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GINGIN
DISTRICT COMMUNITY RESOURCE
CENTRE INCORPORATED

ABN 53 593 433 701

STRATEGIC PLAN
2022 - 2025

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Contents Page

INTRODUCTION.....	3
MISSION.....	3
VISION	3
GUIDING PRINCIPLES	3
OBJECTIVES.....	3
<i>OPERATIONAL ENVIRONMENT</i>	4
Geographic area	4
Operational centre.....	4
Governance and staff.....	4
Financing and other supports	5
Operational assessment	5
STRATEGIES.....	6
Services.....	6
1. Provision of access to government services.....	6
2. Economic and business development support.....	6
3. Social development support.....	6
4. Services and products.....	6
5. Building community connections.....	6
Finances.....	7
Governance	7
MONITORING AND REVIEW OF STRATEGIC PLAN	7

INTRODUCTION

The Gingin District Community Resource Centre Incorporated (CRC) is a not-for-profit charitable association incorporated under the *Associations Incorporation Act 2015* (WA). It was first established in 1999.

CRC is a part of the network of Community Resource Centres that exists across Western Australia and as such is supported by the Western Australian Community Resource Network and the WA State Government.

CRC aims to provide a range of services to the community of Gingin and surrounding areas.

This document sets out our Strategic Plan for the years 2022-2025.

MISSION

Our mission is to meet needs of our local and regional communities by providing access to a range of services, information and training and development opportunities in collaboration with the community, the WA Community Resource Network and other stakeholders.

VISION

Our vision in achieving this mission is to have an innovative, sustainable and interactive community-based centre, providing a wide range of quality services, information and social opportunities in a professional and inclusive environment.

GUIDING PRINCIPLES

CRC's operations will be guided by principles of community participation and direction, sustainability, professionalism, customer service, accountability and ethical behaviour.

OBJECTIVES

During the period 2022 to 2025 we will continue to develop a suite of sustainable community services, including:

- Ready access to government and agency information such as Centrelink, Australian Tax Office, Government Access Computer and Veterans Affairs
- Administrative services (photocopying, printing, laminating and secretarial services)
- Community information
- Community events co-ordination
- The facilitation of courier and visiting employment consultancy services
- Internet and technology access

- Education, training and skills development opportunities
- Marketing of local products and other local business supports
- Library access
- Tourism information
- Other appropriate services identified as being required and sustainable.

OPERATIONAL ENVIRONMENT

Geographic area

CRC's operational responsibility covers significant areas of WA's Shire of Gingin and Shire of Chittering. Centred in the Gingin town site, its operations extend as far as Bindoon (22km east of Gingin), Upper Chittering (35km southeast), Neergabby and Woodridge (26km and 40km west), Muchea (26km south) and Wannamal (26km northeast). Lancelin Community Resource Centre services the Lancelin town site, which is approximately 80kms northwest of Gingin, and the two community resource centres share service provision for the intermediate area.

CRC's total client numbers for a single year are estimated at 6212.

Operational centre

CRC's headquarters and operational centre is at 1a Lily King Place, Gingin WA 6503.

The centre comprises a building co-funded with government for CRC purposes on land held by arrangement by the Shire of Gingin.

In addition to the centre, CRC has IT and other equipment and facilities and personnel to enable it to carry out its mission.

Governance and staff

As an incorporated association the CRC is subject to its constitution and the *Associations Incorporation Act 2015* (WA).

Our voting membership is open to persons, other than paid staff, who are over the age of fifteen (15) years and who support the objects and charitable purposes of the association.

CRC is governed by a committee of seven members, comprising a Chairperson, Vice-Chairperson, Secretary, Gingin shire representative, Treasurer and community members. Our Committee meets on a bi-monthly basis.

An employed Manager is responsible for CRC's day-to-day operations and reports to the Committee. Other staff members include an Assistant Manager and Community Services Officer and can include trainees and school or other work experience students.

We also rely on a team of dedicated volunteers.

Financing and other supports

CRC receives financial and other supports from various agencies and organisation's for its operations and projects. These include:

- Department of Primary Industries & Regional Development
- WA Community Resource Network
- Services Australia
- Shire of Gingin
- Star Track Courier Services
- TNT Courier Services
- RSM Business Local
- Directions Employment
- Australian Tax Office
- Bendigo Bank
- Department of Veteran Affairs
- TRANSWA
- C Y O'Connor TAFE
- NEC Broadband for Seniors
- Forrest Personnel
- Telstra Prepaid
- Local producers
- Linkwest
- State Library of WA

We also raise revenue by marketing local produce and other items and by charging modest fees for room and equipment use.

