

HOPE VALE ABORIGINAL SHIRE COUNCIL

JUNE 2023 MONTHLY SOCIAL SERVICES REPORT



15th June 2023
PREPARED BY
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Director of Social Services

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

Regulatory Updates

Commonwealth Home Support Program (CHSP) CHSP reforms- Reforming in-home aged care update

The new Support at Home Program will start from 1 July 2025. The postponement of the Support at Home Program will allow for an extra 12 months to further refine the program design

Existing in-home care programs including the Commonwealth Home Support Programme (CHSP) and the Home Care Packages (HCP) Program will continue until 30 June 2025

The Australian Government is committed to delivering reforms to in-home aged care. The reforms will serve the needs of all older people in Australia now and into the future

Child Care Changes to gap fee payments from July 2023

From 1 July 2023, families using child care must pay the gap fee using electronic means.

The gap fee is the difference between the provider's fee and the Child Care Subsidy (CCS) amount. Find out more about gap fees and Child Care Subsidy.

Electronic funds transfer, or EFT, is when a customer pays a bill using electronic means. Typical EFT payment methods include:

- bank or credit card, including mobile wallets
- direct deposit or bank transfer, including PayID
- online payment systems through third party software
- BPAY or Centrepay.

This change will help us protect CCS against fraud and non-compliance.

Families who cannot use EFT to pay their gap fee should talk to our service. Families seeking EFT exemption might be eligible for Additional Child Care Subsidy (ACCS). ACCS may cover all of a child's child care fees.

We will provide resources for providers to share with families soon.

Aged Care Revised Aged Care Quality Standards

In response to the Royal Commission into Aged Care Quality and Safety's recommendations, the Australian Government is urgently reviewing the Aged Care Quality Standards.

Aged Care 24/7 Registered Nurse

A key finding from the Royal Commission into Aged Care Quality and Safety was how critical the number, qualifications and skills of staff are to the quality of residential aged care.

In response, the Government is bringing in new responsibilities for residential aged care providers, including to have a registered nurse on-duty and on-site 24/7 from 1 July 2023, and to meet mandatory targets of minutes of care delivered to residents from 1 October 2023.

Actioning

A notification submitted to the Australian Government Department of Health and Aged Care advising that an application for exemption for 12 month period to be granted for a 24/7 registered nurse (RN). An application is being formalised to be submitted to the Department. This will allow us to boost its RN staffing workforce to meet the new requirement.

Recommendation: That Council supports the submission of application for an exemption for 24/7 Registered Nurse to apply.

Grant Funding – Agreements

<p>Queensland Sport & Recreation Minor Infrastructure Program ROUND 1 Application submitted 2 March 2023 Notification advising of unsuccessful application</p>	<p>Commonwealth Home Support Program (CHSP) The current FY22-23 grant funding was due to cease on 30 June 2023. The Commonwealth Department of Health issued Council an expression of interest to extend the funding for a further 12 months due to the delay in amending the Aged Care legislation. Council has formalised our intention to continue to deliver their program based on the established FY22-23. New service agreement executed</p>
<p>National Disability Insurance Agency (NDIS) Provision of Remote community Connector (RCC) services to support communities in Hope Vale, to understand, navigate and participate in the national Disability Insurance Scheme (NDIS) in order to make a difference in the lives of people with disabilities. The current grant funding was due to cease on the 30 June 2023. A new service agreement is expected to be issued by the end of the month. Awaiting new service agreement</p>	<p>Indigenous Broadcasting and Media Program The Indigenous Broadcasting and Media Program has been extended for a further 2 years. Funding for the period 1 July 2023 to 30 June 2025 will be \$222,860.00. Grants Management Unit is finalising the documentation and is expected to be issued by the end of May 2023. Awaiting new service agreement</p>
<p>Department of Health and Aged Care New service agreement extended to 30 June 2024, The Agreement ends on 31 October 2024 This grant program is part of the Health Workforce Program, an Australian Government Initiative administered by the Department of Health to deliver health workforce outcomes. Under the IEL program, your organisation will be provided with a subsidy for the employment costs of your Aboriginal and/or Torres Strait Islander staff who provide non-clinical aged care to older Aboriginal and/or Torres Strait Islander people. New service agreement executed</p>	<p>Queensland Community Support Scheme The intent of the Queensland Community Support Scheme (QCSS) is to provide low intensity basic care and supports to assist eligible people to increase their connection to their local community and live independently. The goal of QCSS is to empower service users to engage with their local community, increase their capacity to live independently and, as appropriate, facilitate access to the broader service system to further support vulnerable service users. There are two service types in QCSS (T502 Direct Care and Support and T503 Community Connection Support), Continuity of the QCSS service delivery, the department has approved the renewal of QCSS direct service delivery contracts with existing providers from 1 July 2023 for a term of five years. New service agreement executed</p>

