

NOVEMBER 2025 MONTHLY SOCIAL SERVICES REPORT

Graduates in Certificate III in Children Services.

To: Chief Executive Officer / Councillors
From: Kerry-Lee Bird, Director of Social Services
Date: 6 December, 2025

Subject: Monthly Report - Social Services Department (November 2025)

1. Executive Summary

This section provides a high-level overview of the social services department's performance for the month, highlighting key achievements and critical issues.

- **Key Achievements:**
 - All arrangements have been completed for the Christmas Events during the week beginning the 8 December 2025.
- **Challenges:**
 - Facility maintenance issues at the Multipurpose Building.
 - Recruitment for vacant positions.

2. Operational Activities and Highlights

- Nola's Place Policy and Procedures reviewed and updated.

- **Nola's Place – Child Care Centre**

- **Overview**

- 27 Children enrolled at Nola's Place
- 24 Children attended in the reporting month
- Nil incidents in this reporting month

- **Staffing.**

- 3 Educators graduated on the 21 November 2025 - Certificate III in Children Services.
- 2 Educators are studying their Diploma in Children Services.

- **Compliance**

- Nil to report for the month of November 2025.
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Nola's place Graduation

- **George Bowen Memorial Kindergarten**

- **Overview**

- 18 Children enrolled in the educational program
- 17 Number of children attended in the reporting month
- 4 Children's enrolment has ceased
- 3 Funded positions
- 2 Referrals made
- 15hrs Operating Hours for Children
- 9 Kindergarten or Pre-Prep Enrolments from Nola's Day Care
- 3 Incidents
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- **Staffing**

- 1 staff member studying her Bachelor's in Early Childhood Education and Care. However, this educator will finish at the George Bowen Memorial Kindergarten this year and work at the Cooktown Kindergarten in 2026.
- The casual educator is studying her Certificate III in Early Childhood Education.

- **Good News Story for the month of November 2025.**

- The children have adjusted to the routines that are required in the kindergarten from

the time they walk in until the time they ready to go home and to the daycare. They are familiar with their environment and surroundings. The children are recognising their names, numbers, colours and shapes and using their fine motor skills in picking up small things and using scissors to cut papers.

- They have been focusing more on writing their name and recognising their name. which the children have done. They also have been sounding the first letter of their name.
- We have had Kirstyn Lemon doing whole body listening on her visit with the children. *Whole body listening - Eyes are looking, ears are listening, legs are crossed, hands are in our lap, brain is thinking, and body is still.
- It's the 4th term we are focusing on more enrolments for the children who will be attending Kindy next year. We will be working more towards more community engagement, parent day for new enrolments for children who will be attending Kindy next year. We have started transitioning the children to prep at the school to meet their teacher and to feel comfortable in their new environment and surroundings the children were so excited.
- **Compliance**
 - Nil to report for the month of November 2025.
- **Sport and Recreation: MPC, Swimming Pool & Splash Park.**
 - **Staffing**
 - Recruitment for a Sport and Recreational Coordinator has commenced.
 - **24/7 MPC 24 Hour Gym Access Control.**
 - The opening of the 24/7 Gym Access will take place in the week beginning the 15 December 2025 at the Community Christmas Lunch. Community members will be required to pay \$15 for their access as 100 credits were purchased by Council.
 - **Maintenance**
 - Maintenance work has been identified and will commence.
 - **Utilization**
 - 381 representations to the Pool and Gym during the month of November 2025..
 - **Visitors to the service**
 - Hope Vale school undertook their yearly swimming carnival on the 21 November 2025.
- **Youth Engagement: Operating Hours – 12pm to 6pm – 30hrs a week.**
 - *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*
 - Two new Youth Engagement Officers have commenced.
 - The Officers will be based at the MPB moving forward with the Sport and Recreational Officers. This has not eventuated due to all the maintenance issues that have been identified at the MPB.
- **NDIS Connector Program** - Nil report received by the Coordinator for the month of November.
- **Indigenous Radio Station** - Nil report received by the Broadcaster for the month of November.

