

## July 2025 MONTHLY SOCIAL SERVICES REPORT

Monthly Aged Care Morning Tea's with Councillors, Aged Care Residents and CHSP clients.

July 2025 PREPARED BY Kerry-Lee Bird - Executive Officer in absence of a Director of Social Services.

### **Summary of Current Activities**

- Application submitted for a Community Recovery and Resilience Officer through the Department of Local Government, Water and Volunteers.
- Supported the community visit to the Hope Vale Aged Care Facility by the Commonwealth Department of Health, Disability and Ageing Local Network.
- 2025 Queensland Early Childhood Education and Care Services Census's completed for Nola's Place and George Bowen Memorial Kindergarten.
- Regular sight visits/meetings to the Social Services.
- Review of Quality Improvement Plan for Aged Care Hostel – *Ongoing*
- Review of Quality Improvement Plan for Commonwealth Home Support Program – *Ongoing*
- Redevelopment of Policy and Procedures for Aged Care Hostel and Commonwealth Home Support Program in line with the new Aged Care Act – *Ongoing*
- Supporting the engagement for Nola's Place to undertake the Targeting Quality Program with ACECQ. A 22 weeklong program.
- Food Business Licenses for 2025. Business inspections took place on the 21 August 2025.

### **Grant Funding – Agreements**

- Reporting requirements for all Social Services Programs are currently underway.
- Development of new monthly reports for services in line with service agreements and outcomes.

#### **1. 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**

**8:00am-1:30pm Friday**

- 27 Children enrolled at Nola's Place
- 1 Enrolment was ceased due to 42 days absent days
- 24 Children attended in the reporting month
- 7 Kindergarten aged children enrolled at day care who attends Kindergarten from 09:00-2:30pm Mon-Wed
- 1 Parent or Carer Feedback received in the month of July 2025.

#### Staffing.

- 3 Educators are studying their Certificate III in Children Services
- 2 Educators are studying their Diploma in Children Services.
- 2 staff are enrolled in Child Protection training as a requirement under the legislation.
- A trainee position has become available from Hope Vale Congress that will be managed by EMG a member of the My Pathways group. The successful trainee will begin their placement in the week beginning 25 August 2025.

#### Targeting Quality Program (TQP) with ACECQA

The Targeting Quality Program is a partnership between an assigned Australian Children's Education and Care Quality Authority (ACECQA) Quality Support Facilitator and Nola's Place Child Care Centre. This will help support the development of 2-3 SMART Goals for Nola's Place to work towards during and beyond the Targeting Quality Program.

A service visit took place on the 14 August 2025 by our nominated facilitator.

A mentoring agreement has been signed for Nola's Place which is beneficial to all educators throughout their careers. Educational practice, knowledge and skills develop and grow over time: mentoring can occur at any time along this learning and professional development continuum.

### **2. 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**

- 21 Children enrolled at Kindergarten
- 21 Children attended in the reporting month
- 7 Kindergarten aged children enrolled at day care who attends Kindergarten from 09:00-2:30pm Mon-Wed

#### Staffing

- 2 staff are enrolled in Child Protection training as a requirement under the legislation.

### **3. Youth Engagement Program**

*The Hope Vale Youth and Social Support Project is funded by the Federal Government to "Engage, Refer and Assist" Youth in our community. The team aims to:*

- *Get children into school*
- *Improve educational outcomes including Year 12 attainment*
- *Improve youth transition to vocational and higher education and work*

#### **Operating Hours**

- Youth Engagement Officer Position Description reviewed.
- Position advertised and closes on the 26 August 2025.
- Re-engagement with stakeholders to support in provision of activities moving forward.

#### **4. MPC, Swimming Pool & Splash Park**

*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 & Fitness, Swimming Pool, Outdoor Gym, MPC Oval and BMX Complex.*

##### **Operating Hours**

**3:30pm – 5:30pm Monday to Thursday**

**1:00pm – 5:00pm Friday**

**Saturday and Sunday CLOSED**

##### **Staffing**

- Positions for this service is currently vacant, and a recruitment process has been requested.
- A trainee position has become available from Hope Vale Congress that will be managed by EMG a member of the My Pathways group.

##### **24/7 MPC 24 Hour Gym Access Control.**

- Three Council staff members undertook training on the 2 June 2025 in relation the the 24/7 MPC 24 Hour Gym Access. Currently the gym equipment requires servicing and once completed a grand opening and sign up for the gym will take place.
- We are expecting this to be up in operating in September 2025.

##### **Gym&Fitness**

*Hope Vale Sports and Recreation's Gym and Fitness Centre is a community gym that you won't want to miss out being a part of.*

##### **Operating Hours – Recommended operating the week beginning the 18 August 2025.**

**5:00pm-7:00pm Monday to Friday**

**Closed Saturday and Sunday**

Gym & Fitness Centre's membership to date.

