



2024-2025 Annual Report

Acknowledgement of Country

Port Douglas Community Service Network Inc acknowledges the Traditional Custodians of our Country and recognises their continuing connection to communities and nurturing of the land and water. We pay our respects to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.

Welcome

Welcome to the Port Douglas Community Service Network Inc's 2024–2025 Annual Report.

This year has been one of resilience, recovery, and renewal. In the aftermath of Cyclone Jasper, we stood alongside our community—helping people rebuild, reconnect, and prepare for the future.

Our programs, events, and support services continue to bring people together, strengthen wellbeing, and create opportunities for all. None of this would be possible without the dedication of our staff, volunteers, and partners.

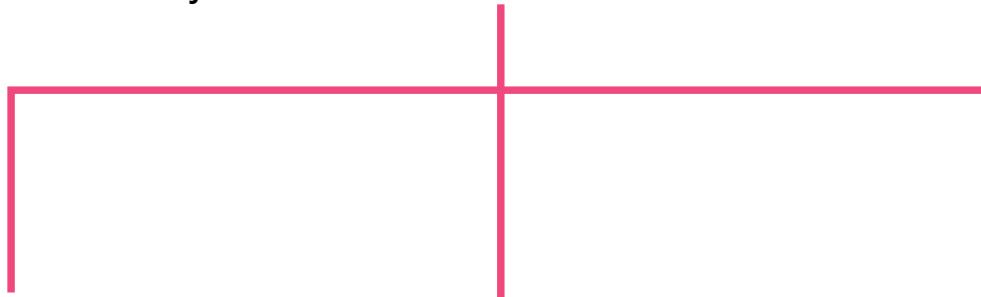
We are proud of what we have achieved together and look forward with optimism to the year ahead.

PDCSN Management Committee





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



Child and Parent Support Program

Neighbourhood Centre

**NicNak Shed
Op Shop**

Re-purposed Household items
and Clothing

We are a not-for-profit incorporated community organisation whose services and activities are funded by the Department of Families, Seniors, Disability Services and Child Safety, Department of Social Services, and Good Shepherd 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.



We are the **CENTRE** of our Community

The Port Douglas Community Service Network Inc strives to be the CENTRE of our community playing an important role in supporting the Douglas Shire community through our Strategic Principles:



Our Management Team



Julia Leu
President
22+ years active



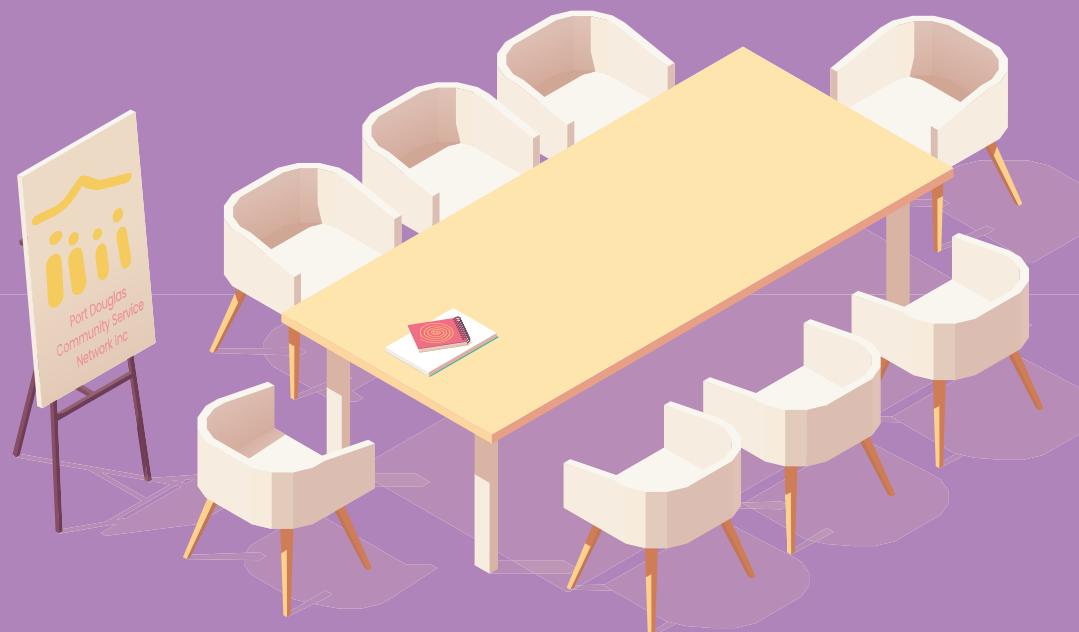
Toni Hickey
Vice-President
7+ years active



