

Goodbye, Grace

PICC staff and friends are mourning the loss of a much-loved team member, Retemoi Grace Miller.

Grace was a highly respected member of the Palm Island community and of the PICC team.

She worked at the Safe Haven from 2011 to 2017 and was its coordinator for most of those years.

Her passion for helping the Palm Island community, and especially its youth, was boundless.

Her enormous contributions to the Safe Haven and to PICC are still being felt today.

Grace was instrumental in developing several programs and activities which are still running, such as the Night Café, the PICC Playgroup and the Youth Patrol.



Grace was also responsible for re-establishing the Tuckshop at the Bwgcorman School, which had not run for many years.

Those who knew Grace have called her generous, forgiving, wise and one of a kind.

She has left a priceless legacy to Palm.

Grace will be missed by everyone and remembered forever.

A memorial service for Grace was held on 4 January.

It saw many in the Palm community attending to pay their last respects to this amazing woman.

All of us at PICC would like to extend our sincerest condolences to Grace's family, friends and loved ones.



A Message from the CEO

Welcome to the first *Wunja Tribal Voice* of the year and the decade!

You might be wondering what PICC has in store for 2020.

I'm very pleased to tell you that on 6 April the PICC Medical Centre will be moving to the Palm Island Primary Health Care Centre.

This is one step in the process of integrating all non-emergency medical services on Palm into one convenient, central clinic which will soon be owned by you, the community.

PICC, TAIHS and Queensland Health are currently working on how to integrate Palm's medical services into the Centre and transition the Primary Health Care Centre to community control.

More information about all this and what it means for you will be in a future issue of the *Wunja Tribal Voice*.

PICC is also working on our own transition to community control – a goal of ours since we were founded. We hope to bring you good news about this later in the year.

We're also looking out for new services we can give you.

We're currently negotiating with the Queensland Government to bring another service to PICC. We'll be able to tell you all about this when the negotiations are finished.

And we're not going to forget our existing services and programs. We're working every day to make them all even better than ever for you.

Have a deadly month.

Rachel Atkinson



Welcome to the PICC team

The Family Wellbeing Centre would like to welcome and introduce to you two new workers in the FWC team.

Sian Daisy and Emily Cramb have both joined the FWC for 2020 as Youth and Family Support Workers.

You are most welcome to call into the FWC at any time to meet and have a yarn with Sian and Emily.

Welcome to the new-look WUNJA TRIBAL VOICE the Palm Island Community Company newsletter

For more updates from PICC, you can also like our Facebook page and watch our videos on our YouTube channel.



Come for a yarn with the ladies at the Women's Yarning Circle

The Women's Yarning Circle is back for 2020 and better than ever!

All Palm Island women are welcome to join us at the Women's Service to yarn about issues that are important to us over dinner.

From 6 p.m. to 9 p.m. every Wednesday we have guest speakers and information on all sorts of topics, lots of fun activities, and a free dinner for everyone.

Transport is also available. Call us on 4791 4010 to learn more, or visit us on Mango Avenue.

Pictured here are some of the ladies at the Yarning Circle on 5 February.



New PICC policy protects whistleblowers

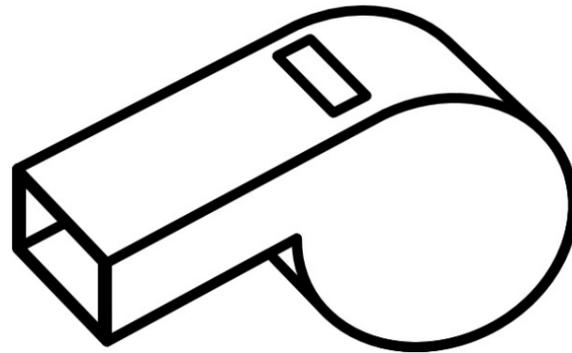
PICC now has a whistleblowing policy that shows how we will support and protect people when they report wrongdoing they have witnessed at PICC.

PICC has always been committed to the highest standards of conduct from ourselves and our staff. This commitment means that, if anyone sees us or one of our staff doing the wrong thing, we want them to feel safe telling someone.

We hope that this policy makes our commitment clear, and we hope that it will encourage everyone to report wrongdoing if they see it.

The whistleblowing policy includes things like:

- All PICC staff are encouraged to report wrongdoing by the PICC organisation or any of our staff.
- PICC will take seriously all reports of wrongdoing from whistleblowers, whether or not their complaint is protected by law, and we will investigate their reports whenever possible.



- How to make a whistleblowing complaint and who to make it to.
- If certain criteria are met, the law gives rights and protections to whistleblowers that no one can take away.
- PICC will support and protect whistleblowers when they have reported wrongdoing in more situations than the law requires.
- PICC will not victimise a whistleblower for whistleblowing (as well as anyone named in a

whistleblower's report), nor will we treat them unfairly or discriminate against them.

