

MARBLE BAR

Community Resource Centre

ANNUAL REPORT

2021 - 2022

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Department of
**Primary Industries and
Regional Development**



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Who we are

The Marble Bar Community Resource Centre Inc. (MBCRC) is a not for profit, community managed organisation servicing the remote Pilbara community of Marble Bar. MBCRC is part of the Western Australian Community Resource Centre Network (WACRN) a network of Community Centres located in rural, regional and remote communities throughout WA. WACRN is funded primarily by the Department of Primary Industry and Regional Development (DPRID)

MBCRC also functions as an Agent for services Australia (formerly the Department of Human Services), assisting customers with issues relating to Centrelink and MyGov. This contract, in addition to one-off community grants and user paid services, enables the Centre to deliver a range of services and activities to the community of Marble Bar.

MBCRC has now delivered services to the Marble Bar community for 21 years. The MBCRC has slowly and steadily expanded its services over the past decades and looks forward to continued growth and development for many years to come.

Our Vision



- Provide access to services and information to support capacity-building activities within the community
- Develop partnerships and business opportunities
- Work with stakeholders, other CRCs and the Community Resource Division to increase the profile of the Community Resource Network WA
- To provide opportunities for access to and training in the use of information technology for disadvantaged community members to assist them to address issues of poverty, health, isolation, unemployment and other disadvantages
- To increase the employment prospects of the region
- To obtain funds from donations, grants and other sources
- To ensure the association is effective and remains a community based and owned facility

Our Mission



Our vision is to increase opportunities for community members to access training and services to begin to bridge the gaps that people who live in regional areas commonly face.

MBCRC aims to do this by listening to the needs of the community and working with other agencies, government departments and funding bodies to develop and implement programs, services and activities to meet educational, social, financial, health and wellbeing, business and recreational needs of people who live in Marble Bar and surrounds.

What we do



Access to government services

- Agent for Services Australia
- Dept. Communities – Housing visits
- Volunteer Tax Help Program – Australian Tax Office



Economic and business development support

- Business recruitment and networking opportunities
- Workshops and training events
- Coordinate training with Registered Training Organisations (RTO's)
- Coordinate other general training and education programs
- Referrals & enrolment assistance (i.e. with apprenticeship support organisations)
- Study area & equipment hire



Social development support

- Drop in or by appointment one-on-one support
- Referrals to support organisations (referral relationships)
- Centrelink (Human services) Agent
- Volunteer Tax Help Program – Australia Tax Office
- Free Indigenous trust form processing (grant funding)
- Free access to computer/printing for government forms (access point)



Services and products

- Computer & internet access
- Document printing, faxing, scanning, binding and more
- E format and high quality photo printing, photo scanning
- Sublimation printing
- Secretarial and design services
- Video conferencing
- Room hire
- Equipment hire
- Paid advertising (Mirage)
- Miscellaneous Product sales (USB's, books etc)



Building community connections

- Social events such as BBQ's, morning teas, market days and more!
- Community information sessions
- Monthly Mirage newsletter
- Social media information sharing
- MBCRC Community noticeboard
- Free access to computer to access government websites and information
- Collaborative events & initiatives with other organisations

Chairperson's Report

2022 has been a year of change for the Marble Bar CRC. With change has come challenges and opportunities for us to negotiate.

Your committee and our staff have worked hard, drawing on their varied talents to bring you the best service from the Marble Bar CRC. I thank our Vice-Chairman Lee Anderson for supporting me as Chairperson, his keen eye for detail especially around contracts and negotiating the best outcomes for the CRC; our Secretary Amy Pfitzner who while working as Coordinator was talented in establishing practices of good corporate governance for the organisation and giving realistic oversight to the opportunities that could be grasped; our Treasurer Kylie James also served as the Assistant to the Coordinator while keeping our finances in order; Immediate Past Chairman Dean Hatwell has been a font of knowledge and background information on the whys and ways of existing contracts and arrangements; Committee Member Emma Bussell has offered strategic insight, local knowledge and constant support; Committee Member Grant Brooks has been a steady sounding board, yard cleaner extraordinaire and always a great support to me; Committee Member Olga Potter has left the Committee and has given us knowledge, insight and dedication since she established and served as the inaugural Coordinator of the CRC. We wish her well in her retirement.

