



PORT PHILLIP COMMUNITY GROUP

ANNUAL REPORT 2017-2018



WWW.PPCG.ORG.AU

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Cover photos: PPCG clients, staff and
programs in action 2017 - 2018

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 2017-18 financial details can be downloaded from our website www.ppcg.org.au or by calling (03) 8598 6600 or emailing info@ppcg.org.au



Drawing by Simon Kneebone

Chair/EO Message



Michael McGann
Chair

The past year has been another successful and busy one for Port Phillip Community Group and I am continually impressed with the breadth of services delivered and the commitment to fellow community members.

The pressure on people with low incomes has not eased in the past 12 months as seen in the increased number of people accessing our services. Typically, our clients have complex needs underpinned by poverty and lack of education and supports. We are also witnessing an increase in people accessing our services from broader socio-demographic groups now also considered vulnerable due to factors including family breakdown, housing affordability, and increasing costs of living.

Key outcomes for the year included:

- Our first fundraising event to offset our increasing organisational costs.
- Expansion of our social meals program to HousingFirst and South Port Community Housing Group.
- Building refurbishments at 161 Chapel Street with the support of the Honourable Michael Danby, Melbourne Ports Electorate and the Uniting Church in Australia.

Staff and volunteers remain our most valuable resources, and we acknowledge their skills and thank each of them for their work. Our volunteers provided more than 2,800 hours of services conservatively valued at \$70,000 and we could not do the work that we do without their support and commitment.

During the year we welcomed new Board members, Gina Fiske, Edwina Rushe and Peter Giles. I acknowledge and thank fellow Board Directors for their commitment, work and friendship during the year. The Board has again provided effective governance to the organisation and we remain united by our vision: **a fair and just society that values all people.**

On behalf of the Board, I thank our EO Karen Sait for her strong and positive leadership in managing a complex organisation in the face of ongoing financial pressures and for maintaining our focus on delivering quality services and assistance to individuals in need.

I recommend to you the Annual Report 2018 highlighting Port Phillip Community Group's many programs and activities.



Karen Sait
Executive Officer

I too would like to thank our volunteers, staff and board for working together to enable our mission to: ***"positively impact lives through fostering and improving equity, participation and inclusion."***

Whilst meeting the increased demand for our services and programs this year, we also embarked upon a period of growth and change internally. We successfully completed a restructure of our organisation to better deliver against our funding commitments and focus on outcomes and building capacity.

This year we increased our opening hours at 161 Chapel Street by 19%, our sites from 4 to 5 with our co-location with the City of Port Phillip at their Koolin-ngal Family Centre in South Melbourne, and we welcomed Uniting Disability Employment Services to 161 Chapel Street.

We provided 43,358 direct client contacts from all sites and outreach programs. Of note we:

- Distributed over \$45,000 worth of food vouchers as well as providing a daily 'food pantry' stocked with basic food and emergency items.
- Provided over 2,000 weekly fresh fruit and vegetable packages - families with children are prioritised.
- Served over 3,000 meals in our outreach programs.
- Provided over 5,000 client contacts in financial counselling and intensive financial case management to 1,182 clients.
- Provided financial payments of \$14,000+ to assist with the purchase of back to school uniforms, books and other items.
- Secured No Interest Loans (NILS) of \$35,000+ for over 30 people with 100% payback compliance.
- Provided over 13,000 hours of education and training to 182 participants. This was an increase of 6% in service delivery hours and 16% in participant attendance.
- Delivered 200 group sessions under our social inclusion and well-being groups for over 200 participants including 70 new participants.

A huge thank you to our many partners and volunteers including the St Kilda Legal Service who are co-located with us. It is a privilege to work with our diverse range of clients and to be part of the achievements and successes that result in more connected, dignified and happier lives.

Money Matters

INCOME

For 2017-18 our grant and other funding was \$1,335,360.

We gratefully acknowledge the support from our funders and community partners, in particular our primary funder and partner 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 to each of these as they have enabled additional supports and services to be delivered to our clients and to meet the increasing demand for our services.

TREASURER'S REPORT

We are pleased to report that although experiencing financial challenges during the financial year we have earned a small surplus of **\$15,284** against a planned and budgeted deficit of **(\$21,541)** for the financial year ended June 2018.

This has been the result of carefully managing operational and staffing expenses, sharing resources, generating new revenue through renting our refurbished meeting room after business hours, and from our first fundraising event.

The financial information below is from our audited annual financial report year ending 30 June 2018. PPCG's financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the Australian Charities and Not for Profits Commission Act 2012. PPCG is a not-for-profit company for financial reporting purposes under the Australian Accounting Standards.

