

PEMBERTON

Community Resource Centre

ANNUAL REPORT

2024-2025



Pemberton's smiling Grant Recipients – September 24

Proudly supported by



Department of
Primary Industries and
Regional Development



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Who we are

The Pemberton Community Resource Centre (PCRC) is situated on Pemberton's main street in the center of the township in the old RSL building, now the Pemberton Community Hub – Balang Miya.

We share the building with the RSL, the Pemberton Visitor Centre and the Pemberton Library. The Community Hub includes the Pemberton Arts Group, The Pemberton Chamber of Commerce and Industry and the Heritage and History Museum.

The Pemberton Community Resource Centre is a not-for-profit community managed organisation servicing the regional community of Pemberton and surrounding areas.

Background to the Pemberton Community Resource Centre ("PCRC")

The Pemberton CRC is part of a network of nearly 100 Community Resource Centre's located in small rural communities in WA.

Established in 1995, the PCRC was the thirteenth Telecentre to be opened in Western Australia.

During its 29 years of operation, the PCRC has built on its services and programs to meet the needs of the Pemberton Community.

Strong partnerships have been established with the Shire of Manjimup, Pemberton Visitor Centre, Chamber of Commerce, Pemberton Sports Club, Pemberton Arts groups, local schools, businesses, and other community groups.

The Pemberton Community Resource Centre also manages the Vic Conte Community Garden and produces the local monthly newspaper – the Pemberton Community News (PCN).



Our Vision



"A sustainable and resilient community."

Our Mission



'To support and build the capacity and potential of the Pemberton community by:

1. Providing access to information, education, employment, training and business enterprise options.
2. Connecting people so that they can share information and skills in a central location that benefits all."

What we do



SLO1 – Access to Government Services

- Government Access to information and services
- Services Australia Access Point
- Video conference services
- JP Services



SLO2 - Business Activities & Initiatives

- Referral services to local business
- Business Information and support
- Administration support services
- Training and networking events
- Advertising and promotion
- Development and employment support services
- Regional Traineeship Program



SLO3 - Community Activities & Initiatives

- Referral services to social support
- Referral services to community organisations
- Community Information
- Community social events
- Community training workshops
- Community Support Services
- Social development initiatives



Services and products

- Standard Services
 - Internet access & computer use
 - Printing & photocopying
- Support services
 - Desktop publishing
 - IT Assistance
 - Resume & Grant writing
 - Access Asia translation services
- Equipment and Room hire:
- Additional services
- Supplementary services
 - Business & secretarial services
 - Workshops & Training
- Membership

Chairperson's Report

John Sebire – Chairman

The Pemberton Community Resource Centre has completed another productive and eventful year. The 12 months since our relocation to the new Co-location Hub—shared with the Pemberton Tourist Centre and the Pemberton Library—have allowed us to assess and refine the practicalities of operating within a shared workspace. I extend my sincere thanks to our Manager and staff for their diligence, professionalism, and flexibility during this period. I also acknowledge our committee members, whose depth of knowledge and experience continues to guide and strengthen our organisation.

We recognise the important role of the Minister and DPIRD in supporting the ongoing contract with Community Resource Centres, which provides critical backing for our core objectives. At its heart, the PCRC exists to deliver benefit to the local community in all that we do, including ensuring that high-quality services are accessible to all. DPIRD staff involved in the CRC program deserve commendation for their commitment to the program's success and for their ongoing willingness to offer guidance and support whenever required. We were fortunate to host DPIRD staff earlier in the year, giving them the opportunity to see firsthand the progress of our relocation and gain greater insight into both our service delivery and the excellent facilities available at the Pemberton Community Centre.

This year we farewelled our longest-serving staff member, **Pei-Chen Ho**, who concluded nine years of exceptional service to the PCRC. We thank Pei-Chen warmly and wish her every success in the future. The conclusion of our contract to support the Pemberton Sports Club and Community Centre resulted in a reduction in income and a subsequent need to reduce staff hours. The positive outcome of this challenge was the Board's decision to commission an independent review of staffing roles and hours, comparing our structure with CRCs of similar size across regional WA. This has proven to be an invaluable process, providing clarity around resource allocation and ensuring more clearly defined roles within the team.

I acknowledge our Manager, **Gaye Van Hazendonk**, for her continued commitment, professionalism, and steady leadership, supported ably by **AJ and Tristan** at the frontline of service delivery. Gaye has navigated the complexities of the relocation with integrity as shared-space

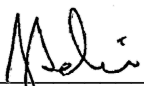
arrangements continue to evolve. Over the past year she has also secured multiple small grants that support community events and projects, including the Vic Conte Community Garden.

The transition to the new Hub has presented challenges, particularly relating to limited internal space which has, at times, constrained our ability to perform core functions. We appreciate the Manjimup Shire Council's support in commissioning a review of the building's internal layout to improve usability. Following this review, Council resolved to allocate funding to repurpose sections of the internal area—an initiative that should significantly improve functionality for all organisations involved.

Given the limited availability of funding and the statutory requirements tied to our funding providers, ongoing financial vigilance remains essential. Strong financial management and accurate record-keeping are imperative in this environment. One key recommendation from our internal review was the need to allocate hours to a dedicated financial manager. This reinforces how fortunate we are to have a volunteer Treasurer as capable and committed as **Kelly Cabassi**, whose work ensures our finances remain in excellent order.

Our capacity to deliver services continues to be shaped by funding availability, prompting us to explore innovative pathways to ensure the PCRC's long-term financial sustainability. I extend special thanks to committee member **Cathy Osbourne** for her significant contribution to investigating the *Staying in Place* program. We are pleased to have secured seed funding to launch the initiative and to welcome **Jackie King** as our dedicated Care Coordinator. We are optimistic that the program will grow into a stable income stream for the PCRC, while providing important services to local community members and meaningful employment opportunities for local service providers.

