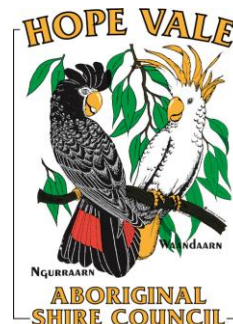


# Director Social Services

## COUNCIL REPORT

Meeting: 15<sup>th</sup> March 2023

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### Meetings/Events Attended by Social Services for the Month of February

- NDIS Community Connector Operational meeting
- Workshop - Human Resources, Employment & Industrial Relations Framework- Conditions, Legislation, Policies, Processes, Procedures and Law relating to Council
- Social Services Managers/Directors/Coordinators Monthly Meeting
- Department of Education (Early Childhood) and Hope Vale Council meeting
- Hope Vale Interagency Meeting
- Peak Services Grant Management Proposal
- Wujal Wujal informal meeting exploring any opportunities for regional collaboration

### On-going Current Activities

- Review of Quality Improvement Plan for Aged Care Hostel – *Ongoing*
- Review of Continuous Improvement Plan for George Bowen Memorial Kindergarten - *Ongoing*
- Review of Quality Improvement Plan for Nola's Place – *Ongoing*
- Review of Quality Improvement Plan for Commonwealth Home Support Program – *Ongoing*
- Review of Policy and Procedures for Aged Care Hostel and Commonwealth Home Support Programme - *Ongoing*
- Review Policy and Procedures for George Bowen Memorial Kindergarten - *Ongoing*
- Review Policy and Procedures for Nola's Place - *Ongoing*
- On-going Monitoring Outbreak Management Plan for Aged Care
- Facilities Maintenance – Works orders and register are continuously updated to ensure the continuity of all services

### Other Action in Progress

- **Kindergarten Fencing** Fencing erected at the Kindergarten grounds to ensure safety obligations whilst children playing in the playground area.
- **Multi Purpose Centre – Infrastructure Funding** Grant application submitted to source funding for renovation and maintenance identified that is required to be rectified at the Multi-Purpose building.
- **Hope Vale Calender of Events for 2023**  
Hope Vale Events Co-ordination Advisory Committee proposal is currently being reviewed
- **Hope Vale Youth Engagement Strategy**  
Planning the Coordination of a Workshop has commenced.
- **Hope Vale Aboriginal Shire Council Facilities Hire**  
Review currently being undertaken
- **Home Care Dialysis Program**  
An Agreement between parties is currently being drawn up
- **Sports and Recreational Activity - Easter Program**
  - ❖ Harbrow Mentoring - Harbrow Mentoring is owned and operated by Cairns local brothers Marc and Jarrod Harbrow. Created in 2010, Harbrow Mentoring was initially designed to deliver school holiday sporting programs to young people in communities in Cape York. Harbrow Mentoring now provides a holistic range of programs to young people living in Far North QLD and the Gold Coast, connecting it's three main pillars to its operations, Mentoring, Leadership and Sports Development. Designed to give aspiring young people the tools to achieve most out of their life in a culturally supportive and inclusive environment.  
Marc and Jarrod are very passionate about assisting young people and their communities through the influence of improved health, educational outcomes and employment opportunities. Combined with a wealth of knowledge and experience, Marc and Jarrod are committed to supporting young people achieve the best out of life.  
The Program will be delivered in Hope Vale during the Easter period and funded by the Local Thriving Communities Grant for Service Enhancement Program.

## Social Services - Statistical Information 2023

ACTIVITY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Enrolments Nola's Place 2022	17	23										
Enrolments Kindergarten 2022	19	23										
Residents Aged Care	4	4										
Youth Participants	0	0										
CHSP Clients	49	50										
Active NDIS participants	26	26										
IKC Memberships	77	78										
Food Businesses with Food Licenses	4	4										

### Nola's Place Child Care Centre

*Nola's Place Child Care Centre is licensed for twenty – nine (29) children fulltime. (0 to 2 years – 8 and 2 to 5 years – 21).*

#### Operating Hours

8:00am – 5:00pm -Monday to Thursday

8:00 – 13:00 - Friday

- 23 Children enrolled at Nola's Place
- 6 Vacancy in the 2–4-year-old room
- 0 No vacancy in the 0-2 year old room
- 0 Enrolments were ceased due to 42 days absent days
- 15 Children attended in the reporting month
- 11 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed
- 2 No referrals made this month

#### Breakfast Program

The Breakfast program ensures that all children have access to nutritious food in a safe and supportive environment, to positively impact health and learning.

