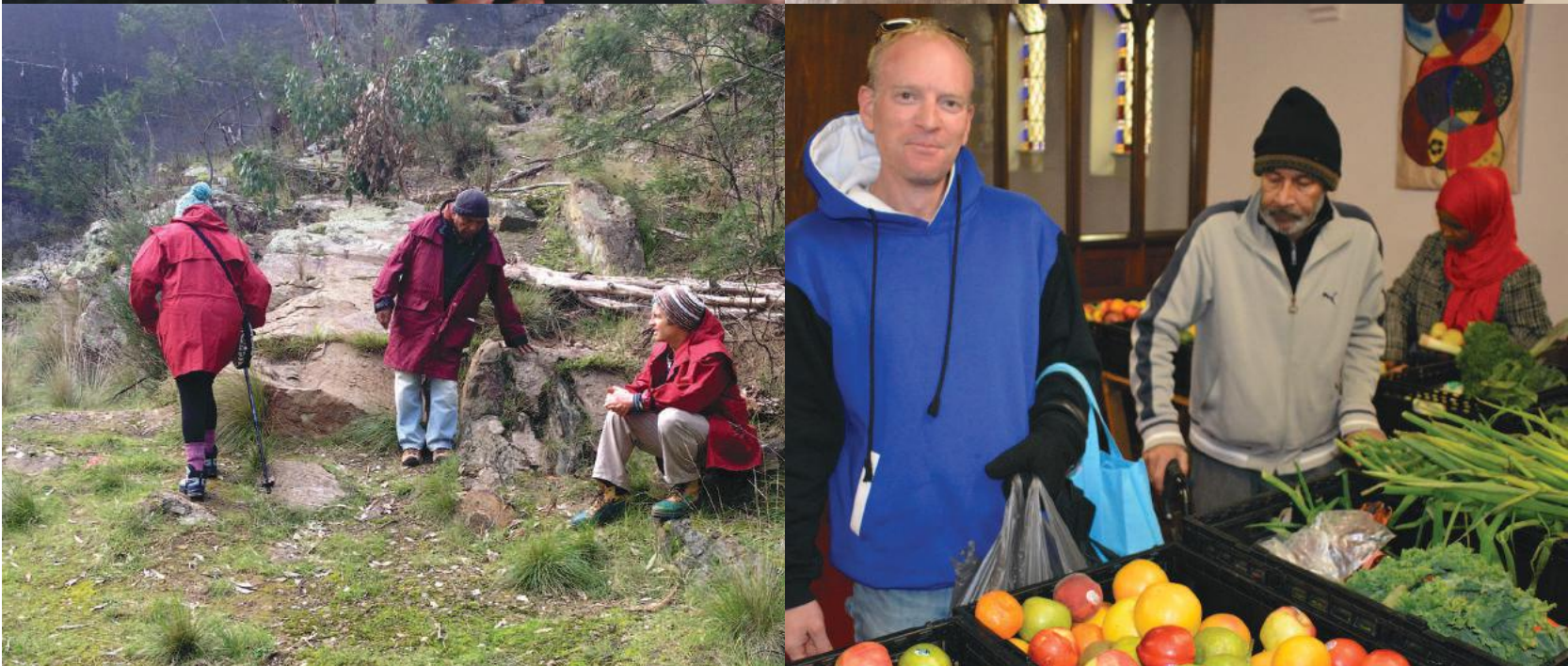




**PORT PHILLIP
COMMUNITY
GROUP** // *Working for
Social justice*



PORT PHILLIP COMMUNITY GROUP ANNUAL REPORT 2016 TO 2017

Programs and partnerships

The report that follows summarises PPCG partnerships, activities and outcomes achieved in 2016-17.

Money Matters

Assisting clients to organise and manage all aspects of their personal/family finances.

Information, Referral and Support (IR&S)

Providing immediate assistance, material aid, food vouchers and a wide range of referrals.

Social Inclusion and Wellbeing Groups

Promoting social inclusion, connectedness and better health.

Pathways to Education and Employment

Boosting creativity, confidence and employment opportunities.



Cover photos: PPCG programs in action 2016 - 2017

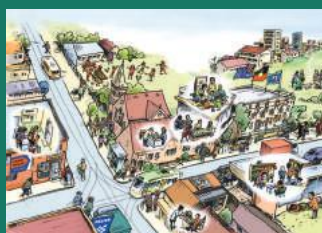
Acknowledgements

Port Phillip Community Group respectfully acknowledges the Yalukit Willam Clan of the Boon Wurrung. We pay our respects to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.

