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Who we are

Established in 1997, the Hopetoun Community Resource Centre (formerly known as Hopetoun Telecentre) is an independent not-for-profit community owned and operated facility which plays a vital role in providing much needed community services, including Local, State and Federal Government services to the local community. We are funded by a mixture of Local, State and Federal Government contracts; user pays services, membership fees and one-off grants for projects.

This enables us to offer a five day a week service to the people of Hopetoun and its visitors from two separate locations – Hopetoun Community Centre and Hopetoun Youth & Art Space. We offer a wide range of services including free online access to State and Local Government information via our Government Access Point, regular business and social development activities, support and services, Centrelink and Medicare Access Point and public library services.

The Fitzgerald Business Network is managed by the Hopetoun and Ravensthorpe CRC's to provide training, advocacy, promotions and networking to businesses and community groups in the Fitzgerald region.

Additionally, we provide a range of professional printing, office services and office supplies. We support and promote local artisans and community groups by offering an outlet for them to sell their locally produced products.

Hopetoun CRC is committed to continuous improvement and is keen to develop the quality and range of services to best meet the needs of our community. We work proactively with key stakeholders and our local community to continue to grow and stay connected with community needs.

We are members of Linkwest, our WA peak body for Resource Centres, we are incorporated under the Associations Incorporation Act 2015 (WA) and registered with the Australian Charities and Not-For-Profits Commission (ACNC).

Hopetoun CRC supports thousands of residents, businesses, community groups and visitors of Hopetoun each year.

Our Mission



The Hopetoun CRC aims to provide resources and motivation for the economic, social and cultural development of Hopetoun, by making available office services and supplies, training, education, communication and access to information.

Our Purpose



Hopetoun CRC is a public organisation which has the charitable purpose of advancing social and public welfare by (1) Advancing mental health and preventing social isolation; (2) Providing a physical location where it supports individuals to undertake activities, or work on projects, in the company of others.

What we do



Access to government services

- Maintain & promote a free All Government Agencies Access Area
- Provide a Centrelink and Medicare Access Point
- Outlet for DBCA National Park Passes & TransWA Tickets
- Provide and promote local Shire and community information



Economic and business development support

- Facilitate networking, advocacy, training, and promotions as a part of the Fitzgerald Business Network
- Provide traineeships and employment opportunities to local people
- Develop and maintain active referral relationships with organisations who seek to support employment pathways and business development



Social development support

- Develop and maintain active referral relationships with organisations who seek to support social development
- Provide community activities, training, events & information sessions
- Facilitate community development initiatives/projects
- Provide governance support to local associations



Services and products

- Provide public internet and computer access including free WiFi
- Provide a wide range of office services & products
- Offer skilled graphic design and secretarial services
- Provide meeting room hire with modern video conferencing facilities



Building community connections

- Provide a Public Library service
- Deliver the Staying in Place program to our community
- Maintain a website & noticeboard containing community information & events
- Promote and sell locally produced items and books

Chairperson's Report

The Hopetoun Community Resource Centre has once again proved to be the hub of this wonderful place we live.

With our dedicated team of very capable, enthusiastic young women, we have been instrumental in keeping this community together by holding many workshops, including our monthly "Tech & Tea" sessions to inform and give advice on the use of mobile phones and how to use the internet safely.

We also continue to run many regular workshops.

Another new item on our agenda is the Hopey Harmony Circle, held weekly during the school terms, encouraging like-minded people to meet and interact through different interesting and challenging activities. This is well attended.

School holidays have been filled with entertaining and fun activities for all to join in.

Marine Week was huge this year, featuring films on the big screen and culminating in an art competition. The number of entries was astounding.

Staying in Place is still growing, and we now offer home-cooked meals not only for our Mable clients but for the whole community. This is well received and is becoming very popular.

I would encourage anyone to join our committee to help lighten the burden of our wonderful staff who work tirelessly towards making this town a wonderful place to live and enjoy.

It has been a pleasure to be part of this outstanding team, and I look forward to another exciting year.