#### Programs and Activities

- Hygiene – Washing Hands Program
- Nose Blowing Program
- Healthy Eating

#### Activities or events the children and educators are working towards

- First 5 forever
- Easter Activities

#### Incidents/Accidents

Nil

#### Feedback Compliments/Complaints

Nil

#### Compliance Issues

Nil

#### Staff Movements

Nil

#### Recruitment

Nil

## Training and Development

Nil

## Good News Story for the month

Nola's Place Newsletter: "Bithagurr Bi Milbi"

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## George Bowen Memorial Kindergarten

*George Bowen Memorial Kindergarten is licensed for twenty – five (25) children of Kindergarten age. The centre is currently regulated by the Education and Care Services National Law and the Education and Care Services National Regulations (National Regulations). The service receives Federal and State Government Funding. The children attend on Monday-Wednesday 9:00am-2:30pm.*

### Operating Hours

8:00am – 5:00pm Monday to Thursday

8:00am – 12:15pm Friday

23	Children enrolled in the educational program
0	Children's enrolment has ceased
2	Referrals made to speech specialist
0	Events attended
4	Kindergarten or Pre-Prep Enrolments from Nola's Day Care

### Programs/Themes for the month

**Routines** – Educators are supporting the children to get familiar with daily routines.

This learning process is captured as soon as a child enters the Kindergarten.

- Daily Routine Activities
- Washing Hands Regularly
- Blowing Nose Activity
- Morning Tea/Lunch/Afternoon Breaks
- 

**Weather Forecast** – Types of weather - Sunny, Rainy, Overcast and Cloudy

### Living Plants Program

Continuation on the Living Plants programming

**Writing** – Teacher and Assistant Teacher can assess the children's pencil grips.

The teachers have introduced a reading book from phonics' "The Pond" and asking the children to read the book one on one with the Teachers by pointing to the words with their finger to help them gain confidence in reading and learning a new skill. As this is the first time, we are trying this we are excited to see the children happy about learning something new

### Incidents/Accidents

Nil

### Feedback Compliments/Complaints

Nil

### Compliance Issues

Parents/Carers whose child attends kindergarten are happy with how well the children are learning and how engaged they are with routines.

### Quality Improvement Plan

On-going

### Staff Movements

Nil

### Recruitment

Nil

## Training and Development

Nil

## Good News Story

Program set to commence with planting fruits and vegetables and the benefits of eating healthy.

Children have become more confident within the kindy environment and how they have become familiar with the routine and what is expected.

The children are gaining confidence in understanding the group time routine and learning about colours, numbers

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## Indigenous Knowledge Centre (IKC)

*Indigenous Knowledge Centres (IKCs) are a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland (Library Board). The IKCs work in their communities to document and record the local histories, stories and language as part of their local collections. IKCs coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Such activities may include recording language, conducting language workshops or culture love programs in their communities. Other services provided by IKCs to their communities are delivered at the discretion of Council and vary between IKCs, but may include:*

- *Loan of items*
- *Public access to Information Technology*
- *Public programs*
- *Family history research*
- *Preservation of materials*

### Operating Hours

Operation Hours:

Monday to Thursday 8:00am – 3:00pm

Friday 8:00am – 12:15pm

### Social Media

- Nil post made for the month

### Indigenous Knowledge Centre's membership for the month

Hope Vale IKC has in total 77 memberships, with 1 new membership and nil renewed

### Library resource currently on loan to community people

- 23 outstanding overdue loans
- 0 current loans

### Number of visitors to the centre during the month

- 41 visitors to the centre during the month

### Current Activities / Upcoming Events

- Youth Activities
- Arts and crafts

### Upcoming Events

- International Women's Day Event

### Upcoming Projects

- School Holiday Youth Activities
- Language Program
- Men's and Ladies Group gatherings

### First 5 Forever session

- First 5 forever is scheduled to recommence in March. This program will run for an hour and will continue throughout the year.