We appreciate and welcome diversity in all its forms, including staff and community members, and believe this makes our teams, services and organisation stronger and more effective.

A **full copy of this report** with the 2016-17 financial details can be downloaded from our website ppcg.org.au/about-us or by calling (03) 8598 6600 or emailing info@ppcg.org.au

Download a copy of PPCG's strategic plan from our website or drop into one of our sites.



Drawing by Simon Kneebone

Port Phillip Community Group Limited ABN 34 844 707 349

PPCG is registered with the Australian Charities and Not-for-profits Commission (ACNC)
PPCG is endorsed as a Deductible Gift Recipient (DGR).

Chair/EO Message

The past year has been another successful one for PPCG and further consolidated the organisation as a key welfare and education support in the City of Port Phillip.

We welcomed new board members, Reverend David Pargeter and Gregory De Vere. We also acknowledge and thank our board directors, Anna Moo, Bernard Joffe, Jane Garrow, Lisa Fitzpatrick, Michael McGann, Pam O'Neil and Tallia Gilarry for their commitment and work this year.

The Board has again provided strong and effective governance for the organisation.

At PPCG our volunteers and staff are our most valuable resource, and we thank them for their commitment. We are united by our vision: ***“a fair and just society that values all people”***, and commend this strategic direction in the **City of Port Phillip’s Council Plan 2017 – 2027**.

On behalf of the board I would also like to thank Karen Sait for her positive leadership and for progressing our strategic plan.

Helen Fallaw - Chair

I too thank our volunteers, staff and board in working together to enable our mission: ***“to positively impact lives through fostering and improving equity, participation and inclusion.”***

This year we received two significant grants from the Department of Education and Training to deliver innovative programs to families in Port Phillip. Both grants are timely as the spectrum of people considered vulnerable in Port Phillip is widening due to increased costs of living, rental and property costs, social exclusion and health inequity.

We also welcomed the much-needed refurbishments at our St Kilda site with financial assistance from the Honourable Michael Danby, Melbourne Ports Electorate through the Stronger Communities Program, and from the Uniting Church in Australia.

A huge thank you to our many partners, champions and supporters including the St Kilda Legal Service, co-located with us. Finally it is a privilege to work with our diverse clients and local communities and to witness their achievements and successes.

Karen Sait - Executive Officer



Back row (L-R): Rev David Pargeter, Tallia Gilarry, Gregory De Vere (staff representative), Bernard Joffe (Treasurer)

Front row (L-R): Karen Sait (EO), Michael McGann and Helen Fallaw (Chair)

Gratitude for tireless workers

During the past year it was with sadness that we bid farewell to three outstanding board directors Anna Moo, Pam O'Neil and Lisa Fitzpatrick. Both Anna and Pam have served on our Board for the past ten years, and Lisa for 12 months.



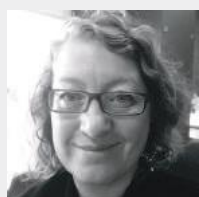
Anna brought to the board expertise in the areas of women's health, family violence, cultural diversity and migrant issues. Anna was inducted

into the Victorian Roll of Women in 2016 in recognition of her dedication to Victoria as a leader, innovator and mentor.



Pam is a passionate and committed supporter of our organisation with significant skills and expertise in board governance and policy.

Pam is also a strong advocate of environmental issues in Port Phillip and continues in her role as the president of the EcoCentre Board.



Lisa shared her knowledge and skills in working with families and children experiencing vulnerability in state and local government areas. Lisa will

continue her commitment to Port Phillip through her role on a local kindergarten Committee of Management.

We thank each of these remarkable women for their many contributions and wish them all the very best for their future. Their dedication, skills and knowledge will continue to benefit Port Phillip and Victoria.

Money Matters

For 2016-17 our grant and other funding was \$1,209,892

We gratefully acknowledge the support from our funders and community partners, in particular our primary funder the **City of Port Phillip**. Our other key funders are -

- Department of Education and Training, Victoria
- Department of Health and Human Services, Victoria
- Department of Social Services, Australia
- Good Shepherd Australia New Zealand
- St Kilda Community Housing

In addition we received a number of one-off grants, project funds, donations and other assistance from philanthropic trusts, businesses and individuals. We extend our appreciation for each of these as they have enabled additional supports and services to our clients and to enable us to meet the increasing demand for our services.