Shona Barbour
Treasurer
10+ years active



Julie Scott
Secretary
2+ years active



Emma Travers
Manager



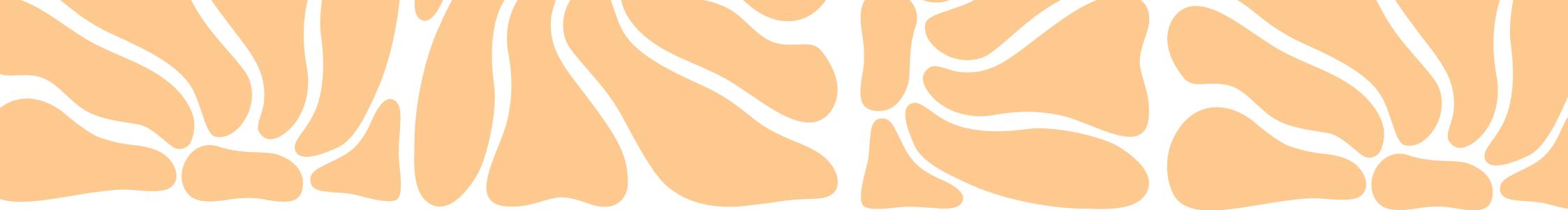
Mandy Stone
Member
2+ years active



Paula Clancy
Member



Neil Graham
Member



President's Report

It gives me great pleasure to present this year's President's Report reflecting on our many achievements and highlights over the past 12 months.

This year has again been an extremely busy and productive one for the Port Douglas Community Service Network Inc. We continue to deliver an impressive and diverse range of high quality programs to help those facing financial struggles, connect our community and reduce social isolation and loneliness. Our ongoing aim of empowering people to be financially resilient and supporting vulnerable community members facing cost of living pressures and housing shortages remains an important focus.

Some highlights include innovative community transport solutions for vulnerable locals, assistance with understanding and reducing energy bills through the Charge up program, partnering with Hair Aid to offer free haircuts and the Queensland Financial Resilience Programs involvement in 'bring your bills day'.

The No Interest Loans (NILS) program has gone from strength to strength with over \$4 million loaned since we commenced the program 16 years ago. Our Community Recovery Connect Workers program assisted people with disaster recovery including sourcing white goods and other necessities, accessing government grants and advocating with insurance companies.

To assist with reducing social isolation and loneliness, the Centre has provided opportunities to participate in our Senior's adventures, the revamped community garden and social groups such as fortnightly foodies and men's breakfast.

Playgroup, new parents group and the free family counselling provided through our Child and Parent Support Program continue to be very important in supporting local families.

Our annual events including International Women's Day lunch, the NicNak Shed Fashion Parade, Open Day and Child Protection Family Fun Day were well attended, generating both engagement and revenue.

New events such as 80's Music Bingo, Death Cafe, and our Scarecrow competition were very popular. Our Volunteer extravaganza helped potential volunteers to connect with Volunteer Involving Organisations across the Shire. We are grateful for funding from the Department of Families, Seniors, Disability Services and Child Safety, Good Shepard Australia New Zealand, Volunteering Queensland and the Department of Social Services.

Central to our success and strength are the valued partnerships with local businesses, organisations and individuals. I want to thank the many locals businesses and community sponsors who have supported our fundraising events during the last 12 months.

The Management Committee acknowledges and thanks our many volunteers who play an important role in our work.

I extend my sincere gratitude to my fellow Committee members: Vice President Toni Hickey, Treasurer Shona Barbour, Secretary Julie Scott, Neil Graham, Mandy Stone and Paula Clancy.

Sadly, one of our former and much loved Committee members Ray Legg, passed on during the year. Sincere condolences to Ray's family.

