

NORTHCLIFFE

Community Resource Centre

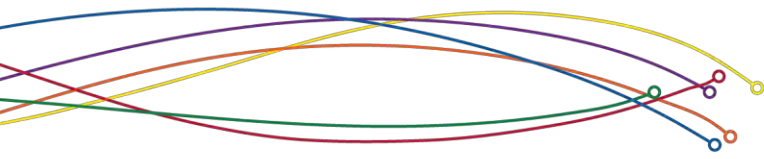
ANNUAL REPORT

2020-21

Proudly supported by the Northcliffe Community
and the Government of Western Australia

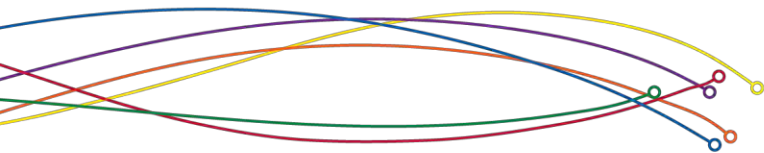


Department of
**Primary Industries and
Regional Development**



This annual report is available online at:

[northcliffe.org.au/resources/ncrc/2020-21 annual report.pdf](http://northcliffe.org.au/resources/ncrc/2020-21%20annual%20report.pdf)



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[northcliffe.org.au/resources/ncrc/2020-21 annual report.pdf](https://northcliffe.org.au/resources/ncrc/2020-21%20annual%20report.pdf)

You are invited to watch a VIDEO PRESENTATION of this annual report by Graham Evans, NCRC Manager

<https://www.youtube.com/watch?v=>

Who we are

Our Vision



We want Northcliffe to be a home for new business, community and social enterprises.

Our Mission



The mission of the Northcliffe Community Resource Centre is to support this vision by providing access to technology, information, educational and creative opportunities.

We are a community owned not-for-profit association located in the heart of Northcliffe and part of the WA Community Resource Network. Community Resource Centres (CRCs) are friendly, locally owned and operated service and information centres, tasked with promoting Economic and Social Development throughout Regional Western Australia.

What we do

“...providing access to technology, information, educational and creative opportunities”

Northcliffe Community Resource Centre, or just NCRC, is a not-for-profit incorporated association in the heart of Northcliffe. At the time of our 2020-21 AGM we are managed by a team of 7 volunteers who provide oversight over 4 staff members.

NCRC is open 5 days a week, a total of 37 hours. We have a large computer room, a utility room, an staff office, a mini-broadcasting studio, a large meeting room and a common area.

We provide a Human Services access point (for Medicare and Centrelink) and free computer use for those accessing online Government services.

At NCRC we are known, in our own community, for:

- quality computer, printing, scanning, binding and laminating services
- wide format and specialist photo printing
- quality assistance and technical advice with computer and mobile phone issues and internet connectivity
- cybersecurity advice and assistance
- assistance with online services whether government, marketplaces, job seeking platforms, education or anything else.
- a top quality meeting space, a video conferencing facility, and a bustling community computer room where help is always on hand
- a willingness to partner with Northcliffe community groups to help them achieve their objectives
- our beanbag cinema film club and activities for kids and adults

- maintaining a website with up to date information about Northcliffe community groups, services and businesses
- maintaining and publishing a monthly community calendar
- assistance to those developing new businesses and business ideas
- our notable partnerships with The Karri Pigeon newspaper, with Southern Forest Arts and with The Pioneer Museum

Beginning in the 2020/21 Financial Year, the NCRC are developing a professional standard podcasting studio for video and audio broadcasting activities. This has already begun to supercharge our video conferencing services with professional sound and lighting and smooth connectivity.

For the 2020/21 AGM we developed a limited, short demonstration of a few of the capabilities of our new studio. You can access it at our Youtube channel* under the title 2020/21 NCRC AGM

[youtube.com/watch?v=](https://www.youtube.com/watch?v=)

We hope, in next year's 2021/22 annual report, to be able to document the ways in which our little broadcasting studio has begun to be put to good use for our community.



Access to government services (SLO1)

- State, Federal and Local Government Information – we remaining open throughout
- Medicare, Centrelink and Department of Human Services
- Government Hot Office, meetings with elected representatives



Associations support (SLO3)

- Executive Officer Assistance and Training including training in Cloud based accounting systems
- Committee meeting room hire, event room hire
- Support packages to assist with your business activities



Economic and business development support (SLO2)

- Creating video and audio marketing materials
- **31 Business and Workforce Development referral relationships**
- Conference and meeting room hire
- Business Development support packages
- One on one Workforce Development support packages
- Computer Security, Photographic and other workshops
- *Northcliffe naturally* branding program
- Trainee program



Social development support (SLO3)

- We launched our new facilities: *The Meeting Space* and *The Common Room* with a *Maker Film Festival*.
- Over 100 Covid-19 Emergency Relief Referrals made for individuals in the community to receive financial assistance with essential bills.
- *Glitch* kids computing (computer gaming and supervised social media access for kids)
- **25 referral relationships** for drug, alcohol and mental health support, sports, art, fun and other Social Development purposes
- Computer Clinic and 'Get Email, Get MyGov, Get Started' support packages to provide accessible computer support to some of our most vulnerable community members
- *Northcliffe Beanbag Cinema* : our film events for kids and adults include dress-ups, pop-corn, games and competitions
- Our annual Photo competition and exhibition
- Activating local communications with northcliffe.org.au , monthly event calendars and technology tips
- Video conferencing, podcasting and video broadcasting studio.



Services and products

- Flexible room hire, bulk colour laser printing, bulk sheet cutter, faxing, scanning, large format photo printing and kodak kiosk.



Building community connections

- *The Common Room* – a free space for casual coffee meetings in town
- Printing the Karri Pigeon (published by Northcliffe Community Development)
- Partner projects with Southern Forest Arts and Creative Connections

Local Plumber Provides Vital Help During Covid 19



After watching a few videos with advice from the disease specialists, our CRC Manager had an epiphany about Covid 19 lockdown measures. We weren't looking at a short lock-down, and we weren't looking at an 'all or nothing' lock -down. How to maintain confidence and give the Northcliffe CRC a chance to credibly control disease risks and to be able to continue to support the community throughout the many, many months of Covid 19 precautions to come?

As the first of many steps to reduce the risks of Covid 19 transmission in the NCRC environment, the idea of a hand basin right outside our front door, was born. The next step was to phone our favourite plumber, Reedy.

Reedy and Tamla from JPR Plumbing and Gas came to our rescue! The Shire of Manjimup was also helpful, providing permission to proceed with this unconventional sink installation within a few hours.

Supplies donated by JPR Plumbing and Gas to support this project were valued at \$750. Our sincere thanks to them for their generosity and very quick turnaround.

JOHN REED

JPR Plumbing & Gas

9776 6440 0427 271 473

P/L 7139 G/L 1748

Northcliffe & surrounding areas

Above: A partnership with our local plumber helped the NCRC with our Covid safety measures in 2020 by installing a handwash basin outside our main entrance.

Chairman's Report

2020/21 was a year full of challenges for everyone.

Northcliffe CRC are proud to have served the community well throughout the unsettled year which was 2020/21.

While we had some challenges organising activities, we took appropriate health measures and managed to keep our essential services open throughout lockdowns, including our Centrelink Access Point.

We provided assistance to local businesses and community groups developing Covid Safety plans and QR check in points.

We also delivered tens of thousands of dollars worth of financial assistance to Northcliffe residents through Covid Emergency Relief referrals – more assistance than any other referral agent in our Shire.

NCRC received Covid financial support ourselves through State and Federal government schemes. We have reinvested the majority of that support into redeveloping the former Northcliffe Library spaces into:

- The Meeting Space: Now a multi-purpose meeting space with everything you could possibly want to conduct a great meeting. The space also doubles as a Bean Bag cinema complete with foyer and popcorn machine.

At the time of our AGM we have had seven screenings in our new beanbag cinema with over 130 attendees. The Meeting Space is now being booked and used several times a week.

- The Common Room: A space for volunteers, staff and visitors to hang-out. You can have a small impromptu meeting here with a fellow volunteer or a friend, without needing to book, or pay. The space has a kitchenette and a coffee machine and doubles as a

reception/ foyer for meetings, exhibitions and cinema screenings.

The Common Room has functioned as an essential part of events run by NCRC and Southern Forest Arts.

- The Mini-Broadcasting Studio: This was our most ambitious renovation, and a sign we are determined to make sure the NCRC has continued relevance to our community into the future. The space and broadcasting equipment will be available for the community to use, and has already enabled a number of professional standard video-conferences to occur.

We think Northcliffe is proud of their CRC. I am proud to have played a part in that, alongside the other committee volunteers and our staff.

Paul Owens
Chairman



Our Vision

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Manager's Report

A focus on our future

We are emerging from our pandemic focus and turning our eyes to the future.

Use of 'The Meeting Space', 'The Common Room', 'The Bean Bag Cinema', is already excellent and should grow naturally. We can relax about these well made community investments.

We are impatiently awaiting delivery of our SpaceX Starlink Internet connection which will deliver the highest internet speeds Northcliffe has seen (150Mbps + to those who follow the jargon). Starlink will enable the CRC to resume its role as an effective hub for community internet connectivity (a role which has suffered with the slowness and unreliability of our current internet).

Here are three major challenges I would like to highlight, heading in 2021/22:

1. NCRC staff need to stay ahead of the average technical skill levels of the Northcliffe community so we can pull the whole community forward. We need to help our community adapt to a Brave New World of online news and entertainment, government services, socializing, shopping, researching and working.
2. NCRCs most successful activities, such as the Glitch kid's computing club, have declined in popularity over the years. We don't want to give up our mantle as an over-achieving CRC and so we need new activities to replace these.