### Incidents/Accidents

- Two incidents reported – Break Ins

**Staff Movement**

- IKC Coordinator has completed a 4-week placement for her Diploma of Nursing

**Staff Training / HR Issues**

- IKC Coordinator completed her 4-week placement. Completion of placement does see an Enrolled Nurse in Hope Vale

**Feedback Compliments/Complaints**

Nil

**Activities or Events attended**

Nil

**Additional Information**

Nil

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**Youth Engagement Program (YEP)**

*The Hope Vale Youth Engagement Program is to work with Hope Vale youth between the aged of 12 – 18, to support their engagement and ongoing participation in education, training, employment, recreation, and referral pathways that align with individual needs and aspirations.*

**Operating Hours**

- Monday to Thursday 8:00am – 5pm  
Friday 8:00am – 12:15pm

**Social Media**

Nil post made for the month

**Current Activities / Upcoming Events**

- Youth Sporting Activities
- Easter School Holiday Program

**Upcoming Events**

- School Holiday Program

**Staff Movement**

Nil

**Staff Training / HR Issues**

Nil

**Feedback Compliments/Complaints**

Nil

**Activities or Events attended**

Nil

**Additional Information**

Nil

**Incidents/Accidents**

Nil

**Staff Movement**

Youth Engagement Officer commenced on the 27<sup>th</sup> February 2023 and recruitment has commenced with the appointment of an 2<sup>nd</sup> Youth Engagement Officer.

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**National Disability Insurance Scheme (NDIS) Connector**

*The Remote Community Connector Program aims to “engage, inform and assist” people living in Aboriginal and Torres Strait Islander remote communities through the National Disability Insurance Scheme (NDIS) Connector NDIS pathway process.*

#### **Operating Hours:**

8:00am-3:00pm Monday - Thursday

#### **Programs and Activities**

08<sup>th</sup> March 2023 the NDIS Service will be visiting participants in Community. The Director of Social Services will coordinate participants to meet with the provider.

<b>Active Participants</b>	28	
	6	participants with Centacare
	22	participants with ITEC Health

#### **Access Referral Form (ARF)**

Nil

#### **Recruitment**

The recruitment process has not enabled the appointment of a qualified officer. Alternate options are currently being investigated by HR.

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## **Indigenous Radio Station**

*The Communications and Media Centre is funded by the Federal Government. Currently we have two (2) community people employed at the Radio Station – a senior broadcaster and a junior broadcaster.*

#### **Operating Hours**

8:00am – 5:00pm - Monday to Thursday

8:00am –12:15pm - Friday

#### **Shows/Programs that are airing**

- Youth Show
- Talkblack
- NIRS News
- Health Show
- Community show
- Health show
- Community show addressing local issues

#### **Indigenous broadcasting & communications services communicating government messages**

- Live broadcasting via the National Indigenous Radio Service
- Local current affairs
- National and local current affairs per week
- National News per hours per day
- Community services announcement per week

#### **Outcomes achieved**

- Broadcasting school events
- Advertising Job Vacancies
- Announcing Community meetings and events
- Community Notice of Local Communities Issues – Break Ins
- Education and Health Promotion Notices
- Community announcements
- Weather Updates
- Guest speakers
- Council announcements
- Community issues
- Kindergarten and Day Care announcements
- Health messages and programs
- Community Chats and feedback
- George Bowen Memorial Kindergarten enrolments and announcements
- Land meetings
- HIPPY program
- Playschool announcements

- Health programs and messages

### **Messages Broadcasted**

- 20 government messages
- 55 community messages produced and broadcasted

The impact of these messages is high, community does give feedback and how these messages impact on them and their family

### **Community Engagement**

- Over the last six weeks we have engaged the following services to do ads and a schedule talk show (either weekly, fortnightly or monthly). The Youth, Playschool, the Kindergarten, Day Care, IKC, Age Care and the School to record 1–2-minute ads in English and languages for their services. The school will still do their 30 minutes show after the holiday. The Youth and Playschool have already recorded one ad each.