- PICC won't tell anyone the identity of a whistleblower unless they say we can or the law says we have to.
- PICC won't discipline whistleblowers for whistleblowing. We may only discipline people if they were involved in wrongdoing or if they deliberately made a false complaint.

The policy protects all staff members of PICC, and many of its protections are also available to former staff and some others who are or have been connected to PICC.

We encourage all PICC staff to read the whistleblowing policy. It is available with the other PICC policies in our electronic files, and anyone can request it through the PICC Townsville office.

Your new human rights

Twenty-three human rights are now protected in Queensland after a new law took effect on 1 January.

This law, the *Human Rights Act*, makes your human rights clear when you come into contact with the Queensland government, its departments and services, and anyone acting on its behalf – which sometimes includes PICC.

In addition, Parliament now has to think about these rights before they pass any laws and that courts now have to interpret the law in a way compatible with these rights whenever possible.

The new Queensland Human Rights Commission oversees how all this is done.

Aboriginal and Torres Strait Islander peoples' right to practise culture is one of these new human rights.

Some others are the right to the equal application and protection of the law, the right to equal protection against discrimination and the right to protection for families and children.

This law will be important to Palm: the Queensland government and everyone providing services on its behalf are now responsible for the human rights implications of what they do and the decisions they make.

PICC welcomes this new human rights law.

PICC has always believed strongly in a culture of respect and consideration for everyone's human rights, and this new law means PICC now must consider the implications for our clients' and our staff's human rights whenever we make decisions, create policies and provide services

Every Queensland government service on Palm and other companies helping you on their behalf have to do the same.

PICC is also now required to show how we consider our staff's and our clients' human rights when we are regularly audited under the Human Services Quality Framework.

We are also looking into how these human rights could be used to advocate for Palm and to bring needed services to the community.

If you would like to learn more about these new human rights or the law behind them, you can visit qhrc.qld.gov.au/your-rights/human-rights-law.

For more information about the new Queensland Human Rights Commission, or if you would like to make a complaint to them about a breach of your human rights, you can call 1300 130 670 or visit qhrc.qld.gov.au.

Did you know? If you're a PICC staff member and you're having issues in your work or in your personal life, you can get help through our Employee Assistance Program (EAP). The EAP offers you free and confidential counselling sessions (up to three a year) at On Bundock, a psychology and counselling practice. Talk to one of our friendly HR team if you would like to know more about the EAP, or call 4724 0861 to make an appointment with On Bundock.

Fingerprints needed for timeclocks

PICC staff are now registering their fingerprints into a new timeclock system

A member of our HR team is coming to each of our locations with a timeclock. They will ask every one of our staff to enter at least one fingerprint into it (if you haven't already). They will also tell you a little about the timeclocks and the system.

The timeclock system is still being set up with the details of staff members, shifts, locations and pay rates as well as everyone's fingerprints.



Shortly after this is completed, the timeclocks will be set up at most of our sites.

We will let our staff know when the timeclocks are ready to use at each site and give more information on how to use them then. More information will also be in a future issue of the *Wunja Tribal Voice*.

If you have any questions or concerns, please contact your coordinator, manager or one of our HR team.

