

ANNUAL REPORT

2021/22



Palm Island
COMMUNITY COMPANY



MESSAGE FROM THE CEO

This financial year marked the first year for our new primary health care service, with transition going ahead in July 2021.

The transition itself was challenging, as it coincided with a COVID lock-down. But we overcame the challenges, and we were pleased to welcome a number of Townsville Hospital and Health Service (THHS) staff into our team. As those staff transitioned over, we quickly became one big team, and everyone worked together to respond to the needs of community. Throughout the year, we continued our COVID vaccination program, and from early 2022 we responded to the first COVID Outbreak on Palm Island. As we became the only primary health care provider on Palm Island, we drew on our strong partnership with THHS, as we worked together to respond to the COVID Outbreak.

I am proud of the way our PICC staff and partners responded to that Outbreak, as things could have been a lot worse without all the support that was available in community. It's in times of crisis that we really see the importance of having such a strong local workforce. Our local staff diverted from their normal programs and activities to assist with the health response and deliver food and other support to households with COVID.

The transition of primary health to community control is a really important example of what we need to see in every service area. We need Palm Islanders responding to the needs on Palm Island. That's why PICC has

been investing so heavily in the development of trainees and local staff. During the year, PICC offered placements for fifteen trainees, working with our partner, Connect'n'Grow Employment. These trainees were employed in a range of programs, across health, community services and social enterprises.

We also continued to invest in the development of our staff, because we recognise that developing our workforce is an important part of what it means to have control over our services. Local employment is an essential part of the wellbeing of our community.

I acknowledge all the partners who supported us in achieving our priorities. Self-determination is about community setting the priorities – but we need good partnerships with organisations who help us meet them.

One of our biggest challenges is the social and emotional wellbeing of our community, including our young people, and we need to ensure that we come together to foster wellbeing.

PICC will continue to support the priorities of Palm Island – because we are Palm Island. PICC is our community-controlled organisation, and it is a privilege to be leading PICC in this new chapter of our corporate history.

RACHEL ATKINSON





MESSAGE FROM THE CHAIR

This has been a truly historical year for PICC, as we began trading under the new community-controlled structure.

In November 2022 we'll have our first Member Election in the company's history, and there's been a lot of work behind the scenes to get us to this point.

I've had the honour of chairing both the old and new PICC this year, as the old company still held a number of our funding agreements and continued to operate. As we move into the next financial year, all services have finally transitioned to the new company.

During the year, PICC began running the new health service, worked with partners to respond to the COVID outbreak, expanded our youth services, and continued

the conversation with community about the new company structure. We are continuing to grow and evolve, in response to the community's needs. As we go into our first election, I welcome all Palm Island people to consider becoming members of this organisation, so that you can have your say about what the priorities on Palm Island really are. PICC belongs to the community, and we hope that it continues to be shaped by the needs of Palm Island people.

LUELLA BLIGH

ACKNOWLEDGMENT OF COUNTRY

PICC acknowledges Manbarra, the traditional owners of Palm Island, and Bwgcolman, the historical owners of Palm Island. We also acknowledge the traditional owners across the sea, the Bindal and Wulgurukaba people. PICC pays respect to their Elders past, present and future.



MEMBERS OF THE BOARD

Luella Bligh,
Chair

Harriet Hulthen,
Director

Ian Jessup,
Company Secretary

Cassie Lang, (missing from the photo)
Director

Allan Palm Island,
Director

Rhonda Phillips,
Director



CORPORATE GOVERNANCE

KEY ACHIEVEMENTS

- Transitioned to the new company, which changed its name from Palm Island New Company Limited (PINCL) to Palm Island Community Company (PICC) Limited.
- The old Palm Island Community Company was renamed Palm Island Holding Company and continued to trade in the financial year.
- Transitioned individual service agreements and contracts to the new, community-controlled company using renegotiated agreements or deeds of novation during 2021 and 2022.
- Passed another Human Services Quality Standards audit.
- Completed the draft Palm Island Community Safety Plan for the approval of the Palm Island Aboriginal Shire Council.
- Welcomed a new skilled-based Director to the board, Cassie Lang. A proud Bunjalung woman, Cassie brings over fourteen years of legal expertise to the board.