As my tenure as Chairperson comes to an end, I wish the incoming Chairperson every success. I take this opportunity to sincerely thank the committee, staff, volunteers, and everyone involved with the PCRC for their dedication and support throughout the past year.


John Sebire
Chairman

Manager's Report

Gaye Van Hazendonk – Manager

This has been a particularly challenging financial year for the CRC, shaped by ongoing changes in circumstances, resources, and support. The conclusion of our contract with the Pemberton Community Sports Club in April 2025 had a major financial impact on staffing and operations, while several planned events were cancelled due to event application issues and declining volunteer participation. Many long-standing activities no longer attracted their usual community engagement, prompting us to reassess how we deliver programs moving forward.

Our co-location with the Library and Visitor Centre continued to pose operational difficulties, with confusing signage, unclear entry points, and a lack of adequate reception space creating a consistently busy shared environment. Despite these challenges, staff worked tirelessly to ensure visitors were welcomed and supported.



A busy environment at the Community Hub – Dec 24

Throughout this period, we remained committed to meeting all service-level outcomes and KPIs under our DPIRD contract.

The Vic Conte Community Garden (VCCG) also remained financially and operationally challenging. Although we received a hardship grant from the Shire of Manjimup and a sustainability grant from the Department of Jobs, Tourism, Science and Innovation, community engagement remained low, with only nine members in 2024–25. A VCCG subcommittee was therefore formed to assist with ongoing management and membership development.

Despite these setbacks, the CRC continued to deliver valued community services, including

producing 2,125 copies of the Pemberton Community News, providing 47 weekly Yoga classes, supporting 24 All-sorts exercise classes, and delivering Pemberton Youth Zone sessions for 274 attendees.

The pressures of co-location and financial constraints also contributed to the resignation of our longest-serving staff member, Pei-Chen Ho, who moved to permanent employment elsewhere. This was a complex transition, and I sincerely thank the CRC Committee members who managed and supported this transition with professionalism and care.

We are extremely grateful for the ongoing funding arrangement with DPIRD, which enables us to continue providing essential services to our region. DPIRD's Regional Traineeship Program has also been an invaluable asset, creating local employment opportunities and providing much-needed additional staffing support to our CRC.

While this year has tested us, it has also highlighted the resilience, dedication, and commitment of our team and members. I extend my heartfelt thanks to everyone who supported us through staff shortages and operational challenges. I also acknowledge our two trainees, AJ and Tristan, who stepped up during a period when all other staff were on leave. Their willingness to take on responsibilities beyond their roles ensured continuity when it mattered most, and I am deeply grateful for their efforts.

As we move into the coming year, I am confident that the strength and dedication shown across our team will continue to guide and grow our service. Thank you once again for your ongoing support.

Thank you.

A handwritten signature in black ink, appearing to read 'Gaye Van Hazendonk'.

Gaye Van Hazendonk
Manager

Year in Summary



247

People provided government and community information



13

Workshops delivered



2215

People visiting the Pemberton CRC



9

Successful grants received



7

Local people employed



90

JP Services



9

Community events held



6

Video conferencing visits



42

Referrals to community groups & organisations



102

One-one-one IT training sessions provided

SLO1 – Access to Government Services

Government Access to information and services

The Government Access Point allows the PCRC to provide free access to online and print resources related to all Government agencies. The PCRC regularly supports clients with access to this service.

In addition to the public desktop access provided for community members, PCRC continue to display a significant array of information brochures for relevant community groups and government support services.

Video conference Services

Video conferencing facilities are available at the Pemberton CRC to allow workshops and meetings via video link for business, individuals and not for profit groups.

Funding opportunities through the Department of Primary Industries and Regional Development (DPIRD) allowed us to upgrade our facilities and create a “zoom room” specifically designed for video conferencing for both groups and individuals in a private setting.

We have regular users accessing this service.

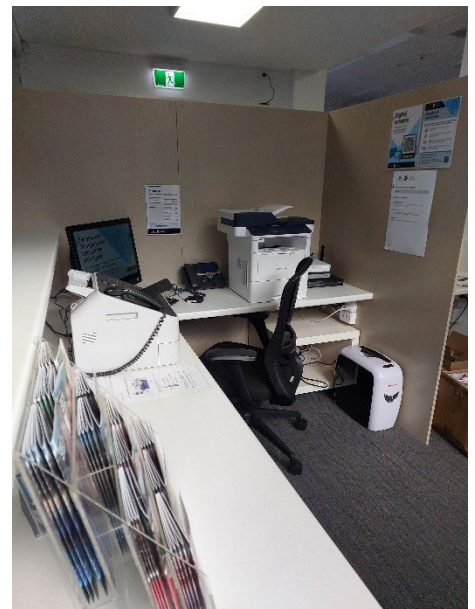


Video conferencing facilities- June 24

Services Australia Access Point

With dedicated equipment and facilities, the PCRC has the necessary facilities available to assist our DHS clients as they access the services necessary for them to lodge forms, make dedicated DHS phone calls and general queries. While only a small rural town, this necessary facility allows our customers to regularly use the PCRC for their needs.

Following the relocation to the new premises in December 2023, the Services Australia Access Point is now situated within the Pemberton Community Hub – Balang Miya.



Services Australia Access Point – June 24

JP Services

With the Manager of the Pemberton CRC also being a local JP, our provision of Government services to the Community have increased substantially.

This free service, offered at the Pemberton CRC has been a most welcome edition, not only to provide another government service to our ongoing list, but in providing a valuable, accessible service to the community.

There have been approximately 90 visits to the Pemberton CRC in this financial year, for JP services', independent of any other service.

