



Denmark

# Community Resource Centre

*Your local connection*



## 2023-2024 Annual Report



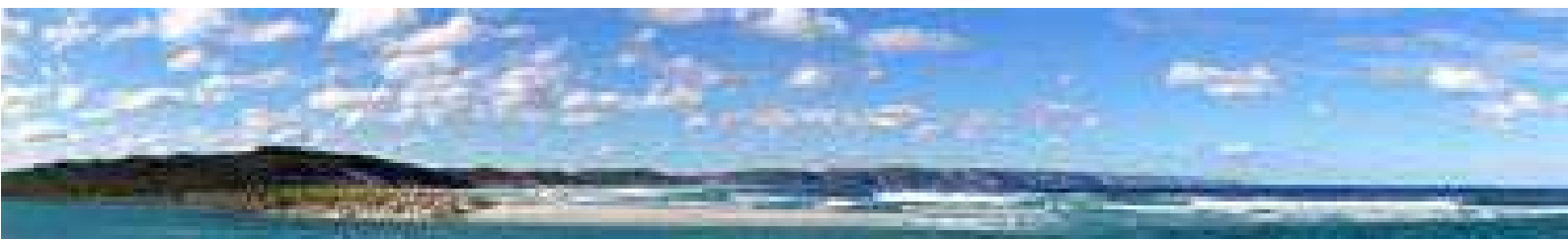
Australian Government  
Department of Infrastructure  
and Regional Development





# Contents

Who Are We.....	3
What Do We Do.....	4
Chairpersons Report.....	5
Managers' Report.....	6
Treasurers Report.....	7
Year in Summary.....	8
Government Services.....	9
Economic and Business Development Support.....	10
Social Development Support.....	11
Services and Products.....	12
Building community connections.....	13
Our Team.....	14,15
Our Staff.....	16,17
Our Volunteers.....	18,19
Our Supporters.....	20
Monthly Regular Events.....	21
2022 Events.....	22
2023 Events.....	23





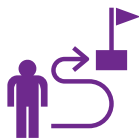
# Who Are We

Welcome to Denmark, a charming town located just 450 km from the bustling city of Perth. Nestled along a stunning rugged coastline, pristine beaches, and lush Karri forests, Denmark offers a serene escape with abundant natural beauty. Our vibrant community is enriched by a diverse array of individuals, reflecting a broad spectrum of interests and professions. With tourism as a cornerstone of the local economy, Denmark provides a variety of engaging activities and experiences for both residents and visitors.

The Denmark Community Resource Centre (CRC) has been a cornerstone of our town for 29 years. Since 1995, it has been housed in the historic Morgan Richards Centre, originally established as the town's first hospital. This facility has been thoughtfully repurposed into a central hub for community engagement and support.

The CRC is dedicated to meeting the needs of our residents by offering services that range from printing, secretarial services to financial assistance. Our mission is to foster connections and provide essential support, contributing to the well-being and cohesion of our community. A welcome safe place for the community, where people are respected and treated equally.

## Our Purpose



To S.E.E. our community:  
Support, Empower & Engage



## Our Vision



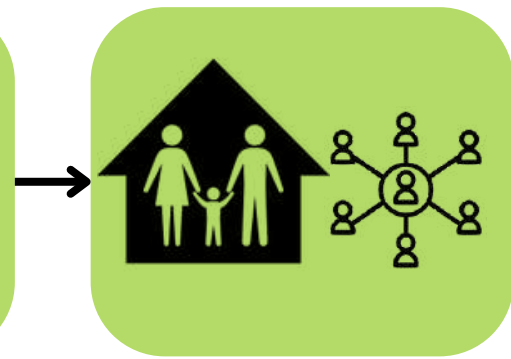
In five years, we will be a focal point in the community led initiatives and activities in the Shire of the Denmark.