Finally, I would like to acknowledge the outstanding leadership of our Manager Emma Travers, and to sincerely thank all staff, volunteers and the Management Committee for their dedication and hard work.

Julia Leu
President



Manager's Report

What an inspiring and uplifting year 2024–2025 has been for Port Douglas Community Service Network Inc. Together with our staff, volunteers, and community, we have rolled out new programs to meet emerging needs while continuing to strengthen the resilience and wellbeing of the Douglas Shire.

Our work in building financial resilience remains a cornerstone. Through the Queensland Financial Resilience Program, Megan Blacklow continues to empower clients one-on-one, while also supporting our role as a NILS provider. Belinda Fischer organised an amazing 80s Music Bingo night while continuing to take our NILS program from strength to strength. Belinda was joined by Coleen Forester, who completed her Certificate III in Community Services and balanced learning NILS with a crash course in conference coordination for the Biennial Community Development QLD conference held in Port Douglas in October 2025.

At the NicNak Shed, Jo Westgate and her amazing team of volunteers, supported by Jeanne Priestley, have provided a welcoming, affordable shopping experience while reducing landfill. Their efforts highlight how small actions create big change for sustainability in our Shire.

Our Child and Parent Support (CAPS) Program, led by Erin Easton, continues to be a safe and supportive space for families. Erin also provided invaluable leadership as our 2IC.

Frontline support has been delivered with care by Chrissy Gilewicz and Geoff Mynott, who assist clients with Emergency Relief, Advice, Information, and Referral, while also organising activities that foster connection. Our Seniors Adventures program has flourished, reducing isolation while supporting our local tourism businesses.

Tracy Gibson achieved her Certificate IV in Community Services while working as our Community Recovery Connect Worker, supporting our Community as we continue to recover from the aftermath of Cyclone Jasper, helping launch our new Community Transport program, and contributing to centre-wide activities.

Tanya Morris built strong community networks, supported Volunteer Involving Organisations, reinvigorated the Community Garden, and brought joy through Crafternoons before moving on to new adventures.

We were delighted to welcome Benita Williams back from maternity leave in April. Her professionalism, warmth, and flair shone through—especially in modelling for our NicNak Shed Fashion Parade! Theresa Paulger provided reliable relief staffing, ensuring our team could maintain work-life balance. Behind the scenes, our long-standing bookkeeper Toni Graham continued her excellent work supporting our finances and payroll alongside our Treasurer, Shona Barbour.

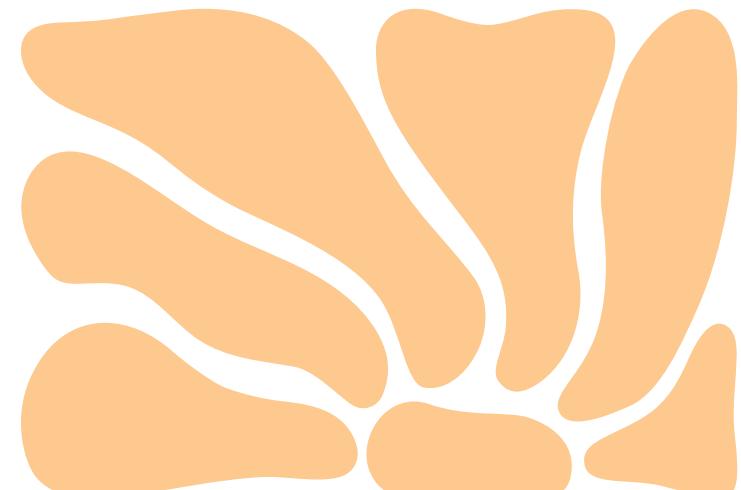
I am incredibly grateful to work with such a dedicated team of staff and more than 60 volunteers who embody our mission every day. I also thank our Management Committee for their guidance, encouragement, and trust, allowing us to grow opportunities for our organisation and community.

Our work is only possible thanks to the generosity of the Douglas Shire community. Tradies, businesses, and residents step up when we need them—donating goods, food, and prizes, supporting our events, becoming members, and spreading the word.

To everyone who contributes, thank you. Together, you help us be the CENTRE of our community, and together, we continue to build resilience, connection, and hope for the future.

