



PALM ISLAND ANNUAL REPORT

2016-2017



A MESSAGE FROM THE CEO

Over the past year the Palm Island Community Company (PICC) has continued to build on its work in the key areas of health, human, social services and social enterprise.

The increasing demand for our medical services means that more residents than ever are visiting the PICC Family Medical Centre. This increased visitation has a two-fold affect in that we are able to engage clients and expose them to our complementary programs and services designed to deliver a holistic approach to health and community resilience.

The PICC model is specifically tailored to Aboriginal and Torres Strait Islanders health and community capacity building needs and incorporates a wrap-around approach that engages the community across all aspects of closing the gap.

The PICC Family Medical Centre forms the foundation for the engagement and delivery of our suite of targeted human services and community-building programs that have grown to become part of the fabric of the Palm Island community.

We are proud to say that PICC is now able to provide more Doctor registrar training positions than ever before, which is helping to build the capacity and expertise in health care. This training will benefit other remote communities by helping to reduce the levels of chronic diseases currently endured by their people. Over time these efforts will help reduce the almost 10 year

mortality gap between Indigenous and non-Indigenous Australians that currently exists.

It is important to acknowledge the efforts and support of our partner departments within the Australian and Queensland Governments as well as their grants and funding programs. PICC's success in obtaining grants through these channels has enabled us to quickly develop and rollout services and programs that make a real difference in the Palm Island community.

Our suite of services and programs has grown to cover every demographic in the community, from families to individuals and importantly, allowed us to create much needed jobs for locals.

PICC now employs over 100 people locally, which represents over 93% of our workforce and has quickly established itself as a highly coveted place to work on Palm Island. Our staff training and support has resulted in high levels of retention and excellent levels of client servicing.

While providing jobs for a community experiencing some of the highest levels of unemployment in Australia is vital, it is the knock on benefits to families of having a parent or part of the family participating in the workforce that makes the biggest impact. 2011 ABS statistics show that 47.7% of families with children on Palm Island have no parent employed as compared to the Queensland average of 13.5%. PICC is providing an opportunity for parents to become role models for their

families and the broader community via participating in meaningful work and contributing to their community.

PICC has continued to operate important employment creating social enterprises such as the community shop, mechanic, fuel station and bakery. These operations are challenging as they do not form part of our core service deliverables and inherit the cost and logistic issues that come with operating a retail business in a remote location, Palm Island. However, we are committed to the continuation of these enterprises as we believe it is important for the community to have access to retail options that people in main stream Australia take for granted such as fresh bread daily.

While this is an opportunity to reflect on the success and take learnings from the 2017 financial year, we also look forward to the future with great optimism and excitement.

2018 marks our 10th year in operations and provides an opportunity for us to celebrate with the people we serve. PICC will develop and implement a number of programs and events aimed at strengthening the community.

In collaboration with our committed and supportive board, dedicated management and staff and our partners, we will deliver services in our priority areas as outlined in our 2017 to 2019 Strategic Plan.

This will help us achieve our vision of supporting a healthy, resilient and productive Palm Island.

RACHEL ATKINSON

PICC Chief Executive Officer



A MESSAGE FROM THE CHAIR

In my report last year I made reference to the Company's decision to invest in, and operate, the Farm Road Enterprises of the bakery, mechanics workshop and Community Retail Shop. I said this decision was not driven by entrepreneurial fundamentals but by our charter to provide better access to services for the people of Palm Island.

I also said that the board and management made the decision to undertake the development of those businesses with a complete understanding that we would be taking on run down and failed operations that had, and continue to have high operational costs due to our remoteness, the high cost of freight and the significantly lower medium family income of our customers.

Those operating conditions have not changed but the Board and management, through diligent supervision and a persistence that has combined passion with experience can now witness those businesses in a positive light. Well done to all involved.

