BROOME CIRCLE

Annual Report 2019

Our vision is to see Broome CIRCLE at the forefront of developing a vibrant, cohesive, happy, thriving and welcoming community.

Our purpose is to build a stronger and more inclusive community through connecting people, encouraging collaboration, supporting initiatives and exchanging skills.

Contents

A letter from the Chairperson and EO 4

Treasurer's Report – Our Financial Heath 6

Financial Management Program (FMP) 8

Broome Volunteer Resource Service 10

Broome Community and Neighbourhood Development Program 11

Broome Early Learning Circle 11

Impact in Numbers 13

A LETTER FROM THE A/CHAIRPERSON

I am acting as chairperson until the elections. On behalf of the committee I thank all the members, staff and participants who make CIRCLE a positive and inclusive centre in Broome.

Over my 4 years on this committee, I have been constantly impressed by the calibre of people attracted to CIRCLE, helping to shape its goals and achieve them. This year has brought a number of changes in the leadership at CIRCLE.

We have said goodbye to some and "see you later" to others. I would like to acknowledge the leadership of Brendan Renkin, as Chairperson and Sandy Joffe, as Executive Officer. They helped all at CIRCLE in the process of defining what is important and make significant progress towards achieving our goals. We are also saying thanks and goodbye to Yolande Julie Barr. We are looking forward to seeing Mohini Dohnt, who has been our secretary, but has been unwell. Thanks to those who have made a valuable contribution to Broome CIRCLE.

As usual, changes have brought new opportunities and skills. We have been very glad to welcome, our new Executive Officer, Denisa Konecny, who has a great range of skills and knowledge and has been able to hit the ground running. We have had good news recently about continued funding for important programs: Volunteering and Financial Management Program.

Susan Fraser
A/Chairperson & Treasurer

EXECUTIVE OFFICER'S REPORT

Since its inception in 1987, Broome CIRCLE has evolved to serve our community, driven by vision of developing a vibrant, cohesive, happy, thriving and welcoming community.

Along this journey, the energy, commitment and community spirit of dozens of staff and volunteers has resulted in a broad range of innovative programs and activities, which continue to develop in response to the needs of our community. Whilst the past year has brought significant changes at both staff and Committee of Management levels, CIRCLE has continued to deliver services to the Broome community in line with our strategic intent.

With change comes opportunity and whilst funding uncertainly has continued, our approach to community development must reflect the unique landscape of the Broome community to harness the strengths of its multicultural profile. To this end, in the year ahead we will focus on trialling

innovative ways of harnessing community feedback to help us shape our activities and services in response to emerging needs, and nurture new and existing partnerships to improve sustainability.

Our Financial Management Program continues to assist hundreds of vulnerable clients, many of whose journeys continue to inspire and motivate our dedicated staff to advocate for systemic change. Over the past year this has included advocacy campaigns regarding the impact of Telstra contracts and Horizon Power bills on many of our vulnerable clients. Broome CIRCLE has also provided assistance to access No Interest Loan Scheme for the highest number of clients in Western Australia.

Highlights of the 2018/19 financial year include the consolidation of our Broome Early Learning Centre (BELC) which has provided a nurturing long day-care environment for of children aged 6 months to 6 years since its inception last year. The establishment of our verge garden has drawn much community interest, made possible by a group of amazing volunteers who have tirelessly given their time and expertise. This project has much potential both as a learning experience for others who wish to grow their own fresh produce and as a practical means to food security.

The Artisans series has continued to deliver popular workshops such as Dumplings and Sourdough making and children's programs such as What Now, Cooking Stars and Art Stars have unearthed many budding talents.

I would like to thank our funding bodies, members, staff and Committee for their efforts over the past year and look forward to a great year ahead.

Denisa Konecny
Executive Officer

TREASURER'S REPORT

General

CIRCLE has had another big year in 2019. The 2019 audit has recently been completed and was unqualified. No significant issues were raised and CIRCLE's financial controls were found to be sound. The full audit report is available for review if requested.

Total grant income for 2019 increased to $1.09 million, up from $1.02 million in 2018.

Other CIRCLE income also increased, mainly due to the childcare fees and subsidies received direct by CIRCLE. Total CIRCLE Income for 2019 was $1.55 million, up from $1.26 million in 2018.

The net profit from operations for 2019 was $96,000, up from $71,500 in 2018.