3. Northcliffe's Karri Pigeon newspaper faces an uncertain future. Published by Northcliffe Community Development, with assistance and printing provided by NCRC, it may be time to rethink the way locals share their stories and information.

A mini-broadcasting studio was conceived in 2020/21 as a forward looking project to give the community the ability to make podcasts and audio content, Youtube and video content, and to have a professional standard video conferencing studio.

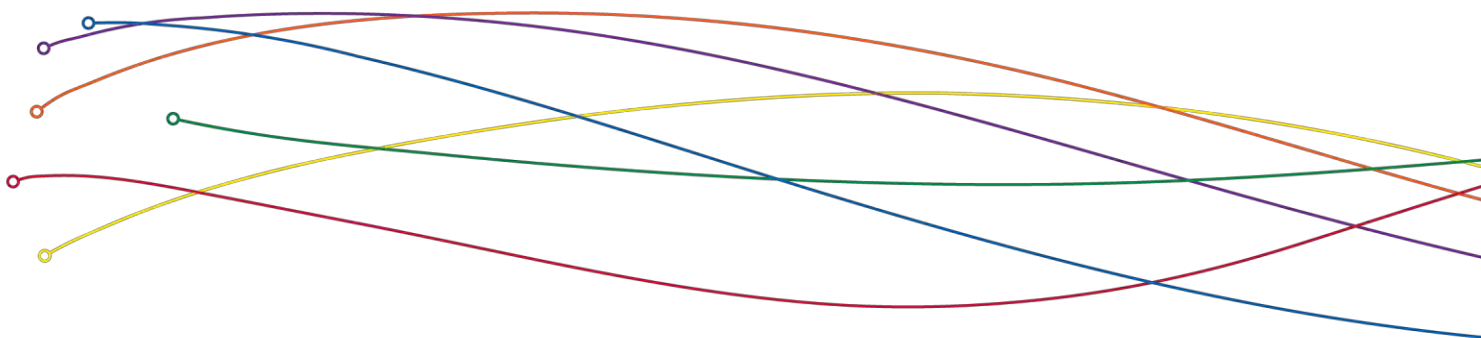
As 2021 has progressed our mini-broadcasting studio has come together, and we have begun to identify this facility as the key to meeting all three challenges highlighted above.

We will leverage the ability to create quality audio and video content to develop new activities for the NCRC and new community and business opportunities for Northcliffe.

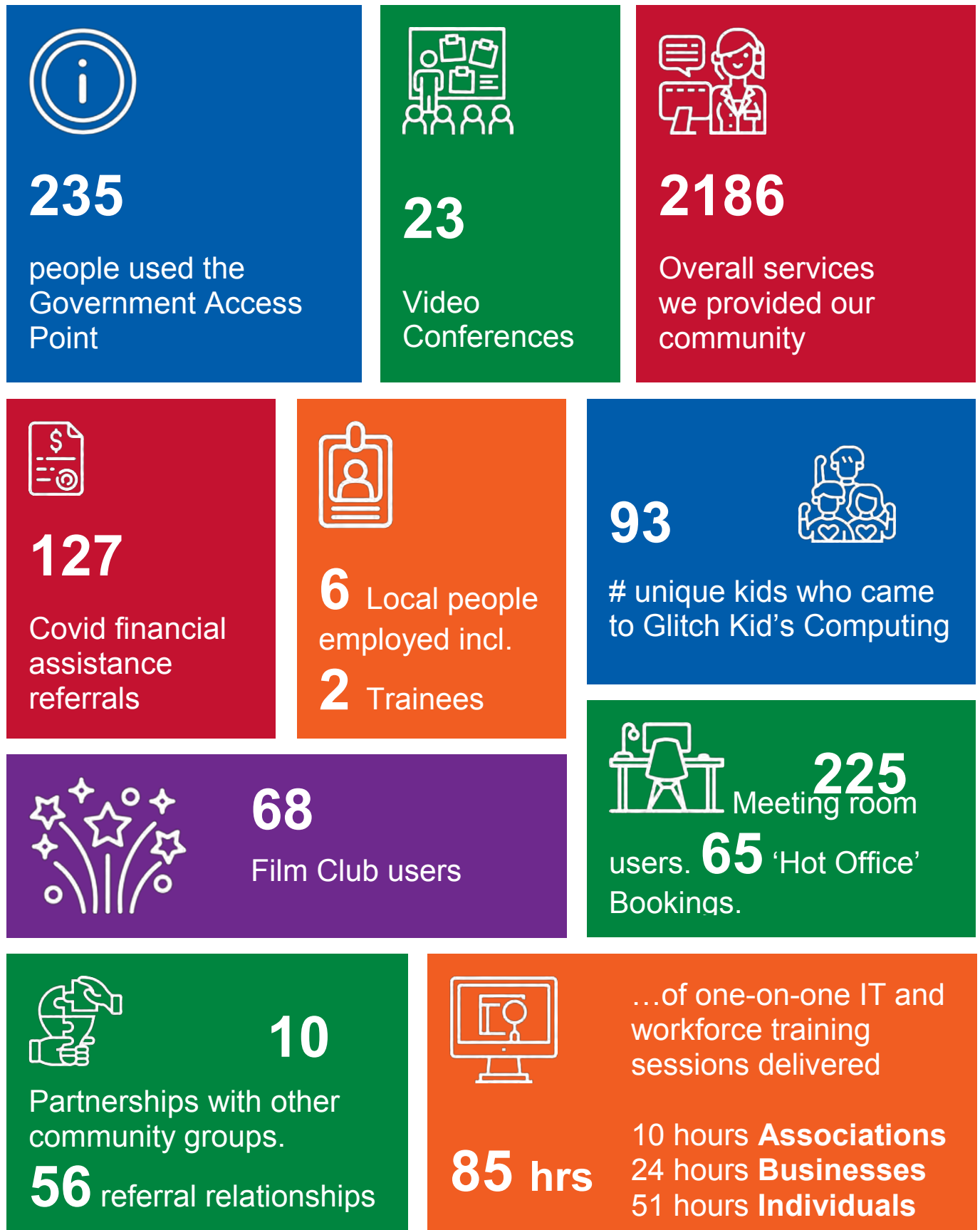
One way we plan to do this is by developing a Northcliffe magazine program, tentatively titled 'The Northcliffe naturally Show'.

If we succeed in delivering on our many ambitious plans you can rely on your local CRC being relevant into the 2020s and continuing to fulfil our mission.

Graham Evans
Manager



2020/21 – Twelve months in Summary



New Facilities

We Revolutionised Our Meeting Facilities, Opening in Oct 2020!

While the NCRC has been managing the use of the former Northcliffe library space since before the beginning of 2020/21, this year we truly stamped our mark on these spaces and turned them into Northcliffe’s premium meeting space, along with a fantastic foyer for catering meetings, or meeting informally with fellow volunteer.

The renovations of ‘The Common Room’ and ‘The Meeting Space’ were a \$31,000 project, self-funded by the Northcliffe CRC using Covid support funding we received. This was particularly appropriate as grant funding for this project from Lotterywest was scuttled when the Government decided to redirect all Lotterywest funds to Covid support related grants. The NCRC had a pending grant application with Lotterywest at that time which we were asked to withdraw as a result of this.

The self-funded project involved:

Objective 1: Set up "The Meeting Space" as a multi-purpose meeting room as resolved by the building stakeholders when the library moved. All chairs and tables will roll away into the adjacent "CRC Long Room" when not in use.

Objective 2: Set up “The Meeting Space” as a cinema for kids and adults, with bean bags and a popcorn machine.

Objective 3: Setup the old library foyer as a “Common Room” as resolved by the building stakeholders when the library moved. This would be a facility for volunteers, visitors and staff working at NIVC, and would also support gallery openings and functions in The Meeting Space. The space features a fresh bean coffee machine which is stocked using local Southern Forest Roasting coffee beans and Bannister Downs Dairy milk.



*Our new **Common Room** facilities replaced the old library foyer. We plan on introducing some tasteful decoration over time to create the feel of a café/ hangout space.*



The Meeting Space has a beautiful outlook



Bean bag cinema

And in 2021 we're finishing the job!

Later in 2020/21 we embarked on an equally ambitious project to renovate the last remaining part of our former library heritage. This was the old library office, now become a state-of-the-art mini broadcasting studio!

This was funded by two grants: A \$10,000 CRC Technology and Innovation Grant from the Government of Western Australia, a \$3,000 Community Grant from the Shire of Manjimup, and the \$17,000 remainder of the project is funded by NCRC. The total project budget, including in-kind and labour contributions, is around \$35,000. This includes funds to be spent across the 2020/21 and 2021/22 financial years.

Delivery of this project was in full swing when the 2020/21 financial year ended, and at the time of our AGM we will be well into a sort of 'commissioning phase' where video conferences are making use of the new facilities and preliminary broadcast content is being developed.

Photos of all these new facilities are within this document.



First coat of paint on our greenscreen wall in the mini-broadcasting studio. This is about the stage we had reached at the end of 2020/21 but by the time of our AGM you can now see the room in a finished state.

While NCRC have, at the time of writing, almost finished our mini broadcasting studio, the hard part of actually creating broadcasts is still to come.

The latest progress was the installation of carpet and velvet sound blocking curtains. It's looking great and the sound absorption effect of the curtains feels uncanny. Staff have also been training on the DaVinci Resolv software, and we have already felt the effects of professional lighting, sound and a slick new studio, on a number of video conferences in the new facility.

Our thanks to the Shire of Manjimup who recently kicked in \$3,000 (received in 2021/22 financial year) to build a fast video-editing computer and purchase high speed storage devices for the video footage we plan on capturing. This part of the project will be completed over coming months.

We are also waiting impatiently for our new internet service which will make uploading of high quality video content possible: the Starlink Satellite system.

Then it will be time to record some video and audio podcasts including interviews with locals, live music jams, free flowing discussions, local news, kitchen and garden visits and more. We may put all this under the umbrella of a project we are tentatively calling *The Northcliffe Naturally Podcast*.