For the financial year ended 30 June 2018

- Total income was **\$1,335,360** obtained from grants, donations, interest and fees
- Total expenditure was **\$1,320,076**

This resulted in a net surplus of **\$15,284**.

We as a board continue to closely monitor our finances and to proactively explore ways to increase our revenue for the next and future years.

TAX HELP

We provide an annual tax help program in partnership with the Australian Tax Office and the City of Port Phillip. 54 occasions of service were provided assisting 49 people to complete their annual tax returns, with at least 4 people lodging tax returns for multiple financial years increasing the complexity of the lodgment. The key criterion for eligibility for tax help is low income.

The majority of people using this service were single and over 40 years (compared to over 50 years in the previous financial year), and more than half were born overseas. Over 60% indicated that they had participated in the program before and valued the assistance of our professional and highly-skilled volunteers. It is a tax office requirement that tax returns are lodged electronically where possible, and this impacts many people on low incomes who may lack computer access, IT skills, or confidence.

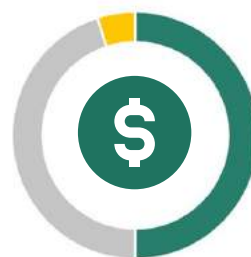
On average, tax return refunds are usually \$100 - \$200 per tax help client. This is a very significant amount for people on low income.

We are fortunate to have two ongoing, highly skilled registered tax agents who volunteer annually for this program - Bernard Joffe and Marcus Shaw. Bernard is also on our Board and has been volunteering with the tax help program for the past 14 years.



Bernard Joffe, Treasurer

Tirelessly preparing financial reports, patiently explaining these to the Board and helping our clients complete their tax returns for the past 14 years.



Income **\$1,335,360**

Expenditure **\$1,320,076**

Surplus **\$15,284**

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

FINANCIAL COUNSELLING

Financial counselling is provided from our St Kilda office and at Koolin-ngal Family Centre in South Melbourne.

More clients are presenting with debts due to over-commitment. Clients seek assistance with financial issues and debts including credit card and personal loans, utility bills, mobile phones and increasingly mortgage and rental stress. Some seek help when interest only loans move to principle and interest payments.

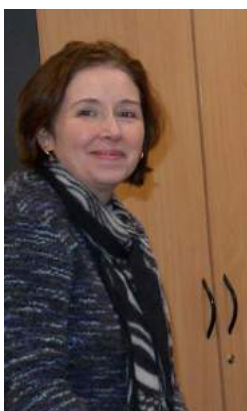
An emerging form of debt is incurred through the relatively new "Afterpay" payment options on online purchases, whereby a purchase can be made and delivered with no payment or only a part payment upfront and an agreement to pay off the debt in instalments over an agreed timeframe. There is no assessment of a purchaser's ability to make future payments and once the date for a payment is missed the resulting late fees can be costly.

This year we provided over 5,000 responses to clients' queries, advocating on their behalf with banks, energy providers and other creditors.

We also facilitated financial capability workshops including an 8-week course for unemployed women looking to re-enter the workforce. We also continued to work collaboratively with St Kilda Legal Service as many legal and financial issues are often intertwined.



Our long-term financial counsellors L-R: Maz and Shona



A student counsellor's view

"Thanks so much for the opportunity to complete my financial counselling placement at PPCG. PPCG provided me with experience across a range of clients, and Shona and Maz were so willing to share their knowledge I couldn't help but learn. The whole team was friendly and very welcoming. Thanks"

John, financial counselling student

FINANCIAL COUNSELLING - Case Study

'Kate'* is a 51yo woman who initially accessed our financial counselling service in August 2017 regarding credit card debts totalling \$65,500.

Kate was experiencing family violence and her husband also had a serious drug addiction resulting in the liquidation of the family business and ultimately the sale of the family home. Kate subsequently separated from her husband leaving her with sole custody of their two children. Kate and her children quickly spiralled into homelessness and spent a year couch surfing with Kate experiencing depression and anxiety. It seems that the bank then provided Kate with two credit cards (\$60,000 available credit) despite Centrelink payments being her only source of income. Kate secured private rental accommodation using the credit cards to cover rent and other living costs.

As there was no possibility of Kate repaying the debt or entering into a payment plan, our financial counsellor recommended legal action against the bank for irresponsible lending and maladministration. The Consumer Action Law Centre was consulted but Kate's mental health was a barrier to pursuing this action.

Following further support and advocacy, Kate was then assisted to request a waiver of her debts. An arduous and lengthy process ensued, including over 40 phone calls, 50 letters and emails between all parties involved.

Finally, Kate's debts (now totalling \$72,000) were waived. Kate was relieved with the outcome and is debt free. She has secured employment and is now able to move beyond the trauma of the past few years.

