

PROGRESS

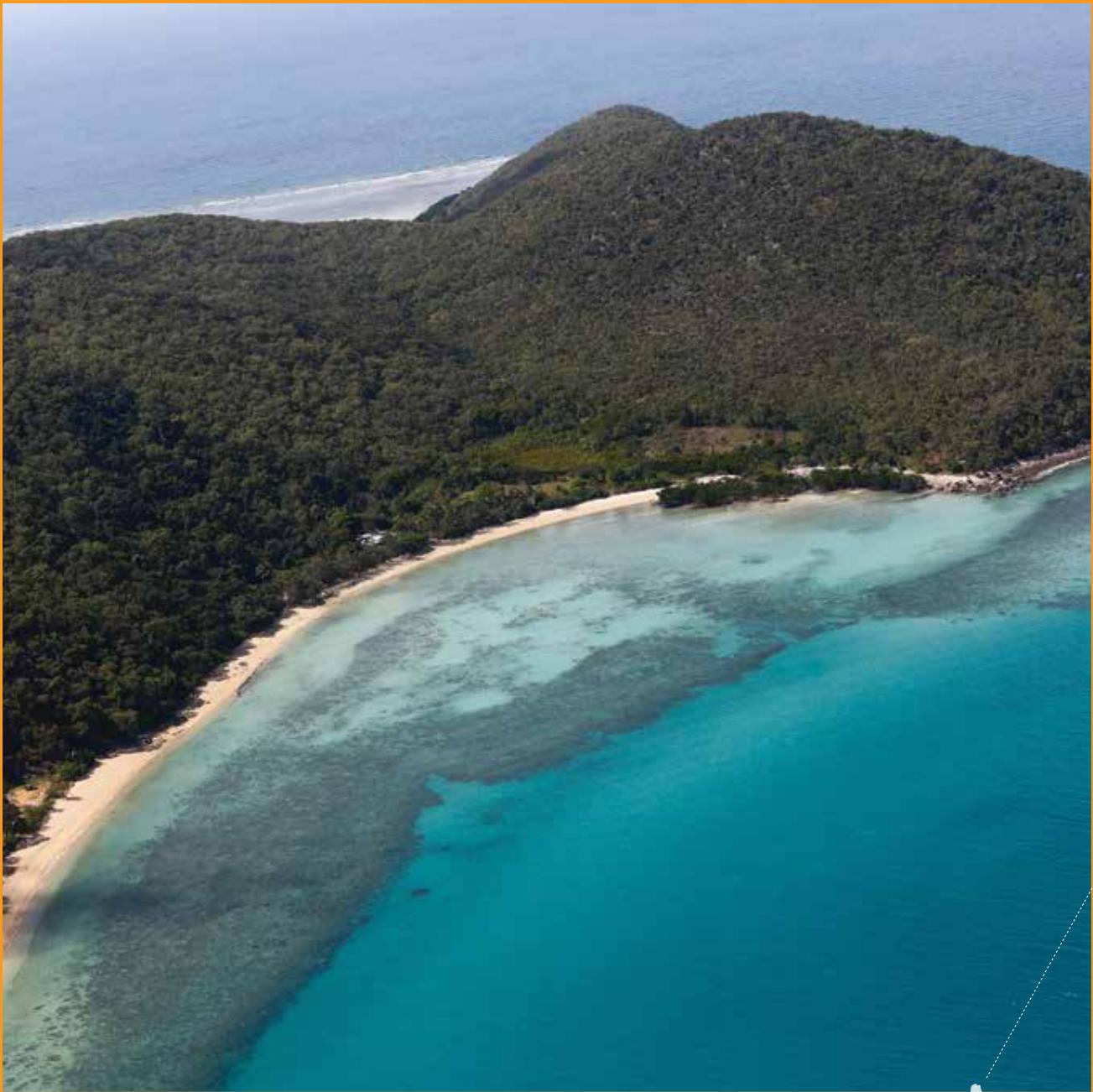
PEOPLE

PASSION



ANNUAL REPORT
2014-2015

JIM PETRICH AM [Chairman]



PEOPLE

Message From: The Chairman

EIGHT YEARS IN TO THE OPERATION

What successful years they have been! The company's operations continue to evolve to meet the expanding needs of Palm Island people.

