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Who We Are

The Katanning Hub Community Resource Centre (CRC) is an independent notfor-profit association that strives towards improving access to Government services and economic, business, and social development opportunities for the people of the Shire of Katanning and surrounding communities.

Our funding is derived from State
Government contracts, project specific oneoff grants as well as patrons paying for
services. During the past 12 months the
Katanning Hub CRC increased its community
capacity with the establishment of the
Katanning Visitor Information Service and by
becoming the TransWA agent for Katanning.

The Katanning Hub CRC offers a five day a week service to the people within the Shire of Katanning and is located on Austral Terrace in the Old Katanning Hotel Building.

Katanning Hub CRC offers a wide range of services including:

- Web and computer access
- Government Access Point
- Access to teleconferencing equipment
- Meeting rooms and office spaces
- Administration and secretarial services
- Design and print services
- Business support, workshops and training
- Community training, workshops and events
- Community groups and Association support
- Trans WA booking service
- Local Information and Visitor Information Services

The Katanning Hub CRC is committed to continuous improvement and is keen to develop the quality and range of services that best meet the needs of our community. We work proactively with key stakeholders such as the Shire of Katanning, the Katanning Regional Business Association (KRBA) and our local community to continue to grow and stay connected with community needs.

Katanning is centrally located in the 'heart' of the Great Southern agricultural region, 287 kilometres south-east of Perth, on the Great Southern Highway and has a shire population of 4,200. Katanning offers the advantage of a rural lifestyle, with the convenience of easy access to the cities of Perth, Albany and Bunbury.

While the area is essentially agricultural, the town is a regional centre that offers a range of recreation and leisure facilities, government, health and education services. It is home to approximately 400 registered businesses that together form a diverse retail and business district that provides for Katanning residents and the surrounding shires of Woodanilling, Broomehill-Tambellup, Wagin, Kojonup, Dumbleyung, Gnowangerup and Kent.

The Katanning community prides itself on its multicultural diversity and it is recognised as one of the most culturally diverse communities in Western Australia. It's annual Harmony Festival showcases and highlights many of the different cultures present in the community.

Our Vision

The vision for the Katanning Hub CRC is to enhance the vibrancy and liveability of the Shire of Katanning. We aim to do this through the provision of opportunities to enhance community interaction and provision of educational and personal opportunities for our community members and businesses, with a view to improving their wellbeing, capacity, lifestyle and resilience.

Our Mission

The Katanning Hub CRC will enhance community interaction and provide educational and personal opportunities for the people of Katanning and support businesses within Katanning with information sessions, workshops and projects specific to their needs. The Katanning Hub CRC will work in partnership with agencies and services to enhance services delivered in the Shire of Katanning and improving Katanning residents' wellbeing, capacity, lifestyle and resilience



Katanning Rural Women Launch



Customer service awards presentation



Seniors Christmas Luncheon



Fire Safety Course

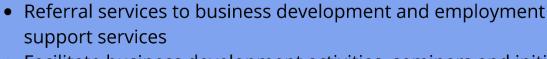
What We Do

ACCESS TO GOVERNMENT SERVICES



- Access to Local and State Government information and services
- Video conference services
- Information and support

FCONOMIC AND BUSINESS DEVELOPMENT SUPPORT





- Facilitate business development activities, seminars and initiatives
- Business incubation support services
- Provide Information
- Provide Networking opportunities

SOCIAL DEVELOPMENT SUPPORT



- Referral services to social support services
- Facilitate social development activities, seminars and initiatives
- Information and support

SERVICES AND PRODUCTS



- Office Hire
- Equipment Hire
- Print and Design Services
- Trans WA agent
- Administration and Secretarial Services

BUILDING COMMUNITY CONNECTIONS



- Community events
- Initiatives that build community connection
- Engagement with community

Chairpersons Report

The 2020 - 2021 year again presented many challenges to rural regional and remote Western Australia. The Katanning Hub Community Resource Centre has proved itself to be an adaptable, resilient and important service for the community of Katanning and the surrounding towns.