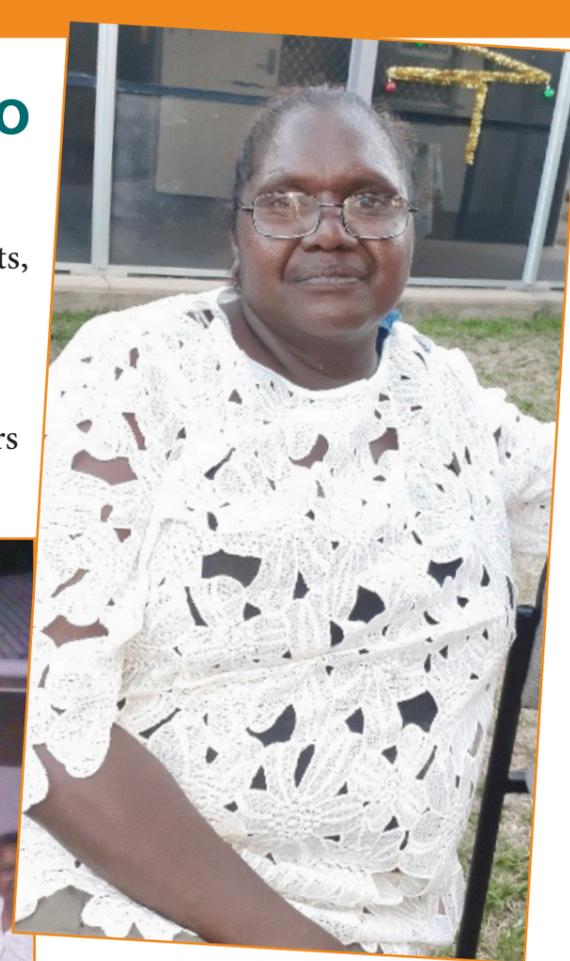


Aunties Bev and Sylvia

Arts and Crafts Day a success thanks to a generous donation

The staff of the Family Wellbeing Centre and the Women's Service, their clients, and attendees of the Ladies' Arts and Crafts Day and the Women's Yarning Circle would like to say a big thank you to Share the Dignity organisation for donating bags and toiletries for our ladies and clients.

Pictured is the Ladies' Arts and Crafts Day and some of the regular visitors to the Women's Yarning Circle.



Samantha Reid



Deanne Dempsey



Patsy Dallachy



Jenny Cannon and Rachel Fraser



Marg Parker

Palm Island Community Company Services Directory

PICC offers a wide range of everyday and special programs and services to the Palm Island community. Residents are welcome to visit all programs and services they need.

Children and Family Centre (CFC): Reid Lane. 1800 725 647 or 4791 4031

- Medical Centre
- Early Childhood Program
- Parenting and Health & Wellbeing Project
- After-Hours GP Clinic: Mondays, Tuesdays & Wednesdays until 9pm. We welcome walk-ins or call Reception on the number above to make an appointment.
- Playgroup: 0497 656 460. Monday to Friday 10am–1pm, outdoors Tuesdays and Thursdays. Mobile playgroup will be in various safe locations on the Island. Transport and meals are provided for children and parents.

Community Justice Group: Reid Lane. 4791 4001

Community Op Shop: Beach Road. 4770 1677

Open Monday to Thursday 9am–5pm and Friday 8am–4pm.

We have new and second-hand clothing and home wares, footwear, bags, reading glasses and sunglasses, prepaid phones and technology items, bric-a-brac and gift lines.

Diversion Services: Reid Lane. 4791 4071 or 4791 4072

- Adult Patrol: 0491 295 342. Patrol Hours: Wednesday 6–8pm, Thursday & Friday 4–10pm, Saturday 9am–12pm & 5–10pm, Sunday 9am–12pm & 2–5pm. Diversionary office hours are 8.30am–5pm Monday to Friday.
- Men's Gathering: Monday 6–8pm. For transport contact Milton or Frank before 4pm on 4791 4070. We invite all men to come along for a light meal and great company to discuss all topics of concern in our community. A regular night of story telling, sharing and learning from one another.

Domestic and Family Violence Specialist Service: Reid Lane (in CFC Building). 0448 707 789 (Janet King)

Family Participation Program: Bentley Street. 4791 4024

Family Wellbeing Centre: The Mall. 4791 4050

Mental Health (Stepped Care Program): Reid Lane (in CFC building). 4791 4031

NDIS Community Connectors: 0499 167 543

PICC Bakery and Fuel – the cheapest fuel on the Island!

Farm Road. 4770 1653. Fuel cards accepted.

Bakery: Monday–Friday 8am–3pm.

Our specials are Doner Kebabs and Ham & Cheese Croissants.

Palm Automotive

PALM ISLAND: Farm Road. 4770 1257.

Opening hours: Monday–Thursday 8am–5pm, Friday 8am–3pm.

TOWNSVILLE: 3/27 Hamill St, Garbutt. 0459 817 408 (Shane Stewart). Opening hours: Monday–Friday 8am–5pm, PICC off-pay week Fridays 8am–5pm, Saturdays 8am–12pm.

Safe Haven (Creating Safe Communities): The Mall. 4791 4006

- Night Café: Monday, Tuesday and Thursday 3–7pm (Wednesday nights at the PCYC). Light meals provided. 4791 4006
- Youth Patrol: Monday, Tuesday and Thursday 4pm–9pm at the CFC (Wednesdays at the PCYC).

Safe House (Residential Services): Bentley Street. 4791 4020 or 4791 4024

Townsville PICC Office: Suncorp Plaza, 61–73 Sturt Street, Townsville City. 4421 4300

Women's Healing Service: Townsville Women's Correctional Centre, Stuart. 4421 4300

Women's Services (Women's Shelter): Mango Avenue. 4791 4010 or 4791 4011

- Women's Healing Circle: every Monday from 10am–12pm.
- Women's Yarning Circle: Wednesdays 6–9pm, free meal included.



Unleaded Fuel Times

Monday: 10am to 4.30pm

Tuesday to Thursday: 8am to 4.30pm

Friday: 8am to 3pm

Diesel is available seven days