OUR STAFF

Total members: 80 People

Our staff numbers are now at eighty, of which, over 90% are Palm Islanders who are led by a wonderful management team that continues to embrace our core values and remains focussed on the PICC strategic plan that maintains the elements of 'Closing the Gap' as its central plank with the ethos of 'Palm Island taking care of its own'.

The sad demise of Coolgaree despite the best efforts of PICC and Palm Island Council was a low point over the past 12 months. The Company, to its great credit, was not prepared to see all those years of contribution to community come to zero. PICC has successfully tendered for amongst other things, the bakery and mechanical workshop. This will allow the Company to resurrect those businesses, train new people where necessary, and reintroduce fresh bread and pastries and provide a mechanical workshop to service and repair the hundreds of vehicles in use on the Island.

At the board level we are about to induct two new Council nominees which will mean a majority of Directors are Indigenous. Great to see. Later this year the Company will develop its fourth strategic plan. This will provide the guideposts for the next three to five years as we continue our drive our mission of providing high quality social and economic services that Palm Islanders can be justifiably proud of.

PICC is however really about people. It is with enormous pride that I lead a wonderful committed board of fellow Directors who are supported so professionally by our CEO Rachel Atkinson and her management team.

It has been, and remains immensely satisfying to be part of such a wonderful group of people who all give so much more, so often to ensure the people of Palm Island enjoy the services previously, in many cases denied them for so long.

JIM PETRICH AM

Chairman

Message From: The CEO

The past twelve months have been a very busy and energising time for the Palm Island Community Company.

The Company continues to develop, grow and consolidate an important range of services and programs. These initiatives bring vital benefits to improve and enhance the social capital, community wellbeing and health of Palm Islanders.

I have ensured the focus target group throughout 2014-15 encompassed very young children and their families. Data from the Australian Early Development Census reveals there is significant work yet to be undertaken on Palm Island to reach the same levels of wellbeing demonstrated by children on the mainland. With this in mind, we have focused our efforts on the provision of integrated quality early childhood programs. We have enlisted the assistance of the Indigenous Community Volunteers to provide vital resources to support the organisation in achieving this goal.

As part of our ongoing commitment to the early childhood age group, I am very pleased to announce PICC was successful in receiving funding to deliver a new and innovative program which commenced this year. The Early Childhood, Parents, Health and Wellbeing Project, funded by the Australian Government, complements existing

programs and provides a much needed resource in ensuring that children 0-8 years receive the support needed to reach developmental milestones.

I have overseen the continued growth of the Children and Family Centre into a self-funded community medical practice for families and young children. The practice is thriving with increasing numbers of registered patients. Clearly the demand for primary health care with a focus on prevention and chronic disease management is rising as the vital service provided by our doctors becomes well known throughout the community. It is with pleasure I mention that Dr Raymond Blackman, Dr Vicki Stonehouse and Dr Bikram Khadka continue to provide General Practitioner services from the CFC ensuring continuity and confidence for the community.

PROGRESS

I LOOK FORWARD TO 2016 IN WHICH WE CONTINUE TO GROW AND ENHANCE SERVICE PROVISION BY TAILORING OUR SERVICES TO RESPOND TO CHANGING COMMUNITY NEEDS.

RACHEL ATKINSON: CEO





PASSION

Further developments by the organisation include the continued expansion of PICC's social enterprise programs. PICC successfully tendered for the Bakery, Convenience Store, Fuel Pumps and Mechanics Workshop businesses. These initiatives will provide much needed services to the community around Farm Road and in addition will provide local employment and training opportunities for residents. The Farm Road businesses significantly increase the number of social enterprises operated by PICC including the hugely successful Community Shop, the Community Medical Practice, and the School Tuckshop. I take this opportunity to emphasise the importance PICC places on working in partnerships to establish vital programs, services and more recently businesses.