The Centre has focused on the key areas of service to meet our contract with the Department of Primary Industry and Regional Development. In addition to those key services of Government Services, Social Development. Economic and Business Development the CRC has also provided many organisations including the Katanning Regional Business Association with consistent and professional services. The Community Hub provides TransWA and Visitor Services and a wide variety of services for the Katanning Community and surrounding communities as outlined in this Annual Report.

The Board acknowledges the contribution of our coordinator Katie Wheeler, Katie's professionalism and ability to react and plan for the community needs on all fronts has ensured the service is relevant and excelling in all areas. We thank Katie for her dedication and leadership of our other wonderful staff in Gail, Zac and Chantal.

The Katanning Hub CRC has proved itself as an excellent trainer of staff, we have had the opportunity to attract 3 trainees to our organisation, with 2 on staff for the reporting period. Luan our first trainee was successful in completely a Cert IV in Business and is now studying and working in Administration. Zac is about to complete his Traineeship and has already secured employment locally. Chantal our newest Trainee is studying a Cert IV in Business and we have no doubt at the conclusion of her traineeship she will be secure employment locally and the demand for trained staff remains high.

The Hub Board provides high level guidance that assists the staff in strategic planning, governance, policy and finance. Board members bring their expertise in different sectors of the community to the table. Thank you for your time and commitment in the past year; Tania Edwards Treasurer, Michelle Carrington Secretary and Board members Anita Wills, Davina Davies, Gail Blaszczyk, Alan Mac Farland, Matt Collis. Gail steps down after 5 years service on the board, We thank Gail for her considered input over those years.

Liz Guidera Chair



Wood purchased from Badgebup Aboriginal Corporation was delivered to seniors in Katanning as part of the winter warmers lotteries grant



Katanning Hub CRC trainees Chantal and Zac helping set up for the Harmony Festival

Managers' Report

Katanning Hub Community Resource Centre continues to work in response to the business and community needs and wants, focusing on offering a wide range of services, events, and activities to develop the social and economic outlook of our district.

Firstly, I'd like to thank the Management Board for their dedication, attending meetings and contributing their skills and knowledge.

The Katanning Hub CRC has seen a large growth in people accessing our services. In 2020 we assisted over 900 people. For this reporting period we have assisted **4,412** people with information, **356** people have attended workshops/information sessions and we have worked with the Shire of Katanning, the Katanning Regional Business Association and other organisations, as well as assisting with the Katanning Show, Harmony Festival, Seniors Christmas Lunch and facilitating Customer Service Awards and Youth Events throughout 2020-2021.

In 2020 our local visitors' information centre closed, and the Shire of Katanning approached the Katanning Hub CRC to provide this service for a fee. We also became the Trans WA agent for Katanning.

During the 2020 -2021 reporting period, the Katanning Hub CRC assisted:

1621 people seeking support and assistance. We have identified that the increase in requests for service support may be due to the cancellation, due to COVID, of support agencies that previously serviced Katanning and the changing ways that businesses and services now operate with support workers and clients not wanting to travel for appointments and thus opting for video link ups. In addition, the documentation and forms that previously had to be signed and completed in person have now been moved onto online platforms and we have found that

Katanning Hub Annual Report 2020-2021

a large percentage of the community do not have the technology nor the skills required to access this online information in their homes. This has resulted in an increase of community members wanting to learn and upskill their computer and technology skills.

2353 people seeking local community information. The information requested by customers related to Katanning's services, businesses, and local attractions.

438 people needing information about bus services / booking tickets.

The Katanning Hub CRC staff have provided a high level of customer service throughout the year overcoming many obstacles and adapting to the ever-changing needs of our community.