CORPORATE GOVERNANCE REPORT CARD

Staff Numbers		
	30 June 2022	30 June 2021
Total no. of staff (excl. trainees)	135	129
Number of trainees	17	Not collected



COMMUNITY CONTROL AND PICC

In the history of PICC, there are now two eras: before and after 30 September 2021. This date saw the fulfilment of a goal set at the very beginnings of our company: PICC became a community-controlled organisation.

The transition to community control went smoothly and without undue or unexpected difficulties, although it was delayed owing to the acute and urgent priorities brought by the COVID-19 pandemic, having originally been planned for the winter of 2020.

PICC undertook it in consultation with the Palm Island community so that Palm Islanders understood its importance and its benefits to the community. Throughout the transition, the community of Palm Island, our staff and other interested parties were kept well informed and up to date, particularly about the significance of the transition as it pertained to them.

The community-controlled company is, technically speaking, an entirely new company. To speed the transition, for a time there were two PICCs coexisting simultaneously: the “old PICC” and the “new PICC”, as they quickly came to be known.

The “new PICC” – for a time formally named the Palm Island New Company – was created in early 2021 and assumed its first service, the new Primary Health Centre, on 1 July 2021. The transfer of most of the services, contracts, assets and liabilities of the

old PICC to the new PICC occurred on 30 September 2021, as did all staff members’ employment contracts.

The “old PICC” – retaining the formal name of Palm Island Community Company for a few months and then renamed Palm Island Holding Company – continues in operation as a subsidiary corporation of the new company in order to manage the contracts, assets, liabilities and the like that could not, for a variety of reasons, be transferred to the new company speedily.

To the public and our service users, there was no difference in the services they received: the transition itself was managed carefully so as not to affect the quality of service delivery, and all services and programs retained the PICC branding throughout the transition.

Membership of PICC is now open to all Manbarra and Bwgcolman persons aged eighteen or more. For a nominal membership fee, members of PICC can nominate and vote for members of the board of directors. (The first vote is scheduled to take place at the annual general meeting late in 2022.)

PICC has always striven to incorporate the voices of Palm Island into everything we do, and this change formalises the cooperative and mutually constructive relationship between the community and us.



RESPONSE TO COVID



When the first COVID case was detected on Palm Island on 31 December 2021, our PICC services responded quickly to launch PICC's company-wide COVID response plan.

PICC's COVID response included a separate Health Response Team and a Community Response Team. These teams worked closely together, and with our other stakeholders – the members of the Local Disaster Management Group – to keep the community safe and support households in isolation throughout the lockdown.

While health focused on vaccinations and the health response, our Community Services provided social and emotional wellbeing support, and practical supports: food, cleaning supplies, and other items needed by families in isolation. As group activities and other normal activities were suspended, staff from our Community Services joined the COVID response, assisting to get boxes out to households in need. Our Social Enterprises joined in the effort, to ensure there was a continual supply of food and supplies getting to Palm Island during the lockdown. We extend a big thanks to Woolworths for all their donations at this time. We know a lot of other organisations – including Fire and Emergency Services, Red Cross and Save the Children were helping out with resources, including resources to keep children occupied during isolation. It was great to see everyone working together at this time.

The COVID teams worked seven days a week to support Palm Island through this Pandemic.

Between January and June 2022, PICC provided 601 COVID vaccinations, including boosters and child vaccinations. We also delivered hundreds of boxes of supplies to families in need.

EARLY CHILDHOOD CONFERENCE

STAYING STRONG IN CULTURE

Following on from our inaugural Elders' Conferences the previous financial year, this financial year – in November 2021 – PICC held its inaugural Early Childhood Conference.