Treasurer's Report

PPCG, like many similar entities experienced difficult trading conditions during the financial year ended 30 June 2017.

The financial information below is from our audited Annual Financial Report – year ending 30 June 2017.

The income for the year was \$1,209,892 obtained from grants, donations, interest, fees and other income sources.

Total expenditure in the year was \$1,288,998. This resulted in a net deficit of \$79,106.

We as a board are addressing these difficult trading conditions and have budgeted to earn a small surplus during the year ended 30 June 2018.

Bernard Joffe Treasurer



Income \$1,209,892
Expenses \$1,288,998
Deficit \$79,106

The full report is available on our website - ppcg.org.au

Tax Help

PPCG once again successfully facilitated the Tax Help program and completed tax returns for 69 people.

Most Tax Help clients were over 50, with more than half born outside Australia. More than 60% indicated that they had participated in the program before and valued the assistance of our professional and highly-skilled volunteers.

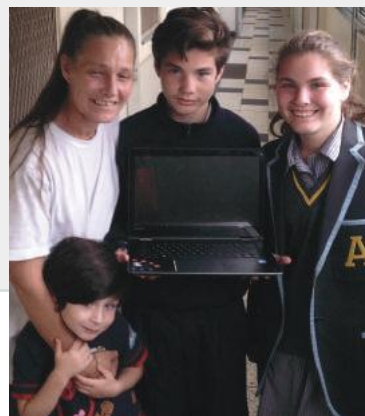
In addition to the volunteers, our thanks go to the Australian Tax Office and to the City of Port Phillip for funding this initiative.

Information, Referral and Support (IR&S)

Our IR&S services are a key entry point to PPCG. Services include personal support, emergency relief, referral and advocacy for vulnerable, low income clients who present with multiple and complex needs. IR&S provides opportunities for clients to access other programs such as financial counselling and assistance, social inclusion and well-being, and education pathways. During this year we provided over 21,000 client contacts including 5,670 (27%) contacts to homeless people.

Assisting with family and individual finances

'Luisa' and her children aged 4, 12 and 14, plus the new laptop for 'Mark' as he starts high school.



No Interest Loans Scheme - Case Study

"I just want to raise decent, kind human beings who have a chance to succeed," 'Luisa' says, and she's doing everything possible, to achieve this aim.

A single mother of three – aged 4, 12 and 14 – 'Luisa' lives in a Port Phillip public housing estate where she does her utmost to give her children the best possible start in life.

"If they are active and busy, they don't lock themselves away, playing on computers all the time, and they don't start mixing with the wrong crowds or get into trouble because they are bored," 'Luisa' explains.

She's a careful money manager, but as 'Mark' came closer to starting high school, 'Luisa' knew she didn't have the cash to buy the laptop he needed. 'Luisa' didn't want him to start this important year at a disadvantage, so she turned to Port Phillip Community Group's No Interest Loans Scheme (NILS).

Funded by Good Shepherd Microfinance, the NILS program is essential for families such as 'Luisa's' when they need money to repair the car, to buy a new fridge or a washing machine. For people on low incomes it is important that the loans are interest free and that the application process is streamlined. The most important aspect is that repayments are minimal (usually \$20-\$30 per fortnight), and are manageable without financial stress. Approved funds are paid directly to the supplier.

PPCG assisted 100 people to apply for NILS loans during the year, with 95% successful and a 100% payback compliance.

***'Luisa', 'Mark' – not their real names**

Image release: Permission given for this picture to be used only for PPCG reports. Not for wider publication.

Thinking of volunteering?

We are always on the lookout for people wanting to contribute to our activities. Drop into one of our offices, call 8598 6600, or email us for details, info@ppcg.org.au

Financial counselling

Financial counselling is provided from St Kilda and at Star Health Group in South Melbourne.

We assist clients to address their financial issues and help them develop financial literacy skills, so they can better manage their finances.

This year we provided more than 5,000 responses to clients' queries, advocating on their behalf with banks, energy providers and other creditors. We also assisted clients to make submissions to the Ombudsman and directly with agencies regarding unreasonable billing charges and practices.

Our financial counsellors have reported rising demand for financial assistance due to large household debts and borrowings. This included from people who were employed, however were now unable to meet increased costs of living, rental or property costs.

In addition, we facilitated financial capacity workshops for key service providers in Port Phillip including Launch Housing, Star Health Group and the St Kilda Legal Service.

