

# Annual Report

2022/23



Palm Island  
COMMUNITY COMPANY



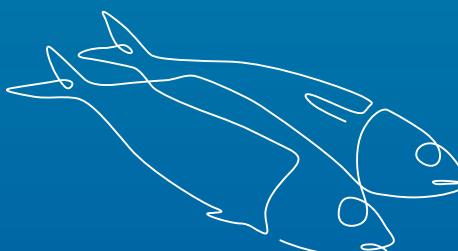


# Message from the CEO

The 2023 Annual Report reflects some of the changes over the year, with new investment coming into the organisation, and into Palm Island, in areas such as maternal and child health, and youth services.

We've also started planning processes that will result in further investment in the next financial year, with the Sandy Boyd Aged Care facility, Telstra Call Centre, and other projects. The Telstra Call Centre is an exciting project for Palm Island, which is resulting in training and employment opportunities for Palm Island people. Another project I'm very passionate about is the Delegated Authority (DA) – which will significantly change the way decisions are made about our children, when they come into the child protection space. It will mean a shift in who makes the decisions – away from government and back to community. This change marks a further step towards self-determination for our communities, and PICC will be talking more to community about this as the project progresses.

The investment in PICC is resulting in more employment on Palm Island, as our workforce has grown to keep pace with new services. We've also continued to invest in traineeships, apprenticeships and training opportunities for our staff. By investing in our local workforce, we are building the capacity of Palm Island to respond to needs on the Island. This is something that we're very passionate about at PICC.



Our primary health services have continued to expand throughout the year, with a growth in primary health workforce, and the number of specialist and allied health services now available to the community. The growth of the primary health model means that every Palm Islander now has access to a model of care that supports not just the physical wellbeing of the individual, but the social, emotional and cultural wellbeing of the community and its members.

I would like to thank my Board for their continued commitment over the year, and all the staff at PICC who continue to work passionately to build a stronger, safer and healthier community on Palm Island.

*Rachel Atkinson*

## Acknowledgment of Country

Palm Island Community Company acknowledges the Traditional Owners of Palm Island, the Manbarra people. We also acknowledge the many First Nations people who were forcibly removed to Palm Island, and we recognize these people and their descendants as the historical Bwgcolman people. We recognise the continued connection of the Manbarra and Bwgcolman people to the land and waters of this beautiful place. We pay our respects to Manbarra and Bwgcolman Elders, and Ancestors, all First Nations people, and our Ancestors who walk in the Dreamtime.



# Message from the Chair

**On behalf of the Board of Directors, I am pleased to present the PICC 2023 Annual Report.**

This has been a year of reflection and growth for PICC. As we move into our second year under the new community-controlled structure, the board reviewed its Strategic Plan, and adjusted its Vision and Mission to reflect where we are now, and where we've come from. We've redesigned our logo and will soon be re-launching our primary health services as the Bwgcolman Healing Service. We were pleased to welcome another fellow Palm Islander, Raymond Palmer, to the Board, and acknowledge his contribution.

Our growth has continued in line with our commitment to being an organisation that serves Palm Islanders 'from the cradle to the grave'. We've seen new investment in maternal and child health, and youth services, and work has commenced with the transition of Sandy Boyd from Palm Island Aboriginal Shire Council to PICC. We are committed to expanding aged care services on Palm Island, and making sure our elders can age with dignity and quality care in their community.

I acknowledge the hard work of our management and staff throughout the year. It was wonderful to see some of that hard work acknowledged last year, with our Primary Health Service winning the 2022 Member of the Year Award, awarded by the Queensland Aboriginal and Islander Health Council (QAIHC), and our Family Care Services winning the 2022 Practice Excellence Award, awarded by the Queensland Aboriginal and Torres Strait Islander Community-Controlled Child Protection Peak (QATSICPP). I would also like to acknowledge our CEO, Rachel Atkinson, who was inducted into the QAIHC Hall of Fame in December 2022. As Chair, I was very proud of the achievements of our management and staff, and as a Palm Islander, I was delighted to see Palm Island recognised by our peak bodies.

We will continue to work hard in the upcoming year to make PICC an organisation that meets the needs and aspirations of our Palm Island community.

*Luella Bligh*

# Members of the Board

- Luella Bligh, Chair
- Harriet Hulthen, Director
- Matthew Lindsay, Company Secretary
- Cassie Lang, Director (*not in photo*)
- Matthew Lindsay, Director
- Allan Palm Island, Director
- Raymond W. Palmer, Snr, Director
- Rhonda Phillips, Director



# QAIHC Honours PICC Primary Health Services

The Queensland Aboriginal and Islander Health Council (QAIHC) honoured the Palm Island Primary Health Service with its Member of the Year Award for 2022.

Lianna and Olivia Miller accepted the award on behalf of the Primary Health Service at the ceremony, which was held in Brisbane on 7 December 2022.