The Conference was hosted by our PICC Child and Family Centre Early Childhood Services (Playgroup and Adjunct Care), and highlighted the great work that service delivers on Palm Island. The theme of the Conference was Staying Strong in Culture, because from its inception, one of the

key objectives of the service has been: to keep culture strong whilst providing a safe and caring environment for the children (aged 0–8 years) and parents/carers who attend and benefit from the service.

PICC created a unique conference where educators, service providers, staff, and community members came together to share and learn about the collaborative approach to learning.

Due to the connectivity issues on Palm Island and the COVID-19 pandemic – which made it difficult to have presenters travel to Palm Island – we used Zoom for some of the presentations, and did the second day in

Townsville, at Cowboys Stadium. But it was wonderful to do Day 1 on country, at the CFC – so all our guests got an opportunity to experience Palm Island.

Presenters included Wendy Notley from Aunty Wendy's Mob, Luke Carroll from Playschool, Cecilia See Kee from Cultural Inclusions, and Townsville-born author, Uncle Boori Monty Pryor. Our wonderful host was the very funny Sean Choolburra. Both Boori and Sean have strong links to Palm Island.

This will be an annual Conference, with the next Conference to take place in October 2022.



COMMUNITY SERVICES

Key Achievements

- Opened the Young Offender Support Service, the newest service from PICC, on 1 October 2021.
- The Medical Centre left the CFC Building as part of its transition to community control, leaving a large amount of space into which Early Childhood Services and the Specialist Domestic and Family Violence Service could usefully expand their services.

COMMUNITY JUSTICE GROUP

PICC continues to auspice the Community Justice Group (CJG), 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 in this program: a CJG Coordinator, an Administration Assistant, and a male and female DFV Support Worker.

We are pleased to support the CJG with their ongoing support to community members dealing with the justice system.



COMMUNITY SERVICES REPORT CARDS

FAMILY CARE SERVICES

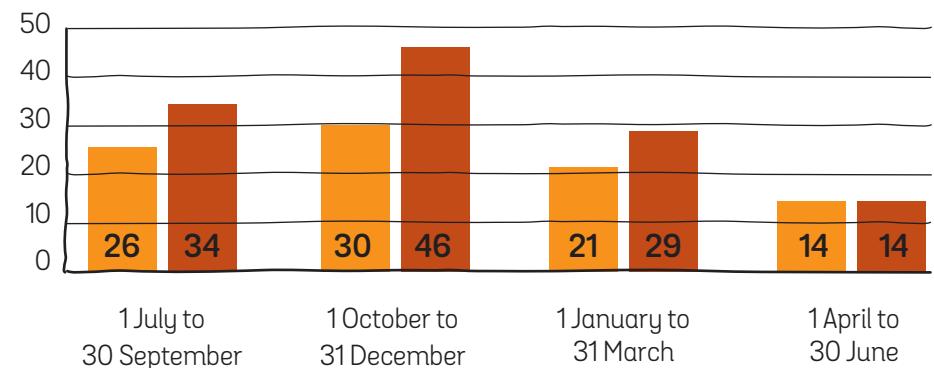
No. of service users

	2021/22	2020/21
1 July to 30 September	17	n/a*
1 October to 31 December	13	n/a*
1 January to 31 March	19	13
1 April to 30 June	21	19
 Total no. of placement nights:	5,390	2,339*

Note: until 1 December 2021, Family Care Services on Palm Island was part of a TAIHS-delivered service, and therefore data from quarters before 1 January 2021 are unrepresentative of the performance of the Service with PICC and as such are not presented here.