From the footpath the CRC appears to offer printing, laminating, internet access, help working with Government departments and help for the community to go about their everyday business. You probably flick through the Mirage monthly magazine or read it online and have possibly attended a NAIDOC celebration, an International Women's Day lunch, a training session or meeting in our teleconferencing training room or the Pioneers and Pensioners' Christmas Lunch or a mining company information session at the Civic Centre. This year the CRC has hosted government staff to provide access for the public to the Department of Communities (Housing), the Department of Justice and the Pilbara Development Commission and to numerous non-government organisations assisting community members.

Early in 2022 the Committee held a series of strategic planning workshops to set goals for the advancement of the CRC, programme events for which we had notice for the year and to make a staffing succession plan as both the Coordinator and the Assistant to the Coordinator had advised us that they planned to leave Marble Bar later in the year.

Mariah Prunster joined us in the role of Assistant to the Coordinator in March and Pam Townsend moved into the role of Coordinator early in September. We were grateful that Amy Pfitzner could allow a week to handover to Pam.

Housing has been a challenge for both the CRC and the Marble Bar community during 2022. The CRC has collected lived anecdotal evidence for the problem and has advocated to the Department of Communities and the Shire of East Pilbara on your behalf. This has resulted in a Department of Communities (Housing) case worker attending Marble Bar once a fortnight.

Quality of housing for Marble Bar CRC staff has been problematic with plumbing being a major issue. The Coordinator has moved from 60 General Street to a new lease in a brick GROH house in far better condition. Plumbing and fence repair at the Assistant to the Coordinator's house in Bohemia Street continues to be a matter to be resolved.

Our Containers for Change partnership with Asset Link, the managers of the Atlas Sanjeev Ridge and Calidus Warrawoona Project camps has been recognised by Linkwest WA as a model for fundraising by small community organisations. These donations from our community and from Asset Link and the willingness of Asset Link to deliver all our recyclables to the collection point assists the CRC in its ability to provide free events to the community.

The CRC continues to have a strong partnership with DPIRD who have recognised the increase in recorded services provided by the CRC. The CRC continues to provide a dedicated access point for clients of Services Australia.

The Marble Bar CRC continues to have beneficial relationships with our partners and stakeholders. Financial and in-kind donations from our many friends make our work possible. Thank you.

My sincere and grateful thanks to Amy, Kylie, Pam and Mariah for the caring and dedicated service you provide for our community. I speak for all the Committee in expressing our gratitude.

I wish you all a happy and safe holiday season and look forward to the opportunities the New Year will bring.

It gives me great pleasure to present my Annual Report for 2022.

Wendy McWhirter-Brooks - Chairman

Coordinator's Report

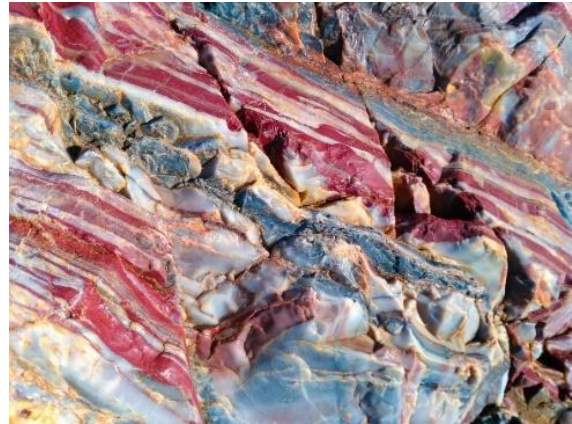
While I was not the Coordinator for the 2021 – 2022 financial year, statistical reports and feedback indicate that the CRC had a successful year with COVID continuing to have an impact on some service delivery. The CRC has been very fortunate given the difficulties and hardships faced by many small businesses and not for profits across Australia and the world over the past 2 years. I am pleased to advise that the CRC met its targets for service delivery while also continuing to develop and improve the organisation.

