



**PORT PHILLIP
COMMUNITY
GROUP** EST.
1973

**ANNUAL REPORT
2023 to 2024**

About PPCG

Port Phillip Community Group (PPCG) started its operation in 1973 as a citizens advice bureau. Today, we provide services to residents and support service organisations from our food warehouse and drop in office in Port Melbourne as well as Alma Road Community House and our drop in centre at Chapel St in St Kilda East.

According to the 2021 census data, Port Phillip has approximately 41% of single person households and a high number of social and community housing. At least 10% of residents reported housing stress and the city has the fifth highest number of residents experiencing homelessness in Victoria.

Our programs build connections between all parts of the community and assist single parents, elderly, public and community housing residents as well as renters who face financial hardships and social isolation. We provide a continuum of services from prevention and early intervention to engagement and crisis management. Our wrap around supports assists people to remain safe in affordable housing with supports to engage in recreational, employment and educational programs.

We are honoured to have a diverse pool of volunteers that assists our staff to deliver exceptional value to funders.

Acknowledgment

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

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



Port Phillip Community Group Ltd. 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).

Cover photo: Artwork by Art Attack
Students. Photo: Share the Food
volunteers



CEO and Chair Report

It is our pleasure to present the 2024 annual report to you. This report focuses on our achievements and innovative responses to the 2021-2025 strategy. Last year we celebrated our 50th anniversary and the board remains just as committed to Port Phillip Community Group's (PPCG) mission to bring about a more inclusive and equitable society in the City of Port Phillip for the next 50 years.

This year the focus has been on expanding our partnerships and revitalising Alma Road Community House. Brotherhood of St Lawrence co located at 161 Chapel Street to provide access to National Disability Insurance Scheme and Wise Employment collocated at the Alma Road Community House to provide pathways for employment for mental health clients. We continue to partner with Good Shepherd Australia and New Zealand for financial hardship services such as No Interest Loans Scheme, financial capability and financial counselling services. Our regular drop in centrelink assistance, energy assistance program and tax help services are cornerstones of the place based interventions that enable residents to easily access wrap-around support services.

As a board we continuously seek to add and renew our skill sets to lead the organisation in a challenging funding environment. This year we farewelled two board members Phillip Egglestone and Kelly Ralph. Kelly's legal acumen was invaluable during a time of significant change to short term and contract employment legislation. Phillip was vital in providing advice to our constitution review and both will be sorely missed.

We are honoured to welcome John Wall to the Board. John, is a local Rotarian with commercial business acumen who led PPCG's 50th anniversary celebration before joining the board.

Photo: Gina Fiske and Veena Mishra



The board is committed to providing sustainable stewardship amidst fiscal constraints. PPCG extends its appreciation and thanks all of our supporters who have ensured our mission to make significant contributions in people's lives is ongoing.


Veena Mishra,
Executive Officer


Gina Fiske,
Chair

Board of Directors: Gina Fiske (Chair) since 2017. Elizabeth Jennings (Treasurer) since 2020. Susanne Birks, since 2018. Claire Edmanson, since 2018. Julie Margetts, since 2022. Kelly Ralph, March 2023 – March 2024. John Wall, since 2023. Veena Mishra (secretary), since 2023

Our Financial Reports

Income and funders

For 1 July 2023 to 30 June 2024 our total income was \$1,627,695 a 2% increase on last year. We obtained this from grants, donations, interest and fees.

We gratefully acknowledge the support from our funders and community partners, in particular our primary funder and partner the City of Port Phillip. Key State Government of Victoria funders are:

- > Department of Jobs, Skills Industry and Regions
- > Department of Families, Fairness and Housing
- > Department of Health
- > Consumer Affairs of Victoria (via Good Shepherd Australia New Zealand - GSANZ)
- > Department of Social Services (via Community Information & Support, Victoria - CISVic)

In addition to contracted funding we received additional one-off grants, donations and fees from philanthropic trusts, businesses and individuals. We extend our appreciation to each of these as these funds have enabled additional services to be delivered to our clients and the community, and particularly to meet the increasing demand for our service.



