

Welcome

Our new look annual report demonstrates achievements across our network.

Some highlights for us have included our free family counselling, the continued amazing opportunities provided by our No Interest Loans Scheme, the innovative ways we have been able to provide emergency relief including by providing mobile phones and tents, the connections we have helped build to fight social isolation and loneliness, particularly through our long running Men's Breakfast, our Community Lunch and the launch of the first Chatty Café in Queensland and our efforts to fight food waste through saving 13,688kgs of food from land fill.

We have also loved watching our garden transform into a vegie garden to feed our community and provide opportunities for volunteers to get their hands dirty.

We are pleased to present this year's Annual Report.

PDCSN Management Committee





Annual Report 2021-22





Acknowledgement of Country

Port Douglas Community Service Network acknowledges the Traditional Owners of Country and recognises the continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.





The **Port Douglas Community Service Network** offers three distinct support programs



We are a not-for-profit incorporated community organisation whose services and activities are funded by the Queensland Government Department of Communities, Department of Social Services, Housing and Digital Economy and Good Shepard Australia New Zealand.

OUR VISION

For a **safe, valued, empowered, resilient** and **sustainable community** that has the opportunity to be **self-reliant, equitable** and **nurturing** of all its members.



OUR MISSION

To nurture the existing strengths and future wellbeing of the community, **to relieve** poverty, distress and misfortune, and **to support** and **advocate** for our local community with a priority for those with limited opportunities and choices.

The actions we take to uphold our mission statement will also uphold the safety and wellbeing for children and young people in our community.




Philosophy



The **aims** and **objectives** of the Network clearly provide a framework under which all our programs, services and activities must operate.

In that we always ensure that through the services our staff and volunteers offer, **we maintain the integrity of our mission, philosophy and aims.**

The Network, which was first funded in 1989, established clear aims and objectives **to ensure that all programs, services and activities offered to the community uphold the Network's philosophy:**

 The Network is committed to the social justice principles of equality, participation, empowerment, access and equity. Services are provided on a non-discriminatory basis in accordance with current legislation.

 The Network is open to all members of the local community. It targets people on low incomes and those in need of social support.

 The Network is open to all people regardless of gender, race, ethnicity, age, disability, religion, or sexuality.

Our Management Team



Julia Leu
President
20+ Years Active



Tony Hickey
Vice-President



Stuart Wainman
Board Member



Jacque Purden
Secretary



Shona Barbour
Treasurer
8+ Years Active



Emma Travers
Manager



Ray Legg
Board Member
13+ Years Active



Eleanor George
Board Member





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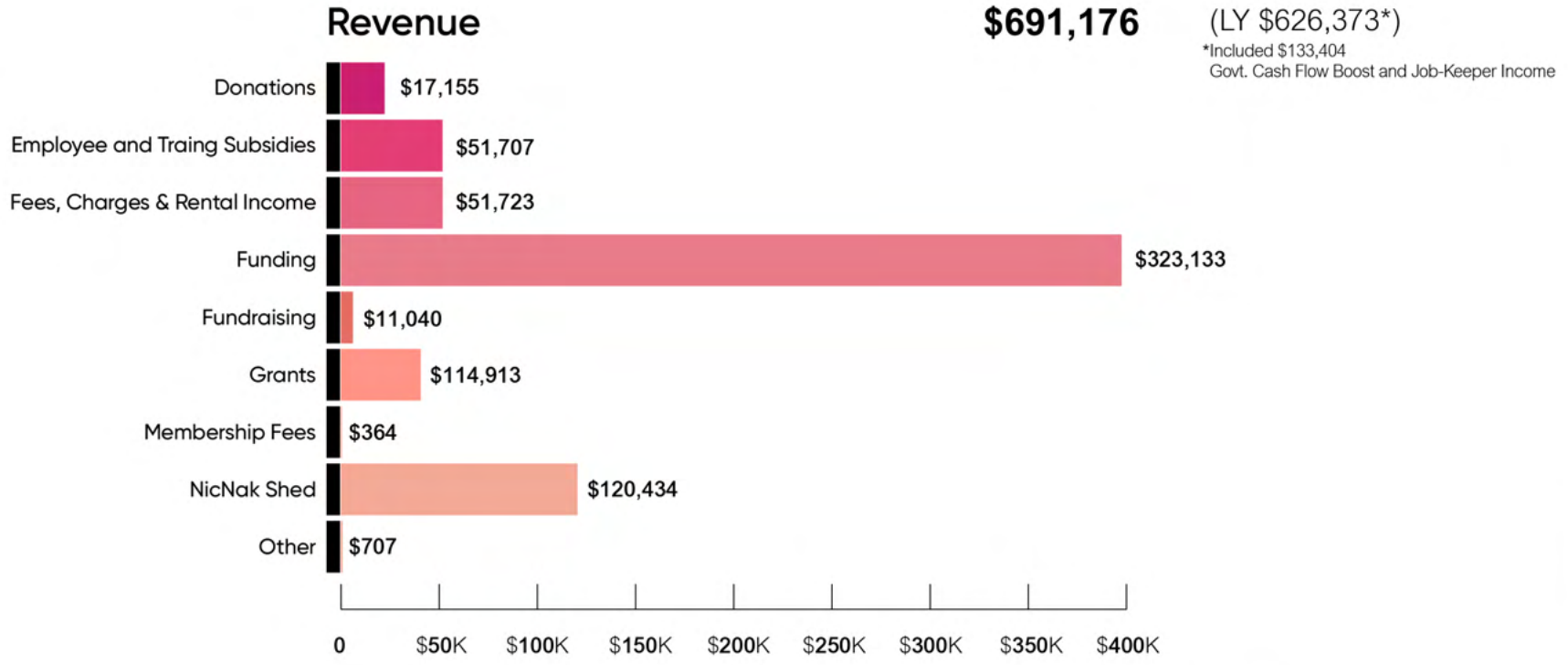