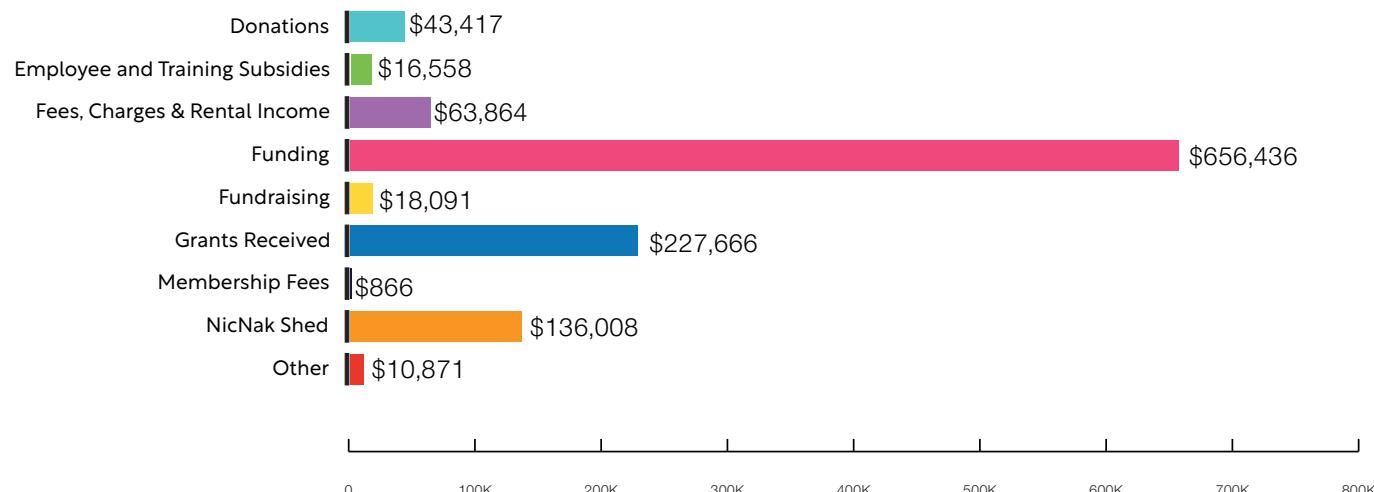
Emma Travers
Manager

Emma



Our Financials 2024-2025

Revenue



Expenditure	\$1,057,308 (LY \$1,038,396)
Expenditure (non cash)	\$22,793 (LY \$26,233)
Revenue	\$1,173,778 (LY \$1,060,870)
Expenditure	\$1,080,101 (LY \$917,398)
Current Year Surplus	TTL \$93,677 (LY \$1183)

\$1,173,778
Revenue

\$1,080,101
Expenditure

2024-25

(LY \$1,060,870)
Revenue

(LY \$917,398)
Expenditure

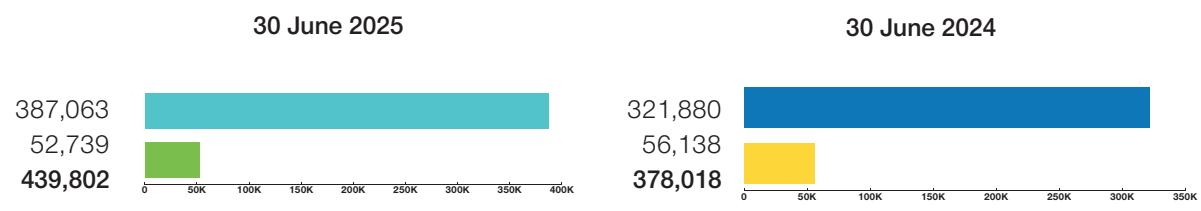
2023-24

Balance Sheet

Assets

Current Assets

Cash and Cash Equivalents	387,063
Trade and Other Receivables	52,739
Total Current Assets	439,802