Current Projects

Hope Vale Youth Engagement Strategy

Planning has commenced to review the Hope Vale Youth Engagement Strategy. The workshop is scheduled for the 19th September 2023 which will involve key Stakeholders and Hope Vale Youth participants.

Machinery Training and Certification

Cape York Natural Resource Management (Cape York NRM) has received funding to deliver four rounds of level 1 machine operator training and certification on Normanby Station to Indigenous participants.

Cape York seek to partner with the Hope Vale Youth for the delivery of one round of training.

What Is Provided:

- Cape York NRM will provide meals and accommodation to 10 participants based out of Normanby for 5 days. This would be a Monday to Friday
- Cape York NRM will provide PPE to participants. PPE will include trousers, Hi-Vis shirts, Steel toe boots, safety glasses and ear protection
- Cape York NRM will provide level 1 certification to participants provided they meet the requirements for sign off
- Cape York NRM communications staff will work with participants to provide support in developing resumes and cover letters for job applications
- Cape York NRM staff will be available as referees if required

Normanby Land Management will Provide:

- Mentoring support for participants for reading and writing if required
- Experience in burning activities with the Land Management Group
- A presentation on the progression of the Land Management Group

Hope Vale Engagement Program to provide support with:

- Provide 10 suitable candidates for training
- These participants must be vetted accordingly due to risks associated with using heavy machinery use
- Preferably 17 years and older target group
- Be engaged in Youth activities

- Youth Engagement to provide supervisory staff to oversee participants during the day and evenings

Further consultation is in progress

Hope Vale Community Market

Here is an opportunity for Hope Vale Community Market to hold a community market to showcase interesting local products and tasty fruit and vegetables with delicious food alongside locally made handicrafts, artwork and second-hand goods.

There are established local markets in the region that provides an opportunity to chat with the locals and experience the fresh produce of the region.

Cooktown Markets are held every Saturday morning in the shady parkland along the picturesque Endeavour River. Rossville holds their community market every second Sunday from 10am - 1pm. The Bloomfield markets are held on the last Saturday of each month and are a focal point for this small rainforest community.

Recommendation:

Council supports the introduction of a Hope Vale Market Place to be hosted in Hope Vale.

Application for Re-Accreditation - Hopevale Aged Hostel RACS ID: 5177

The period of accreditation for Hope Vale Aged Hostel service expires on 30 October 2023. Application for re-accreditation requires submission.

In conducting the site audit, the assessment team will assess the quality of care and services provided through Hopevale Aged Hostel against the Aged Care Quality Standards (Quality Standards) applicable from 1 July 2019.

Application for Re-accreditation submitted

Community Events

Sunday 14th May 2023 – Mothers Day Celebration

Location: Pioneer Hall

Activities:

Proudly Sponsored: The event was proudly sponsored by a range of service providers.

A Special thankyou and look forward towards future support that will benefit the Hope Vale Community.

Wednesday 17th May 2023 – Woorabinda Evacuation

Location: Hope Vale Graveside

Activities:

Service provided by Pastor and followed by laying of reef and light refreshmen

Proudly Sponsored: The event was proudly sponsored by a range of service providers.

A Special thankyou and look forward towards future support that will benefit the Hope Vale Community.