SLO2 - Business Activities & Initiatives

Referral services to local business

The PCRC maintains an extensive list of local businesses that is regularly updated and checked for currency to support referrals for local goods and services.

In 24-25 we had a total of 74 referral organizations on our business listing.

Business Information and support

CRC Website

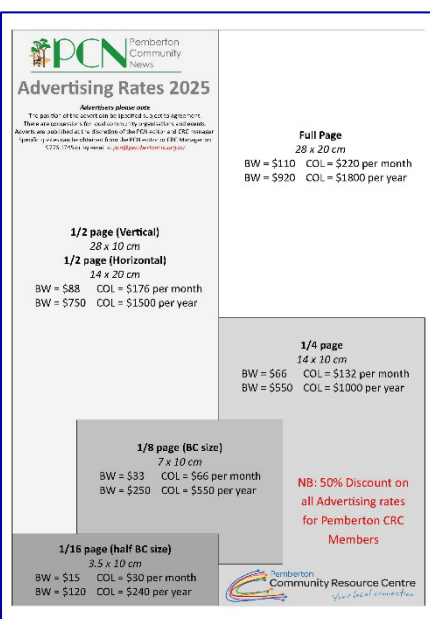
In 24-25 we provided Free advertising for 25 local Business on our website.

Pemberton Community News (PCN)

The Pemberton CRC have worked tirelessly to reduce the costs of production of the PCN and to increase revenue.

CRC Members are provided with a 50% discount of advertising for CRC members that has been very effective in attracting new business members.

In 24-25 we had 48 local businesses



The poster displays advertising rates for the Pemberton Community News (PCN) in 2025. It includes a table of rates for various ad sizes, a note about a 50% discount for CRC members, and contact information for the Pemberton Community Resource Centre.

Ad Size	Black & White (BW)	Color (COL)
Full Page (28 x 20 cm)	\$110	\$220 per month
	\$920	\$1,800 per year
1/2 page (Vertical) (28 x 10 cm)	\$88	\$176 per month
1/2 page (Horizontal) (14 x 20 cm)	\$750	\$1,500 per year
1/4 page (14 x 10 cm)	\$66	\$132 per month
	\$550	\$1,100 per year
1/8 page (BC size) (7 x 10 cm)	\$33	\$66 per month
	\$250	\$550 per year
1/16 page (half BC size) (3.5 x 10 cm)	\$15	\$30 per month
	\$120	\$240 per year

NB: 50% Discount on all Advertising rates for Pemberton CRC Members

Advertisers please note: The position of the advert can be specified subject to requirements. There are restrictions on the number of ads per page and the number of ads per page. Advertisers are asked to contact the PCN editor at CRC for more information. Please email: pcn@pembertoncrc.com.au or call: 08 9428 1175. Website: www.pembertoncrc.com.au

Pemberton Community Resource Centre
Your local connection

Price list to advertising in the PCN – June 25

advertising with 2125 paper copies and 56 digital copies of the PCN sold.

All new businesses to town are provided with one FREE business card advertisement and article to advertise their services.

Now up to issue 250 in June 25, many improvements have been made to increase efficiency and provide a meaningful service to the Community and local businesses alike.

In the 24-25 Financial year we have a range of paid advertising including:

- 7 Government advertisers
- 14 Business advertisers
- 12 Community Group advertisers

Training and networking events

Small Business Week March 25

This is the fourth year of undertaking this mammoth business event and once again, we are attempting to build on this model to plan and prepare for the next year.

This is made possible thanks to Funding through the Shire of Manjimup - Community Grants.

Unfortunately this year was not well attended, and we have been unsuccessful in the next years round of funding so this is the end of the road for small business week.

See next page for PCN article – April 25

Administration support services

Pemberton Community Sports Club

The PCRC staff continued to provide administration, committee, and management support to the PCSC through to April 25.

We were enormously proud of all the work we undertook to improve operations, administrative processes, governance, as well as policies and procedures for the Community Centre at the PCSC.

This included the application, implementation, and acquittal of the \$95115, timber transition grant for facility improvements.

See next page for PCN article – April 25

CRC COMMUNIQUE

ARTICLE BY GAYE VAN HAZENDONK
Photographs by CRC Staff & Volunteers

SMALL BUSINESS WEEK (SBW)

Sometimes things go swimmingly, and other times they are fraught with difficulty.

Well, this years SBW was one of our first official event disasters.

Due to a variety of unavoidable obstacles, we had to cancel many of our workshops this year which was a really unfortunate result for our hard working team.

However, those who did attend all rated the workshops highly and were very pleased with the value for money, support and overall organisation.

We managed to get 5 people their RSA certification and 1st Aid certificates, 2 people their working with children checks and facilitated 3 business advice sessions. There were also workshops on customer service, resume writing and interview skills.

To ensure the continuity of business support for Pemberton, we are trialling some advice and workshop sessions through IPS as seen on the previous page.

We will be sending out surveys in the next few weeks to see how to tailor business training workshops to better suit the needs of the community.

ALL-SORTS EXERCISE

It has been a busy month for all-sorts exercise group with March seeing a representative of "Fit-life 24" personal trainers from Manjimup come down to take the group for a fitness session.



Above: the all-sorts exercise group enjoy their "fit-life 24" session

In April the group will have a "Chair Yoga" session with Ali Kelsall from the Pemberton Yoga Collective.

May will see our very own Tristan Mills take a fitness class as part of his Cert III in Sports & Recreation.

June will see the group, hop on the bus to the aquatic centre in Manjimup for a group Aqua class followed by morning tea.

Anyone over 55 is welcome to join this group so if you are interested in attending, please get in touch with admin@pembertoncsc.com.au or just show up with \$5 on a Monday at 9am.

