



NORTHCLIFFE

Community Resource Centre

ANNUAL REPORT

2023-24

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



Department of
**Primary Industries and
Regional Development**



Cover photograph:

Flowers by Chris Tate, a photograph selected for our 2024 photo exhibition *From A Different Angle*. Refer to full event reporting on page 14 & 15.

This annual report is available online at:

[northcliffe.org.au/resources/ncrc/2023-24 annual report.pdf](http://northcliffe.org.au/resources/ncrc/2023-24%20annual%20report.pdf)



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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”

The Northcliffe Community Resource Centre (NCRC) is a community-run, incorporated organization situated in the heart of Northcliffe. We are registered with the Australian Charities and Not-for-profits Commission (ACNC).

We are part of the welcoming network of regional and remote centres that make up the Western Australian Community Resource Network. The Government of Western Australia, through the Department of Primary Industries and Regional Development, provides essential funding to our centre. We are overseen by a team of seven volunteers who manage a staff team of four (and sometimes five).

We're known throughout the region for our high-quality one-on-one support, printing services, and our commitment to helping other community groups and individuals, as well as the expert assistance we can provide to those struggling with computers and mobile devices.

At the NCRC, we're dedicated to helping people connect into the community and achieve their goals. Our equipment and personalized support assists those applying for a job, starting a podcast, launching a business, creating a birthday card, or updating a mobile phone. We provide access to office equipment, printing resources (including specialty photo printing), scanners, a fax service, binding, laminating and more.

The NCRC is also able to take strategic actions and provide one-on-one support in response to community wide needs such as those presented by natural disasters, the development of e-government and e-commerce, technology threats, town celebrations and events, and other challenges and opportunities which arise. We refer clients to other relevant services and welcome locals and visitors who just want to drop by for a chat or a coffee.

Our organized activities include regular free film screenings at our Beanbag Cinema, Southern Forests Chess Club and Family History Group, annual photo competitions, Halloween parties, workshops, and information sessions. Such events reduce social isolation and provide opportunities for community members to form new connections.

Northcliffe CRC also serves as a Services Australia Access Point, providing free computer use for accessing online government services like Medicare and Centrelink. We also provide free access to computers and printers for access to State and local Government services.

Our centre features a comfortable shared computer room, a Common Room which is free for use by anyone in the community wanting to meet with a friend or hang out, a spectacular Meeting Space, a mini broadcasting and videoconferencing studio, and

several spaces which can be rented as temporary offices as well as a private area for users of the Services Australia Access Point.

Our partnerships with other local community organisations are numerous, including those with our collocated partners Southern Forest Arts (SFA) and the Northcliffe Visitor Centre (NVC). We provide a collaborative space in which community projects are pursued such as the monthly publication of The Karri Pigeon, a local community newspaper created by Northcliffe Community Development Group (NCD).

We manage the northcliffe.org.au website and the Northcliffe Community Calendar and write monthly articles with technology and other advice in the Karri Pigeon.

NCRC is open Monday to Friday from 10 AM to 5 PM, year-round.



Access to government services (SLO1)

- 216 government access point services provided
- 189 video conferences
- State, Federal and Local Government Information

Services Australia Access Point

- 92 Services Australia client visits (Centrelink, Medicare etc.)
- 2 Services Australia Bus visits



Associations support (SLO3)

- 19 Associations Support training sessions
- 15 hours of training
- Committee meeting room hire, event room hire
- 3 broadcasting support packages delivered to Associations



Economic and business development support (SLO2)

- 27 referral relationships for business development and employment pathways
- 118 commercial room bookings (conference, meeting room and office hire)
- 14 one-on-one business development training sessions
- 5 one-on-one workforce development training sessions

- A local business support initiative supported the development of the largest town event ever held, the 100th anniversary, with a bustling market and stage entertainment, as well as town dances, tours, launches and other events.
- 5 broadcasting support packages development to businesses
- 3 trainees employed and 1 trainee graduation
- Northcliffe naturally town branding program



Social development support (SLO3)

- Bean Bag Cinema Venue – 1 kids film events delivered and 7 adult film events, including 2 indigenous themed events.
- 140 visits to *Glitch* kids computing (computer gaming and supervised social media access for kids).
- 210 one-on-one training sessions for individuals. Support packages were 'Computer and Mobile Device Clinic' and 'Get Email, Get MyGov, Get Started'
- 17 local Social Development initiatives delivered
- Annual photo competitions featured the exhibition phase of *25 Years of The Bibbulmun Track* and the competition phase of *From a Different Angle* (with the exhibition stage occurring in early 2023/24). 76 people actively participated in *25 Years of the Bibbulmun Track* and 28 people entered photos into *From A Different Angle*. 10 people participated in a *Play with Perspective* photography workshop with Sam Harris designed around the exhibition theme.
- Activating local communications with northcliffe.org.au , monthly event calendars in the Karri Pigeon newspaper and online. Monthly 'A Little CRC' article with technology, security and other tips.
- Video conferencing, podcasting and video broadcasting studio. In the 2023/24 FY, 31 videos were published on YouTube including a series of oral history recordings from the town's 100th Anniversary.
- The Northcliffe CRC YouTube channel youtube.com/@northcliffecrc55 had 2200 views corresponding to 109.7 hours of watch time, an average view duration of 3 minutes.
- Continued, for 6 months of the year, the all ages and all skill levels *Southern Forests Chess Club*. After a number of successful meetings the group was put on hold in January 2024 after some key members moved away from the town. We hope to resurrect it soon
- 34 referral relationships for drug, alcohol and mental health support, sports, art, fun and other Social Development purposes

Services and products



- Coffee sales, flexible room hire, bulk colour laser printing, bulk sheet cutter, faxing, scanning, large format photo printing and mounting, kodak kiosk, technology advice, graphic design, video production and much more.



Building community connections

- *The Common Room* – a space for casual coffee meetings in town which is free to use for individuals and community groups. Karri Pigeon volunteers are amongst many who make use of this facility.
- *The Meeting Space* – discounted rates (\$5) for committee meetings enables a number of community groups to have their committee meetings in a professionally set up meeting space.
- Printing the Karri Pigeon (published by Northcliffe Community Development)
- Partner projects with Southern Forest Arts/ Creative Connections/ Northcliffe Visitor Centre.



Chairman's Report

Amongst the chaos of Northcliffe's 100th Anniversary celebrations the NCRC grew steadily...

Amongst the chaos of Northcliffe's 100th Anniversary celebrations the NCRC grew steadily. In 2023/24 4581 people came through the door, up from 3903 in the previous year. 4204 of those were provided a CRC service of some type. Room hires and video conferences went sky high and we are happy to see all our spaces being so well used, including The Common Room which we make available for everyone in the community to use. Our coffee service was a hit this year and filled a real gap in a time when café services in Northcliffe have been patchy. Youth users have also been steadily returning to the NCRC since new computers were installed during the year.

During Northcliffe's 100th Anniversary celebrations the NCRC was a vital support to the community groups and volunteers in town who had printing, organizing, planning, and other jobs to do. We used the 100th as an opportunity to make use of our mini broadcasting studio and conducted interviews with some of the town's interesting characters, collecting some irreplaceable oral histories of the Group Settlement program and the early history of our area.

Out of this little broadcasting studio, 31 long form videos were uploaded onto our Youtube channel, and we had 2160 video views during the year. These long form interviews are for posterity but we are planning on producing a more viewer friendly documentary to remember the 100th anniversary. The plan is to release the documentary with a celebration for the volunteers who made the 100th great, in the Bean Bag Cinema exactly one year after the town's grand celebration.

Our bean bag cinema screened a record number of films for adults and our kids' film event was a hoot. We would like to build the audience numbers for the cinema so please come and enjoy the company, comfy bean bags and free popcorn on offer. We were also proud to host senior Noongar man Jim Morrison in January who presented the Yokai documentary, an unforgettable learning experience about Stolen Generations Aboriginal people in Western Australia.

A would like to highlight our trainee program which is a source of pride for our whole CRC, and which has been delivering for the CRC, the town, and for those employed, for over ten years now. We have been really fortunate with many talented recruits over the years including the current crop.

My thanks to the CRC staff for making it another great year.

Paul Owens
Chairman

Manager's Report

ACNC registration

We found out we achieved our ACNC registration in December 2023, which was backdated to the start of the 2023/24 financial year. This was an extensive process which took over 2 years including constitutional changes approved by the NCRC members at our 2021/22 AGM, and consulting with a number of experts regarding our application. It was a big relief to finally achieve success. We've since used our registration to access discounted hardware and software, and we expect significant benefits over time in being federally recognized as a not-for-profit and, technically, a 'charity' (a word which is seldom used these days in the sector).

The next big thing...

