Agenda Item Submission

Submission

Agenda Section

Social Service Director Report

Agenda Item Subject *

Director - Social Services Report and action for approval

Council / Committee Name *

Ordinary Meeting

Requested Meeting Session *

Wednesday 16th September 2026

Date Requested *

11-Sep-26

Date item was requested

Item Reference Number

OM2026/09-011

Classification *

☑ **Information** ☑ **Action** ☐ Note ☐ Confidential

Details

Recommendation *

That council receive and note the report and action for approvals

Background/Summary

HOPE VALE 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 –3:00pm - Friday

Shows/Programs that are airing

- Community announcements
  - Muni's Day Service at Alligator Creek Sunday 13th September
  - School dental services
  - Father's Day Lunch
- Mental Health Awareness with Aman from Mental Health Apunipima

Outcomes achieved

- Announcing Community meetings and events
- Community Notice of Local Communities Issues
- Community announcements
- Weather Updates
- Community Events
- Health messages and programs
- School announcements

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

- Hope Vale Congress meeting
- Justice meeting
- Staff participated in Queensland Aboriginal and Torres Strait Islander Broadcasting conference in Brisbane
- Staff participated in the National Aboriginal and Torres Strait Islander Broadcasting conference in Cairns

Incidents/Accidents

- Three break-ins by juveniles
- One attempted break in, but security cameras caught them and alerted the Police in time.

Feedback Compliments/Complaints

- Received a compliment from a listener, stating the interview with Apunipima was clear and straight forward. He enjoyed listening to the conversation and had learnt something about mental health awareness.

Compliance Issues: N/A

Staff Movements

Jayson has worked across IKC, Kindy and Day Care assisting with backfill when staff are not available to work.

Kerry attended both the State and National Broadcasting conferences in Brisbane and Cairns.

GEORGE BOWEN MEMORIAL KINDERGARTEN

1. *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 9am-2.30pm.*

Operating Hours
8:00am – 4:00pm - Monday to Wednesday
8:00 – 1:00pm - Thursday - 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

5 children's enrolment has ceased

3 Funded positions

4 Referrals made

0 Evebts attended

15hrs Operating hours for children

6 Kindergarten or Pre-Prep Enrolments from Nola's Day Care

Parent/Career Engagement

Conversations are being held with Parents/Carers when welcoming the parents each kindy day morning and afternoon. Making sure that parents feel comfortable within the kindy environment and talking about learning experiences and routines. Talking about their child's day.

Community Engagement

nil

Breakfast Program

The Breakfast program ensures that all children have access to nutritious food in a safe and supportive environment, to positively impact health and learning.

Programs/Themes for the month

- Fruit and veggie garden
- Kitchen garden

Programs and Activities

- Sensory
- Language
- Emotions and feelings
- Kitchen garden
- Vegetable garden

Activities or events the children and educators are working towards

- Sensory Project
- Healthy Eating
- Language Program
- Fruit and veggie garden
- Kitchen garden

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First 5s forever:

Visit to the age care, parent open day, continuing with the veggie garden and making a kitchen garden.

Incidents/Accidents

Nil

Feedback Compliments/Complaints

Nil

Compliance Issues

- Adhoc inspection found no compliance issues, the only issue was the staff updates on qualifications and notices and insurances needing to be displayed.

Staff Movements

1

Recruitment

N/A

Training and Development

Wynonna is still studying her bachelor's in early education and care

COVID- 19 Safe Activity

- Staying Safe during COVID-19 by encouraging children to wash their hands regularly
- Blowing noses always

Good News Story for the month August

This month has been an exciting month. We had a lot of exciting learning experiences. We watched our veggie grow and to our excitement found couple of cucumbers. We all had a taste. Some children loved the cucumber, and some did not. The children have learnt a lot especially knowing now what a seed grows into. Nanny Alice has now introduced and extended language about freshwater animals in Guugu Yimithirr freshwater turtle, dew fish, eel, water, freshwater crayfish. The children are learning really well about their culture and the local language.

Miss Kirstyn Lemon from ECDP has been continuing her activity about whole body listening, feelings and zones of regulation, turn taking, numeracy-counting stars and matching numbers. Matching shapes and colours. Sung days of the week, months of the year and discussed the weather.