Our Administration Coordinator, Gail Butterworth is employed 2 days a week. Gail has worked at the Centre for 3 years bringing valued community connection, organisational & communication skills to the CRC. Gail's wealth of knowledge and skills enables her to assist in mentoring trainees, organise events and assist clients. Gail has commenced a Certificate IV in Business

Zachary Anderson, our trainee, joined the Katanning Hub CRC team in May 2020. Zac will complete his Certificate III in Tourism traineeship in November 2021. In January 2021, Zac boarded the Leeuwin with many other trainees, after taking up the opportunity offered by DPIRD. Zac faced many challenges whilst on the Leeuwin and overcame many fears. He learnt the importance of teamwork, communication,

what it is to be a good leader and formed many friendships along the way. Zac has an interest and a strong understanding of technology. Zac has utilised this knowledge in the Senior Tech support sessions offered at our centre.

Chantal West, our newest trainee, joined us in April this year. Chantal will Complete her Certificate IV in Business within 12 months. Chantal has re-joined the workforce after taking time out for family. Chantal has a passion for being involved in community groups and activities.

In 2020, when our Visitor Information Centre and Trans WA agent closed, the Shire of Katanning approached the CRC with a proposal to provide visitor information. We identified that this service provided critical information to visitors to town promoting businesses and services within our town and provides the town with an access point to purchase Trans WA tickets.

2020-2021 has been a year to adapt to changing situations. We successfully adapted workshops and information sessions throughout the last 12 months to suit Covid restrictions. Splitting workshops and training into smaller groups when required and booking larger venues to continue to provide Katanning with events, training, workshops and information sessions when the need arose.

I feel we have facilitated many successful events throughout this period. We have built and developed strong and healthy relationships with the Shire of Katanning and the Katanning Regional Business Association. Our staff continue to work in partnership with these and other organisations to provide relevant, high quality workshops, training and events for Katanning and the surrounding district.

A very big thank you must go to the staff for their passion, support and their can do attitude that they bring to the centre everyday.....



Macrame workshop



Zachary meeting member for Roe Mr Peter Rundle MLA



Grilling in our way – Sharing culture through food event at the Katanning Harmony Festival

Our Team

Our Board

















Our Staff









Snapshot





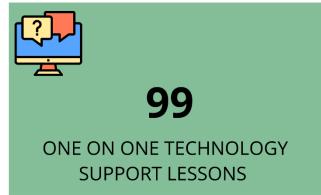
















Government Services

Government Access Point

Katanning is located in the heart of the Great Southern and services surrounding smaller towns. We have a separate Centrelink agency located within Katanning that provides support for Centrelink services. Our Government Access Point provides free access to online and print resources related to government agencies, as well as a selection of relevant non-government organisations that offer community support services. Our Government Access Point is set up in a private area to ensure the user has privacy.

This service enables clients, who do not have access to the internet, the opportunity to navigate Government websites to gain information without having to travel. As a large percentage of our clients have English as their second language, many customers require assistance to use this service. This assistance is provided by our staff whenever possible.

Videoconferencing Connections

Since 2019 the demand for video conferencing services increased dramatically, In November 2020 we purchased additional video conferencing equipment for each room to enable businesses, services, students and individuals to access video conferencing equipment.

In February 2021 we were successful in receiving the Community Resource Centre Technology and Innovation Grant offered by DPIRD. This grant was used to purchase a smart board and video conferencing equipment to upgrade our board room video conferencing capability and we are now able to provide the Katanning community with access to high quality video conferencing technology. The Katanning Hub CRC is the only public facility with this technology in Katanning and we have many community groups utilising this video conferencing technology for workshops, training and meetings.

Trans WA Services

In 2020 the Katanning Hub CRC became Trans WA agents. Trans WA provides a 6 day a week bus service to Katanning. As Agents, we have assisted 438 people in this reporting period with enquiries and ticket purchases. Providing this service to Katanning enables easy access for all community members to the Trans WA regional public transport system.







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Economic & Business Development Support

The Katanning Hub Community Resource Centre, through its contract with the Department of Primary Industries and Regional Development (DPIRD), continues to provide Katanning and the surrounding region with economic and business development and support.

