought about.



再一次我们完成了一个基本中文课程。我们一起分享了一些中国小吃跟不少的欢乐。

在这个三小时的课程中，我们学习了一些文化上要注意的事情，自我介绍，数字，问题等。但因为中文跟英文语言的结构不太一样，因此闹出了不少的笑话，但最后也能理解得到！

有两个学生上完了课以后就去了中国旅游，他们非常高兴他们有来上这个课程，即使他们仍然不会说流利的中文，但他们仍然有一些概念，试图与他人沟通，对中国人来说这是很好并且有帮助的！

我们将会推出另外一个基本中文课程。而且我们也跟镇上两家旅游公司合作推出一些独立课程给他们要在去中国的客人。

Once again we ran a basic Mandarin class; we shared some delicious food and lots of fun.

In the 3 hour session we covered a little bit of cultural awareness, greetings, numbers, questions and some slang too. Because the concepts and structure is different to English, we made a few funny mistakes, but at the end we all understood how it all works and got better at it!

Two of the learners went to China shortly after the lesson and they were very happy that they took this course; even though they still didn't speak fluent Chinese, they still had an idea and tried to communicate with others, which was very nice and helpful to the Chinese people.

We are looking to run another Mandarin class in the future, and also partner with the two travel agencies in town to offer private sessions for their customers going to China.

Westlink Simulcasts

Our partnership with the Kununurra Progress Association (trading as the Kununurra Picture Gardens) has been a popular one, our ability to screen the Westlink special events at the outdoor Gardens means we can host a larger crowd and make use of the grounds in the traditional down time for their operations.



Westlink Simulcasts have also strengthened the relationship with the Progress Association by helping ensure the unique Kimberley venue is used for a variety of cultural experiences throughout the year.

Other Social Development Activities

Other smaller events and activities we undertook included Thank a Volunteer Day, Senior's Day along with a range of general training for community members in relation to computer use and social media.

Small workshops such as reversing trailers gained us much attention from far and wide, the uptake in the buildup was a fabulous testament to the want and need for such workshops in the community, however the cooler months are simply too busy to entertain the scheduling required.

The Women's Health and Family Service's Rural in Reach community talks via video conferencing remains popular, however the timing isn't always suitable to the target audience, making it challenging to secure full uptake.

Our focus on community information sharing has remained an important part of our services, particularly the scam alerts and sharing events for other groups and organisations.

School holiday programs continue to be well supported by the community members who are generally not targeted by any other activities or programs in our community, our CRC focuses on inclusive activities across all sections of the community, as we have identified that there are a myriad of resources and programs targeted at the most marginalised and disadvantaged members of our community.

Support and information in relation to internet connections for individuals in the community has also played a role in this year's activities of the CRC, many people just want to talk to someone face to face, rather than someone on the phone who's got a product to sell. There are a variety of connection options and we have found that people's understanding of their connections, downloads and bandwidth is still a work in progress. Many appreciate the opportunity to speak to someone they

Many Thanks for the opportunity to have the Guide Dogs WA excursion with 'Dash the Puppy' and Jessica yesterday. This opportunity allowed us to engage with the wider community in a way we normally could not due to our isolation up here in the Kimberley. The children and staff both gained from this experience.

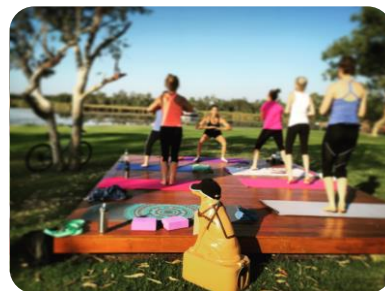
I have been able to use the experience to promote my teaching of literacy; this has been very motivational for me and the kids. Because there was such good communication between yourself and Jessica I was able to make the most of the excursion.

We all thank you again; hope to do something like this again sometime.

