

Port Phillip Community Group Strategic Plan 2021–2025

Strategic context

We will celebrate 50 years of service during the life of this strategic plan.

We are committed to a community that fosters inclusion, where people feel valued and have the opportunity to participate in community life. This means delivering services in partnerships that enable consumers to achieve sustainable change and growth in areas such as social health and well-being, financial management, social connections and community inclusion.

Our vision:

A fair, just and inclusive community

Our purpose:

We support individuals, families and communities to live with dignity and self-determination

Our mission:

We provide responsive services in partnership with individuals, families and communities to empower people to achieve their goals

Our values:

Respect – we treat all people and each other with dignity and respect

Equity – we promote fair and equitable access to all of our services and resources

Inclusiveness – we embrace diversity, celebrate difference, and encourage participation

Empowerment – we work with individuals, families and communities to build on their strengths and to achieve their goals

Accountability – we approach our work in open and transparent ways and encourage feedback to improve our services and resources

Services and activities

- > **Information, referral and support** including emergency relief and material aid
- > **Financial counselling**, tax help, and no interest loans
- > **Community engagement and inclusion** through social, recreational and well-being groups
- > **Education and skills development** along with pathways to employment
- > **Advocacy** to reduce inequity, social exclusion and poverty

Our service model incorporates a **client centred**, open door policy combined with **collaboration and partnerships** that build on feedback from key stakeholders and community.



Partner with us

For partnership enquiries visit ppcg.org.au, email us info-support@ppcg.org.au, call **8598 6600** or drop into our offices.

We are committed to our partnerships that create lasting change and enhanced well-being for the Port Phillip community.

Port Phillip Community Group Limited (PPCG)
ABN 34 844 707 349 is registered with the Australian Charities and Not-for-profits Commission (ACNC).
PPCG is endorsed as a Deductible Gift Recipient (DGR).

We acknowledge the Yalukit Willam Clan of the Boon Wurrung as the traditional owners of the lands on which we work. We pay our respects to their Elders, past, present and emerging. We acknowledge and uphold their continuing relationship to this land.

01. Responsive - Service Effectiveness and Coordination

We use coordinated and contemporary services and resources to assist people and communities with a focus on those who are most vulnerable and at risk, to stay well and connected with each other and their community

- > Develop data-driven outcomes to define, measure and report against outcomes
- > Broaden our mechanisms for consumer feedback to ensure our service delivery remains informed by the needs of consumers
- > Continue to develop accessible information and resources for consumers and communities
- > Strengthen and develop relationships and partnerships that add value to our work and promote evidence based practice

Success is when:

- ✓ Data informs service delivery and development
- ✓ Consumers shape service and quality responses
- ✓ Resources and information are targeted and tested to meet consumer need
- ✓ Strong relationships and partnerships deliver positive consumer impacts and outcomes

02. Inclusive - Build Individual and Community Capacity

We deliver best practice services, supports and resources, and influence key funders and decision makers to reduce inequity and inequality in our community

- > Provide evidence-based services in community engagement and inclusion, group activities, education, and financial management
- > Provide emergency relief and material aid as part of our holistic service delivery to lead to improved skills development, self-sufficiency, and health and well-being
- > Enhance volunteer and student opportunities, pathways and outcomes
- > Leverage from our innovative service responses to inform our community engagement and inclusion strategy

Success is when:

- ✓ "Stories of change" demonstrate increased community connections and inclusion where people feel supported, and are able to live their lives with dignity and control
- ✓ Consumers move beyond reliance on emergency relief and material aid and build on their strengths and enhanced connections through involvement with other opportunities offered by us and partner organisations / services
- ✓ Volunteers and students report high engagement and satisfaction levels with our organisation
- ✓ Our profile and reach is strengthened, as measured by increased engagement and reach across promotional channels and networks

03. Well-Governed - Strengthen our organisation

We operate with integrity and accountability, strengthening the foundations of our organisation to achieve our purpose

- > Position PPCG as a key community service provider both within the City of Port Phillip and beyond through strategic alliances that meet consumer and community need
- > Balance financial and organisational stability with dynamic and strategic endeavours to achieve our purpose
- > Nurture an engaged, skilled and consumer focused workforce
- > Embrace a sustainable environmental footprint to mitigate and adapt to climate change

Success is when:

- ✓ Funding sources are sustainable and diverse
- ✓ Investments support our organisation's operations and enable future strategic opportunities
- ✓ Our workforce is skilled and diverse and objective indicators demonstrate high retention rates, strong performance and alignment with our purpose and values
- ✓ Future work practices are strengthened and guided by an environmental action plan