Working Capital

The Working Capital is a measure of CIRCLE's own funds and is an important financial indicator. Working Capital at 30 June was $440,000, an increase from $362,000 last year. These funds show that CIRCLE is able to pay its debts as and when they fall due and has a sound financial base on which to build.

Tax and staff

CIRCLE maintains itself fully up-to-date with all tax and staff payment and lodgement obligations. The accounts include all staff leave obligations as calculated through payroll records. No staff member was eligible for pro-rata Long Service Leave as at 30 June.

Grant and Cost Centre Performance

CIRCLE operated the same main grant programs from previous years and has achieved good results and client numbers across all programs.

- The Department of Communities funded 4 programs during 2019:
    - Broome Volunteer Service received $41,000 and was fully spent;
    - Community Development program received $139,000 and was fully spent;
    - Financial Counselling Broome received $172,000 and was fully spent;
    - Thank a Volunteer received $900 which remained unspent.
- The Department of Social Services funded the main Financial Counselling service which received $563,000 for the year. $18,000 is unspent to be carried forward to next year.
- The Crèche became the Broome Early Learning Centre and changed the basis of operation, moving to a user pays system. It received $110,00 in grant monies, as well as $263,000 in childcare fees and subsidies. It finished the year with a small surplus of $8,000.
- Other small grants for the year include Lotterywest Emergency Relief, WA Police Deadly Mums and Happy Homes. Small non-grant programs include Broome Nature Playgroup, Broome Social Club and the New Broome News.
- Non-Grant Programs include Broome Food Co-op, Children's Activities, Parenting Activities, Community Activities and Adult Education. Non Grant programs and operations resulted in a net amount of $91,000 being generated by CIRCLE for the year. This income is generated mainly through program fees, donations, interest, fundraising, payment for services, and

management fees and motor vehicle charges to programs. Additionally, CIRCLE manages some offsite services which generate income also.