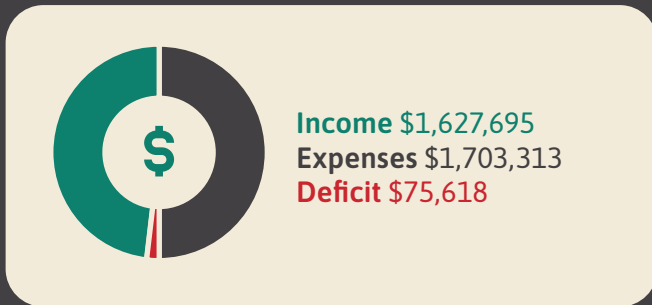
Treasurer's Report

We continue to operate in a challenging fiscal environment. We are a medium sized Not for Profit organisation and are acutely aware of the need to operate with the resources we have. This year our expenses did increase 3% to \$1,703,313. We did successfully increase our total income by \$28,325 or 2% to \$1,627,695 this did not however cover the additional expenditure required to meet the compliance and employment costs to meet the service demand we are seeing due to the rising costs of living crisis.

This has resulted in us continuing to operate in deficit. This year the deficit was \$75,618. Due to past surpluses, we were able to fund this deficit however with the increasing need for our services, we will need to review our work going forward as we do need to operate within the funding we receive.

In summary for the financial year ended 30 June 2024:

- > Total income was \$1,627,695 obtained from grants, donations, interest and fees
- > Total expenditure was \$1,703,313
- > This resulted in a net deficit of (\$75,618)



We will continue to closely monitor our expenditure and as always proactively explore ways to increase our revenue and manage our costs for the next and future years.

Elizabeth Jennings, Treasurer

Strategic Plan 2021-2025

Our vision, mission and values

Vision: A fair, just and inclusive community

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

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

Underpinning all of the work that we do are our **five key 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

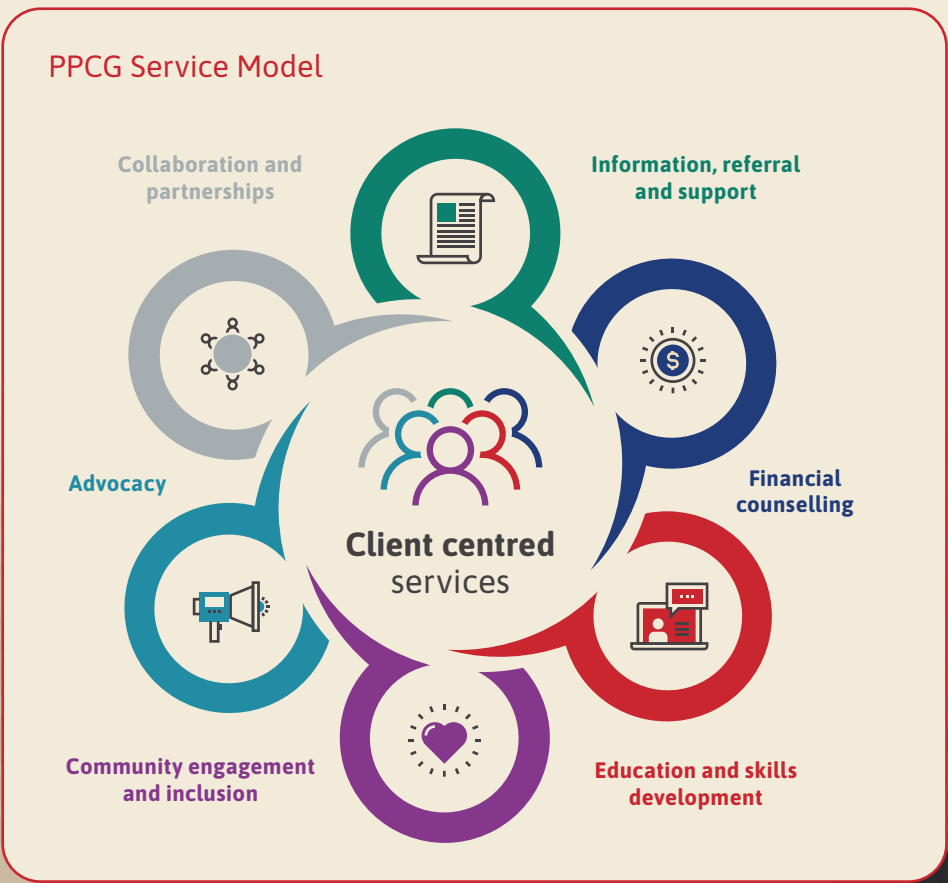


Photo: 50th anniversary celebrations



Strategic Directions

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 communities.



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.



Well-Governed - strengthen our organisation

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



Photo: Volunteer day

Service Effectiveness and Coordination

Success is when...

Data informs service delivery and development



Since the closure of our Port Melbourne and South Melbourne office spaces during the pandemic, community members have been telling us that a local office is required. We re-opened our Port Melbourne office in March 2024. Our Port Melbourne office supports the 15% of service users who live in the Southport area. These clients previously had to travel to Chapel St site for support. We had 252 appointments available to residents of South Melbourne, Middle Park and Albert Park and delivered 905 individual contacts face to face and via telephone.



