



HOPE VALE ABORIGINAL SHIRE COUNCIL

DIRECTOR OF SOCIAL SERVICES MEETING REPORT

ITEM NO: **GENERAL MEETING:**
SUBJECT: **Director of Social Services Officer's Report for**
March 2026 – April 2026 Council Meeting.
CLASSIFICATION: **INFORMATION**

RECOMMENDATION

That Council

- (a) receive the Director of Social Services Officer's Report and
- (b) Note the meetings attended.

BUDGET & RESOURCE CONSIDERATIONS

N/a

BACKGROUND / DISCUSSION

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:

- Draft new structure completed for the Social Services Division in Council. For Council's consideration.

Challenges:

- Employee attendance.
- Facility maintenance issues at the Multipurpose Building – on going.

Operational Activities and Highlights

- Recruitment of the Community Recovery and Resilience Officer's position has been finalised.
- Recruitment of the Events and Engagement Coordinator has been finalised.

- Monthly Sport & Recreational and Youth Engagement calendar completed.

Overview of the Social Services operations for the month of March 2026.

Nola's Place – Child Care Centre

- **Overview**
 - 23 Children enrolled at Nola's Place
 - 23 Children attended in the reporting month
 - Three referrals have been made by the centre to a speech therapist for session held every second Thursday and weekly session with Autism Queensland. Monthly Hopevale Early years network meeting with educators and health professionals working with young people of Hopevale.
 - The centre is in the process of providing face-to-face feedback and creating a complementary box for parents to express their concerns.
 - 1 incident in this reporting month.
 - The centre received a visit from Travis Bambie (IKC) and the local police to deliver a First Five Activity. Constable Dana engaged with the children in a reading session and assisted them in creating police hats, which they wore alongside real police hats. The children were thrilled to see the police car and hear the siren. They also expressed interest in knowing Bulliman Blakey's whereabouts.
- **Staffing.**
 - 3 Educators are studying their Diploma in Children Services.
 - All Educators have registered for GECKO Training – Child Safety Mandatory Training. Requires completion by August 2026. Two staff have completed training to date.
- **Compliance** - Nil to report for the month of March 2026.
- Completion of the Compliance and Operations Report – a required of the Community Child Care Fund Restricted (CCCFR) Grant Agreement (Section E.3).



George Bowen Memorial Kindergarten

- **Overview**
 - 21 Children enrolled in the educational program
 - 15 Number of children attended in the reporting month
 - 4 Children's enrolment has ceased
 - 2 Funded positions
 - 4 Referrals made

- 15hrs Operating Hours for Children
- **Staffing**
 - 1 staff member studying her Bachelor's in Early Childhood Education and Care.
 - The casual educator is studying her Certificate III in Early Childhood Education.
 - All Educators have registered for GECKO Training – Child Safety Mandatory Training. Requires completion by August 2026. Two staff have completed training to date.
 - The Educator is now residing in Hope Vale in a Council staff house.
- **Good News Story for the month of March 2026.**
 - Nil to report for the month of March 2026.
- **Compliance**
 - Kindy Uplift Program is to be implemented this year as previous years this was not undertaken.
 - The QIP is currently being reviewed and updated for the 2026 year.
 - ***From the 27 February 2026 all approved providers such as Council must add someone to the new Workers Register if they are;***
 - employed, engaged or appointed by the approved provider or service, either directly or indirectly; **and**
 - attending an approved service(s) under the National Quality Framework (NQF) to perform an education and care role during operating hours while children are present; **and**
 - not a visitor.

This includes:

- Educators (permanent, fixed term, casual or agency).
- Early childhood teachers, including provisionally registered, graduate teacher and unregistered teachers.
- Volunteers, regardless of how often or the number of hours they attend.
- Students or trainees completing placements, practicum or vocational training.
- Non-educator staff, such as cooks, cleaners, maintenance staff, administrative staff and bus drivers.
- Nominated Supervisors.
- Coordinators (centre-based or family day care).
- Family day care educators and family day care educator assistants, including those working from residences or approved venues.

People who are attend the service outside operating hours do not need to be entered into the Worker Register.

The system will automatically check new entries against the Prohibited Persons and Suspended Educators Register. If a potential match is identified, the approved provider will be prompted to contact the relevant regulatory authority for further information. This does not replace the approved provider's requirement to check the Register of Prohibited Persons before employing or engaging anyone.

- **Miscellaneous**
 - NA

Sport and Recreation: MPC, Swimming Pool & Splash Park.

- **Staffing**
 - The Sport and Recreational Officer is now acting in higher duties in the Coordinator's position.

