

MINUTES OF THE ANNUAL GENERAL MEETING																																					
2016/2017 AGM Friday 27 <sup>th</sup> October 2017																																					
1. PRESENT	Ray Curo, John Keogh, Ken Lloyd, Ranui Harris, Alan Lloyd, Francis Hull, Gerald Souroup, Sylvia Baker, Emma Lindquist																																				
2. OPENING	Ray Curo opened the AGM at 1:30pm. Chairperson's report handed to each attendee by Emma Lindquist. The BOM thanked the CRC staff for the organisation of the lunch provided.																																				
3. APOLOGIES	Nil																																				
4. MINUTES OF THE 2016 ANNUAL GENERAL MEETING	Accepted  Moved Ray Curo  Seconded Ken Lloyd																																				
5. MATTERS ARISING FROM THE MINUTES	Financial matters relating to the Work for the Dole Programme																																				
6. REPORTS	<ul style="list-style-type: none"> <li>- CHAIRPERSON'S REPORT – Handed to each attendee and Tabled</li> <li>- TREASURERS REPORT - Tabled</li> <li>- MANAGERS REPORT –Tabled</li> <li>- VODS REPORT - Tabled</li> <li>- AUDITOR'S FINANCIAL REPORT – On Board Table for viewing by attendees. Tabled</li> </ul> <p>It was endorsed the Report's be accepted.</p> <p>Moved John Keogh Second Ken Lloyd</p>																																				
7. ELECTION OF OFFICE BEARERS	<p>The following positions were nominated and successfully endorsed:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Nominee</th> <th>Position</th> <th>Moved</th> <th>Seconded</th> </tr> </thead> <tbody> <tr> <td>Ray Curo</td> <td>Chairperson</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td>Alan Lloyd</td> <td>Vice Chairperson</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td>Ray Curo</td> <td>Treasurer</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td>Ken Lloyd</td> <td>Member</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td>John Keogh</td> <td>Member</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td>Francis Hull</td> <td>Member</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td>Gerald Sousourp</td> <td>Member</td> <td>John Keogh</td> <td>Ken Lloyd</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Nominee	Position	Moved	Seconded	Ray Curo	Chairperson	John Keogh	Ken Lloyd	Alan Lloyd	Vice Chairperson	John Keogh	Ken Lloyd	Ray Curo	Treasurer	John Keogh	Ken Lloyd	Ken Lloyd	Member	John Keogh	Ken Lloyd	John Keogh	Member	John Keogh	Ken Lloyd	Francis Hull	Member	John Keogh	Ken Lloyd	Gerald Sousourp	Member	John Keogh	Ken Lloyd				
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	<p>Moved – John Keough          Seconded – Ken Lloyd</p>
<p>8. GENERAL BUSINESS</p>	<p>Appoint Auditor – Hampton Partners Bridgetown          Reappointed on the basis that the fee for the Audit process doesn't rise.</p> <p>Moved – Ken Lloyd          Seconded – Ray Curo</p> <p>Meeting closed by Ray Curo at 2:32pm</p>

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## Chairman's Report

Ray Curo - Chairman

The year has presented many challenges for the Manager, Staff, and Board members and commenced with a high priority placed on increasing income from new projects, applying for grants, increase membership and raising the profile of the centre.

We entered into a contract with an employment agency to manage a project entitled Work for the Dole, which gave us room hire and fee for service. The weekly hours less than the normal 38 which made it difficult to generate income for the balance of 10 or so hours for an employee, managing the project was a specialist requirement with resultant appropriate wages cost. It was a six months contract with further development into a possible second-hand shop as part of the contract. The concept great for the community, however after much deliberation the Manager recommended that we not proceed.

The centre employed a project officer with the intent of new projects and grant applications, we received grants for IT and improved storage, MYOB training. Through involvement with the Men's Shed we applied for and managed a grant where a very successful day with emphasis on Men's health was held.

The contract with DLGC was rolled over and the Officer involved received congratulatory remarks which was very pleasing for Manager. The contract with DHS also ran smoothly and we received positive feedback and along with DLGC these contracts will continue. The contract with DOT is functioning well and provides a good source of income to assist with sustainability, errors are measured as are periodical visits to observe the activity, our errors have decreased to a very low level with positive feedback on the overall performance.

The room hire has been a major promotion and it is pleasing to see along with admin services that there is an increase in activity, which still has the capacity to increase. There is currently close to 400 people per week coming to the centre for various reasons, this is helping with promoting what services are available and generally getting a higher profile in the community.