When awarding the Primary Health Service, QAIHC said in part:

In July 2021, PICC became the lead primary care provider on Palm Island and tripled its patient caseload through the amalgamation of PICC and Queensland Health patient records. It transitioned to community-control and became the first and only ATSICCHO [Aboriginal and Torres Strait Islander community-controlled health organization] operating in the remote community of Palm Island.

PICC's innovative leadership model has enabled them to attract new GPs and a full complement of allied health services as well as both private and public visiting specialist services

who work cooperatively to meet the needs of the local community.

PICC has introduced systems of care which have reduced the failure-to-attend [i.e. missed appointment] rates to cardiac appointments at the Townsville University Hospital by offering monthly ECHO [electrocardiogram] and cardiac stress testing on Palm Island.

Their everchanging service delivery model highlights innovation and investment that reimagines remote healthcare. They are informed by population health needs and cultural practices which ensure Aboriginal and Torres Strait Islander health outcomes are at the forefront of service reform and placed based [sic] care.

PICC is enormously grateful to all our staff members at the Primary Health Centre who have made this award possible.



# Our CEO in Hall of Fame

On 7 December 2022, the Queensland Aboriginal and Islander Health Council (QAIHC) inducted Rachel Atkinson, our Chief Executive Officer, into its Hall of Fame.

QAIHC honoured Ms Atkinson with induction into the Hall of Fame because, it said, she has 'dedicated her life to improving healthcare and service access for mob'; because she is 'pivotal in highlighting issues for Aboriginal and Torres Strait Islander families and communities through media, parliamentary and judicial inquiries'; and because she is 'a leader in the field of innovative service delivery and community capacity building'.

Ms Atkinson has decades of experience working in child protection and health services in Queensland, including over twenty five years' experience in the leadership of Aboriginal and Torres Strait Islander organizations focusing on the health and wellbeing of our people, especially children, in regional, rural and remote areas of Queensland.

In addition to being the CEO of PICC, Ms Atkinson is also currently Chair of the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP); a board member and community representative on the Queensland First Children and Families Board; Co-Chair of Family Matters Queensland; and a director of the National Executive of the Secretariat for National Aboriginal and Islander Child Care (SNAICC). Earlier, amongst many other roles, she was Chair of QAIHC and Chief Executive Officer of the Townsville Aboriginal and Torres Strait Islander Corporation for Health Services (TAIHS).



# **PICC Wins at QATSICPP Awards**

The Queensland Aboriginal and Torres Strait Islander Community-Controlled Child Protection Peak (QATSICPP) awarded PICC Family Care Services its Practice Excellence Award for 2022 at its Child Protection Awards ceremony, held in Brisbane on 2 December 2022.

The Family Care Services team comprises Jeanie Sam, Georgina Haines and Siân Daisy.

QATSICPP gives its Practice Excellence Award to the person or service that 'demonstrated best practice in their direct service delivery to Aboriginal and Torres Strait Islander children, young people and/or families'. QATSICPP chose Family Care Services, it said, because 'the Team's nomination showcased "Nanna Love".'

**Congratulations to Jeanie, Georgina and Siân, and thank you so very much for all the good work you do.**





# Corporate Governance

## Key Achievements

- In June 2023, we unveiled the new PICC logo, seen in this Annual Report, to symbolize the new beginning of PICC as a community-controlled company. This logo is based on entries to the new PICC logo competition, which was held in the spring of 2022, with local artist Allan Palm Island designing its final form. We are to introduce it progressively at our services and in our media during 2023/24.
- In November 2022, we held the first-ever election for members of PICC to choose a community representative on our Board of Directors. As there were no new Directors elected at this meeting, the Board later appointed Raymond W. Palmer, Snr, to fill a vacancy. Also in 2022, the Board welcomed Cassie Lang, who the Board elected to be a Director in August.

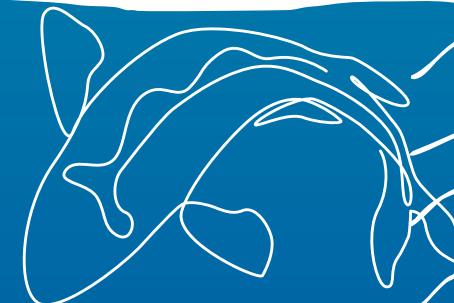
## Corporate Governance Report Card

Staff Numbers		
	30 June 2023	30 June 2022
Total no. of staff (excl. trainees)	144	135
Number of trainees	7	17

# Community Services

## Key Achievements

- NAIDOC Outdoor Film Night held 15 July 2022
- The second Early Years Conference was held 25-26 October, on Palm Island and Townsville, with over 200 attending.
- Our Child Safety programs started getting ready for 'Delegated Authority' on Palm Island. This relates to the delegation of certain functions and powers under the Child Protection Act 1999 from the Chief Executive (Director-General, Department of Child Safety, Seniors and Disability Services) to PICC, as an Aboriginal and Torres Strait Islander entity. Delegated Authority supports the principle in the Act that recognizes Aboriginal and Torres Strait Islander peoples' right to self-determination.
- Worked with partners to begin establishing a Telstra Call Centre on Palm Island. Partners included Telstra, Queensland Government, TAFE Queensland, Palm Island Aboriginal Shire Council, and Rainbow Gateway.
- Expanded youth services.



