



Annual Report 2013-2014



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Message from the Chairman

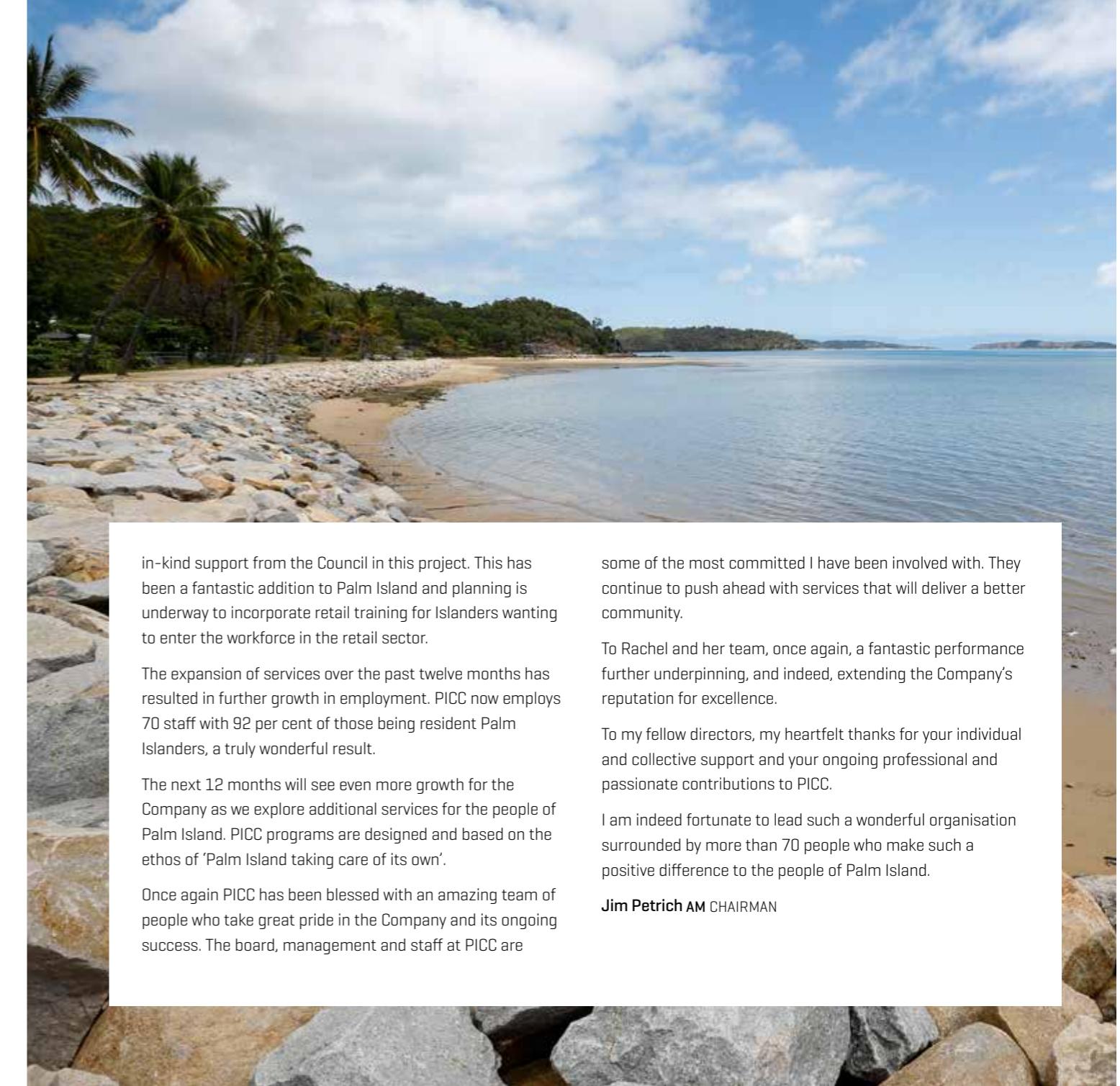
Once again, it is my pleasure to provide a report on what was another year of significant milestones for the Palm Island Community Company.