Jenny Pufke (Class teacher)

know and trust, and who isn't invested in a sale, to get the information they need to make an informed decision on their home and business connections. We are looking forward to the NBN rollout in the rest of the community towards the end of 2016, and are fostering discussions and partnerships with NBN Co to better inform our community members of their options and processes.

Our network wide partnership with VisAbility WA was a fantastic opportunity to offer something a little different to our District High School kindy class; we were able to link the classroom with a guide dog puppy

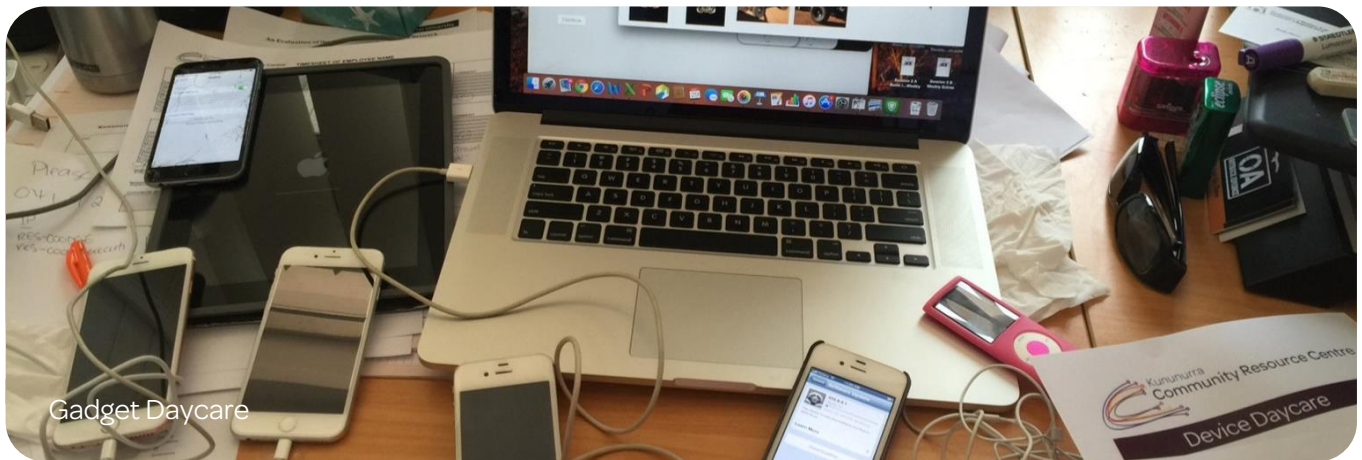


in training for the children to learn about how Guide Dogs WA support vision impaired members of the community.

This project reached even further through the idea to take a plastic guide dog on a "Red Dog Style" tour of our CRCs around the state to raise awareness and funds to go towards the CRC Guide Dog Challenge! We were successful in raising a significant portion of the \$30,000 for a guide dog, and are now in a position to watch this puppy being put through it's paces before it is placed with its person.



Services and Products



Much reflection is currently going into our services in light of Pricing and Marketing support provided to the CRC by DRD. There are a number of services that we aren't the only ones providing in the community. The Kununurra Community Resource Centre remains committed to NOT providing new services that compete with existing services in our community, however with the growth of the town, we have a number of options to provide similar services to ours that have been established in the recent future. As a result the CRC are currently undertaking a large client and stakeholder survey to determine where we should focus our activities over the year and moving towards the next contract rounds.

Internet capacity in the outlying areas of town continues to be a challenge for many, particularly with those who have multiple devices requiring data hungry updates on a regular basis. The NBN Co Skymaster satellite should address this for many; however there will still be a demand for our "gadget daycare" and troubleshooting services moving forward.