Once again I would like to thank our partners including the Palm Island Aboriginal Shire Council, Bwgcolman Community School, Indigenous Community Volunteers, Ingham Rotary, Ingham Men's Shed, Michael Baker from Sensory Group, SOLAS, Joyce Palmer Health Service, Mercy Family and Community Services, Encompass Family and Community Pty Ltd, SNAICC, QATSICCP, Townsville Mackay Medicare Local and Peak Care.

I am delighted to observe that PICC continues its trajectory by retaining staff to the highest level. Staff turnover is very small and this ensures we are able to retain both skilled and trained staff. Once again I note that over 90% of PICC staff are Palm Island community members. This demonstrates the value PICC places on local employment. I am very pleased that our dedicated staff continue to exhibit superior levels of skill, in-depth community knowledge and appropriate practice suited to the local community.

Evidence of the skill of our staff is demonstrated by the achievement of being granted an Organisation Level Licence to operate an Out of Home Care Service, the Safe House. The Safe House staff have the highest record of retention with the majority of staff having been in employment since the commencement of this service in 2010. I thank the staff for attaining this remarkable goal and in particular, Elsa Morton Coordinator, for her hard work and leadership.

Although PICC continues to grow, 2015 was characterised by uncertainty of funding for some services. This created additional pressure and work for the

managers. Nevertheless we have found new opportunities whilst we grappled with ongoing funding issues, resulting in our diversification into acquisition of funding sources not dependent on government. This work will continue to be an important focus for 2016.

I would like to personally thank a number of people, who contributed to the ongoing success of PICC throughout 2015. In particular, Mayor Alf Lacey, the wonderful PICC Board, PICC Senior Managers, Jeff Jones (former principal at Bwgcolman Community School), the fantastic Palm Island Elders Advisory Group.

I look forward to 2016 in which we continue to grow and enhance service provision by tailoring our services to respond to changing community needs.

RACHEL ATKINSON
Chief Executive Officer



PEOPLE

Service Managers Report

I am privileged to acknowledge the work of the PICC Coordinators and senior staff for their leadership in providing a wide range of support services to individuals, families and the broader community.

The strength of PICC lies in the employment of local people to deliver appropriate responsive services. Our staff have considerable expertise in generating local responses, strategies and solutions to issues facing clients. Working deeply within the local context, they combine training with multifaceted community knowledge to achieve good outcomes for Palm Island residents.

For example this year, PICC staff initiated and implemented a case coordination model for case-managed clients. This resulted in integrated services being delivered which respond effectively to existing and emerging community needs.

As a condition of employment our staff are required to participate in regular training and development opportunities. The substantial training schedule in addition to high staff retention levels results in a competent, highly trained workforce which increases both organisational performance and accountability to the community.

I am looking forward to continuing work with the PICC staff team into 2016. Many of our staff are parents, grandparents, carers and Elders. Their enthusiasm, dedication and creativity is rewarding and they provide excellent role models for future employees of PICC, young people and the community in general.

NARELLE GLEESON-HENAWAY
Service Manager

The Geography of Fiji





Child and Family Centre

Children from birth to eight years and their families receive important health, early childhood education and family support from the Children and Family Centre.

2015 saw the strong growth of this service into a self-funded comprehensive primary health service offering General Practitioner services, health screening, chronic disease management, rheumatic heart disease immunisation, antenatal and postnatal care, Healthy Kids Check at 4 years, liaison with Joyce Palmer Health Service to ensure updated immunisation, eye screening and expedient referral to specialist services. The practice achieved accreditation under GPA Accreditation Plus.

In addition, the CFC hosts a range of visiting services including podiatry, One Sight and Ideas Van (optometry and eye health services). In 2015, multiple daily patient transport services were provided with our PICC bus, and many patients were flown to Townsville for specialist services with Curtis Aviation.

Next year there will be a focus on attracting additional allied health services to Palm Island so that residents don't have to travel as frequently in an effort to close the gap.





