

# a little CRC...



Northcliffe  
**Community  
Resource  
Centre**

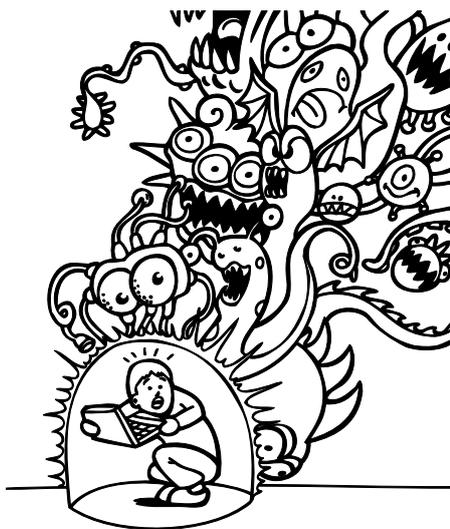
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# Don't panic!

## Tuesday Half Price Computer Clinic

Every Tuesday morning  
10 am to 1 pm  
at the

### Northcliffe Community Resource Centre



\$10 per hour members \$12 per hour guests. Minimum charge \$5

4 staff every Tuesday...one on one training...computer security advice and assistance...training, basic to advanced... troubleshooting and problem solving... tablets and smart phones...software installation... online research...is this program safe to install?...performing back ups...advice on computer purchases...getting connected to the internet...basic hardware help...online payments....more staff, more services and more help for you... **BYO computer or use one of ours.**

### Free Marketing Support for Northcliffe Organisations

The Community Resource Centre helps many local organisations design posters, newsletters, flyers and raffle tickets. Check out the new DL flyer we designed and printed for the Northcliffe Pioneer Museum.

While we have always tried to be generous with our pricing, to assist local organisations, we can now offer something even better...

In 2014/15 we will offer 12 packages for the year, offering free marketing support to local Businesses and Organisations. Those eligible receive up to 4 hours of free staff time, a value of over \$100. We can use this time to help you promote your event, your services, fundraising effort, or anything else in the category of 'marketing'. Depending on your needs we can create graphic designs (eg. logos), take promotional photos, layout a flyer or newsletter, supply graphic designs for internet adverts or your printer, or create a mail out campaign for you.

Organisations will need to pay for any printing services they require.

To get access to one of our 12 packages all the organisation needs to do is fill in a one page form to get started and, after the work is complete, a one page survey.

The CRC Manager will generally be able to approve or reject applications on the spot. We are optimistic we will be able to help everybody.

### Funding, Fees and the Future

#### Review says CRCs are Too Cheap!

In a recent comprehensive review of the performance of all of Western Australia's CRCs, a key recommendation was for CRCs to charge more for basic services.

These review findings will be 'enforced' by requiring that CRCs spend more staff time delivering on 'events' and 'initiatives'. This means less staff time available to provide 'services'.

Increasingly, for us to maintain financial viability, our customers will need to fund staff time spent assisting them with printing, copying, internet and computer problems, scanning, faxing, designing etc. etc.

Up until now we have been good at covering our materials costs but, generally, customers have not been charged the full cost of staff assistance they receive.

We will try to make the change gradual and look for any 'angles' which will allow us to continue offering excellent value.

For instance our budget plan calls for us to increase the money we raise on 'Services' from \$25,000 to \$32,000 over the next year. This means raising about 30% more in user fees, across the board.

We are very proud to have delivered unrivalled value to Northcliffe residents via low fees over the recent years. Many of our prices have been well below those available to Perth residents.

We hope for your understanding as we start to adjust things.

#### Get Involved

To get involved in the decision making, budgeting, and planning for our future, we invite you to join as a Member of the CRC and then come onto our committee. Our AGM will be held in October 2014.

NCRC is proudly supported by...



**Government of Western Australia  
Department of Regional Development**



**ROYALTIES  
FOR REGIONS**