The financial strength of the Company garnered over the last decade has allowed us to absorb the high costs of the transition from a small disability program to the massively expanded National Disability Insurance Scheme. PICC's involvement in the scheme

was crucial to Palm Island becoming one of the three pilot sites in Queensland, and whilst a return on the initial investment will take some time to be repaid the benefits to Palm Islanders, once again has been our primary focus.

With ten years behind us it is timely to undertake an impact evaluation of PICC. This will be undertaken externally to ensure the findings are robust, valid and independent. It should not only provide valuable evidence to guide PICC on its future directions, but could also contribute to the broader Indigenous policy directions of the State and Federal governments.

With a talented majority Indigenous Board of Directors, a fine management team lead by Rachel Atkinson and over 100 employees, this last 10 years has shown that community owned and operated organisations have a significant role to play in the management and delivery of services in remote Indigenous locations.

JIM PETRICH AM FACD

PICC Chairman



PICC SERVICES AND PROGRAMS

The Palm Island Community Company continues to operate a comprehensive suite of services and programs designed to support and empower the community.

PICC has developed a holistic view of program delivery. Each program is designed to integrate with the others to deliver sustainable and meaningful support services to the local community.

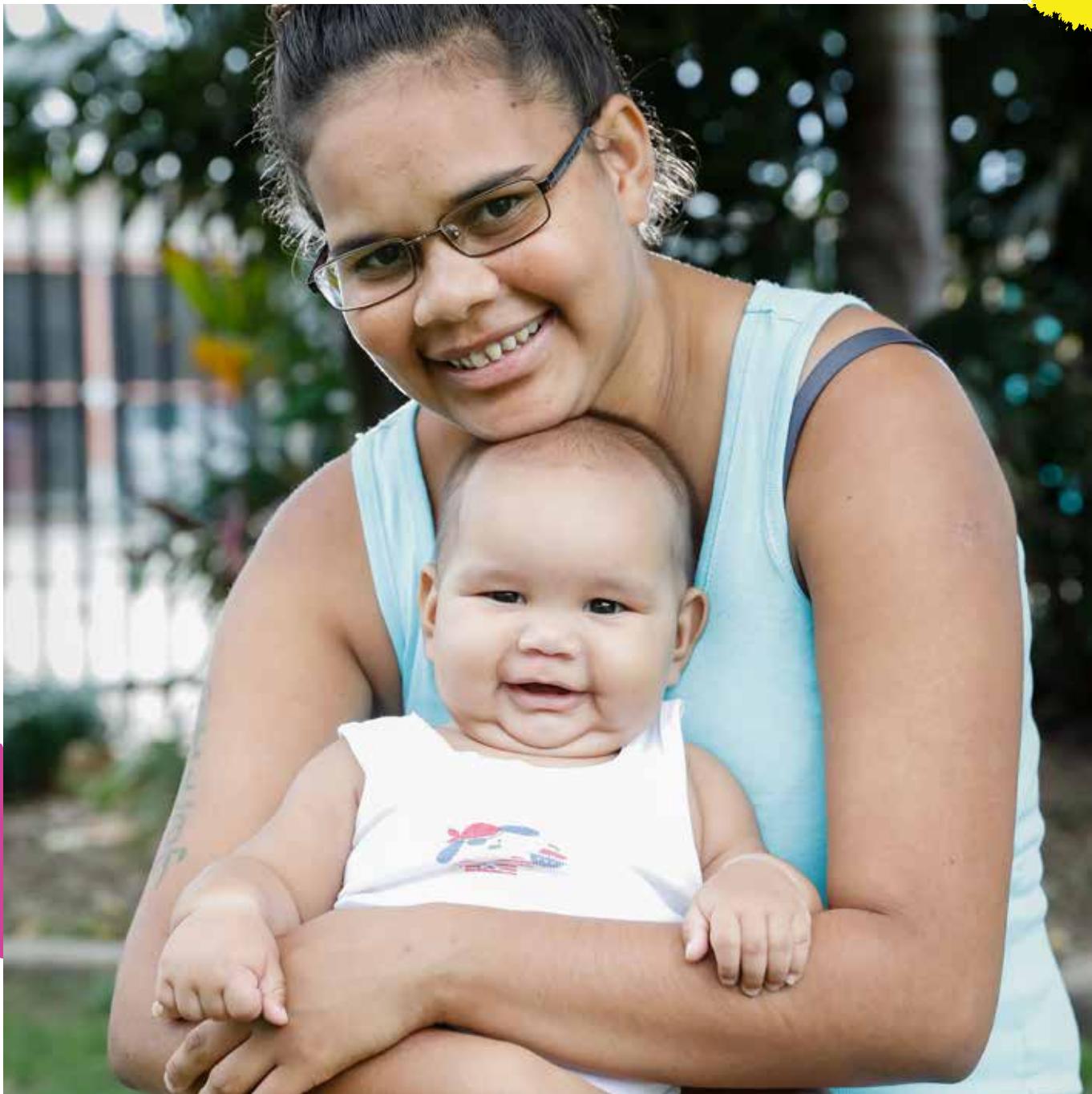
Services and programs include:

- Family Wellbeing Service
- National Disability Insurance Scheme (NDIS)
- Ready Together
- Early Childhood, Parenting and Health and Wellbeing
- Community Justice Group
- Safe Haven Services
- Residential Services (Safe House)
- Children and Family Centre (CFC)
- Diversion Services
- Women's Services
- Farm Road Social Enterprises (Bakery, Community Shop, Mechanic and Service Station)

MORE ABOUT THE FAMILY WELLBEING PROGRAM

The PICC Family Wellbeing Service helps families on Palm Island to gain access to the support services they need to develop strong and healthy families.

The Centre has established itself as a hub for child and family support services on Palm Island through its efforts in integrating into the community. In addition to providing access to important services, the Centre is a safe and engaging place where individuals and families are welcomed.



MY PICC STORY

I had my eldest son William when I was 21 years of age. When William was one week old my uncle Jayson told me about Playgroup. I started thinking of attending with my son William because I was a new mum and I thought it would help me with parenting and early childhood information.

We started attending when it was based down at the beach house. When playgroup moved to the new Children and Family Centre (CFC) it was awesome. We now have access to Doctors, and other early childhood services that are really focused on the child.

I then had my second son Tobias when I was 25. I still continued to attend Playgroup and whilst being at the CFC as we had great support and found it a very reliable place. Child Development services and Clarity Hearing Solutions are all there on particular dates - even a Psychologist which I have needed at times throughout my life.

I've found that being at the CFC was like being with family. It is very family friendly especially when you have kids and we have built a rapport with the Doctors and staff. We were always welcomed and felt comfortable and the kids could just be themselves. I would usually walk to the playgroup but if I ever needed a lift if it was raining or too hot, I would just make a call and they would pick us up.