**not her real name*

BACK TO SCHOOL PROGRAM

Our 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.



ASSISTING WITH FAMILY AND INDIVIDUAL FINANCES

No Interest Loans Scheme

Over the past year we successfully assisted 30 clients to obtain NILS loans of over \$35,000, with 100% payback compliance.

Twenty-two year old Nadia* migrated to Australia in 2016. Her mother Saleen* had first settled here after seeking asylum from Iraq 5 years prior to this. Once reunited with her family, Nadia focused on improving her English and looking for study and work opportunities. She first received a NILS loan in 2017 for a laptop computer, to assist her to study English language courses. After paying off this loan she successfully applied for a second NILS loan to undertake a Certificate IV course in Allied Health Assistance at Swinburne University of Technology. Nadia has told us that without the help of the NILS program there is no way she would have been able to afford either the laptop or the course she is currently undertaking. She is looking forward to finishing her course and is excited about her future career prospects.

**not their real names*



NILS volunteer Philippa with Iona

The No Interest Loan Scheme (NILS) plays a vital role in providing fair and affordable credit to individuals and families on low incomes. Unlike traditional bank loans, or other credit schemes, NILS loans have no fees, charges or interest.

NILS loans are provided under a process called 'circular community credit'. Loans are drawn from a fund provided by Good Shepherd Microfinance, and administered and supported by local agencies such as PPCG. When a borrower makes a repayment, these funds then become available to someone else in the community.

Loans of up to \$1,500 are available for many different types of essential goods and services, such as washing machines, computers, medical services and educational expenses. We proactively promote this program and ensure that a rigorous and collaborative assessment of all people seeking a NILS loan is undertaken to ensure that they can make regular and affordable repayments. These repayments are usually \$20 - \$40 per fortnight and with most loans ranging from \$800 - \$1,500 this is usually paid back over 12 to 18 months.

Our Supporters and Volunteers

"I volunteer with PPCG because I enjoy helping those who need it the most and I also enjoy interacting with my community"

Tim, a long time weekly volunteer

L-R: volunteers: Phil, Tim, Vivian, Dimitri.

During the past year our volunteers provided more than 2,800 hours of services conservatively valued at \$70,000.

- Regular volunteers contribute approximately 1,400 hours of their time annually at 161 Chapel Street. We could not do the work that we do at 161 Chapel Street without their support and commitment.
- Other volunteers provide support for our education, creative and recreation initiatives, social meals, tax help and no interest loans programs.
- Our Board is comprised of volunteers who provide supportive and effective governance and several staff also volunteer outside their paid roles as part of giving back to their community.

Our volunteers play an important and pivotal role in our organisation.

"I started volunteering with PPCG because PPCG assisted me out when I first moved to the area. PPCG helped me so much, so I enjoy giving back"

Dimitri, a regular volunteer

FAREWELL...

This year we pay tribute to outstanding volunteers – Helen Fallaw, Donald Wilson and Philippa O'Donnell and to long time staff member Shayne Barns.



L-R: long term colleagues Anthea, Suzy, Shayne and Maz.

Long time staff member **Shayne Barns** recently resigned from PPCG. Shayne has been an integral part of PPCG over the past 23 years and worked in our Information, Referral and Support service and as the Coordinator of our Recreation and Support Groups (RAG). During her years of service with us Shayne demonstrated an absolute commitment to our clients through her welcoming manner and promoting social inclusion of our clients within the community.



Helen Fallaw is a passionate and committed supporter of our organisation and served on our Board for the past 7 and a half years and as our Chair from 2015 to 2017. Helen's skills and expertise in governance, communications and policy have contributed greatly to PPCG. While Helen has retired from our Board to enjoy time travelling, she is keen to continue her support to PPCG into the future.

Donald Wilson has recently retired after volunteering for 7 years every Monday morning to support our Information, Referral and Support services at 161 Chapel Street, as well as regularly collecting supplies from Foodbank for our food pantry. Over the years Donald's reliability and skills assisted us to support a broader range of clients with complex needs and at times challenging behaviours.

Philippa O'Donnell commenced as a volunteer and quickly shared her many skills and expertise across the organisation in a variety of volunteer and project roles with a particular passion for volunteering in the No Interest Loans Scheme (NILS). Philippa was instrumental in obtaining NILS loans for many individuals and families. Philippa is now working in regional Victoria.

Programs and Partnerships

Those who are vulnerable are often socially excluded. To address this we have a range of programs and activities for people who are socially and economically disadvantaged. These programs and activities are conducted in partnership with many agencies and focus on building confidence and networks, as well as directly assisting people to participate in the community.