Non-Current Assets

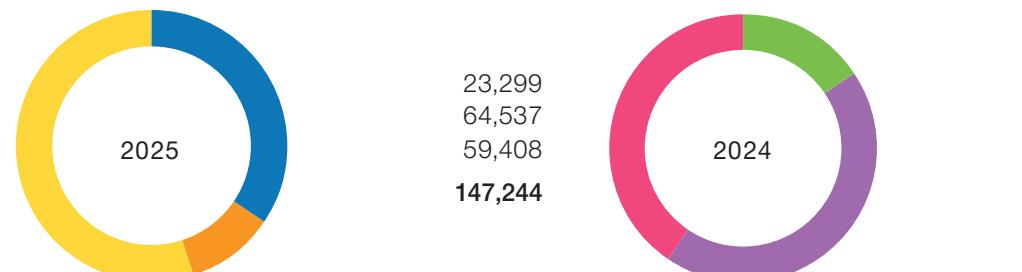
Plant, Equipment & Vehicles	59,146
Property	91,117
Total Non-current Assets	150,263



Liabilities

Current Liabilities

Trade and Other Payables	31,897
Deferred Income	10,000
Employee Entitlements	50,660
Total Current Liabilities	92,557



Total Liabilities

92,557

147,244

Net Assets

497,508

403,831



No Interest Loan Scheme



The No Interest Loan Scheme (NILS) is a national, community-based program providing people on low incomes with access to fair, safe, and affordable credit of up to \$2,000 for essential goods and services. Built on the principle of “circular community credit,” NILS demonstrates communities taking action to meet local needs. Beyond providing immediate financial relief, the program supports participants to build financial literacy, strengthen money management skills, and develop long-term assets, creating lasting benefits for individuals, families, and the wider community.

2009 - Present

3969

Loans

\$4.3M

Loaned

2024 - 2025

713

Loans

\$971,736

Loaned

NILS Loan Purposes

2024-2025



2%	Health Items Health Procedures. Dental, Mobility Aids
5%	House Repairs, Maintenance, garden
8%	Household Furniture
3%	Rent, Bond, Utilities
16%	Technology Phones, Laptops, Computers, Computer Accessories, Tablets
36%	Vehicle Related expenses Registration, Car & Bicycle Repairs & Maintenance
22%	Household Appliances Whitegoods and Small Appliances.
8%	Other Funeral Costs, Travel, Veterinary, Education & Work Expenses



Queensland Financial Resilience Program

The Queensland Financial Resilience Program offers one-on-one support to help individuals manage financial challenges, including high levels of debt, budgeting, and setting financial goals.

At the heart of our service is a commitment to improving financial wellbeing. We provide support through budgeting assistance, financial literacy education, and both internal and external referrals. We also help clients access available concessions and grants, as well as programs such as NILS and NILS4CARS.

Everything we do is guided by respect and empathy. Our goal is to ensure every client feels heard, has their immediate needs addressed, and leaves our service with their dignity intact. This year we worked intensively with 190 community members to improve their financial resilience.

Women made up 74% of clients, 14% of clients identified as victim/ survivors of Domestic Violence and 23 % identified as Homeless or at risk of Homelessness.

Through the Queensland Financial Resilience Program, we supported a vulnerable participant, nearing the end of her pregnancy and recently exited from a domestic violence situation to access a NILS4CARS loan and a Rent Connect grant. Working in partnership with the Cairns Regional Domestic Violence Service, we assisted with documentation, checks, and coordination with Good Shepherd. The Rent Connect grant subsidised the participant's rent for the next 6 months, while the \$5,000 NILS4CARS loan enabled her to purchase a reliable vehicle, which she collected with transport provided through our Community Transport program.

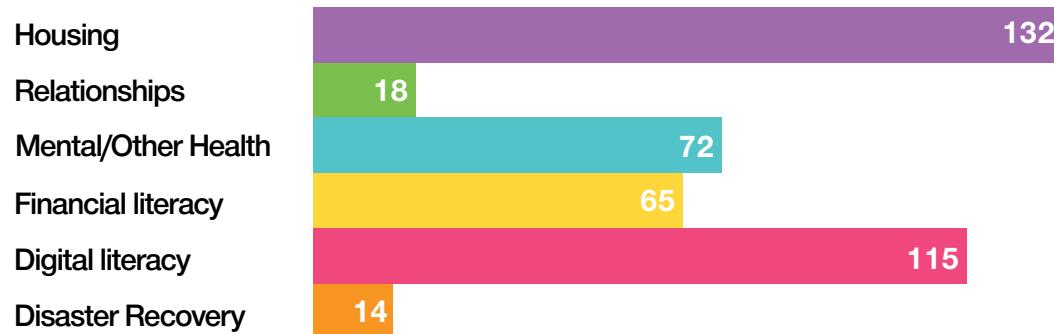
Emergency Relief and Advice, Information & Referral