Our continued focus on providing reliable, supported, professional Video Conferencing to our community has seen us become champions for this service within the WACRN and locally. Providing access to a myriad of services and avoiding costly travel and downtime is proving a keen driver for the uptake of this service. In light of costing reviews (from coaching workshops), we have come to the conclusion that the service accessed by government and big business need to be charged at fully commercial rates in order to support the charitable service delivery for programs such as Women's Health and Family Services, Ngala, and supporting other NFPs in accessing our service at a lower rate in order to build their capacity to deliver their services to our communities. The fact that there are many local governments and an increasing number of NGOs delivering to regional WA through this medium have us well placed to actively market the abilities of the WACRN and partnership opportunities for these metro based service providers.

The staff at the CRC are absolutely lovely and I have really enjoyed the service, it's great to see the CRC take on trainees too. We live in such a remote place and mean it sincerely when I say it is so handy to have the wealth of knowledge there that they provide.

We are fortunate enough to have the service provided through a proactive Western Australian company in Beingthere. They are focussed on ensuring quality service delivery through the Beingthere product, into regional WA, and are actively working with key members of the WACRN to market the network and encourage them to partner with CRCs in order to have local knowledge and connections involved in the remote delivery into their targeted communities. This is an extraordinary position to be in

– to have a solid and reliable service throughout regional WA and should increase the capacity of CRCs to be influencers for service delivery into their communities, where previously they might have been delivered to, they now have opportunity to direct outside organisations within their community and ensure programs are the best for their community.

Products and Services

- General access to internet and technology
- Standard office services
- Memberships
- Development of Statistic collection tool for WACRN
- Facilitation and support for VC links
- Room hire
- Hot office hire
- Confidential document shredding and recycling
- Equipment hire and support
 - Data projector
 - Sat sleeve
- Volunteer Recruitment
- Gadget Daycare
- Airport advertising for SWEK
- Video conferencing
- Volunteer Recruitment
- Supporting the Kimberley Volunteer Hub



Building Community Connections



Building connections within our community has been imperative for the Kununurra CRC. Being one of the oldest Community Resource Centres in the network, with a community that has grown around us over the last twenty four (24) years, the Board is acutely aware of the importance of maintaining relevance in a well-served regional centre like Kununurra. Our focus has been on supporting and mentoring a range of other community groups, taking on roles and picking up services that are still lacking in our community in order to value add to the efforts of the local government and other groups and clubs.

Below is a list of the groups and clubs who have benefitted from or accessed the services of the CRC over the last financial year.

- Community Palliative Care Group
- Edith Cowan University
- Shire of Wyndham East Kimberley
- Juniper
- Kimberley Training Institute
- East Kimberley Job Pathways
- ABC Open
- Kununurra Picture Gardens
 - Film festival with local students
- Waringarri Radio - outdoor broadcasts
- Kununurra District High School - Media Students
- Supporting new Not for Profit/community groups and assisting in re-vitalising existing ones
 - Ord River Sportsmen's Club
 - Kununurra Community Garden
- Rotary Club of Kununurra
- Providing space for community groups to meet/practice
 - Scottish Dancers
 - Kununurra Community Choir
- East Kimberley Chamber of Commerce and Industry

One of your Social Development Activities, "Changing Tyres and Reversing Trailers for Dummies (and Women)", was mentioned on ABC Perth's "Drive" Program on Thursday 9 July.

The Kimberley ABC Reporter and the Perth ABC "Drive" host discussed this activity for about 5 minutes. The Kimberley Reporter also indicated that she would do a follow up story and maybe enrol in the Course.

Nice to see you getting State-wide media coverage for your CRC.

Max Betteridge, Contract Manager

- Kununurra Community and School Library
- KSBS Kimberley Small Business Support Service
- Kimberley Group Training

- Kununurra Markets Inc
- Kununurra Motorcross
- Kununurra Speedway
- Red Cross
- DPaW
- VisAbility WA / Guide Dogs WA
- Kununurra District High School

- Ord Valley Muster Volunteer Recruitment
- Kununurra Visitor Centre
- Dept of Sport and Recreation Club Development Officer Role
- Know More Legal Services
- Wunan