We were sorry to see Kylie James resign although she continued as Treasurer on the CRC committee. In February 2022, Mariah Prunster started in the Assistant Coordinator position and is now a trainee. The Coordinator Amy Pfitzner resigned prior to the end of the financial year and left early September 2022. This certainly has implications for the coming financial year as the new Coordinator becomes familiar with the programs and financial management of the service.

The upswing of mining and tourism in the region brings the potential for growth and development in Marble Bar. The lack of housing continued to remain an issue for Marble Bar and this unfortunately has implications for growth in the region.

The CRC has continued to develop strong links with the community and stakeholders with this demonstrated in all the reports to the funding body.

Of particular success in 21-22 was the cash for cans collection. This bought in \$5,713.20 and is used for community programs. Assetlink picks the cans up from the CRC and takes them to Port Hedland with there being no cost for the CRC other than being the collection point in Marble Bar.



I would like to take this opportunity to thank the MBCRC Committee, Mariah Prunster and Marble Bar community for their support and making me feel so welcome.

Pam Townsend
Coordinator – Marble Bar CRC



Year in Summary



471

People provided government and community information



4

Workshops delivered



33

Overall services we provide our community



1

Successful grants received



2

Local people employed



1

Volunteers engaged



15

Community events held



3

Hot office bookings



11

Collaborations with other community groups



67

One-one-one IT training sessions provided

Government Services

Government Access Point

The Marble Bar CRC continues to provide and promote the Government and Community Information Access Point for the community and visitors to the area. This service is essential and available 5 days a week. It has been well utilized by the community. The MBCRC is also an Agent for Centrelink (Human Services) and part of the Volunteer Tax Help Program – Australian Tax Office.

Videoconferencing Connections

Videoconferencing: The MBCRC provides videoconferencing services, however this has been underutilised with only 7 held and 8 listed in our contract with DPIRD. Despite this, we will continue to promote the service to the community. As mining, business and tourism activities increase in the region over the coming year, we also hope to receive more enquiry from business entities.

Signage and Accessibility: The MBCRC remains clearly signposted on the building.

Desk/booth, Computer & Printer: The MBCRC provides a dedicated desk area for the computer and printer provided by DPIRD for free access to government and community information.

Access to Information

Noticeboard & Brochure Display: MBCRC updates our noticeboard with relevant material regularly throughout the week. Informative brochures and pamphlets are displayed throughout the building; however, we will seek to review our display area in the coming year to improve privacy and ease of accessibility for sensitive topics such as drug and alcohol counselling or family violence support.

The MBCRC strives to facilitate the sharing of relevant information to our community.

Mirage Community Newsletter: The 'Mirage' community newsletter remains an important part of our information sharing strategy.

Over the past year we have continued to develop the Mirage. Each edition is released monthly where possible. In 2021-2022, 8 standard editions were published.

Each edition we print a minimum of 55 copies for free distribution to the Community. On several occasions this year we have had requests for additional copies to be printed, where the first 'print run' has been depleted within a few days. Links to access a digital version on our website for those who miss the initial print run are also promoted through social media and emailed to interested stakeholders.

Social Media: Social media (Facebook) continues to be an important part of our advertising and promotion strategy and a useful tool for information sharing.

Being the 'Go-to': In addition to our formal communications, we also spend a lot of time chatting to people over the phone and face-to-face. We receive phone calls from a wide range of people who 'weren't sure who else to call', looking for information about the local area – and we're always happy to help.



Economic and Business Development Support

Core Services:

Referral Relationships: During 21-2022 the CRC actively developed and maintained positive referral relationships with organisations who seek to support economic and business development.

Under our contract, we are required to actively maintain **6** referral relationships for SLO2 and the MBCRC currently has **55**. Wherever possible, we strive to assist other local businesses and organisations with delivery of their own programmes, where they are in line with the SLO2 objectives.