Tuesday 6th June 2023 – Troy Casser Daley

Location: Hope Vale Pioneer Hall

Activities:

Community tour to Aged Care, Daycare, Kindergarten and the State School and entertainment by local band, school band, ballerina and corroboree performance. Troy performed for audience and was well received.

Proudly Sponsored: The event was proudly sponsored by Local Thriving Community, Congress and Mypathway

Tuesday 27th June 2023 - Career Expo The Purpose of the Career Expo is to bring a high volume of exhibitors to display and promote their business and more importantly to engage a career opportunity for the Youth of Hope Vale.

The Hope Vale career expo is scheduled for the 27th June 2023 from 1:00pm – 5:00pm to be delivered at the MPC building.

Location: MPC Building

Activities: Local entertainment, games, lucky door prizes

Proudly Sponsored: The event is proudly sponsored by Local Thriving Community

We have received 11 confirmed exhibitors for the event. The program will incorporate guest speakers, activities, entertainment, food stall, lucky door prizes and one off touch event for the Youth

Sunday 2nd July - Thursday 6th – 2023 National NAIDOC

Proudly Sponsored: The events are proudly sponsored by Local Thriving Community, Hope Vale Congress, Justice Group, Apunipima Cape York Health Council, O-HUB, Cooktown District Community Centre, My Pathway, Parley, Cape Flattery Silica, Alliance of Guugu Yimithirr People, Diatreme Resources, Red earth, Hope Vale Arts @ Cultural Centre.

Social Services Department REPORT

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

29	Children enrolled at Nola's Place
0	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
27	Children attended in the reporting month
11	Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed
0	No referrals made this month

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

Incidents/Accidents

1 Incident Reported

Feedback Compliments/Complaints

Nil

Compliance Issues

Nil

Staff Movements

Three staff members completing their Certificate III in Children's Services will be attending their next block course in May.

Training and Development

Nil

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

25	Children enrolled in the educational program
7	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



Picture: Kindergarten Garden Project

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

2 Incidents Reported

Feedback Compliments/Complaints

Nil

Compliance Issues

Nil

Quality Improvement Plan

On-going

Staff Movements

Nil

Recruitment

Nil

Training and Development

Nil

Good News Story

This month the children have been focusing closely on our healthy eating and what happens to the nutritious food when it gets into our bodies. This will be extending for the children to be involved in healthy cooking experiences that they will be able to take home.

We have been learning a lot from Nanny Alice Walker, who comes into the kindergarten and delivers our language program. We are understanding some simple words for parts of our bodies and animals that are involved in our everyday lifestyles.

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

Indigenous Knowledge Centre's membership for the month

- 84 IKC members
- New membership has/is being currently done throughout opening times with children, youth & adults that attend IKC

Library resource currently on loan to community people

- 5 outstanding overdue loans as 09/05/23
- 9 resources loaned during April 2023.
- Stock take of resources held in Hope Vale IKC completed during the month of March 23, approximately 850 resource items in total.

Number of visitors to the centre during the month

- 105 visitors to the IKC Centre
- 30 children attended First 5 Forever Program
- 5 loaned resources

Library materials purchased during the month

- PAMA Language resources
- iPad
- First Aid kit
- Water fountain

Current Activities and proposed activities

- First 5 forever program to Kindy, Daycare & the Community
- Hippy program
- Arts and crafts
- Lutheran archive historical photos
- Guugu Yimithirr Language Program
- Apunipima Cape York Health Council Nutrition Program
- Cooktown District Community Centre (CDCC) - Women's yarning session

Good News for The Month

- IKC has started their community F5F program held once a week, and the family were excited and provided good feedback

Incidents/Accidents

- Nil

Staff Movement

- Nil

Staff Training / HR Issues

- Nil

Feedback Compliments/Complaints

F5F Program- *"Community member has said " that the first 5 forever pack was awesome and has increased Parent and child reading at bedtime".*

Activities or Events attended

- Nil

Additional Information

- Front Foyer Project – Sourcing funding to renovate the foyer.
- Elders Program to be adapted into the IKC Centre on a weekly bases