During the past twelve months, PICC has developed the Children and Family Centre [CFC] to embrace the provision of primary health services. 800 patients are utilising services provided by four doctors, and a number of allied health professionals as we address holistic primary health care. Our focus is the prevention of chronic health issues that affect the people of Palm Island as we continue our effort to help close the gap.

It is particularly pleasing to have Dr Raymond Blackman with the PICC team. A Palm Islander coming home to his community and providing both a professional service and an excellent doctor-patient relationship. He serves as a fine role model for the younger generation.

The expansion of housing on the Island has provided some relief to the critical shortage that has existed for decades. In order to address the growing need for furniture and other household items, PICC has formed an alliance with Rotary of Ingham to operate the Community Shop. The shop is a not-for-profit operation in order to keep the prices down. We acknowledge the



in-kind support from the Council in this project. This has been a fantastic addition to Palm Island and planning is underway to incorporate retail training for Islanders wanting to enter the workforce in the retail sector.

The expansion of services over the past twelve months has resulted in further growth in employment. PICC now employs 70 staff with 92 per cent of those being resident Palm Islanders, a truly wonderful result.

The next 12 months will see even more growth for the Company as we explore additional services for the people of Palm Island. PICC programs are designed and based on the ethos of 'Palm Island taking care of its own'.

Once again PICC has been blessed with an amazing team of people who take great pride in the Company and its ongoing success. The board, management and staff at PICC are

some of the most committed I have been involved with. They continue to push ahead with services that will deliver a better community.

To Rachel and her team, once again, a fantastic performance further underpinning, and indeed, extending the Company's reputation for excellence.

To my fellow directors, my heartfelt thanks for your individual and collective support and your ongoing professional and passionate contributions to PICC.

I am indeed fortunate to lead such a wonderful organisation surrounded by more than 70 people who make such a positive difference to the people of Palm Island.

Jim Petrich AM CHAIRMAN



General Manager's Message

Over the past year, it has been exciting to be part of the continued development and growth of the Palm Island Community Company.

Most notably, this growth has resulted in the establishment of a self-funded, private bulk-billing health service servicing the Palm Island community run out of the PICC operated Children and Family Centre (CFC). This is a significant step for the community. For the first time in its history, residents now have a choice of medical service providers. This is particularly important to the Indigenous community of Palm Island as the demand for general practice and primary health, with a focus on preventative care, continues to increase as a result of the high incidence of chronic disease.

Figures from the ABS show that life expectancy of Aboriginal and Torres Strait Islander men is estimated to be 10.6 years lower than non-Indigenous men and 9.5 years lower for women.

It is programs like this that will signal the beginning of sustained generational

change that will help close this life expectancy gap. We will continue to rollout further programs to the target group including early childhood education and care, parenting and family support services, and child and maternal health services from this facility.

The medical service recently undertook an external audit for accreditation purposes. I would like to thank all our doctors, in particular, Dr Vicki Stonehouse, Dr Raymond Blackman and Dr Bikram Khadka, for their hard work and dedication in achieving this milestone.

Another great initiative from PICC this year is a much-needed second hand clothing and small goods store operating on Palm Island. The not-for-profit Palm Island Community Store was launched through a new partnership with the Rotary Club of Ingham.

In what is another first for Palm Island residents, the community now has the opportunity to purchase retail and fashion items without leaving the Island - a simple but important thing that most of Australia enjoys access to. It is with much appreciation that I thank Bernice Day and

her team at Rotary for their hard work in assisting PICC to deliver this project.

I would also like to acknowledge and thank Dave Willoughby, President of the Herbert River Men's Shed, and his colleagues for their contribution to stocking the community store.

The establishment of a School Breakfast Program through our Safe Haven program at the Bwgcolman Community School has been a resounding success. With the support of Principal, Jeff Jones up to 140 children attend the program each morning. Early evidence indicates that the program is assisting in generating increased attendance, improved behaviour and engagement of children at school.

In support of the further development of our staff, we have established an ongoing training program in partnership with leading training experts, Encompass. The program is customised to PICC requirements in that it delivers specialised training that is relevant and targeted to our organisation's needs. This training helps us deliver better services to our clients and I would like to thank the Director of Encompass, Anne Elliot, for her professionalism in delivering this important program over the past three years.