# What We Do

## Building Community Connections

- **Festive and Family Events:** Gingerbread House Decorating, and Community Christmas Lunch.
- **Inclusive Activities:** Get Online Week, Seniors Week, Creative Seniors Sessions, and Board Games Night.
- **Educational and Supportive Programs:** Facilitated CoderDojo for kids and Death Cafe events for community discussions



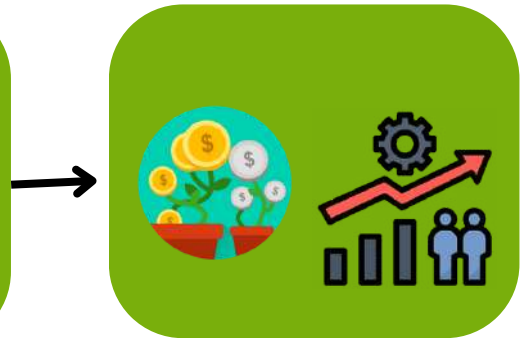
## Social Development Support

- **Vouchers:** Providing food, fuel, clothing, and gas for immediate relief.
- **Food Assistance:** Food bank deliveries, pantry services, and Community Soupy Night to connect and feed people.
- **Financial Support:** Referral to Anglicare WA counselling for those facing financial challenges.
- **Consumer Advice:** Drop-in sessions on consumer rights and services.



## Economic and Business Development Support

- **Repair Café:** Providing hands-on experience while teaching valuable repair skills.
- **Upskilling Volunteers:** Collaborating with job providers to enhance the skills and employability of volunteers.
- **Be Connected:** Helping community members build digital confidence and skills, ensuring they are not left behind in the evolving digital world.



## Services and Products

- **Room and Equipment Hire:** Versatile spaces and equipment available for events and meetings.
- **Professional Support:** Includes printing, secretarial, graphic design, and IT services.
- **Connectivity and Facilities:** Public internet and Wi-Fi, plus laundry and kitchen access.



## Access to Government Services

- **Agency Access:** Centrelink, Medicare, and TransWA services.
- **Resources and Updates:** Free computer use for government sites, and government notices displayed also shared on social media.



# Chairperson's Report

It is again time to take stock of the great achievements of the Community Resource Centre over the past 12 months, pat ourselves on the back, and dive straight into another productive and exciting year.

At the AGM this year, we say goodbye to several valuable and experienced members of our Committee, who have completed their time with us and are hopefully moving on to more relaxing activities! To Donna, Rosie and Tarryn, you have been through some challenges and have risen admirably to provide positive and practical guidance to the Management Committee. You will be missed and have our lasting gratitude for your efforts over the past years. We wish you well in your new endeavors! And, to Chris, who has only been with us for one year, your input has been invaluable, and as you take on your new responsibilities, know we can support you in that role.

Volunteers continue to play a crucial role at CRC, taking on many roles and programs, from the Management Committee, managing programs, fixing things at the Repair Cafe to housekeeping and gardening. We would not be the vibrant, friendly and effective organization with their support. Earlier this year, I gave a presentation to the Shire's "Thank A Volunteer" event. At that time, CRC had 54 active volunteers which translated down to 4816 hours for the 12 month period ! To gain some appreciation of the value of volunteers, if you had to pay workers for the same output, at minimum wage, the cost would be \$111,898.00 ! I want to thank each and every volunteer for their efforts, regardless of the size of their contribution. You are all valued and necessary to our organization !

As with most organizations, they are only as effective as the Staff who manage and carry out the programs. Our team is exemplary in their dedication and over the top contributions! Although there are days when nothing seems to go right, you face the community with a friendly smile and get things done! I am in awe of all of you and thank you for your ongoing commitment!

We have some plans for 2024/2025! The Management Committee will take on the daunting but exciting task of developing a new Strategic and Business Plan, which will set the direction we follow. Social isolation, financial hardship and housing insecurity will continue to be major drivers in our work. The needs of Seniors, one of the biggest growing groups in our community, along with Youth will be prioritized whilst we continue to be responsive to our Community's needs.

We hope you will continue to support our good work by maintaining your membership and keep an eye on our Guide and marketing through our web site (<https://denmarkcrc.com.au/>) and our Facebook page **Denmark Community Resource Centre**

Von Quinn  
Chairperson



# Managers Report

As I review the past year, Denmark CRC stands out as a dynamic centre for community engagement. Our centre has flourished into a vibrant space for a variety of community groups and service providers from Albany. This year, we've seen an increase in our offerings, including tutoring for school children, psychology services, yoga, meditation, and board game sessions. It's been gratifying to see the centre become busier and more vibrant, reflecting its growing importance to the community.

Our gallery space has been a particular highlight, hosting a series of exhibitions from the Mill Art Group, local artists, and other community organisations. These exhibitions have not only showcased local talent but also reinforced the centre's role as a hub for cultural activities. It's encouraging to see people increasingly using our space for coffee, reading, and enjoying the lively atmosphere.