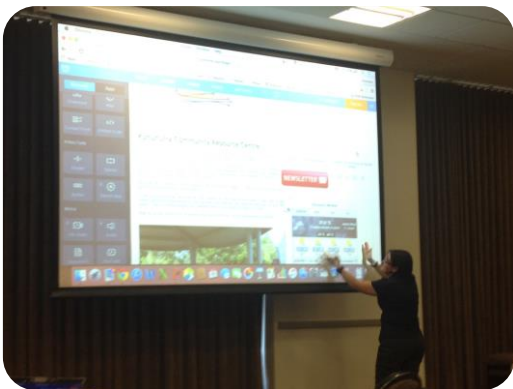


Building Regional and WACRN Connections



The strength of our organisation has, for many years, been the connection to and support from the 100 + other Community Resource Centres across the entire state of Western Australia. The West Australian Community Resource Network has been a shining example over the last twenty plus years of how a network of collaborative, cooperative, autonomous organisations can produce amazing outcomes in their communities, despite geographical distances. Innovation, technology and willingness on the part of volunteers and employees to share and support have long been the successful ingredients of our efficacious stories across the state.

- Providing VC Training to other CRCs
 - Website replacement training
- Supporting other CRC set ups
 - Kalumburu
 - Wyndham
 - Halls Creek
- Training and mentoring for CRCs
 - Halls Creek
 - Wyndham
 - Kalumburu
- Fitzroy Valley
- AWACRC and Linkwest Membership
- Working on facilitating other connections for the benefit of CRCs across the state
 - Guide Dogs WA
- Contributor to the AWACRC Annual General Meeting and Training days
- Above and Beyond VC Sundowner
- Conversations about the WACRN contracts for 2017 - 2020



Our Team

Management Committee

The Board of the Kununurra CRC have a variety of roles within the business, NGO and government sectors in Kununurra. They all have a strong sense of community and contribute to a variety of community organisations.

• **Debra Pearce**

- Deb Pearce is a local environmental management and community development consultant and holds a Bachelor of Science degree, Master of Arts in Ecologically Sustainable Development and a PhD in Geography.

Chair



• **Andrea Bolten**

- Andrea and her family are part of the pioneering farming community of Kununurra. Andrea helps run the family farm and is a dedicated community member being an active member of Rotary Kununurra and a number of other community groups.

Vice Chair



• **Natasha Cross**

- Natasha works with Aboriginal and Non Aboriginal youth, in her role as a Kimberley Group Training Field Officer.

Secretary



• **Shan Shanmuganathan**

- Shan is the CFO at Wunan in Kununurra. He is also a member of; The Institute of Chartered Accountants in Australia & NZ and The Australian Professional National Accountants.

Treasurer



• **Andrea Brogmus**

- Andrea currently manages day to day operations of the family business (Mango Farm) and works full time as Customer Service Officer at the Kununurra Police Station. She has extensive experience in business administration and is conversant with the issues and challenges we face in Kununurra.

Board



• **Bruce Russell**

- Bruce is currently a tour guide in the world famous Bungle Bungle National Park. He has a background in journalism and has been volunteering for organisations in Kununurra for many years.

Board



• **Beth Hales**

- Beth has a background in community engagement, and is currently working in the Indigenous Affairs section of Dept of Prime Minister and Cabinet

Board



• **Joanne Roach**

- Jo has experience in community engagement and is the Librarian working with both the District High School and Shire.

Board



• **Anita Sutherland**

- Anita is the Genera Manager of the Kimberley Small Business Support, and is studying a Bachelor of Business Majoring in Marketing.

Board



• **Aoife St John - Crowley**

- *Aoife has spent the last 4 years in various East Kimberley towns since emigrating from Ireland with her husband. Aoife has been working with the Department of Housing and has a keen interest in community activities and groups.*

Board



• **Don Learbuch**

- Don actively volunteered as an ambulance officer, and was Chairman of St John Ambulance Kununurra Subcentre Committee for 5 years. He also served 3 years as a councillor at the Shire of Wyndham East Kimberley.