This year we increased our opening hours at 161 Chapel Street by 19%, our sites from 4 to 5 with our co-location with the City of Port Phillip at their Koolin-ngal Family Centre in South Melbourne, and we welcomed Uniting Disability Employment Services to 161 Chapel Street.

INFORMATION, REFERRAL AND SUPPORT (IR&S)

The pressure on people with low incomes has not eased in the past 12 months as seen in the increased number of people accessing our services. We are also witnessing an increase in people accessing our services from broader socio-demographic groups now also considered vulnerable due to factors including family breakdown, housing affordability, and increasing costs of living.

Due to the pressures of poverty, low income, insecure housing or homelessness, clients often present in crisis and with multiple and complex issues. Our service delivery sites in St Kilda, South and Port Melbourne provide a broad range of emergency relief and material aid including food vouchers, food pantry, phone access and phone cards, Telstra vouchers, travel passes, infant and adult hygiene products, pharmacy assistance, clothes vouchers and rough sleeping kits. By far the greatest demand for assistance is for basic goods and resources that the general community takes for granted.

Day to day, it is often difficult for many individuals and families in Port Phillip to access affordable fresh food. Through the generous financial support of CISVic and regular donations from SecondBite, Foodbank and others, we have 'food pantries' in St Kilda, South and Port Melbourne and we provide in excess of 1,500 food vouchers each year.

Our weekly fresh fruit, vegetables and bread supplies also provide many people with nutritious food that helps to support their health and well-being, and encourages many to cook a meal. Families with young children are among the dozens of households who use this service on a weekly basis. We also partner and collaborate with the City of Port Phillip and others, to build ongoing and sustainable food security for our clients.

"Volunteering with PPCG has been such a positive influence for me. It's a chance to develop my workplace skills whilst helping others in the community and all of the people working there are wonderful. They respect my work, have time to help me with any problems and the general atmosphere is very positive and welcoming."

Emilie, regular volunteer at IR&S

Through addressing their immediate needs, staff and volunteers learn about clients' daily lives and struggles, and how best to assist them in the longer term. Most importantly IR&S provides opportunities and pathways for clients to access other PPCG programs such as financial counselling, recreation and activity groups, education courses and classes, as well as referrals to a range of other community supports and agencies. During this year we provided over 43,358 client contacts including 32% contacts to homeless people.

We could not operate our service delivery sites particularly at 161 Chapel Street in the heart of St Kilda, without the commitment and generous support of our ongoing volunteers who work alongside staff each Monday - Friday. For several of our volunteers this has led to further study or employment opportunities in the community and other sectors.



John Ly from Imes Pharmacy receiving a certificate of appreciation for his donation and support to PPCG from PPCG staff Tracy

ALMA ROAD COMMUNITY HOUSE (ARCH)

We manage the Alma Road Community House on behalf of the City of Port Phillip. This light-filled house is surrounded by a children's playground, a 'little library', a barbecue, playground, and garden beds with fresh vegetables and herbs.

ARCH provides opportunities for people of all ages, backgrounds and abilities to come together through diverse activities ranging from art, health and well-being sessions, to other special interest groups. Many of our Learn Local pre-accredited education courses such as computer, social media, photographic and video courses, and art therapy are held at ARCH. In addition a South Melbourne Community Chest grant supported our art classes known as "Art Attack".



A highlight of the past year has been the refurbishment of the sandpit and the playground at the rear of ARCH undertaken by the City of Port Phillip. The children and their parents are delighted with these upgrades, as ARCH and the adjoining public playground are sought after venues for children's birthday parties due to the high density living in this part of Port Phillip. It is a delight to witness children and adults alike enjoying the gardens or challenging each other to chess or rummy tiles in the relaxed community setting.

One of the City of Port Phillip's Maternal Child and Health Services is located at ARCH. This is a very valuable service and welcomes families, babies and children for health checks, advice and support, and immunisations, as well as facilitating first-time parents' groups and playgroups for families from diverse backgrounds.

"I have been receiving lots of positive feedback from the families from our Czech playgroup. It is a fantastic way for the children to keep developing their Czech language skills and for parents to socialise, share their culture and parenting experiences. We are very grateful to ARCH for enabling us to run the playgroup."

Marta, maternal child and health nurse



Local residents enjoying a Neighbourhood Ngargee

NEIGHBOURHOOD NGARGEE PROGRAM

In partnership with the City of Port Phillip, we facilitated another successful year of Neighbourhood Ngargees. 29 were held and 10% of these were new Ngargees. Local residents in some streets have held an annual Ngargee for over 20 years. Consistent feedback tells us that the Ngargees provide a safe and inviting space for all people including those who are older and/or isolated to meet and get to know their neighbours.