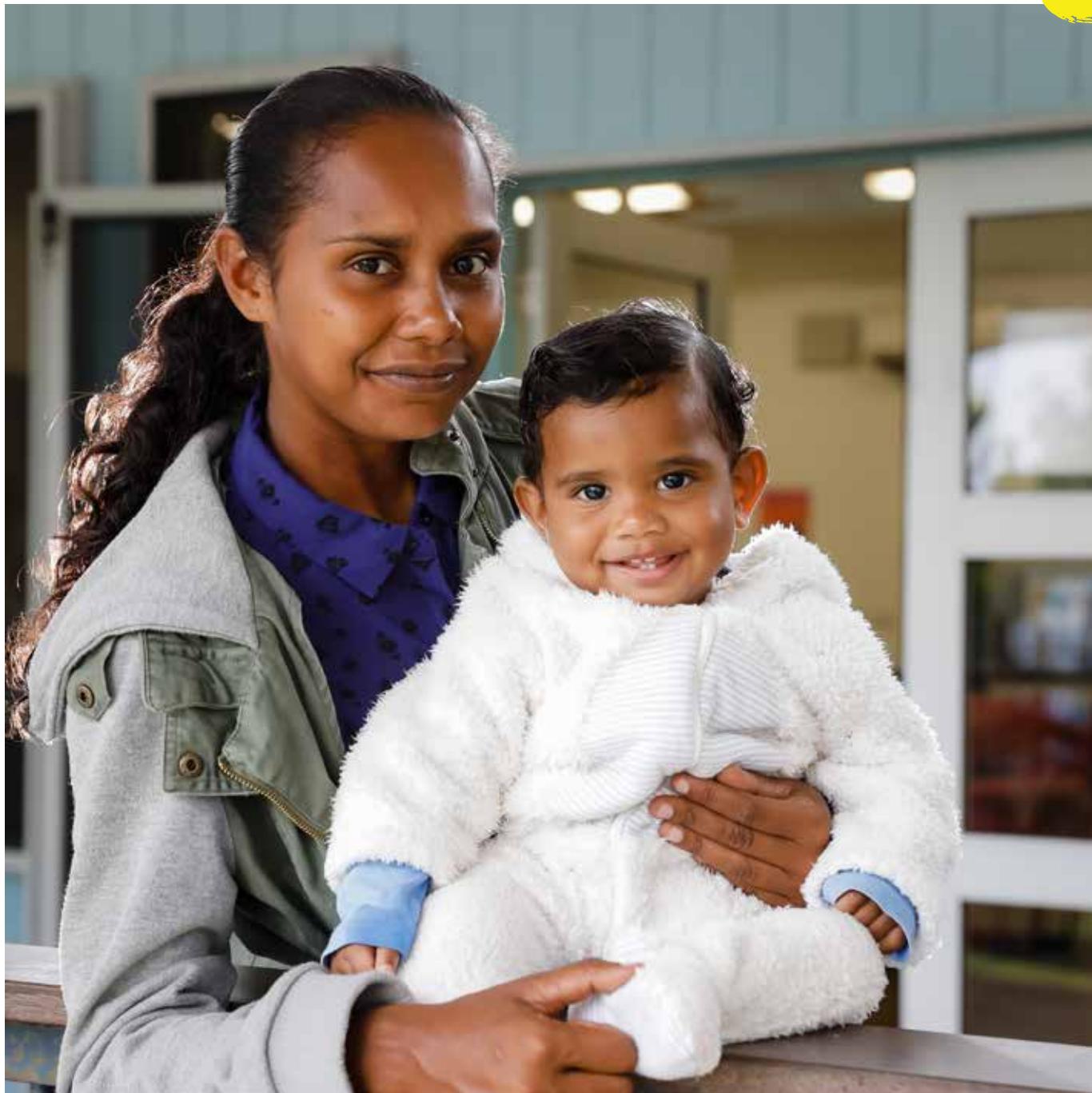
PICC has also employed me for five months as a cleaner. It really empowered me and boosted my self-esteem and gave me something to look forward to as well. I really enjoyed my short time working but then just wanted to focus on my little family and went back to being a full time mother.