The next big thing for the NCRC and its progress is that it is time to refresh the CRC main space. In 2023 we upgraded all our back end technology, in 2024 all our front facing computers. In the coming year we will be trying to source grant funding to replace carpets, paint walls, and reformat the space to reflect how it is being used almost 20 years after we first moved into our purpose built space.

The Future of the Colocation

A large element of uncertainty for all the building users at the Northcliffe Information and Visitor Centre (NIVC), is the fate of the Northcliffe Visitor Centre (NVC). The NVC is on a financial cliff edge and volunteer support from local tourism operators has been lacking. The NVC hosts the Northcliffe Library Service, is a ticket seller for Understory Art and Nature Trail, a vital partner for the NCRC, and one of only three tenants in the building. The fate of the NVC has the potential to affect us all.

On a brighter note, with a great deal of support from individuals and businesses in Northcliffe, Southern Forest Arts has purchased a coffee van to go in the NIVC grounds. This will be a welcome asset as services for day visitors to Northcliffe have been lacking over the past year or two. The NCRC's own coffee service has been booming during this time, but we know visitors and locals will welcome getting an actual barista experience. The NCRC's coffee machine operates at break even pricing so we have no concerns about the competition. We plan to continue our own service as a support for NCRC customers and for events / meetings held in The Meeting Space.

Thanks

My personal thanks to our committee volunteers who provide oversight and a legal basis for the NCRC's existence, and who also add value by their participation in many areas. I would also like to thank our highly talented staff who deliver such great support to the community, and to our recently graduated trainee Shay Parmenter who has provided over a year of stellar service to the community and the NCRC. Thanks also go to all our members and supporters in Northcliffe and the region and a State Government who, by their actions, we can confidently say 'get' CRCs and their importance to regional WA.

Graham Evans
Manager

2023/24 – Twelve months in Summary



216
used the Government
Access Point, plus



92 used the
Services Australia
Access Point



189
Video
Conferences
(up from 51)



4204 (up from 3703)
Overall service
occasions to
individuals



31
Youtube Video's
Uploaded

2160
Youtube Video
Views




6 Local people
employed incl.


3 Trainees



140
visits to Glitch Kid's
Computing club



Bean bag cinema
>1 Kids Film
>7 Adult Films
>2 Aboriginal Films




118
Commercial Meeting
room uses.



12
Partnerships with other
community groups.

61 referral relationships



264
one-on-one IT,
workforce, business and
associations training
sessions delivered

Events and Services in 2023/2024

Service Categories SLO1, SLO2, SLO3

SLO	Service Area	Contracted	Delivered
SLO 1 Community members are provided with access to state government and community information and services	Number of patrons receiving State Government and Community Information	90	216
	Number of Videoconference Services	12	189
SLO 2 Local Businesses and the workforce have access to activities and initiatives that improve skills and capacity to foster economic growth in the local community	Number of Commercial Hot Office Bookings	50	118
	Number of Referral Organisations	18	29
	<i>Number of Training/ Workshops – business development focus – groups sessions delivered</i>	0	1
	<i>Number of One on One tutorials- business development focus</i>	30	35 (only 31 reported to DPIRD)
	<i>Number of Local Initiatives/projects - economic development focus</i>	1	1 (0 reported to DPIRD, see notes on 100 th Anniversary market day)
SLO 3 Community members have access to activities and initiatives that create or improve community connectedness and capacity	Number of Referral Organisations	20	34
	<i>Number of Training/Workshops - community development focus– identify one on one or group sessions</i>	1	1
	<i>Number of One on One tutorials - community development focus</i>	80	210
	<i>Number of Local Initiatives/projects - community development focus</i>	10	17
	<i>Number of Support to Volunteering (previously referred to as Associations Support)</i>	8	19

In all Service Areas the NCRC met or exceeded our contracted quantity of service instances in 2023/24. There were some minor reporting errors.

One-on-One Training and Online Security (SLO3)

Northcliffe CRC provide intensive one-on-one support to users who come in with computer and mobile device issues and requirements, including cyber security challenges they are facing. The Telstra 3G switch off created a huge amount of work with assessments of phones. Many 4G models were also affected and the NCRC assisted customers with a great deal of research, help with phone replacements, and setups and transfers onto new phones purchased.

*In 2023/24 we delivered 210
one-on-one support sessions*

We record just a few words about each support session, and the length of time. At an average of 40 minutes per session, here is a sample of support session descriptions from the year:

'advice on laptop purchase for kids'
'malware checking· Windows re-install'
'security setup'
'mobile phone roaming, activation and Telstra account'
'iPad battery/ advice / purchase replacement (swollen battery)'
'computer setup'
'NBN sky muster signup'
'keyboard/mouse install, laptop office repair & update'
'Facebook account create after losing access'
'iPhone update (emergency services not working)'
'Western Power outage claim'
'Set up MyGov, Centrelink and age care'
'3G switch off affecting 4G phones'

We consider our one-on-one support to be at the heart of what we do at the NCRC.

This personalized assistance is a key reason why our center continues to be so relevant and valued in our community. Individuals who lack technological skills—whether due to age, circumstances, or limited access to technology—are often among the most vulnerable in our society. When they encounter technological challenges or struggle to find the right help, it can deepen their disadvantage, preventing them from effectively interacting with banks, government agencies, superannuation funds, employers, entertainment services, and even their own families.

Our approach typically involves examining devices for potential security issues, asking questions to understand concerns, and offering advice on password management and login security. We also assist with updating passwords when necessary. If we suspect a customer's security may be compromised, we guide them to contact their bank, help them perform factory resets on their phones, and remove any suspicious software. Along with boosting confidence that their device is secure, we also encourage and support them in keeping their operating systems and software up to date.

While we cannot guarantee the security of a customer's device, we emphasize the importance of being prepared for potential threats like ransomware. We assist customers in setting up backups and testing their backup and restore processes to ensure they are ready if something goes wrong.

Our support is primarily delivered through our one-on-one training programs, such as the '\$5 and \$10 Computer Clinic' and 'Get Email, Get MyGov, Get Started!' programs. These sessions involve a simple support agreement with the NCRC. In cases of financial hardship, our staff members are empowered to waive the fees. In the upcoming reporting period, we plan to gather statistics on how often these fee waivers are applied.

Photo Competitions, Exhibitions, Workshops 2023 and 2024 (SLO3)

In partnership with Southern Forest Arts the NCRC delivered a photography workshop with the amazing Sam Harris in May 2024, designed to dovetail with and inspire entries to our 'From a Different Angle' photo competition.

NORTHCLIFFE'S 2024 PHOTO COMPETITION & EXHIBITION

From a Different Angle

Entries now open!

Photo: Yali by Sam Harris

Entry is free and open to everyone, closing 31st May 2024. Submit up to 5 photos in digital form - no need to print or mount. An exhibition of the best photos will be held from 5th July at The Painted Tree Gallery. Entry forms and all details at northcliffe.org.au#fada

PLAY WITH PERSPECTIVE

A CREATIVE PHOTOGRAPHY WORKSHOP WITH SAM HARRIS

1:30pm - 4:30pm
Saturday 18th May
at Northcliffe CRC

International photographer Sam Harris will help you find unexpected angles for your photographs and explore the use of shadows, reflections and light. BYO camera or mobile phone...

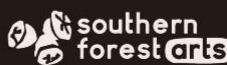
\$30 per person
Book 0455 438 890



Photo: Cornelius for Esquire Magazine by Sam Harris

Full details about the competition, exhibition and workshop:

northcliffe.org.au#fada

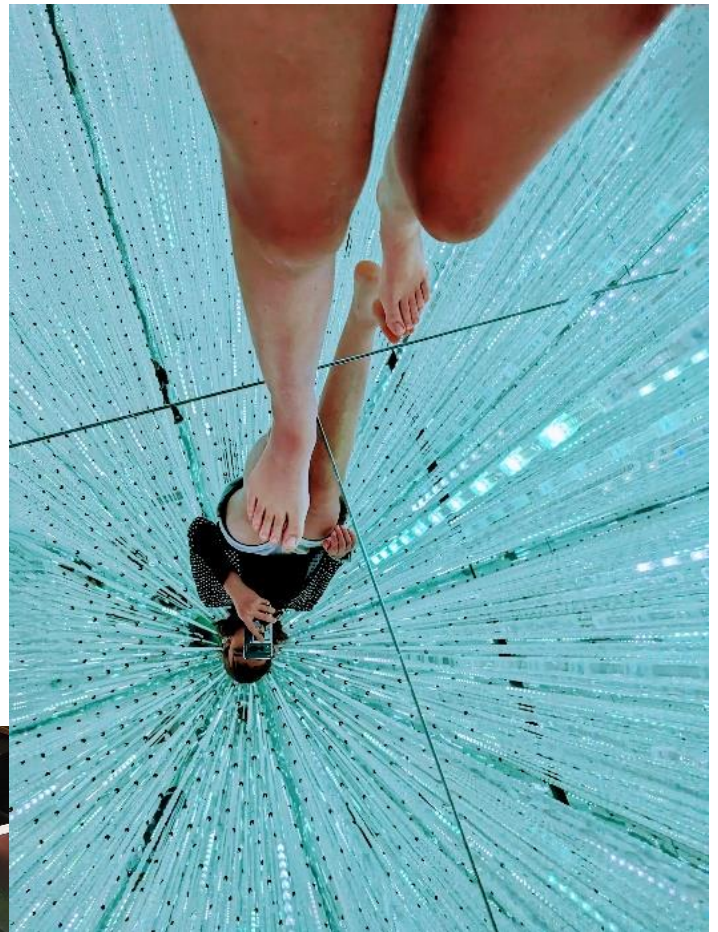




Sam's unique compositional approach, and insistence that photographers don't get bogged down in technique and equipment, is unusual amongst those running photography training. His own unique portfolio, which Sam took us through, proved the effectiveness of these messages.