# Community Services Report Card

## Family Care Services

### No. of service users

	2022/23	2021/22
1 July to 30 September	14	17
1 October to 31 December	17	13
1 January to 31 March	17	19
1 April to 30 June	15	21
 Total no. of placement nights:	5,656	5,390

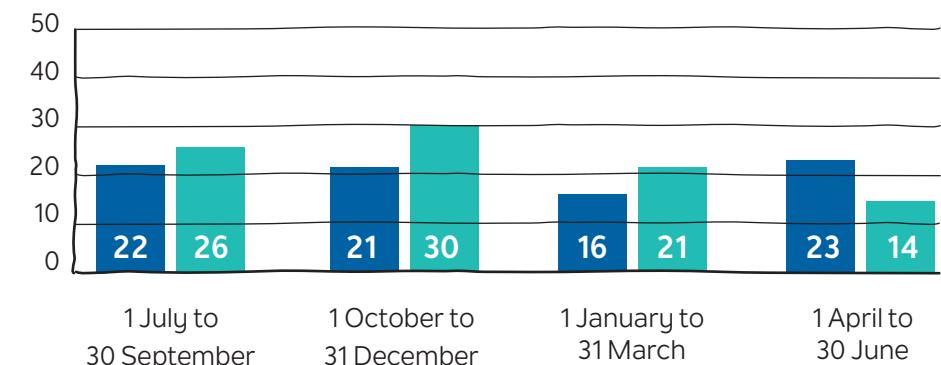
## Early Childhood Services

### No. of individual children attending Children and Family Centre (all programs)

	2022/23	2021/22
1 July to 30 September	288	108
1 January to 30 June	337	133

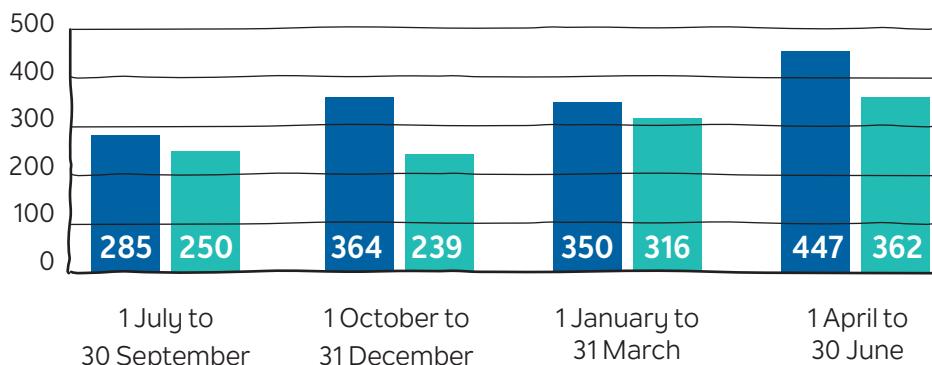
## Family Wellbeing Services

### No. of families receiving a service



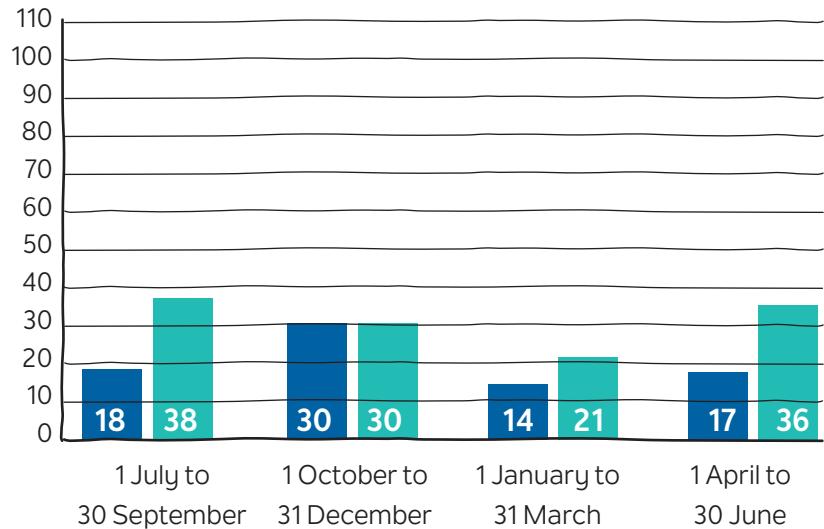
## Diversionary Services

### No. of service users supported (all activities)

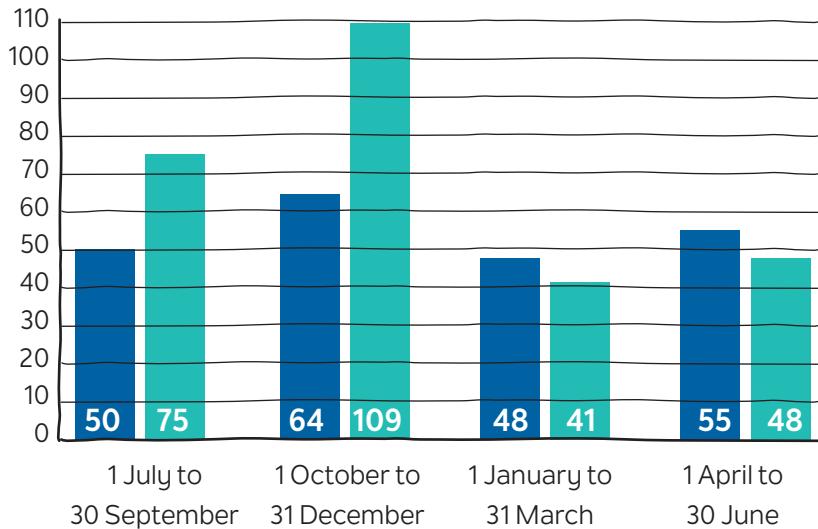