Our Centre is a safe, welcoming space where people can access Emergency Relief and support with challenges such as government services, legal issues, or mental health concerns. Through our Advice, Information, and Referral Service, we assisted 416 people this year, from 20 different countries.

Housing support was our most in-demand service, with Emergency Accommodation costs our highest Emergency Relief expense, reflecting the ongoing affordable housing crisis in the Douglas Shire.

Advice, Information and Referral Services

416
occasions



71 items received through GIVIT



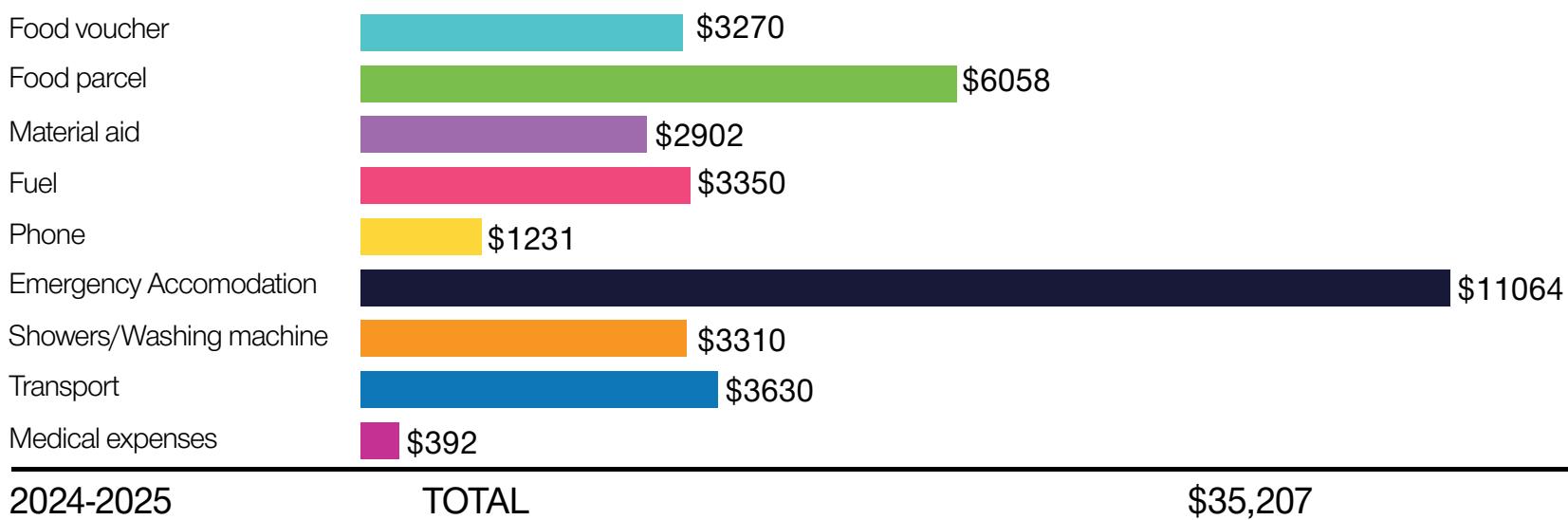
35 Christmas Hampers



Emergency Relief

We provide Emergency Relief to support vulnerable members of our community during times of hardship. This year, our regular funding from the Department of Social Services, delivered through Mossman Support Services, was enhanced by additional support from the Department of Families, Seniors, Disability Services and Child Safety. Our service is also strengthened by the generosity of local resorts, including Ramada Resort, as well as visitors and community members who donate unopened, non-perishable food items for distribution.