The *From a Different Angle* competition launched and concluded in the 2023/24 financial year, with an exhibition being held in July 2024, which we will include in our next annual report (2024/25).

Next Page: An article about From A Different Angle, from Northcliffe's Karri Pigeon June 2024, which also highlighted some of the outcomes from the Play With Perspective workshop with Sam Harris.



Above: Light Labyrinth by Scarlett Lovkis winner in the youth category

Left: The NCRC printed and mounted entries to include in an exhibition at The Painted Tree Gallery

From a Different Angle

Entries for Northcliffe's 2024/25 photo competition have now closed. We are now working on selecting 20-30 of the best photos for the *From a Different Angle* exhibition opening 5 July.

Thanks to 28 people who entered 111 photos in total. We're feeling confident that your work will make for an excellent exhibition.

Thanks also to those who came along to the *Play With Perspective* workshop with Sam Harris. Sam shared some great techniques. For example: taking a photo from a lower or higher angle can help eliminate the messy details along the horizon as the background to your subject.

Below is 'Autumn Romp' from Lyn Neal, used with permission, where Lyn used a low angle to obtain the simple background of blue sky to support all the lively foreground detail.

Sam also shared his experiences with taking images from outside glass windows, doors and windscreens, looking into the interior and using the partial reflections of the outside world to decorate the frame.



a little CRC

Simon Dooley took a wander during our workshop 'hands on' and captured this image in the Karri Country Good Food (Coop) window which he called 'Window Shopping'.

These activities are a partnership between NCRC and Southern Forest Arts, and supported by the Government of WA.



NORTHCLIFFE'S 2024  **PHOTO EXHIBITION OPENING**
FROM A DIFFERENT ANGLE
4pm
Friday
5th July



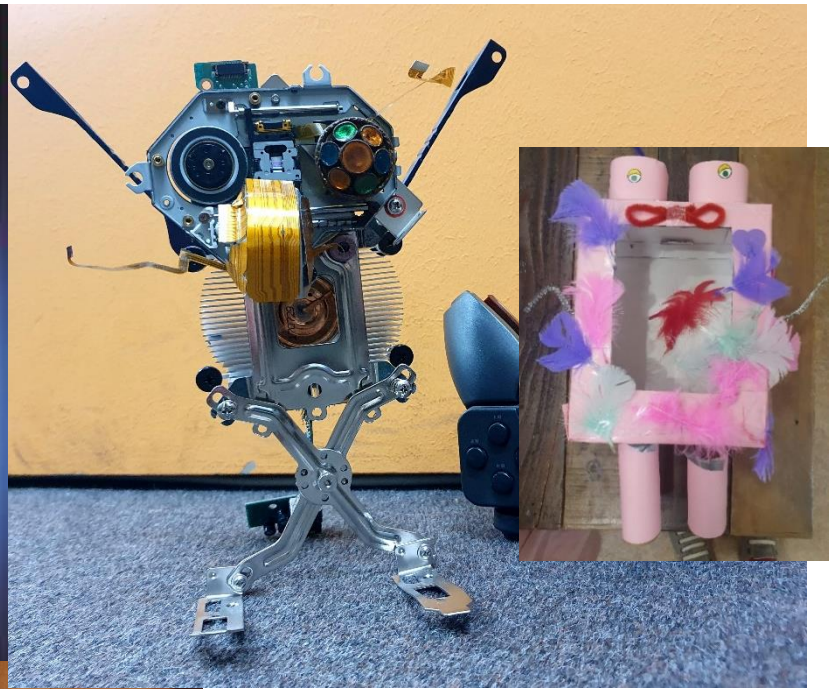


Through the Watery Veil, Melissa North

Film Club/ Bean Bag Cinema 2023 and 2024 (SLO3)

In 2023 we came up with the concept of partnering with our colocation partner, Northcliffe Public Library, to use public screening licenses associated with the Kanopy film service. In 2023/24 Kanopy screenings began in the Bean Bag Cinema including an interesting mixture of 3 contemporary films plus a Golden Age of Hollywood fast talking classic. We also paid for a screening license for *Ron's Gone Wrong*, and put on a kids film day with games, dress ups (the 'Bring a Robot Pet' theme) and craft activities (A group build of a giant robot).

In early 2024 we came up with *Heartland – A Year of Australian Cinema* as a theme to build and indigenous and Australian film screening program which spans the 2024 year. Films screened in the the first half of 2024 were *Yokai* and *Rabbit Proof Fence*.



Northcliffe's Bean Bag Cinema presents...

HIS GIRL FRIDAY

7pm Saturday 26th August

Classic screwball Rom-Com from 1940, HIS GIRL FRIDAY delivers quick wit - and quicker dialogue - from Hollywood legends Cary Grant and Rosalind Russell.

"Perhaps the funniest, certainly the fastest talkie comedy ever made." Geoff Andrew, Time Out

"...Hawks' willingness to sit back and let his lead actors' genius for comic timing carry the day imbues HIS GIRL FRIDAY with inexhaustible energy. ...it makes 'When Harry Met Sally' look like 'Waiting For Godot.' In mime." Simon Braud, Empire

No bookings required— just come along @ Northcliffe Library. Popcorn supplied. Screenings start within 30 mins of advertised time.

Presented by Northcliffe Library, Northcliffe CRC and Southern Forest Arts.

southern forest arts
Northcliffe Community Resource Centre
0455 438 890
nrcr@northcliffe.org.au

Northcliffe's Bean Bag Cinema presents... free film screenings for adults

Program for July 2023 to December 2023. Enquiries 0455 438 890

7pm Saturday 22nd July			7pm Saturday 26th August
7pm Saturday 23rd September			7pm Saturday 18th November

No bookings required— just come along @ Northcliffe Library. Popcorn supplied. Screenings start within 30 mins of advertised time. Presented by Northcliffe Library, Northcliffe CRC and Southern Forest Arts.

southern forest arts
Northcliffe Community Resource Centre
nrcr@northcliffe.org.au

Our *Ron's Gone Wrong* screening for kids featured the 'dress up' theme: 'Bring Your Robot Pet' inspiring some wacky creations. The event was a partnership with Southern Forest Arts. We had competitions and craft before the movie including a group activity to build a Giant Robot.

Left: The Kanopy screening program was a partnership with Northcliffe Public Library and Southern Forest Arts, and allowed us to set up an advance program for the first half of 2023/24 and distribute 'fridge flyers' via the Karri Pigeon.

To mark Reconciliation Week we present a classic Australian film, set in the Western Australia outback, telling the story of Stolen Generations children Molly, Daisy and Gracie

a film by Phillip Noyce

Rabbit Proof Fence

7pm Saturday
1st June



Classic Australian Cinema In Northcliffe!