Board



• **Cr Jane Parker**

- Cr Parker holds a non-voting position on the Board and plays a vital role in communicating between Council and the CRC.

Shire Representative



Our Staff Team

Our small but dedicated team at the CRC has a focus on training, support and capacity building. The trainee program has been one of the standout successes for the Kununurra Community Resource Centre over the past five years and we have managed to add to that this year.

Our greatest challenge is remaining viable in a competitive labour market to attract and retain quality staff on a limited budget.

• Natika Hawes-Wright

- Natika has been involved in the WA Community Resource Network for over ten years in varying roles. She has previously represented her colleagues on the Telecentre Advisory Council and is now a board member for the Association of WA Community Resource Centres.

Manager



• Jessica Letchford

- Jessica joined our team in October 2014 and is currently enrolled as a Trainee in Certificate IV in Business. Jessica is also taking on the bookkeeping role in the organisation as part of her Traineeship.

Trainee



• Karen Ackland

- Karen joined our team in 2015 to deliver the Administration services to the Kununurra Chamber of Commerce and Industry.
- Karen has a background in stakeholder engagement and partnership brokering both in Australia and New Zealand

Administration
Officer



• Bella Tung

- Bella joined the team on a casual basis, initially to deliver our Conversational Mandarin lessons. Since then she has become an integral part of our team, working on specific projects and helping with some administrative outcomes.
- Bella will be signing up as a Trainee in the near future to consolidate her administrative skills

Administration
Officer



• Maria Geier

- In 2011 she began as a Regional Officer for Department of Sport and Recreation working with not for profits to assist them with grant applications, workshops, club sustainability, capacity building and governance training.
- Since October 2015 she has been seconded as Club Development Officer in partnership with DSR and the CRC.

Club
Development
Officer



• Joshua Adkin

- Josh participated in the Kimberley Education for Life Program at Kununurra District High School and Kimberley Group Training. We hosted Josh one day a week to help him achieve his on the job training that is a large component of the program. Josh completed Cert II in Creative Industries & Cert II in Business Administration

KEFL Trainee
14/15



• Shiriya Barnes

- Shiriya spent the first 18 months of her KEFL program working for the Small Business Centre East Kimberley.
- In the changing landscape that saw the SBDC's delivery method change in the last 6 months of the program the CRC partnered with the SBCEK to host Shiriya through her final year of the program.

KEFL Trainee 2015



• Jordan Woods

- Jordan has come into the CRC in her KEFL placement and will remain with us for the two years of the program.
- Jordan is working outside her comfort zone in her role, and we are looking forward to supporting her growth into a confident and competent employee for her future career aspirations.

KEFL Trainee
16/17



• Sue Cottle

- Employed by Volunteering WA, but working from the CRC, Sue has provided a vital link to the volunteers and other organisations to better support the needs for volunteering in our community

Volunteer
Coordinator



Treasurer's Report



The 2015/16 financial year resulted in a deficit of \$25,918 and the organisation's ongoing commitment to training and development is a significant contributor to this situation. Despite the tight budgets, the centre has chosen to invest in human resources in order to lay a solid foundation.

As the core funding for the operation has been inadequate to provide the range of services demanded by the community, the focus has been on developing 'fee for service' products and services to compensate for the shortfall. With a skilled team on board, we expect our plans to materialise and produce sustainable financial results during the oncoming years.