### **Incidents/Accidents**

Nil

### **Compliments/Complaints**

Nil

### **Compliance Issues**

Nil

### **Staff Movements**

Nil

### **Staff Issues/Recruitment**

Nil

## **Commonwealth Home Support Program (CHSP)**

*The Commonwealth Home Support Program helps the frail, older people living in Hope Vale to maximise their independence whilst still being able to live in their homes. This program is funded by the Federal Government and works closely with the State Government Department of Health.*

### **Operating Hours:**

8:00am-4:00pm Monday - Thursday

### **We currently provide the below community services:**

- CHSP - Commonwealth Home Support Program
- NDIS - National Disability Insurance Scheme
- QCCS - Queensland Community Care Services

### **Hope Vale Council provides the following services to the community:**

- domestic assistance
- transport
- meals
- personal care
- yard maintenance
- social support – individual
- social support – group
- flexible respite

### **Who is Eligible?**

To access services Aboriginal and Torres Strait Islander people need to be over 50 years old and have an assessed need for services. Hope Vale CHSP can assist potential clients to meet with the independent assessors.

### **CHSP Staff deliver services to:**

- CHSP Clients – 50
- NDIS Client – 2
- Queensland Community Support Scheme - 3

### **Programs and Activities**

Activity	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
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<b>Meals Delivered</b>	491	582											
<b>Hours Yard M'tce</b>													
No. of Clients	34	34											
No. of Hours	54	56											
<b>Domestic Assistance</b>													
No. of Clients	16	16											
No. of Hours	31	39											
<b>Individual Support</b>													
No. of Clients	17	17											
No. of Hours	33	39											
<b>Transport</b>													
No. of Clients	26	26											
No. of Trip	14	58											
<b>Hours Personal Care</b>													
No. of Clients	2	2											
No. of Hours	2	4											
<b>Hours Social Support</b>													
No. of Clients	26	26											
No. of Hours	33	74											
<b>Flexible Respite</b>													
No. of Clients	1	1											
No. of Hours	0	0											

#### Visitors to the service

- Nil

#### Community Engagement

- *Commonwealth Home Support Workers* assisted client participation and involvement in community events where open events were taking place
- Cultural Centre precinct activities

#### Incidents/Accident

Nil

#### Compliments/Complaints

Nil

#### Compliance Issues

Nil

#### Staff Movements

Nil

#### Staff Issues/Recruitment

CHSP Support Worker Position is on hold due to mandatory requirements being not met

## Aged Care Hostel

#### Service Improvement

*Service improvements are activities undertaken at the Aged Care Hostel that will contribute to better outcomes for residents and improve the overall consumer experience. Inclusive of: Improvements or changes to the internal environment and /or external environment, planned expenditure such as bed replacement and procurement of goods to improve the care and service delivery*

- External contractor sourced to remove trees from the facility
- External providers sourced to review and upgrade the facilities security system

#### Resident and Respite Care

Number of residents: 4  
Number of respite residents: 2  
Residents discharged: 0  
Palliating residents: 1

#### Accommodation

Number of rooms used for accommodation

- Two rooms utilised by Hope Vale Council Contractors on a full-time basis
- 4 rooms being used by Residents
- 2 x modified Rooms used by Diversional Therapist
- 2 x Rooms used for Dialysis
- 2 x Rooms used for storage of dialysis stocks on pallets

**Training/HR Issues – Ongoing online training** - Care staff have monthly mandatory online courses to complete via Altura/Bridge software.

Person Care Worker pursuing her Diploma in Nursing Endorsed Nursing. Expected to finish in March 2023.

#### **Feedback Compliments/Complaints**

Nil

#### **Non - Compliance Issues**

Nil

#### **Quality Improvement Plan**

On-going

#### **Staff Movements**

1 x casual resigned

#### **MANDATORY TRAINING**

<b>Mandatory training</b>	<b>Current</b>	<b>Overdue</b>	<b>Action Required</b>
Orientation	14	0	
First Aid	14	0	
Manual Handling	14	0	All staff have now completed training
Fire Safety	14	0	Basic Fire Board training conducted by Wormald contractor – current.
Infection control & outbreak preparedness	Yes	0	
SIRS	Yes	0	
Online Altura/Bridge	Ongoing		Staff have been doing ongoing monthly mandatory training.
Fire Training Drill	14	0	March 2023 – Wormald Consultant will organise training on his next visit.
Facility Generator backup education	6	0	Staffs have been trained by Gene Brookes regarding backup generator malfunction. Toolbox sheet signed.