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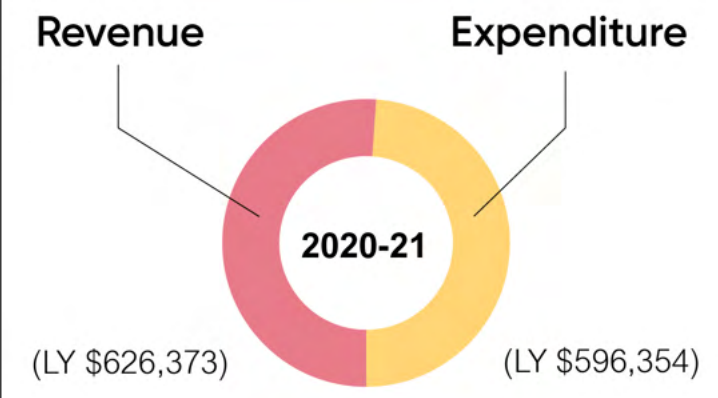
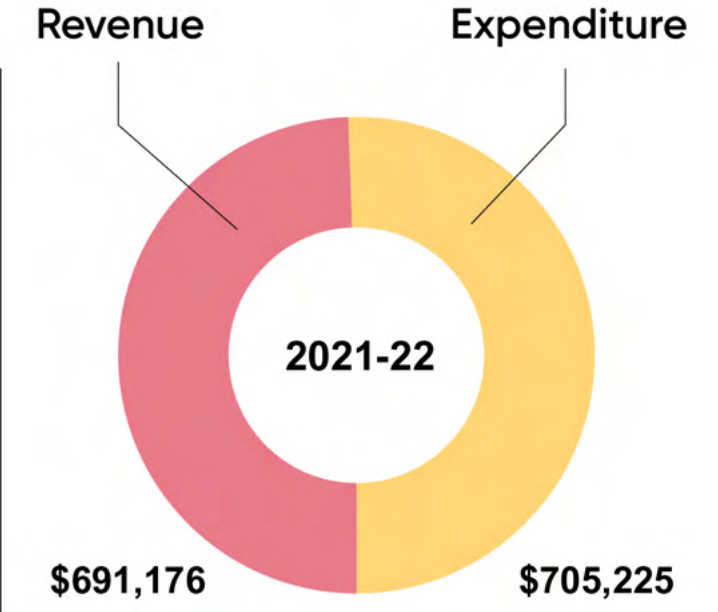


Our
FINANCIALS

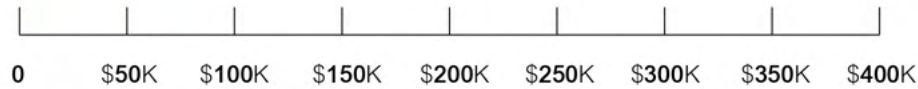
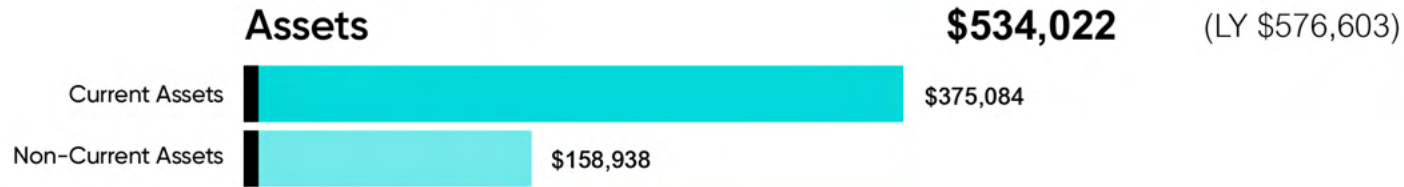
21-22 Annual Report