I am privileged to acknowledge the work of the PICC senior managers who, despite the challenges involved in working in an isolated community, continue to perform

over-and-above expectations. I thank them for their dedication and professionalism demonstrated in carrying out their various roles.

As a direct result of this work, I am delighted to say that PICC is now considered to be an employer of choice on Palm Island and we have been able to attract and retain staff to the highest level.

Several service agreements with the Queensland Government were renewed this year. These include the Children and Family Centre, the Family Support Hub, the Safe Haven Initiative, the Diversionary Service and Safe House.

We also underwent an external audit under the new Human Service Quality Standards. As a result both the PICC Disability Service and the Safe House were able to achieve accreditation.

Much of what has been achieved this year has been with the help and support of the PICC board. Their passion and enthusiasm for a better Palm Island helps set the PICC agenda and I thank them, in particular the Chairman, Jim Petrich for their support, hard work and dedication.

My final thanks is to Palm Island Elders Group, Mayor Alf Lacey and all the Councillors serving on the Palm Island Aboriginal Shire Council who continue to support and advise PICC in not only the identification and development of new

services, but in the review and reform of existing programs. We also do our own benchmarking and research via our annual community and staff sentiment surveys. This is a vital component in ensuring we are delivering services that are relevant and needed by the local community, train and retain our staff and continue to grow the capacity of our organisation in the right direction.

While 2014 has been a busy and successful one for PICC, we know there is much more work to be done. Our dedicated staff and network of partners will continue the work we do in our core programs and also look to rollout others that will better serve the community.

While we take time to look back on a year of great accomplishments and achievements, we are focused on the future and our continued work in helping to build the capacity of the people on Palm Island.

Rachel Atkinson GENERAL MANAGER

**92% of all
PICC staff are
Indigenous**

Children and Family Centre (CFC)

The Palm Island Children and Family Centre delivers important health, early childhood education and care and family support services to children and families of Palm Island, in particular, focusing on children from birth to eight years old.

Since commencing services in 2012, the CFC has grown its medical service offerings with the establishment of a self-funded private bulk billing health centre on the Island. The service responds to the growing demand for General Practice and primary health care services from the high burden of chronic disease and preventative health care need within the community. In 10 months, PICC Health has over 800 active patients with projections this will reach 1000 by the end of 2014.

PICC Health has recruited three Australian trained Indigenous doctors and two Australian trained GPs. The overall workforce composition also includes a Registered Nurse, an Aboriginal Health Worker, a Psychologist, Indigenous Social Worker, a Practice Manager and administrative support staff.

PICC Health also provides eye-screening services through the Queen Elizabeth Diamond Jubilee Trust (Queensland) donation of a CenterVue DRS machine. This project provides the resources for staff to screen a patient's vision on-site with specialist results immediately accessible via remote video technology.

PICC Health is currently investigating a sustainable strategy to establish oral health and dentistry services within the Health Centre.



'As a local returning to work on Palm Island, I am proud to be part of the PICC team that is helping to close the gap for Indigenous Australians'

Dr Raymond Blackman PICC HEALTH



New furniture and fashions store for Palm

PICC has teamed up with Ingham Rotary to open the Palm Island Community Shop. For the first time, residents will have a retail choice for products such as furniture and fashions. The shop is the first of its kind for the Island and offers both new and used furniture, clothing, books and other household products.

Managed by PICC, the community shop is delivering to the people of Palm Island access to retail choice and also helping residents train for jobs in the retail sector.



The School Breakfast Program attracts around 100 kids every school day

13



School breakfast program

'I thank and congratulate PICC on their professional delivery of their Breakfast Program at our school. It is having a significant impact on improving attendance, behavior and concentration'

Jeff Jones BWGCOLMAN COMMUNITY SCHOOL PRINCIPAL



Our programs

Designed to support the local community in the best and most efficient way possible, PICC services have demonstrated successful delivery over a number of years.

Family Support Hub

The hub serves as a precinct of service activity that links customers with the appropriate PICC services. The profile of the hub has grown to become a place that the community knows has the capacity and willingness to provide them with support and advice.