The success of the Neighbourhood Ngargee Program is a collaborative effort between residents, PPCG, equipment contractors, and the City of Port Phillip. **"Ngargee" is an Indigenous word meaning "gathering for celebration".**

"We've lived here for 20 years, the Street party going for about 8 years prior. It really made our family feel so welcome, our boys growing up in a street feeling secure. When we now leave the party, there's a group that stays on the footpath, still laughing having a lovely time, it gives us a warm feeling. [I'm] sure other street parties say the same. It's such a valuable community spirit."

Beatrix, local resident



Engaging with the community at homelessness week lunch during Homelessness Prevention Week

COMMUNITY ENGAGEMENT AND DEVELOPMENT

Addressing Food Insecurity

During the year we provided over 3,000 community meals across various programs. One of the key ways that we do this is through our social meal programs in partnership with St Kilda Community Housing, and as of this year with HousingFirst and South Port Community Housing Group. We join rooming house residents across Port Phillip as part of a social inclusion model and facilitate shared meals on a regular basis. This initiative has enabled us to reach a greater number of people who are isolated to encourage support and friendships over a shared meal and to provide information and referral to other services and supports.



Stellar, Flora and David planning the next menu for the social meals program

Social Meals

Paula* a 78-year old rooming house resident has been isolated in her room for several years. With a range of health issues and no family or friends she seldom leaves her room. Over the past 2 years social meals facilitators and volunteers have been slowly engaging with Paula by providing gentle reminders about the program, encouraging her to join in the meals and sharing other information with her; they also delivered a meal to her in her room. Recently she ventured tentatively into the kitchen while the meal was being prepared, then stayed and shared a meal with her fellow residents. She has subsequently invited others to her room to look at 'her treasures'.

**not her real name*

Social Inclusion and Well-being Groups

Our 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. During the year we facilitated 200 group sessions for over 200 participants including 70 new participants. Groups included gym, swimming, bushwalking and tennis in partnership with Fitness First, Melbourne Sports and Aquatic Centre, the Carmelite Tennis Club, and the Port Phillip Life Activities Club.



Regular Weekend Bushwalking

In partnership with Bushwalking Victoria to Trentham, Warburton, Point Cook, Lysterfield Park, and Dandenong bushwalking continued to be very popular with an average of 16 participants per walk.

"A big shout of thanks and appreciation for the recent Bushwalk to Westerfold's Park, Eltham. One of the most beautiful walks we've been on if not the best. Although the weather was cold Mother Nature showed us her kind side and as always Peter and Sandi the team leaders, never fail to make the day so enjoyable for everyone. Thank you so much"

Elizabeth, regular bushwalking participant

Walking Wellness Groups

These groups encourage residents who are isolated or marginalised to connect through their love of dogs and combine dog-walking with exercise and health and well-being. This group has expanded to welcome people without dogs who can now 'borrow a dog to walk'. Sacred Heart Mission's Best Mates' Pet Clinic also provides free health checks for dogs.



Dawn receiving a \$1000 donation from Janeen to PPCG.

The Inner South Rooming House Network (ISRHN)

ISRHN is convened by PPCG and brings together rooming house residents and staff from agencies across Melbourne's inner south and this year employed two consumer consultants. The ISRHN participates in the Homelessness Memorial held in St Kilda annually each June to both commemorate and raise awareness about the experiences of those in rooming houses, insecure housing and homelessness.



Homelessness Prevention Week

A range of activities are also held during Homelessness Prevention Week in early August each year to promote greater understanding of the many issues related to homelessness, promote local services working together and shared advocacy regarding a national plan and commitment to end homelessness.



Workshops' promotion poster

The Way to Work – Free Workshops for Women

A grant from the Department of Education enabled us to provide workshops at Koolin-ngal Family Centre for women wanting to get back into the workforce. Over 8 weeks topics including communication and resilience, stress management, resume writing and interview skills, budgeting and financial literacy and computer skills were covered. Women also visited Wear for Success to learn presentation skills and to access free clothes and other essentials for interviews and new jobs. Participants were introduced to employment pathways and offered follow up individual support and mentoring. ***Consistent feedback from the group confirmed that all were delighted by the friendship and support found within the informative, enjoyable and accessible workshops.***

Fundraising Event



L-R: Councillor David Brand guest speaker at PPCG's fundraising event and attendees.

Below: PPCG chair, EO and board member: Michael, Karen and Gina at the fundraising event.



PATHWAYS TO EDUCATION AND EMPLOYMENT



This year we delivered a broad range of education classes, courses and workshops across the City of Port Phillip. These included: social, interpersonal and life skills, digital communication, photography and film making, song writing, hospitality, sewing and cooking. Of note a creative arts course was reintroduced, with emphasis on 'art as therapy' content and activities.