Expenditure	\$692,441	(LY \$585,723)
Expenditure (non-cash)	\$12,784	(LY \$10,631)
Revenue	\$691,176	(LY \$626,373) —
Expenditure	\$705,225	(LY \$596,354)
Current Year Deficit	TTL (- \$14,049)	(LY +\$30,019)

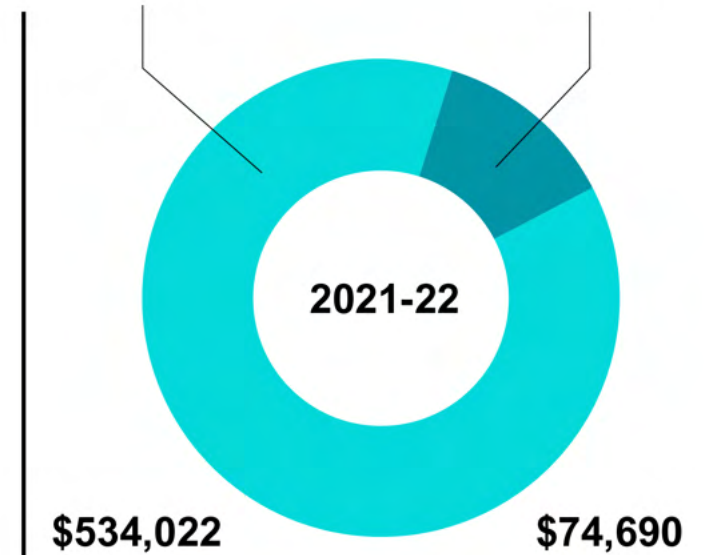


Balance Sheet

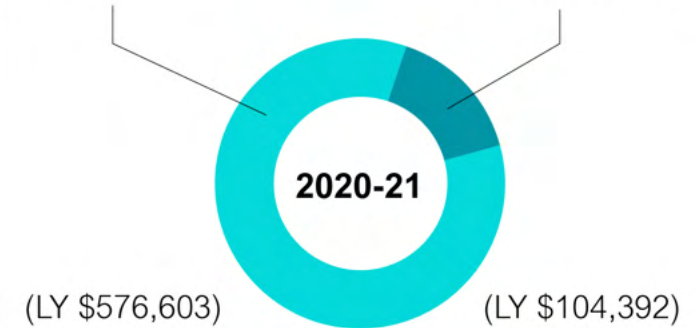


Assets	\$534,022	(LY \$576,603)
Liabilities	\$74,690	(LY \$104,392)
Net Assets	TTL \$459,331	(LY \$472,211)


Assets Liabilities



Assets Liabilities





 [Open Link](#)



NILs

No Interest Loan Scheme



The No Interest Loan Scheme (NILs) is a national community-based program that allows people living on low incomes, access to fair and safe credit, up to \$2000, to buy essential goods and services.

NILs is developed by community for community - known as circular community credit, a demonstration of communities taking action to address their local needs.

The NILs loan process **helps to develop financial literacy, strengthen money management skills and build assets.**

2009 - Present

NILs Program commenced in 2009

1,500*

Loans

*233 of these are current.

\$1.3M

Loaned

Since 2009 there has only been 32 defaults (2.1%)