## Women's Service

No. of women and children staying at the service



No. of women and children receiving support and not staying at the service



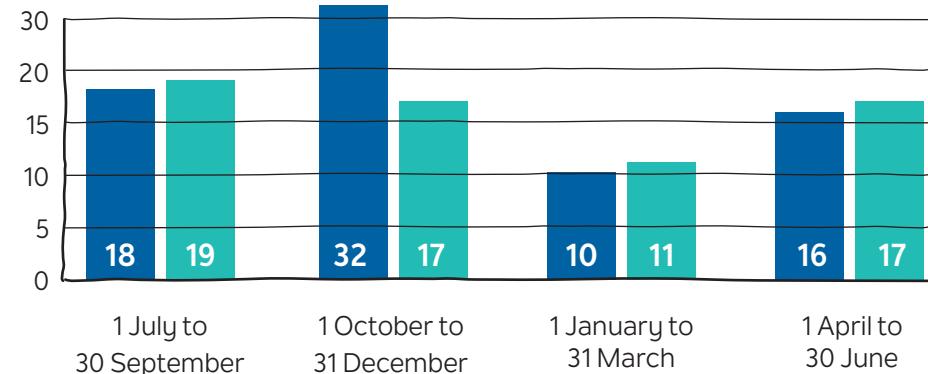
## Safe House

No. of service users

	2022/23	2021/22
1 July to 30 September	12	15
1 October to 31 December	15	8
1 January to 31 March	14	9
1 April to 30 June	9	11
Total no. of placement nights:	1,069	1,387

## Family Participation Program

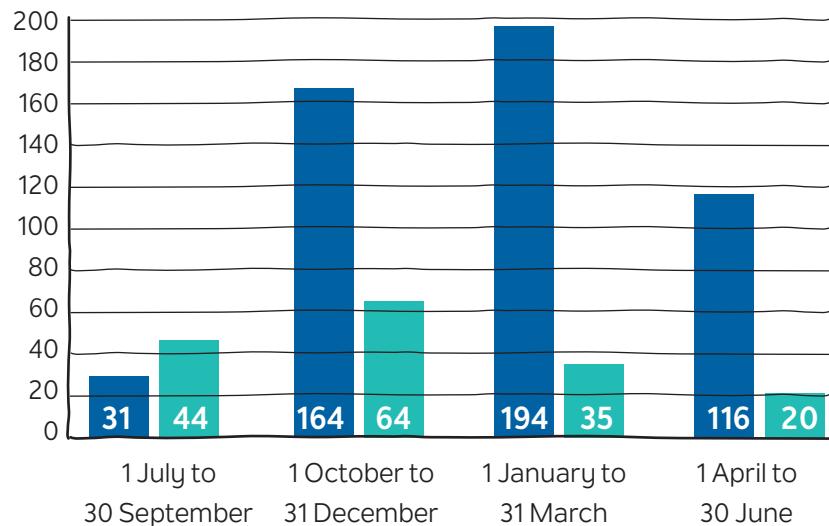
No. of families supported



# Women's Healing Service

No. of women who received a service

2022/23  
2021/22

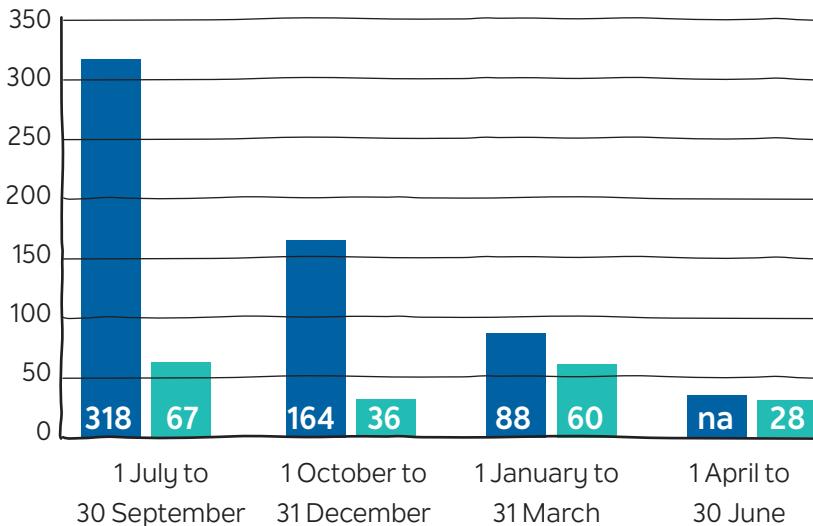


	2022/23	2021/22
Total no. of individual sessions	570*	934
Total no. of group sessions	40*	124