Northcliffe's new studio – still a work in progress at the end of 2021/22 Financial Year

Government Services (SLO1) and Covid Emergency Support (SLO2)

Covid Financial Assistance for Individuals in Northcliffe

Graham Evans at the NCRC, Oona Ormsby at the Family Centre, and Wendy Eiby, our local councillor, are the three individuals in Northcliffe who can help you apply for financial assistance through the Shire with basic living expenses.

Drop into the NCRC for your one page application form and help filling it out, at any time.

There is no means test or assets test—assistance is available for anyone financially affected by COVID. Assistance is for individuals/ families, and not for businesses or community groups. However if your main income comes from your Business, and as a result of Covid you are suffering financially, you are likely to be eligible.

The financial assistance is provided by the Shire, who are drawing from a pool of approximately \$500,000 provided by Lotterywest. So far around over 40 Northcliffe households have received assistance in the form of: Firewood, Gas bottle refills, food and fuel vouchers, and some other items.

All grant proceeds are paid directly to suppliers and retailers in the Shire of Manjimup, who then provide you with the goods and services you need.

Around 90% of the applications we have seen have been successful. If you talk to us before filling in your form we can help make sure you are applying for things which are likely to be funded, and that your paperwork is all in order.

Lotterywest, the Shire of Manjimup, and Northcliffe CRC, are offering you a hand!



5pm • Thursday, Friday 10 am to 6pm

We are a not-for-profit organisation supported by the Northcliffe



Department of Primary Industries and Regional Development

Article posted in Karri Pigeon August 2020

127 Northcliffe individuals were referred for Covid Emergency Financial Assistance

This involved helping applicants satisfy requirements, talking to suppliers, identifying suitable assistance for them, completing paperwork, endorsing applications, and scanning and referring them to the Shire, as well as substantial effort in follow ups. Over \$42,000 was distributed to Northcliffe individuals as a result of these efforts.

Government Access Point

Our Government Access Point became extra important during Covid as we helped individuals and businesses satisfy the new requirements of creating Covid Safety plans and QR check in points and understanding and accessing the new Job Keeper and Job Seeker schemes. Now in 2022 we are helping people create vaccination passports and prepare for reopening.

235 people utilized our Government Access Point services in 2020/21

Government Access Point provision often involves a good deal of customer support. This includes tasks as diverse as helping with State Government grant applications, Department of Sport and Recreation Kidsport referrals, Water Corp, teacher's registrations, passport and Visa applications, NDIS & ATO; Vehicle, Gun and Fishing Licenses, Police and Court interactions, Western Power reporting, Department of Health and the PATS scheme, dealings with Shire, TransWA and more.

Department of Human Services

Separate to this, we provide a Department of Human Services Access Point with a computer terminal, interactive billboard, scanner, printer, fax and phone. This requires regular staff training and provides customers access to Centrelink, Medicare and MyGov services.

Hot Office (SLO1 and SLO2) and Video Conferencing

Government Hot Office

NCRC provides “Hot Office” services free of charge to State Government employees and Members of the State Parliament.

After the State Government Election, our electoral region had new Upper and Lower House representatives. MP Jane Kelsbie held a virtual electoral meeting at the NCRC, with Hon. Jackie Jarvis MLC in person to meet residents.

The Hon. Colin Holt, MLC, was a regular user of the Government Hot Office service to meet with local constituents. Colin ended his term in Parliament in May 2021. We hope other State and Federal politicians will make use of this opportunity to engage with the regional Australians they represent.

4 Government Hot Office bookings were made in 2020/21



The Hon. Colin Holt MLC did a retirement tour of CRCs in May 2021 (Pictured above with NCRC Manager, Graham Evans).

The NCRC are open to assisting politicians of all parties who want to engage with their communities. Another politician who made use of our resident connections was Hon. Diana Evers, MLC Member for South West Region Greens (retired at 2021 State Election).

Videoconferencing Connections

Video Conferencing grew in 2020/21 with 23 conferences booked.

A number of these sessions were the result of work undertaken remotely due to Covid travel restrictions.

Our new mini-broadcasting studio is perfect for professional level video conferencing with high level sound gear, noise deadening treatments and a professional lighting setup.

These facilities were not yet available for use at the end of 2020/21 financial year but have since been put to use a number of times.

Hot Office and Room Hire

Our room hire service is in high demand. The CRC has been frequently renting out *The Meeting Space* to local Community Groups for meetings, workshops and other activities and gatherings. It is also regularly booked to hold Shire meetings by the Shire of Manjimup and hosts *Storytime* on a Monday morning by the Shire of Manjimup Library. Wednesday mornings the Meeting space is used for Yoga classes. It also hosted Industry body meetings, eg. Warren Pest Control and Avocado growers.

We recorded 93 Room Bookings in 2020/21, 65 being counted as ‘Hot Office’ bookings

Economic, Business and Workforce Development Support (SLO2)

'We Want Northcliffe to be a Home for New Businesses...Enterprises.'

Direct Business Training Support

At the CRC, we aim to help individuals, businesses and community groups in their endeavors. We think most people in Northcliffe have benefited from our services, in one way or another.

Businesses can access Business Development Support free of charge by signing a simple agreement with the NCRC (which allows us to collect statistics from them afterward). We reached our target of 12 Support Agreement sign-ups during 2020/21. This entailed us providing 21.4 hours of one-on-one support. This was about half of what we provided in 2019/20. However...

...in 2020/21 support previously marked as Business Support was split into 3 categories:

Economic and Business Development support (SLO2) 21.4 hours

Associations Support (SLO3) 10 hours

Covid support to businesses (SLO1) time not recorded

Business Group Training

Running Business development activities in Northcliffe can be a challenge with niche-interest training courses invariably undersubscribed. Finding broad appeal group training for such a small market is something we have failed at, but we have a few ideas going forward into 2021/22:

- Computer security for businesses
- Creating a mail out campaign (mail merge training, post office deals,

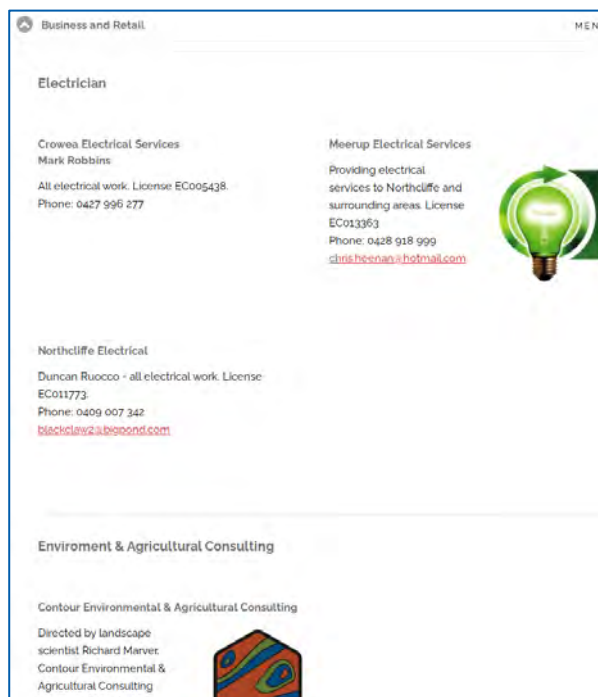
addressed and un-addressed mail), mailchimp, survey monkey

- NEIS primer / training

northcliffe.org.au Website

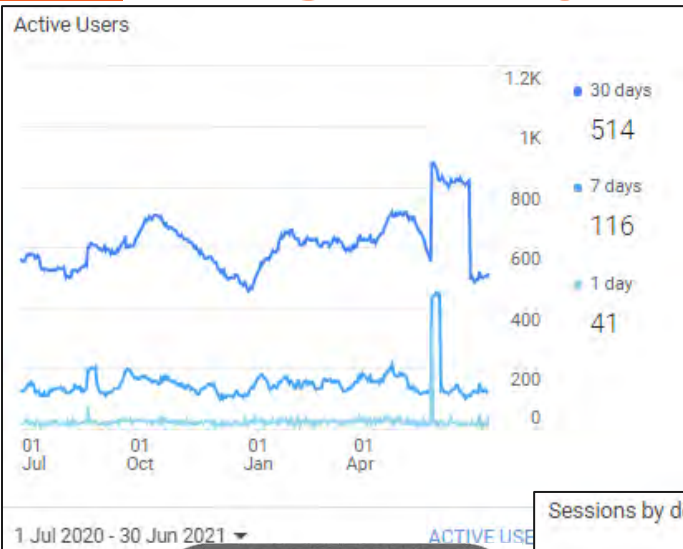
NCRC maintain an up to date and comprehensive website with Northcliffe Business and Community information, which provides free listing to all Northcliffe enterprises. We currently have 73 Business Listings, 17 Accommodation/ Food/ Entertainment listings, and 57 Community Listings.

Our huge 'Where we live' page (which needs to be broken up into multiple pages) is an amazing resource for tourism promotion and new resident information, and we believe it to be a contributor to the economic development of the town.



Above: A few of the basic trade and business listings we provide for free on our northcliffe.org.au website.