FAMILY WELLBEING SERVICES

No. of families receiving a service



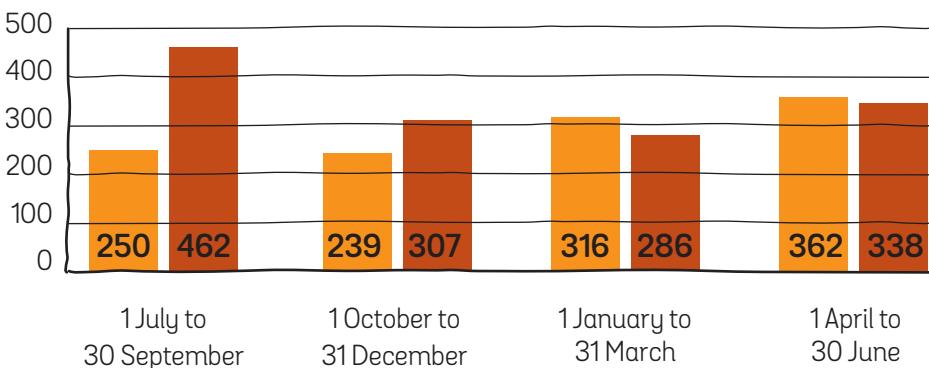
EARLY CHILDHOOD SERVICES

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

	2021/22	2020/21
1 July to 30 September	108	108
1 January to 30 June	133	78

DIVERSIONARY SERVICES

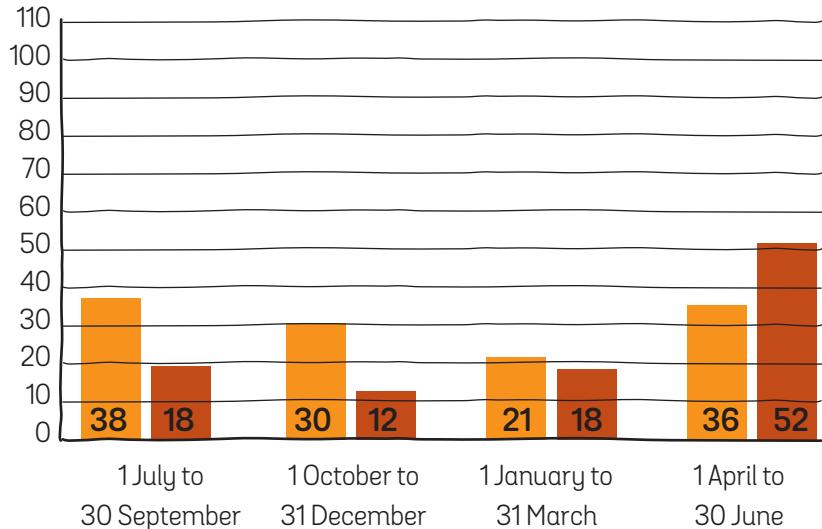
No. of service users supported (all activities)



WOMEN'S SERVICE

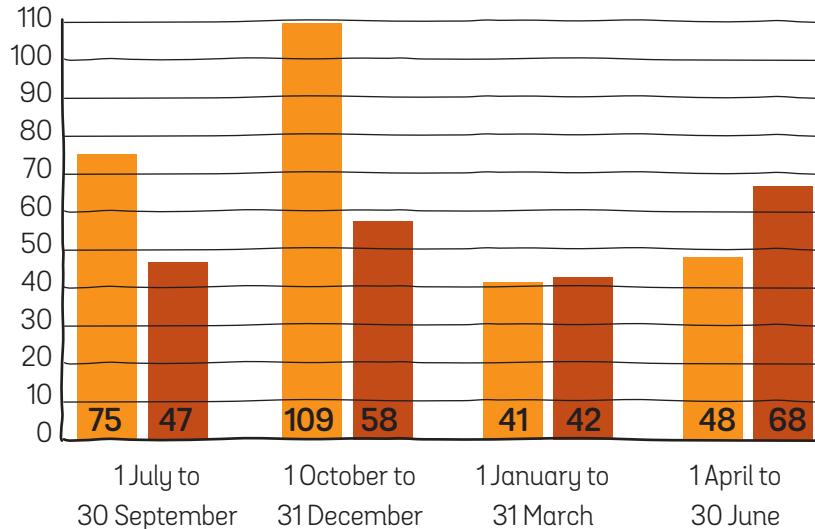
No. of women and children staying at the service