In addition to our regular programming, we have been actively preparing for a major event: the Morgan Richardson Centre's 100 Years Celebration, scheduled for September 3rd this year. We have been busy curating an exhibition to commemorate this milestone, celebrating the rich history and significant contributions of the Morgan Richardson Centre to our community.

Despite these positive developments, we continue to face challenges. The centre operates with reduced staff hours and limited funding, requiring ongoing effort to maintain smooth operations. Our ageing building requires constant upkeep, and the extensive responsibilities of reporting, funding applications, and financial management remain significant. Additionally, we offer support to small individuals and groups with their financial management needs, which adds another layer of complexity to our work.

The Volunteer Committee is essential in guiding and overseeing the CRC, but it is the dedication of our individual volunteers that truly drives our programs. Their commitment is crucial to running key services such as the Food Pantry, Foodbank, Trans WA ticket services, Repair Café, death Café, Coder Dojo, BeConnected, The Hangout Space, and Soup Kitchen. Their contributions extend to the daily operations of the centre and are deeply valued.

Involvement in Collaboration and seeing the impact of our work is immensely rewarding. It is a privilege to manage such an important community asset, and I look forward to continuing our efforts to support and enrich our community.

Yours in Community Spirit,  
Petra Thompson



# Treasurers Report

The final operating result for the Denmark Community Resource Centre (DCRC) for the 2023-2024 financial year was a deficit of \$52,375, which is an improvement on the previous financial year, which saw the centre incur an end-of-year loss of \$97,036. The improvement in this financial year's result is due largely to the separation of Denmark FM from the Denmark CRC, with Denmark FM operating independently since 1 January 2025. This decision by the DCRC Committee was not taken lightly.

In 2023, the DCRC received our first Financial Statement Review, which was performed by the Department of Primary Industries and Regional Development (DPIRD) who provide funding to DCRC along with other regional CRCs that form the Western Australian Community Resource Network. While the DCRC performed well in the review, DPIRD did recognise the 2022/2023 annual loss was an issue for the DCRC Committee to action, to ensure ongoing losses were not experienced going forward. Furthermore, the Auditor who performed the annual Financial Audit of accounts for the 2022/2023 financial year, noted in his 2023 Audit Management Report to the Committee of his concern at the quote "trending deterioration of the current position (cash reserves) which is not financially sustainable in the long term" unquote, with a recommendation to review the current strategic direction of the CRC and radio station activities, which was already in the process of being done. To that end, this year's deficit is due mainly to the donation of radio station equipment purchased by the DCRC, to Denmark FM, totalling \$45,694. As noted by the Auditor in his Audit Management Letter, quote "Take note that the Loss figure this year is abnormal due to the Donation of the Radio Station Equipment at Written Down Value of \$45,694.



This has been included as an Expense in the Profit and Loss Statement and needs to be taken into consideration when analysing the financial statements." unquote. Going forward, it is expected the DCRC will once again operate with a positive Balance Sheet, which is vital as it ensures the centre remains viable and able to continue to be an important community hub for our vibrant and growing town.

Major streams of income for the Denmark CRC continue to be room hire facilities, which saw an income of just under \$52,000 this financial year (up 8% from the previous year), along with printing, which raised revenue of just over \$15,000 (down 12% from the previous year). The DCRC continues to provide support to individuals and families in need via our Food Pantry service and Emergency Response fund, which are well supported with donations from individuals and businesses in the community able to assist those less fortunate. DCRC staff and volunteers continue to provide valuable assistance to community members as a booking agent for TransWA bus services and Centrelink services, with Centrelink increasing funding to the DCRC this year, which has meant an increase in the availability of the services offered.

As my tenure as Treasurer comes to an end on 30 October 2024, I would like to take this opportunity to thank the dedicated team of employees and volunteers who work together to make the DCRC what it is. I would also like to make special mention and give thanks to the incredible work that DCRC Manager Petra Thompson contributes to the centre. Her passion for the Denmark community, and her financial management and commitment to the sustainability of the centre is to be commended. Lastly, I would like to thank the DCRC committee and specifically our Chairperson, Von Quinn, for your energy, enthusiasm and commitment to the ongoing sustainability of the Denmark CRC. It has been an absolute pleasure working with you all.