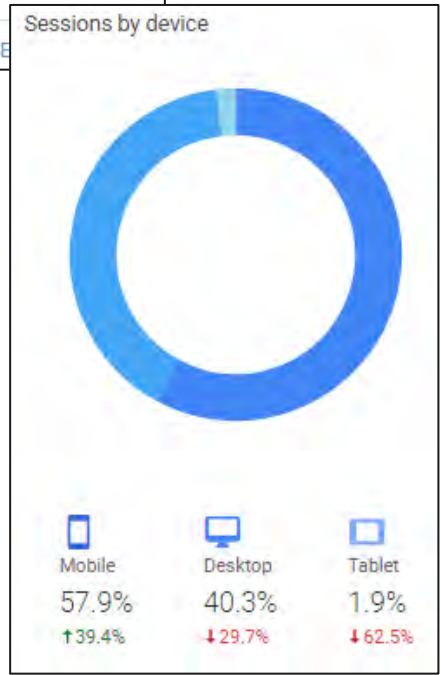
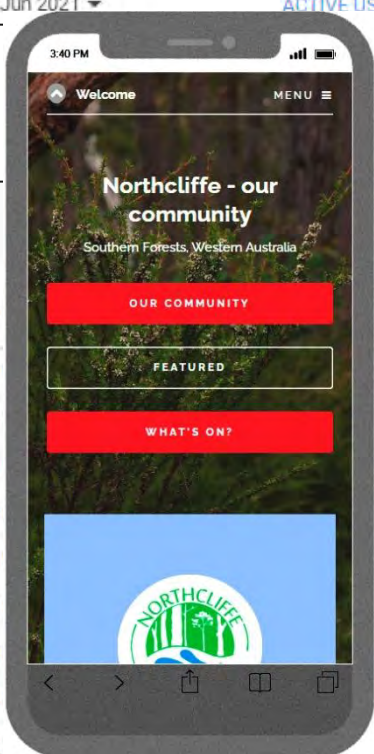
northcliffe.org.au Google analytics



For most Google searches northcliffe.org.au is in the top 2 returned results for 'northcliffe' and in 2020/21 the website averaged 41 active users per day and received 12,354 page views.

What pages do your users visit?

| Page | Page Views |
|---------------------------|------------|
| /accommodation.html | 3,754 |
| / | 2,743 |
| /where_we_live.html | 1,701 |
| /business_and_retail.html | 1,286 |
| /community_groups.html | 1,240 |
| /ncrc.html | 745 |
| /art.html | 494 |
| /index.html | 154 |
| /contact.html | 152 |
| /resources.html | 85 |



Top Queries

| Query | Clicks |
|------------------------------|--------|
| sids campground | 443 |
| northcliffe accommodation | 314 |
| northcliffe | 308 |
| northcliffe hotel | 164 |
| northcliffe wa | 145 |
| northcliffe pioneer museum | 138 |
| sid's campground | 83 |
| northcliffe caravan park | 81 |
| accommodation northcliffe wa | 75 |
| northcliffe crc | 73 |



Printing Services Provided to Businesses

An area where we provide extensive support for local business is in our for profit services (*profit which accrues to the organization bottom line in the case of a Not For Profit Association), including printing, scanning and faxing. At the end of 2020/21 we were able to purchase a bulk guillotine. This enhances our ability to provide bulk colour laser printing services right in Northcliffe. We can do bulk colour laser printing on gloss paper stock for pamphlets, and we regularly print the Northcliffe Karri Pigeon newspaper and print and bind large documents for a range of customers. We also make large format inkjet prints onto canvases and photo paper and pull up banners.



Printing several hundred gatefold Targawest programs.



Some samples of work performed on NCRCs bulk color laser printer, arranged on top of our new high capacity guillotine

The ability to print locally is only one aspect of why this service is so useful to local businesses. We provide the ability to discuss a job in person, to understand the cost implications of different format choices and can provide design and technical assistance for preparing print-ready files.

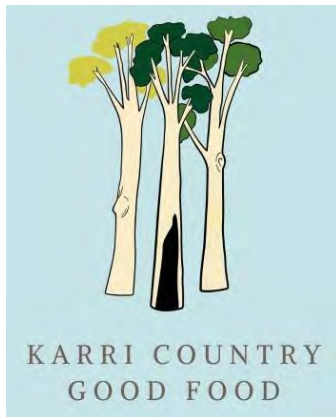
Fiverr Logo Design Collabs

In 2020/21 the NCRC has also assisted local businesses with design services. We use low cost designers contracted from [Fiverr.com](https://www.fiverr.com) to produce a range of initial options and logo revisions. In consultation with the client we then synthesize, modify and produce final vectorised versions of those designs in house using *Adobe Illustrator* software.

We wanted local businesses who were unable to afford Western Australian designers, and who didn't have the confidence to engage with the global contracting market, to have an affordable alternative. This enables them to develop more contemporary, competitive branding.



Artist Janet Leigh is making excellent use of the NCRC Wide Format Printing service



Two vector logos developed via our Fiverr / local contracting arrangements.

These Fiverr/ contracting arrangements were conceived during the redevelopment of our own *Northcliffe naturally* brand.

Northcliffe naturally



The *Northcliffe naturally* slogan and logo (hereafter called the *NN Brand*), are registered trademarks of the Northcliffe Community Resource Centre (NCRC) and the Northcliffe Visitor Centre. The NCRC administers the Brand Partnership program.

The aims of the brand partnership program are to:

- assist businesses and community groups in marketing their products and services ,
- promote Northcliffe as an origin point for business and productive activities which harmonise with the values implied by the NN Brand, and
- promote Northcliffe as a destination and a place to be.

Trainee Program



Claire Nixon – our new Trainee in 2021

Our new trainee in 2021 was Claire Nixon.

Claire will be with us for the next 18 months, studying a Certificate III in Business. We are very pleased to have her working with us as she is a valued member of the community and an enthusiastic and keen student

Our trainee Tony Rickman, started in February 2020 finished his traineeship in August 2021. Tony studied for a Certificate IV in Business and completed over 80% of the units which will qualify him. He plans to return to TAFE to complete the remaining units and gain his qualification. We wish him all the best for his future and thank Tony for his commitment to the NCRC.

“Having grown up in Northcliffe, I am passionate about our community” Tony Rickman

Former trainees have been in high demand from local employers including from NCRC !

Workforce Development

We assisted numerous people finding work in 2020/21 including with 6 one-on-one Workforce Development Support Sessions.

Social Development Support (SLO3)

Northcliffe's New Beanbag cinema

Northcliffe Film Club has a long history but was resurrected by the NCRC in 2014. We experienced full houses and overcrowding during many of our animated feature screenings.

In 2020/21, we managed to obtain a larger space, and created a \$26,000 capital project to renovate Northcliffe's former library space into a cinema and foyer area complete with commercial popcorn and coffee machines.

We also added project partner Southern Forest Arts to help develop and deliver film club events.



Bean Bag Cinema venue

Since the new cinema space opened in November 2020, 6 film events involving 6 feature films and 1 short film festival, have been held – 4 of those in 2020/21.

1. During the COVID era, a launch event for the new facility was managed in the form of an all day *Maker Film Festival*, on 29 November 2020, with COVID-safe catering and an art 'show and tell' session.

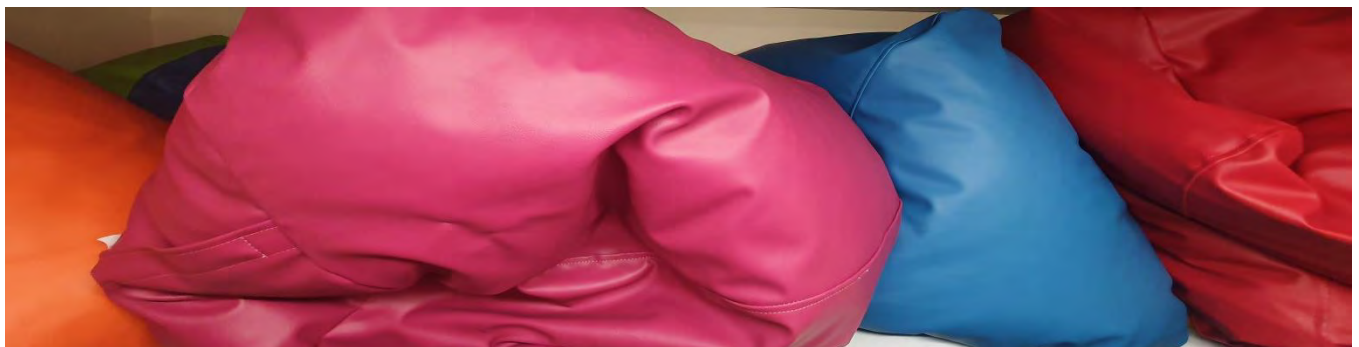
2. On 30 January 2021 the NCRC kicked off the regular kids screening program with the *Shaun the Sheep* movie, associated kids craft and dress-up activities, and popcorn and beanbag raffles. Under COVID number restrictions our 'full house' for this event was only 25 persons, which we easily managed to achieve. The timing was in some ways fortunate – the very next day the South West of WA went into hard COVID lockdown.

3. On 17 April 2021 the sequel to *Shaun the Sheep*, called *Farmageddon* once more attracted a 'Covid' full house.

4. On 19 May 2021 we ran a double feature screening of *Dark City* and *The Matrix*, films from 1989/1990. Both these films have interesting Australian connections. These were M rated films intended for an adult audience. The audience size was very disappointing and lessons were needed to improve the success of adult oriented film club activities.

Reporting on Outcomes

We chose to produce our detailed report on SLO3 2020/21 outcomes, about our film club. To assist we conducted a survey of the Northcliffe Community. Our survey returns



We have 8 Bean Bags. Demand during kids movies suggests at least 20 beanbags would be better...



Above: Shaun the Sheep games. And CRC advertising posters...

Below: CRC advertising posters for beanbag cinema

also gave us some ideas for future screening times, content and activity choices. Let's see how we do in 2022.

All events were delivered in partnership with Southern Forest Arts (SFA). NCRC does most of the organizing. SFA assists with programming, promotions, film licensing costs and volunteer labor for running the event.

The film club will aim, in the short term, to continue the trend of the past 6 months, and deliver one adult oriented film plus one family oriented film during each quarter. The films are likely to involve tie-in events such as dress-up themes, catering, discussions or workshops. All films will be provided with a popcorn and coffee service, as well as access to beanbags.