Case Study

A 38-year-old woman was referred with a credit card debt of \$7,500. Having just been discharged from an inpatient mental health facility, 'Sally'* says the debt was a major worry, causing her great distress.

Our financial counsellor negotiated to have the debt waived.

With the support of her social worker, and PPCG 'Sally' is now connected to Centrelink, and is receiving a Disability Support Pension. Her mental health has improved and she is now able to manage her finances. Sally has now been referred by PPCG to several other services too.

**'Sally' – not her real name*

A student counsellor's view

As a Royal Melbourne Institute of Technology financial counselling student, I was offered a position with PPCG. Now I have first-hand experience assisting people through hardship, and a real understanding of the types of issues people face. I enjoyed my introduction to working in a community service environment and cannot wait to become fully qualified.

Deb Craven (Financial Counselling Student)



Back to School Program

PPCG's Back to School program assisted more than 100 families across the school year with funds for uniforms, books and school trips. These were paid directly to the supplier. The Victoria International Container Terminal (VICT) funds this program through VICT's Community Investment Fund. As part of the panel determining where the money goes, Albert Park Secondary School students Oliver Kalicin and Molly Robson are pictured with VICT's Brendan Buhagiar congratulating Karen Sait on the work PPCG does in helping families.



Long-term PPCG volunteer Tim Brosnan talks food and cooking tips with a client at Fresh Food Monday

PPCG Volunteers

Volunteers at PPCG play an important and pivotal role in our organisation.

Our board is comprised of volunteers who provide strong and effective governance; in addition many of our staff volunteer outside their paid roles as part of also giving back to their community.

Our ongoing volunteers continue to provide much needed support and assistance to staff through distributing material aid, referrals for housing, health, legal and support groups.

Other volunteers provide support for our education, creative and recreation initiatives; food and social inclusion programs; and tax help, back to school and no interest loans.

This year we pay tribute to Sue Henderson who has retired after volunteering with PPCG for five years. *"I do like helping others and the variety that volunteering adds to my life, but I also really enjoy going into a work environment and working with some terrific people at PPCG,"* Sue shared with us.

"You are very welcome. It was both fun and heart-warming to see the joy. Congratulations PPCG!"

– Kevin (Five Minutes of Fame volunteer driver, Port Melbourne Rotary Club)

Social Inclusion and Well-Being Groups

PPCG's Social Inclusion and Well-Being Groups provide low cost, supported access to activities that enhance well-being, social connections and social inclusion for people of all abilities.

The program is funded and supported by the City of Port Phillip. Groups currently include gym, swimming, bush walks, and tennis.

Highlights this year included:

- 161 group sessions delivered for 156 participants including 40 new participants.
- Activities at mainstream venues including Fitness First, Melbourne Sports and Aquatic Centre, Carmelite Tennis Club, and Port Phillip Life Activities Club.
- Pedometers given to participants to encourage monitoring of their own exercise outside group activities.
- Saturday bushwalking in partnership with Bushwalking Victoria continued to be very popular with an average of 16 participants per walk. Participants enjoyed supported nature walks to Trentham, Warburton, Point Cook, Lysterfield Park, and the Dandenongs.
- A pilot initiative: *Life! Health and Wellbeing* run in partnership with Diabetes Australia and the Sum of Us Physiotherapy Clinic - a program to prevent Type 2 Diabetes.



Participants, volunteers and staff at a rooming house social meal.

Alma Road Community House

On behalf of the City of Port Phillip, PPCG manages Alma Road Community House (ARCH). This light-filled house is surrounded by a children's playground, 'little library', barbecue, and garden with fresh vegetables and herbs.

ARCH provides opportunities for people of all ages, backgrounds and abilities to come together through diverse community activities ranging from art, yoga, chess, rummy tiles and special interest groups. Antonia says ARCH is a great venue for their monthly Melbourne Parrot Meet-up Group, *"It is a great way for the owners to share their birdie stories and training tips in a safe, secure space, while the parrots play and socialise."* (pictured top right).

We provided many of our ICT education courses at ARCH. Once again the South Melbourne Community Chest provided funds to support art classes. Several artists and their work are captured in stunning hero shots displayed at our Centres.

ARCH is also a popular spot for meetings and children's parties due to the high-density apartment living in this part of East St Kilda.

The City of Port Phillip Maternal Child Health Service is located at ARCH and welcomes families, babies and children for health checks.