- The transmitter has been replaced, and the radio station is now up and broadcasting.
- **Indigenous Knowledge Centre - Nil report received by the Coordinator for the month of November.**

Hope Vale Aged Care Services

Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program helps the frail, older people living in Hope Vale to maximize 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 – 42
- Queensland Community Support Scheme – 2

Summary of CHSP client status and activity

Reporting item	Number	Comment	
Number of clients	42		
Number of new clients	0		
Clients on waiting list	0		
CHSP Hours	Monthly target	Hours delivered	Comment
Social support group	115	136	
Domestic assistance	91	139	
Social support individual	49	56	
Personal care	0	0	
	88	3	
Home maintenance		No contracted yards done	
Flexible respite	15	0	
Meals#	621	600	
Transport	173	115	

Summary of QCSS (Queensland Community Support Scheme) client status and activity

Reporting item	Number	Comment	
Number of clients	2		
Number of new clients	0		
Clients on waiting list	0		
CHSP Hours	Monthly target	Hours delivered	Comment
In home supports	20	8	
Community Connection Supports	2	5	

Aged care legislative compliance status report

Compliance requirement	Number of clients	Overdue	Action taken
Charter of aged care rights explained	42	Nil	

Signed aged care agreements	42	Nil	
Signed current care plans	42	42	
Advanced health directives completed (HCP clients only)	0		

STAFF MANAGEMENT

Staff changes over the past month

Staff	Staff establishment	Current number of staff	Number of resignations	Number of new staff
Total staff	6	3	nil	nil
Support staff	2			

HR Management

Reporting item	No of staff	Overdue	Action required
Key Personnel suitability Check	3	nil	
Current Police checks	3	nil	
Aged Care Code of conduct	3	nil	
Current Drivers licence	2	nil	
Performance review	nil	nil	
Annual Flu vax	1	nil	
COVID Immunisation	1	nil	

Status of Core training

Mandatory training	No of staff	Overdue	Action Required
Orientation	2	nil	
Fire Safety	1	2	
First Aid	1	2	
Manual Handling	1	3	
Infection control	1	2	
Elder Abuse	1	2	
Food Safety	1	2	
Open disclosure	1	2	

Training attended over the last 6 MTHS – 2 x Manual Handling

QUALITY IMPROVEMENT

Progress against Plan for Continuous Improvement – to be updated.

Feedback/complaints management

Complaints	Total No	Type of incident			
		Employee	Service	Facilities	Other
Number of Complaints in the reporting period	0				

% Investigations completed within 5 days	0				
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Incident/near miss management

Incidents	Total No	Type of Investigation				
		Client	Employee	Equipment	Facility	Medication
Number of Incidents in the reporting period	0					
% Investigations completed within 5 days	0					
Number of SIRS Incidents in the reporting period	0					
% SIRS Investigations completed within 24 hours	0					
% SIRS Investigations completed within 30 days hours	0					

Key Issues & action taken

All outstanding maintenance requests are being looked at with quotes being drawn up for approval.

Aged Care Hostel

AGED CARE OCCUPANCY AND ACTIVITY

Reporting item	Number	Comment
Number of approved beds	20	
Number of staffed beds	4	
Total number of residents	4	
Number of new permanent residents	0	
Number of Residents discharged	1	
Number of respite care residents	1	

AGED CARE LEGISLATIVE COMPLIANCE STATUS REPORT

Compliance requirement	Number of clients	Overdue	Action taken
Charter of aged care rights explained	5		

Signed residents' agreements	5		
Signed current care plans	5		All care plan reviewed/updated including 1 respite admission
Advanced health directives completed (Statement of choice)	3	2	Advanced Health Directives are being reviewed. At this stage there are 2 outstanding

AGED CARE ACTIVITY REPORTING

Agency	Report submitted in the past month	Date due	Date Submitted
ACFR	1	14/10/2025	25/10/2025
Quality Indicator reports			
Care minutes	Target minutes	Actual minutes	Comments/action being taken
	215 PCW care minutes: 36,078 RN care minutes: 7,620	PCW total minutes: - 39080 RN Total minutes:- 6780.00	
Registered nurse on site 24/7	Target Hours	Actual Hours	
		RN onsite 8 hours/day 5 days a week and on call out of hours.	Hope Vale has received an exemption from 24/7 RN Coverage until 30/06/2026.