Throughout this reporting period, in partnership with Albany Business Centre and RSM, we held a series of Xero bookkeeping workshops. Basic, Intermediate and Advanced level workshops were offered, with the additional opportunity for participants to attend one on one sessions. 32 people attended the workshops and 12 people took up the opportunity to have one on one sessions following the training.

In partnership with the Shire of Katanning, with the aim to attract and encourage visitors to stay and spend in Katanning we held 3 x Tourism and Small Business sessions where

















businesses identified potential tourism development projects.

Truck Licences HR-B

Synchromeash

SEPTEMBER - 7th & 8th

Katanning

Since 2019 we have focused on building digital skills within our businesses. Throughout the year we worked in partnership with the Shire of Katanning, Albany Business Centre and local businesses and held digital marketing, Facebook and Instagram workshops for small businesses. These workshops upskilled the attendees to be able to better promote their business on social media. Our Instagram workshop was presented by a local business owner who shared how they have successfully grown their online business.

In January, in partnership with the Albany Business Centre, we held a Business Activation Workshop for new businesses and for people thinking about starting their own business. Presenter Richard Keeler offered individual appointments after the information session for workshop attendees.

With requests from our farming community during this reporting period, we held a range agriculture based workshops and training opportunities. We engaged Employment Training Solutions to conduct heavy vehicle piloting, forklift, truck licencing and telehandler accredited training in Katanning at the CRC to upskill our local workforce. In March, Maree Gooch from SafeFarms WA presented an information session to 22 local farmers on WHS legislation concerning safety, health and wellbeing on farms.

When businesses were permitted to re-open and the regional borders opened after the Covid19 lockdown, Katanning received a huge influx of tourists. This increase in visitors to our town, combined with a staff shortage put a lot of pressure on all businesses and employees. We wanted to show the businesses and staff that our community appreciated them. We created and ran a Customer Service Award competition. We encouraged members of the public to nominate individuals and businesses within Katanning for these awards. Every person and/or business that was nominated received a certificate and on the back of the certificate we listed all the comments that the business or the individual received via their nomination(s). This proved to be very well received as the nominated employees and businesses enjoyed reading positive feedback. We received over 60 nominations and the overall feeling that radiated from these awards was incredibly positive and full of thanks and encouragement.

During our Local Business events we observed that only a small number of participants were women. After surveying a large group of women within the community we partnered with the Katanning Regional Katanning Hub Annual Report 2020-2021

Business Association and hosted a Katanning Rural Women's event. Our first event was a great success with over 50 women attending. Our second event saw 45 women attend and our third event had 60 women attend. A subcommittee has now been formed to coordinate the rural women's events in Katanning. The Katanning Hub CRC partners with this subcommittee assisting the volunteers in organising and running their events.

We have built and developed a strong, collaborative relationship with the Shire of Katanning and the Katanning Regional Business Association. With the CRC's knowledge and capacity to organise and manage events, workshops and training, the Shire of Katanning's ability to apply for grants and the KRBA connection to business in our region we have successfully worked in partnership to bring over 23 business events, workshops and training opportunities to the Katanning Region.













Our Business Partners























EMPLOYMENT TRAINING SOLUTIONS















HOTEL











Social Development Support

The Katanning Hub Community Resource Centre worked in partnership with many community groups for this reporting period. We have delivered over 58 community social development workshops, training opportunities and events.

During the school holidays we teamed with the Shire of Katanning to provide Katanning with a large range of school holiday activities. These activities included Geocaching adventures, discos, skate board workshops, skate board decorating workshops, art and craft sessions, cooking classes as well as running the cinema in the local town hall.













During COVID, we recorded an increase in Seniors requesting support to use computers, phones and a wide range of programs. We reacted to this demand by immediately offering one on one sessions to support those needing support, including written step by step guides to access programs and devices. We continued one on one lessons as well as introducing small group lessons when

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Covid19 guidelines permitted and we now hold weekly group sessions and one on one sessions assisting Seniors in our community with technology support.