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Nola's Place Child Care Centre

We have 28 children enrolled at the centre. I extend an invitation to parents and caregivers in the community to enrol their child/ren.

Twenty-eight children were in attendance this 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.

We celebrated Indigenous children Day and invited Parents/Carer to the Centre. We had three sets of families attend. Families actively joined and participated alongside their children in a range of fun and engaging activities, such as Barra burra seeds mobile, Play dough, cultural animal dot painting, biscuits decoration.

We are also in the process of providing face-to face feedback and creating a complementary box for parents to express their concerns.

Adhoc inspection found several compliance issues that immediately had been seen to and fixed, however some repairs are still in the process of fixing and should be completed this week.

We are proud of Jemily and Helena who have successfully graduated from Cairns Tafe with their Diploma. Their achievement reflects their commitment dedication and hard work in their studies. The dedication they continue to show to the children and families in our daycare community.

0 incident this month

No staff are studying, as they are now all qualified.

NDIS Community Connector

Our NDIS Community Connector has been off on Medical Leave for this pass two weeks. All updates will be provided on the day.

Community Resilience Officer Monthly Report

1. Executive Summary

- Key Achievement: Activity planning for community engagement
- 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.

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2. Program & Initiative Status

Active Resilience Projects

Project / Initiative Target Audience Completion % Monthly Milestone Achieved Status (On Track/Delayed)

Disaster Preparedness Workshops All community members XX% On Track

Climate Adaptation Plan All community members XX%

Community Hub Network Community Members XX%

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3. Community Engagement & Capacity Building

- Community Consultations: Conducted 1 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.

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4. Key Metrics & Resilience Indicators

- SLA / Response Rate: 0% of community resilience grant applications processed within timeline.
- Event Attendance: Community Engagement Activities will start on the 15th of September.
- 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. This will be done on the 29th of September.

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5. 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 a LDMG meeting next month

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6. Budget & Grants Management

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

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7. Next Month's Priorities

- Priority 1: Finalize changes to the Local Disaster Management Plan to be prepared for the LDMG meeting
- Priority 2: Starting to put into action the ideas I have to work with other communities and within our own, with lot of Community Engagement Activities to commence on the 15th of September.

HOPE VALE AGED CARE REPORT AUGUST 2026

SUMMARY OF CHSP CLIENT STATUS AND ACTIVITY

Reporting item	Number	Comment
Number of clients	4	One resident went to Cairns and never returned.
Number of new clients	1	One new resident was admitted in last week. We hope that she stays on as a full-time resident rather than respite.
Clients on waiting list	3	
Number of clients transitioned to a Support at Home provider	0	

AGED CARE OCCUPANCY AND ACTIVITY

Reporting item	Number	Comment
Number of available beds	16	
Total number of residents	4	
Number of new permanent residents	3	
Number of Residents discharged	1	
Number of respite care residents	2	2 residents have not transferred over to permanent care via My Age Care Portal but permanent contract has been signed.

AGED CARE LEGISLATIVE COMPLIANCE STATUS REPORT

Compliance requirement	Number of clients	Overdue	Action taken
Signed CHSP agreement			
Signed current CHSP care plans			
Signed residents' agreements	4	0	
Signed current residential care plans	0	4	Unable to complete due to staffing shortage.
Advanced health directives completed	2	2	1 resident awaiting Application for Public Advocate to make decision. Other resident is on leave and unable to complete yet.

AGED CARE ACTIVITY REPORTING

Care minutes	**Target minutes**	**Actual minutes**	**Comments/action being taken**
	15624	12366	Staff attendance is very poor. Active disciplinary action being undertaken to rectify unexplained absences. Staff recruitment required, active recruitment being undertaken to fill short falls and gaps in the roster.
Registered nurse on site 24/7 (exempt)	**Target Minutes / Hours**	**Actual Minutes/ Hours**	Actual Care Minutes >
	24hr exemption in place. Target is 3224	4032	4032

STAFF MANAGEMENT

Workforce			
Indicator	**No of staff Required**	**No 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	12	9	10
Leisure and lifestyle Coordinator	1	1	1
Leisure and lifestyle Support worker	0	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		19	2	
Carers	9			

HR Management

Reporting item	**No of staff**	**Overdue**	**Action taken**
Current Police checks	19	0	
Aged Care Code of conduct	19	2	
Performance review	0	0	Unclear as unaware of where these are kept? Electronically or manual?