\* Note: some data for the April to June 2023 quarter were not available at the time of going to press. Therefore, the total number of individual and group sessions here include only those from 1 July 2022 to 31 March 2023.

No. of participants in group sessions

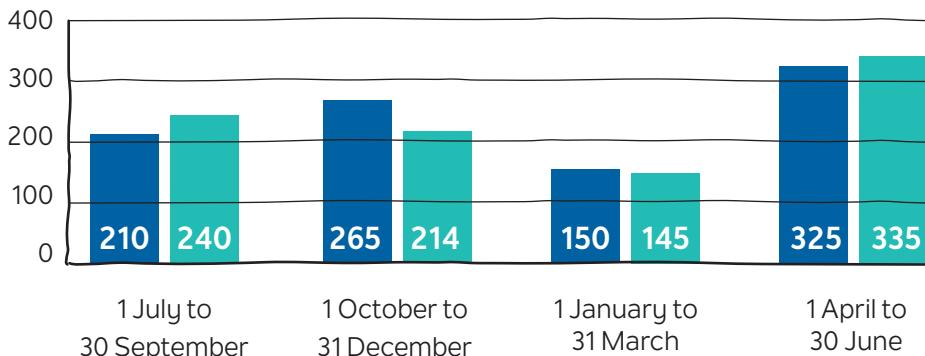
2022/23  
2021/22



## Safe Haven

No. of children and young people supported by the service (all programs)

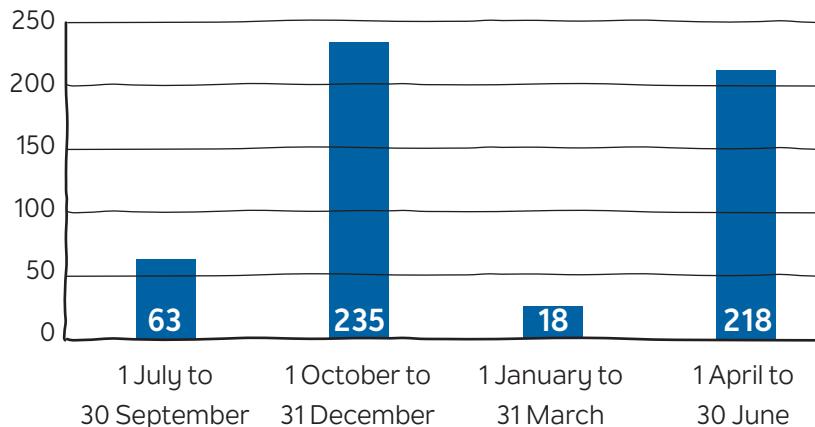
2022/23  
2021/22



# NDIS Community Connector Program

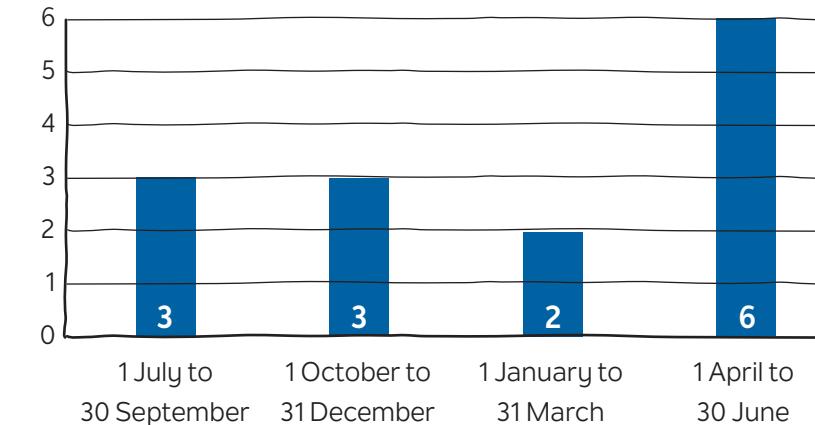
■ 2022/23

## No. of persons supported to access NDIS services



## No. of planning meetings supported

■ 2022/23



Note: from 1 July 2022, the NDIS Community Connector Program changed the methods it uses to collect and report data about its performance. Because of this change, data for prior years have not been presented here, for they are not directly comparable to the data for 2022/23.





# Community Justice Group

PICC continues to auspice the Community Justice Group, which includes both the general program and the Domestic and Family Violence Enhancement Program.