Many of the Seniors of Katanning had spent much of 2020 in isolation and surrounded by the uncertainty of Covid19. We felt that there was a need to offer these Seniors a good healthy meal in a safe and festive environment that would offer them the opportunity to reconnect with friends that they might not have seen for a while and to reignite their feelings of 'belonging' to their community of Katanning. We worked in partnership with members of the Lions Club of Katanning, community volunteers that assisted with the food preparations (including

the Shire President), the Shire of Katanning, Katanning Leisure Centre staff and students from the Katanning Senior High School to coordinate a Christmas Lunch for Seniors. This event was a huge success with about 100 Seniors attending and it established itself as a positive way of interconnecting the many generations of our town.

We can help you with

Using your iPad,
tablet, laptop and
phone
Emailing
Social Media
Online Banking

To book a time slot, come into the Katanning











Funding from the Shire of Katanning enabled us to facilitate a Winter Warmer Support project for Seniors. We worked with the Badgebup Aboriginal Corporation to supply Seniors with loads of wood and food vouchers.

Other community event and initiatives we ran and supported were:

Shower head exchange through the Water Corporation.

Katanning History Book with the Katanning Lions Club - we designed, edited and printed a timeline of Katanning's history.

Katanning Harmony Festival - we supported the Shire of Katanning at the Friday night Food Night with 'Grilling it our way', where we organised different cultural groups to sell street food and share stories about their culture.

Katanning Croquet Club 100 year anniversary- we assisted club members in creating a photographic display of their club, teaching their members new computer skills













throughout the process.









Our Community Partners















Shire of **Katanning**



































Association Support

There are a wide range of clubs, associations and groups within Katanning. To support and upskill people on committees in our community for this reporting period we have coordinated both large group training sessions and small one on one consultations.

We held two large information sessions, facilitated by Kim Buttfield that included the following information:

- Understanding the importance and benefits of club planning
- The roles and responsibilities within your committee
- The governance and operational structure to support your Club
- Understanding your future volunteers and how you can support them
- Exploring ways to improve your committee meetings.
- What pots of funding are out there?
- The Project Plan process
- What funders are looking for
- Key components of your application
- How to make it stand out from the crowd
- Where to look for \$\$
- Writing up your proposal

Associations and clubs have used our facilities for meetings, utilising our wifi access, printing services, computers, laptops and video conferencing equipment.

We also provided individual and small training sessions to committee members on the topics of; minute taking, social media and how to use Canva to produce flyers and newsletters.

The Katanning Historical Society had reached the position of considering closing up, due to the lack of members.

They approached the Katanning Hub CRC team and asked for help. The Katanning Hub CRC has assisted the Historical Society in building membership and participation by working closely with the committee members to review it's constitution, policies, procedures and assisting to write grants. We created a

social media page for them to be able connect to the public, created letterheads, and digitised many of their forms. This has resulted in the formation of a strong committee and a plan for the future of the Society. We will continue to support them for the next 12 months by providing training and support when required.



























OBEELYA MUSEUM





During this reporting period we also began working with the Katanning District Pool Association, who approached us for help after their committee attended one of our workshops. We have assisted with their constitution, social media, membership forms, creating digital forms and have worked with the association to run Katanning Youth 8 Ball Sessions.

The Katanning Agricultural Society organises and runs the annual Katanning Show. In 2020 Katanning was one of the only towns to go ahead with their Show due to Covid19. The Katanning Hub CRC worked with the committee, running the social media and advertising for the 129th show for Katanning.