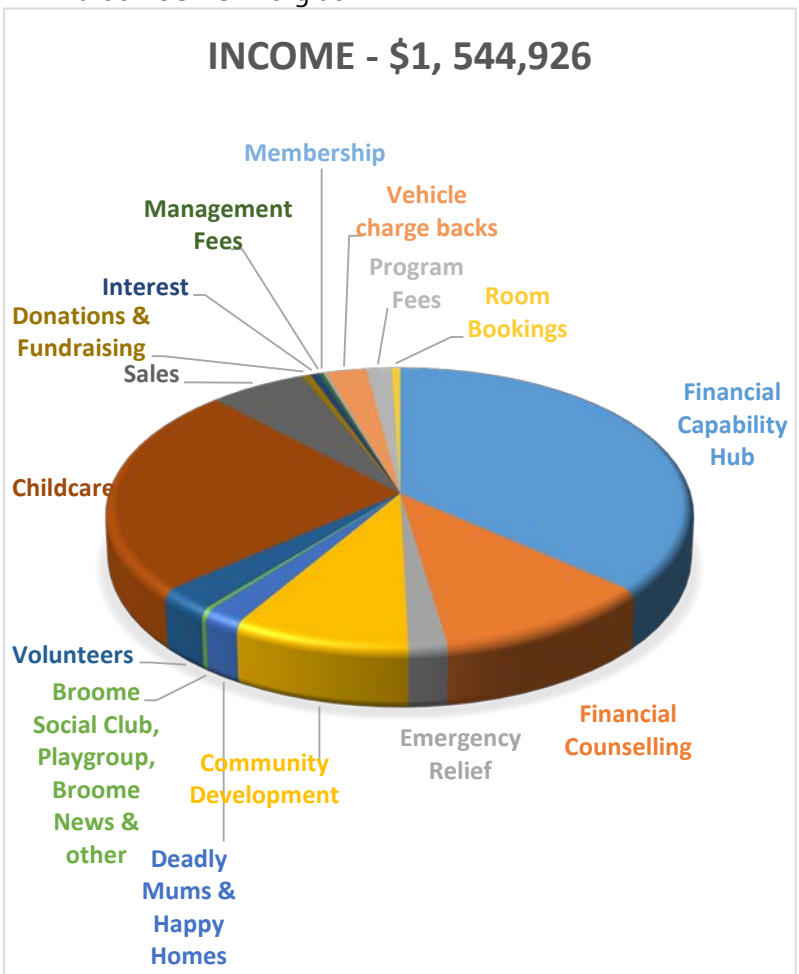
Summary

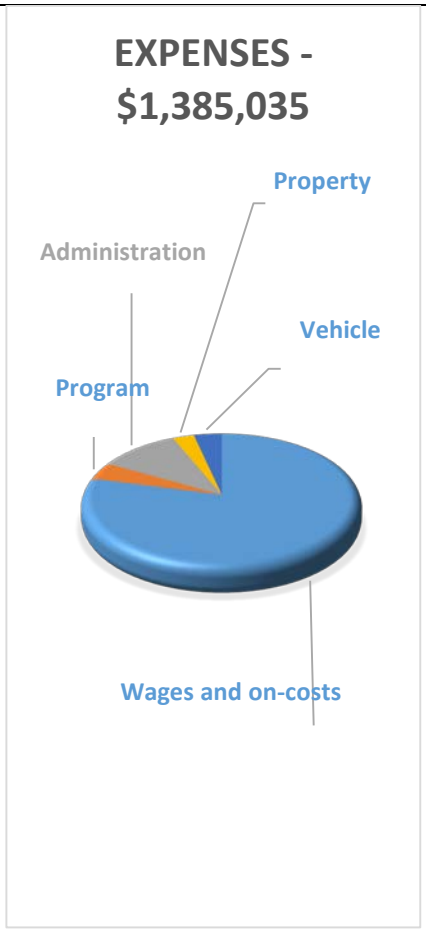
CIRCLE has completed a successful 2019 year with all programs ending the year within anticipated financial targets.

Looking forward to 2020 CIRCLE understands the challenges facing it to maintain staffing and service levels across programs and sourcing new funding opportunities. In particular, the BELC cost centre is challenging as grant funds are to be reduced here.

However, CIRCLE are well placed to face these challenges with a sound financial base beneath it and pro- active management overseeing operations and sourcing opportunities.

For full copies of audited reports, please visit:
www.broomeCIRCLE.org.au





For full copies of audited reports, please visit:
www.broomeCIRCLE.org.au

ASSETS		
2019	$	745,645
2018	$	575,315
Increase	$	170,330

LIABILITIES		
2019	$	291,355
2018	$	216,890
Increase	$	74,465

MEMBERS FUNDS		
2019	$	454,290
2018	$	358,425
Increase	$	95,865

FINANCIAL MANAGEMENT PROGRAM (FMP)

Telstra

Many people throughout remote Australia have been upsold to unaffordable and inappropriate phone contracts at Telstra stores. A steady flow of such local people to Broome CIRCLE resulted in an advocacy campaign on behalf of 26 clients.

More than $120,000 of Telstra debts have now been waived as a result of this advocacy. And more and more affected Telstra customers are emerging every month. Broome CIRCLE then teamed up with financial counsellors from around the Outback who were experiencing the same problem with their own remote clients. So debt waivers have now totalled more than $380,000 throughout the Outback.

The Broome CIRCLE campaign has now led to a formal and major investigation by the ACCC into Telstra's practices. Broome CIRCLE is actively working with ACCC lawyers to gather vital information on this case, and will continue to help lead this national campaign.

Horizon Power

Two senior staff from Horizon Power in Perth were hosted by Broome CIRCLE financial counsellors for a two-day visit mid-year. This was a vital opportunity to show Horizon staff the difficulties FMP clients face when trying to pay huge power bills. Newstart has not been raised in real terms since 1994, but power prices in WA have gone up 228 per cent in that same time frame.

So clients struggle to come up with the money to pay these large bills – especially during 'aircon season', when there are many, many power disconnections, and many family members come to stay with relatives in Broome from hotter inland communities.

The Horizon Power staff were startled to see the atrocious condition of RAC aircon units falling out of public Housing units. This visit has resulted in closer co-operation and better understanding between CIRCLE staff and Horizon Power.

Broome CIRCLE remains committed to an advocacy campaign to introduce pre-paid meters in the Broome township. This would alleviate a lot of the 'bill shock' our clients face when receiving a bill every two months which they cannot afford to pay, and then having their power disconnected.