Photo: Port Melbourne office staff

"It makes such a difference being able to see you in Port Melbourne. I'm in pain and really limited with my movement and I just can't get to St Kilda"

- IRS Client 2024

Success is when...

Consumers shape service and quality responses



Janice's Story

Janice is 45 years old and sleeping rough in the St Kilda area. She lives with a complex mental health diagnosis and has been experiencing homelessness on and off for several years.

When she first attended PPCG, she had been carrying around her important documentation, which had been exposed to the weather and was at risk of damage.

Janice was allocated a document locker and was able to keep her ID and other important documentation safe and dry. PPCG was also able to provide her with a new phone and low-cost plan through Better Life Mobile, which was funded through a grant from StreetSmart.

Janice is slowly beginning to link back in with services and is able to check in with a support worker about her progress when she uses the locker.



Photo: Document Lockers

Success is when...

Strong relationships and partnerships deliver positive consumer impacts and outcomes ✓

Our education team partnered with OzHarvest to deliver healthy cooking on a budget to approximately 25 participants to combat the rising cost of living. We also delivered workshops to parents of South Melbourne Primary School students which provided convenient access to guidance on a range of parenting and wellbeing issues such as money-wise tips, building resilience, online safety for children and tips for positive parenting.



Photo: NEST program participants

"I learnt priceless tips, tricks, & tools to help me make better choices when shopping, choosing ingredients, cooking, and storing (food). The recipes were great for novices like me, too."

- Ankit

Success is when...

Resources and information are targeted and tested to meet consumer need ✓

Alma Road Chatty Cafe started at our neighbourhood house in 2023 to build a community hub, where people of all ages and backgrounds gather to connect and have a chat in a relaxed, safe environment whilst diminishing barriers to social connections.

A facilitator and community development worker with the help of volunteers, delivered 17 pilot sessions of the program between August and November 2023. There were 49 unique participants, with an average attendance per session of 10 and total participation of 124 attendances.



Photo: Chatty Cafe

The program has since been led by volunteers and is an on-going event every Friday between 10am and 12pm at ARCH with information and resources about activities and services in the local area readily available. Over a cup of tea and snacks community members have developed friendships and planned activities together.

Building Individual and community Capacity

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. ✓

Josephine's Story

Josephine engaged with our financial counselling service after separating from her husband, a long-term perpetrator of family violence. Josephine had previously worked part-time or not at all since her children were born but soon after her separation was able to secure full time employment.

Josephine did not access family violence services or centrelink however was assisted by our service due to her vulnerability as a victim-survivor of family violence, poor mental health and the continuing cycle of financial and emotional abuse she was experiencing. Josephine required assistance with a significant car loan debt where she was coerced into signing a loan application, the car loan was in default and she no longer had access to the vehicle.

Josephine achieved an excellent outcome through the service and all adverse listings due to late payments and defaults on the car loan were removed. Josephine is still receiving ongoing mental health support but she is now feeling much more positive about her future financial security.

"I can't even begin to express how much this news means to me. It's like a weight has been lifted off my shoulders, and I can finally breathe again. You have no idea how much your support has meant throughout all of this. You've been there for me, every step of the way, and I am so incredibly grateful for that."

- Financial counselling client 2024

Success is when...

Our profile reach is strengthened, as measured by increased engagement and reach across promotional channels and networks.



Photo: Wholesale pharmacy

PPCG has developed strong partnerships with two local pharmacies, Imes Pharmacy in South Melbourne and Wholesale Pharmacy in Balaclava.

They have also provided generous financial support for PPCG's Pharmacy Voucher Program, which enables community members to access essential medications which they otherwise could not afford.

Success is when...

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 partners organisations/ services



Nisha's Story

Nisha* (name changed) is a young 22 year old single mum with a 7 month old daughter. When she first presented at Port Phillip Community Group Nisha needed assistance with food and nappies for her newborn. She disclosed her life history and her goals about what she needed to do to secure a positive future.

Over several appointments, PPCG support workers were able to:

- > Provide information and referrals to link Nisha in with health and counselling supports;
- > Provide food vouchers, groceries, toiletries and nappies;
- > Access a pram, car seat, baby clothing and other essentials through 'Our Village';
- > Access hardship support through the Utility Relief Grant;
- > Provide advocacy and referral to Centrelink Outreach Service at PPCG and Home Affairs to solve administrative issues that were preventing her son from receiving benefits;

- > Provide advocacy and support to assist her to get her Learners Permit and Working with Children's Check for studies and work;
- > Access to funding for a Passport through the 'Queen's Fund'.