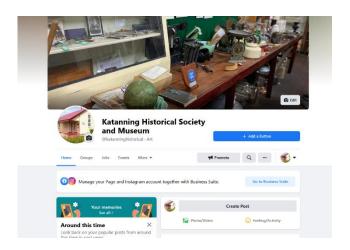
Association Support Workshops



Association Support Workshops



Afternoon tea to attract support and membership for the Historical Society



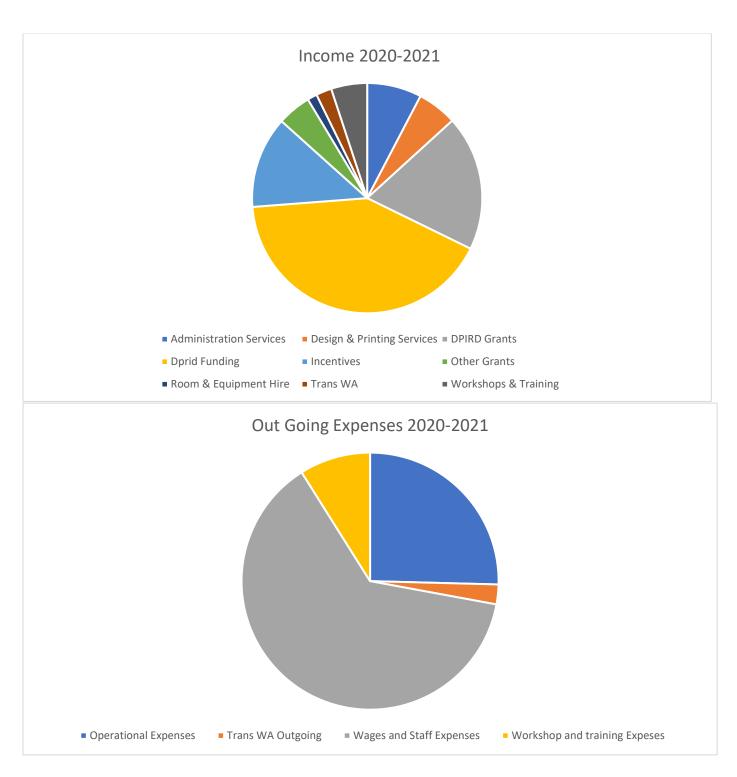
The CRC assisted the Society in creating Social media pages

Treasurers Report

2020-2021 Reporting period has seen the Katanning Hub CRC increase income from administration design and print services.

Room and Equipment hire income decreased due to COVID -19 operating restrictions for services using facilities.

Katanning Hub CRC will continue to focus on maximising opportunities to improve sustainability though income generation.



Financial Statement



Compilation report

Katanning & Districts Family & Community Association Inc For the year ended 30 June 2021

Compilation report to Katanning & Districts Family & Community Association Inc.

We have compiled the accompanying special purpose financial statements of Katanning & Districts Family & Community Association Inc, which comprise the asset and liabilities statement as at 30 June 2021, income and expenditure statement, the statement of cash flows, a summary of significant accounting policies and other explanatory notes. The specific purpose for which the special purpose financial statements have been prepared is set out in Note 1.

The Responsibility of the Committee Member's

The committee of Katanning & Districts Family & Community Association Inc are solely responsible for the information contained in the special purpose financial statements, the reliability, accuracy and completeness of the information and for the determination that the basis of accounting used is appropriate to meet their needs and for the purpose that financial statements were prepared.

Our Responsibility

On the basis of information provided by the partners we have compiled the accompanying special purpose financial statements in accordance with the basis of accounting as described in Note 1 to the financial statements and APES 315 Compilation of Financial Information.

We have applied our expertise in accounting and financial reporting to compile these financial statements in accordance with the basis of accounting described in Note 1 to the financial statements. We have complied with the relevant ethical requirements of APES 110 Code of Ethics for Professional Accountants.

Assurance Disclaimer

Since a compilation engagement is not an assurance engagement, we are not required to verify the reliability, accuracy or completeness of the information provided to us by management to compile these financial statements. Accordingly, we do not express an audit opinion or a review conclusion on these financial statements.

The special purpose financial statements were compiled exclusively for the benefit of the committee who are responsible for the reliability, accuracy and completeness of the information used to compile them. We do not accept responsibility for the contents of the special purpose financial statements.

Carbon Accountants & Business Consultants

24 Hasler Road

Osborne Park WA 6017

Dated: 17 Nov 2021