- The Sport and Recreational Officer’s position has been advertised, and the recruited process will be finalised in a week’s time.
- **24/7 MPC 24 Hour Gym Access Control.**
 - This is now operational with 45 gym members that have registered for this service.
 - General public is still scrutinizing the effectiveness of the 24hr system as it’s constantly tripping after every power outage.
- **Maintenance**
 - Oval lights do not function to encourage oval use during evening hours. A works order has been raised.
 - Maintenance on all gym equipment to be undertaken. Waiting on the supplier to confirm the date for the visit.
- **Utilization numbers for the month of March 2026.**
 - 137 representations – pool and splash park – (swimming classes 12 & casual free swim/play 125).
 - 45 youth participated in activities over the month at the MPB – Futsal, basketball, fitness class & touch football.
 - 54 Gym usage.
- **Pool and Splash Park Operating Hours**
 - 5.30am – 7am. Monday to Tuesday.
 - 3:30pm – 5:00pm - Monday to Friday – Pool and Splash Park

Incidents/Accident

- Nil

Feedback Compliments/Complaints

- Children have been getting sent home for being under the age limit without parental supervision at the pool. Children are complaining about it being unfair. (ongoing)

Miscellaneous

- Continuing - A monthly activities planner has been developed between the Sport and Recreational and Youth Engagement Programs and advertised on Council’s Facebook page.

Youth Engagement.

- *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*
- Assisting/working alongside youth to help start work

<u>Youth Support</u>	<u>Education Support</u>
30	3
20	1
0	

- Engaging with youth to assist them to sign up for our 24/7 access gym
- Coordinated after school activities at the MPC
- Planning of the Easter holiday programs

NDIS Remote Community Connector Program.

- Continued engagement with Hope Vale community members to assist with the NDIS pathway process.
- Supporting 26 NDIS participants.
- To date service partners have not contacted the RCC about their visits to the Hope Vale community. Service partners are also not required to advise the local RCC.

Indigenous Radio Station.

Current Activities Undertaken;

- Local hosting - Youth Show broadcasting 8 hours per week.
- Community Show broadcasting 15 hours per week
- NIRS retransmitting the following BBM - 5 hours
- NIRS - 12 hours
- Blues Show - 3 hours
- 80's Show - 3 hours
- Mackay Request 2 hours and Mary G 3 hours
- School providing 5 advertisements in language
- 14 government messages: Child Abuse - Police, Health check - Hospital per week
- 155 minutes per week local, 375 minutes per week NIRS – News
- 80 minutes per week - Health: going through the difference levels of grief
- Radio Station has a Facebook page which is updated daily
- School provides 5 ads in language
- 4 Council emergency announcements – cyclone up-dates, tracking etc.

Indigenous Knowledge Centre

Upcoming activities to promote increase membership and community engagement –

- Continued monthly first five sessions.
- On the 22 April 2026 we will be having age care residents visit to see old photos and 50th church anniversary/restoration short documentary DVD.

Library resources currently on loan to community people

- 3 books on loan to members of the community

Number of visitors to the centre during the month - 12

- Computer Access
- Book Loans
- DVD Loans
- Programs

Activities or Events attended

- Continued CUC Cape York visits to the IKC
- First 5 Forever session held at the Daycare with QPS, this month's themes was centred around showing the children that police are here to help the community and are not bad people who are out to get them. The children listened to a book read by constable Dana Stevenson, afterwards we all participated in making our own custom police hats and badges and then got to see the police car with the lights and siren on. 7 children, 4 educators and 2 police officers were in attendance.

Good News Story for the month

- Digital inclusion workshops were held this month with Dan Guest from SLQ and Sam Kerr from Veteran Gaming.

- eSports, digital arts and family history workshops held. A limited number of people attended, with the most coming for our eSports tournament. The winning team will be attending the eSports final in Brisbane during the upcoming April school holidays.
- New 75-inch interactive screen has been installed, and we are waiting for the laptops and Starlink to arrive which will be the last items from the Digital Inclusion funding.

Schedule developed for the upcoming month

- During the second week of the school holidays on the 14 – 16 April, SLQ and Digital Inclusion team will be running workshops again. Workshops will include digital arts, garage band, esports and family history/research workshops



First Five Activity at Nola's Place.

Hope Vale Aged Care Services Compliance Report

SUMMARY OF CHSP CLIENT STATUS AND ACTIVITY

Reporting item	Number		Comment	
Number of clients	39			
Number of new clients	Nil new clients			
Clients on waiting list	1			
Number of clients transitioned to a Support at Home provider	Nil.			
CHSP Hours	Yearly target	Monthly target	Hours/No delivered	Comment
Domestic assistance	1086	115		March hours not lodged due to ROC's account

				requiring payment.
Flexible respite	177	91		
Social Support Individual	587	49		
Home Maintenance	1050	88		
Meals	7447	621		
Personal care	614	0		
Transport	2072	173		

AGED CARE OCCUPANCY AND ACTIVITY

Reporting item	Number	Comment
Number of available beds	15	
Total number of residents	5	
Number of new permanent residents	0	
Number of Residents discharged	2	1 deceased & 1 respite to home
Number of respite care residents	2	