Throughout the year various staff attended workshops from media, to monitoring of finances and various conferences. The pleasing thing from a BOM point of view is, when employees, be it manager or trainee, there always seems to be something new introduced after the training or conference, it could be procedure changes, ways of marketing to name a couple. This gives the BOM confidence to support further training and it means in some instances that the employee could be managing and applying for a grant which furthers their skills.

The Manager continues to be involved in the Men's shed in an administrative way, we have been involved with the community garden through auspicing there applications and receipt of grants. The manager continues to make approaches to achieve partnerships, DVA and the RSL have been high on her agenda.

The MCRC policy of making available positions for trainees has gone well, there has been very good applicants for the positions we have been able to provide and they will become a valuable part of the team at the centre. It is to be hoped that the trainee program for country people continues to be supported by Govt as it is such a marvellous opportunity to get into the workforce under very well managed work disciplines.

We have had challenges along the way and for those employees currently with us you have made a marvellous contribution to the functions of the centre, and display a welcoming facility to walk into with a can-do approach, there are functions the centre has that require a mature attitude to ensure that the ethos of centre is maintained.

The centre has functioned with a high degree of customer focus with a very dedicated Manager, and a dedicated BOM to provide the services to the community in a central location with a well presented and managed centre. There has been a considerable amount of time when there has been a distraction, firstly for the manager and other employees at the time and the BOM over an employee HR issue that took considerable resources including financial and became very stressful for all concerned for many months.

This contributed to a higher than normal turnover of staff with continual training of new employees, external consultancy was required for the HR issue and for financial data input. This has had the effect of detracting from a reasonable healthy financial position the centre had achieved over many years and it will once again

MANJIMUP COMMUNITY RESOURCE CENTRE  
TREASURERS REPORT FOR THE FINANCIAL YEAR 2016-2017

INCOME.

Exceeded budget by \$71021.96 and exceeded the financial year 2015-2016 by \$60906.18, the major contributor being Work for the Dole. There was also a grant mainly for technology and a storage system. The work for the dole as a business did not meet the expectations and was discontinued late 2016. The other areas of administrative services and hire pretty much followed the trend of previous year.

EXPENSES.

Amortisation of \$99651.71 made up most of the total expenses of \$599474.33, therefore operating expenses being \$69442.62. There was over budgeted expenses and unexpected expenses. (Amortization-accounting term refers to cost of allocating the cost of an intangible asset over a period of time)

Over budget.

Wages, major portion relate to Work for the Dole which was not budgeted for and influences superannuation, also there was a higher than normal staff turn over requiring un budgeted training, building repairs account for the weather protection at entry door, greater promotion of centre accounted for the advertising, office supplies consumables not items one would consider for this purpose, so account considerations need to be addressed though would not change anything overall. Contractors IT relate to the grant referred in income.

Unexpected expenses.

Consultancy has to do with having to use consultants in the areas of HR and financial data input. Travel and accommodation also relates to HR matter and staff training a result of higher than anticipated staff turnover. The wage component of Work for the Dole not related to the contract, did not reflect the added income, from expenses incurred. The grant expenses covered by the extra in come from grants.

Conclusion.

The two liabilities accounts June 2016 \$46804.02 to \$26947.50 a reduction of \$19856.52 used to sustain the operation and events of the centre during the financial year.

There have been some additions to account numbers, job costing, and procedures to enable an even better understanding with the workings of the centre going forward.

There is still some work to do to achieve a data system operating that gives clarity around the financial information and there should be a strong emphasis on a tri monthly budget review for the incoming committee.

Ray Curo

Treasurer

 25/10/2017  
Manjimup Community Resource Centre

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## Manager's Report

Ranui Harris – Centre Manager

The 2016-2017 financial year has been a challenging year for our centre, due to an HR related complaint by a staff member, which caused lengthy disruption to our organisation as it required time, effort, external consultants, and financial resources to resolve, effectively. The impact to our normal project development progress was frustrating to both staff and our Board of Management.

In hindsight, this situation has resulted in a more streamlined organisation, and a focussed and harmonious workplace, due to the following

- HR training and mentoring for myself as manager, most particularly, monitoring and documenting performance management problems in a disciplined fashion.
- Operational review including staffing.
- Two current trainees becoming full-time "Customer Services Officers"
- The opportunity to recruit two "Business Administration Cert III" trainees, one our first male trainee.
- The creation of a living operational procedures manual to assist and support our staff to deliver independent customer services and operational process, without a reception supervisor, which was increasingly problematic.