NB: No all-sorts during school holidays.



PEMBERTON YOUTH ZONE (PYZ)

On March 7th the PYZ group got to hang out at the Basketball grand final and support their local teams.

Not only that, but thanks to a mystery donation, 10 PYZ attendees got to participate in the 3-point shooting competition on the night.

There were some interesting shooting styles and it was great fun for all.



The best part was our local PYZ legend Brodie Flanagan taking out the prize, winning his throw in every round.

Well done Brodie!

There will be some disruption to our regular fortnights for the PYZ in May due to staff shortages and lack of youth co-ordinators to do relief work in the region.

However, we soldier on with our massive fun raising event for the PYZ still occurring on Tuesday 15th April.

See insert for more details. Hope to see you there!

PEMBERTON COMMUNITY SPORTS CLUB (PCSC)

After 2.5 years of solid hard work, the CRC will be concluding its Administration contract with the PCSC at the end of April.

We are very proud of all we have achieved over this time and have created a range of processes and systems to support the smooth operation of this awesome community facility.



We are currently training Claire Hamilton, the new Admin officer who will be working at Reception three days per week. Claire is new to town, so please make her feel welcome and introduce yourself on your next visit to the PCSC.

This handover is perfect timing with Tristan Mills on track to complete his Traineeship at the end of April.

Also timely for the CRC Manager, who has earned a well-deserved break from Community services to depart for places unknown, on an O'Dyssey that may or may not ever make it to print!



Development and employment support services

The CRC creates a range of opportunities to engage with local businesses and support development and employment in the local area.

We recommend that local businesses liaise with the Southern Forest employment hub in Manjimup and refer many people to this service who are enquiring about work in the region.

Resume writing

At the PCRC, we help job seekers with resume writing and CV upgrades through our secretarial support services and one-on-one training.

We have a range of specialised templates to choose from to suit the needs of clients and assist them in formatting their work for longevity, and professional presentation.

Other employment referral and support services include:

- Southern Forest employment hub
- JSW training & Community services
- IPS Management consultants

Regional traineeship program

School- based Trainees

Our legendary, ever-returning student, AJ Quinton is testament to enjoying time with us here at the Pemberton CRC. AJ completed her Cert III in Business in Oct 24.

Traineeship 22-23

With our original applicant for the 22-23 withdrawing from training, we were able to employ AJ for yet another qualification. This time, a Cert IV in Marketing and Promotion.

AJ taking up the 22-23 Traineeship - Nov 24.



Traineeship 23-24

Tristan Mills was our successful applicant for the 23-24 Traineeship position, and decided to undertake a Cert III in Sport, Aquatics and Recreation.

Tristan has shown an interest in personal training, fitness and sport. He has already proven to be a great asset to the CRC with a wide range of IT skills including experience with photoshop and other design applications.

Tristan assisted with events, newsletters, administration, and facility bookings.



Tristan assessing his formula for "giant bubbles" – April 24

Throughout 24-25, Tristan worked primarily at the Pemberton Community Sports Club, implementing new procedures and upgrades for the Community gym.

During this time, Tristan ran workshops for the All-Sorts exercise group and improved booking procedures and digital filing and communication systems.

This included a new Gym access hardware and software program, POS system and membership update which was a massive undertaking.

Great work, Tristan!

Traineeship 24-25

Successful once again in our application for a Traineeship through DPIRD, we were unable to employ a trainee this year due to having too many on the go.

SLO3 - Community Activities & Initiatives

Referral services to social support

The PCRC maintains a list of local support services that are regularly updated and checked for currency. Referral services include handouts, brochures and contact details for a range of social services, at both State and local level.

We assist customers with online navigation of social support websites, including contact information and registration with a range of support organizations.

In 24-25 we had a total of 65 Referral relationships for social services over the year.

Referral services to community organizations

We have a long list of referral relationships for community organizations that are regularly checked and updated.

We are able to support these groups through:

- Direct referrals
- Advertising and articles in the PCN
- Sponsorship
- Collaborative events
- Membership support
- Website addition: We have 13 Community group advertising for free on our website.

We hope to build on this list each year to be inclusive of all the Pemberton community organizations.

Community Information

Pemberton Community News (PCN)

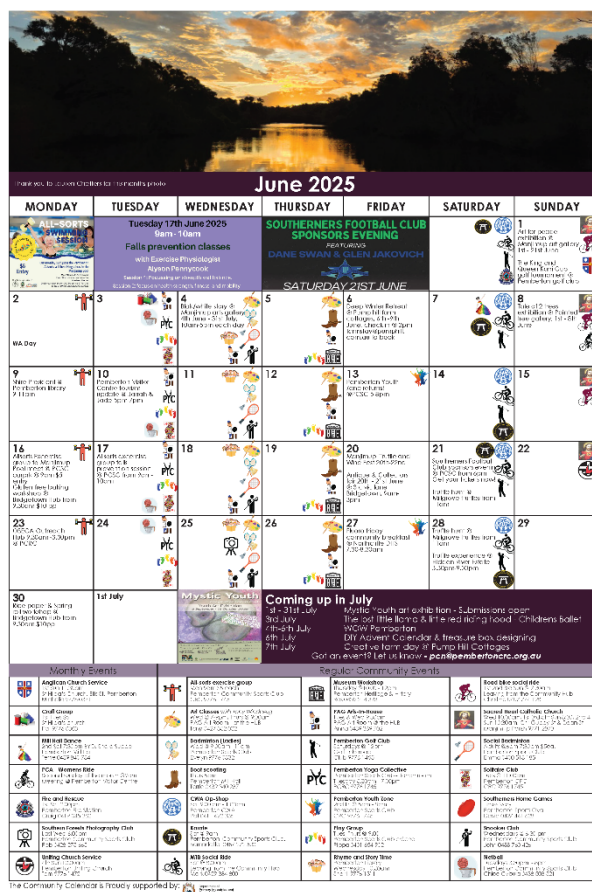
The Pemberton Community News (PCN) is a vital link for the community to advertise events, support community groups and provide community connectedness.