A YEAR OF AUSTRALIAN FILM
at Northcliffe's Bean Bag Cinema...
HEARTLAND

Northcliffe
Community
Resource
Centre

NORTHCLIFFE
naturally

southern
forest arts

GOVERNMENT OF
WESTERN AUSTRALIA
Department of
Primary Industries and
Regional Development

Free screenings in 2024 at
Northcliffe's Bean Bag Cinema

Rabbit Proof Fence (2002)
7pm Sat 1st June

The Song Keepers (2017)
7pm Fri 9th August

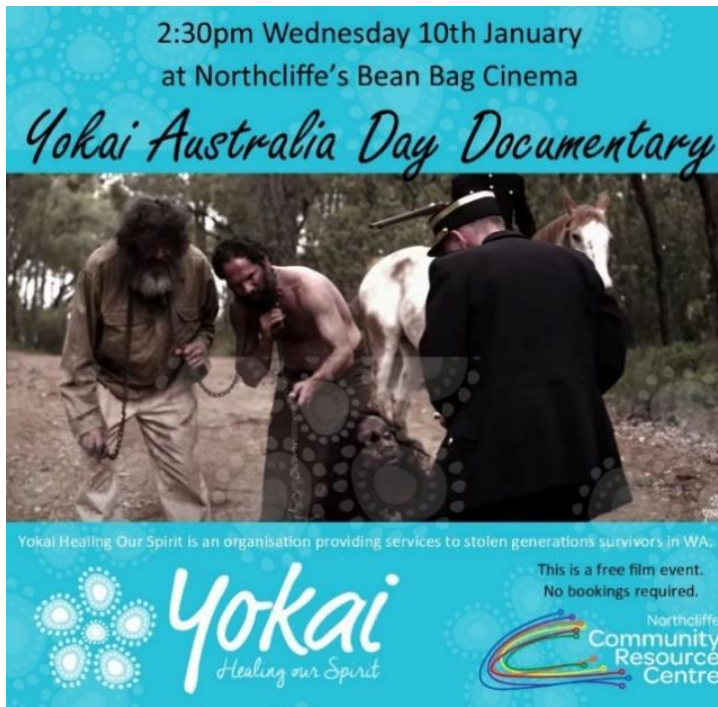
Mad Max (1979)
7pm Sat 14th September

Happy Feet (2006)
2pm Sun 6th October

Tracks (2014)
7pm Sat 30th November

Confirm screening dates/times
prior to attending

Phone 0455 438 890 or visit:
northcliffe.org.au#heartland



Partnering With Northcliffe CRC To Create Change (SLO3)

In early 2024 Patti Ferber approached Northcliffe CRC to rent a film screening venue to show the film, *Yokai*, which covered issues of stolen generations, stolen wages, and justice for Aboriginal

people with a focus on experiences specific to Western Australia. Patti wanted help to create posters and invite the community to her event.

The NCRC saw the opportunity to partner with Patti. Together we created the *Yokai – Australia Day* event. Using Patti’s personal networks we were able to get senior Noongar Man Jim Morrison, Keith Bodman and Noongar elder Dallas Phillips, to agree to attend a Northcliffe screening of their film *Yokai* as an ‘alternative’ Australia Day event. Jim introduced the film and afterward hosted a discussion of Aboriginal justice issues. The event was well attended and the discussions hosted by Jim were excellent. At the end of the event Patti asked Jim to screen the sequel film to *Yokai* called *Genocide in the Wildflower State*, which was to be released in 2024.

The success of this event led Patti to initiate a discussion with the NCRC about keeping the momentum and the discussion going. We came up with a film screening program for 2024, with films to mark some culturally significant dates, such as *Rabbit Proof Fence* to mark Reconciliation Week and *The Song Keepers* to mark Indigenous People’s Day.

The NCRC talked to our Film Club partner organisation Southern Forest Arts, and with some input from community members, came up with ***Heartland - A Year Of Australian Film***. Other outback themed films *Mad Max*, *Tracks* and *Happy Feet* were added to the program.

...Both the NCRC and Patti have been really proud of possibility of developing a new Northcliffe audience for justice, education and truth telling.

Associations Support (SLO3)

15.25 hours of direct one-on-one support were recorded (and more was undoubtedly provided) to 5 different Northcliffe Associations seeking support with a huge range of issues including:

- domain registration, web management, recovery of lost account access
- staff supervision assistance
- setup of multimedia historical displays
- gallery / exhibition setup
- Point of Sale system advice

- Food Safety training webinars and online training access

Business and Workforce Development Support Packages (SLO2)

The NCRC provided 24 sessions of one-on-one Business Development Support (including broadcast development support), 6 Broadcasting Support Packages and 5 Workforce Development Support Packages in 2023/24. These SLO2 activities are provided free of charge:

- Business Development Support incorporates one-on-one training and assistance in furtherance of a business enterprise. Up to 4 hours provided per agreement.
- Broadcast Development Support: one-on-one training and assistance to use broadcast equipment and software (up to 4 hours), use of the NCRC Mini Broadcasting Studio and equipment.
- Workforce Development Support: Training and assistance to create a resume, look for jobs, apply for jobs, undertake online workforce training etc. Up to one hour of one-on-one support plus up to one week of free computer and internet access.

Support provided included:

- Assistance with research on copyrights
- Training on audio recording process, use of the audacity software, our broadcasting studio and equipment, free use of the studio
- Advice on development of labels and branding for a product
- Advice/ training on videography and loan of a camera for the weekend to document a business renovation for marketing purposes
- Trademark and business name advice, food registration, branding and cobranding
- Pre-press arrangement of marketing materials (labels, package inserts etc.) for production
- Loan and training with video equipment to create marketing materials
- Provision of (cloud based) bookkeeping assistance to a local organisation.

Broadcasting Support (SLO2)

Broadcasting Support agreements were reached with Southern Forest Community Landcare, Rosie Glow, Karri Country Good Food, and Pauline Hewett. These mainly enable the loan of equipment, and the provision by CRC staff of technical advice and assistance. Later in 2024 we had some more exciting developments with our Broadcasting Support Agreement assisting in the production of an original new local musical which we will report upon in our 2024/25 Annual Report.

Computer Building Workshop (SLO2)

In 2023 we received funds from a DPIRD Technology and Innovation Grant to replace our customer facing, as well as some staff computers. With our customer computers now up to 12 years old this was an overdue project. The NCRC has made a habit of assembling our own computers so that we can optimize specifications, form factor and quality. As part of our grant we undertook to run a computer building workshop. Attendance was modest and the advanced knowledge of participants made the 4 page handouts and presentation we had sweated upon wholly redundant.

However we were grateful to these volunteers for their contributions to the NCRCs customer facing hardware and named 4 of these 6 new computers in honour of them. They were christened: TheBrayden, Thor, TheGraham, and TheGareth.

Build Your Own Computer 1pm Sat 20th April

... help build the next fleet of NCRC computers
... find out if it's a good idea to build your own computer



A FREE HANDS-ON DESKTOP COMPUTER BUILDING WORKSHOP

RSVP OR JUST COME ALONG TO THE NCRC ON THE DAY

A short presentation and hand out:

- Should I DIY or buy a prebuilt computer?
- Types of computer builds...
- How to select and order parts to build your own computer

Get hands on:

- (with help and supervision)
Build one of the 6 new NCRC computers
(and get computer naming rights)



Thanks to a Technology and Innovation grant from The State Government of Western Australia, NCRC now has 4 fast compact customer computers, 2 of which are pictured left, plus 2 high performance computers capable of video editing workloads (the white tower computers being worked on above left). As a result we have retired a number of our older computers.

After the upgrade projects in 2023 and 2024, both our back end and front end IT hardware is now fully up to date.

100th Anniversary Celebrations, SLO2 and SLO3

The 100th anniversary celebrations were many years in the making, and the CRC has been one of the community hubs where volunteers would meet and work on the event. Volunteers we would especially like to acknowledge are Evan Thompson (Northcliffe Community Development Group – or NCD), Claire Nixon (a former trainee of the NCRC working for NCD), and Bev Thiele (secretary of the Northcliffe Pioneer Museum), Carole Perry, Alison Daubney, Jenny Macdonald, Fiona Dickson (Northcliffe Recreation Centre), and too many more to name!

In hindsight we realized we could have claimed becoming the support hub for volunteers organizing the 100th anniversary market, a huge boon for locals with small businesses, as an SLO2 Business Initiative. As it was, we listed zero SLO2/Business Development initiatives during 2023/24, although other SLO2 activities such as one on one support were recorded.

An additional initiative for the 100th was the SLO3 activity outlined in the article below.

a little CRC

We need your videos – Northcliffe’s 100th Anniversary Documentary

While the crowds of people were enjoying the many entertainments of the Northcliffe Centenary weekend, the CRC took on an interesting job. Our aim was to create a series of interviews of some of our oldest Northcliffians, and also a short documentary of the whole weekend.

We have about 30 hours of footage just our own (4) cameras and we plan to use a lot of community footage as well. Assembling this into a short documentary is going to be a big job. Interviews will soon start to be released, one by one, and by late 2024 we should be able to release the final documentary.

While we managed to film most of the significant opening ceremonies and the parade, for the following areas we need your footage to include in the documentary:

- Windmill Gallery opening of the Historical Plaque Trail through town and poet/ balladeer
- Centenary Dance at the Town Hall
- Significant moments in the log chop and *any* high quality footage of *anything* from the Centenary weekend which you are willing to share

Contact us if you can help, or if you need help getting the video files off of your devices...

When we can't find suitable video we will turn to photos.

Thank you so much to the interviewees who came into the NCRCs community studio: Myrna Leech and Alan Rudd, Lennie (Leonora Warren) and Ray Warren, Min Stokes (A Lord Northcliffe descendant) and Ken Moore, Zona Richards, Alison Daubney, Glen Smith, and Robert Daubney.

In addition to these we've done a number of interviews over the past year and are hoping to fit in a few more over the coming months. We were glad in this last weekend to capture a few of the people who don't make it to Northcliffe often.