Palm Island
COMMUNITY COMPANY

PASSION

I ENJOY WORKING FOR PiCC,
HELPING PEOPLE OUT AND
PEOPLE APPRECIATE WHAT I'M
DOING. MAKES YOU FEEL LIKE
YOU'RE DOING SOMETHING
WORTHWHILE TO HELP THE
COMMUNITY

JIMMY BENGAROO: BUS DRIVER

PICC Social Enterprises

PICC social enterprises were a highlight of 2015. The PICC Community Shop expanded and excelled in providing much needed household goods both new and second hand to the community. Direct feedback from customers results in a quick response to meeting emerging community needs, such as the provision of mobile phones and school requirements. We are grateful to the many donors of items including numerous Townsville businesses and private citizens.

The Community Medical Service is self-funded and demonstrates demand for services on the Island. The doctors have tailored the service to meet the particular needs of the community and deliver the services in a way which is right for the local population.

The school tuckshop initiative whilst initially supported with funding from the Australian Government is now partially supported by income from the sale of quality food to students and staff at the Bwgcolman Community School. Additional funds to support this important service will continue to be sought.

A successful tender this year for the Bakery, Mechanical Workshop, Fuel Pumps and Convenience Store located on Farm Road ensures that PICC continues to grow its portfolio of social enterprises into 2016. These businesses are at a very early stage in their development. We hope, however, that they will provide vital and essential services to the Farm Road community in a manner which delivers good outcomes for people including local employment and skill development, the supply of goods and services at competitive prices, convenient purchasing and quality products and services.

Any profits from PICC social enterprises are returned to the Palm Island community.



A group of approximately ten young children of diverse ethnicities are standing in a classroom. They are all smiling and have their right hands raised in the air, possibly participating in a group activity or问答 (question-and-answer session). The background shows classroom walls and windows.

PALM ISLAND COMMUNITY COMPANY SERVICES

FAMILY SUPPORT HUB /
SAFE HAVEN SERVICE /
DIVERSIONARY SERVICE / SAFE
HOUSE / WOMEN'S SERVICE /
DISABILITY SERVICE / CFC /
COMMUNITY JUSTICE GROUP /
ELDER'S ADVISORY GROUP.

Our Programs

STANDING BESIDE PALM ISLAND

FAMILY SUPPORT HUB

The Hub functions as a focal point for services and links clients with appropriate services either within the organisation or externally. The Hub has become a well known and vital service for Palm Island. Families and individuals are provided with emergency relief, complex case management, counselling, social support, information, advice, referral and internet access. The Hub arranges transport for residents to and from Townsville so that they can attend services on the mainland.

Another vital function of the Hub is to provide families and in particular elders with the necessary resources and support for funerals. The Hub assists with complex arrangements including transport of family members and funeral booklets.

New premises will be sought for the Hub in 2016, as the current premises are no longer suited to the continuing development of this service.

SAFE HAVEN SERVICE

The PICC Safe Haven Service is an early intervention service which is integrated with the Family Support Hub. The two services are co-located for easy accessibility. The Safe Haven provides a strengths-based approach to develop the capacity of the community, families, young people and children to manage issues of safety and wellbeing.

This service delivers a Night Café service for young people, Children's Playgroup, School Breakfast Program, School Holiday Activities and a homework program. An important element of the Safe Haven Service is the nightly Youth Patrol, which transports young people home or to a safe place.

DIVERSIONARY SERVICE

This service provides safe and monitored accommodation for intoxicated people to sober up and is a vital alternative to police custody. Clients are also provided with diversionary activities including the Men's Gathering Group. This group has undertaken several projects around the community including building projects on the outer islands.

The Diversionary services also provides a nightly Adult Patrol which transports people home or to another safe place.

SAFE HOUSE

The residential service for children under child protection orders achieved another milestone this year and was granted an Organisation Level Licence to operate an Out of Home Care service. This process involved an external accreditation under the Human Service Quality Standards as well as an assessment by the Department of Communities, Child Safety and Disability Services in relation to licensing requirements.