Walking Woof Club

The Walking Woof Club (WWC) is a PPCG facilitated dog-walking group that encourages isolated and/or marginalised Port Phillip residents to connect through their love of dogs. With a wide range of referring agencies, WWC promotes exercise, support and friendships. It has now expanded to welcome participants without dogs who can 'borrow a dog to walk'.

Sacred Heart Mission's *Best Mates' Pet Clinic* also provides free health checks for dogs.

Help us make a difference

Give now - make a donation

Drop into our offices, call 8598 6600
or email info@ppcg.org.au for
more details



PPCG staff are
pictured at a planning
session at ARCH

Pathways to education and employment

This year we again provided a wide range of education and training programs for people in Port Phillip, including literacy and numeracy, social and interpersonal skills, digital communication and computer skills, and song writing workshops.

Over 11,300 hours of education, accredited by the Adult Community and Further Education (ACFE) Victoria, supported 153 students to move towards employment and to expand their social networks.

We continued our long collaboration with Wild At Heart – one of Australia's leading community arts organisations supporting people who experience mental illness, disability and disadvantage to find their voice and place in the community through music and art. We also expanded our education courses through enhanced partnerships with Access Inc, Aspect Choose and Connect, Sacred Heart Mission, Ngwala Willumbong, Star Health Group, Inner Eastern Local Learning and

Employment Network, and Prahran Community Learning Centre. Key outcomes included:

- Access Inc participants gained skills in the use of Photoshop, developed employment resumes, and worked on internet safety and file-sharing.
- Targeted ICT courses were developed in collaboration with Aspect Choose and Connect. These focused on website development, photography and publishing 'zines'.
- In collaboration with Social Health and Inclusion Together Port (SHIP), we led programs that included the creation of blogs, photographic and poster exhibitions, and film making courses.
- A shared staff position with Prahran Community Learning Centre has provided enhanced administration, education and skills.

During the past year we received three successful Department of Education and Training grants:

- Learner Engagement A-Frame Program (LEAP): an additional 1,000 hours for the delivery of education workshops at the Uniting Church Prahran Mission Engagement Hub.
- Capacity and Innovation Fund Project: to assist women, including women with families, to re-enter the workforce through education, skills development and support.
- Family Learning Partnership Project: to support the learning needs of children through supporting parents experiencing disadvantage or marginalisation (breaking the intergenerational cycle of lower education attainment and often un/underemployment).



Noah and John learn songs at Wild At heart.



Learning computer skills at PPCG education session.

Our 18 month partnership project (also funded through a Capacity and Innovation Fund) with Elwood and St Kilda Neighbourhood Learning Centre, and Port Melbourne Neighbourhood Centre to develop a shared model of education services is nearing completion. Key project outcomes are on track and will be delivered late 2017.

These include:

- A shared website – **achievenow.org.au**
- Shared back-of-house resources (administration, ICT, business processes)
- A report on future collaborations and opportunities.



PPCG tutor David Nicholas takes a student through a film-making course.

Neighbourhood Ngargee Program

In partnership with the City of Port Phillip, PPCG again operated a successful Neighbourhood Ngargee Program (NNP) in 2016-2017. Promoting social inclusion and enhancing community safety through getting to know your neighbours is the key aim of this program.

Neighbourhood residents apply to temporarily close their roads so that they can hold a NN. For many Port Phillip residents these are a good opportunity to catch up socially and to welcome new residents. Another valuable outcome is that the NNs introduce children to their local neighbourhood and the wider community.

The whole street looks forward to the Party, it's always a great night and we all know each other now, it's so nice.

- Beatrix

Consistent feedback tells us that the NNs also provide a safe and inviting space for isolated people including older people, to meet their neighbours.

Between October 2016 and March 2017, 31 NNs were held. 19% of these were new NNs.



PPCG once again worked with the South Port Community Housing Group to facilitate a NN for their tenants and local neighbours during National Homelessness Week in August 2016.

The success of the NNP is a collaborative effort between the residents, PPCG staff, equipment contractors, and the City of Port Phillip.



Five Minutes of Fame

Participants, supporters and staff enjoying the Christmas Five Minutes of Fame (FMoF) event. Held quarterly, FMoF is an 'Open Mic' event for Port Phillip residents in rooming houses and supported accommodation. It is an opportunity to socialise and/or steal the limelight with lively and talented performances. It is organised by PPCG with wonderful community support including local Rotary Clubs, the St Kilda Sports Club, community agencies, volunteers and Port Phillip businesses.