The services of the Family Support Hub extend to the critical emergency relief service right through to the coordination of the Women's Yarning Circle. It provides a diverse and comprehensive platform for service delivery.

880 Palm Island residents visit the hub every month



All PICC services are accredited with the relevant agencies





Around 130 parents and children access the PICC residential care and family intervention service

Safe Haven Service

The PICC Safe Haven service was established to deliver services that strengthen the capacity of adolescents and parents with young children to deal with safety and wellbeing issues.

The Night Café, Children's Playgroup and School Breakfast programs are key activities run by the service. The programs are designed to provide a culturally responsive and practical platform for people to engage with trained support staff and other networks.

The Safe Haven Service is helping to build a safer and more vibrant community on Palm Island.

Diversion Service

This is a very important service for the vulnerable people with complex needs living on Palm Island.

Operating the Diversion Centre and Community [Adult] Patrol, this service helps to reduce the incidence of deaths in custody by providing a safe, monitored environment for people to sober up as an alternative to police custody.

Disability Service

The delivery of support services to people living with a disability on Palm Island has been undertaken by PICC for five years.

The service helps residents maintain their dignity, enables and encourages participation in activities such as arts and crafts and coordinates social engagement opportunities such as beach and social activities.

Residential Service

A renewed service agreement has resulted in PICC continuing to provide an essential out-of-home care residential service for children on Palm Island who have been referred by the Department of Communities [Child Safety and Disability Services].

The service allows children and young people, that require out-of-home care to remain in their community and retain their linkages to family, culture, language and country.

Extensive training and auditing procedures have been implemented by PICC resulting in the continuation of a well respected, professionally operated and vital service.

Women's Service

This service offers a support response to people where there is a risk they may not have access to a safe and secure home due to domestic and family violence and homelessness.

The Women's Service is delivered in a face-to-face model that incorporates support services and practical assistance in relation to housing and safety.

The service is staffed 24 hours a day. Staff at the service also coordinate a weekly women's yarning circle that attracts 10 to 15 women each week.

Community Justice Group

Run by independently nominated members, who are often Palm Island Elders, this program helps at decreasing Aboriginal and Torres Strait Islanders' contact with the justice system.

By supporting those who are both victims and offenders at all stages of the legal process, the program aims to work with other agencies to collectively develop intervention programs.

It has become a valued resource to all stakeholders working with Palm Island residents who are involved with the justice system.

Specialist training is provided to all PICC staff



Connecting people with important services

Public transport on Palm Island is an issue with no public bus transport on the Island to provide consistent and affordable access for people to travel easily around the Island. The new sub-division at Kitchener Bligh is a good example of the difficulties faced by residents in travelling to the main town precinct to source schooling, medical, groceries and so on.