Main image: Still from Amazing Spectacles scripted from script, 2015, Rachel Reed.
 R&I images from top: Still from With These Hands, 2018; The Skelwood, 2018; Still from Nyanaka Papa, Tsampi Doozi Weaters, 2018; Still from Clay 2016, Nida Hoobers, 2016; Still from The Otagory Umi, Andrew Burton, Makin, 2018; Still from Dream and Bread, Studio M&A, 2018.

One-on-One Training and Online Security

Northcliffe CRC are a StaySmartOnline partner, and provide intensive one-on-one support to users who come in with computer and mobile device security issues. We also regularly field queries about false invoices for trademarks and domain names, and about phone scams. Fortunately Northcliffe is far enough off the beaten track we are yet to encounter door-to-door and tradesmen scams.

Scamalot Castle - Covid financial scams

Unfortunately there is no respite from people who want to trick you out of your money or steal from you in some way. Email, website or a phone message are the easiest ways to do it. Some of the current scams request you click on a link and provide your bank details for a either a tax refund or to give you a Jobkeeper payment. The real ATO will never request your bank details this way.

If someone phones you claiming to be from the ATO how do you know they are not scammers? Hang up and phone ATO yourself on 1800 008 540.

The easiest way to defeat these scammers is to be sceptical - don't assume the content of a phone call is accurate. Consider at least two new strategies:

- Search for and verify any relevant information yourself by visiting ato.gov.au
- When providing personal information to the tax office do so by phone via a mygov account at my.gov.au
- Alternatively, **phone the ATO** on 1800 008 540

Monday, Tuesday, Wednesday 10am to 5pm • Thursday, Friday 10 am to 5pm



Tel: 9776 7330
PO Box 133
Northcliffe 6262
www.northcliffe.org.au
ncrc@northcliffe.org.au

We are a not-for-profit organisation supported by the Northcliffe Community and DPIRD:

Above: In 2020/21 we published a number of timely articles about scams.

Recent internet threats we have helped our customers with include flubot, which required us to help a customer perform a phone factory reset, and a number of malware infected Windows PCs. As well as ensuring a customer is 'clean' we encourage and assist them to change all important passwords that might have been compromised along the way, and to ensure they are keeping their operating systems and software updated.

This support is often provided via our one-on-one training programs: '\$5 Computer Clinic' and 'Get email, Get MyGov, Get Started!'.

In 2020/21 we delivered 75 one-on-one support sessions, totaling 46.5 hours of support.

We encourage many in the community to use password books, so they will stop reusing passwords and instead are encouraged to create and write down unique and complex

passwords. For the majority of our users password books are a better security option than password managers.



Our trainee, Claire, attaching covers to password books

Hackers and malefactors on the modern internet seldom get access to the physical environment of an ordinary internet user, which makes a handwritten record of a password unhackable...

We have sold over 50 of these \$5 bargain books which have password creation tips, and an alphabetic index for people to match online services with passwords.

Glitch Kids Computing Club

93 different kids participated in our Glitch computer club, some of those visiting us on many separate occasions in 2020/21.

Annual Photo Comp and Workshops

In 2020 we cancelled our annual photo competition as it did not fit within our Covid adjustments and local photographers had a plethora of other exhibitions and competitions to choose from. In 2021 we had a gallery scheduling conflict and were 'bumped' by SFA from the timeslot (by agreement). We hope to get this activity back on track in 2022.

Services and Products

Printing Service

Community Newspaper – Karri Pigeon

One of several long partnerships with community groups the CRC has maintained is with the publishers of *The Northcliffe Karri Pigeon*. The publishers are Northcliffe Community Development Group.

For a decade now, we have provided tech support, design services and proofing for this popular monthly newspaper. We also supply the centerfold community calendar, a monthly page of technology related advice, and in recent times the cover photos for the paper.

Finally the Northcliffe CRC prints *The Karri Pigeon* and provides the space in which the volunteers gather to collate the copies and prepare them for sending out to subscribers. In 2020 we completed 'The Common Room', a space where the Pigeon volunteers can make themselves coffee and hang out informally together without having to book a space in advance.



Printing of the 200-300 Karri Pigeon monthly print run.

Bulk Colour Laser Printing

Our bulk colour laser printing, cutting and trimming services were discussed in this annual report under 'Business Development Support' n our EPSON P10070 we offer printing on a variety

Professional Large Format Giclee Printing

On our EPSON P10070 we offer printing on a variety of high quality papers and canvas. Our printer is regularly used to print high quality photos for photo exhibitions and competitions in our region as well as printing of individual artworks.



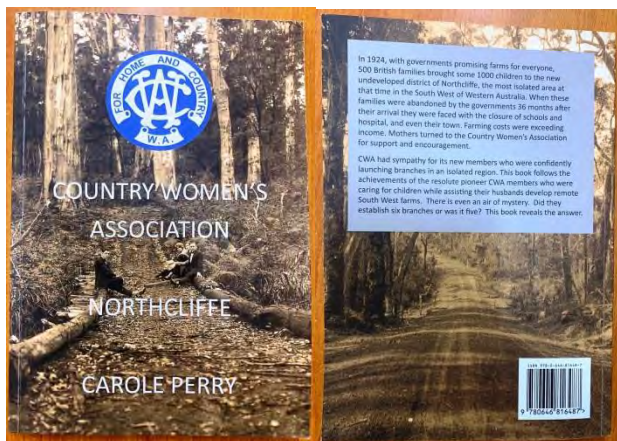
Above: Printing of the Fantastic fungi exhibition for the Manjimup Photography Club

Left: A pop-up banner printed on the same printer and assembled at the NCRC – a commercial service we now offer.

Publishing, Design and Editing Service

In 2020 the NCRC was the publisher of note for a book written by one of Northcliffe's CWA members, Carol Perry, about the time in Northcliffe history when our tiny town had 5 separate CWA branches!

The book was designed and proofed by the Northcliffe CRC, including the cover, and the illustrated text. We also ensured Carol's book had appropriate ISBN, National Library listings and barcode. 'Country Women's Association Northcliffe' is now for sale at the local Pioneer Museum and local book outlets.



Above: Book by Carol Perry published by Northcliffe CRC

We have also become the regular designer for the annual calendar of young autistic artist Aimee Dickson. This is a time-intensive but rewarding process enabled by staff training in the Adobe Suite including Photoshop, In-Design and Acrobat.




Above: The final calendar proof, above, was printed and bound at the NCRC before being sent through to a Queensland printers for a large print run. In future years Aimee plans to conduct the full print run at the NCRC.

Aimee's popular calendar is sold at market days, in local stores, and online.

A second Calendar, which we have designed and printed in-house for many years, is the annual fundraising calendar for the Pioneer Museum.

Northcliffe Pioneer Museum ~ 2021 Calendar ~



Lose yourself in time at Northcliffe Pioneer Museum

Northcliffe Pioneer Museum, Wheatley Coast Road
opposite the Post Office, Northcliffe, Western Australia 6262.

Open every day 10am to 3pm. Entry by donation.
Open other times by request: (08)9776 6777

Enquiries: President Yvonne Cash 0427 767 722

Building Community Connections

Our strongest partners in 2020/21 were:

- Southern Forest Arts

We partnered with SFA in exhibitions as well as providing assistance to many exhibitors to develop promotional and exhibition interpretive materials.

We worked with SFA on the Creative Connections project (which eventually culminated in the Vis-Ability exhibition in October 2021).

Southern Forest Arts were also the lead partner on holding The Maker Film Festival which launched our new Meeting Space (bean bag cinema) and Common Room facilities.

Our Manager is Vice-Chairperson of SFA which assists the NCRC coordinating on our many collaborations.

- Northcliffe Community Development Group

We continued to provide intensive assistance in the final stages of developing and printing each monthly Karri Pigeon newspaper, as well as assisting with maintaining subscriber and advertising databases. We also produce at least 3 pages of newspaper content each month including the Northcliffe Community Calendar and The Little CRC, as well as many of the cover photographs.

- Northcliffe Pioneer Museum

We design and print the annual Pioneer Museum fund-raising calendars, and in 2020/21 completed a huge project to scan, at archival standard, the entire Pioneer Museum photographic collection.

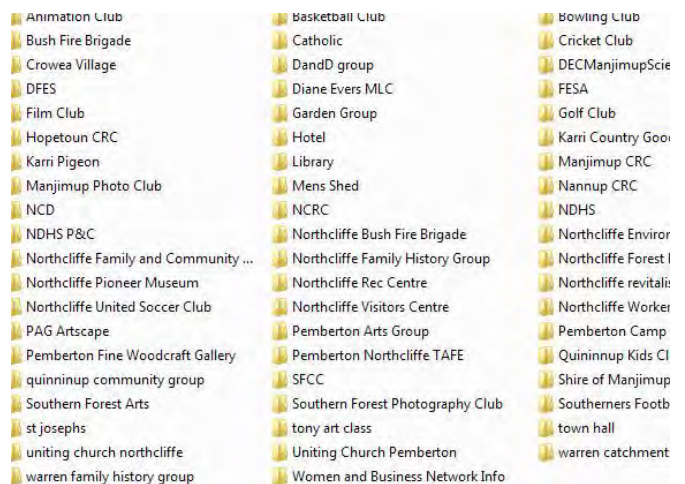
Our **colocation partners**, Northcliffe Visitor Centre and Library, Shire of Manjimup and Southern Forest Arts, continue to work with

us via the oddly named NIVCUG (Northcliffe Information and Visitor Centre User Group).

Our **Associations Training Service**, and **Business Development Support** packages allowed us to provide cloud computing training, accounting and technical support to six different community groups including Northcliffe Men’s Shed, Karri Country Good Food, the Pioneer Museum and Northcliffe Recreation Association.