PPCG by numbers

2016-2017 financial year

43,540 Client contacts across PPCG

Social inclusion activities

5,000
client contacts

2,250 meals/nutrition

1,800 art, performance

950 recreation activities

Individual and family payments



\$67,970 Emergency Relief

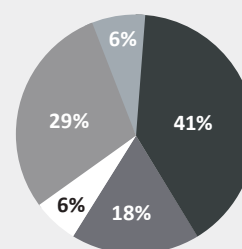
\$36,160 NILS

\$14,100 Back to School

Information, Support and Referral

21,000+
client contacts

15,000 face to face contacts



- Information
- Referrals
- Advocacy
- Emergency Relief
- Other

Volunteers

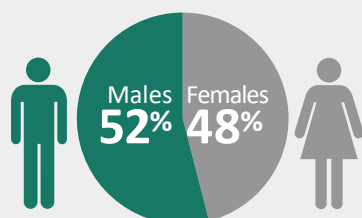


2,500 hours

Financial counselling



5,238
client contacts



Education

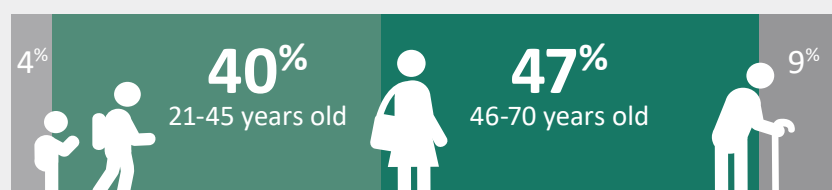


12,300 hours
with 153 clients

Clients' Accommodation



54% Public Housing
27% Homeless
12% Private Rental
7% Home Owners



Top nationalities: Vietnam, Russia, Somalia, China

*culturally and linguistically diverse

Who we are

Our board of directors

Anna Moo (resigned), Bernard Joffe, Rev David Pargeter, Gregory De Vere, Helen Fallaw, Jane Garrow (resigned), Karen Sait, Lisa Fitzpatrick (resigned), Michael McGann, Pam O'Neil (resigned), Tallia Gilarry.

Our partners & colleagues

Access Inc, Aspect Choose and Connect, Australian Tax Office, Centrelink, City of Port Phillip, Community Information and Support Victoria (CISVIC), Department of Health and Human Services Victoria, Department of Education and Training, Department of Social Services Australia, Elwood and St. Kilda Neighbourhood Learning Centre, Estate of Henry Herbert Yoffa, Foodbank Victoria, Fulton Hogan, Galiamble Men's Recovery Centre, Good Shepherd Australia New Zealand, Inner Eastern Local Learning and Employment Network, Launch Housing, Monash University, Ngwala Willumbong Ltd, Prahran Community Learning Centre, Port Melbourne Neighbourhood Centre, Roomers, Royal Melbourne Institute of Technology (RMIT), Sacred Heart Mission, SecondBite, SPARC Theatre, Star Health Group, St Kilda Community Housing, Uniting Church Australia Prahran, Uniting Church St Kilda Parish, Victoria Police, Wild at Heart Community Arts.

Our supporters - in kind, donations, resources

Alliance Française, St Kilda, Avalon Foundation, Carmellite Tennis Club, Edwina Walsh and Bamboo Monkey, Elwood Toy Library, Fitness First, Grill'd, GJK Facility Services, Hazel Peat Perpetual Charitable Trust, Knit One Give One, Lions Club of Melbourne, U&CO Concepts, Melbourne Magistrates' Court, Melbourne Sports and Aquatic Centre, Nappy Collective, Officeworks Elsternwick, Port Phillip EcoCentre, Prolux Electrical Contractors, Regal Traffic Control, R.E Ross Trust, Rotary Club of Melbourne South, Rotary Club of Port Melbourne, Serge and all the Crew at Garage Espresso, South Melbourne Community Chest, St

Kilda Sports Club, St Kilda Courtyard - Pay A Sack Forward, St Kilda Legal Service, St Kilda Mums, Victorian Dog Rescue Resource Group, Victoria International Container Terminal Ltd.