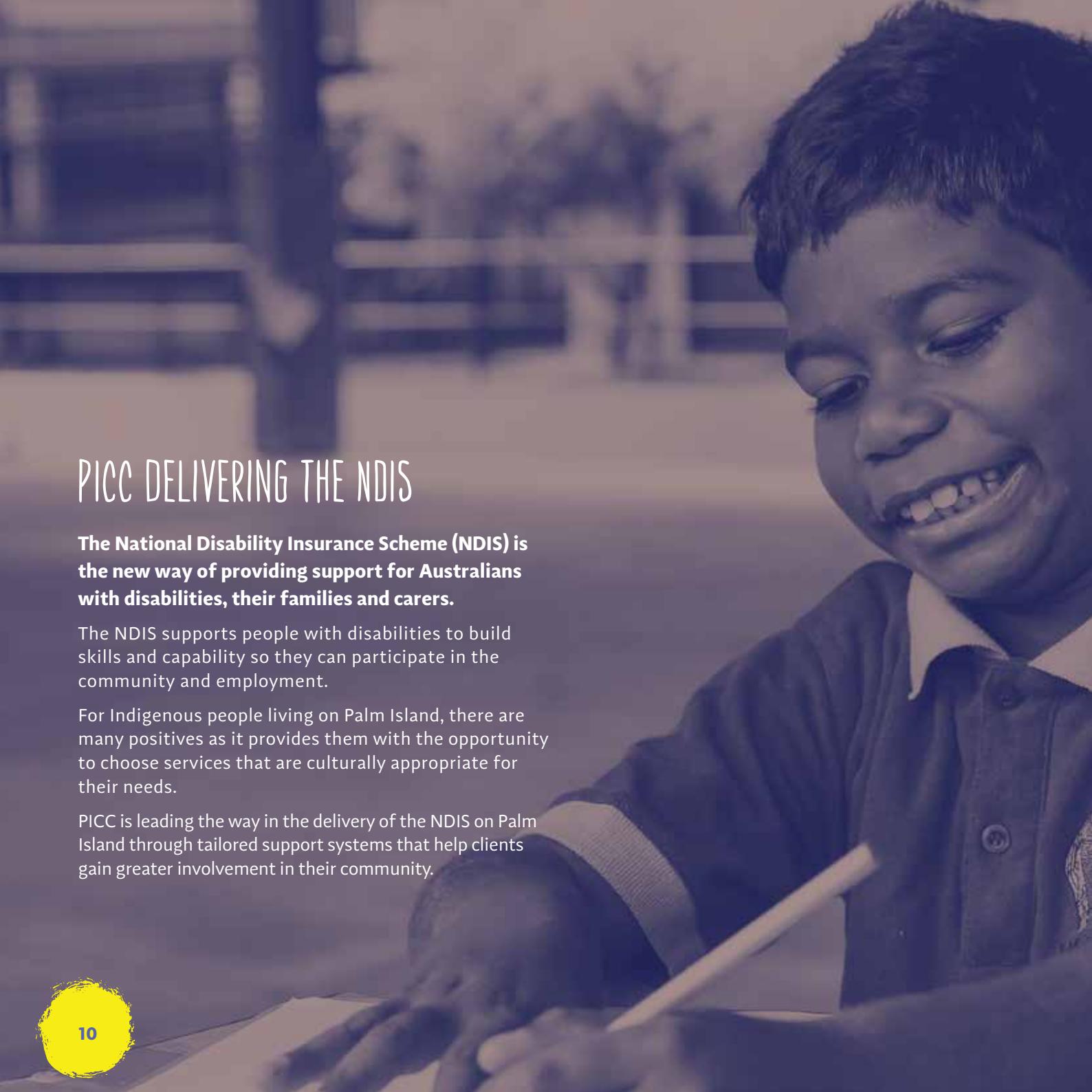
In 2016 I had my 3rd son Raynard and we still attend Playgroup occasionally when I get the time. I've also been able to get access to NDIS through PICC as well but some things are still processing.

Over the last seven years of being involved with PICC I've really seen a lot of growth and changes and encourage anyone to get involved and use the services that are available to us in this remote area.

Donnaleece Obah

A Bwgcolman woman of Palm Island Queensland
28 years old with three sons





PICC DELIVERING THE NDIS

The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with disabilities, their families and carers.

The NDIS supports people with disabilities to build skills and capability so they can participate in the community and employment.

For Indigenous people living on Palm Island, there are many positives as it provides them with the opportunity to choose services that are culturally appropriate for their needs.

PICC is leading the way in the delivery of the NDIS on Palm Island through tailored support systems that help clients gain greater involvement in their community.