2021 - 22

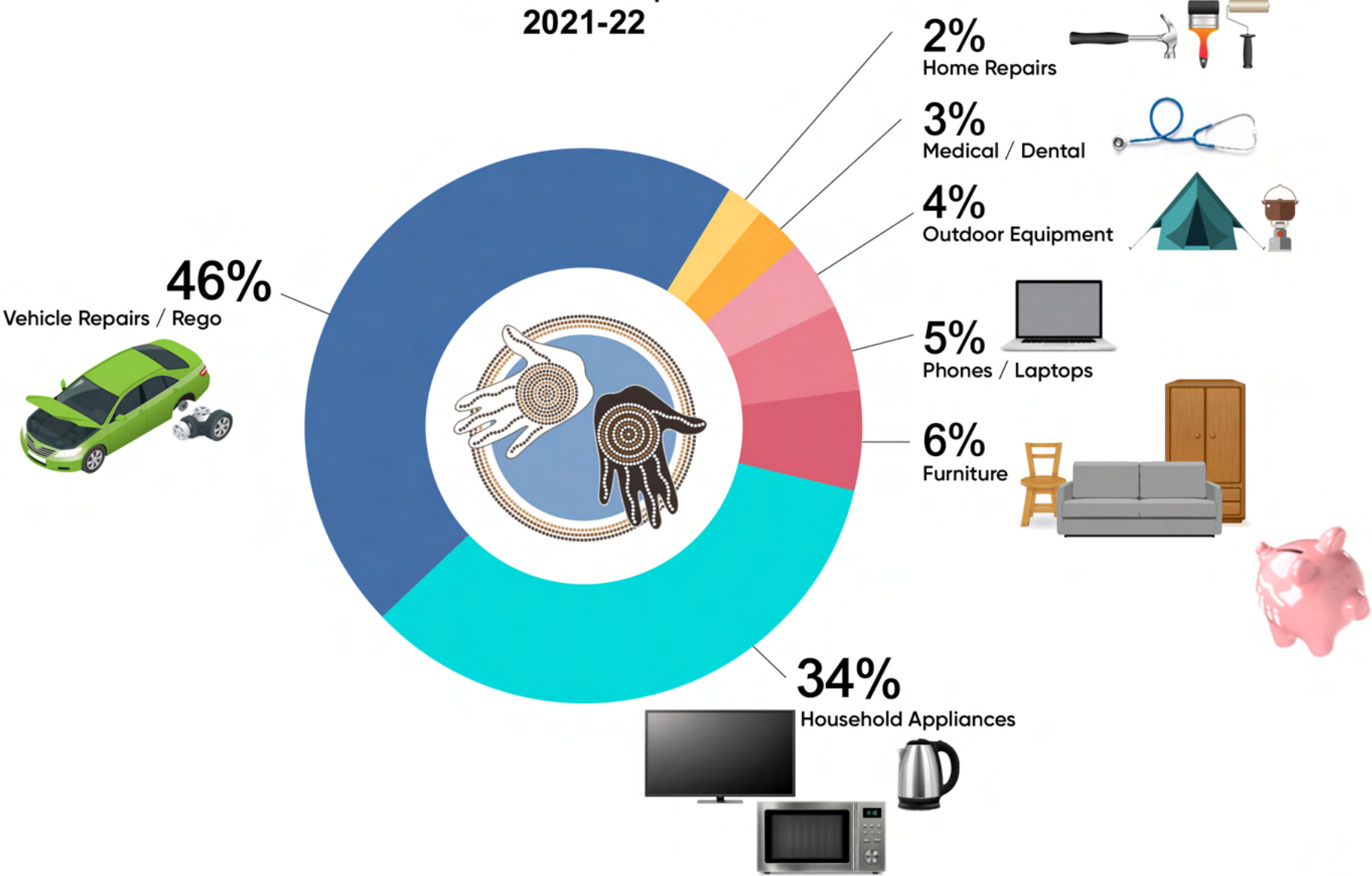
302

Loans

\$295K

Loaned

NILs Loan Purposes 2021-22



Emergency Relief and Advice, Information & Referral



Relief

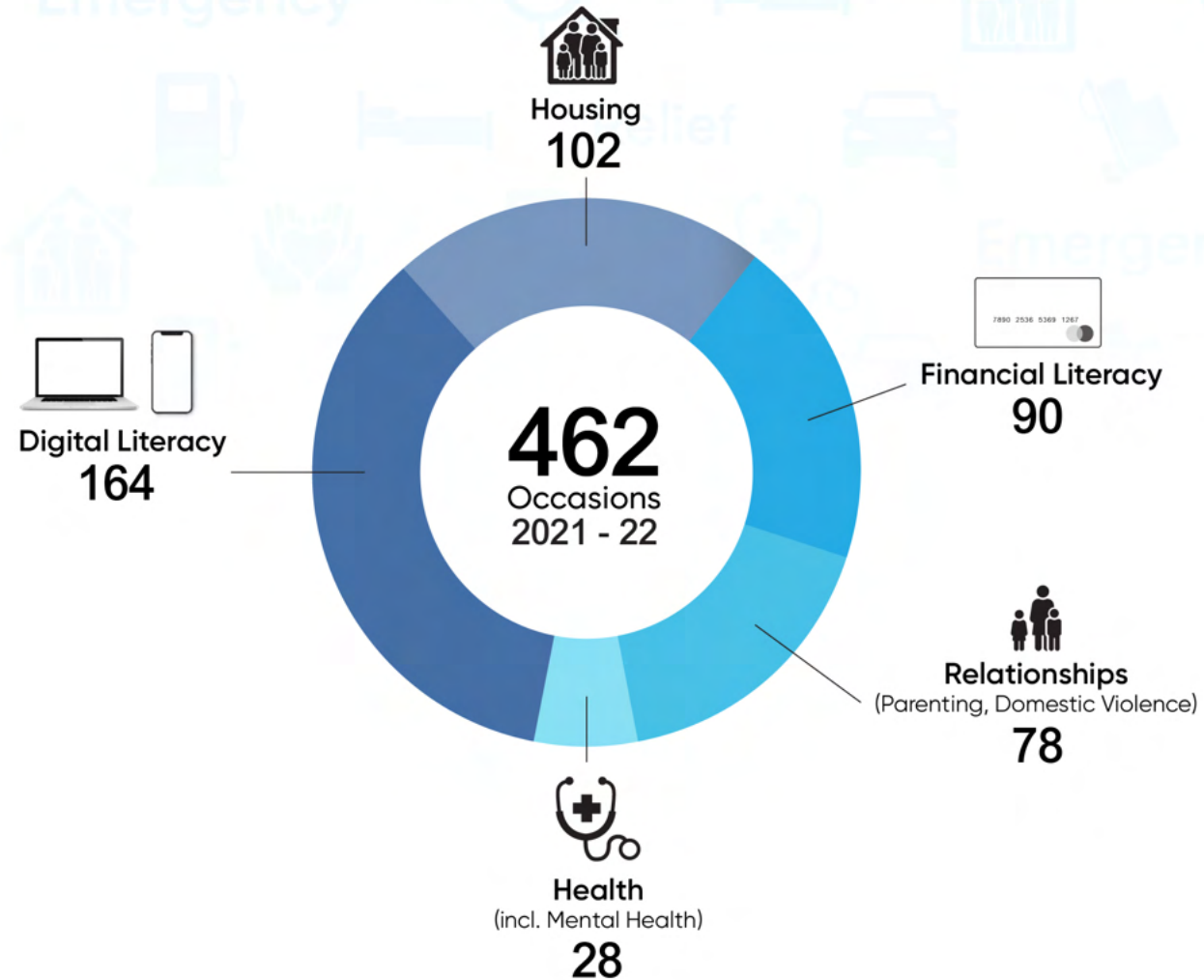
Relief

Emergency

Relief

Breakdown of Advice

Information and Referral Services



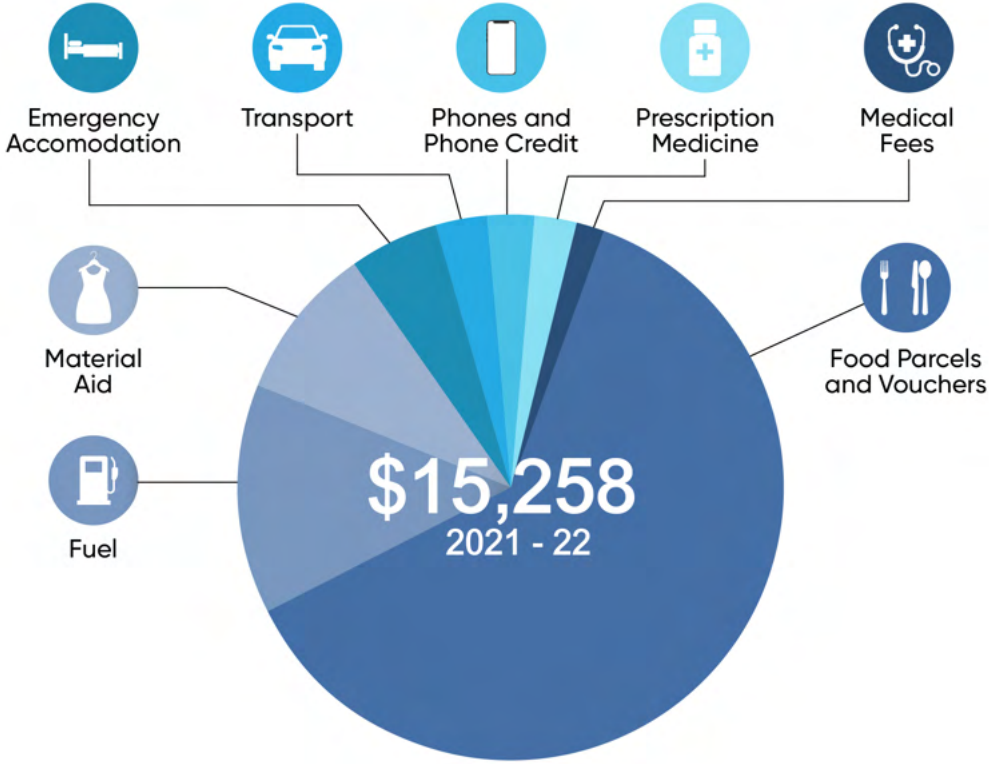
Emergency Relief

We provide Emergency Relief to vulnerable members of our community using funding from the Department of Social Services which is generously shared by Mossman Support Services.

Emergency Relief helps people get back on their feet during challenging times. This service is supported by local resorts such as Ramada and Reef Club Resort and visitors and community members who donate unopened, non perishable items for us to distribute.