In addition to our partnerships and special support and training packages, we provided services to almost all of Northcliffe’s many community groups throughout this period, including:

- Printing, scanning, technology advice and troubleshooting
- Assistance on organizing event ticketing and promotion
- Logo design support
- Grant application support
- Marketing support
- Business Card design and printing



Our network storage data tree provides a glimpse of community groups we work with

Our Team

Management Committee

A consistent Management Committee providing continuity, rationality and long term commitment is one of the keys to our long term success at the NCRC.

Our committee includes an ex-CRC Manager, Volunteer Coordinator, Disability specialist, Police Officer, local Councillor, Nurse and an excellent balance of male and female perspectives.

Executive Committee

Chairman: Paul Owens
Vice-Chairperson: Kevan McKinley
Treasurer: Ken Lloyd
Secretary: Abe Shields

Other Committee Members

Polly Valentine
Jeni Smith
Patti Ferber
Tom Pike (retired 2021)

Staff Team

Our staff team grew quite large in 2020/21 thanks to employment of simultaneous trainees throughout part of the year. At our peak we grew to 5 employees.

Our Manager now has over a decade of experience at the NCRC. Our Customer Service Offices are both graduates of the NCRC Trainee program, including a trainee who received 'Student of Year' from South Regional TAFE during her traineeship at NCRC.

Employed during 2020/21:

Graham Evans (Manager)
Damon Ormsby
Catrin Iversen
Gaye Van Hazendonk
Tony Rickman (Trainee)
Claire Nixon (Trainee)

Our Supporters

Core Funding comes from Government in the form of Service contracts.

Shire of Manjimup provides peppercorn rental to our premises. NCRC manages subleases for our co-located partners on a similar basis. The Shire also provides access to the former library space under an MOU arrangement.

During the year grants were sought from Department of Primary Industries and Regional Development, Lotterywest and Shire of Manjimup.

Northcliffe Community Development Group has assisted with funding for specific projects (last funding 2019).

JPR Plumbing and Gas donated labour and materials to our installation of a hand wash station. Meerup Electrical provided generous pricing and advice regarding our two large renovation projects. Northcliffe General Store provided free popcorn and other supplies for our bean-bag cinema screenings.

Government

Department of Primary Industries and Regional Development
Government of Western Australia

Department of Human Services
Commonwealth of Australia

Shire of Manjimup

Grant Funding Bodies

Department of Primary Industries and Regional Development

Lotterywest

Shire of Manjimup

Community Partners

Northcliffe Community Development Group

Special Thanks

JPR Plumbing and Gas

Meerup Electrical Services

Northcliffe General Store

Other Great Suppliers

Northcliffe Men's Shed

SOS Bunbury

Northcliffe Postal Services

Bunbury Blind Gallery

Treasurer's Report

Northcliffe CRC have had an amazing opportunity to invest in our own community.

As in 2019/20, our finances in 2020/21 were helped along by Covid support received from the State and Federal governments.

We have reinvested the majority of these funds into projects to benefit the Northcliffe community. These include new meeting space facilities, a common room with kitchenette and a mini-broadcasting studio.

We have tried to ensure all spending has been on durable assets which will help us meet our objectives and continue to satisfy our community and funding bodies.

You can see the effects of these projects on our Balance Sheet. From 2020 to 2021, our net assets increased by \$26,309. This increase was comprised almost solely by an increase in non-current assets: fixtures and equipment relating to these projects. The projects also included many items which are not in the Balance Sheet. These are in the Profit and Loss figures (Statement of Income and Expenditure) in 'Assets Purchased below \$1000'. This item increased from \$1,799 in 2020 to \$8,700 in 2021.

We have sought to support these investments through grants where appropriate. Our grant income includes a \$10,000 Technology and Innovation Grant from the State Government for our mini-broadcasting studio. We also

received a \$3,000 Shire Community Grant for this project (which will appear in the 2021/22 financials).

In 2020/21 we received \$23,004 in Trainee Support grants and additional financial support for employment of our trainees from the State and Federal governments.

The majority of our income continues to be in the form of our Service Agreement with the WA State Government, \$96,210 in 2020/21. Our Human Services (Centrelink) Access Point has historically been poorly funded with \$5,219 received from the Federal Government in 2020/21 but we are happy to report that in 2021/22 we have had the first major increase in over a decade for this item, to \$8,640.

A thorough review of the audited statements should reassure you that our accounts are in a very healthy state at the end of 2020/21 and that our expenditures, including the large investments made, have left the NCRC with prudent financial safety margins and a healthy Balance Sheet.

The NCRC is happy to answer any questions you might have about our finances and budgeting.

NCRC Financial Results 2020/21 and Budget for 2021/22

Level 3 Profit and Loss Report 01 Jul 2020 - 30 Jun 2021

| | 2018/19 | 2019/20 | 2020/21 | 2020/21 | % | 2021/22 | |
|--|----------------|-----------------|----------------|----------------|-------------|----------------|-----------|
| | Previous FY | Previous FY | YE | Current FY | Est | Budget | Notes |
| | result | result | 30 Jun 2021 | Budget (A) | %var | Next FY | |
| Income | | | | | | | |
| Non-tax Deductible Gifts | 462 | 459 | 492 | 500 | -2% | 500 | |
| Grants 4-1000 | 17,434 | 40,816 | 36,444 | 34,038 | 7% | 41,353 | B1 R1 B8 |
| NIVC Building Income | 5,103 | 5,762 | 3,400 | 5,500 | -38% | 5,000 | R2 |
| Jobkeeper Subsidy | | | 42,000 | 54,000 | | | |
| Other Income Subgroup | 2,686 | 1,829 | 14,047 | 7,947 | 77% | 15,438 | R3 B2 |
| Sales of Goods | 5,386 | 6,783 | 2,809 | 3,500 | -20% | 3,500 | |
| Membership Fees | 2,223 | 1,658 | 1,841 | 2,300 | -20% | 2,000 | |
| Services Agreement -State | 97,357 | 93,259 | 96,920 | 96,210 | 1% | 99,186 | B3 |
| Services Agreement -Cwlth | 4,882 | 4,991 | 5,221 | 5,219 | 0% | 8,640 | B4 |
| Fees & Charges Unrestricted 4-4030 | 30,343 | 35,104 | 28,481 | 29,000 | -2% | 30,500 | |
| Total Tickets,S-Ships,Raffles,Sundry | 0 | 818 | 412 | 800 | -49% | 500 | |
| Total Income | 165,876 | 191,479 | 232,066 | 239,014 | -3% | 206,616 | |
| Less Cost of Sales | | | | | | | |
| Opening Stock | 0 | 7,299 | 8,745 | 0 | - | 0 | |
| Freight Inwards | 0 | 74 | 241 | 250 | -4% | 250 | |
| Closing Stock | 0 | (7,405) | (8,790) | 0 | - | 0 | |
| Purchases 5-0020 | 19,230 | 21,922 | 14,147 | 17,800 | -21% | 17,800 | |
| Total Net Cost of Sales | 19,230 | 21,891 | 14,342 | 18,050 | -21% | 18,050 | |
| Total Cost of Sales | 19,230 | 21,891 | 14,342 | 18,050 | -21% | 18,050 | |
| = Gross Profit less | 146,647 | 169,588 | 217,724 | 220,964 | -1% | 191,566 | |
| Less Expense | | | | | | | |
| Assets Purchased below \$1000 | 915 | 1,799 | 8,700 | 8,633 | 1% | 8,500 | R5 B7 |
| Computer Expenses | 946 | 1,829 | 1,018 | 1,800 | -43% | 1,800 | |
| Donations Paid | 681 | 0 | 0 | 0 | - | 0 | |
| Telephone & Fax Charges | 2,067 | 2,090 | 1,905 | 1,600 | 19% | 2,100 | B11 |
| Administration | 1,222 | 1,370 | 3,689 | 1,400 | 164% | 3,450 | |
| Volunteer and Amenities | 1,204 | 747 | 312 | 650 | -52% | 650 | |
| Audit Fees | 1,555 | 1,810 | 1,850 | 2,200 | -16% | 2,200 | |
| Bank and Financial Fees | 302 | 335 | 400 | 400 | 0% | 400 | |
| Superannuation expense | 10,059 | 11,845 | 12,842 | 13,408 | -4% | 12,776 | |
| S & W Salaries and Wages | 109,715 | 130,012 | 149,168 | 157,874 | -6% | 128,140 | B13 |
| S & W Employee Entitlements | 1,596 | 13,699 | (5,476) | 3,016 | -282% | 2,879 | |
| Training & Development -Staff | 1,755 | 2,730 | 650 | 1,500 | -57% | 1,500 | |
| Travel & Accommodation | 2,383 | 1,071 | 800 | 1,500 | -47% | 1,500 | |
| Insurance -Building&Contents | 1,013 | 1,288 | 569 | 700 | -19% | 700 | |
| Insurance -Other | 2,010 | 2,551 | 1,939 | 1,470 | 32% | 1,470 | |
| Bad Debts | 87 | 967 | 0 | 100 | - | 100 | |
| Depreciation 6-0245 | 5,479 | 4,777 | 10,081 | 7,000 | 44% | 14,000 | |
| Cleaning, Security, Repairs | 37 | 1,703 | 794 | 1,000 | -21% | 1,000 | |
| Utilities and Rent | 2,355 | 2,337 | 1,115 | 2,500 | -55% | 2,500 | |
| Advertising & Promotion | 370 | 677 | 195 | 500 | -61% | 500 | |
| Client Support Consumables | 964 | 1,084 | 533 | 1,000 | -47% | 800 | |
| Fundraising Expenses - General | 0 | 200 | 200 | 0 | - | 0 | |
| Client Support Services 6-0110 | 2,166 | 1,643 | 0 | 1,800 | - | 1,800 | |
| Total Expense | 148,877 | 186,563 | 191,287 | 210,051 | -9% | 188,764 | R9 |
| = Operating Profit | (2,231) | (16,975) | 26,437 | 10,913 | 142% | (193) | |
| Not Recorded in the Above Results | | | | | | | |
| Remove Depreciation (+) | 5,566 | 5,744 | 10,081 | 7,100 | 42% | 14,100 | |
| Include Asset Expenditure (-) | 0 | (1,311) | (34,641) | (22,367) | 0% | (25,000) | R5, B5 |