Thank you

Janet Robb Hopetoun CRC Chairperson



Manager's Report

It continues to be a privilege to manage and lead the dedicated team at Hopetoun CRC. This past year has been marked by growth, innovation, and deepening connections across our community. Thanks to the passion and commitment of our staff and committee, we've delivered a wide range of impactful programs and services that reflect the needs and aspirations of our region.

Our engagement with local youth through the Hopetoun Youth & Art Space has flourished. The space has become a vibrant hub for creativity, learning, and connection. Our ongoing collaboration with Rave About Arts remains central to its success, and we're proud of the inclusive and inspiring environment we've cultivated together.

We've hosted an impressive variety of educational, environmental, and social development workshops, catering to all ages and abilities. From STEM initiatives to community wellbeing sessions, our programming continues to evolve in response to community interests.

The Fitzgerald Business Network has matured into a streamlined support system for local enterprises, offering tailored training, advocacy, and networking opportunities. Our partnership with Ravensthorpe CRC has strengthened this initiative, ensuring regional collaboration and shared success.

The Staying in Place project has challenged us to step into new support roles, navigating complex systems to advocate for our community.

While working with government entities has presented hurdles, the project's value and momentum continue to grow, and we remain committed to its long-term impact. The addition of Hopey Home Meals initiative has been another new successful project.

Our public library remains a cornerstone of community access and engagement. With modern facilities, tech-friendly spaces, and welcoming programs for all ages, it's more than a place for books—it's a place for connection, learning, and relaxation.

Looking ahead, we're excited about a full calendar of new and expanding projects. From youth-led initiatives to innovative workshops planned for the Hopetoun Summer Festival 2026, we're focused on keeping our community vibrant, healthy, and thriving.

I am continually inspired by the incredible team at Hopetoun CRC. Their skills, support, and dedication make it possible to achieve so much. It's an honour to serve as Manager and to work alongside such a dynamic group in support of our amazing community.



Thank you

Karrina Smallman

Manager



Year in Summary



13,886

Total visitors to our centre in 2024/25



2,922

People provided government and community information



3,608

Public library visitors



17

Successful grants received



9

Local people employed



14

Volunteers engaged



65

Individual Community & Business activities held



55

Hot office bookings



450

Regular activity sessions delivered annually



85

One-on-one tutorial sessions provided



HOPETOUN CRC



ACCESS TO GOVERNIMENT SERVICES

DPIRD Funded Service Level Outcome 1

average 145 hours per month with access to PC's, WiFi, Office Services, Government Access Point, Public Noticeboard, Community information, Government hot office facility hire and Public access to a presentable centre open Videoconferencing services.

BUSINESS & ECONOMIC DEVELOPMENT

DPIRD Funded Service Level Outcome 2

sessions and one on one tutorials with a business office facility hire, group training and information Business referral relationships, commercial hot or workforce focus, economic development initiatives and projects

COMMUNITY & SOCIAL DEVELOPMENT

DPIRD Funded Service Level Outcome 3

information sessions and one on one tutorials with Social referral relationships, group training and a community development focus, community development initiatives and projects

HOPETOUN PUBLIC LIBRARY

Shire of Ravensthorpe Funded MOU

access, participate in Inter-Library-Loans service, month, employ Library Officer, maintain resources in an accessible and orderly manner, public PC Public access to library minimum 120 hours per promote SLWA e-resources

ACCESS POINT AUSTRALIA SERVICES

STAYING PLACE

-ITZGERALD BUSINESS NETWORK

COMMUNITY HOPETOUN CHEST

YOUTH & ART HOPETOUN SPACE

REGULAR &

70UTH EARTH

KEEPERS

AD HOC

PROGRAMS

INITIATIVE

Sponsorship & Grant Funded

Sponsorship & Grant

Collaborative Project with Rave About Arts.