2021/22
2020/21



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

2021/22
2020/21



SAFE HOUSE

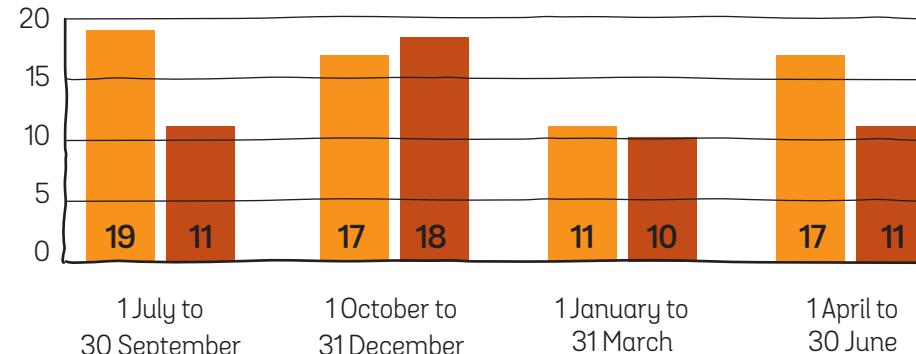
No. of service users

	2021/22	2020/21
1 July to 30 September	15	6
10 October to 31 December	8	8
1 January to 31 March	9	12
1 April to 30 June	11	20
Total no. of placement nights:	1,387	1,789