In the 2021-22 period, 252 Community Members accessed Emergency Relief to the Value of \$15,258

Food Parcels and Vouchers	\$9105
Fuel	\$1970
Material Aid (Tents, Sleeping Mats, Clothes)	\$1356
Emergency Accommodation	\$769
Transport	\$444
Phones and Phone Credit	\$410
Prescription Medicine	\$355
Medical Fees	\$227
2021-22	TTL \$15,258





our
Food
relief



We work proactively to fight food waste, partnering with OzHarvest and Second Bite to redistribute bread and other fresh and frozen food involving over **260** community members

2021-22

11,613 kg

Food Waste Saved through partnering

with

OZHARVEST

2021-22

2,075 kg

Food Waste Saved through partnering

with

Second Bite

Ending Waste. Ending Hunger.





Community Connection Program

Our Community Connection program comprises a number of socially inclusive activities to help people connect, develop new friendships, learn new skills, keep fit, share a meal or a laugh. The diversity of our Community Connection program continues to evolve and grow, in particular:

- Our long running Men's Breakfast has helped men across all spectrums of our community build friendships and support each other all while enjoying a hearty breakfast, having a laugh and catching a fish or two.
- In 2021, we held our highly successful Community Lunch which provided a safe and welcoming environment for locals and visitors alike to get together, relax and enjoy some local music and beautiful food prepared by our team of volunteers.
- Our Fortnightly Foodies session provides the opportunity for people to learn some new recipes by watching a cooking demonstration and afterwards enjoying a meal together.
- The Neighbourhood Centre launched the first Chatty Café in Queensland providing an opportunity for locals and visitors alike to come together to have a cuppa and a chat.
- Our Gardening group learnt how to compost and build a wicking bed all while converting an unused area into a beautiful veggie garden which provides fresh food for our community and a great space to enjoy nature.
- We helped our community keep mind and body fit through our book clubs, arts and crafts, walking group, Tai Chi, yoga, meditation and table tennis.
- Be Connected sessions helped our seniors learn how to use their devices and connect with loved ones across the world.

1,147

People shared a Low-cost
or FREE Meal

242

People improved their
health and well-being

432

People connected to keep their brain
sharp through art, book club, singing
and games groups

[See What's on at the Neighbourhood Centre here](#)

Our Fundraising Events



The Port Douglas Community Service Network hosts 2 major fundraising events each year which have become staples on the Port Douglas social circuit. Both fun-filled, inclusive events bring the community together and help us raise funds every year. The generosity of Port Douglas Community Service Network Members and Non-Members enables us to fund much needed services and items that benefit the entire community.



2021-22

\$11,040

Raised from both events



2021-22

\$5,000

Of funds raised were allocated towards our FREE family counselling program



The Child and Parent Support Program is funded by the Department of Social Services and provides a welcoming and supportive environment for families with children aged 0 - 12.

Services include Supported Playgroups & New Parents Group, visiting maternal and child health nurse, Advice, information and referral services, subsidized Parenting courses, free family counselling, School Holiday Activities, Child Protection Week Family Fun Day, Baby 1st Aid training, Fire Safety & Cyclone readiness and Quarterly hearing, vision and milestone health checks for Pre Kindy, Kindy and Prep children.



2021 - 22

364
Families

Our Diversity

30
Different Nationalities
attending CAPS

15
Different Languages
spoken

2021 - 22



91

Free Family
Counselling Sessions



1371

Participants in
Playgroup and New-
Parents Group

Advice, Information, Support and Referrals

- Child and Parent support program
- Supported Playgroups | Monday, Tuesday, Wednesdays from 9.30-11.30 am for children aged 0-5yrs
- New Parents Group: Thursday 10am-12pm for newborn to walking aged children.
- Child Health Nurse available by appointment for health checks
- Family Fun days and community events
- Annual school holiday program for primary school-aged children
- Educational community workshops for parents and primary care givers



[Click for More Images](#)

NIC NAK
SHED

OP-SHOP

The **NicNak Shed** is the **only Op Shop in Port Douglas**. As well as providing good quality second hand goods at great prices and saving goods from landfill, donations made to the NicNak Shed support our Emergency Relief program and allow us to pass on excess donations to Lifeline and to Goobidi Bamanga Community Advancement Co-operative Society Limited, a local, Indigenous-owned-and-managed Co-operative.

The NicNak Shed repurposes thousands of dollars-worth of goods (saving them from landfill) creating a buzzing treasure-trove of beautiful and quirky bargain-priced fashion, homewares, electrical items and children's toys.

The NicNak Shed has become a much loved community resource and competes with the town's retail stores for market-share. It has grown to become the centre's **largest contributor of annual revenue**.

The **NicNak Shed's Annual Fashion Parade** fundraising event is a 'must-attend' event on the social calendar.