Over 13,000 hours of training, accredited by the Adult Community and Further Education (ACFE) Victoria, supported 182 students to develop their employability skills and their self confidence and connections to the community. This was an increase of 6% in service delivery hours and 16% in participant attendance from the previous financial year.

We continued our collaborations and partnerships with Wild at Heart, Access Inc, Aspect Choose and Connect, Uniting 101 The Engagement Hub, Ngwala Willumbong, StarHealth, Inner Eastern Learn Local and Employment Network, and Prahran Community Learning Centre. We delivered education and training programs tailored to the needs of their clients, who face significant life challenges such as mental illness, intellectual and physical disability, substance dependence, and social isolation and disadvantage.



Students in the accessABILITY Project learning hospitality skills



Computer class at accessABILITY



T-B: Art Attack art class at ARCH, students receiving certificate at our cooking and hospitality class

Key outcomes

Clients from Access Inc, Aspect Choose and Connect, Uniting 101 The Engagement Hub, Ngwala Willumbong and StarHealth participated in our computer training, digital photography and filmmaking classes, and learned skills including:

- Saving passwords securely
- Managing emails and digital calendars
- Creating shopping budgets
- Downloading YouTube videos
- Developing digital material into a blog
- Making short films

During the past year we received two additional Department of Education and Training grants

- A Learner Engagement A-Frame Program (LEAP) to deliver education workshops for the Uniting 101 The Engagement Hub clients and public housing residents.
- A Capacity and Innovation Fund (CAIF 10) in partnership with Access Inc. and Prahran Community Learning Centre. Known as **accessABILITY** this is an exciting and innovative social enterprise assisting young people with a disability to enter the workforce via hospitality skills training and work experience in an authentic cafe environment.



L-R: PPCG staff Pat and Uniting DES staff Elizabeth

Disability Employment Services

Uniting Disability Employment Services now provide employment assistance to job ready clients at PPCG. With both education and employment services available at our 161 Chapel Street site, PPCG clients are able to move from training to dedicated employment assistance with in-house support.

PHOTOS BY
DAVID DE ROACH

Five Minutes of Fame

FREE ENTRY
OPEN MIC, DINNER
AND RAFFLES

OUR SPECIAL GUESTS

MELODIC MOB 2018
FRANGIPANI UKE LADIES
BOUNCY & GOOGLE EYES

TUESDAY
2018 | 5.30PM - 8.30PM

ST KILDA SPORTS CLUB
66 FITZROY STREET ST KILDA

Creative Collaborations

We use art and performance to develop skills and encourage participation at events to celebrate life, inspiration and creativity, and to foster community engagement and participation.

Nico and Marjetka performing at FMOF



Geoffrey MC at FMOF

FIVE MINUTES OF FAME (FMOF)

FMOF is an evening event held quarterly and based on an 'open mic' or cabaret model including a two-course sit down meal. It is held at the St Kilda Sports Club and is primarily for residents living in Rooming Houses or Special Residential Services. Up to 100 participants attend and there are always plenty of wonderful and engaging performances. Five Minutes of Fame is widely supported across the local community, in particular by our key partner the Rotary Club of Melbourne South. Some of the positive outcomes from this event include participants joining other theatre and performance groups, being employed and/or pursuing other career opportunities.

MELODIC MOB CONTINUE TO SING

This is a series of creative workshops facilitated in Special Residential Services and leading to public performances at Five Minutes of Fame, Sacred Heart Mission and other venues. During the year we strengthened our relationships with housing providers such as Alma House, Acland Grange and Sacred Heart Mission. The participants of Melodic Mob reported increased self-confidence, sense of belonging, purpose and productivity. The highly regarded and professional public performances often through 'pop up events', contributed to an understanding among the community of the positive impacts of social diversity in Port Phillip. Melodic Mob was funded through a community strengthening grant from the City of Port Phillip.

WILD AT HEART

Wild at Heart is a leading community arts organisation supporting people who experience mental illness, disability and disadvantage to find their voice and place in the community through music and art and has been working in partnership with us for several years facilitating song writing workshops. This year the song writing group recorded and performed **SolTram** an iconic CD of original compositions.



Wild at Heart song writers launching their **SolTram** CD

SPARC THEATRE

SPARC Theatre is a theatre company of adults who live in insecure housing. Many struggle to access their community, and for some, meaningful relationships are few and far between. The company meets weekly to develop drama, acting, singing and other art skills. Recent innovative projects include **Cloud Cuckoo Land**, **Teapot Topics**, and the acclaimed **"Are you Lonesome Tonight?"** production, based on a visit to the Elvis Festival in Parkes, NSW. SPARC is a partnership between the City of Port Phillip, PPCG and Uniting Prahran.