Budget 2021/22 Notes

- B1 Grants anticipated for 2021-22 are \$2500 CRC support, \$4878 Shire, and 2021-22 allocations from two trainee grants totalling \$65,000
- B2 Anticipate \$2337.5 Federal trainee incentives, and approx \$13,000 BAC payment*
- B3 Assumed 1.5% increment on Services Agreement/ State Revenue
- B4 Significant improvement in Commonwealth contract payments for Centrelink service
- B5 Asset expenditure \$10,000 printer, \$10,000 carpet, \$5000 technology assets based on council grant
- B6 See separate Trainee grant allocation calculator
- B7 \$2500 technology assets based on possible Shire grant, plus \$6000 other minor assets
- B11 New telecommunications setup with costs estimated as per committee decision in March 2021
- B12 Grant funded Linkwest subs
- B13 Refer to separate Employee Expenses worksheet

The *Boosting Apprenticeship Commencements* (BAC) wages subsidy is a Commonwealth government incentive available to employers who engage an apprentice or trainee between 5 October 2020 and 30 September 2021. Eligible employers will receive a wage subsidy of up to 50 per cent of the gross wages paid to an apprentice or trainee, to a maximum of \$7,000 per quarter, per eligible apprentice or trainee. The wage subsidy covers wages paid in the 12 month period from the date the apprentice or trainee commences or recommences their training contract.

Financial Results 2020/21 Notes

- R1 Grants are \$10,000 technology and innovation, \$500, video conferencing, \$2500 CRC support and 2020-21 allocations from two trainee grants totalling \$65,000
- R2 \$2500 Synergy account offset for COVID has reduced electricity bills passed on to NIVC tenants.
- R3 Other income included Federal Trainee incentive \$1168 and State Government COVID Trainee subsidy \$6452 and \$6447 final ATO COVID Cash Boost
- R4 See separate Trainee grant allocation calculator. Additionally \$2500 support grant, \$500 video conferencing grant
- R5 Refer to committee decisions in regard to new guillotine, video studio project and other items.

NCRC Financial Results 2020/21 - Balance Sheet

Level 3 Balance Sheet, as at 30 Jun 2021

| | 2018/19 Previous FY | 2019/20 Previous FY | 2020/21 YE |
|---|------------------------|------------------------|----------------|
| Assets | | | |
| Zero Transaction Card Account | | | 1,413 |
| Cash at Bank -Unrestricted 1-1120 | 95,874 | 118,855 | 150,689 |
| Cash on Premises | 1,114 | 810 | 1,003 |
| Prepayments | 1,661 | 1,725 | 2,350 |
| Accrued Income | 0 | 21,341 | 0 |
| Accounts Receivable | 6,761 | 5,575 | 4,306 |
| Inventory on Hand | 7,405 | 8,745 | 8,790 |
| Non-Current Assets 1-5000 | | | |
| Plant and Equipment | 25,927 | 29,346 | 63,987 |
| Less: Accum Depreciation on Plant and Equipment | (13,064) | (18,414) | (28,496) |
| Total Non-Current Assets 1-5000 | 12,863 | 10,932 | 35,491 |
| Total Assets | 125,678 | 167,983 | 202,630 |
| Liability | | | |
| Employee Provisions | 27,297 | 29,031 | 30,202 |
| Accounts payable | 559 | 352 | 447 |
| Accrued Expenses | 3,554 | (566) | 0 |
| GST collected | 3,697 | 791 | 6,883 |
| GST paid | (1,084) | (606) | (1,874) |
| PAYG Tax Payable | 5,991 | 7,885 | 3,995 |
| Superannuation Payable | 0 | 3,222 | 0 |
| Grants Received in Advance | 12,710 | 21,538 | 36,975 |
| Total Current Liabilities 2-1000 | 52,722 | 61,646 | 76,629 |
| Employee Provisions - Unrealised 2-2239 | 5,798 | 6,647 | 0 |
| Total Non-Current Liabilities 2-2200 | 5,798 | 6,647 | 0 |
| Total Liability | 58,520 | 68,293 | 76,629 |
| = Net Assets | 67,158 | 99,691 | 126,001 |
| Equity | | | |
| Retained Surplus -Accum Losses | 84,132 | 67,158 | 99,563 |
| Current Year Surplus -Deficit | (16,975) | 32,533 | 26,438 |
| = Total Equity | 67,158 | 99,691 | 126,000 |

* Note, we believe the auditor has made an error in their 2020/21 YE Liability calculation, picked up long after the audit. The \$6,727 recorded in the audit report as 'NON-CURRENT LIABILITY - Provision for Leave' became a Current liability during the course of 2020/21 and in the figures above is reflected within the 'Employee Provisions' item. The movement in this item from the 2019/20 figures is due to Long Service Leave (LSL) becoming mature during the year. At year 5 we record LSL as a non-current liability. Once LSL becomes a payable entitlement (at year 7 or year 10 depending on the employee contract) it gets moved to the Employee Provisions item (a current liability).

NORTHCLIFFE COMMUNITY RESOURCE CENTRE INC

**FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2021**


1. STATEMENT BY MEMBERS OF THE COMMITTEE


The Committee has determined that the Northcliffe Community Resource Centre Inc. is not a reporting entity and that this special purpose financial report comprising a statement of income and expenditure, statement of financial position and notes to and forming part of the financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial report.

In the opinion of the Committee the financial report:

1. is considered to be a special purpose financial report;
2. presents fairly the financial position of the Northcliffe Community Resource Centre Inc. as at 30 June 2021 and its performance for the year ended on that date;
3. at the date of this statement there are reasonable grounds to believe that the Northcliffe Community Resource Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:


.....
Chairperson


.....
Manager

AUDITOR'S INDEPENDENCE DECLARATION

Auditor's independence declaration to the Members and Committee of the Northcliffe Community Resource Centre Inc.

In relation to my audit of the special purpose financial report of the Northcliffe Community Resource Centre Inc. for the period ended 30 June 2021, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of Australian Professional Accounting Bodies.



Santo Casilli FCPA

Director

Date: 3 August 2021

INDEPENDENT AUDITOR'S REPORT

The Members – Northcliffe Community Resource Centre Inc.

Opinion

We have audited the special purpose financial report of the Northcliffe Community Resource Centre Inc., which comprises the statement of financial position as at 30 June 2021, the statement of income and expenditure for the year then ended, notes to the financial report, including a summary of significant accounting policies, and the statement by the Members of the Committee. Our audit opinion is provided in order to satisfy the reporting obligations as outlined in the Association Incorporations Act 2015 and also meeting the requirements as set out in the Northcliffe Community Resource Centre Inc.'s Constitution.

In our opinion, the accompanying special purpose financial report of the Northcliffe Community Resource Centre Inc. for the year ended 30 June 2021 is prepared, in all material respects, in accordance with the financial reporting provisions as outlined in Note 1 of the financial statements and presents fairly, in all material respects, the financial position of the Northcliffe Community Resource Centre Inc. as at 30 June 2021 and its financial performance for the year then ended.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Northcliffe Community Resource Centre Inc. in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of financial reports in Australia, and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting and Restriction on Distribution and Use

We draw attention to Note 1 to the special purpose financial report, which describes the basis of accounting. The financial report is prepared to assist the Northcliffe Community Resource Centre Inc. in complying with the financial reporting obligations as outlined in the Association Incorporations Act 2015 and also meeting the requirements as set out in the Northcliffe Community Resource Centre Inc.'s Constitution. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the Members of the Committee of the Northcliffe Community Resource Centre Inc. and should not be distributed to or used by other parties.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Northcliffe Community Resource Centre Inc. management, on behalf of the Members of the Committee, is responsible for the preparation of the special purpose financial report and for establishing such internal control as the Northcliffe Community Resource Centre Inc. management determines is necessary to enable the preparation of a special purpose financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, the Northcliffe Community Resource Centre Inc. management with the Members of the Committee is responsible for assessing the Northcliffe Community

Resource Centre Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting. The Members of the Committee are responsible for overseeing the Northcliffe Community Resource Centre Inc.'s financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report.

Our objectives are to obtain reasonable assurance about whether the special purpose financial report, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Northcliffe Community Resource Centre Inc.'s internal control.
- Evaluate the appropriateness of accounting policies used as described in Note 1 to the financial statements and the reasonableness of accounting estimates and related disclosures made by Northcliffe Community Resource Centre Inc. management, if any.
- Conclude on the appropriateness of the Northcliffe Community Resource Centre Inc. management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Northcliffe Community Resource Centre Inc.'s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report.

We have communicated with the Northcliffe Community Resource Centre Inc. management regarding, among other matters, the planned scope and timing of the audit and, via our management letter, significant audit findings, including any significant deficiencies in internal control, if any, that we may have identified during our audit.