The PCN provides community support through the free advertising of the following:

- Community Calendar
- Shire bulletin
- Community notices

Community group support is also provided by discount advertising for:

- Events
- AGM's
- Advertising



The Community Calendar is free to advertise in the PCN – June 25

We provided free event advertising, articles and information for 41 community organisations in 24-25, with most of these organisations advertising in the PCN, every month.

Community training workshops

As outlined in previous pages, here at the Pemberton CRC we try to provide a range of opportunities throughout the year for community members to engage with others and learn a range of valuable skills in the process. Some of the regular workshops held throughout the year include:

- 47 x weekly Yoga Classes at the Pemberton Yoga Collective
- 3 x Learn in the Garden Workshops at the VCCG.
- 7 x Small Business week workshops
- 7 x WOW Pemberton workshops
- 14 x Pemberton Youth Zone sessions
- 7 x All-sorts exercise workshops



On of the All-sorts organised activities – June 25

In addition to these structured workshops, we have ongoing support and training services for community members to assist with their needs through room hire, video conferencing and other bookings at the CRC.

This can include things such as:

- Online training for NFP organisations
- Online Food handling training
- Online banking training
- Group training in Epos software use
- Website maintenance training for NFP Co-location partners

Community Support Services

Grant writing services

Several NFP Community groups financially benefited from our services for Community. The successful applicants included:

- Pemberton playgroup - \$2000 financial hardship
- Pemberton Sports Club - \$6000 Youth development Program
- Pemberton Sports Club - \$5000 NYE Fireworks
- Vic Conte Community Garden - \$1500 Financial hardship
- All-sorts exercise group - \$1000 Revitalisation grant

This also included other successful Grants applications:

- Pemberton Sports Club - \$95115 for Flooring upgrades, protection, cleaning equipment and Gym access upgrades through the Dept of Jobs, Tourism, Science and Innovation

We charge a minimal fee for grant writing services as we believe these not-for-profit organizations are usually lacking in volunteer administrative management and require assistance in this area.

Social development Initiatives

Pemberton Yoga Collective

Established in May 2023, the PYC was a CRC initiative designed to provide regular yoga classes to the community and support local Yoga teachers to maintain their skills without needing to run and manage regular classes unassisted.



In 24-25 the PYC ran 47 Yoga classes with 212 attending over the 12 months.

This initiative also provides insurance and professional development opportunities for the Yoga teachers.



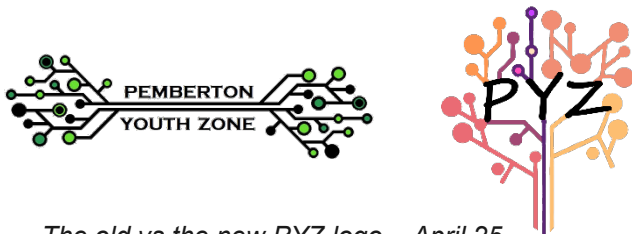
The PYZ teaching Mothers and Daughters class at St Hilda's – Aug 24

Pemberton Youth Zone

The Pemberton Youth Zone (PYZ) is funded by the Shire of Manjimup through the Youth (development) program and runs out of the Pemberton Community Sports Club.

Since Nov 23 the CRC has been managing the PYZ sessions for the Youth in the Community.

During these sessions we engaged the attendees to re-design the PYZ logo that resulted in an upgraded version of the logo.



The old vs the new PYZ logo – April 25

In 24-25 we provided 14 sessions for the PYZ with an average of 20 youth aged between 12-18 years attending these sessions.



Some of the PYZ regulars – Aug 24

PYZ sessions are held every Friday fortnight from 5-8pm, and we have activities such as a skate park art project, Indoor Soccer comp, Basketball, Badminton, Karaoke, Battle of the board games, Christmas Party, Chinese New Year celebrations, and Football skills training.



Post Basketball battle – Oct 24

The Vic Conte Community Garden

Thanks to financial hardship funding from the Shire of Manjimup, we have been able to manage the maintenance and water usage costs in the garden.



Unfortunately there have been dwindling volunteer numbers to support the garden.

*Busy bee
volunteer
numbers down
from 11 to 5 –
Sep 24*



In Nov 24 a sub-committee was created for the VCCG to assist in the operations and promotion of membership for the Garden.

The CRC was instrumental in Moving from an MOU arrangement with the Uniting Church of Australia to a formal lease agreement in Dec 24 that has now provided more opportunities for grant applications and created a sustainable future for the garden.

Learn in the Garden Workshops

Unfortunately, due to low attendance numbers, we only ran a few learn in the garden workshops this year.



Painting pavers workshop – July 24

All-sorts exercise group

The All-Sorts exercise group was a dwindling group of seniors, keen to increase their member numbers for their regular weekly classes. Thanks to funding from the Shire of Manimup to “revitalise” the group, we were able to increase participation and inclusion.



Providing presenters for All -sorts exercise – April 25

With input from participants, we created a new logo provided advertising, statistical reporting, and events for the group.