Big Super Day Out

Broome CIRCLE financial counsellors worked with the First Nations Foundation for six months to plan this event, which was held at Lotteries House midyear. The event is like 'speed dating' – a chance to match up staff from 30 different Superannuation Funds with Indigenous clients who have lost touch with their Super entitlements.

More than 68 Indigenous clients were assisted on the day. This resulted in more than $2.6 million of lost Superannuation money being discovered and recovered for Kimberley people – the most successful Big Super Day Out held to date in Australia.

Broome CIRCLE is hopeful we can repeat this event next year to help even more people - especially those from remote communities who were unable to visit Broome that day.

Consumer Leases

Broome CIRCLE has advocated strongly to end the practice of signing local vulnerable people to unaffordable consumer leases. Often a struggling parent will not be able to afford to buy a fridge or washing machine. But instead of visiting Broome CIRCLE for a NILS loan (No Interest Loan Scheme) they will be signed up by a consumer lease provider who will charge them $4500 over two years for a $900 fridge.

Broome CIRCLE financial counsellors have obtained many refunds and contract cancellations due to contract faults and law breaches in the fine print of the contracts. This has radically slowed the number of leases written in Broome, but the lease operators are still in business.

ASIC investigators visited Broome CIRCLE midyear to gather evidence and meet first hand some Broome CIRCLE clients who have bene subjected to these leases. We remain hopeful that ASIC action combined with new laws to reduce the amount such lease providers can charge, will eradicate this problem in 2020.

Outreach

Broome CIRCLE FMP staff visit four remote communities regularly to provide financial capability and counselling services: Bidyadanga, Beagle Bay, Djarindjin and Ardyaloon. Residents in these communities face additional hurdles in accessing government services, Centrelink assistance, bank and Superannuation products, and assistance managing debts.

Additionally, most large companies, such as banks and Super Funds have no concept of the living conditions in remote communities. They therefore impose impossible hurdles on residents around receiving mail, providing ID, and communicating with city offices.

CIRCLE staff endeavour to maintain fortnightly visits to all communities and is planning to increase to these visits in the coming year.

BROOME VOLUNTEER PROGRAM

The Broome Volunteer Resource Service at CIRCLE help visitors and members of the Broome community give back in a big way by volunteering their time. During the past year the Broome Volunteer Resource Service coordinator established the #VolunteerBroome campaign, which involved participating in several volunteer roles being promoted. These experiences were shared on social media to share the benefits of volunteering in Broome with the community, resulting in higher levels of volunteer engagement. A total of 25 local community groups / agencies benefitted from our support in the past year, with 152 volunteers linked and supported in various roles including community services, environment/conservation, recreational/sporting clubs and indigenous services.

A shining example of collaboration and volunteering effort, the CIRCLE Community Verge Garden Project was initiated as a means of promoting food security and showcasing the potential of growing fresh vegetables. Volunteers from the community were invited to come along to an information session and participate in the planning and implementation of the project, which continues to be a success in all seasons thanks to their ongoing effort and commitment. The exchange of ideas and gardening tips has organically blossomed and the vision is to expand the verge garden concept across Broome.

"Ashlee gave me an amazing opportunity to gain experience for my resume, through volunteering in the community. It was a great experience and I thoroughly enjoyed volunteering and meeting new people, it made me feel like I was contributing to the Broome community." – Mick

"Centacare Kimberley are supported by Broome CIRCLE'S Broome Volunteer Resource Service which helps us accomplish full volunteer support needed to run our Early Morning Homeless breakfast"- Centacare Kimberley

"I recently moved to Broome and I kept hearing about Broome CIRCLE, everything I heard was true, the staff are friendly and genuinely welcoming. Ashlee introduced events and opportunities to participate and engage within the Broome community. I was able to volunteer which was such a great opportunity to get out into the community and meet new people." – Erin

COMMUNITY AND NEIGHBOURHOOD DEVELOPMENT SERVICES

CIRCLE house has continued to be recognised as a supportive hub environment apt at experimenting with different formats that suit the needs of our community. The Artisans series workshops have continued to be well attended, with Sourdough, Dumplings and Cheese making proving ever popular. Our Speakers Unlimited is another inclusive initiative that builds information sharing and community connections through presentations by some of our amazing locals, with no fee or booking required. We embrace opportunities to partner with other agencies to add value to our services, and strive to keep everything local by engaging Broome musicians, suppliers and events. Many local residents are enthusiastic sustainability supporters and programs such as the Broome Food Co-op bring people together in a volunteering initiative to reduce waste, order bulk food and volunteer to package it and build community. As the sponsoring organisation, we manage administration, website and finances with self-sufficiency being the ultimate aim.