Providing subsidies and

Collaborative Project

services for aged care clients to support them

Providing free access

Funded Agreement Services Australia

to computer, phone,

Coordination of

to stay and thrive in

Grant & Self Funded

Funded

with Ravensthorpe

Sponsorship & Self

Sponsorship & Self

Funded

emergency relief for

those receiving income support or experiencing

supporting businesses CRC. Connecting and

across the Fitzgerald

Biosphere

ncluding Hopey Home

Meals Service.

community. Now their home and

nformation for Services printer/copier, fax and

Australia customers

financial hardship

Funded

future plans for phase 2 development stage with Youth led community garden in the and beyond

Delivering Youth Space

program 3 days per

week

Sponsorship & Grant Funded

Harmony Circle, Move n Yarn, After School Club, Fitz Kids Cook, Hopey Table Tennis, Tech & Beat Bop, Storytime, Tea, Yoga, school

holiday activities

PART TIME & CASUAL

ACROSS 2 LOCATIONS

PER WEEK SERVICE 41 HOURS DELIVERY

11 REGULAR WEEKLY OR MONTHLY **PROGRAMS**

DELIVERED ANNUALY ACTIVITY SESSIONS 450 REGULAR

Government and Community Services

Service Level Outcome 1 - Community members are provided with access to State Government and community information and services.

With Hopetoun located 350km from our nearest regional city Albany, and approximately 600km from the State capital Perth, it can be a challenge for local residents needing to access Government information and services. As part of contracts with the Department of Primary Industries & Regional Development, Services Australia and the Shire of Ravensthorpe, we support our local community to have improved access to Government and community information and services through a number of services at our centre.

Mental Health First Aid Action Cards distributed



Hopetoun CRC staff members, Chelsea and Honey, complete DV Alert Training

Video Conferencing technology and equipment is available and well utilised at our centre.

In collaboration with the Ravensthorpe CRC, we manage an online community calendar with weekly "what's on this week" updates through social media and public noticeboards.

Staying in Place is a community approach to aged care services that's making it possible for older people in regional areas of Western Australia to stay living within their own homes and in their community. The Hopetoun Community Resource Centre is part of a network of over 50 other WA CRC's that deliver this innovative community program.



Tabby preparing Hopey Home Meals for our Staying In Place clients and community

Economic and Business Development Support

Service Level Outcome 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.

Hopetoun CRC maintains relationships with organisations that offer employment pathway and business development. We offer our customers referrals to appropriate organisations when support is required.

This year has seen continued developments for our Fitzgerald Business Network (FBN) which is a collaborative initiative of the Hopetoun and Ravensthorpe CRCs with expansion to other CRC's within the Fitzgerald Biosphere forecast.

The FBN continues to grow with over 140 members at the end of the financial year. The FBN's key focus areas are training, support, advocacy, and networking.

We work with Small Business Development Corporation to offer regular business support opportunities as well as offering our own training, workshops, business after hours and information sessions with a business and/or employment focus.

We offer an on-demand service offering one-on-one assistance for business or employment customers needing help with technology such as MS Office, updating resumes, iPads, phones, laptops, social media and websites.

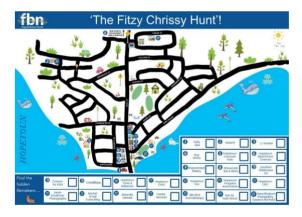
We employ trainees to gain skills and qualifications which will enable them to procure local employment opportunities.



JOB ALERT

(Left) The Jobs Board page on the FBN website is very popular for businesses as well as job seekers.

(Right) We run shop local campaigns such as the 'Fitzy Chrissy Hunt'





(Left) Women's Leadership Workshop.

(Right) FBN Business Awards.



Social Development Support

Service Level Outcome 3 - Community members have access to activities and initiatives that create or improve community connectedness and capacity.

Hopetoun CRC maintains relationships with organisations who seek to build social capacity and offer support for social welfare and wellbeing. We offer our customers referrals to appropriate organisations when support is required.

Throughout the year we have delivered many training courses, workshops, information sessions and local initiative projects that have a community development focus.

This year the number of regular activities we provide increased to offer a variety of programs for all ages. These include Little Beat Bop, Storytime, Youth Space, Study Club, Fitz Kids Cook, Move n Yarn, Table Tennis, Hopey Harmony Circle and Tech & Tea Tuesdays.

We remain focused on supporting our local youth and continue running our Youth Space program 3 days per week at the Hopetoun Youth & Art Space.