As part of its auspice agreement, PICC directly employs four part-time staff members: the Coordinator, an Administration Assistant and two Domestic and Family Violence Support Workers.

PICC is pleased to support the Community Justice Group with its ongoing support to community members dealing with the criminal justice system.

# Primary Health Services

## Key Achievements

- Expansion of Allied Health Services in PICC Medical
- Expansion of the PICC Cardiac Care Model (private and public health specialist shared care)
- Implementation of the Growing Deadly Families and FASD Models of Care
- Implementation of the Healthy Baby Bumps program (sexual health in pregnancy)
- Addition of an Antenatal GP in Maternal and Child Health
- Addition of visiting Obstetrician/Gynaecologist (private specialist)
- Expansion of psychological therapies to include Child Psychology
- Significant workforce growth in PICC Medical (GPs, Health Workers and Nurses and Allied Health)
- Investment in Medical workforce training and development (health worker training and allied health assistants)
- Increase in Medicare Revenue



# Primary Health Services

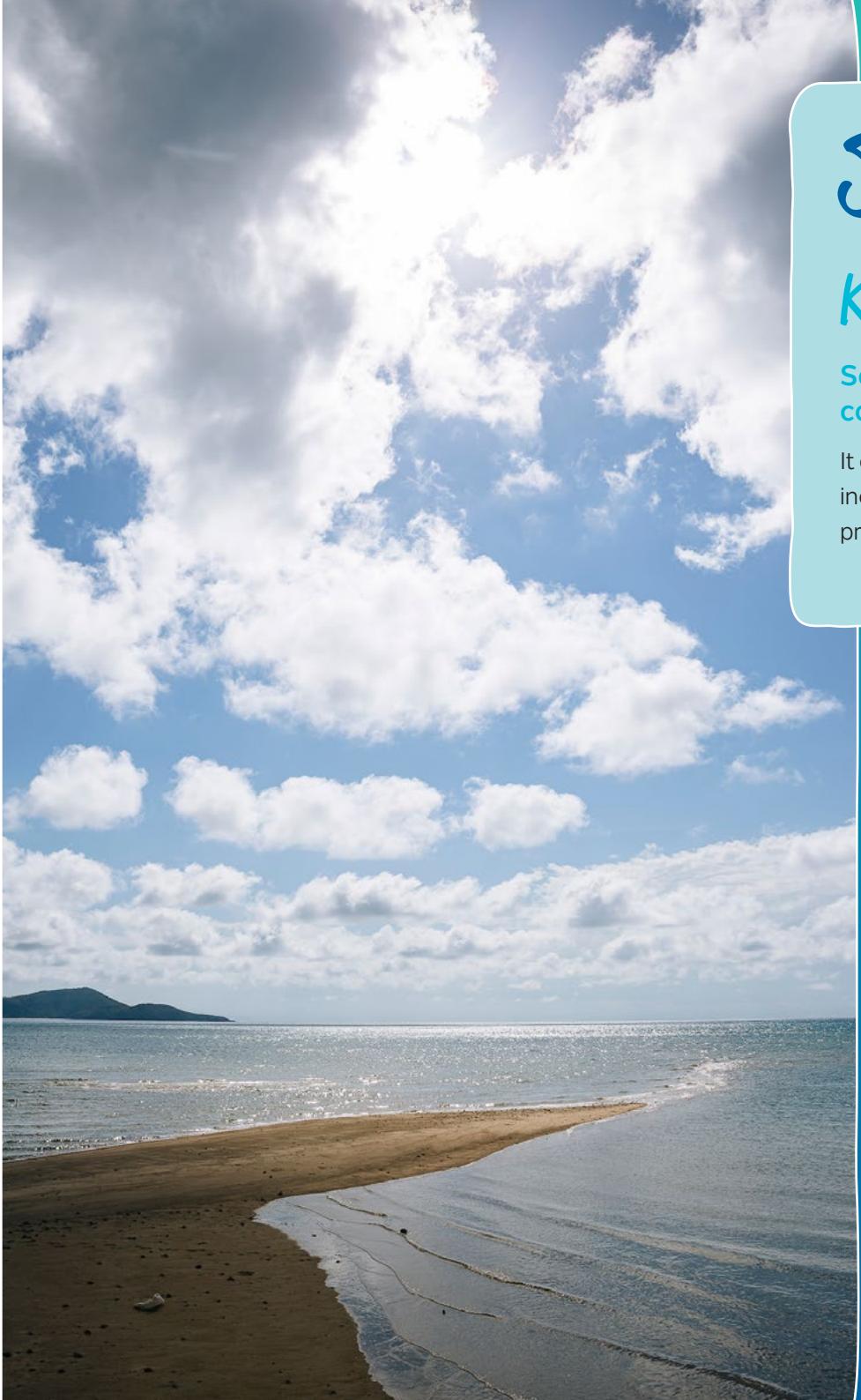
## Report Card

	2022/23	2021/22
No. of '715' Health Checks	610	873
No. of Child Health Checks	345	167
No. of Team Care Arrangements	390	117
No. of GP Management Plans	411	124
No. of clients who received a service from the Social and Emotional Wellbeing team	n/a	225