FAMILY PARTICIPATION PROGRAM

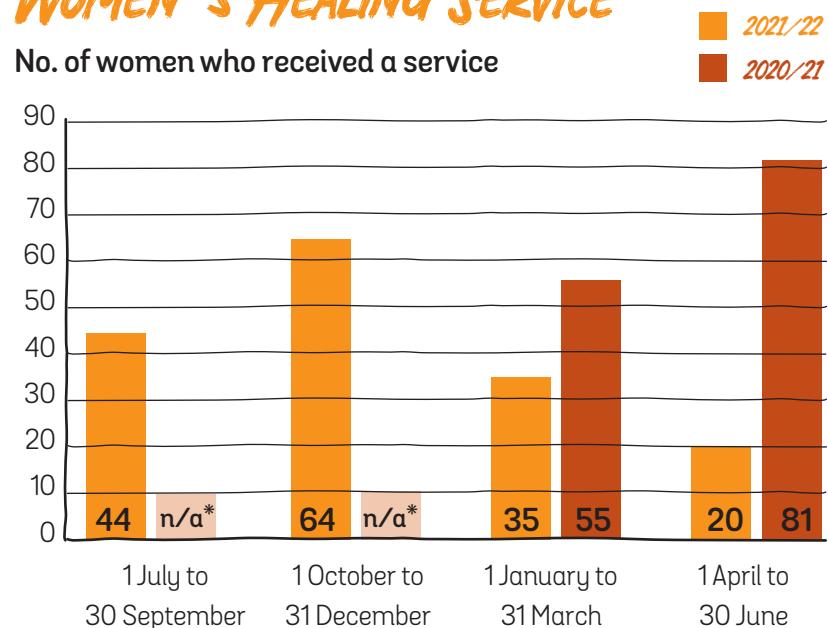
No. of families supported

2021/22
2020/21



WOMEN'S HEALING SERVICE

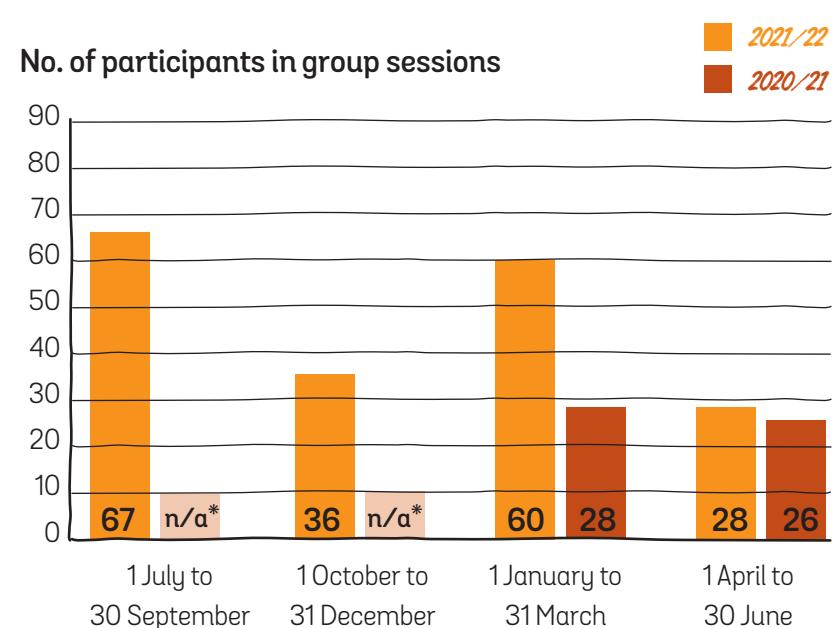
No. of women who received a service



	2021/22	2020/21
Total no. of individual sessions	934	166
Total no. of group sessions	124	34

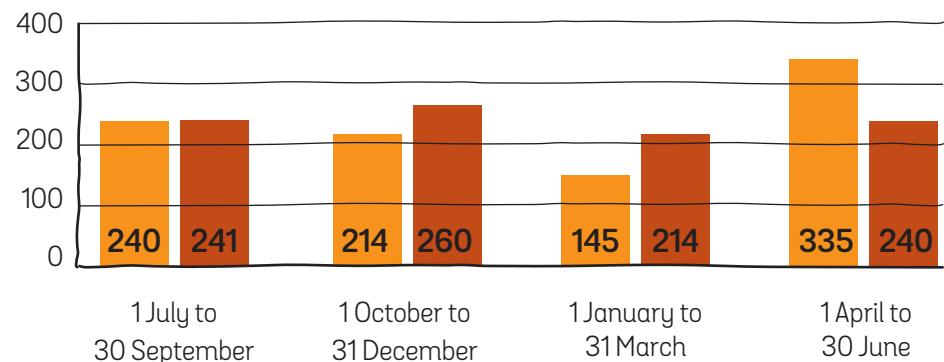
Note: the Women's Healing Service recommenced service delivery on 1 February 2021. Before this date, interruptions to its service delivery mean that the data for these times are unrepresentative of the normal performance of the Service and as such are not presented here.

No. of participants in group sessions



SAFE HAVEN

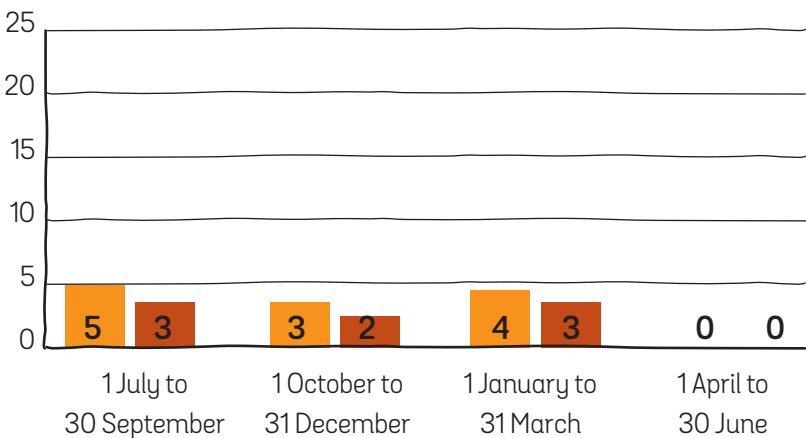
No. of children and young people supported by the service (all programs)