Broome CIRCLE has a long and proud history of supporting grassroots community programs, many of which have grown and blossomed to independence such as the vibrant Incredible Edibles which brings like-minded people together to swap garden produce, share tips, ideas and recipes with other Broome gardening and sustainability enthusiasts. Another fantastic initiative which emerged in the past year - New Broome News – provides a range of interesting articles, stories and interviews with "no advertising, no fake news" being the motto.

Flexible models of service delivery encourage community participation for all, ensuing that non-threatening engagement is available for people who are marginalised, socially isolated and/or reluctant to access mainstream services. This could mean simply attending our Open Day, our iconic Christmas Market, or more recently our new innovation - Food Truck Friday. Reducing access barriers to skills development has been underpinned by focus on low or no cost programs, creating a welcoming environment and diversifying our marketing. Increased attendance numbers reflect our community's willingness to increasingly embrace using our online booking system, which in turn enables our staff to focus on working with those needing support.

BROOME EARLY LEARNING CIRCLE

During 2018-19, BELC successfully made the transition to a fully licensed Centre Based Long Day Care service This was necessary due to government legislation passed in 2017 requiring us to transition to a child care service that could access the Child Care Subsidy (CCS) or seek alternate funding.

BELC is a very intimate but unique multi-age early childhood setting and is highly sought after as a place of care for the children of Broome - we have babies on our waiting list that have not even been born yet! At BELC, children are able to be themselves and grow in confidence while they learn and discover.

Our children remain at the heart of what we do at BELC and our educators are excellent at supporting children in their discoveries about themselves and their world through a play based learning program with moments of intentional teaching. Our children are developing a strong sense of identity and wellbeing through their confident contributions and their involvement in their own learning. We were

particularly pleased with the outcome of our NAIDOC week activities and would love to have Miss Jacqui come in to teach us some more Yawuru language.

Parents have been very supportive and we have had excellent attendance at BELC meetings and during special celebrations in the room, such as Mothers' Day and Fathers' Day. Parents have enjoyed taking part in arts and crafts activities with their children.

A number of improvements have been made to the building, such as the installation of filtered taps, and a misting system in our outdoor area. Gates have been better secured and we look forward to the fence being replaced and fans installed in the outdoor area.

Our centre is licensed to hold a maximum of 13 children per session and runs two sessions every week day. The financial year started off with about 50% occupancy and steadily increased to above 100% by June 30, 2019; due to the split session arrangement that we follow. We currently have 50 children actively enrolled, most of whom receive the CCS.

We are a paper-free service, made possible by our operating system, Xplor; a private and secure digital platform we use to manage bookings and fees, store documents, communicate with parents, create observations and share photos and videos. Both admin and our educators have been very happy with this software and the corresponding mobile app. We also introduced an optional uniform for children which has been received positively and widely adopted by families.

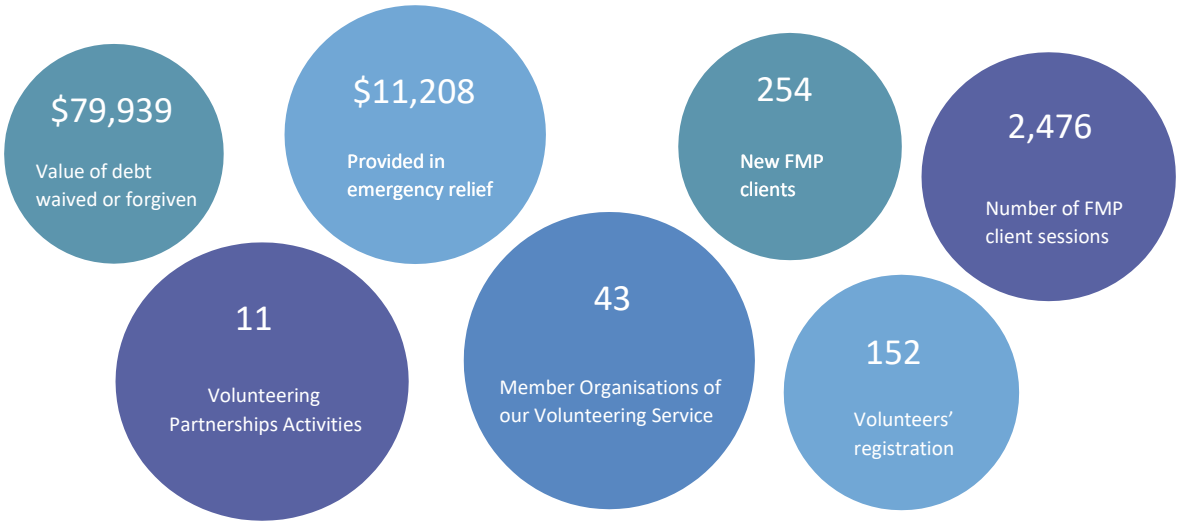
BELC has undergone a number of spot checks by an assessor from Perth who has reviewed our use of the funding we were granted. We were found to be up-to-date and compliant in all areas, including staffing and our Quality Improvement Plan. Educationally, we are fully committed to following the 7 quality areas laid out in the Early Years Learning Framework.