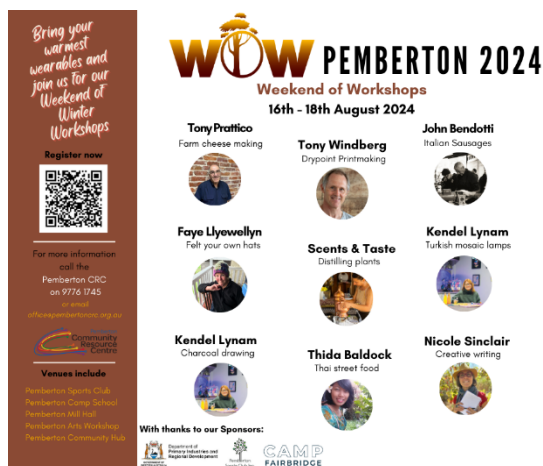


The NEW logo for All-Sorts exercise group – Dec 24

WOW - Weekend of Workshops

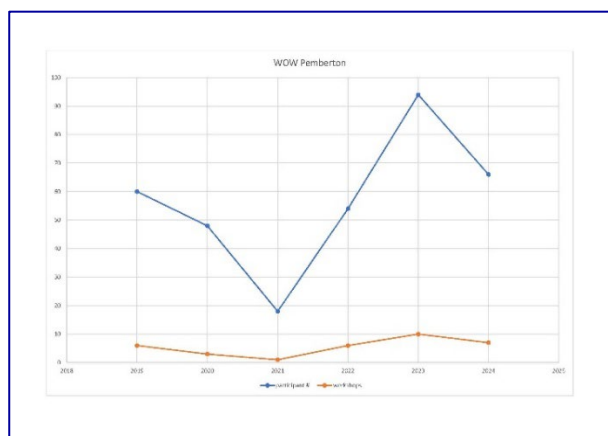
Building on the foundation of previous years, WOW 2024 provided 7 workshops to 77 attendees over the course of the weekend, with some people attending multiple workshops.

This event supported a range of local business and other organisations, employing, 7 presenters, 4 from the local area, 2 staff members from the CRC and 6 staff at venues hired as well as 12 Community Volunteers assisting over the course of the weekend.



Social Media Post for WOW 24 – July 24

The PCRC secured grant funding and sponsorship from groups, businesses, and organizations that ensured the WOW event was well financed.



Statistics from all the WOW Events – Aug 24

As the statistics above reflect, more workshops usually mean more participants with the average being 10 participants per workshop.

SEPTEMBER 2024

WOW PEMBERTON[®] 2024



Cheese Making with Tony Pratico



Italian Sausages with John Bendotti



Thai Street Food with Thida Baldock



Turkish Mosaic Lamps with Kendel Lynam



Felted handbags with Faye Llewellyn



Charcoal Drawing with Kendel Lynam



Distilling plants with Scents & Taste



Thank you to our Sponsors



WOW Pemberton write-up for the PCN – Sept 24

Services and Products

Standard services

Internet access and computer use

Fast internet speed and computers with a range of relevant software.

Printing and Photocopying

Quality photo and document prints to A1 size.

Support Services

Desktop publishing

Creation of posters, menus and business stationery.

IT Assistance

The Pemberton community knows it can rely on the CRC to help them with technological difficulties. We regularly have patrons approach us for assistance with:

- Mobile phone set up and use
- Understanding email and other online services
- Digital picture publishing
- How to use cloud computing
- Social media

Resume writing

Grant writing

Assistance for NFP community groups for grant applications and acquittal.

Equipment and room hire

Equipment hire

Includes a range of IT and audio equipment.

Room hire

The PCRC provided room hire facilities to a diverse group of stakeholders in the 2024-2025 financial year including:

Community groups

- Solitaire Club
- Pemberton Heritage and History Group

- Video Conferencing

Government agencies

- Member of the Legislative Assembly
- Colocation Facility Committee
- Shire of Manjimup

Individual

- Hot office bookings
- Video Conferencing

Businesses

- IPS Management consultants
- Business advice sessions
- Small business workshops

Exam invigilation

The PCRC continued providing external examination spaces for various universities.

This year we had students from:

- Edith Cowan University
- Murdoch University

Additional Services

A range of services are available including:

Scanning

This includes items from large page documents down to high resolution photos and/or slides.

Laminating

From ID card to wide format laminating.

Fax

Binding

CD/DVD burning

Sale items – USB's

Pemberton Number Plates

The only place to get them!



Fundraising Number plates for Pemberton – Aug 24

Supplementary Services

Business and Secretarial Services

The PCRC began provision of services for the Pemberton Sports Club in Aug 22 commencing with basic reception services. This soon expanded into a range of administrative support including:

- Business Services agreement
- Provision of once weekly front desk services - reception
- Website creation and maintenance
- IT assistance
- Grant writing
- Advertising in the PCN
- Monthly members newsletter
- Training staff and volunteers
- Creation of operations manual
- Digital document management
- Membership management
- Committee support
- Creation of venue booking calendar
- Update of all user bookings and other forms
- Maintenance schedule
- Asset register
- Policies and procedures
- Monthly reports to committee
- Collaborative event planning

Workshops & Training

The PCRC has provided skills and training workshops in both business and community services, as well as leisure activities and education.

We hope to increase our range of activities to suit the requirements and requests of the local community members and business owners.

We aim to create partnerships with business and community groups in providing skilled Administration staff through various traineeships options.

Membership

Prices and types

Type	Price p.a	Max # users	Free IT assist (Hr)
INDIVIDUAL	\$25.00	1	1
CONCESSION	\$15.00	1	1
STUDENTS (6-15 yrs old)	\$10.00	1	1
FAMILY	\$50.00	4	2
SMALL BUSINESS (less than 3 employees)	\$60.00	2	2
CORPORATE (3 or more employees)	\$120.00	3	3
NOT-FOR-PROFIT GROUPS	\$35.00	2	2

Benefits

Becoming a Member of the Pemberton CRC provides many benefits.

As seen on our price list, PCRC Members are provided with a range of excellent discounts across all our services.