For the 2020-21 period, The **NicNak Shed** contributed

17.4%

Towards PDCSN **total annual revenue**





2021 - 22

\$120,374.00

Sales Revenue

▲ \$7,459.00 vs. 2020-21
6.6% Increase

11,493

Transactions

▲ 982 vs. 2020-21
9.3% Increase

	2019 - 20*	2020 - 21	2021 - 22
Sales	\$102,142.00	\$112,915.00	\$120,374.00
Transactions	NA	10,511	11,493

* Closed for 3 Months due to Covid.

Celebrating Our Volunteers

The Port Douglas Community Service Network Inc was imagined and created by community volunteers who had a vision and worked together to build the wonderful Network we have today.

Volunteers contribute so much to our organisation from governance through our Management Committee to gardening, helping in play group, running group activities, sorting & collecting donations, doing tip runs, cooking and serving meals, greeting visitors, serving in our Op Shop and everything in between. Every day we are assisted by volunteers across the organisation who help us to create a warm and welcoming environment for our community.

We want to thank and celebrate every one of our volunteers who helped us this year.



6,875hrs.

Volunteer hours worked to support our community



\$341,412.00

Delivered Value to our Network

Q: What is the most positive element of your volunteer work at the PDCSN?



VOLUNTEER PROGRAM

The achievements and sustainability of our programs rely on a strong volunteer support team. We offer volunteer roles in retail, administration, reception, group leaders, maintenance and gardening, management committee, playgroup and sorting of donations.