Although internal governance was a focus, we met and appropriately reported, on all service delivery requirements for our service delivery contracts. Our action plan activities and events have proceeded in an organised manner, and delivery of our reception services are a testament to our dedicated staff, who are appreciated for their commitment to our organisation, and in particular for maintaining the high quality standard of customer service, that our reputation is built on.

In December 2016, we commenced a 6 month "Work for the Dole", group project, under contract to Max Employment Solutions Pty. The project focussed on teaching participant's office and administration skills, providing marketing support for both our own events and activities and also outside organisations. Current legislation will only allow a group project to run for six months, which was unfortunate as the employment outcomes and confidence which the learning environment provided were recognised nationally.

Financial sustainability remains the most important focus, marketing and promoting our room hire and administration services, to maximize income remains a high priority objective. The recent budget announcement of network funding cuts, adds to my determination that we seek additional grant and project funding to ensure ongoing service delivery to our growing community.

Association support strengthens community development, our auspice relationships with the Manjimup Community Garden, and Manji Men's Shed remain strong, with opportunity to host valuable health and education workshops and events through-out the year. We also support a variety of organisations with governance, advocacy and marketing support to ensure our community support agencies and groups are self-sustaining. This support is valued at \$200.00 per annum by memorandum of understanding, and allows the group to utilise this credit for our administration, printing and room hire services.

I recently joined the consultation committee for the "Dementia Friendly Project" delivered by Alzheimer's WA. This is the inaugural project of its kind and is concurrently running in "York, WA" and Manjimup, the project aims at creating a community environment which embraces, and supports people with Dementia by educating both business and residents. This involvement will result in hosting and room hire opportunities for the centre, in addition to developing aged care support services and awareness in a responsive manner to our increasing aged population.

Our Western Australian, Community Resource Network approach an impending service delivery and funding review, now more than ever it is vitally important for our team to remain focussed on meeting our required outcomes, and continuing to build our capacity with local community members and by creating collaborative partnerships. We deliver services for all our existing service agreements with equal respect and attention to detail, it is pleasing to report that we maintain a valued reputation with them all.

I wish to acknowledge our staff for weathering the storm of the required environment and operating changes I have implemented, and the ongoing support of our volunteer Board of Management for trusting me to make confident operational decisions, focussed on business sustainability, and workplace health and wellbeing.

Ranui Harris  
27/10/2017

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# Volunteer Opportunity Development Service – Report

Rae Starr - VODS Officer

## Abbreviation explanation

“VODS” – Volunteer Opportunity Development Service

“MCRC” – Manjimup Community Recourse Centre

“CRC” – Community Resource Centre

Primarily I must briefly mention the outcome of our most recent Service Delivery Data Report and Annual Progress Report to 30<sup>th</sup> June 2017 submitted to The DLGC August 2017. Our data was much improved due support of 6 hours per week from Sonja Hctor and an updated data recording, more rigorous recording method, the Department acknowledged the figures. The Annual Progress Report was accepted. The VODS was viewed as being a service responsive to the requirements of individuals and organisations in the Manjimup area. I feel the positive response for the service provided by Manjimup CRC is an indication of the significance of the service we provide to local people and organisations.

During 2016/2017 there was an increased number accessing the service by individuals and organisations. Almost 70% of individuals engaging with the service were women and the highest age group was 60 and over, with just 9% identifying themselves from a CALD background. The majority of those individuals were looking for volunteering activities following retirement, some looking for activities to comply with Centrelink conditions, however a good percentage were aiming at more engagement with their local community, through volunteer involvement.

Some, notable volunteer involving activities and events for the 2016/2017 period were:

- ‘Thank a Volunteer Day’ Continental Breakfast in December, attended by 22 volunteers.
- The Shire of Manjimup Youth Network Festival during National Youth Week, in April, was a mammoth success with many volunteers and Volunteer Involving Organisations working together to provide an awesome free festival for the younger members on the Shire of Manjimup community. MCRC and VODS worked with the Shire of Manjimup Youth Network to provide the festival, held in Northcliffe, energetically attended by around 250 young people.
- Also in April VODS was in attendance at the Health and Wellness Expo, organised by Manjimup HACC.
- In May the event at the MCRC, during National Volunteer Week, was held in two parts, with an ‘Expo’ of emergency volunteering activities on Thursday and a Family Fun Day the following Saturday with morning tea and a fire engine in the CRC car park, attended by around 40 people.