The most significant funding source for CRC is from the WA State Government's Department of Primary Industries and Regional Development. This provides funding for our annual operations through the State Government's programme of support for Community Resource Centres in the State. In 2022 the Department confirmed ongoing funding for Community Resource Centres for a further 5 years.

Operational assessment

CRC is generally well appreciated in the Gingin community and surrounds. A survey commissioned by the Western Australian Community Resource Network in October 2021 found that the CRC's client base had an overall high degree of satisfaction with CRC's operations and considered that CRC's staff and volunteers significantly contributed to this result.

Our organisation relies largely on external funding. There has been no indication that major funding avenues will be discontinued. The organisation is generally in sound financial shape.

In addition to its employed staff, CRC relies on volunteers and trainees. CRC is fortunate in having three highly skilled and motivated employed staff. Since CRC's inception the Gingin community has continued to provide sufficient numbers of volunteers and trainees to support its operations and governance.

Crucial to the effectiveness of CRC is its relationship with the Shire of Gingin. CRC carries out and assists with various shire projects and is remunerated by the shire for its involvement. The relationship of CRC with the Shire of Gingin is regarded by CRC as sound.

STRATEGIES

Services

During the period 2022 to 2025 the CRC will, subject to a continual assessment of need and sustainability, continue to provide the following services within its field of operation:

1. Provision of access to government services
 - On-line access to WA State Government (free)
 - Human Services self-service access and information
 - Department of Veterans Affairs information
 - Government Hot Office hire
2. Economic and business development support
 - Gingin visitors centre (products sale and exhibition centre)
 - Moore River Region Tourism Group participation
 - Hot Office provision and long-term room hire
 - Annual “Gingin Regional Directory” publication (including on-line production)
 - Monthly community newspaper production “The Gingin Buzz”
 - Business development Information and courses
 - Examination invigilators
3. Social development support
 - Women’s health and family services access and information
 - WA No Interest loan applications and information
 - Emergency food provision (short term only)
 - Facilitation and support of social events, annual activities, clubs and courses
 - Broadband for seniors tutoring and access
 - Health, social, business and economic referral data
 - Operation of Gingin library
4. Services and products
 - Administration services
 - Desktop design and publishing
 - Secretarial services, resume design, poster production
 - IP video conferencing facilities
 - Community event management
 - Information services
 - TRANSWA ticketing
 - STARTRACK Courier Service agency
5. Building community connections
 - “Welcome to Gingin” packs for newcomers

- Outlet for locally-sourced products
- Regional tourism information service and support
- Student work experience
- Return to work retraining/upskilling/work trial placements
- Gingin community garden administration
- Facilitation and support of social and artistic activities and events
- Local shire and community organisations networker and partner

During the planning period 2022-2025 other services that may be identified on the basis of need and sustainability that are consistent with CRC's mission will be assessed and may be trialled.

Finances

- CRC shall continue its association with the Western Australian Community Resource Network to retain its eligibility for ongoing operational funding from the State Government's Department of Primary Industries and Regional Development.
- We will also continue to foster our relationship with other current funding and support agencies and organisations.
- We will actively seek financing for further programmes consistent with CRC's mission.
- We will also work collaboratively with local businesses to promote their products for mutual financial benefit.
- CRC will ensure sound financial management and reporting and the economic sustainability of all of its programmes.

Governance

- CRC will actively solicit Committee membership each year from community members who have been identified as holding relevant skills and interest in the community's development.
- A governance training course will be offered each year to Committee members and senior staff to ensure governance upskilling and best practice.
- Committee meetings will continue to be held every two months or more frequently as required.
- Annual training will be offered to all staff, with a staff training programme to be approved each year by the Committee.
- CRC will continue to foster community involvement in its operations through the use and support of volunteers and trainees.

MONITORING AND REVIEW OF STRATEGIC PLAN

The implementation of the Strategic Plan will be monitored and reviewed in the following way:

- The Manager will report to the Committee every four months on the implementation of the Strategic Plan, addressing each of the Strategies and providing relevant details and statistics in relation to current services such as:
 - A list and number of the overall services provided to the community
 - Numbers of persons provided with government and community services
 - Workshops delivered

- Community events facilitated
- Number of Hot office bookings
- Collaborations with other community groups
- IT training sessions provided.

(b) The Committee will review the Strategic Plan annually and amend/update the plan as necessary.