Above: Rae and his Mum, Lennie (Leonara) Warren sitting for an interview in the NCRC community broadcasting studio.

Excerpt from the draft script for the 100th Anniversary Documentary the CRC is now working on:

MUSIC “We came out from England and lived on the land” (Bernard Carney hook)

FOOTAGE of the landscape...? The beautiful part of Northcliffe. Untouched Karri, wildflowers, sandy tracks...

MUSIC CONTINUES in background ... (we need an instrumental section) over...

VOICEOVER Northcliffe was named after Alfred C.M. Harmsworth, the 1st Viscount Northcliffe, a British newspaper magnate and supporter of the Group Settlement Scheme which he promoted via the Daily Mail. While on a world tour Harmsworth fell ill

and died in 1922. Western Australian Premier, Sir James Mitchell, decided the town being planned for the last of the West Australian Group Settlement Schemes would be called Northcliffe in his honour.

Northcliffe was gazetted on May 7th 1924.

FOOTAGE zooming on Pioneer Museum panel (we have a digital copy here) starting zoomed in on Viscount Northcliffe, zooming steadily out to take in the whole Northcliffe main street. Crossfade from pioneer museum panel to modern northcliffe view from same spot (I assume looking toward the 'Where the Heck Is...' sign).

VOICEOVER: 100 years later the town proudly celebrated with a weekend of parades, speeches, dancing, sports, exhibitions, concerts, reunions, ribbon cuttings, log chops, markets, a tug-of-war and bouncy castles. Over the weekend we were able to collect around 18 hours of interviews with early residents of Northcliffe, who told us something about where we've come from.

FOOTAGE: Show a crowd shot from the festival parade, and other festival highlights, hopefully as video snippets.

The script in development will use clips from our 18 hours of interview footage and 12 hours of festival footage, captured over the 100th weekend, as well as third party footage we have been able to source. We plan to complete and launch the documentary at the 1st anniversary of the 100th anniversary celebrations, and to throw a party for the volunteers who made the 100th such a special occasion for the town. To cap off the celebrations we will screen the documentary publically for the first time and subsequently release it on our Youtube channel.

Chess Club (SLO3)

Established by the NCRC in early 2023, Southern Forests Chess Club continued in 2023/24 with 14 meetings and 42 attendees. This included primary school age attendees, chess beginners and both male and female members.

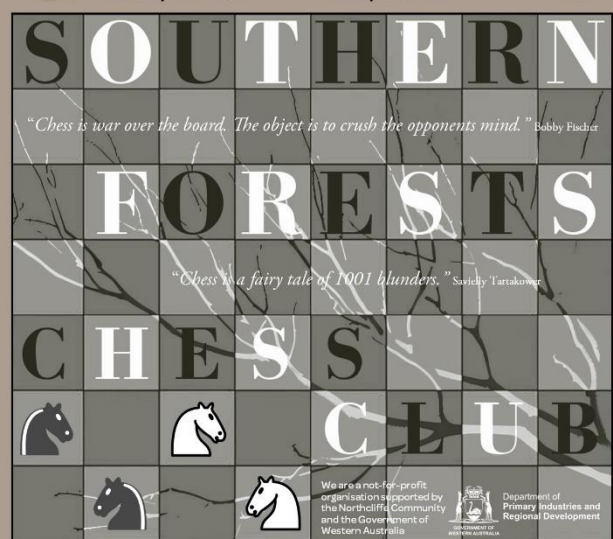
Unfortunately, due to loss of some key members who moved out of Northcliffe, Chess Club was put on hold early in 2024 and is yet to recommence.

Chess is the gymnasium of the mind (Blaise Pascal)

Chess players from across the Shire of Manjimup are invited to join us fortnightly at the beautiful Northcliffe CRC Meeting Space to play some casual games of chess. All skill levels/ ages and new players are welcomed.

Upcoming meet-ups 4- 6:30pm at Northcliffe CRC:

Tuesday 3rd Oct	Tuesday 14th Nov
Tuesday 17th Oct	Tuesday 28th Nov
Tuesday 31st Oct	Tuesday 12th Dec



S O U T H E R N
"Chess is war over the board. The object is to crush the opponents mind." Bobby Fischer
F O R E S T S
"Chess is a fairy tale of 1001 blunders." Savichy Tatarskoye
C H E S S
C L U B

We are a not-for-profit organisation supported by the Northcliffe Community and the Government of Western Australia.

 Department of Primary Industries and Regional Development

RSVP so we'll know if extra chess sets are needed.
 P: 0455 438 890 E: nrcr@northcliffe.org.au

Building Community Connections

Our strongest partners in 2023/24 were:

- Northcliffe Pioneer Museum, Northcliffe Community Development (NCD), Northcliffe Recreation Centre

Development of the weekend long 100th celebrations event was a huge effort involving all major community groups in town and many volunteers. Key volunteers for the effort worked out of the NCRC over a period of many months. The NCRC was used as a coordinating centre and provided intensive assistance with computing, websites and social media, office resources and printing, marketing materials and program design, and solving technical and organizational issues including approvals.

-assistance with the organisation, marketing and approvals for the 100th anniversary market

-organising images and printing the historical displays which filled the Rec Centre, celebrating the history of Northcliffe's many sports clubs

- the opening and creation of interpretive materials installed at the newly moved Munro House at the Northcliffe Pioneer Museum

-creation, printing and mounting of a very large interpretive panel at the entrance to the Pioneer Museum to celebrate the role of Lord Northcliffe in the foundation of our town

The 4 day event included a weekend market day which attracted more stalls and customers than any previous Northcliffe event. In retrospect our efforts in this area should have been claimed as a Business Initiative/ SLO2. It was a boon for many fledgling Northcliffe businesses included Peter Berthold's honey business, Southern Forests Green Tea, Wild Universe, artisan businesses like Warwick Backhouse and other local woodworkers, Northcliffe Men's Shed woodcraft sales, and many many others. The NCRC is contracted to deliver 1 Business Initiative per calendar year and we believe this satisfied the criteria well but at the time of reporting it was missed and we reported 0 Business initiatives for the year.

- Southern Forest Arts

Our partnership with SFA goes from strength to strength with regular assistance provided in printing marketing and associated materials, hanging, and creating interpretive signage for Painted Tree Gallery exhibitions, which generally turn over monthly, as well as providing assistance to many exhibitors to print and mount their exhibitions using our wide format Giclee service.

NCRC Manager Graham Evans is Vice-Chairperson of SFA. Straddling both organisations assists him to coordinate our many collaborations.

As well as The Painted Tree Gallery, SFA operates the Understory Art and Nature Trail. NCRC prints and assists with quality control on the regularly updated trailguide which is distributed to all ticket buyers. We estimate we print, collate, staple and trim around 3000 trailguides annually as a commercial service for SFA.

SFA are also collaborators in our film events, documented elsewhere in this Annual Report. SFA share the costs of public screening licenses and Facebook marketing, assist us to market screenings, and provide logistical support and volunteers to assist us to run the film nights.

- Northcliffe Visitor Centre

All of the NCRCs community partners utilize the Associations Support provided by the NCRC. In 2023/24 the biggest need for this support was experienced by NVC who have been going through an extremely rocky time with turnover of Manager's, staff and committee, and with the need to turn around several years of financial losses.

While it is too early to know whether NVC will be able to survive as a stand alone organisation, the NCRC recorded 7.75 hours of one-on-one support provided via our Associations training, to three NVC Managers, and Chairperson. We believe this to significantly underestimate the contribution made by the NCRC to assisting the NVC to comply with their requirements and see a way forward.

The NCRC has also taken a lead in resolving ICT challenges facing the NVC. We have assisted with the recovery of access to NVCs 3 websites, and social media accounts, to rationalizing usage of cloud services and Microsoft software, management of domains, installation of a networked door counter and more. We now share our networking services with the NVC and the Northcliffe Library hosted at the NVC.

In 2023/24 the NCRC Manager, with a long conflict of interest declaration, has served as a committee member on the NVC board, as did our Vice Chairperson Kevan McKinley. In 2024/25 the conflicts of interest are likely too difficult to navigate and the Manager plans to resign his NVC committee position and to continue to assist the NVC committee meetings as a guest of the committee. The potential conflicts of interest are recorded in a dedicated section within this annual report.

- Shire of Manjimup/ Northcliffe Library

As documented in the Film Club section of this annual report, the NCRC worked as a partner with the Shire of Manjimup in 2023/24 to screen 4 films from the Kanopy collection. This is the sole example so far of the Shire making use of the free Kanopy screening licenses which are provided to Western Australian public libraries. The Shire and the NCRC were proud to collaborate on this initiative.