Our Referral Relationships include:

- ◆ Apprenticeship Support Australia
- ◆ Ashburton Aboriginal Corporation
- ◆ Bloodwood Tree
- ◆ Dept. Transport (Remote Servicing)
- ◆ Pilbara University Centre
- ◆ RSM Business Local

Additional Services:

Training/Workshops – Business Development Focus:

DPIRD require us to deliver **4** workshop or training session, in addition to **4** “one-on-one” training sessions.

This year we facilitated the delivery of **5** training workshops.

We also delivered more than **50** “one-on-one” sessions. Staff regularly assist people with financial or employment related tasks, such as resume writing and production of business documents, as required.

Information Sessions – Business Development Focus:

DPIRD require us to deliver **4** information sessions with a focus on business development and we delivered four.

Local Initiatives/Projects – Business Development Focus:

Of the **4** local initiatives/projects required, we were able to deliver **6**.

In the previous financial year, a major initiative was implementation of the Training Centre initiative. This

initiative involved extensive collaboration with stakeholders and registered training organisations, ensuring compliance of the training centre facility, developing a strategy for equipment requirements and promotion of the training centre facility to the public. The Training Centre initiative continues to evolve as we learn more about how best to utilise this valuable asset.

DECEMBER TRAINING At the Marble Bar CRC Training Centre

MINIMUM NUMBERS NEEDED: BOOK NOW!
Follow the appropriate link or go to www.marblebar.com.au to book
or contact the CRC on 08 9422 1111 or 08 9422 1112

Thursday 16th / Friday 17th December
Professional Development: **Business & Social Skills**
9:30 AM - 12:30 PM
www.marblebar.com.au/training-centre/development/business-social-skills
Book on www.marblebar.com.au/training-centre/development/business-social-skills
or call 08 9422 1111

Saturday 18th December
Open to Residents: **Meet**
10:00 AM - 12:00 PM
www.marblebar.com.au/training-centre/open-to-residents
Book on www.marblebar.com.au/training-centre/open-to-residents
or call 08 9422 1111



MARBLE BAR **TOURISM CHAT**

1:00pm Wed. 11th May
at the CRC Training Centre

Gardyn Elbar of the Pilbara Development Commission will be in attendance and community members, business owners and other local tourism stakeholders are invited to attend to talk about tourism opportunities in Marble Bar.



Services and Products

The Marble Bar CRC provides a broad range of services and products to the community and visitors. In 2020-2021 we had 2,154 contacts listed in the statistics sheet but in all probability it was many more.

- Computer & internet access
- Document printing, faxing, scanning, binding and more
- Wide format and high quality photo printing
- Photo scanning
- Sublimation printing
- Secretarial and design services
- Video conferencing
- Room Hire
- Equipment Hire
- Paid advertising (Mirage)
- Miscellaneous product sales (USBs, books etc.)
- Drop in one-on-one support (i.e. for basic tech questions)
- Referrals to support organisations (referral relationships)
- Centrelink (Human Services) Agent
- Free indigenous trust form processing (grant funding)
- Community information sessions
- Workshops and training events
- Drop in service for basic governance support & queries
- Paid support for complex queries and assistance



- Coordinate training with Registered Training Organisations (RTOs)
- Coordinate other general training and education programs
- Referrals & enrolment assistance (i.e. with apprenticeship support organisations)
- Study area & equipment hire
- Free access to computer/printing for government forms (access point)
- Monthly Mirage newsletter
- Social media information sharing
- MBCRC Community noticeboard
- Free access to computer to access government websites and information
- Social event such as morning teas and community market days



Building Community Connections and Social Development Support

Core Services

Referral Relationships: As with all our relationships, we have put significant effort into developing and improving relationships with other Community organisations over the year. DPIRD require us to actively maintain **6** referral relationships and the MBCRC currently has **55**, with this number constantly growing.

As with other outcomes, referral relationships are essential to assist in building social capacity and offer support for social welfare and wellbeing. The CRC has a good awareness of the services offered by organisations and how their services they may benefit CRC clients.

Additional Services

Training/Workshops – Community Development

Focus: DPIRD require **4** training sessions or workshops in addition to **4** “one-on-one” training sessions.