	2022/23	2021/22
Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander	17,170	17,453
Neither Aboriginal nor Torres Strait Islander	612	1,005
Indigenous status unknown or unspecified	239	52
<b>Total no. of episodes of care</b>	<b>18,021</b>	<b>18,510</b>

	2022/23	2021/22
Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander	3,909	3,821
Neither Aboriginal nor Torres Strait Islander	324	336
Indigenous status unknown or unspecified	79	32
<b>Total no. of clients seen</b>	<b>4,312</b>	<b>4,189</b>



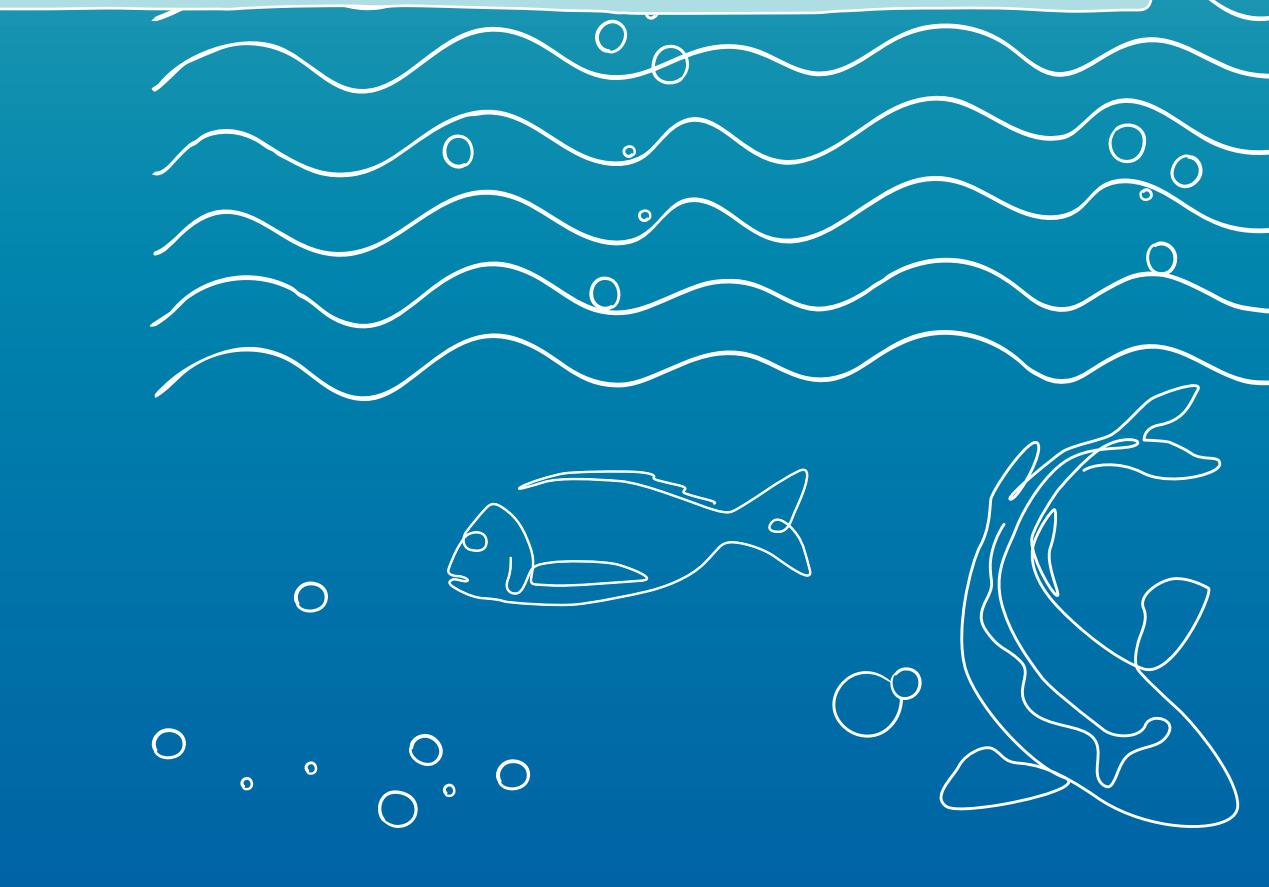


# Social Enterprises

## Key Achievements

Social Enterprises continued to provide essential services, including the community shop, mechanics and car detailing services, and fuel supply.

It expanded its Program Services into labour hire and purchasing services. Labour hire includes transport, landscaping and yard maintenance, catering, deliveries, clean-up projects and com-munity events.