In addition, as the head lessor of the NIVC building the NCRC works closely with the Shire, who are the legal owners of the building, to resolve issues with lessors, maintenance, and requests for modifications, improvements, and new works. Our **colocation partners are** Northcliffe Visitor Centre and Library, Shire of Manjimup and Southern Forest Arts. We use an unincorporated body established via an MOU, the oddly named NIVCUG (Northcliffe Information and Visitor Centre User Group), to ensure stakeholder cooperation is maintained.

- Northcliffe Community Development Group

As well as the assistance with the 100th anniversary events documented above, we assist the NCD Karri Pigeon each month to perfect the presentation and content of the local paper, as well as maintaining subscriber and advertising databases. We print around 200 copies of the paper for local distribution, which are collated by the NCD volunteers in our Common

Room. We also produce at least 3 pages of monthly newspaper content; *Northcliffe Community Calendar* and *The Little CRC*.

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 Supporters

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

Shire of Manjimup provides peppercorn rental to our premises. NCRC manages subleases for our co-located partners on a similar basis. The former library areas are managed under special lease conditions with the Shire so they are accessible on a fair basis to everyone in the community.

During the year grants were sought from Department of Primary Industries and Regional Development and the Small Business Development Corporation and the Shire of Manjimup.

Government Services Contracts

Department of Primary Industries and Regional Development, Government of Western Australia

Department of Human Services
Commonwealth of Australia

Grant Funding

Department of Primary Industries and Regional Development

Small Business Development Corporation

Shire of Manjimup

Committees

Northcliffe Forest Park Management Committee

Northcliffe Town Activation Advisory Committee

Community Partners

Northcliffe Community Development Group

Northcliffe Visitor Centre

Southern Forest Arts

Northcliffe Pioneer Museum

Northcliffe Family and Community Centre

Northcliffe Library

Pemberton Community Resource Centre

Karri Country Good Food

Southern Forests Photography Club

Southern Forests Community Landcare

Northcliffe Recreation Centre

Tony Windberg art teacher

Great Suppliers

Northcliffe Men's Shed

SOS Bunbury

Northcliffe Postal Services

Northcliffe General Store

Naughty Noodle Bar

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

Staff Team

Our staff team grew quite large in 2022/23 thanks to employment of simultaneous trainees throughout part of the year. At our peak we grew to 5 simultaneously employed at the NCRC.

Employed during 2023/24:

Graham Evans (Manager)
Damon Ormsby
Catrin Iversen
Trevor Garrity (A trainee who graduated during the year)

Shay Parmenter (trainee)
Brayden Daniele (A trainee who commenced during the year)

Our Manager now has over a decade of experience at the NCRC. Our Customer Service Officers are both graduates of the NCRC Trainee program.

Trainee Program

Our Trainee Trevor Garrity successfully completed his Traineeship, a CERT III in Business, end October 2023. Trevor worked at the NCRC for 18 month and was the tenth successful Trainee conducted at the CRC.

We are very proud of our trainees and of the NCRC for being able to provide these employment opportunities in Northcliffe. As usual, we'd love to provide ongoing employment for our graduated trainees, who have proven proficient at helping our customers and making NCRC life smoother. Unfortunately, that isn't in the budget, as well as not being the intention of the traineeship program.

Trevor will be missed by staff and locals but fortunately he still spends time in the CRC creating and expanding his business venture.



Above: Good bye celebration for Trevor Garrity in Oct 2023

Trevor conducted an 18-month traineeship, extended to 19 months, a CERT III in Business. Trevor's Traineeship completed successfully in October 2023 and was celebrated appropriately. Trev was a huge asset to the center and we were sorry to lose him.

In May 2023 the CRC welcomed new Trainee Shay Parmenter to their team.



Trainee Shay Parmenter



Our newest trainee, Brayden, who commenced in May 2024

Treasurer's Report

While we are in a position of financial strength we do need better funding.

The results for 2023/24 look exceptional but finances are tighter than they look.

Some grant income allocated to 2023/24 was returned to the funding body, DPIRD, in 2024/25. In all \$10,711 was returned due to under-expenditure on a grant. This will be reflected in next year's financial results, and will make it more difficult to achieve our approved budget for 2024/25. The NCRC committee are committed to keeping our finances healthy so we made staffing cuts and other economies beginning from 1 October 2024 to give us a good chance at meeting our budget.

In any case the NCRC is in the fortunate position, after many years of strong financial management, of being financially robust to occasional financial losses. The audit report reflects this with total equity of \$142,418, current assets of \$192,909 and cash and equivalents assets of \$173,904. These 3 figures don't get added together. They are three alternative ways of measuring our ability to cope with expenses, liabilities and financial shocks.

The NCRC has a documented "Financial Reserves" policy which compares cash at bank to all reasonably conceivable expenses and liabilities the NCRC might have to meet over a 3 month period, in the absence of any funding or income. As at 30/6/2024 the cash at bank was 143% of that required by our "Financial Reserves" policy.

The achievements of the NCRC are incredibly dependent on the continued receipt of trainee grants, and our ability to find competent trainees to fill these positions. In 2024/25 we made the decision to share a trainee with the Northcliffe Visitor Centre in an effort to ensure our grant application was competitive. This will place some additional burden on NCRC staff, who won't have quite as much trainee support during the year but it was felt to be necessary 'insurance' for us and provides an additional benefit to the community and the NCRC, by potentially assisting with the viability of the Visitor Centre.

While we are in a position of financial strength we do need better funding. Our funding has not kept up with Award Wage inflation, and this leads to annual cut backs in the hours offered to non-trainee employees. To maintain better continuity the NCRC would like to make more use of our part-time CSO employees. To deliver ambitious projects we need to be able to afford to employ our manager for more than 'bare maintenance' hours.

In 2023/24 our Manager made a case to the State Government for a 20% budget increase via the CRC Program Evaluation currently being conducted. In the absence of such an increase we will continue to have to put pressure on our employees, to achieve results with fewer allocated hours each year. This will ultimately prove unsustainable and it is for this reason we have been making the case to our State Government to improve our funding.

Ken Lloyd
Treasurer

Financial Result and Budget

Northcliffe Community Resource Centre

Profit and Loss 2023-2024, Budget Variance, Approved Budget for 2024/25

	2023/24 Financial Results	2023/24 Budget	Full year \$ Variance	Results Notes	Approved Budget 2024/25	Budget Notes
Income						
Grants 4-1000	55,868	55,853	15	*1	50,489	+1
Non-tax Deductible Gifts	481	556	-75		500	
Total Fundraising - Contributions	59	0	59		0	
Fees & Charges - Unrestricted 4-4030	31,120	28,000	3,120		29,000	
Tickets,S-Ships,Raffles,Sundry	560	304	256		350	
Sales of Goods	5,293	5,500	-207		5,500	
Membership Fees	2,125	1,800	325		2,300	
Services Agreement -State	105,452	105,048	404		109,881	+2
Services Agreement -Cwlth	8,762	8,640	122		9,166	
Other Income Subgroup	7,632	2,272	5,360		1,750	
NIVC Building Income	4,302	5,000	-698		5,000	
Total Income	221,654	212,973	8,681		213,936	
Total Cost of Sales	15,870	16,400	-530		14,000	
Gross Profit	205,784	196,573	9,211		199,936	
Expense						
Bank and Financial Fees	395	400	-5		400	
Audit Fees	1,950	2,000	-50		2,000	
Client Support Services 6-0110	1,014	300	714		0	
Advertising & Promotion	1,006	900	106		1,000	
Client Support Consumables	588	452	136		700	
Depreciation 6-0245	14,809	14,000	809		14,000	
Bad Debts	65	100	-35		100	
Total Insurance	5,032	5,001	31		5,265	
Administration	6,049	6,024	24	*1	6,000	
Volunteer and Amenities	182	800	-618		800	
Assets Purchased below \$1000	844	3,000	-2,156	*2	3,000	
Computer Expenses	2,978	2,668	310	*2	3,000	
Telephone & Fax Charges	1,900	1,844	56		820	
Superannuation expense	14,529	14,608	-79		15,755	+3
S & W Salaries & Wages	133,840	132,800	1,040		137,003	+2
S & W Employee Entitlements	3,512	2,912	600		2,761	
Training & Development -Staff	2,210	2,500	-290		2,500	
Travel & Accommodation	1,625	800	825		800	
Cleaning, Security, Repairs	235	1,000	-765		800	
Utilities and Rent	1,913	2,000	-87		2,000	
Total Expense	194,677	194,109	568		198,704	
Operating Profit	11,107	2,464	8,644		1,232	
Plant and Equipment New Investment	13,416	11,704	1,712	*2	6,000	

Results Notes

*1 \$2425.24 added to Administration budget and \$1704 to Asset Budget item,

being expenditure on Energy Audit and smart meters as funded by \$4000 SOM grant received in August 2023

*2 When adding together three Accounts: 'Assets Purchased < \$1000', 'Computer Expenses' and 'Plant and Equipment'

the projected full year results are \$ 17,372 variance is: -\$ 133

Budget Notes

+1 39489.26 trainee grants, 3000 support and video conf, 8000 technology. If trainee and technology grants unavailable expenditure will reduce accordingly. Based on Trainee grant allocation worksheet

+2 Budget assumed funding indexation of 4.2% and a National Wage Decision of 3.75%.