Donna Williamson  
Treasurer



# Year in Summary

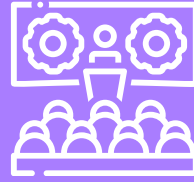
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People provided government and community information



8

Monthly events delivered



20

Overall services we provide our community



8

Local people employed



One-on-one IT training sessions provided

253



10

Successful grants recieved



Room Hires

1993



10

Volunteers engaged



Collaborations with other community groups

38



Community events held

50



# Government services

## Denmark CRC Services

### Services Australia Assistance:

- Help with creating and accessing MyGov accounts.
- Perform identification for new customers.
- Provide claim information and forms from the Human Services website.
- Assist Medicare customers with rebate claims.
- Upload and submit documents.
- Teach customers to use government mobile apps.
- Centrelink mobile bus
- Centrelink Financial Services information session

### Other Government Services:

- Facilitate community information events for government departments
- Display relevant information throughout the centre.
- Publish government information in the fortnightly publication, The Guide.

### TransWA Assistance:

- Create new travel bookings.
- Register eligible Centrelink customers for free travel.
- Help customers choose the best travel options.



### Videoconferencing Services:

- Meetings.
- Job interviews.
- Workplace inductions.
- Personal Development

# Economic and Business Development Support

**The Hangout** offers a vibrant and inclusive space for teens in Year 6 and up to relax, express themselves, and connect with peers. Every Wednesday afternoon at the Denmark CRC, they come together to enjoy activities such as games, crafts, and socializing, all supervised by a dedicated retired youth worker. It's a fantastic opportunity for young people to build friendships, discover new interests, and have a great time—key ingredients for a thriving community.



Our recent **Pizza & Games Night** was a notable success, filled with laughter and camaraderie as participants engaged in games like Twister and UNO. Events like these provide exciting experiences for our youth and strengthen community bonds.

By hosting such programs, the CRC not only cultivates future community leaders but also enhances the sense of community and support for local youth.

The Denmark CRC's **Repair Café** is back and thriving! Our fantastic team of volunteer "fixers" has been hard at work, tackling everything from clothes and sentimental figurines to blunt knives, scissors, and garden tools. It's heartwarming to see the difference they make, helping to restore cherished items and bringing our community closer together.

**Volunteering at the Denmark CRC**, we're committed to supporting our community, especially those who are unemployed and looking to enhance their administrative and computer skills. We offer a supportive environment where volunteers can learn and grow while contributing to our work.

Through our program, many have gained proficiency in essential tools like Microsoft Office and Canva, and have had the chance to get hands-on experience in various CRC roles—whether it's at reception, managing events, or assisting with our Community Hardship program.

We invite you to join us at Denmark CRC, where we're dedicated to helping and support new learnings.



# Social Development Support

Our **Emergency Relief Program** began with modest donations from the Anglican Church and has grown to offer essential assistance. We now provide food, fuel and Gas vouchers, assist people to register with the Department of Communities Housing list.

Every Wednesday, our Food Pantry is open, offering a range of food items for a small donation. This service is generously supported by the Anglican Church, Denmark Community Foundation, IGA Local Grocer Denmark and the general public.



The **BeConnected** program is an Australian Government initiative designed to enhance digital literacy among Australians aged 55 and over. It provides a comprehensive suite of resources, including free online courses, face-to-face training sessions, and a wealth of digital tutorials, all aimed at helping older adults gain confidence and competence in using technology.

**Gail Baker**, a dedicated volunteer, runs our Be Connected courses. She offers both group sessions and one-on-one support to help community members enhance their digital skills.



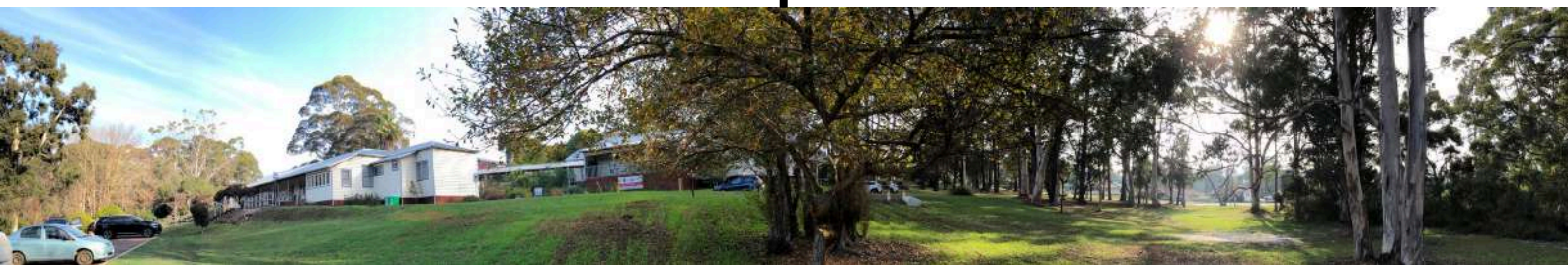
We extend our sincere gratitude to our supporters:

Rio Tinto: For their donation to the CoderDojo program.