AGED CARE LEGISLATIVE COMPLIANCE STATUS REPORT

Compliance requirement	Number of clients	Overdue	Action taken
Signed CHSP agreement	39	nil	
Signed current CHSP care plans	0	39	
Signed residents' agreements	5	nil	
Signed current residential care plans	5	nil	
Advanced health directives completed	5	nil	

KEY PERSONNEL

Reporting item	No of staff & Council member	Overdue	Action taken
Key Personnel Suitability Check			This is an action that requires urgent attention

AGED CARE ACTIVITY REPORTING

Agency	Report submitted in the past month	Date due	Date Submitted
DEX Report		14 th of the month	
Proda Medicare Claim	Currented for March 2026		
Quality Indicator reports		May 2026	
Care minutes	Target minutes	Actual minutes	Comments/action being taken
	27,585	43,200	24/7 RN Hours report completed – 2.03.26
Registered nurse on site 24/7 (exempt)	Target Hours	Actual Hours	
	5,733/95.55	11,640/194	High Acuity Residents x 2

STAFF MANAGEMENT

Workforce			
Indicator	No of staff Required	No of staff working at beginning of the Month	No of staff working at end of the Month
Facility Manager/Registered Nurse	1	1	1
Service Coordinator	1	1	1
Personal care/Support workers	8	12	12
Leisure and lifestyle Coordinator	1	1	1
Leisure and lifestyle Support worker	1	0	0
Administration Officer	1	1	1
Cook	2	1	1

Staff changes over the past month

Staff	Staff establishment	Actual number of staff	Number of resignations	Number of new staff
Total staff		17	0	0
Carers	9			

HR Management

Reporting item	No of staff	Overdue	Action taken
Current Police checks	14	12	New Police Checks need to be undertaken
Aged Care Code of conduct			
Current Drivers licence	6	0	2 staff do not have their Driver's Licence
Performance review	17	17	To be attended to in April 2026.

Status of Core training

Mandatory training	No of staff	Overdue	Action Required
Orientation/Induction	0	0	
Elder Abuse		0	
Fire Safety		0	
First Aid	8	3	
Infection control		0	
Manual Handling		0	
Open disclosure		0	
SIRS		0	

Training attended/delivered over the last month - Nil

QUALITY IMPROVEMENT

Progress against Plan for Continuous Improvement: Has commenced

Plan in process of being updated and consolidated against previous CIP'S.

Feedback/complaints management

Complaints	Total	Type of incident			
		Employee	Service	Facilities	Other
Number of Complaints in the reporting period	0	0	0	0	0
% Investigations					

Complaints	Total	Type of incident			
		Employee	Service	Facilities	Other
completed within 5 days					

Key issues and action taken

Incident/near miss management

Incidents	Total	Type of incident				
		Client	Employee	Equipment	Facility	Medication
Number of Incidents in the reporting period	2	2	0	0	0	0
% Investigations completed within 5 days	2	100%	100%			
SIRS		Priority 1 Incidents		Priority 2 Incidents		
Number of SIRS Incidents in the reporting period	0					
% SIRS Investigations completed within 24 hours	NA					
% SIRS Investigations completed within 30 days hours	NA					

Future Activities – Care Staff were to undertake a Palliative Care Workshop (Support for clinicians delivering end-of-life care in Cooktown on the 26 March 2026. This, however, was postponed due to the cyclone. This is being rescheduled.

RECOMMENDATIONS

Nil for the month of March 2026.

4. Next Steps / Forward Plan

Planned major activities and priorities for the upcoming month.

- Matrix's to be completed and implemented for all social services division.
- Master Planning – School and Kindergarten. Community consultation and feedback to take place on the 6 May 2026. Kindergarten will have a stall on the veranda for family feedback.

5. Attachments

- NA

Item 2: Appointment and Meetings

March

4	My Pathway Meeting re Host Agreement
5	Social Services Manager/Coordinator Meeting
9	HVASC Recruitment Meeting
10	Grant Officer re Aged Care
10	DWATSIPM Regional Director Meeting
11	HVASC Fortnightly Grants Meeting
17	HVASC LDMG Meeting
17	HVASC Budget Meeting
18	HVASC Monthly Council Meeting
19	HVASC LDMG Meeting
19	Events & Engagement Officer Meeting
23	Hope Vale Community Preparedness, Recovery & Resilience – Stakeholder Coordination Meeting
24	Hope Vale Food Security Plan Meeting with consultant.
30	Budget reviews with IKC, Community Connector and Radio.

LINK TO OPERATIONAL PLAN

5.3 – Local Leadership and Governance

CONSULTATION (Internal/External)

N/a

RISK ASSESSMENT

Low

ATTACHMENTS:

N/a

REFERENCE DOCUMENT:

N/a

Report Prepared by: Kerry-Lee Bird Director of Social Services Date: 8/04/2026	Report Authorised by: Lew Rojahn CHIEF EXECUTIVE OFFICER
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