Based on Employment Expenses worksheet

+3 Compulsory Employer Superannuation contributions increase to 11.5% in 2024/25.

Northcliffe Community Resource Centre Inc

ABN 84 832 424 070

Special Purpose Financial Report - 30 June 2024

Northcliffe Community Resource Centre Inc

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General information

The financial statements cover Northcliffe Community Resource Centre Inc as an individual entity. The financial statements are presented in Australian dollars, which is Northcliffe Community Resource Centre Inc's functional and presentation currency.

Northcliffe Community Resource Centre Inc is a not-for-profit incorporated association, incorporated and domiciled in Australia. Its registered office and principal place of business is:

Lot 178 Muirillup Road,
Northcliffe, WA, 6262,
Australia

A description of the nature of the incorporated association's operations and its principal activities are included in the Committee members' report, which is not part of the financial statements.

The financial statements were authorised for issue on 04 December 2024.

Northcliffe Community Resource Centre Inc
Committees' declaration
30 June 2024

In the Committee members' opinion:

- the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and Western Australian legislation the Associations Incorporation Act 2015 and associated regulations;
- the attached financial statements and notes comply with the Accounting Standards as described in note 1 to the financial statements;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2024 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the Committee members

KEN LLOYD

Name

Position

TREASURER

4TH

December 2024



**Northcliffe Community Resource Centre Inc
Committees' report
30 June 2024**

The committee present their report, together with the financial statements, on the incorporated association for the year ended 30 June 2024.

Directors

The following persons were directors of the incorporated association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Paul Charles Owens	Chairman
Kevan David McKinley	Vice Chairman
Kenneth Leslie Lloyd	Treasurer
Abe Shields	Secretary
Jeni Smith	
Polly Valentine	
Patricia Margaret Ferber	

Principal activities

During the financial year the principal continuing activities of the incorporated association consisted of:


- Help to connect with community.

Performance measures

The Incorporation has reported a net surplus from operations for the year ended on 30 June 2024 of \$11,107 (30 June 2023: \$13,218).

On behalf of the Committee members

KEN LLOYD
TREASURER



Name

Position

4th

December 2024

DIRECTORS:

ROBERT CAMPBELL RCA, CA

VIRAL PATEL RCA, CA

ALASTAIR ABBOTT RCA, CA

CHASSEY DAVIDS RCA, CA

ASSOCIATE DIRECTORS:

SANTO CASILLI FCPA PFIIA

FAZ BASHI RCA, CPA

AUDITOR'S INDEPENDENCE DECLARATION

To the Management Committee of Northcliffe Community Resource Centre Inc

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 and section 80 of the Associations Incorporation Act 2015 (WA), in relation to our audit of the financial report of Northcliffe Community Resource Centre Inc for the year ended 30 June 2024, to the best of my knowledge and belief, there have been:

- a. No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b. No contraventions of the auditor independence requirements of the *Associations Incorporation Act 2015 (WA)* in relation to the audit; and
- c. No contraventions of any applicable code of professional conduct in relation to the audit



Chassey Davids, CA, RCA, AMIIA, BCom
Registered Company Auditor number 490152

Director

Australian Audit

Perth, Western Australia

Date: 04 December 2024

DIRECTORS:

ROBERT CAMPBELL RCA, CA

VIRAL PATEL RCA, CA

ALASTAIR ABBOTT RCA, CA

CHASSEY DAVIDS RCA, CA

ASSOCIATE DIRECTORS:

SANTO CASILLI FCPA PFIIA

FAZ BASHI RCA, CPA

INDEPENDENT AUDITOR'S REPORT

To the members of Northcliffe Community Resource Centre Inc

Report on the Audit of the Financial Report

Qualified Opinion

We have audited the financial report of Northcliffe Community Resource Centre Inc (the entity), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Committee' declaration.

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial report has been prepared in accordance with requirements of the Associations Incorporation Act 2015 (WA) and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act), including:

- a. giving a true and fair view of the entity's financial position as at 30 June 2024, and of its financial performance and its cash flows for the year then ended; and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Qualified Opinion

We were unable to verify the existence of inventory as at 30 June 2024 as we did not attend the end of year stock take as at that date.

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 entity in accordance with the Associations Incorporation Act 2015 (WA), the ACNC Act and 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 the financial report in Australia. We have also 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

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the entity to meet the requirements of the ACNC Act and the Associations Incorporation Act 2015 (WA). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and The Management Committee for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards to the extent described in Note 1, the ACNC Act 2012 and the Associations Incorporation Act 2015 (WA). The responsibility of Management also includes such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

The Management Committee are responsible for overseeing the entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the 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 the 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 judgment 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 entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of 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 entity'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. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Management Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In our opinion, the entity has complied with 60-30(3)(b), (c) and (d) of the ACNC Act and 82(1)(b), (c) and (d) of the Associations Incorporation Act 2015 (WA):

- a. by providing us with all information, explanation and assistance necessary for the conduct of the audit;
- b. by keeping financial records sufficient to enable a financial report to be prepared and audited;
- c. by keeping other records required by Part 3-2 of the *ACNC Act*, including those records required by Section 50-5 that correctly record its operations, so as to enable any recognised assessment activity to be carried out in relation to the entity; and
- d. by keeping other records required by Part 5 of the *Associations Incorporation Act 2015 (WA)*, including those records required by Section 66 that correctly record its operations, so as to enable true and fair financial statements to be prepared.

Chassey Davids, CA, RCA, AMIIA, BCom
Registered Company Auditor number 490152

Director

Australian Audit

Perth, Western Australia

Date: 04 December 2024

Australian Audit is a CA Practice

Northcliffe Community Resource Centre Inc
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2024

	Note	2024 \$	2023 \$
Revenue			
Grants		55,868	45,496
Fundraising - gifts		481	545
Fees & charges - unrestricted		31,417	26,864
Tickets, S-ships, Raffles, Sundry		264	64
Sales of goods		5,293	5,428
Membership fees		2,125	1,271
Services agreement - state		105,452	100,901
Service agreement -Cwlth		8,762	8,640
NIVC building income		4,302	4,442
Other income	3	7,695	20,556
		221,659	214,207
Cost of sales	4	(15,870)	(13,786)
Gross profit		205,789	200,421
Total revenue		221,659	214,207
Expenses			
Employment	5	(155,716)	(153,578)
Bank and financial fees		(395)	(375)
Audit fees		(1,950)	(1,850)
Client support services		(1,014)	(187)
Advertising & promotion		(1,007)	(566)
Client support consumables		(588)	(306)
Consultancy Fees		(1,442)	-
Depreciation		(14,809)	(13,947)
Bad debts		(65)	-
Insurance		(5,032)	(4,809)
Administration		(4,612)	(2,758)
Volunteer and amenities		(182)	(553)
Assets purchased below \$1000		(844)	(2,539)
Computer expenses		(2,978)	(1,279)
Telephone & fax charges		(1,900)	(1,904)
Occupancy		(2,148)	(2,552)
Total expenses		(194,682)	(187,203)
Surplus for the year		11,107	13,218
Other comprehensive income for the year		-	-
Total comprehensive income for the year		11,107	13,218

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Northcliffe Community Resource Centre Inc
Statement of financial position
As at 30 June 2024

	Note	2024 \$	2023 \$
Assets			
Current assets			
Cash and cash equivalents	6	173,904	165,693
Trade and other receivables	7	4,446	6,801
Inventories	8	8,174	10,223
Prepayments		6,385	3,772
Total current assets		192,909	186,489
Non-current assets			
Property, plant and equipment	9	35,551	37,584
Total non-current assets		35,551	37,584
Total assets		228,460	224,073
Liabilities			
Current liabilities			
Trade and other payables	10	4,667	7,124
Employee benefits	11	36,387	32,875
Other current liabilities		44,988	52,763
Total current liabilities		86,042	92,762
Total liabilities		86,042	92,762
Net assets		142,418	131,311
Equity			
Retained surpluses		142,418	131,311
Total equity		142,418	131,311

The above statement of financial position should be read in conjunction with the accompanying notes

Northcliffe Community Resource Centre Inc
Statement of changes in equity
For the year ended 30 June 2024

	Retained profits \$	Total equity \$
Balance at 1 July 2022	118,093	118,093
Surplus for the year	13,218	13,218
Other comprehensive income for the year	-	-
Total comprehensive income for the year	<u>13,218</u>	<u>13,218</u>
Balance at 30 June 2023	<u>131,311</u>	<u>131,311</u>
	Retained profits \$	Total equity \$
Balance at 1 July 2023	131,311	131,311
Surplus for the year	11,107	11,107
Other comprehensive income for the year	-	-
Total comprehensive income for the year	<u>11,107</u>	<u>11,107</u>
Balance at 30 June 2024	<u>142,418</u>	<u>142,418</u>