In the time she has been working with PPCG, Nisha has enrolled herself in a free TAFE course so that she can begin her new career in Australia. She has also arranged her grandmother's visa to Australia so she can help with caregiving for her child whilst she studies and looks for work.

Nisha has told us that she is feeling more hopeful and in control of her future. The support from PPCG helped her avoid food insecurity, debt and the risk of homelessness and freed her up to be able to work on engaging with studies and focusing on caring for her baby.

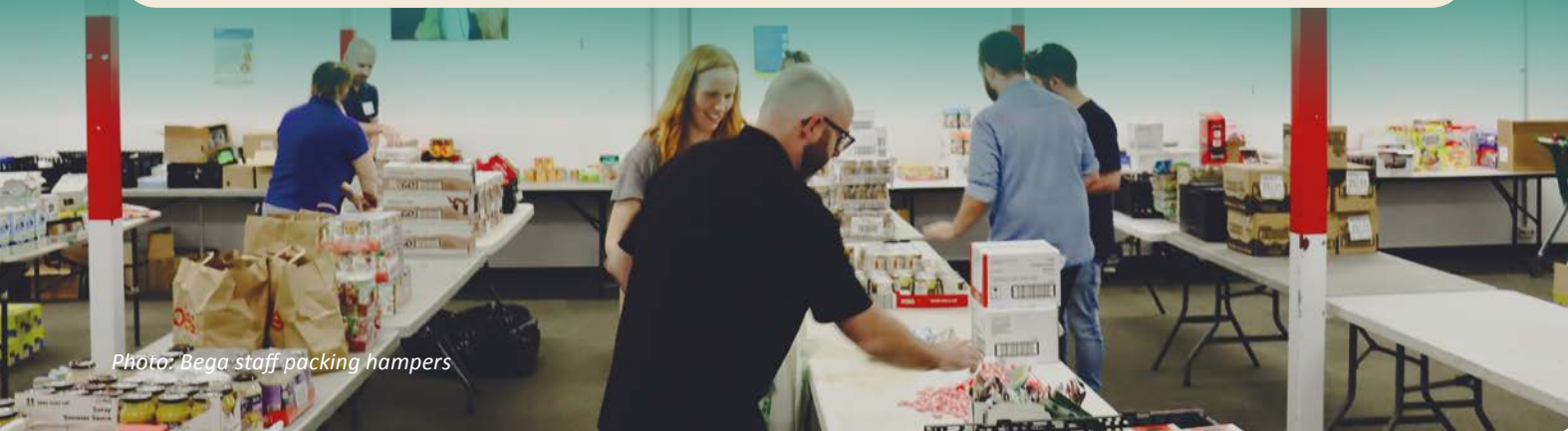


Photo: Bega staff packing hampers

Success is when...

Volunteers and students report high engagement and satisfactions levels with our organisations.



As part of our volunteer engagement project volunteers have provided feedback on improvements.

Reasons for volunteering



- Give back to the community 39%
- Keep myself busy 23%
- Enhance my social life 14%
- Achieve a sense of belonging 10%
- Improve my skills 6%
- Improve my chance of getting a job 4%
- Learn something new 4%

Areas of interest for volunteers



- Food warehouse 37%
- General duties 14%
- Reception/front desk 14%
- Student buddy (adult education classes) 13%
- Community meals 11%
- Social coffee/tea group 7%
- Communications 4%

In addition to our regular volunteers that assist with days to day tasks. We also host Helping Hands which is a volunteer program that links with organisations as part of their corporate social responsibility to complete specific projects. This year, Bega Foods staff prepared christmas hampers for our clients and founders of the Southside Foundation assisted with putting together heat packs for residents.

"Volunteering at Chatty Cafe increases socialisation and decreases loneliness, it builds my self-esteem and increases awareness of how other people live. Chatty cafe helps us to see the world from a broader perspective and builds understanding."

- Chatty Cafe Volunteer 2024



Photo: Khadija volunteering at Share the Food

Meet Khadija

Khadija Abrahimi, has been a dedicated and passionate volunteer at Share the Food warehouse. She came initially with her daughter and a neighbour to volunteer. Her English comprehension was minimal. Within two months she built her confidence to connect with other volunteers and learn a few words to enable her to commute to the warehouse without the assistance of her daughter. She is happy and grateful that she has this opportunity to work. She says that in Afghanistan women are not allowed to work, study or even go out without a man to escort them out. She believes women are much stronger than they think, and she is keen to continue working at PPCG as a volunteer to connect with new communities and experience freedom once again.

Strengthening our organisation

Success is when...