THE EARLY CHILDHOOD, PARENTING AND HEALTH AND WELLBEING PROJECT

The purpose of this project is to provide service responses at every stage of a child's early childhood development pathway.

From birth through to their transition to school, the Early Childhood, Parenting and Health and Wellbeing Project aims to improve the rate of Aboriginal and Torres Strait Islander children reaching age-appropriate developmental milestones and getting the best possible foundation for learning and life.

Objectives:

- To ensure that all children from birth to three years of age have regular health and developmental checks including immunisations
- To provide support for parents to ensure that all children before the age of three are being engaged in structured early childhood developmental programs and play-based activities.
- Early literacy and numeracy education is offered to support the transition of all children into pre-Prep and school.

DELIVERING READY TOGETHER

The PICC Ready Together program supports Palm Island parents and their children to be prepared for their lifelong health and learning journey.

The program works with parents and children, the local community including Elders and a range of professions such as doctors, teachers and health workers.

We believe we are on the same journey to be Ready Together.





PICC BOARD 2016-2017

CJ (JIM) PETRICH

Independent Chair

ALLAN PALM ISLAND

Traditional Owner

HARRIET HULTHEN

Palm Island Community Nominee

MISLAM SAM

Palm Island Community Nominee

RHONDA PHILLIPS

Queensland Government Nominee

MARK JOHNSTON

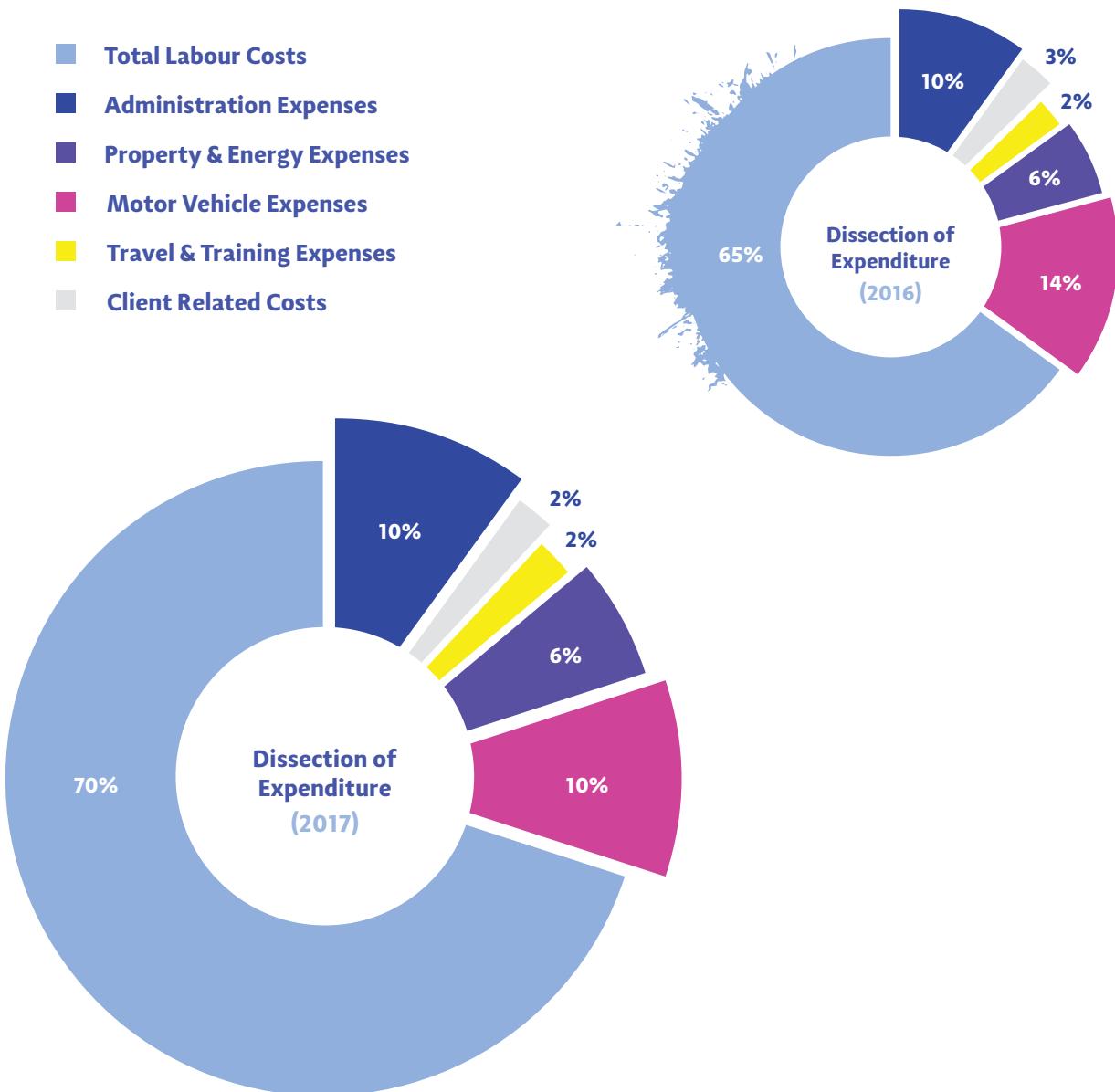
Queensland Government Nominee

LUELLA BLIGH

PIASC Nominee

PICC FINANCIALS 2016-2017:

| BALANCE SHEET | 2017 | 2016 | INCOME / EXPENDITURE | 2017 | 2016 |
|------------------------------|--------------------|--------------------|----------------------------|--------------------|--------------------|