PPCG by Numbers 2017 - 2018 FY

AT A GLANCE

43,358 Direct Client Contacts

5,750
Social inclusion
activities

3,000 meals/nutrition

1,800 art, performance

950 recreation activities

5,108
Financial
Counselling

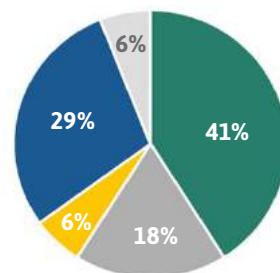


5,500
Education & Skills
Development



27,000
Information,
Support and
Referral

18,000 face to
face contacts



● Information
● Referrals
● Advocacy
● Emergency Relief
● Other

\$117,825 Payments for Assistance

\$67,970 Emergency Relief

\$35,605 NILS

\$14,250 Back to School

13,112 Hours of Education

182
Clients in total

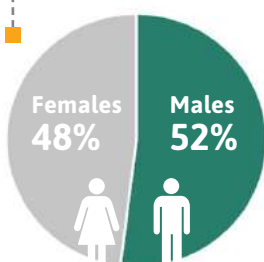
2,800 Volunteer Hours

22,565

People reached through
our **Facebook posts**

 @PortPhillipCG

Client Demographics



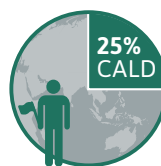
4% < 21 years old

40% 21 - 45 years old

47% 46 - 70 years old

9% > 70 years old

Culturally and
linguistically diverse



Top nationalities: Vietnam,
Russia, Somalia and China



Clients
Accommodation

60% Public Housing

32% Homeless

6% Private Rental

2% Home Owners

Who We Are

OUR BOARD OF DIRECTORS

Bernard Joffe, David Pargeter, Edwina Rushe (resigned), Gina Fiske, Gregory De Vere (resigned), Helen Fallaw (resigned), Karen Sait, Michael McGann, Peter Giles, Tullia Gillary.

OUR FUNDRAISING SUB-COMMITTEE

Bill Manallack, Edwina Rushe, Helen Fallaw, Gail Brennan, Gina Fiske, Karen Sait, Melanie Knight, Philippa O'Donnell.

OUR KEY PARTNERS AND COLLABORATORS

Access Inc, ACFE – Adult Community and Further Education, Aspect Choose and Connect, Australian Tax Office, Carmelite Tennis Club, City of Port Phillip, Community Information and Support Victoria, Department of Health and Human Services Victoria, Department of Education and Training Victoria, Department of Social Services Australia, Elwood and St. Kilda Neighbourhood Learning Centre, Fitness First, Foodbank Victoria, Galiamble Men's Recovery Centre, Good Shepherd Australia New Zealand, Inner Eastern Local Learning and Employment Network, HousingFirst, Launch Housing, Melbourne Sports and Aquatic Centre, Monash University, Ngwala Willumbong, Prahran Community Learning Centre, Port Melbourne Neighbourhood Centre, Regal Traffic Control, Sacred Heart Mission, SecondBite, SPARC Theatre, South Port Community Housing Group, StarHealth, St Kilda Community Housing, St Kilda Legal Service, St Kilda Mums, Uniting Disability and Employment Services, Uniting 101 The Engagement Hub, Wear for Success, Wild at Heart Community Arts.

OUR KEY SUPPORTERS - IN KIND AND DONATIONS

Alliance Française, Aileen Sarsfield, Andrew Hartwich, Angela Taylor, Avalon Foundation, Bill Manallack, BWS Acland Street, Cheryl Barassi, Councillor David Brand, David and Liz Eggby, Edwina Fiske, Estate of Henry Herbert Yoffa, Gail Brennan, Grill'd, Helen and Jack Halliday, Ian McBride, Irene Verins, Jeff Lyons, Jennie Goble, John Ly and Imes Pharmacy, Jonathan O'Donnell, Keith, Knit One Give One, Lions Club of Melbourne, Lisa Montague, Lorna Mauritzen, Mary and Charles Kerstjens, Melbourne Magistrates' Court, Molly O'Reilly, Nappy Collective, Patrick Mader, Paul O'Sullivan, Pawfect Pooches Mobile Dog Grooming, Perpetual on behalf of the Ramsay Trust, Robbi Chaplin, Philippa O'Donnell, Pikes Wines, Pru Gill, Puds for all Seasons, Robyn Szechtman, Rotary Club of Melbourne South, Sally Douglas, Sandy Shaw, Serge and all the crew at Garage Espresso, Sophie Couchman, South Melbourne Community Chest, Stephen Wilson, St Kilda Sports Club, St Kilda Courtyard Pay A Sack Forward, Tim Adams Wines, Toyota Community Foundation, Treasury Wine Estates Cellar Door, Victorian Dog Rescue Resource Group, Victoria International Container Terminal.