Anglican Church: For their ongoing support with our Emergency Relief program

Denmark Community Foundation: For the generous \$40,000 donation towards a new community transport Van and ongoing support with our Emergency Relief program and Coder Dojo program.

None of this would be possible without our wonderful customers. Your continued support and generosity make a real difference in the lives of those we serve. The Denmark CRC is committed to growing and adapting to meet the evolving needs of our community.



# Services and Products

The Denmark CRC offers a wide range of services to support the community, including:

## **Room Hire:**

- Small offices
- Large rooms
- Gallery & kitchen
- Outside areas
- Indoor living room space



## **Copy & Print:**

- Sizes A5 to A3
- Black & white or color
- Card & photo paper
- Binding
- Laminating

## **Secretarial Services**

- Scan to email or USB
- Laminating
- Comb binding
- Typing & proof reading
- Graphic design

## **Tech Byte Sessions**

- 30 minute sessions for tech support
- One on one with a skilled team member

## **Additional Services:**

- TransWA agent
- Centrelink & Medicare agent
- Community Hardship Program
- The Guide: local events publication



## **Equipment Hire:**

- PA systems & microphones
- Projectors
- Screens
- Lectern



# Building Community Connections

On December 5th, 2023, Denmark CRC hosted a special garden party for **Thank a Volunteer Day** who make such a difference in our community. Held in the beautiful Community Garden, the event featured delicious finger food and live music from Terry MacKintosh.



**The Giving Tree** initiative at Denmark CRC encourages community members to bring unused or lightly-used gifts, secondhand items, or handmade creations to share with others. This effort promotes thoughtful giving and reduces waste by inviting people to select items they would appreciate receiving themselves. Additionally, donations of wrapping materials, such as gift wrap and fabric, are welcomed to enhance the festive spirit and support the gift-sharing process.



In December the CRC and Bee Pope hosted the annual **Mini Gingerbread House Decorating** event for kids.

Each child received a mini gingerbread house and a selection of cookies, ready for their creative flair. With an array of lollies and icing at their disposal, the children embarked on a delightful and imaginative journey, turning their sweet creations into whimsical masterpieces. It was a wonderfully sticky and joy-filled day for everyone involved!



The 2023 **Community Christmas Lunch** at the Denmark Riverside Club was a heartwarming celebration that brought people together to share a festive meal, enjoy music, and take part in activities. The free event created a welcoming space for everyone, especially those who might otherwise spend Christmas alone. It's all about connection—bringing people together to enjoy good food and good company while fostering a sense of belonging and community.



# Our Team

## management Committee



Von [chairperson] has dedicated six years to volunteering at the CRC and assumed the role of Chairperson in October 2022. Her life is bustling with activities such as art, crafts, gardening, and ongoing volunteer work.



Jade Morrison, Deputy Chairperson, has been a board member since 2021. Jade is deeply passionate about community engagement, as well as art and design.



Tarryn Sharp, our Secretary, is not only a compassionate midwife but also holds a Masters in Public Health. She is deeply committed to improving health by focusing on the social factors that impact well-being.



Liz Archer, a recent resident of Denmark since 2021, enthusiastically became a Committee Member in September 2022 to contribute to the local community. With a background in recruitment and a passion for mountain biking, Liz brings both professional experience and a vibrant, active spirit to our team.





Rosie Arnepie is a Committee Member with 20 years as a Community Development Officer. She improves disability access, supports age-friendly communities, youth services, and events. Rosie focuses on helping small communities grow and stay inclusive.



Chris Walsh, a Committee Member, joined because he believes in supporting the CRC's mission to serve local people. His background in working across different Shires has highlighted to him the essential role the CRC network plays in helping communities thrive.



Donna Williamson, our Treasurer, has been with us since July 2020. She brings expertise as a registered nutritionist and also dedicates her talents to the WA Country Health Service in Population Health.