| Current Assets | \$794,418 | \$739,460 | INCOME | \$7,951,928 | \$7,498,063 |
| Non Current Assets | \$381,356 | \$352,104 | EXPENDITURE | | |
| TOTAL Assets | \$1,175,774 | \$1,091,563 | Total Labour Costs | \$5,519,914 | \$5,063,833 |
| Current Liabilities | \$656,327 | \$551,486 | Administration Expenses | \$762,712 | \$751,561 |
| Non Current Liabilities | - | - | Property & Energy Expenses | \$205,898 | \$239,475 |
| TOTAL Liabilities | \$656,327 | \$551,486 | Motor Vehicle Expenses | \$138,026 | \$114,391 |
| NET ASSETS | \$519,447 | \$540,078 | Travel & Training Expenses | \$463,057 | \$497,992 |
| TOTAL Equity | \$519,447 | \$540,078 | Client Related Costs | \$832,856 | \$1,122,240 |
| Operating Surplus (Deficit) | \$29,465 | -\$291,429 | TOTAL Expenditure | \$7,922,463 | \$7,789,492 |
| Other Income | \$1,388,748 | \$1,201,338 | | | |
| Other Expenditure | \$1,438,748 | \$1,201,338 | | | |
| NET SURPLUS (DEFICIT) | -\$20,535 | -\$291,429 | | | |



SOCIAL ENTERPRISES PART OF OUR CHARTER

Despite the significant challenges associated with operating commercial enterprises in remote locations like Palm Island, PICC continues to invest in and operate important social enterprises such as the Farm Road Bakery, Mechanic and Community Shop. PICC does this because we believe that the people of Palm Island deserve to have access to the basic goods and services such as daily baked fresh bread.



A photograph of a woman with dark hair, wearing a light-colored top, smiling and holding a young child in her arms. The background is slightly blurred.

"I believe we as the staff are the bridge to the community and PICC, we are working towards one GOAL and that's to enable our people to be empowered and make use of the services to make a better life for our families in the future".

Mecky Oui
PICC Staff Member

For more information contact:
(07) 4421 4300 or www.picc.com.au