This year we facilitated **4** training courses – this was with Mark Keogh Training, Ashburton’s, VFES and Shellie Morris.

Finally, we provided over **67** “one-on-one” sessions to clients. The majority of our one on ones involved assisting clients to connect pre-paid phones, setting up WIFI on devices or helping clients to send photos and messages to family and friends.

Information Sessions – Community Development

Focus: We were able to facilitate **7** of the **4** required information sessions for this year.

The Global Lithium information session was particularly successful with **42** people attending. Other information session were:

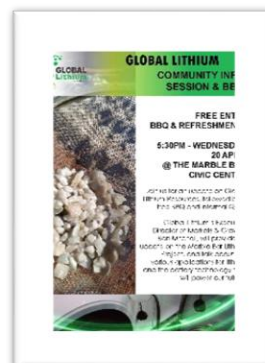
- ◆ Horizon Power
- ◆ Pilbara Development Commission
- ◆ Bloodwood Tree Association
- ◆ MACA BBQ
- ◆ Western 4WDriver Magazine - Tourism - Community Consultation
- ◆ Cyclone information session

In May, we successfully hosted the Biggest Morning Tea (Cancer education/sun safety) at the CRC. This year **21** people attended the event and **\$236.85** was raised.



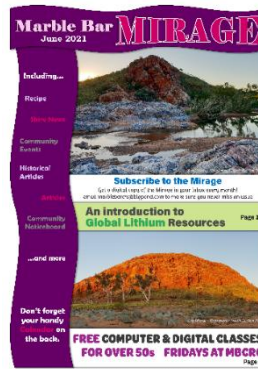
In June 22 the CRC implemented the Friday Nights Live program which was an initiative developed by our new administration officer Mariah Prunster. This is a youth initiative to engage with community and build relationships between the children and WAPOL. Since the program started the Shire of East Pilbara and the Nursing Post have partnered with the CRC to make this program even more successful. It is free of charge and for the under 18 demographic.

There were **3** sessions held in June with a total of **46** attendees.



Mirage

While the Mirage is a vital source of information for the community, it also is a tool for building connections and social support in the community. The Mirage also has an economic component as it includes specialised pricing packages for local businesses and community members to be able to promote and advertise their services or goods.



Association support in Marble Bar

Support included assisting organisations to access Associations Online for submission of annual information statements, and general guidance regarding governance requirements for Committee members.



Our Team

Management Committee and Members

The Marble Bar Community Resource Centre is a not-for-profit incorporated Association governed by a volunteer committee. The committee is elected by members each year at the annual general meeting.

Management Committee:

Chairperson: Wendy McWhirter-Brooks

Vice Chair: Lee Anderson

Secretary: Amy Pfitzner

Treasurer: Kylie James

Grant Brooks Dean Hatwell

Emma Bussell

Members

Susan Potter

Annmarie Kiernan

Deb Todd

Helen Mitchel

Louise Mawson

Simon Liddell

Brenda Lockyer

Brooke Patterson

Leanne Sampson

Bernadette Mason

Renae Ball

Sue-Ellen Elvy

Margaret Kiernan

Lang Coppin

David Lucas

Deborah Beamish

Clive Wilkins

Sheryl Wilkins

Joan Lever

Ellie Bigwood

Spencer Brooks

Staff Team



Pam Townsend
Coordinator - Aug
2022



Mariah Prunster
Administration
Trainee – March
2022

Our Supporters

The CRC staff have continued to engage and form partnerships with a variety of stakeholders.