## We Appreciate You

*Our Management Committee is made up of wonderful individuals who bring a wealth of expertise and a deep commitment to our community*

*Together, they work tirelessly to guide our CRC, ensuring that we meet the needs of our community with care and effectiveness.*

*We are incredibly grateful to each member of the Management Committee for their dedication and passion in making a meaningful difference in the lives of everyone we serve.*



# Our Staff



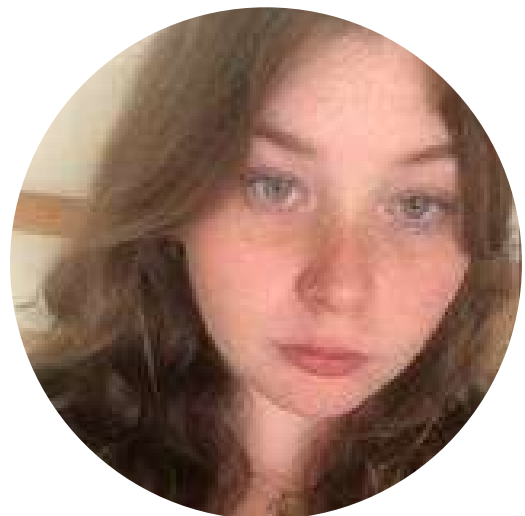
Petra Thompson, our Manager since 2016, has been a cherished part of the CRC network for 25 years. Her dedication to leading community projects makes a real difference in people's lives.



**Dennis Verbunt**  
Our CRC's dedicated in-house IT specialist, maintenance expert, and heavy-lifting extraordinaire, initially volunteered before joining the CRC staff.



**Stella Thomas**  
Stella recently completed her traineeship as our IT and Media trainee at the CRC. Since joining in February 2023, she's shown great dedication to learning and is excited to embrace the opportunities ahead.



**Jade Collins**  
Jade joined the team this year as the CRC's newest trainee studying a cert III in community support. She's passionate about the community and loves getting involved in local events.



# Our Staff



**Janelle Shaw**

Janelle is our friendly face at reception, dedicating her time to help customers with any questions or requests they may have. She takes pleasure in providing excellent service and ensuring everyone feels welcome.



**Leanne Mifflin**

Leanne is our warm-hearted receptionist, bringing her caring presence to our team for 3 years now. She takes great pride in meeting and supporting members of our community every day.



**Mary White**

Mary came on board with the Denmark CRC in early 2023 as our Project & Office Administrator. She juggles tasks across admin, finance, media, and emergency relief, and also helps as a Service Australia Agent. Mary loves making a difference in the community and cherishes the supportive and rewarding atmosphere here.



**Jennie Newman**

Jennie loves returning to the Denmark CRC for the team and diverse work. She helped set up the Food Pantry and Emergency Relief program. Now, she works one day a week on reception and is organizing the centennial exhibition, opening September 3, 2024.



# Our Volunteers



**Gail Barker**

Is a compassionate volunteer who leads our Be Connected program, offering gentle guidance to those over 50. She also brings her nurturing touch to the Repair Café, mending soft toys and clothes with care and spreading kindness throughout our community.



**Barb Coombs**

I've been with the CRC for over three years, where I handle administrative tasks, assist with banking, and contribute to general maintenance. I enjoy meeting new people, supporting the community, and engaging in crafts and music.



**Michelle Randle**

A dedicated volunteer who's been with us for two years brings warmth and support to our community, helping at the Food Pantry and running our cherished Social Mornings for Seniors each week.



**Allister Dickinson**

Our cherished volunteer at CoderDojo Denmark, he founded the program over 10yrs ago and now shares his passion for coding with young learners. He also teaches Digital Technology at a local School, inspiring a love for learning and innovation in his students.



**Jared Rolt**

Jared is a passionate and thoughtful volunteer at our CRC, offering valuable support to the Coder Dojo program. His hard work and caring nature make a real difference for the young learners in our community.



# Denmark CRC Volunteers

*Your dedication and generosity are the heartbeat of our community. Whether you're supporting our food pantry, guiding kids through Coder Dojo sessions, providing a safe hangout for teens, assisting with our food bank, or lending a hand wherever needed, your contributions make a profound impact every day. Your continued support is invaluable, and we are deeply grateful for the kindness and commitment you show in helping our CRC thrive. Thank you for making a difference and for being the heart and soul of our community.*



# Our Supporters

As with most non-for-profit organisations, the Denmark CRC has an amazing support system which include the following.