Santo Casilli FCPA
Director

Date: 3 August 2021

Perth

THE NORTHCLIFFE COMMUNITY RESOURCE CENTRE INC.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021**

| | NOTES | 2021 \$ | 2020 \$ |
|--|-------|----------------|----------------|
| CURRENT ASSETS | | | |
| Cash at Bank | | 150,689 | 118,855 |
| Cash on Hand | 3 | 1,003 | 810 |
| Accounts Receivable | 4 | 4,306 | 17,575 |
| Stock for resale | | 8,790 | 8,745 |
| Prepayments | | 2,350 | 2,293 |
| Accrued Cash flow Boost income | | 0 | 9,341 |
| | | ----- | ----- |
| TOTAL CURRENT ASSETS | | 167,138 | 157,619 |
| | | ----- | ----- |
| NON-CURRENT ASSETS | | | |
| Office and computing equipment | 2 | 23,990 | 5,414 |
| Furnishings and fittings | 2 | 11,501 | 5,518 |
| | | ----- | ----- |
| TOTAL NON-CURRENT ASSETS | | 35,491 | 10,932 |
| | | ----- | ----- |
| TOTAL ASSETS | | 202,629 | 168,551 |
| | | ----- | ----- |
| CURRENT LIABILITIES | | | |
| Accounts Payable | | 447 | 351 |
| GST Payable/(Receivable) | | 5,009 | 185 |
| PAYG liabilities | | 3,995 | 7,885 |
| Superannuation Payable | | 0 | 3,222 |
| Provision for Leave | | 23,476 | 29,031 |
| Deferred Trainee Grant | | 36,975 | 21,539 |
| | | ----- | ----- |
| TOTAL CURRENT LIABILITIES | | 69,902 | 62,213 |
| | | ----- | ----- |
| NON - CURRENT LIABILITIES | | | |
| Provision for Leave | | 6,727 | 6,647 |
| | | ----- | ----- |
| TOTAL NON - CURRENT LIABILITIES | | 6,727 | 6,647 |
| | | ----- | ----- |
| TOTAL LIABILITIES | | 76,629 | 68,860 |
| | | ----- | ----- |
| NET ASSETS | | 126,000 | 99,691 |
| | | ===== | ===== |
| ACCUMULATED FUNDS | | | |
| Retained earnings | | 99,691 | 67,158 |
| Prior year adjustment | | (128) | 0 |
| Current Year Earnings | | 26,437 | 32,533 |
| | | ----- | ----- |
| TOTAL ACCUMULATED FUNDS | | 126,000 | 99,691 |
| | | ===== | ===== |

THE NORTHCLIFFE COMMUNITY RESOURCE CENTRE INC.

**STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2021**

| | NOTES | 2021 | 2020 |
|---------------------------------------|-------|----------------|----------------|
| | | \$ | \$ |
| Income | | | |
| Membership fees | | 1,840 | 2,316 |
| Fees and Charges | | 28,481 | 26,766 |
| Service Agreements (Commonwealth) | | 5,220 | 5,127 |
| Sale of goods | | 2,808 | 2,910 |
| Tickets, Raffles & Sundry | | 411 | 1,115 |
| Service Agreements (State) and Grants | | 133,364 | 115,801 |
| Non-Tax Deductible Gifts | | 492 | 357 |
| NIVC Building Income | | 3,400 | 4,156 |
| Other income | | 7,603 | 5,102 |
| ATO Cash Flow Boost | | 6,447 | 19,341 |
| Job keeper subsidy | | 42,000 | 36,000 |
| | | ----- | ----- |
| Total Income | | 232,066 | 218,991 |
| | | ----- | ----- |
| Cost of Sales | | 14,342 | 13,930 |
| | | ----- | ----- |
| Gross Earnings | | 217,724 | 205,061 |
| | | ----- | ----- |
| Expenditure | | | |
| Audit fees | | 1,850 | 1,850 |
| Administration | | 15,627 | 5,739 |
| Bank & Financial Fees | | 400 | 396 |
| Bad Debts | | 0 | 30 |
| Projects, Promotions & Fundraising | | 928 | 2,464 |
| Depreciation expense | | 10,081 | 5,351 |
| Insurance – Buildings & Contents | | 569 | 685 |
| Insurance - Other | | 1,939 | 1,551 |
| Occupancy expenses | | 1,908 | 2,590 |
| Employment Expenses | | 157,985 | 150,974 |
| Training & Development - Staff | | 0 | 898 |
| | | ----- | ----- |
| Total Administration Expenses | | 191,287 | 172,528 |
| | | ----- | ----- |
| Operating Earnings | | 26,437 | 32,533 |
| | | ----- | ----- |
| Current Year Earnings | | 26,437 | 32,533 |
| | | ===== | ===== |

THE NORTHCLIFFE COMMUNITY RESOURCE CENTRE INC.

FINANCIAL REPORT 2021

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of the members. The Committee has determined that the Community Resource Centre is not a reporting entity.

The financial report has been prepared in accordance with accounting policies adopted by management.

No Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting standards Board have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

a) Fixed Assets

Fixed assets shown in the accounts have been brought to account at cost less any accumulated depreciation. The depreciable amount of all office and computer equipment, but not computer software and minor furnishings, are depreciated over the useful lives of the assets commencing from the time the asset is held ready for use. The Northcliffe Community Resource Centre Inc. owns no freehold land and buildings.

All fixed assets with an acquisition cost of less than \$1,000 are expensed and not treated as an asset. However, purchases of components less than \$1,000 which are required to build an asset are accumulated and included as an asset where the total purchases making up the asset is greater than \$1,000.

b) Income Tax

The Committee considers that its operations are exempt from income tax under the provisions of section 50-70 of the Income Tax Assessment Act (1997) as amended. Accordingly, no provision for income tax is applicable.

c) Provision for Employee Entitlements

Provision has been made for annual leave and long service leave owing to employees at the balance sheet date.

The CRC recognises pro rata long service leave after 5 years of an employee's continuous employment service.

d) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In

THE NORTHCLIFFE COMMUNITY RESOURCE CENTRE INC.

FINANCIAL REPORT 2021

these circumstances the GST is recognised as part of the cost of acquisition of an asset or as part of an item of the expense.

e) **Impact of COVID – 19 Pandemic**

COVID-19 is a respiratory disease caused by a new type of coronavirus – severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). There are many types of coronavirus, which can cause illnesses ranging from the common cold to pneumonia. People with COVID-19 were first reported in December 2019 in the City of Wuhan, Hubei Province, in China. The disease has since spread widely around the world, including to Australia.

The World Health Organisation (WHO) has announced that COVID-19 is a pandemic. The Department of Health is managing the COVID-19 outbreak in Australia as a health emergency. To reduce the risk of COVID-19 spreading the Government is applying travel bans, limiting gatherings and closing of various public facilities from time to time.

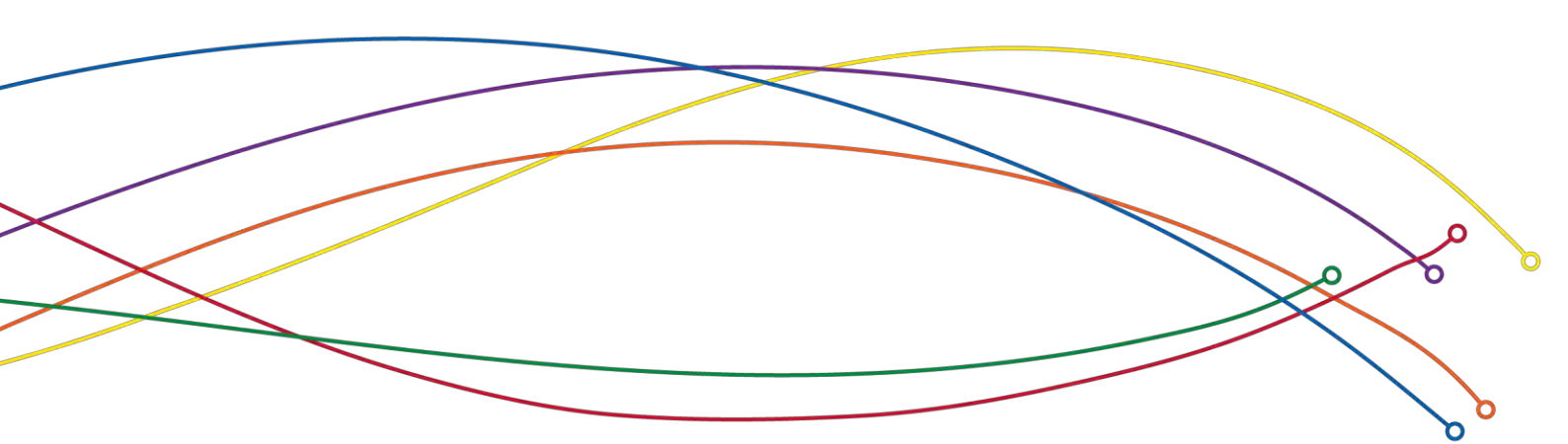
The financial effect to the Northcliffe Community Resource Centre that may result from this Pandemic, to date has been minimal, but its future impact is unable to be determined. The Committee has implemented changes to continue to deliver its programs and core services for the duration of this outbreak as far as practicable.

THE NORTHCLIFFE COMMUNITY RESOURCE CENTRE INC.

FINANCIAL REPORT 2021

| | 2020 \$ | 2020 \$ |
|--|----------------|----------------|
| 2. PLANT AND EQUIPMENT | | |
| Office and computing equipment at cost | 13,414 | 9,995 |
| Addition | 25,546 | 3,419 |
| Less accumulated depreciation | (14,970) | (8,000) |
| | <u>23,990</u> | <u>5,414</u> |
| | | |
| Furnishing at cost | 15,932 | 15,932 |
| Addition | 9,094 | 0 |
| Less accumulated depreciation | (13,525) | (10,414) |
| | <u>11,501</u> | <u>5,518</u> |
| | | |
| 3. CASH AND CASH EQUIVALENTS | | |
| Cash at Bank | 150,689 | 118,855 |
| Petty Cash and Cash Float | 371 | 300 |
| Undeposited Funds | 732 | 510 |
| | <u>151,792</u> | <u>119,665</u> |
| | | |
| 4. ACCOUNTS RECEIVABLE | | |
| Trade Debtors | 4,306 | 5,575 |
| Job Keeper June 2020 & 2021 | 0 | 12,000 |
| | <u>4,306</u> | <u>17,575</u> |

The accompanying notes form part of the accounts



Northcliffe Community Resource Centre

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