

Agenda Item Submission



Submission

Council / Committee Name *

Ordinary Meeting

Agenda Section *

Social Service Director Report

Requested Meeting Session *

Wednesday 19th August 2026

Date Requested *

12-Aug-26

Date item was requested

Agenda Item Subject *

Director - Social Services Report.

Item Reference Number

OM2026/08-002

Classification *

Information



Action



Note



Confidential

Details

Recommendation *

That council receive and note the Director-Social Services Report

Background/Summary

Following are brief summaries of Activities within the Social Services department.

This will be the first meeting for Ms Audrey Deemal who has taken over as our Director - Social Services following Ms Kerrie-Lee Bird.

National Disability Insurance Scheme (NDIS) Connector - Programs and Activities

Active Participants 26

2 participants with Centacare

0 participants with ITEC Health

In total there are 26 participants actively engaging in community, with 2 residing out of community and receiving external supports.

Inactive Participants 1

There is one inactive participant from Hope Vale that are living out of community and receiving support coordination from Cairns.

Service Provider Meetings 1**Non-service Provider Meetings**

- Remote Community Connector (RCC) engaged with NDIS Support Coordinators

- RCC meet with Local Service Providers on 31/3/26, Provider advised of Gaps in Services and a Dramatic change within Service Providers Cliental funding, Access to NDIS Plan was discussed, RCC advised that Contract Providers for local NDIS Program is currently seeking Consent for RCC to have copies of Local NDIS Client Plan

Successful Participants Engagement 17

- Community engagements and appointment coordination

Non-service Provider Meetings

Remote Community Connector (RCC) engaged with NDIS Support Coordinators

Non-participant Interactions 6

- Interactions were among Family members of potential participants

Unsuccessful Participant Engagement 3

- 1 x home visit

Access Referral Form (ARF) 3

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:

- Successfully delivered NAIDOC Week community events and activities.
- Completed NDIS Remote Quarterly Report

Challenges:

- Ongoing employee attendance in one program area.
- Facility maintenance issues at the Multipurpose Building – this will be ongoing until the scope of works is completed.

Operational Activities and Highlights:

- NDIS Remote Quarterly Report completed
- To commence a Training Needs Analysis in partnership with Tafe for the whole of Council. Completed

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

Nola's Place – Child Care Centre

Overview

- 730am – 515pm Monday to Thursday
- 730am – 1.30pm Friday
- 28 children enrolled and attended the Day Care Centre

Staffing. – Three staff will be attending their block from the 17th – 20th August in Cairns and we will require backfill.

- Three referrals made to Speech Therapist, that visits the centre every 2nd Thursday
- Weekly visits from Autism Qld
-

Compliance

- All maintenance checks are still in progress waiting to be finalized
- Still waiting on the insurance certificate

Good news story

A Mother who has a child with Autism has stated that she is very happy with her son's progress, since he has been attending Day Care. She can actually see the improvements and is very thankful to the staff for making him part of the group.

George Bowen Memorial Kindergarten

Overview

8:00am – 4:00pm - Monday to Thursday

7:00 – 1:00pm - Friday

Monday-Wednesday 9.00am-2.30pm - Kindergarten Program

- 20 Children enrolled in the educational program
- 16 Number of children attended in the reporting month
- 4 Children's enrolment has ceased
- 3 Funded positions
- 4 Referrals made
- 0 Events attended
- 15hrs Operating Hours for Children
- 6 Kindergarten or Pre-Prep Enrolments from Nola's Day Care

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 completed their Child Safety Mandatory Training.

Good News Story for the month of July 2026.

This month we really focused on our veggie garden and kitchen garden as these are our main play-based learning experiences, especially for the children and learning that fruits and veggies grow from seeds and farmers do a lot of planting and growing and that we buy these in the shop. Now the children know the difference between plants growing from a seed in a garden bed not in the shops.

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

Staffing

- The casual Sport and Recreational Officer's position has been filled. Employed casual Sport and Recreational Officer's staff to support with the daily activities.

24/7 MPC 24 Hour Gym Access Control.

- This is now operational with 45 gym members that have registered for this service.
- Public confidence in the 24-hour system remains low due to frequent technical failures following power outages.
- The general public continues to question the system's reliability, noting that it consistently fails to reset properly after power disruptions.
- Ongoing post-outage malfunctions have led to sustained public scrutiny regarding the system's overall efficacy.

Maintenance

- Immediate maintenance is now complete with the 24-hour system
- Maintenance on all gym equipment has been undertaken and completed.

Utilization numbers for the month of July.