The MCRC/VODS ongoing partnerships with organisations such as the Manji Men’s Shed, the Shire of Manjimup Youth Network and The Rose Centre, Stellar Violets, Warren Catchments Council and Days for Girls are thriving. I have attended an open day at “The Rose Centre”, where several new volunteers were signed up, and the launch of “Friday volunteering” at Stellar Violets, where there are several new initiatives happening for volunteer involvement, including a “Nature Playgroup” for pre-school children, launched in September.

Training sessions for volunteers have been facilitated by the MCRC and delivered by the Bridgetown Chapter Days for Girls, leading to forming two successful and industrious teams in Manjimup and Quinninup producing re-usable menstruation kits for girls and women in Papua New Guinea. Warren Catchments Council provided a training day in Quinninup regarding identification and eradication of weed species, the outcome of the training was a booklet designed in partnership with them and produced by MCRC for use in different communities. Training for organisations has included a grant writing workshop and an ‘In Safe Hands’ workshop for organisations working in the outside environment.

The State Volunteering Strategy Consultation in Manjimup held at the Gateway Hotel in November of 2016 was a great success, with 9 local Volunteers Involving Organisations attending and contributing to the consultation to form a future for positive volunteering in WA.

## Event's & Activities

Oct - Dec 2016	Event or Workshop	Event Partner's
	Department of Vet Affairs Information session at Manjimup RSL	Manjimup RSL Department of Veterans Affairs
	Pemberton Employment Expo - SFEH	Pemberton CRC
	Workwise – HR series	Workwise Bunbury
	Cyber Crime by COTA	Cota Australia Southwest Development Commission
	Aging Passionately	Cota Australia Southwest Development Commission
	Annual Vollunteer – Xmas party	Shire of Manjimup
	Workwise – HR Series	Workwise Bunbury
	Tartuffle evening screening Westlink Broadcast	Westlink
	Spanner in the Works	Manjimup Mens Shed 18 Health services
	Days for Girls – Launch presentation Opening Manjimup/Quininup Chapters	Days for Girls – Bridgetown Days for Girls – International
	Workwise – HR Series	Workwise Bunbury
	Days for Girls – Manjimup/Quininup Inagural meeting and election of office bearers	Days for Girls - Bridgetown
Jan – Mar 2017	Event or Workshop	Event Partner's
	Telstra NBN – Two information sessions 13 <sup>th</sup> & 17 <sup>th</sup> Telstra NBN Van - Hosted	Telstra Business
	Safe hands workshop - Warren Catchment Council	Warren Catchment Council
	Independent Living	Independent living centre
	Alive Project – Presentation, selection consultation members	CommunityWest
	Days for girls – Sewing Group, meeting	Days for Girls – Manjimup/Quininup
	Dept Veteran Affairs – Community info session	Manjimup RSL Bridgetown RSL
	Weed Workshop – Warren Catchment Council	Warren Catchment Council
April – June 2017	Event or Workshop	Event Partner's
	Wellness and Lifestyle Expo	Warren Blackwood Human Services Network
	Youth Week - Northcliffe	Manjimup Shire
	Career Centre Workshop	Job South West – Kath Bell
	NBN Adviser – Community Info Session	Southwest Devvelopment Commission
	Mens Health Week	Mens Shed
	Curtin University Exams Supervision	Curtin University
	Southwest Catchment Council – Biosecurity video conference	Southwest Catchment Council Producers
	Days for Girls – Sewing & Meeting	Days for Girls – Manjimup & Quininup Chapters Manjimup Craft Group
	Employment Law Workshop	Employment Law Centre of WA
July – Sep 2017	Event or Workshop	Event Partner's
Tax Season	Tax Agent Support	Australian Taxation Office
	BFS Webinar – Seniors Computing Class Club video conference	Broadband for Seniors Seniors Computing Club
	Optimise – Employment Opportunity	Jobs South West – Kath Bell
	NBN Adviser – Mike Hendry	Southwest Development Commision
	Lincolns – Farm Succession Planning	Lincolns Accountants - Albany
	Switerland Westlink Broadcast	Westlink
	Quinninup Market Day	Quininup Association
	Days For Girls - High Tea	Bridgetown DFG Manjimup DFG Quininup DFG
November & December 2017		
31 October	Basic Computing – Excell	Phillip McWhirter
November	Hancock Media - Facebook Engaging your community	Hancock Media Manjimup Golf Club
December	VODS Thank a Volunteer Day	Shire of Manjimup Volunteer Organisations