# Our Partners

**PICC could not do all that we do without the help of our partners. Some of the organizations with which we worked and collaborated in 2022 and 2023 are:**

- Allens Linkaters Solicitors
- Australian Department of Social Services
- Australian Queensland and Commonwealth governments
- Bwgcolman Community School
- Department of Health and Aged Care
- Encompass Family and Community
- Griffith and James Cook Universities
- Jon and Jon Consultants
- Joyce Palmer Health Service
- Leading Change Psychology
- National Aboriginal Community Controlled Organisations
- National Disability Insurance Agency
- National Indigenous Australians Agency
- North Queensland Primary Health Network
- Palm Island Aboriginal Shire Council
- Queensland Aboriginal and Islander Health Council
- Queensland Aboriginal and Torres Strait Islander Child Protection Peak
- Queensland Department of Child Safety, Seniors and Disability Services
- Queensland Department of Communities, Housing and Digital Economy
- Queensland Department of Education
- Queensland Department of Justice and Attorney-General
- Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Queensland Department of Youth Justice, Employment, Small Business and Training
- Queensland Health
- Secretariat of National Aboriginal and Islander Child Care
- Townsville Hospital and Health Service and Queensland Health

# Summary Financial Report 30 June 2022

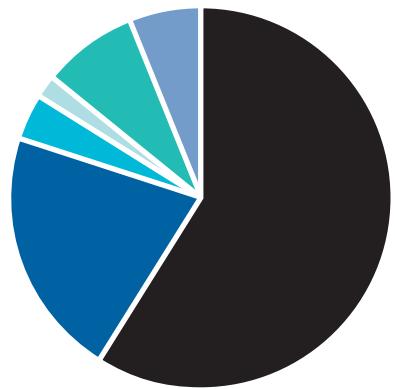
	\$	\$
	2023	2022
<b>BALANCE SHEET</b>		
Current Assets	\$5,428,897	\$4,074,180
Non Current Assets	\$1,633,389	\$1,245,839
<b>TOTAL Assets</b>	<b>\$7,062,286</b>	<b>\$5,320,019</b>
Current Liabilities	\$3,025,785	\$1,896,854
Non Current Liabilities	\$220,537	\$322,533
<b>TOTAL Liabilities</b>	<b>\$3,246,322</b>	<b>\$2,219,387</b>
 NET ASSETS	 \$3,815,964	 \$3,100,632
 TOTAL Equity	 \$3,815,964	 \$3,100,632

<b>INCOME AND EXPENDITURE STATEMENT</b>		
INCOME	\$20,103,686	\$18,216,849
<b>EXPENDITURE</b>		
Total Labour Costs	\$11,477,036	\$10,008,560
Administration Expenses	\$4,133,848	\$3,121,036
Property & Energy Expenses	\$710,794	\$592,369
Motor Vehicle Expenses	\$360,093	\$459,654
Travel & Training Expenses	\$1,611,707	\$1,191,899
Client Related Costs	\$1,094,877	\$1,262,490
<b>Total Expenditure</b>	<b>\$19,388,354</b>	<b>\$16,636,008</b>
<b>NET SURPLUS (DEFICIT)</b>	<b>\$715,332</b>	<b>\$1,580,841</b>

## Dissection of Expenditure

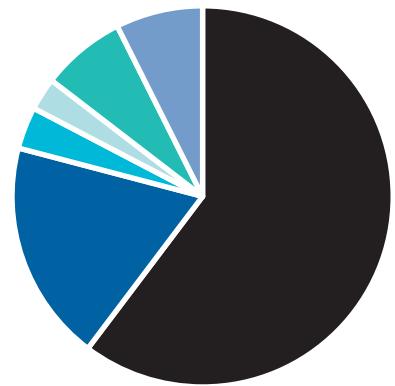
2023

<span style="background-color: black; width: 10px; height: 10px; display: inline-block;"></span>	Total Labour Costs	59%
<span style="background-color: darkblue; width: 10px; height: 10px; display: inline-block;"></span>	Administration Expenses	21%
<span style="background-color: cyan; width: 10px; height: 10px; display: inline-block;"></span>	Property & Energy Expenses	4%
<span style="background-color: lightblue; width: 10px; height: 10px; display: inline-block;"></span>	Motor Vehicle Expenses	2%
<span style="background-color: teal; width: 10px; height: 10px; display: inline-block;"></span>	Travel & Training Expenses	8%
<span style="background-color: lightblue; width: 10px; height: 10px; display: inline-block;"></span>	Client Related Costs	6%



2022

<span style="background-color: black; width: 10px; height: 10px; display: inline-block;"></span>	Total Labour Costs	60%
<span style="background-color: darkblue; width: 10px; height: 10px; display: inline-block;"></span>	Administration Expenses	19%
<span style="background-color: cyan; width: 10px; height: 10px; display: inline-block;"></span>	Property & Energy Expenses	3%
<span style="background-color: lightblue; width: 10px; height: 10px; display: inline-block;"></span>	Motor Vehicle Expenses	3%
<span style="background-color: teal; width: 10px; height: 10px; display: inline-block;"></span>	Travel & Training Expenses	7%
<span style="background-color: lightblue; width: 10px; height: 10px; display: inline-block;"></span>	Client Related Costs	8%





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