

Agenda Reference and Subject	
12.1. – Late Item – Norseman Community Resource Centre Management Report and Financial Statements, May 2022.	
Location / Address	78 Prinsep Street, Norseman WA 6443
File Reference	
Author	Manager Norseman CRC- Angela Hogan Senior Administration Officer – Ciara Stewart
Date of Report	27 June 2022
Disclosure of Interest	Nil

Summary

That the Shire of Dundas Council review and accept the Norseman Community Resource Centre Management Report for May 2022; and the Financial Statements for April and May 2022.



MANAGEMENT REPORT

Prepared by: Angie Hogan
01/5/2022-31/05/2022

Norseman Community Resource Centre

Membership and patronage details:

Total Number of memberships: 4

New memberships this reporting period: 0

Patronage per opening hour: 28.0

The AEC early polling was available at the Woodlands Centre for 2 weeks in May, during that time, the centre saw triple patronage through the door, which saw a lot of products from the CRC and VC bought from customers.

The CRC partnered up with SpacetoCo to improve the CRC's booking system as we are now receiving quite a lot of bookings, this will help us manage our bookings process more efficiently. This will help customers book online, and will also help promote our venue and increase bookings and revenue for the CRC.

BeConnected has also released some great new online workshops and webinars with more health services being offered digitally, which the CRC will be offering in mid-June. The CRC has also partnered with the Australian Digital Health Agency (ADHA) so that our workshops will provide a program that is designed to improve people's uptake and confidence in using My health records seeing a doctor or specialist via Telehealth, accessing mental health support, filling in prescriptions remotely and being in control of their health information.

The CRC is currently working with Esperance Chamber of Commerce & Industry (Business Local) organising workshops to boost skills and help small business owners to make better informed decisions and also;

- starting a business
- planning for success
- marketing your products and services
- social media and digital marketing
- employing staff
- managing your finances

Centrelink

The CRC has renewed its contract with Services Australia for 2022/2023 payment has increased from \$27,037.92 to \$29,741.65.

Over the last month we have helped;

- 26 customers accessed Centrelink
- 0 with Medicare.
- We assisted 22 with self service
- 13 customers had a general enquiry.
- 0 assisted with completion of forms
- 11 were provided a publication
- 7 were referred to Centrelink
- 5 Registered for self service
- 10 were assisted with self- service terminals
- 47 took less than 5 minutes
- 20 5-15 minutes
- 6 up to 30 minutes
- 9 over 30 minutes

Monthly Total: 82

Monthly Statistics for Community Resource Centre

Photo Kiosk 4

CRC Retail 18

Digital Assistance 49

General Enquiries 275

Internet 44

Kidz Klub- Easter Egg hunt 25, Pizza Making 4

Room Booking Roll up WA 18, iHear 1, Centrecare 2, Dept of Education 7, Dept of Transport 2.

Photocopying 55

Printing 11

Gov Booth 2

Hot Desk 6

Events – Biggest Morning Tea 15, Horizon info session 8, Squash 3

AEC Polling 415, 20% being Tourists

Monthly Total: 897

Service providers who attended the CRC in the reporting period and outcomes achieved.

ihear will be hiring the meeting room once a month and conducting FREE hearing tests for the community.

Centrecare will start outreach from the Woodlands Centre on Wednesday 4th May and hopefully every fortnight after that.

Trans WA

The Norseman CRC is a TransWA Ticketing Agent. We can arrange all your TransWA requirements such as booking tickets for TransWA services across WA and taking payments.

We can book and issue tickets for all TransWA Services. We also have timetables available and can provide luggage tags, unaccompanied children forms and can arrange special requirements for your journey.

Total Tickets Booked: 23

Meeting Room Hire

At the moment we have one service provider offering FREE ear checks, iHear will be at the CRC Meeting room once a month until September.

CRC Hot Desk

The CRC Hot desk is used by a few customers who are travelling and need a space to conduct some work or have a zoom meeting, this is a free service and is available to businesses and individuals. This month we have had 6 x customers use the desk.

Marketing strategies undertaken in the reporting period and outcomes achieved **Strategies undertaken:**

Social Media, web sites, CRC web page.

Events/courses investigated for future succession planning

All year we will be running Free Basic computer classes-Word, Excel, and Publisher, and BeConnected for Seniors 50+ and short courses.

Professional development and training opportunities

Certificate III in information, Digital media and Technology.

Comment

Simple Majority

Officer Recommendation

1 That the Norseman Community Resource Management Report ending 31st May 2022 be accepted.