Incidents/Accidents

Nil

Staff Movement

Nil

Staff Training / HR Issues

Nil

Feedback Compliments/Complaints

Nil

Activities or Events attended

Nil

Additional Information

Nil

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

Sporting Activities which will include:

- Futsal
- Basketball
- Volleyball
- Board Games
- Mixed Games

Staff Movement

Nil

Staff Training / HR Issues

Nil

Feedback Compliments/Complaints

Nil

Activities or Events attended

Nil

Additional Information

Nil

Incidents/Accidents

Nil

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

Incidents/Accident

Nil Incident

Feedback Compliments/Complaints

Nil

Staff Training / HR Issues

Nil

Staff Movements

Nil

MULTI PURPOSE CENTRE**Operating Hours**

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

Community Engagement

Nil

Incidents/Accident

Nil

Feedback Compliments/Complaints

- Children thoroughly enjoyed the activities delivered by Harbrow Mentoring Program
- Fundraiser Event hosted by Community member really appreciated the support that was provided to host the Fundraiser. More events are planned to be hosted for the future.

Staff Training / HR Issues

Nil

Staff Movements

Nil

GYM AND FITNESS**Operating Hours**

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

Visitors to the service total of 131**Gym & Fitness Centre's membership for the month**

- 15 Male members
- 24 Female members
- 1 Under 18
- New membership has/is being currently done throughout opening times with children, youth & adults

Number of visitors to the centre during the month

- 131 visitors to the Gym & Fitness Centre

Community Engagement

Nil

Incidents/Accident

Nil

Feedback Compliments/Complaints

Nil

Staff Training / HR Issues

Nil

Staff Movements

Nil

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

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

Active Participants	28	
	6	participants with Centacare
	22	participants with ITEC Health

Access Referral Form (ARF)

Nil

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
- School show

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

- Engagement has recommenced with the following services to do ads and a schedule talk show (either weekly, fortnightly or monthly) with the Kindergarten, Day Care, IKC, Age Care and the State School too record 1–2-minute ads, School music show and also School Engagement and Attendances, Apunipima Cape York Health services - Suicide,

Meetings/Events Attended by Social Services Team for the Month of April

- International Women Day event

Current Activities

- Recording gospel songs (ongoing)

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

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

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 provide yard & maintenance service at the Aged Care Facility and Aged Care Nurse's House (Thiele Street).

Resident and Respite Care

Number of residents: 8

Number of respite residents: 3

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
- 8 x rooms being used by Residents
- 2 x modified Rooms used by Diversional Therapist
- 1 x room 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. This is being monitored by Administration Staff. Reminder emails are sent out to staff to ensure that the courses are done within the month and certificates attained for their personal Human Resources folders.

External training - Diploma in Nursing (Endorsed Nursing) completed her studies from TAFE. A new contract is being drawn up to ensure that this now meets her qualification.

Feedback Compliments/Complaints

Nil

Non - Compliance Issues

Nil

Quality Improvement Plan

Recruitment drive to increase a casual pool of Personal Carers.

Staff Movements

Nil

MANDATORY TRAINING

Mandatory training	Current	Overdue	Action Required
Orientation	14	0	
First Aid	14	0	
Manual Handling	14	0	
Fire Safety	14	0	
Infection control & outbreak preparedness	Yes	0	
SIRS	Yes	0	
Online Altura/Bridge	Ongoing		
Fire Training Drill	14	0	
Facility Generator backup education	6	0	
Workplace Health and Safety Consultant delivered training on Food and Safety	13	1	

Other Training:

Dementia Workshop attended by Aged Care Manager and a Personal Carer

HUMAN RESOURCE MANAGEMENT

Staff	Staff No on roster	Number of resignations	Number of new staff
Total staff	14	0	0
Clinical staff	1	0	0
Personal care workers	5	0	0
Kitchen Hand	2	0	0
Cleaners	1	0	0
Leisure & Lifestyle	1	0	0
Casual Personal Care Worker	4	0	0
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 on new strain to be available
Disability workers Screening Card	13	0	
Performance appraisal	0	0	Review's scheduled for July 2023
Medication Competency	8		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.