The Safe House staff are subject to intensive training and auditing thus ensuring the service they offer is professionally operated and of high quality.

WOMEN'S SERVICE

The demand for the women's service continues to grow in response to issues of domestic and family violence and homelessness. Women are provided with counselling and a safety support plan or accommodation if required. The Women's Service does not decline any referral and works hand in hand with the Family Support Hub in transporting women and children off the Island if the Shelter is full, or alternatively if relocation is the best response.

Practical support is provided in addition to housing, income support and ongoing safety. Legal assistance is also available on the premises through the visiting Aboriginal and Torres Strait Islander Women's Legal Service.

The Women's Service hosts two very popular women's yarning circles every week for young women and older women and children. These programs provide a safe space for women to socialise and learn about services available to them.

The Women's Shelter will be offering a women's health and medical service in 2016.

DISABILITY SERVICE

The PICC Disability Service achieved accreditation under the Human Service Quality Standards this year. This service assists clients to participate in the community and attend social engagement opportunities such as fishing, sporting events, beach barbeques, arts and crafts activities. Clients are assisted with a multitude of life tasks such as shopping, banking and attending appointments depending on their wishes. All clients are supported through an individual needs assessment and support plan. Many clients with a disability attend the Women's Yarning Circle or the Men's Gathering Group. This service is expected to change considerably in 2016 with the introduction of the National Disability Insurance Scheme.

COMMUNITY JUSTICE GROUP

The Community Justice Group is run by independently nominated members. The program helps to decrease contact with the justice system. All memberships of the Community Justice Group expired this year however membership was successfully renewed and approved. Their vital work continues to serve both victims and offenders in the justice system by assisting with all stages of the legal process. The Justice Group also provides a much needed mediation service for Palm Island residents which is supported by Queensland Police Service.

ELDER'S ADVISORY GROUP

Chaired by Palm Island Elder, Iris White, the Elders Advisory Group meet on a regular basis through the year. The Group provides the PICC organisation with valuable advice and information about local issues experienced on the Island. The Group informs the development of new services and the redevelopment of continuing services so that PICC can better meet the needs of the local community. The group is so successful that organisations external to PICC utilise the group for advice and information.

The Elders are held in high esteem by PICC and are a valued and essential resource by providing support to the Chief Executive Officer, the Management team and the PICC Board.



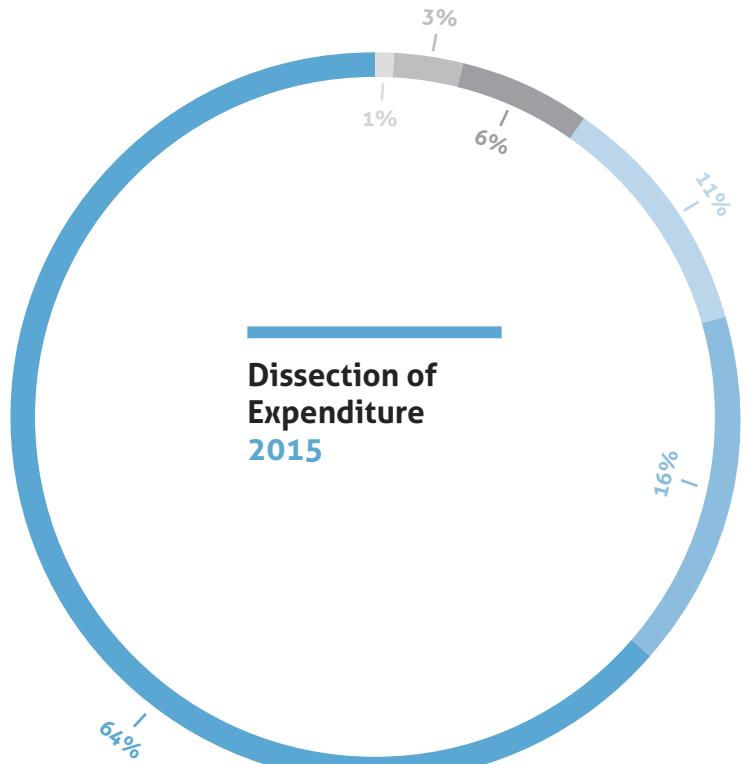
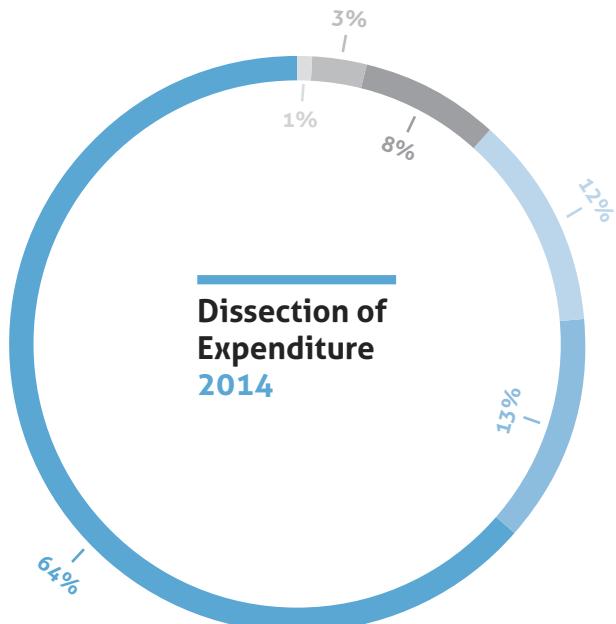
PROGRESS •



