

Palm Island Voice



FREE!

Issue 385
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PLEASE note there may be some images of deceased persons within this publication.

Call Centre trainees set to graduate



The first Palm Island team who will take calls on Telstra's First Nations Connect Hotline will graduate from the first phase of their TAFE studies this Wednesday.

The 14 local trainees will take their first calls for Telstra around the end of October after the second phase of their on-site training.

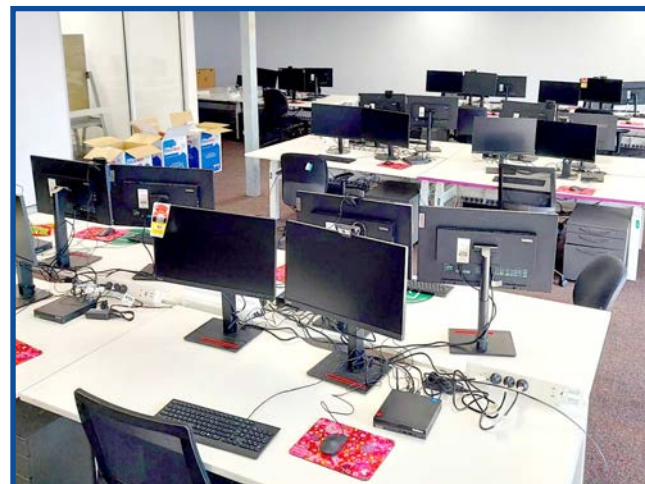
The team will be part of Telstra's National First Nations Call Centre Team alongside other teams in Darwin and Jumbun (near Cardwell).

Telstra said another 15

people will commence their TAFE studies early October before starting their Telstra training in early January next year.

The graduation ceremony will be held from 11am to 1pm on Wednesday at the new Call Centre.

The community is welcome to attend and celebrate with them!



Thanks Nugget!



Well wishes have poured in for Janelle Whitehead, aka Nugget, who has retired (loosely!) to Coonamble, in central western New South Wales, to be with her family after what has been described as five “fabulous” years on Palm Island.

Rainbow Gateway CDP thanked her for her work and said they wished her the best on their Facebook page.

PIASC CEO Michael Bissell paid tribute to her work.

“We wish her, and her mum and brother all the best,” he said.

Mayor Mislam Sam said Nugget had made a great contribution.

“Nugget has been a much-valued and dearly loved member of the team and made an enormous positive contribution to Palm Island in her time on Island,” he said.

“From the time she started at Council she was tasked with setting up the Civil and Open Space team, and really driving our training commitment.

“If the measure of leadership is

that you left a place better than when you found it, then Nugget was a great leader in her time on Palm.

“So many things improved under her watch, including establishing the Open Space team that has created the wonderful amenity we now experience around our Island every day making our Island home look great, to our Civil team who keep our roads, footpaths and stormwater maintained, and have played important roles in the building of our new concrete roads.”

Mr Bissell said Nugget was particularly passionate about training and supporting people to get new or updated qualifications.

“Council was chuffed to be a finalist in the 2023 Queensland

Training Industry Awards for the medium-size organisation category, where we were one of three regional finalists out of 800 nominations state wide,” he said.

“It was the first time Council had been a finalist in the awards and it was testament to the effort she put in to see most Council staff undertake additional training, with some staff gaining several new tickets and Council supporting 10 new apprentices, several people doing Cert II, III and IV courses, a couple of business administration trainees and many others.

“We will all miss her direct, warm and encouraging approach to seeing things done for the betterment of Palm Island.”

THE NEXT *Palm Island Voice* DEADLINE*
(Issue 386*) will be Thursday 5 October
for publication on Monday 9 October.



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