STAFF MANAGEMENT

Staff	Staff No on roster	Number of resignations	Number of new staff
Total staff	18	0	0
Clinical staff	1	1	1
Personal care workers	6	0	0
Cook	1	0	0
Kitchen Hand	1 Casual	0	2
Cleaners	1	0	0
Leisure & Lifestyle	1 PPT	0	0
Casual Personal Care Worker	5	0	0
Groundsmen	0	0	0
Admin	1	0	0

Actions: per People, Learning and Culture

STAFF COMPLIANCE REQUIREMENTS

Reporting item	Completed	Overdue	Action required
Police checks	10	0	
Driver's licence	10	0	
Car insurance	0	0	
COVID vaccination	0	0	Not mandatory
Annual Fluvax	10	0	Manager regularly review database. Not mandatory
Disability workers Screening Card	10	0	
Performance appraisal	0	0	Admin/casual staffs To be commenced in November 2025.

Status of Core training

Mandatory training	No of staff	Overdue	Action Required
Orientation	4	0	New Staff Orientated
Fire Safety	3	7	Require further training, will contact Nathan, and HR to organize.
First Aid	10	0	Scheduled training for all staff on the 4/11/2025
Manual Handling	9	1	New training provided on the 28/10/2025
Infection control	9	3	One casual staff working at NDIS. Arranging for him to provide proof of training from NDIS.
Elder Abuse	5	5	
Food Safety	7	4	.
Open disclosure	7	3	
SIRS	9	2	
ON-LINE Altura/Bridge	Completed, In progress Not due: 54%	Overdue: 46%	The major Overdue relate to 4 staff
Fire Training Drill	4	6	Was attended in Feb 2025.

Feedback/complaints management

Complaints	Total No	Type of incident			
		Employee	Service	Facilities	Other
Number of					

Complaints in the reporting period	0	0	0	0	0
% Investigations completed within 5 days	N/A	N/A	0	0	0

Key issues and action taken

Mandatory training attendance has been problematic.

Incident/near miss management

In	Total No	Type of incident				
		Client	Employee	Equipment	Facility	Medication
Number of Incidents in the reporting period	12: See below	1	0	0	0	0
% Investigations completed within 5 days	100%	N/A	N/A	0	0	0
SIRS		Priority 1 Incident		Priority 2 Incidents		
Number of SIRS Incidents in the reporting period	0	0		0		
% SIRS Investigations completed within 24 hours	0	0		0		
% SIRS Investigations completed within 30 days hours	0	0		0		

Operational Updates

Permanent Occupancy declined by 1 in November 2025. One Resident discharged herself later in the month after exhausting all her paid Social Leave for the year.

We are awaiting the ACAT Codes for one gentleman who will be admitted as soon as the Codes are provided.

The Staff are settling post the change with staff rallying to cover all but one shift resulting from absenteeism in November. Fortunately, this was on a day where we had admin and RN Cover. No impact to Residents.

We continue to be well serviced by Allied Health Professionals. In the middle of the month, we had a visit from Lucy Burke and Kirsten Standage Occupational Therapists from the Pop-Up Palliative Care Services (PUPS). Prior to their visit we discussed a designated Palliative Care Room. On their visit we looked at the room previously used as the Dialysis Room. They have advised that they will supply the following: -

- 1 x hospital bedframe
- 1 x pressure care mattress with a pump
- 1 x mobile shower commode
- Sofa bed / pull out armchair
- Over bed table.
- 4 – 6 chairs for visitors
- 1 Kettle and 1 small fridge to support family visiting.

This will go a long way to facilitate a wonderful private space, visitor friendly for anyone requiring end of life care in our Facility.

We have been exploring some industry specific software. We had a demonstration for a programme that goes a long way in assisting with our Quality Compliance available via login.

The upgrade is only a moderate increase in price we are paper for an inferior paper-based system.

3. Issues and Risks

Identification of issues, challenges, and potential risks impacting service delivery, along with proposed mitigation strategies.

- **Issue:** Staffing to deliver the services in the CHSP program.
- **Mitigation:** Empowering Connections have been engaged to provide domestic assistance to our clients leading up to the Christmas/New Year Closure. A review re staffing will take place in early 2026.
- **Risk:** Unable to recruit local community members into the roles within the CHSP due to NDIS service providers paying higher casual rates to their employees.

4. Next Steps / Forward Plan

Planned major activities and priorities for the upcoming month.

- Delivery of the Christmas/holiday program 8 to the 12 December 2025.
- The launch the 24/7 Gym Access.
- Graduation Ceremonies at Nola's Place and the George Bowen Memorial Kindergarten.

5. Attachments

- NA