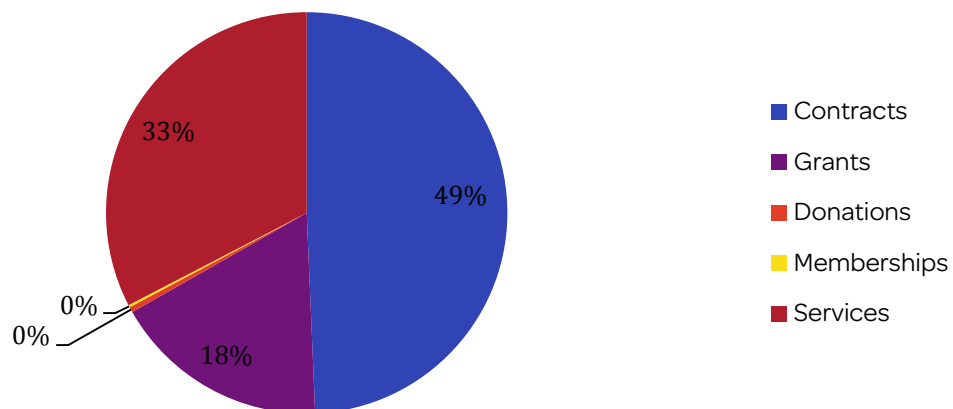
A handwritten signature in black ink, which appears to read "Shanmuganathan".

Mr Shan SHANMUGANATHAN

Treasurer

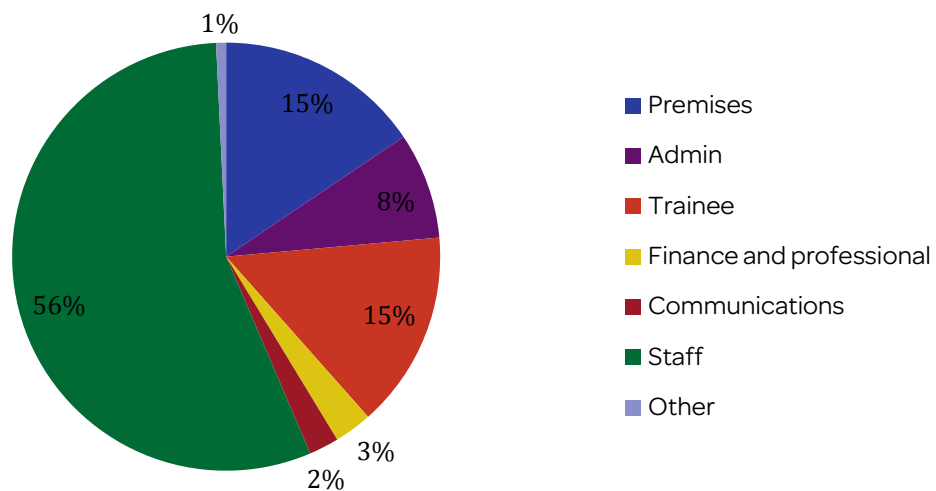
Kununurra CRC Income 2015/16

Total \$294,922



Kununurra CRC Expenses 2015/16

Total \$319,961



Income:

Contracts	\$145,481.20
Grants	\$51,439.91
Donations	\$1,281.56
Memberships	\$542.53
Services	\$96,177.39
Total:	\$294,922.60

Expenses:

Premises	\$49,750.30
Admin	\$25,684.67
Trainee	\$47,614.96
Finance and professional	\$9,149.47
Communications	\$7,220.65
Staff	\$17,8124.40
Other	\$2,416.58
Total:	\$319,961.00

Our Supporters

We have many champions within our community and aim to further facilitate partnerships and advocate for working together to achieve the best possible outcomes for the community and the wider East Kimberley Region.

We have the support of many individuals within the community as well as other not for profit and community groups and the never wavering championing of the Association of WA Community Resource Centres.

Government

Our partnership with the Shire of Wyndham East Kimberley has been built on cooperation and collaboration and is something we intend to build on into the future. Our working relationship with the Department of Regional Development continues to be our main source of financial support.

Community Partners

- Kimberley Group Training
- East Kimberley Chamber of Commerce and Industry
- Kununurra Progress Association
- Kimberley Small Business Support
- Kununurra Visitor Centre
- Ord Valley Events

Get involved:

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E: kununurra@crc.net.au

8 Banksia St

PO Box 1149 Kununurra WA 6743

W: www.kununurra.crc.net.au