Our funding sources are sustainable and diverse.



We have partnered with other service providers to increase revenue from other sources and provide complimentary services.

WISE Employment services

Furthering Port Phillip Community Groups' aims to support the local community and to help them to thrive WISE Employment took up residency in the office space that was previously home to the Maternal and Child Health Services.

WISE Employment has operated since 1992, "...as one of Australia's leading not-for-profit employment services providers, we've helped hundreds of thousands of job seekers to find work with inclusive employers who recognise and value diversity".

Uniting Employment Services

Uniting Employment Services embodies Uniting's overarching values, to inspire people, enliven communities and confront injustice. The Employment Services team works with people of all abilities to explore their career goals, navigate the workplace and feel empowered to work towards a bright future. Encompassing School Leaver Employment Supports (SLES) and Disability Employment Services (DES), Uniting has supported thousands of people who are neurodiverse or living with a disability, injury or illness to identify their goals, design a career path, and realise their potential in a rewarding role. Uniting also supports employers to locate talent for their teams so they can grow a diverse workforce that brings unique perspectives and abilities.

The Brotherhood of St Laurence (BSL)

A social justice organisation working alongside people experiencing disadvantage to address the causes of poverty in Australia. Our Early Childhood and Local Area Coordinator team assists people with disability, living in the City of Port Phillip, to access support through the NDIS (National Disability Insurance Scheme). Part of their approach focuses on building a sense of wellbeing and autonomy, while recognising the importance of family, friends, carers and community.



Photo:
Southside
Foundation
packing
heatwave
packs

Success is when...

Our workforce is skilled and diverse and objectives indicators demonstrate high retention rates, strong performance and alignment with our purpose and values.

We completed our inaugural Gallup Q12 staff survey and received a rating of over 90% on all parameters except two which have been included in our continuous improvement initiatives.

Almost half of our staff have been with us for between four and fifteen years.

Years of Workforce experience as at June 2024

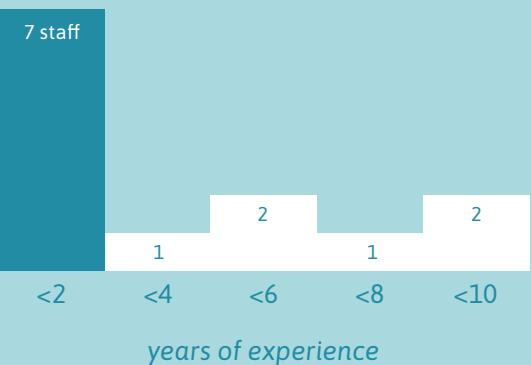


Photo: 50th Birthday Celebrations

Our impact

1st July 2023 to 30th June 2024



Information, referral and support
30,422 client contacts



Financial counselling
1748 hours 131 clients*
Male 35% Female 65% Non Binary 0%



1669 cooked meals provided



442 education students engaged
up 270 from 172 in 2022-23

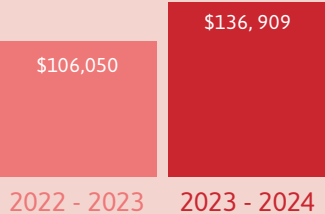


3598 Volunteer hours provided



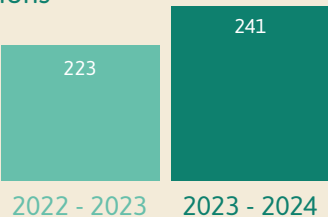
Education and skills development
10,080 student contact hours

Emergency Relief provided



Social inclusion activities
601 participants

Energy Assistance Program applications



21 Agencies Supported
to provide relief



Food parcels distributed
3,480 parcels to a total value of \$273,358

No Interest Loans Scheme
10 clients accessed a total of \$15,300



Demographics across our programs

	Education and Skills	Recreation Activity Group	Information and Referral Support	Social Meals
Under 65 years of age	66%	85%	84%	45%
Over 65 years of age	34%	15%	16%	55%
Identify as Male	31%	44%	39%	69%
Identify as Female	59%	54%	60%	31%
Identify as Non Binary	0%	2%	0.5%	0%



**You can help
make a difference**

Give now - make a donation online
ppcg.org.au/support-us/donation
or drop into our offices.





St Kilda (main office)
161 Chapel St, St Kilda VIC 3182
T. 8598 6600

Port Melbourne
333 Bay St, Port Melbourne VIC 3207
T. 9209 6350

Alma Road Community House
200 Alma Rd, St Kilda East VIC 3183
T. 9525 8746

For more information and opening hours visit ppcg.org.au and follow us online

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