The above statement of changes in equity should be read in conjunction with the accompanying notes

Northcliffe Community Resource Centre Inc
Statement of cash flows
For the year ended 30 June 2024

	Note	2024 \$	2023 \$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		224,009	199,368
Payments to suppliers and employees (inclusive of GST)		<u>(203,022)</u>	<u>(157,724)</u>
Net cash from operating activities		<u>20,987</u>	<u>41,644</u>
Cash flows from investing activities			
Payments for property, plant and equipment	9	<u>(12,776)</u>	<u>(8,681)</u>
Net cash used in investing activities		<u>(12,776)</u>	<u>(8,681)</u>
Cash flows from financing activities			
Net cash from financing activities		<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents		8,211	32,963
Cash and cash equivalents at the beginning of the financial year		<u>165,693</u>	<u>132,730</u>
Cash and cash equivalents at the end of the financial year	6	<u><u>173,904</u></u>	<u><u>165,693</u></u>

The above statement of cash flows should be read in conjunction with the accompanying notes

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 1. Material accounting policy information

The accounting policies that are material to the incorporated association are set out either in the respective notes or below. The accounting policies adopted are consistent with those of the previous financial year, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

The incorporated association has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Basis of preparation

In the Committee members' opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with Australian Charities and Not-for-profits Commission Act 2012 and Western Australian legislation the Associations Incorporation Act 2015 and associated regulations. The officers have determined that the accounting policies adopted are appropriate to meet the needs of the members of Northcliffe Community Resource Centre Inc.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention, except for, where applicable, the revaluation of financial assets and liabilities at fair value through profit or loss, financial assets at fair value through other comprehensive income, investment properties, certain classes of property, plant and equipment and derivative financial instruments.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

Revenue recognition

The incorporated association recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which the incorporated association is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the incorporated association: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 1. Material accounting policy information (continued)

Variable consideration within the transaction price, if any, reflects concessions provided to the customer such as discounts, rebates and refunds, any potential bonuses receivable from the customer and any other contingent events. Such estimates are determined using either the 'expected value' or 'most likely amount' method. The measurement of variable consideration is subject to a constraining principle whereby revenue will only be recognised to the extent that it is highly probable that a significant reversal in the amount of cumulative revenue recognised will not occur. The measurement constraint continues until the uncertainty associated with the variable consideration is subsequently resolved. Amounts received that are subject to the constraining principle are recognised as a refund liability.

Sale of goods

Revenue from the sale of goods is recognised at the point in time when the customer obtains control of the goods, which is generally at the time of delivery.

Rendering of services

Revenue from a contract to provide services is recognised over time as the services are rendered based on either a fixed price or an hourly rate.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Income tax

As the incorporated association is a tax exempt institution in terms of subsection 50-10 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 1. Material accounting policy information (continued)

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

New Accounting Standards and Interpretations not yet mandatory or early adopted

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the incorporated association for the annual reporting period ended 30 June 2024. The incorporated association has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

Note 2. Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

Estimation of useful lives of assets

The incorporated association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Employee benefits provision

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Note 3. Other income

	2024	2023
	\$	\$
Interest - Unrestricted	1,476	1,329
Other/Sundry Income	6,160	19,227
Contributions -Public	59	-
	<u>7,695</u>	<u>20,556</u>

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 4. Cost of sales

	2024	2023
	\$	\$
Purchases	15,019	13,574
Freight inwards	851	212
	<u>15,870</u>	<u>13,786</u>

Note 5. Employment

	2024	2023
	\$	\$
Superannuation expense	14,529	13,635
S & W salaries & wages	133,840	130,786
S & W employee entitlements	3,512	7,547
Training & development -staff	2,210	1,610
Travel & accommodation	1,625	-
	<u>155,716</u>	<u>153,578</u>

Note 6. Cash and cash equivalents

	2024	2023
	\$	\$
<i>Current assets</i>		
Cash on hand	625	1,503
Cash at bank	173,279	164,190
	<u>173,904</u>	<u>165,693</u>

Accounting policy for cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Note 7. Trade and other receivables

	2024	2023
	\$	\$
<i>Current assets</i>		
Trade receivables	4,446	6,095
BAS receivable	-	706
	<u>4,446</u>	<u>6,801</u>

Accounting policy for trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 7. Trade and other receivables (continued)

The incorporated association has applied the simplified approach to measuring expected credit losses, which uses a lifetime expected loss allowance. To measure the expected credit losses, trade receivables have been grouped based on days overdue.

Other receivables are recognised at amortised cost, less any allowance for expected credit losses.

Note 8. Inventories

	2024	2023
	\$	\$
<i>Current assets</i>		
Stock on hand - at cost	<u>8,174</u>	<u>10,223</u>

Accounting policy for inventories

Stock on hand is stated at the lower of cost and net realisable value. Cost comprises of purchase and delivery costs, net of rebates and discounts received or receivable.

Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

Note 9. Property, plant and equipment

	2024	2023
	\$	\$
<i>Non-current assets</i>		
Plant and equipment - at cost	106,668	93,892
Less: Accumulated depreciation	<u>(71,117)</u>	<u>(56,308)</u>
	<u>35,551</u>	<u>37,584</u>

Accounting policy for property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Plant and equipment	3-7 years
---------------------	-----------

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 10. Trade and other payables

	2024	2023
	\$	\$
<i>Current liabilities</i>		
Trade payables	47	-
BAS payable	4,620	7,124
	4,667	7,124
	4,667	7,124

Accounting policy for trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Note 11. Employee benefits

	2024	2023
	\$	\$
<i>Current liabilities</i>		
Annual leave	15,347	15,286
Long service leave	21,040	17,589
	36,387	32,875
	36,387	32,875

Accounting policy for employee benefits

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Note 12. Remuneration of auditors

During the financial year the following fees were paid or payable for services provided by , the auditor of the incorporated association:

	2024	2023
	\$	\$
<i>Audit services -</i>		
Audit of the financial statements	2,200	1,950
	2,200	1,950
	2,200	1,950

Note 13. Related party transactions

Transactions with related parties

There were no transactions with related parties during the current and previous financial year.

Receivable from and payable to related parties

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

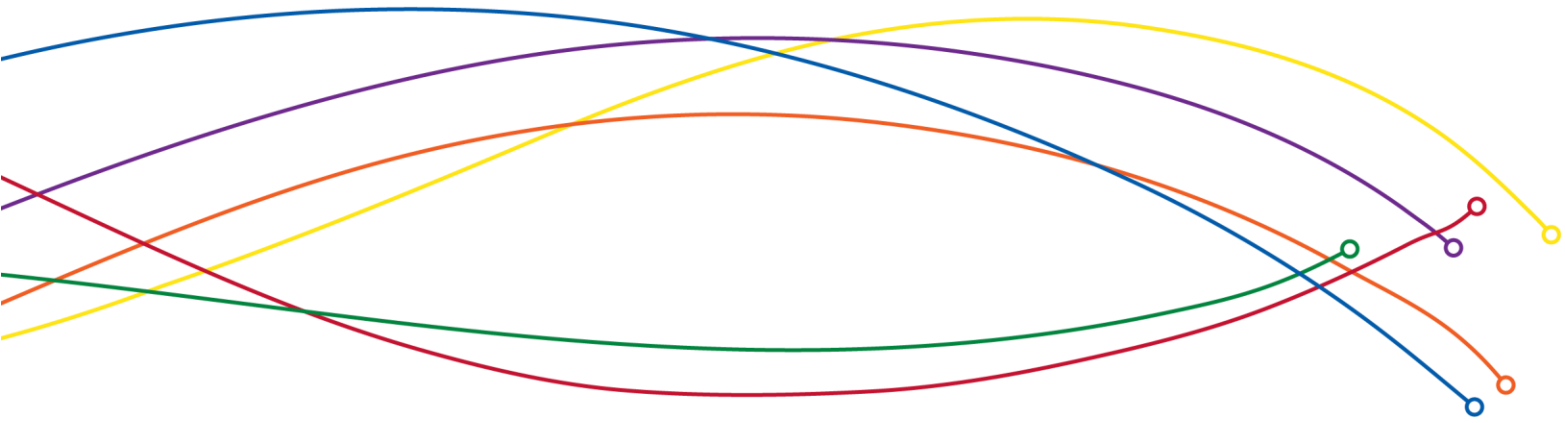
Loans to/from related parties

There were no loans to or from related parties at the current and previous reporting date.

Northcliffe Community Resource Centre Inc
Notes to the financial statements
30 June 2024

Note 14. Events after the reporting period

No matter or circumstance has arisen since 30 June 2024 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.



Western Australian
Community Resource Network

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