In addition to this we provide some allocated time for free IT assistance for members as indicated in the table above.

Membership also provides a 25% discount on advertising rates for the PCN that has seen an increase in our small business and corporate memberships.

At the end of the 24—25 Financial year we had **120 paid members** which included:

- 89 individual memberships
- 19 business/corporate memberships
- 12 community/NFP memberships

Our Team

Management Committee

The backbone of the Organization!



The CRC Committee, Staff and Volunteers enjoying their annual Christmas party – Dec 24

John Sebire

Chair

Elected Dec 23
Committee member since 2023

Bek Lothian

Secretary

Elected Dec 24
Committee member since 2020

Paul Nolan

Committee Member

Elected Dec 24
Committee member since 2015

Cathy Osbourne

Committee Member

Elected Dec 23
Committee member since 2021

Cate Ferguson

Committee Member

Elected Dec 24
Committee member since 2024

Jim (Albert) Craigie

Vice Chair

Elected Dec 23
Committee member since 2015

Kelly Cabassi

Treasurer

Elected Nov 23
Committee member since 2021

Rosemary Craigie

Committee Member

Elected Dec 23
Committee member since 2023

Julie Seet

Committee Member

Elected Dec 23
Committee member since 2023

Chuen Seet

Committee Member

Elected Dec 23
Committee member since 2023

PCRC Team

2025

GAYE VAN HAZENDONK

Manager
Commenced April 2021



Gaye brings extensive experience in Business Administration and Training. She is passionate about sharing skills and providing support to groups and individuals within the community.

In addition to her professional background, Gaye is deeply involved in community service. She volunteers as a Justice of the Peace, serves with the VCCG, teaches yoga at the PYC, coordinates youth programs at the Pemberton Youth Zone, and contributes to the PCN as both an editor and writer. Gaye also plays a key role in planning and coordinating community and business events, and provides assistance with grant writing.

AJ QUINTON

Trainee 22 -23
Commenced Nov 24



AJ has consistently demonstrated reliability, conscientiousness, and a strong work ethic throughout her time with us. Completing 2 school-based traineeships with us: A

Certificate II in 2022 and a Certificate III in Business in 2023. With remaining funding from our 2022-23 traineeship allocation, we were fortunate to offer her continued employment in 2024, enabling her to pursue a Certificate IV in Marketing & Promotion.

AJ has continued to be an invaluable member of the team. She manages social media for PYZ, PCRC, and PYC, and also contributes to the development of PCN content, consistently producing high-quality, engaging material.

Her initiative, skill development, and commitment make her an asset to our organisation.

TRISTAN MILLS

Trainee 23-24
Commenced May 24



Tristan is known for his quiet efficiency and reliable work ethic. He is our go-to person for all things I.T., consistently demonstrating initiative and a strong interest in improving operational efficiency across the organisation—particularly at the Pemberton Gym.

Tristan has contributed significantly through writing operational and equipment procedures, integrating the POS system with online sales, website functions, and invoicing. He provides valuable support with IT troubleshooting and has become our resident master of all requests for A1 printing and laminating.

Every year we must say goodbye to staff and Trainees who move on to other roles and sometimes to other areas.

**Left are some of the staff we have said goodbye to this year.
Thanks to all of them for their contribution.**



PEI CHEN HO

Events Management Coordinator
Dec 2016 - June 2025

Our longest-serving employee, Pei-Chen has been reliable, helpful, and highly capable, and has contributed enormously to our organisation.

As our Events Management Coordinator, she delivered many activities and provided invaluable support across many areas of the organisation. In June 2025, Pei-Chen resigned from her position to take on a full-time role at DBCA, a well-deserved opportunity that recognises her skills. We thank Pei-Chen for her years of outstanding service and wish her all the very best in her future career.

Our Supporters

Government



Grant Funding Bodies

Department of Primary Industries and Regional Development (DPIRD)

- Pemberton CRC Support Grant 2024 for the CRC to self-manage.
- Videoconferencing service grant 22-24
- Traineeship funding 22-23
- Traineeship funding 23-24
- Traineeship funding 24-25



Department of
Primary Industries and
Regional Development

Shire of Manjimup

- WOW Pemberton 24
- Small Business week 25
- Vic Conte Community Garden Financial hardship
- Youth Holiday Program



Dept of Jobs, Tourism, Science and Innovation



Department of
Jobs, Tourism, Science
and Innovation

- VCCG Secure and Sustainable Community Shed

Corporate Sponsors



Pemberton Arts Group



Shire of
Manjimup



Southwest
Development
Commission



RSM Taxation
Consultants

Pemberton General store



Pemberton Hotel

Community Partners



Uniting Church of Pemberton

Vic Conte Community Garden



PEMBERTON ARTS GROUP INC.

Pemberton Art's Group (PAG)

Pemberton Sports Club



Pemberton Sports Club Inc.



Pemberton Cycling Association

St Joseph's School



Pemberton District High School



Pemberton Caravan Park



PEMBERTON CARAVAN PARK

PEMBERTON



Pemberton IGA

Country Women's Association



Pemberton Mill Hall

Pemberton Heritage & History group



Special Thanks

PCRC Management Committee

PCRC Employees

PCRC Members & Volunteers

VCCG Members & Volunteers

Local businesses

The Pemberton Community

Pemberton Sports Club Committee

A special mention to all the Volunteers, especially those working in essential services within the Community.

Without volunteers in support roles and committees, many organizations and the community cannot function efficiently.

It is vital to support volunteers and NFP groups due to the high level of burn-out and lack of replacements for these roles.

Supporting volunteer organization through Administration support and training services provides improved outcomes for all involved.