Summary Financial Report

PEOPLE

- MOTOR VEHICLE EXPENSES
- PROPERTY & ENERGY EXPENSES
- TRAVEL & TRAINING EXPENSES
- ADMINISTRATION EXPENSES
- CLIENT RELATED COSTS
- TOTAL LABOUR COSTS



INCOME/EXPENDITURE	[\$] 2015	[\$] 2014
Income	6,940,763	\$6,189,726

EXPENDITURE

Total Labour Costs	4,627,864	\$3,974,458
Administration Expenses	766,812	\$721,678
Property & Energy Expenses	188,925	\$162,124
Motor Vehicle Expenses	69,790	\$81,905
Travel & Training Expenses	431,913	\$491,890
Client Related Costs	1,129,722	\$798,132
Total Expenditure	7,215,026	\$6,230,187

Operating Surplus (Deficit)	-274,263	-\$40,461
Other Income	1,205,721	\$1,216,376
Other Expenditure	1,205,721	\$1,174,660
Net Surplus (Deficit)	-274,263	\$1,256

BALANCE SHEET	[\$] 2015	[\$] 2014
Current Assets	\$988,076	\$1,311,286
Non Current Assets	\$404,539	\$251,523
Total Assets	\$1,392,615	\$1,562,809
Current Liabilities	\$561,108	\$457,039
Non Current Liabilities	-0	-0
Total Liabilities	\$561,108	\$457,039
Net Assets	\$831,507	\$1,105,770
TOTAL EQUITY	\$831,507	\$1,105,770

PASSION ➔



Board of Directors

PALM ISLAND COMMUNITY COMPANY

CJ (Jim) Petrich – Independent Chair
Allan Palm Island - Traditional Owner
Emmakita Geia – Palm Island Community Nominee
Zacchais Sam – Palm Island Community Nominee

Georgina Haines – Palm Island Community Nominee

Harriet Hulthen – Palm Island Community Nominee

Rhonda Phillips - Queensland Government Nominee

Mark Johnston – Queensland Government Nominee

Paul Travis - PIASC Nominee

PASSION

I AM HAPPY TO BE PART OF A
NEW PROJECT THAT WILL HELP
CHILDREN FROM BIRTH TO 8
YEARS WITH SCHOOL READINESS
AND SCHOOL TRANSITION,
HEALTH AND WELLNESS.

SOPHIE SAM: PROJECT COORDINATOR

PROGRESS

PEOPLE

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Palm Island
COMMUNITY COMPANY

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