PPCG staff, volunteers and students in action L-R: Anthea (staff), Angie (volunteer), Peter (staff), Wendy (volunteer), Emilie (student and volunteer)

OUR STAFF, VOLUNTEERS AND STUDENTS

Staff (ongoing, project and contractors):

Alexandra Mitchell, André Theron, Ann Ades, Anthea Teakle, Ardian Putra, Bill Manallack, Casey Fogarty, Charlotte Browning, Chris Wright, David Carlisle, David De Roach, David Leeuwenburg, Dave Martin, David Nicholas, Dawn Perry, Di Constantinescu, Emilie Bidaline, Fiora Goia, Geoffrey Thorsen, Harper Willow Construction, Glenn Chadwick, Gregory De Vere, Greg Warren, Jeannette McNair, Karen Sait, Lou Campbell, Maine Security, Marcelle Tobschall - U&CO Concepts, Marilyn Fox, Marjetka McMahon, Neil Brown, Nicky Leinert, Olivia Whitlam, Patricia Hamdorf, Paul O'Sullivan, Peter Mildenhall, Phil Heuzenroeder, Philippa O'Donnell, Rose Paduano, Sally Carr, Sandi Post, Shayne Barns, Shona Haddon, Simon Crawford, Stanley Stork, Stellar, T2M, Tendayi Chifamba, The Rookery, Tracy Ibrahim, Van Aphorpe.

Volunteers: service delivery, outreach support, food distribution and events:

Andrew Owen, Bill Manallack, Bill Tsialtas, Bernard Joffe, Cherry Skinner-Tarlo, Chris Donohue, David De Roach, Deb McIntosh, Donald Wilson, Ellen Frajman, Erika Meredith, Fiora Goia, Gail Brennan, Henry Wierdek, Kate Walker, Lillian Baker, Lorraine Ercegg, Marcus Shaw, Mark Henderson, Maryanne Smart, Maurya Bourandanis, Melanie Knight, Melody Shotade, Michael Frajman, Natalie Wirth, Philippa O'Donnell, Rachel Edwards and Event Management Graduates from the Port Melbourne Neighbourhood Centre, Sam Song, Shaitarna Stella, Sonia Dahiya, Tim Brosnan, Wendy Butler.

Students:

Alexandra Mitchell, Emilie Bidaline, Eva Galvin, John Sheehan, Stellar.

"Our volunteers, staff and students are invaluable, dedicating their time, energy and enthusiasm to deliver our many programs and services. In addition many staff donate their personal time to assist with PPCG external events and activities. This is what community is all about and we appreciate everyone's support"

Karen Sait, Executive Officer, PPCG



THINKING OF VOLUNTEERING?

We are always on the lookout for people wanting to contribute to our activities. Drop into one of our offices, call (03) 8598 6600, or email us on info@ppcg.org.au

Looking Forward

L-R: FMOF supporters Karen, Robyn, Deb, Marjetka

Every day we make a positive difference to the financial, physical and psychological well-being of individuals and families who are on low incomes or experiencing disadvantage. In any one year we provide hundreds of food vouchers, food, meals, telephone calls, travel passes, pharmacy vouchers, and basic healthcare items. We provide financial counselling, access to loans and funds, lodge tax returns, make thousands of referrals and answer a myriad of inquiries on a daily basis. Those who are vulnerable are often socially excluded and as a Learn Local we facilitate a range of programs that focus on building confidence and networks that educate, train and develop skills as well as directly assisting people to participate in their community.

However we also need to think beyond what we do every day and make sure that we play our part in strengthening individuals, families and the community around us for a positive and productive future.

For us, this means a greater focus on delivering programs and services that achieve sustainable outcomes whether through employment, education or greater connections with their community.

We will continue to strengthen and create new partnerships 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.



Launch of DET partnership project **achievenow** by Minister Martin Foley and Mayor Bernadene Voss – check this out on our web or at www.achievenow.org.au



PPCG Bushwalking Participants

Port Phillip Community Group Limited

ABN 34 844 707 349

St Kilda (main office)

161 Chapel St, St Kilda
Victoria 3182

T. 8598 6600 E. info@ppcg.org.au

South Melbourne

220 Bank St, South Melbourne Victoria 3205

T. 9209 6830 E. southmelbourne@ppcg.org.au

South Melbourne - Koolin-ngal Family Centre

200 Clarendon St, South Melbourne Victoria 3205

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