In the 2024–2025 financial year, we provided Emergency Relief valued at \$35,207, compared to \$40,646 in the previous year, when additional support was provided in response to the Cyclone Jasper flooding event.





our Food relief

Through partnerships with OzHarvest and SecondBite, we redirect surplus bread, fresh and frozen food to the community, providing the equivalent of 37,676 free meals while fighting food waste.



Community Connection Program

Our Community Connection program is all about bringing people together, to make new friends, learn new skills, stay active, or simply enjoy a meal and some laughs.

- The Men's Breakfast has become a cherished tradition, where men from across the community gather for a hearty meal and conversation.
- Fortnightly Foodies offers a fun way to learn new cooking skills, with participants watching a demonstration before enjoying the meal together.
- We support both mind and body wellbeing through book clubs, crafty connections, Tai Chi, yoga, meditation, table tennis, and pickleball—ensuring there's something for everyone.
- Events such as our Open Day, Volunteer Extravaganza, Death Café and Members and Supporters Lunch showcase our vibrant community and the range of services we offer.

Our growing program continues to strengthen connections, foster inclusion, and celebrate the spirit of our community.

811

people shared a low-cost meal

859

people improved their health and well-being with physical exercise

404

people connected to keep their brain sharp through book clubs, sewing and arts and crafts





Community Transport Solutions

With the support of the Department of Families, Seniors, Disability Services and Child Safety we offer solutions to help transport vulnerable locals to get where they need to go with our Community Transport program. Our Seniors Adventures program helps our local Seniors build friendships and explore our region all while supporting our local tourism businesses.

110

People enjoyed our
low-cost bus trip to Cairns

64

Seniors participated in adventures
exploring our beautiful local region.

153

Trips provided essential transport for
vulnerable community members, with
volunteer drivers traveling **3,488 km**

Funded by





Our Fundraising Events

Our major annual fundraising events are highlights of the Port Douglas social calendar, bringing the community together and raising vital funds to support services and resources that benefit everyone.



2024-2025
\$3,140

Next Luncheon 6th March 2026



2024-2025
\$2,470



2024-2025
\$4,611





Child and Parent Support

The Child and Parent Support Program, funded by the Department of Social Services, supports families with children aged 0–12 through playgroups, parenting courses, free counselling, health checks, and engaging activities such as school holiday programs, Baby First Aid, and Child Protection Week events.

2024-2025

371

Total Families

Our Diversity

23

Different Nationalities
attending CAPS

Language

14

Different Languages
spoken

2024-2025

103

Free Counselling
sessions

1021

Playgroup &
New Parents Group
sessions

Supported Playgroups

Mon, Tue, Wed from 9:30–11:30am
for children aged 0–5yrs.

New Parents Group

Thurs 10am–12pm
for newborn to walking aged children.

NicNak Shed Op Shop

The NicNak Shed is the only Op Shop in Port Douglas, offering good-quality second-hand goods at affordable prices while keeping items out of landfill. Donations to the NicNak Shed support our Emergency Relief program and enable us to pass on surplus items to First Nations communities in Wujal Wujal and Hopevale, as well as to the Anglican St David's Op Shop in Mossman. Repurposing thousands of dollars' worth of goods each year, the NicNak Shed has become a vibrant treasure trove of fashion, homewares, electrical items, and children's toys. Our Annual Fashion Parade is a popular fundraising event and a highlight of the social calendar.

Percentage of total revenue:

\$135,511.90 

Total Revenue
1.5% increase (+\$1944.12)(vs 2023–2024)

20,321 

Total Transactions
3.7 % increase (vs 2023–2024)

YOY	Sales	Transactions
2024–2025	\$135,511.90	20,321
2023–2024	\$133,567.78	14,755



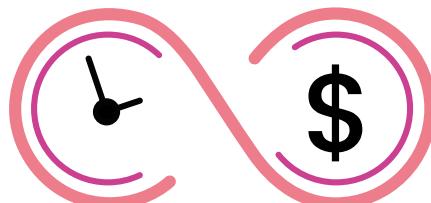


Celebrating Our Volunteers

At Port Douglas Community Service Network Inc, our volunteers remain at the heart of everything we do. Their dedication and passion strengthen our community and enable us to deliver vital services and programs that make a real difference.