- 33 Participants

Activity #	Title/Description of activity	Date/period of delivery	Quantity Is a number of sessions, number of pieces of equipment per shared use - please specify Number of sessions within the reporting period.	Total number of participations (or N/A) (If an individual attends multiple sessions, they are counted multiple times)	List any organisations you partnered with to deliver
1	Indoor Novelty Games	Delivered during the reporting period			0
2	Touch Football	Delivered during the reporting period	4	36	
3	Volleyball	Delivered during the reporting period	4	47	0
4	Art & Craft	Delivered during the reporting period	0		0
5	Pool Activities	Delivered during the reporting period	30	28	0
6	Group Fitness Classes	Delivered during the reporting period	12	32	0
7	Basketball	Delivered during the reporting period	3	12	0
8	Movie Night	Delivered during the reporting period	0		0
9	Disco	Delivered during the reporting period	0		0
10	Outtag	Delivered during the reporting period	0		0
11	Splash Park	Delivered during the reporting period	20	28	0
12		Delivered during the reporting period			0
13		Delivered during the reporting period			0
14	Laser Tag	Delivered during the reporting period	2	23	0
15	Community Fun Day	Delivered during the reporting period	0		0
16	Colour Run	Delivered during the reporting period	0		0

Feedback Compliments/Complaints

- Attendance was low in both areas as the cold weather kept families indoors. Making the pool a little too cold for community members and the afternoon activities/ gym attendance was low also.

Indigenous Radio Station.

Current Activities Undertaken.

- Local hosting - Youth Show broadcasting 8 hours per week.
- Community Show broadcasting 15 hours per week
- Apunipima – 1 hour 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
- Radio Station has a Facebook page which is updated daily
- School provides 5 ads in language
- 14 government messages broadcasted: Child abuse, DV, Elder abuse - Police; Health check, Eyes, Sexual Awareness - Hospital; Smoking, Drinking water - Health, License – Transport.

Community Resilience Officer - Executive Summary

- Key Achievement: Preparedness Survey BBQ, Cyclone Kits quotes for Grant
- Emerging Risk: We are at peak Bushfire season with very few volunteers and even fewer trained
- Stakeholder Engagement: Have been engaging with Queensland Health, Apunipima, Cooktown District Community Centre and QES.

Program & Initiative Status

Project / Initiative	Target Audience	Completion %	Monthly Milestone Achieved	Status (On Track/Delayed)
Disaster Preparedness Workshops	All community members	100%	Hosted 1 session with 16 attendees	On Track
Climate Adaptation Plan	All community members	XX%		
Community Hub Network	Community Members	XX%		

Community Engagement & Capacity Building

- Community Consultations: Conducted 0 focus groups regarding local risk profiles.
- Volunteer Mobilization: Supported 0 active Community Resilience Network volunteers this month.
- Educational Outreach: Distributed 1 emergency preparedness toolkits across local libraries and community centres.
- Vulnerable Populations: Partnered with 0 local aged-care and disability providers to review independent evacuation plans.

Key Metrics & Resilience Indicators

- SLA / Response Rate: 0% of community resilience grant applications processed within timeline.
- Event Attendance: 16 total residents engaged face-to-face across all monthly resilience events.
- Digital Reach: 30 unique visits to Council's online Emergency Management Dashboard.
- Training Completed: 0 residents trained in basic psychological first aid or community disaster management.

Inter-Agency Collaboration & Partnerships

- Emergency Services: Met with [QFES / SES / Police] to align community messaging for the upcoming Bushfire season and AusAlert.
- NGOs / Charities:
- Internal Liaison: Having an LDMG meeting next month

Budget & Grants Management

- Operational Budget: Spent \$0 of monthly \$0 allocation
- Grant 1: 0

- Acquittals: 0

Next Month's Priorities

- Priority 1: Finalize changes to the Local Disaster Management Plan to be prepared for the LDMG meeting
- Priority 2: Try to put into action the ideas I have to work with other communities and within our own.

Budget and Resource Considerations

N/a

Action Options

No Action Required.

Appointments and Meetings

Date	Description

Link to Operational Plan

5.3 Local Leadership and Governance.

Consultation

Section Managers and Supervisors.

Risk Assessment

☒ Low ☐ Medium ☐ High

Attach Supporting Agenda Materials

Reference Document

☐ Yes ☐ Not Applicable

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Report Authorised by

Decision

☒ Approve ☐ Reject

Signature

Lee Rejahn

Full Name

Hope Vale Support

Date

12-Aug-26

Comments, Questions and Rejections Notes

A full history of this Submissions journey can be found in the Action History Tab contained in the pane on the right

Commentors Name*	Choose Type of Comment*	Enter your Comment, Question or Reason For Rejection Note here*
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