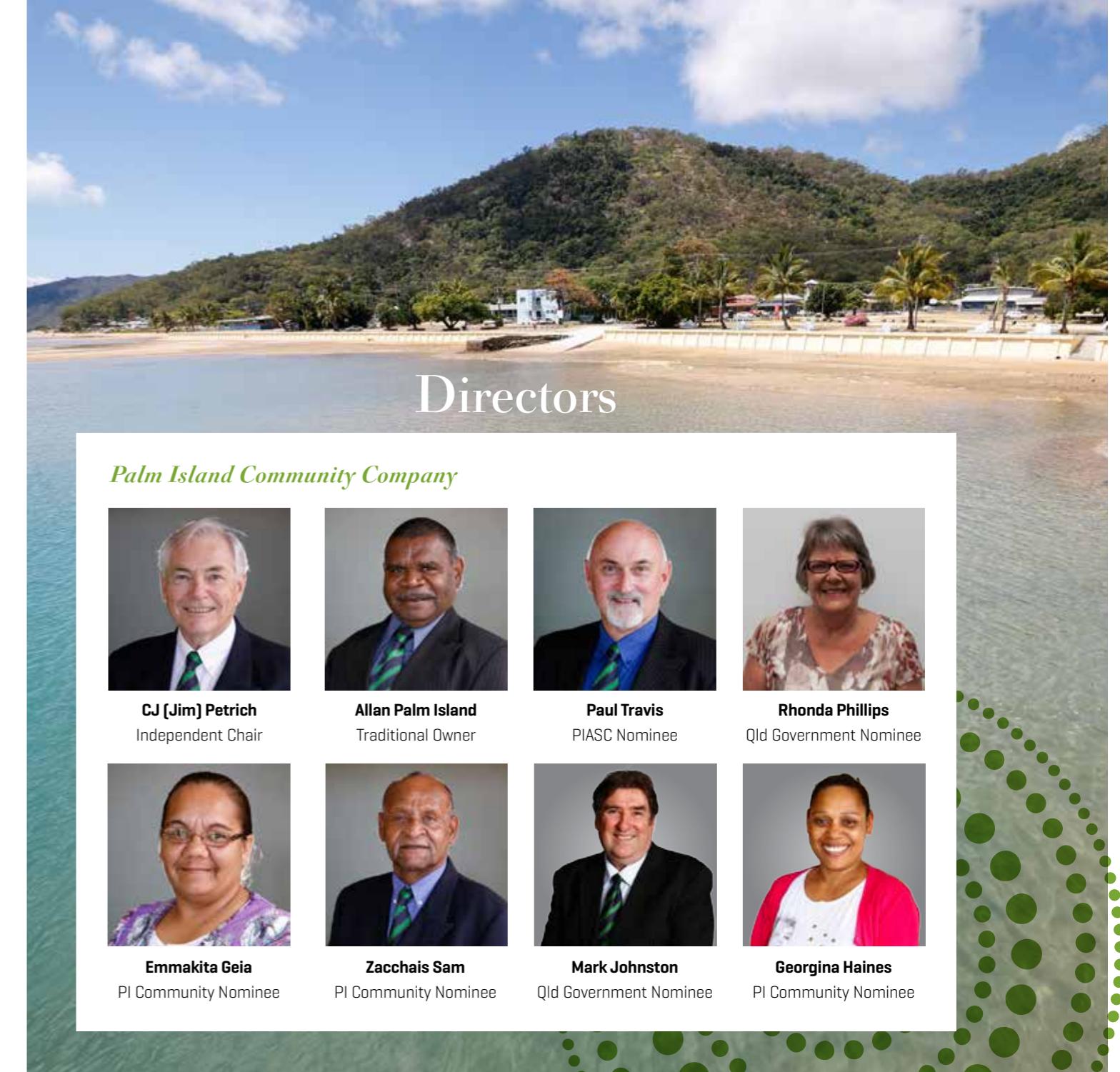
PICC is assisting people access vital medical, education and other human services through the utilisation of its vehicles to provide a pick-up and drop-off service for clients when needed.

Whichway! keeping stakeholders updated and informed

PICC continues to rollout our staff and stakeholder newsletter and it is more popular than ever! PICC launched a new format this year to help keep it fresh and modern – we work hard to let people know what's happening at PICC and on Palm Island as much as we can.



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Summary Financial Report

INCOME AND EXPENDITURE STATEMENT		
	[\\$] 2014	[\\$] 2013
INCOME	6,189,726	5,145,304
EXPENDITURE		
Total Labour Costs	3,974,458	3,253,461
Administration Expenses	721,678	822,202
Property & Energy Expenses	162,124	212,951
Motor Vehicle Expenses	81,905	70,533
Travel & Training Expenses	491,890	432,482
Client Related Costs	798,132	460,805
Total Expenditure	6,230,187	5,252,434
Operating Surplus [Deficit]	-40,461	-107,131
Other Income	1,216,376	1,769,798
Other Expenditure	1,174,660	1,503,541
Net Surplus [Deficit]	1,256	159,126

BALANCE STATEMENT		
	[\\$] 2014	[\\$] 2013
Current Assets	1,311,286	1,327,617
Non Current Assets	251,523	217,156
TOTAL Assets	1,562,809	1,544,773
Current Liabilities	457,039	398,543
Non Current Liabilities	-	-
TOTAL Liabilities	457,039	398,543
NET ASSETS	1,105,770	1,146,230
TOTAL Equity	1,105,770	1,146,230





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