Government

Department Primary Industry and Regional
Development

Grant Funding Bodies

Department Primary Industry and Regional
Development

Corporate Sponsors

- Calidus
- Atlas Iron
- Shire of East Pilbara

Community Partners

- Assetlink
- Ashburton Aboriginal Corporation
- Travellers Rest
- The Bar General
- The Iron Clad Hotel
- Shire of East Pilbara

Special Thanks

Shire of East Pilbara

Treasurer's Report

My treasurer's report for this AGM will be brief as I am away from my laptop and unable to access a lot of the information I normally would. I will be looking at the audit instead. My paid role at the CRC came to an end in December 2021 and while I have remained on the committee as treasurer it has certainly had its challenges no longer being hands on. I am stepping down as treasurer as I don't feel I can do the role justice from afar, and it is more suited to either an employee of the CRC or at least someone local with an interest in what the CRC provides and does for the community. A treasurer role in this modern day and age is not exactly for the faint-hearted and comes with a fair bit of responsibility and also a good understanding of financial programs and accountancy.

Whilst working at the CRC I was responsible for all entries into XERO and this enabled me to have a clear picture of what was going on all the time. No longer doing that makes writing a report challenging, and I'm sure it has also been challenging for Pam to try and get a handle on this as well as everything else she has to do.

Going by the audit report we are certainly a lot more in the red this financial year than the last. This is mainly due to less money coming through in the form of grants and some of our expenses being slightly higher, insurance and housing being a

couple. As always the CRC needs to work hard to generate income and keep expenses down, easy to say harder to do! At least our wages and related expenses have stayed about the same.

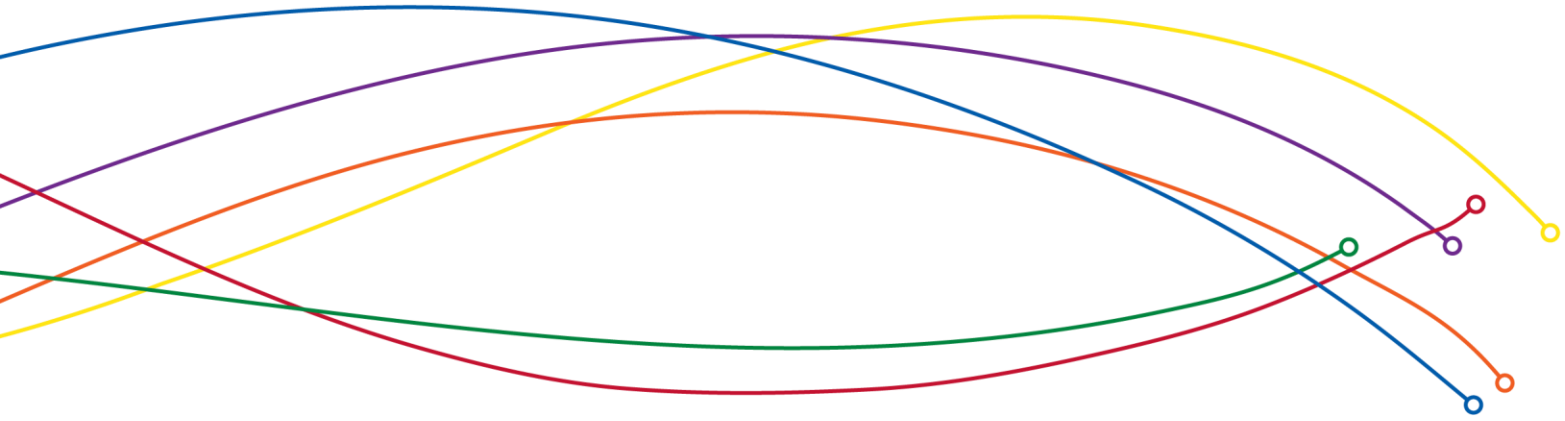
It has been a year of big changes for the CRC in relation to staffing which is a huge thing for a little place like Marble Bar. Not only is it a challenge finding people they then have to move here and take on a role that is a lot more than it looks on paper. Both Pam and Mariah have certainly taken on that challenge and are doing a good job.

I wish the CRC all the best going forward and hope someone who can be more hands on will put their hand up for the role of treasurer. I have loved my time and learnt a great deal, not just about financial things but people also!

Kylie James

Treasurer

14/11/22



Marble Bar Community Resource Centre

P: 08 9176 1375

E: marlebarcrc@bigpond.au

W: www.marlebarcrc.net

**16 Francis Street,
Marble Bar WA 6760**