See some of our Volunteers in action here

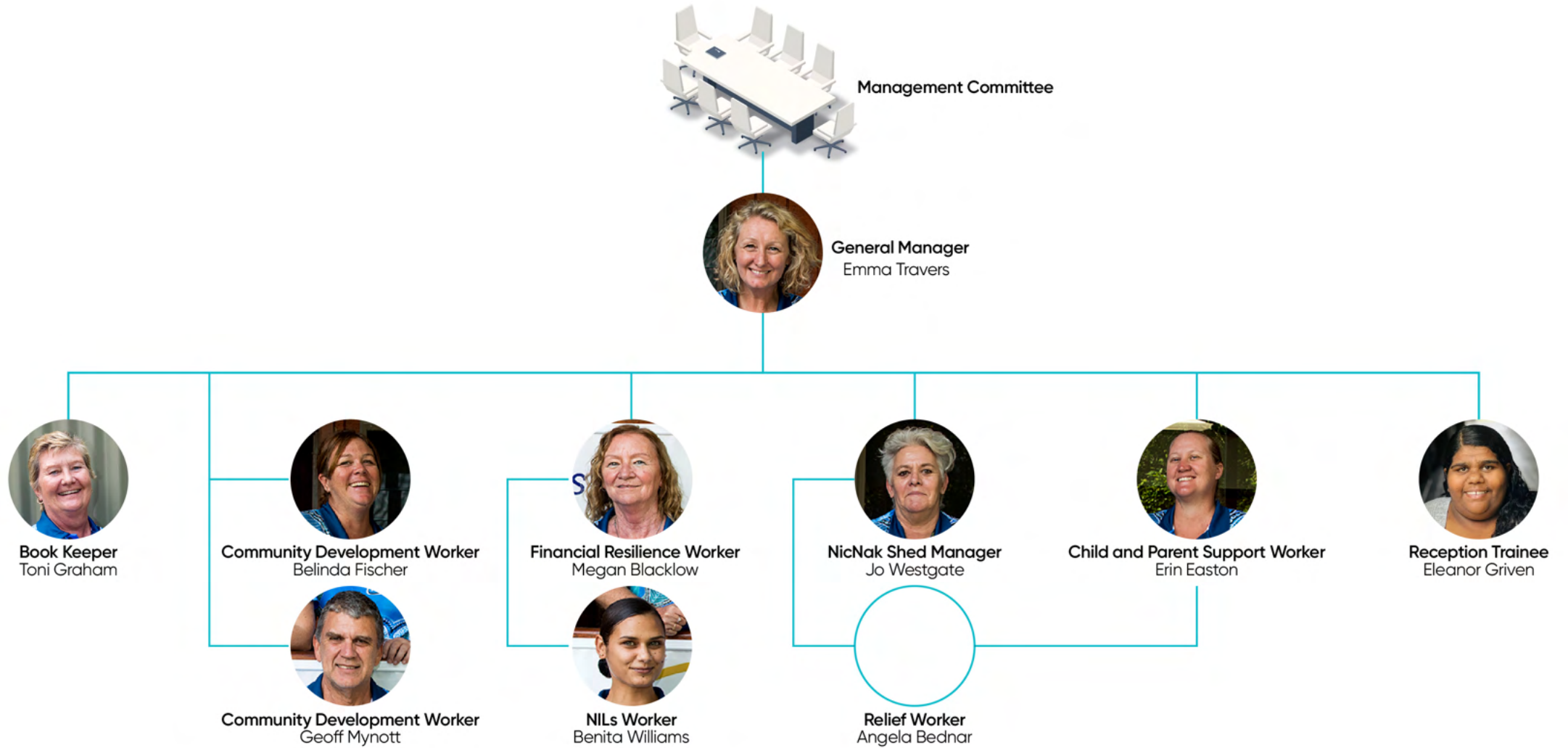


Our enthusiastic, dedicated, and hard working staff at the Port Douglas Community Service Network Inc provide a welcoming, judgement free environment for locals and visitors alike. Whether it's helping vulnerable people with emergency relief or building social connections through our group activities, providing support and friendship for families, facilitating access to No Interest Loans for household essentials or having a laugh while grabbing a bargain in the NicNak Shed, creating a happy environment in which to volunteer, or finding solutions to the myriad of challenges that walk through the door every day, our staff will always go the extra mile. Our people take great pride in the work they do for our community.

The Port Douglas Community Service Network Inc acknowledges and celebrates the hard work, resilience and dedication that make our people the heart of this Organisation and our Community. **Thank you for all you do every day !**

PDCSN Staff* Org Chart

* Staffing as of 30th June 2022





Where are we headed in 2023?

The Port Douglas Neighbourhood Centre continues to play an important role in supporting the Douglas Shire community, and, in 2023, our strategic approach will underpin the following key organisational objectives:

- empowering people to be financially resilient;
- advocating for improved transport and housing accessibility to combat poverty and isolation in our community;
- supporting vulnerable people facing increased costs of living and housing shortages;
- targeting our activities to help reduce social isolation and loneliness; and
- growing our annual fundraising initiatives

How can you HELP?

There are a number of ways in which you can help –

As a Member

Signing up as a member – **membership creates engagement** by supporting those in need within our community.

Connect with your community – participate in activities, membership events and support our Community Connection Program.

As a Volunteer

Joining our volunteer group – **sharing your skills, knowledge and experience** and contribute as part of our valued volunteer team.

Learn new skills, meet people, take on new challenges and have fun.

As a Partner

Collaborating in new partnership opportunities and initiatives supporting our community – **provide support** and/or **resources** for our Community Connection Program and our fund-raising activities.

Our members are the heart of our Neighbourhood Centre



Our volunteers are the life force of our Neighbourhood Centre

Our partners are key to the development of future opportunities for *OUR* Neighbourhood Centre

Together we can make a difference

Contact us here

Follow Us



Thank You to our Supporting Partners

coles



What's On
IN PORT

TIN SHED
PORT DOUGLAS



RAMADA



Mt Molloy
National Hotel



Raine&Horne.



Sotheby's
INTERNATIONAL REALTY

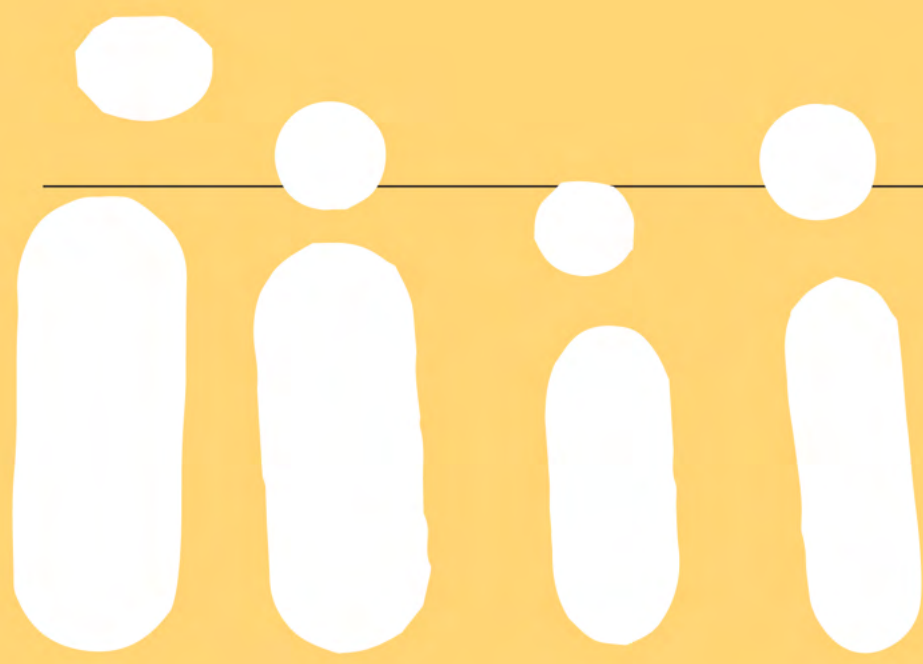


DOUGLAS
SHIRE COUNCIL



St Andrew's Anglican Church
PORT DOUGLAS





Thank You