From serving on our Management Committee to tending gardens, collecting donations, preparing meals, and supporting a wide range of programs, our volunteers contribute their time, skills, and energy in countless ways. Their commitment allows our organisation to thrive and helps build a stronger, more connected community. We are sincerely grateful to every volunteer who has contributed this year.

6495
Volunteer hours



\$329,281
Delivered value



Thankyou for helping us create a brighter future for Port Douglas





Our Staff

Our dedicated staff create a welcoming and inclusive space for everyone in our community, bringing warmth, professionalism, and compassion to everything they do. They go above and beyond to provide support where it is needed most, including:

- Delivering emergency relief to those in crisis
- Running social activities and group programs to foster connection
- Supporting Douglas Shire families to thrive
- Building financial resilience through advocacy, financial counselling, and no-interest loans for household essentials
- Organising and running events that bring our community together

Every day, our staff demonstrate extraordinary commitment, working alongside volunteers with creativity, care, and determination. Their tireless efforts ensure that vulnerable community members are supported, families are empowered, and connections are strengthened.

We are proud to celebrate the passion, professionalism, and heart our staff bring to our organisation, helping to make our community a stronger, kinder, and more resilient place for all.

Staff Org Chart



How can you help?

There are a number of ways in which you can help

Become a Member

Connect with your community, support those in need, and participate in activities and events.

Volunteer

Share your skills, meet new people, and make a difference by joining our valued volunteer team.

Partner with Us

Collaborate on programs, initiatives, and fundraising to strengthen community support.

Together, through membership, volunteering, and partnerships, we can make a real difference.



Feedback

We felt very blessed & grateful to have experienced this wonderful day. It was lovely to meet the others & to make new friends. Even though we were all over the place doing different activities - we all felt a common bond in knowing how 'lucky' we were.

We feel so lucky to have the Port Douglas Neighbourhood Centre and the Port Douglas playgroup as part of our lives. It's a real asset to our community and a wonderful support for us.

OMG what an amazing day you should be so proud of you and your team, it was just amazing to see and hear from so many people about a subject that most people run a million kilometres to get away from.

Thank you for the support, dedication and services you contribute to the Shire.

The best Op Shop I've ever been to. Great prices, everything is clean and well organised and the lady serving was so lovely.

Thank you so much for everything you've done to help me, I really appreciate it

Good job advocating, we're lucky to have you in the community!!

Thank you so much for everything you've done to help me, I really appreciate it

I feel very lucky to live in such a beautiful part of the world and have the Port Douglas Neighborhood Centre to enable this wonderful day

Thank you deeply from my Heart. I have honestly tears in my Eyes for all your support and love and kindness.

What would we do without you? A heartfelt thankyou.

Thank you so much for your help. Being in a pretty dark place, you've helped me to find a way out. You and your organisation demonstrate that there's still some good in the world. Thanks again

You have assisted and successfully matched some of our volunteers who continue enjoying their volunteer roles and have connected with new friendships.

Thank you for your ongoing support.

"Great day, great company, great tour guide/manager, great Aquarium – as I say, Great!!!"

Great collaboration and support – so appreciated. Most importantly our client should benefit from the considered support to his financial wellbeing.

Thank you to our supporting partners



St Andrew's Anglican Church
PORT DOUGLAS



Mossman Support Services
Supporting Our Community





Thank you to our supporting local businesses

Coffee Works Port Douglas
Daddy Shack
Daintree Shop
Fresq Café
Lady Douglas
Little Red Kitchen
Malones Butchers

Mirage Country Club
Mossman Hardware
Mossman Meats
N17
Nautical Marine
NQ Homes
Paddy's

Peppers Beach Club
Pink Real Estate
Port Douglas Boat Hire
Port Douglas Segway
Prices Plus
Pullman Sea Temple
Raine & Horne

Rattle and Hum
Savannah in the Round
Shaolin
Tin Shed
True North Adventures
Whimsy Beads



Contact Us



manager@pdnc.org.au



07 4099 5518



6-10 Mowbray St,
Port Douglas Qld 4877

Find Us



Port Douglas Community Service Network Inc

If you would like further information, support or referral for any of our services or facilities, please do not hesitate to get in touch with us.

portdouglascommunityservicenetwork.org.au