STEM is always a strong focus for us with support from Inspiring WA, we were able to run a wide variety of STEM based activities for our community including Marine Science Workshops, Conservation Workshops and Architecture and Design Workshops.

We collaborated with Hopetoun Progress Associations, Rave About Arts and Hopetoun Primary School P&C to deliver the Hopetoun Summer Festival in January which delivered over 40 events in 2 weeks for our community and its visitors.













A small selection of photos from some of our 2024-25 social development activities

Hopetoun Public Library Report

HOPETOUN LIBRARY TOTAL ISSUES 2024-2025: 3492 items issued for the year. Adult fiction leading the way with 1171 and our Junior Kindy's are also strong readers of our community loaning 573 items.

This year has seen exciting developments and some new challenges in our small but vibrant library space. As I continue to settle into the role of Library Officer, I'm proud to share the progress we've made and the new programs we've introduced to better serve our community.

One of the most rewarding additions this year has been the launch of Tech & Tea, a monthly program designed to support our senior community members in accessing and using technology. These relaxed, social sessions help to build confidence in using smartphones, tablets, and online services, while also fostering connection and conversation over a cuppa.

We've also introduced seasonal library displays that highlight different genres throughout the year. These rotating displays have sparked curiosity and encouraged readers to explore new titles and themes—from 'grow your own' and 'love our oceans' to 'thrills and chills'. It's been a joy to see patrons discovering books they might not have picked up otherwise.

Our shelves are bursting with books, and while this is a wonderful problem to have, it has made stock management increasingly challenging. In our small library space, finding room for new arrivals means making tough decisions about rehoming less-loved books and DVDs. We continue to explore sustainable ways to manage our collection while keeping it fresh and relevant for our readers.

The recent mine closure has brought noticeable shifts in our community's demographics. Sadly, we've seen a decline in younger readers. In response, I'm planning to introduce a mini library at the Hopetoun Youth and Art Space in the new year. This satellite collection will increase accessibility for young adults and allow borrowing outside of the library's regular hours—an important step in keeping literature within reach for our evolving community.

Our collaboration with Hopetoun Primary School and the Community Health Nurse continues through the Better Beginnings program, promoting early literacy through reading, singing, and rhymes. We also proudly deliver Move N Yarn program at Hopetoun Primary School, an engaging introduction to Noongar language through storytelling, movement, and nature exploration.

The delivery of Story Time and Beat Bop on a Monday continues to be a very welcome hub for parents and carers to get together, gaining support, knowledge and encouragement in positive interactions with their children and peers.

The library remains a dynamic hub for learning, connection, and creativity. I look forward to continuing to grow our services and adapt to the needs of our community in the year ahead.

Chelsea Byrne Library Officer & Early Childhood Program Coordinator

Hopetoun Public Library Report, cont.













Our Team

Management Committee

Chairperson Janet Robb

Vice Chairperson Kathy Pedersen

Secretary Rachel Small

Committee Member Robyn Cockram

Committee Member Julie Ann Brennan

Committee Member Patsy-Anne Wootton

Committee Member Wendy Peh

Committee Member Christine Smyth

Staff Team

Manager Karrina Smallman

Finance Officer Jillian Chrisp

Library Officer Chelsea Byrne

Staying In Place Coordinator Honey Morris

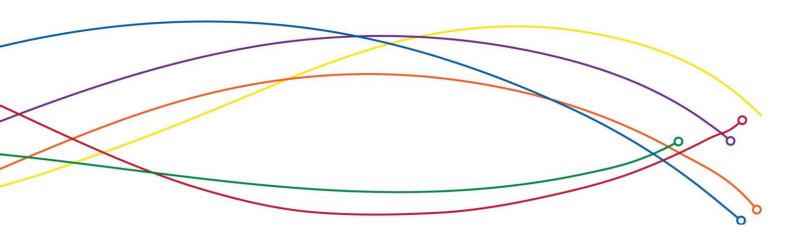
Staying In Place Coordinator Tabitha Franke

Community Services Trainee Bec Sexton

Youth Worker Emily Willmett

Youth Coordinator Georgia Rann

Youth Coordinator Tina Harris



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