NDIS COMMUNITY CONNECTOR PROGRAM

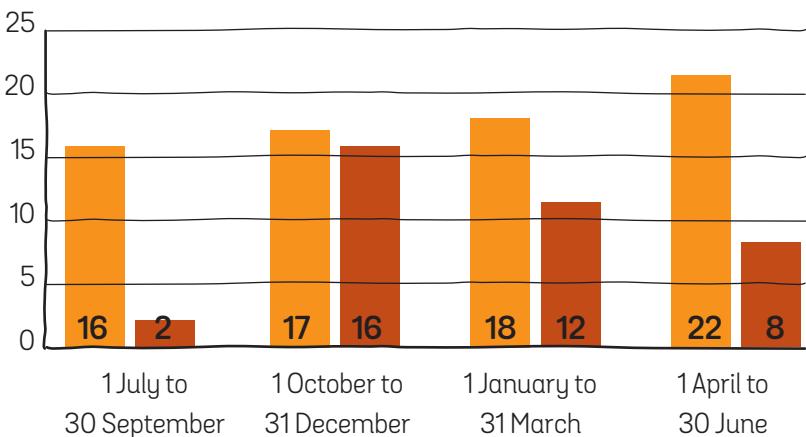
No. of persons supported to access NDIS services

2021/22
2020/21



No. of planning meetings supported

2021/22
2020/21





PRIMARY HEALTH SERVICES

Key Achievements

- The Primary Health Service formally merged with the Queensland Health-run Palm Island Primary Health Care Centre on 1 July 2021 to form the community-controlled Palm Island Primary Health Centre, commencing service delivery on the 6th.
- By 30 June 2022, 94.25 per cent of the Aboriginal and Torres Strait Islander population of Palm Island (as measured by the 2021 national Census) were registered patients of the Primary Health Centre, by far a record for a PICC-run medical service.
- Significant expansion of the PICC Health Workforce within the last twelve months to include more Doctors, Nurses, Health Workers and receptionists
- Engaged five Health Worker Trainees in Certificate III Primary Healthcare Practice to include external and internal training and clinical preceptors
- Increased number of new patients to the service
- Increased the number of health checks and care plans
- Increased Annual Medicare revenue
- Increased specialist cardiac services to include Heart of Australia who conduct Echocardiograms and Cardiac Stress Testing on the Island
- Expanded Qld Health monthly Cardiology services to include Adult and now Paediatric Cardiologist
- Coordinated COVID-19 and Diphtheria response and contact tracing locally on Palm Island
- Transitioned electronic patient management system from MMEx to Medical Director
- Enhanced chronic care management using evidence based best practice clinical care guidelines and Integrated Team Care services with wrap around support to patients and their families

PRIMARY HEALTH SERVICES REPORT CARD

	2021/22	2020/21
No. of "715" Health Checks	873	285
No. of Child Health Checks	167	67
No. of Team Care Arrangements	117	119
No. of GP Management Plans	124	129
 No. of clients who received a Social and Emotional Wellbeing service	225	Not collected

EPISODES OF CARE BY INDIGENOUS STATUS

	2021/22	2020/21
Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander	17,453	12,959
Neither Aboriginal nor Torres Strait Islander	1,005	667
Indigenous status unknown or unspecified	52	36
Total	18,510	13,662

TOTAL NO. OF CLIENTS SEEN AT MEDICAL & SEWB SERVICES

	2021/22	2020/21
Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander	3,821	1,656
Neither Aboriginal nor Torres Strait Islander	336	131
Indigenous status unknown or unspecified	32	16
Total	4,489	1,803



SOCIAL ENTERPRISES

Key Achievements

- For the second year in a row, Social Enterprises had ended the year with a profit. In this year, the profit was \$93,637, up from \$49,948·88 in the 2020/21 financial year.
- All money generated within the Social Enterprises goes back to supporting local employment, and local goods and services.
- Social Enterprises provided employment for 27 local Palm Islander residents over the year and supported 2,269 Palm Island residents with a choice of goods and services.
- The service has continued to increase its workforce and offered mechanic apprenticeships and traineeships in Business Administration, Horticulture and Supply Chain Operations.