## Government

- Dept. of Primary Industries and Regional Development
- Dept. of Human Services

## Grant Funding Bodies

- Dept. of Primary Industries and Regional Development
- Lottery west
- Linkwest
- Good Things Foundation
- Shire of Denmark
- Denmark Community Foundation
- Rio Tinto
- Heritage Council WA
- Rick Wilson Office

## Community Partners

- Denmark Chamber of Commerce
- Denmark Arts Inc.
- Denmark Community Foundation
- Denmark FM
- Denmark Primary & High Schools
- Green Skills
- Food Bank
- Denmark Homeless Project
- Denmark CWA
- Tiny Treasures
- Denmark Home Grown
- Mill Art Group
- Denmark Art Club
- Silverchain
- Amaroo @ Home
- Clarence Estate
- Anglican Church
- Riverside Club
- IGA Local Grocer Denmark

## Special Thanks

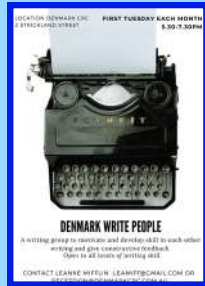
- **Linkwest** - the ongoing sector support and information sharing.
- **Denmark Community Foundation** - helping us assist those in Denmark with financial, housing and food stress.
- **Kit Bewley** - Death Cafe and Dying to Know events
- **Bee Pope & Gillian Corker** - Monday's Woman in Business co-working
- **Von Quinn, Janelle Shaw & Barb Coombs** - for continuing the Creative Seniors Sessions.
- **Don Hunt** - For his help with our big garden.
- **IGA Local Grocer Denmark**- giving us the opportunity to help those in need with our Food Pantry.
- **Food Pantry Supporters:**
  - Denmark Lion's Club
  - Denmark Riverside Club
  - Denmark Crafty Quilters
  - Denmark Cottage Crafts
  - CWA Denmark
  - Anglican Church
  - Our Food Pantry ladies; Michelle Randal & Beverley Sheard
- **Our wonderful volunteers** for helping us to help our community.
- **Our Committee Members** for guiding us each year.



# Monthly Regular Events

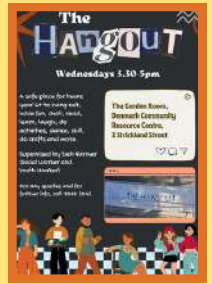
## Denmark Write People

A new monthly writing group organized by Leanne Mifflin. Aims to help writers in Denmark improve through constructive feedback. Open to all interested in writing.



## The Hangout

promotes a safe space for teens in Year 6 and up to enjoy various fun activities like chatting, reading, dancing, and crafts. It is run by Deb Farmer, a social worker and youth worker.



## Be Connected

One of the most popular programs at the Denmark CRC. Gail Barker, our amazing volunteer, helps those new or uncomfortable with technology.



## CoderDojo

A big hit with the kids and families in Denmark. This free, volunteer-run international group helps kids learn coding, and create games and apps.



## Death Cafe

A place to discuss death and end-of-life planning in a relaxed setting. Enjoy a cuppa and cake while having important conversations.



## Senior's Activities

Senior's Activities include games, cards, puzzles, and socializing with tea and snacks. Thanks to Silver Chain, Amaroo, and Clarence Estate for gathering a great group of seniors every two weeks.



## Community Garden

Expanded from a few veggie plots to include wicking beds, compost, and espaliered fruit trees. Excess produce is donated to the Denamrk CRC Food Pantry or the Denmark Homeless Project group.



## Repair Cafe

An event that invites people to bring bikes, knives, appliances, clothing, and small items for repair instead of being disregarded. This initiative encourages sustainability and supports the community by offering practical repair services.



# 2023 Events



**Repair Cafe**



**Forget me not Cafe**



**Thank a Volunteer Day**



**Denmark Cottage Crafts Donation**



**Friday Seniors**



**The Giving tree**



**Be Connected**



**Denmark Primary School Art**



# 2024 Events



**Hangout Space**



**Community Garden PLanting Guide**



**WA Country Health Education**



**Food Pantry**



**Cooking Circle**



**Cooking Circle**



**Embroidery Ladies**



**Rio Tinto's Laptop donation towards the Coder Dojo Program**





Denmark

**Community Resource Centre**

*Your local connection*



**Australian Government**  
Department of Infrastructure  
and Regional Development

Denmark Community Resource Centre

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