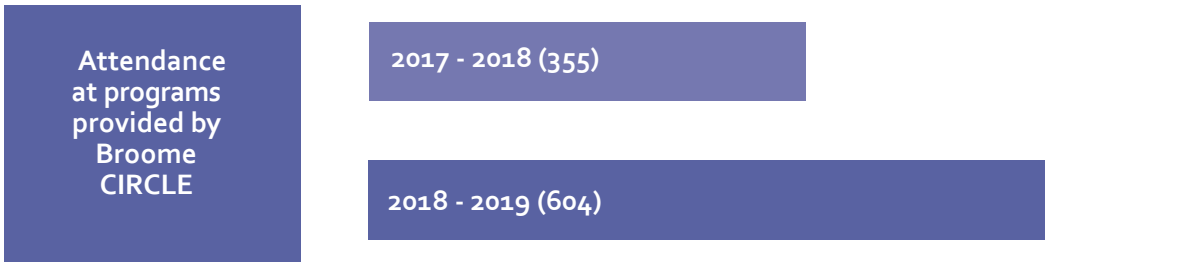
"Your environment is a pleasure to be in. The children are always calm and engaged due to the tremendous work of your team." (Inclusion Support Officer, Jan McEwan)

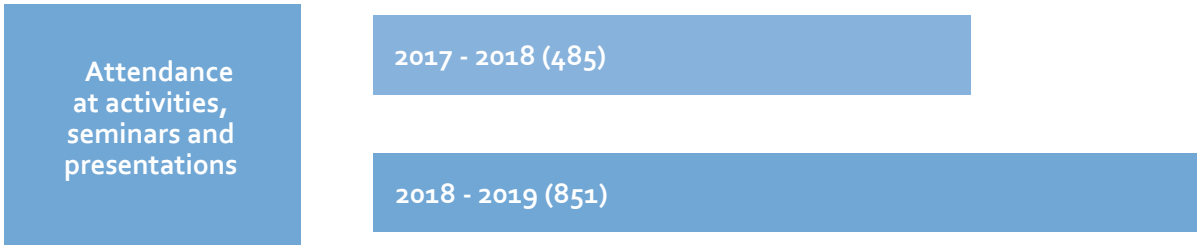
"Maggie… was so warm and welcoming, everyone was so lovely, and the space is beautiful & calming. I have been to some of the other centres and was made to feel the opposite- which isn't ideal when putting your Bub into daycare for the first time!" (Leisa Wells, Parent)

IMPACT IN NUMBERS

Broome CIRCLE in Numbers 2018-2019:







MANAGEMENT COMMITTEE

Susan Fraser – A/Chairperson & Treasurer

Mohini Dohnt – Secretary

Julie Barr

Yolande Ledgerwood

Luisa Pearce

Suraya Bin Talib

Amy Andison

Jael Johnson

Brendan Renkin (*Resigned*)

THANKS TO OUR SUPPORTERS

Department of Social Services

Department of Communities

Department of Education

Mary McKillop Foundation

LotteryWest

Shire of Broome

Community Crime Prevention Fund (WAPOL)

THANKS TO THOSE WHO HAVE DONATED

Alcoholics Anonymous

Lioness Club

Broome Sports Association

Pindan Patches

Private individuals