The PCRC provides administration support services such as:

- Creation of procedures and training
- Streamlining admin tasks
- Updating technology to improve efficiency.
- Grant writing and acquittal



Thanks to Our Volunteers!

Treasurer's Report

Kelly Cabassi - Treasurer

During the 2024–25 financial year, the organisation faced broad cost increases across essential operational areas including insurance, printing/lamination, staff amenities, telephone, and internet services.

Despite these pressures, overall income remained solid, with several key income streams performing well. The primary reason for the decline in total income was the absence of last year's Co-location Lotterywest Grant.

The organisation closed the financial year with a deficit of \$20,954, compared with a surplus of \$21,718 in 2023–24.

Income Summary

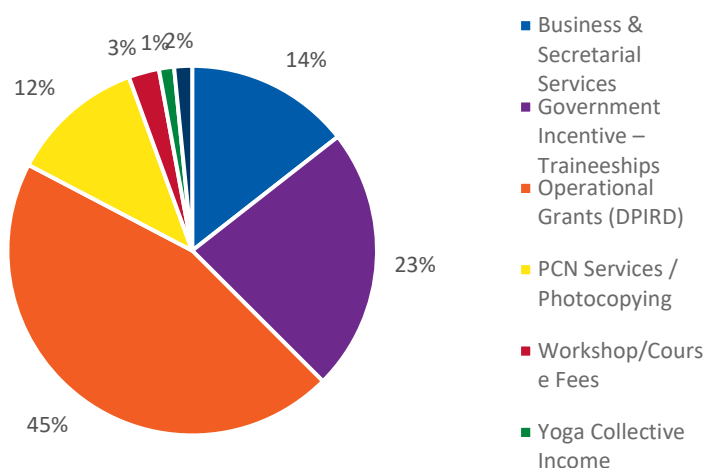
Total Income: \$307,739

(Previous year: \$365,221)

Key Income Streams continue to be:

Business & Secretarial Services	14%
Government Incentive – Traineeships	23%
Operational Grants (DPIRD)	45%
PCN Services / Photocopying	12%
Workshop/Course Fees	3%
Yoga Collective Income	1%
Sponsorship	2%

Income streams 2024–25



Total Income Decline

The fall in income is almost entirely due to the non-recurrence of the \$120,328 Lotterywest Co-location Grant last year.

Expenditure Summary

Total Expenditure: \$328,694

(Previous year: \$343,503)

Wages, insurance, printing expenses, and utilities increased significantly, while other costs such as training, community events, and garden expenses decreased.

Last year's Co-location expenses (\$64,978) were not repeated, contributing to lower total expenditure despite inflationary pressure.

Wages & Salaries: \$210,820 (↑ from \$168,608)

This represents a 25% increase, compared with the standard annual increase of 10%.

The variance is primarily due to the departure of an employee, which required payment of accrued annual leave, long service leave, and a significant amount of sick leave.

Overall Result

- **2024–25 Deficit: (\$20,954)**
- **2023–24 Surplus: \$21,718**

The shift reflects higher operating costs paired with the absence of a major one-off grant. The organisation remains stable but will benefit from exploring additional grant opportunities and reviewing costs related to printing, room hire, and program delivery.

Conclusion

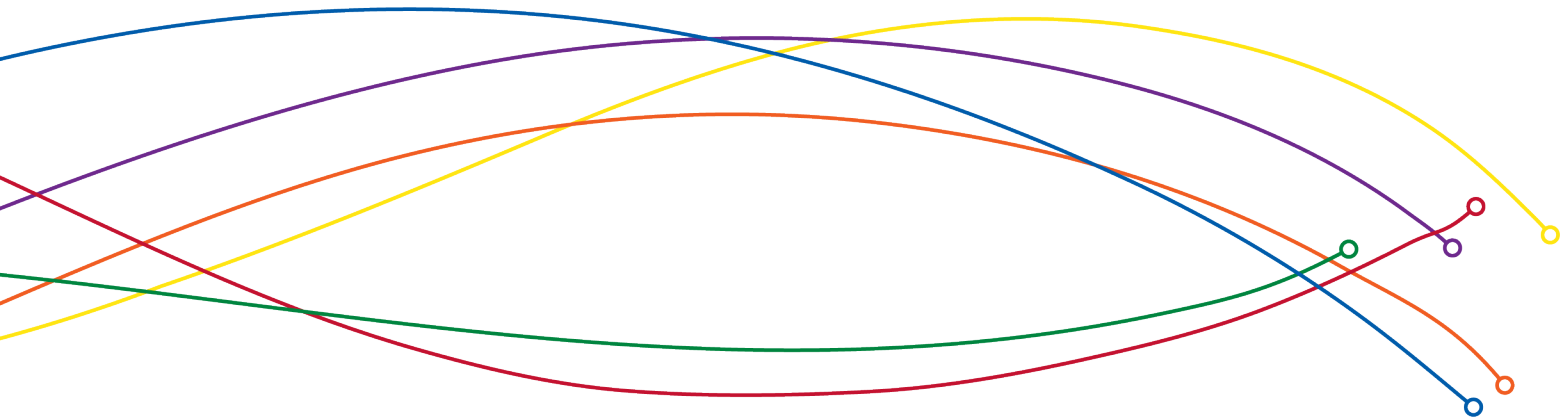
Although the organisation maintained strong performance in many revenue streams and controlled costs where possible, the loss of major one-off grant income combined with unavoidable price increases resulted in a modest deficit for the year.

The financial position remains stable, but the committee may wish to:

- Review cost-recovery on printing, room hire, and programs.
- Explore new grant opportunities to replace last year's major funding.
- Monitor wage-related cost growth over the next 12 months.

Thank you

Kelly Cabassi
Treasurer



Pemberton CRC

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