OUR PARTNERS

Although Palm Island is an island, PICC is not – we could not do what we do without the help of our partners. Some of the organisations with which we worked and collaborated in 2021 and 2022 are:

- Palm Island Aboriginal Shire Council
- Townsville Aboriginal and Islander Corporation for Health Services
- Queensland Aboriginal and Torres Strait Islander Child Protection Peak
- Secretariat of National Aboriginal and Islander Child Care
- Queensland Aboriginal and Islander Health Council
- North Queensland Primary Health Network
- Wakai Waian Healing
- Bwgcomlan Community School
- Queensland and Commonwealth governments
- Department of Children, Youth Justice and Multicultural Affairs
- Allens Linkaters Solicitors
- Sensory Group
- Jon and Jon Consultants
- Encompass Family and Community
- National Disability Insurance Agency
- Townsville Hospital and Health Service and Queensland Health
- Joyce Palmer Health Service
- Griffith and James Cook Universities



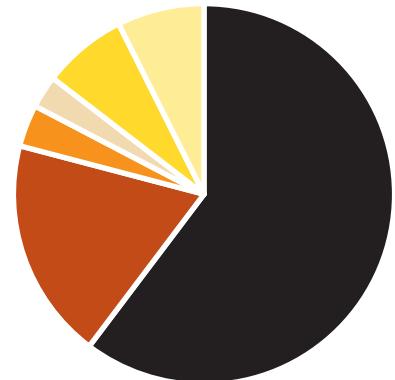
SUMMARY FINANCIAL REPORT 30 JUNE 2022

	\$	\$
	2021/22	2020/21
BALANCE SHEET		
Current Assets	\$4,074,180	\$2,477,909
Non Current Assets	\$1,245,839	\$909,387
TOTAL Assets	\$5,320,019	\$3,387,296
Current Liabilities	\$1,896,854	\$1,501,640
Non Current Liabilities	\$322,533	\$523,145
TOTAL Liabilities	\$2,219,387	\$2,024,785
 NET ASSETS	 \$3,100,632	 \$1,362,511
 TOTAL Equity	 \$3,100,632	 \$1,362,511
 INCOME AND EXPENDITURE STATEMENT		
INCOME	\$18,216,849	\$12,965,924
 EXPENDITURE		
Total Labour Costs	\$10,008,560	\$8,420,526
Administration Expenses	\$3,121,036	\$1,582,714
Property & Energy Expenses	\$592,369	\$416,322
Motor Vehicle Expenses	\$459,654	\$236,530
Travel & Training Expenses	\$1,191,899	\$662,101
Client Related Costs	\$1,262,490	\$843,947
Total Expenditure	\$16,636,008	\$12,162,140
 NET SURPLUS (DEFICIT)	 \$1,580,841	 \$803,784

DISSECTION OF EXPENDITURE

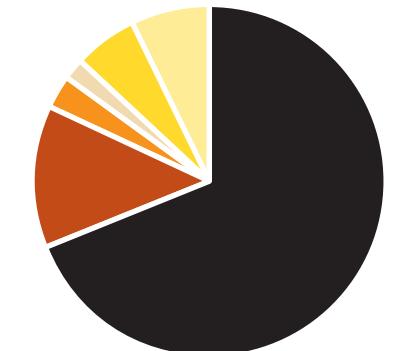
2022

	Total Labour Costs	60%
	Administration Expenses	19%
	Property & Energy Expenses	3%
	Motor Vehicle Expenses	3%
	Travel & Training Expenses	7%
	Client Related Costs	8%



2021

	Total Labour Costs	69%
	Administration Expenses	13%
	Property & Energy Expenses	3%
	Motor Vehicle Expenses	2%
	Travel & Training Expenses	6%
	Client Related Costs	7%







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