#### **HUMAN RESOURCE MANAGEMENT**

<b>Staff</b>	<b>Staff No on roster</b>	<b>Number of resignations</b>	<b>Number of new staff</b>
<b>Total staff</b>	14	0	0
Clinical staff	1	0	0
Personal care workers	4	1	0
Kitchen Hand	3	0	0
Cleaners	1	0	0
Leisure & Lifestyle	1	0	0
Casual Personal Care Worker	4	0	2
Groundsmen	Outsourced	0	0

#### **Staff compliance requirements**

Reporting item	Completed	Overdue	Action required
Police checks	14	0	
Driver's licence	14	0	
Car insurance	0	0	
COVID vaccination	14	0	
Annual Fluvax	14	0	Awaiting QHealth Clinic to advise us when the Fluvax will become available for 2023
Disability workers Screening Card	14	0	
Performance appraisal	14	0	
Medication Competency	14		Work in Progress 2023: Need to perform a refresher assessment for all staffs and they have been informed to get the Medication Competencies done whilst on their shifts.

## Miscellaneous

### February 2023

- DSS & FM/RN will need to do more groundwork regarding the integration of Accurate Aged Care software with the Electronic National Residential Medication Chart (eNRMC).

## Hope Vale Sports and Recreation

*Hope Vale's Sport and Recreation Program aims to provide physical and recreational activity opportunities for the people of Hope Vale. through activities conducted through the Multipurpose Centre, Gym, Swimming Pool, Outdoor Gym, MPC Oval and BMX Complex.*

## SWIMMING POOL & SPLASH PARK

### Operating Hours:

3:30pm – 5:30pm - Wednesday to Thursday  
1:00pm – 5:00pm – Friday, Saturday and Sunday

### Visitors to the service

Nil

### Incidents/Accident

Nil

### Feedback Compliments/Complaints

Nil

### Staff Training / HR Issues

Nil

### Miscellaneous/Maintenance

- Maintenance Log/Register implemented, and items identified directed to appropriate channels
- Unplanned Maintenance affected the operation of the swimming pool. Maintenance is conducted by a local contractor to ensure the safety of pool can always be utilised .

### Staff Movements

Nil

## MULTI PURPOSE CENTRE

### Operating Hours








2:00pm – 8:00pm – Monday – Thursday  
Closed Friday, Saturday and Sunday

### Programs

#### 5 – 18 Activities

-  Multi-Sport
-  Wet n Wild Activities
-  Dancing Lessons
-  Futsal
-  Disco
-  Movie Night
-  Cooking Lessons
-  Guitar Lessons
-  BMX Program
-  Junior League
-  Arts & Crafts
-  Boxing Program

#### 19 – 41+ Activities

-  Multi Community Sport Competitions
-  Gym
-  Women's Group
-  Men's Group
-  Line Dancing
-  Yoga
-  Fitness Classes

#### Visitors to the service

Nil

#### Community Engagement

Nil

#### Incidents/Accident

Nil

#### Feedback Compliments/Complaints

Nil

#### Staff Training / HR Issues

Nil

#### Miscellaneous/Maintenance

- Maintenance Log/Register implemented, and items identified directed to appropriate channels
- Air conditioner in the gym facility is not functioning this has been reported and quote are being obtained
- Quote sourced by Locksmith for the front entrance door and doors around the MPC building requires maintenance work.

#### Staff Movements





Nil

## **GYM AND FITNESS**

### **Operating Hours**

4:00pm – 6:00pm – Monday – Thursday  
Closed Friday, Saturday and Sunday

### **Programs**

-  Gym Facilities
-  Yoga
-  Boxing
-  Fitness Classes

### **Visitors to the service**

Nil

### **Community Engagement**

Nil

### **Incidents/Accident**

Nil

### **Feedback Compliments/Complaints**

Nil

### **Staff Training / HR Issues**

Nil

### **Miscellaneous/Maintenance**

- Maintenance Log/Register implemented, and items identified directed to appropriate channels
- Air conditioner in the gym facility is not functioning this has been reported and quote are being obtained
- Quote sourced by Locksmith for the front entrance door and doors around the MPC building requires maintenance work.

### **Staff Movements**

Nil

Deborah Burke  
Director of Social Services  
13<sup>TH</sup> March 2023