- 51 Members
- 1 Under 18

#### **5. 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 - 5pm Monday – Thursday**

**8:00am – 12:15pm Friday**

- The successful applicant started on the 28 July 2025 in the role of the “Remote Community Connector”.
- The Approach to Market for the provision of a Remote Community Connector Program to the Hope Vale Region was submitted on the 21 August 2025. As the current agreement ceases as of the 30 September 2025.

#### **6. 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.*

*The Junior Broadcaster attended Tafe in the month of June for 1 week.*

##### **Operating Hours**

**8:00am – 5:00pm - Monday to Thursday**

**8:00am –12:15pm - Friday**

##### **Shows/Programs that have been aired through the month of June 2025.**

- Youth Show
- Talk black
- NIRS News
- R & B Show
- Health Show
- Top 30 Show
- Mary G Show
- Community show
- Mackay Country Show
- 80's 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.

- Advertising Job Vacancies
- Announcing Community meetings and events
- Community Notice of Local Communities Issues
- Community announcements
- Weather Updates
- Council announcements
- Community issues
- Kindergarten announcements
- Community Events
- Health messages and programs
- Day Care announcements
- School announcements
- Land meetings

### Community Engagement

- Engagement has recommenced with the following services to undertake advertisements and a schedule talk show (either weekly, fortnightly or monthly) with the Playschool, Kindergarten, Day Care, IKC, Apunipima, Australia Health, 4AAA, Cooktown Universities Campus, Mookai Rosie and Justice Reinvestment - record 1 to 2-minute advertisements in English and languages for their services.

## 7. 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 services:

- CHSP - Commonwealth Home Support Program
- 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

### CHSP Staff deliver services to:

- CHSP Clients – 44
- Queensland Community Support Scheme – 1

An external contractor has been engaged to provide yard maintenance service to our CHSP clients.

The Australian Parliament passed the [Aged Care Act 2024](#) as the new law for government-funded aged care in Australia on 25 November 2024. The new Act will start from 1 November 2025 and aligns with the launch of the new [Support at Home program](#).

## 8. Aged Care Hostel

*The Aged Care Facility is regulated under the Aged Care Act 1997 and is federally funded. The Hostel is a 20 bed facility with occupancy levels fluctuating over the last 12 months. The service boasts a fantastic and dedicated team of local staff providing culturally appropriate care to residents in their own community.*

### Resident and Respite Care

Number of residents:	Number of respite residents:	Residents discharged:	Palliating residents:
6	0	0 (Respite)	2

### Accommodation

Number of rooms being utilised for accommodation

- 6 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
- 2 x Rooms are ready for residents to be admitted into the facility with 1 community member coming in on respite care

**Visits to the Hostel** - Residents' Experience Survey – took place on the 19 June 2025 by Access Care Network Australia.

Interviews took place on the 13 June 2025 for the Administrative Officers and Support Worker's positions. Two successful applicants will commence in the positions once all clearances have been completed.

The Australian Parliament passed the [Aged Care Act 2024](#) as the new law for government-funded aged care in Australia on 25 November 2024. The new Act will start from 1 November 2025 and aligns with the launch of the new [Support at Home program](#).



Our new Administration Officer with a CHSP client at the Aged Care monthly morning tea sessions.

## 9. **Indigenous Knowledge Centre**

*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).*

*Library Services provided by Hope Vale IKC*

- *Public access to Information Technology*
- *Free Wifi internet*
- *Public programs*
- *Family history research*
- *Preservation of materials*
- *Community language materials*
- *Children's activities such as storytelling and craft*

### **Current Activities**

- On the 3 September 2025 our IKC in conjunction with Cooktown District Community Centre, Nola's Place, Gungarde and George Bowen Memorial Kindergarten will celebrate Indigenous Children Literacy Day.
- In the process of reconnecting IKC with internet connection.
- Holy Spirit College Community Immersion Days to be held at the IKC on Fridays. This will provide youth from Hope Vale with meaningful, culturally relevant experiences that foster connection, pride, and aspiration within their own community. Community immersion days aim to build pathways toward education, employment, and leadership through mentoring, cultural learning, and real-world exposure to opportunities. Once Council's youth engagement officer is engaged they will also support this program.

### **Operating Hours**

**9:00am – 3:00pm - Monday to Thursday**

**Closed – Friday**

**Programs and Activities****Indigenous Knowledge Centre's membership for the month of June**

- 0 new members
- Upcoming activities to promote increase membership and community engagement –
  - Radio interview for upcoming digital inclusion workshops
  - Recorded radio advertisement for digital inclusion

**Library resource currently on loan to community people**

- 12 books to the Hope Vale Clinic – pop-up Library.

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

- 21

**First 5 Forever Program**

- 1 F5F program was held at Nola's Place with an average of 8 kids attending the session accompanied by 2 Educators in the month of July 2025.

Kerry-Lee Bird  
Executive Officer  
22 August 2025