Our staff, volunteers and students

Staff (ongoing and project): Ann Ades, Anthea Teakle, Bill Manallack, Bill Norris, Caroline Murphy, Casey Fogarty, Charlotte Browning, Chris Wright, David Carlisle, David De Roach, David Nicholas, Dawn Perry, Di Constantinescu, Ernie Austin, Geoffrey Thorsen, Gregory De Vere, Greg Warren, Jane Garrow, Jeannette McNair, Karen Sait, Liz Milsom, Marcelle Tobschall, Maria Attard-Dickson, Marilyn Fox, Marjetka McMahon, Neil Brown, Nicki Leinert, Olivia Whitlam, Patricia Hamdorf, Peter Mildenhall, Philippa O'Donnell, Rose Paduano, Sandi Post, Shayne Barns, Shona Haddon, Simon Crawford, Stanley Stork, Tracy Ibrahim.

Volunteers: *Support, food distribution and performance events:* Chris Donohue, Danielle Joffe, Donald Wilson, Lillian Baker, Lisa Bauer, Mark Henderson, Marjetka McMahon, Natalie Wirth, Rachel Edwards and Event Management Graduates, Robyn Szechtman, Shaitarna Stella, Sue Henderson, Tim Brosnan, Wendy Butler; *NILS:* Philippa O'Donnell; *Tax Help:* Anong Tangjitsomkid, Bernard Joffe, Marcus Shaw.

Students: Deb Craven, Emilia Fasano, Linda Burnett, Kasey Li, Tendayi Chifamba.

"Our volunteers, staff and students are invaluable, dedicating their time, energy and enthusiasm to assist us to deliver programs and initiatives."

- Karen Sait, Executive Officer, PPCG

This annual report has been designed by skysdesign - a not for profit graphic design social enterprise

PPCG Chair Helen Fallaw and City of Port Phillip deputy mayor, Katherine Copsey at a CoPP community consultation.



Looking Forward

Port Phillip Community Group Strategic Plan 2016 – 2019

The release of the City of Port Phillip's Council Plan 2017 – 2027 and its ongoing commitment to diversity and inclusion is commended.

It is a sobering fact that the community's need for our services is not declining. The spectrum of people considered vulnerable is widening due to increased costs of living, rental and property costs, social exclusion and health inequity. More than 8,000 residents are living in housing stress and 2,500 residents are on the public housing waiting list (excluding local community housing waiting lists). In the last two years, the City of Port Phillip reports an increase of 104 per cent in the number of calls received about people sleeping rough in public places (City of Port Phillip Council Plan 2017 – 2027).

We expect to observe ever-increasing vulnerability in our communities. For us, this means delivering programs and services that enable marginalised and/or disadvantaged individuals, families and communities to achieve sustainable outcomes in health and well-being, financial management and social connectedness. This will improve their life-time wellbeing and sense of community belonging whether through employment, education or greater connections with their community.

For a small organisation that is increasingly reliant on volunteers, grant-based funding and donations, we realise we have set ourselves an ambitious Strategic Plan 2016 – 2019. We are pleased to report some tangible outcomes for this year including:

- A greater focus on service delivery to marginalised and disadvantaged families in Port Phillip
- Strengthened partnerships with the City of Port Phillip, Elwood St Kilda Neighbourhood Centre, Port Melbourne Neighbourhood Centre, Launch Housing, Uniting Church and St Kilda Legal Service
- New partnerships with Prahran Community Learning Centre and the Inner Eastern Local Learning & Employment Network
- Additional resources to ensure that our volunteers and staff are supported to grow professionally to deliver against our strategic objectives.

We will continue to partner with the City of Port Phillip, other levels of government, community, not-for-profit and business organisations, service providers, residents and clients, to develop, implement and evaluate our programs and services to ensure that we continue to deliver our vision and to improve the social inclusion, health and wellbeing of those most at risk and marginalised.



*PPCG Participants bushwalking
at Anakie Gorge*

Port Phillip Community Group Limited

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Victoria 3182

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Port Melbourne

333 Bay St, Port Melbourne Victoria 3207

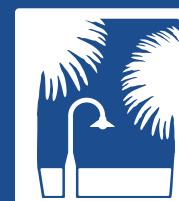
T. 9209 6350 E. portmelbourne@ppcg.org.au

Alma Road Community House (ARCH)

200 Alma Rd, St Kilda East Victoria 3183

T. 9525 8746 E. arch@ppcg.org.au

For more information and opening hours visit ppcg.org.au



**PORT PHILLIP
COMMUNITY
GROUP**
Working for
Social Justice