Status of Core training

Mandatory training	No of staff	Overdue	Action Required
Orientation/Induction	19	5	Induction process not being conducted due to the change over of Management. Improvement to be made and to catch up with staff to complete mandatory orientation components
Elder Abuse		10	Staff shortage on the floor has left no room for completion of training. To manage recruitment and staff attendance to ensure time for training and education completion. Previous attendance on education and training not managed
Fire Safety		10	As above
First Aid		7	As above
Infection control		7	As above
Manual Handling		10	As above
Open disclosure		10	As above
SIRS		10	As above

QUALITY IMPROVEMENT

Feedback/complaints management

Complaints / Compliments	Total No	Type of incident			
		Employee	Service	Facilities	Other
Number of Complaints/ Compliments in the reporting period	1				1 resident
% Investigations completed within 5 days	1				Completed and resident happy with outcome

Incident/near miss management

Incidents	Total No	Type of incident				
		Client	Employee	Equipment	Facility	Medication
Number of Incidents in the reporting period	0					
% Investigations completed within 5 days	0					
SIRS		**Priority 1 Incident**		**Priority 2 Incidents**		
Number of SIRS Incidents in the reporting period	0 2			2		

Incidents	Total	Type of incident				
	No	Client	Employee	Equipment	Facility	Medication
% SIRS Investigations completed within 24 hours	0			0		
% SIRS Investigations completed within 30 days hours	2			2		

Key Issues & action taken:

- Dietician recommendations and menu update not being followed as information not given to staff. Information printed and hung in kitchen and staff given education on dietician recommendations necessary to meet the improved Aged Care Standards.
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- The installation of the new stove completed 14/7/26.
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- Walk-in freezer has a seal issue which is the last issue to rectify before it is fully operational.
-
- Waitlist for admissions is sitting at 5 but only 3 qualify for after the pre-admission screening. Based on care minutes only 1 can be admitted unless recruitment numbers increase.
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- Access to the Aged Care Provider Portal for lodgment of Medicare and funding for Aged Care has only just been granted 11/9/26 so have some catching up to do as some residents remain on Respite care when they have been permanent since last year. Some have not been lodged for any payments.
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- RN exemption hours are up-to-date.

Commonwealth Home Support Program (CHSP)

Overview:

This program is funded to support helping people live as independently as possible, giving them a small amount of help with a focus on working with them, rather than doing things for them. This includes meals, domestic assistance, personal care, yard maintenance, and transport. To assess the program, you would need to be over 50 years old and registered on My Aged Care and assessed as eligible by the Regional Assessment service.

- Currently we have 33 Clients that require assistance whilst living at home.
- No permanent staff. The challenge is getting consistency with getting casual staff from the casual pool. However, we are in the process of recruiting new staff.
- 1 incident to report this month.

Sports and Recreation: MPC, Swimming Pool & Splash Park

The Casual Sports & Rec Officer position has been filled and has hit the ground running. He continues to deliver programs after 3pm – 7pm and the centre. We still need to advertise for two other casual Sports & Rec Officer/Youth Engagement Officer to assist with school holiday activities.

Activities including;

MPC

Activity	Quantity	Total Number of Participants
Touch Football	5	43
Volleyball	7	69
Group Fitness Classes	12	18

Basketball	5	13

Swimming Pool & Splash Park

Activity		
Pool Activities	23	76
Splash Park	23	76

GYM:

- Gym is operational with 45 Gym members have registered
- Maintenance is still required for the 24/7 MPC 24 Hour Gym Access Control, this is in progress waiting on the repair guy.
- Trendmills may need to be replaced due to it being 10 years old as members are finding it unsafe to use. Quotes have been sorted, however budget needs to be reviewed. Cost of a replacement Trendmill is $10, 567.12

Success Stories

The Volleyball competition successfully commenced with four teams registering and participating in the trial round. Despite community unrest affecting attendance, the event was well received and provided a positive opportunity for community members to engage in sport, teamwork, and healthy activity. Promotion through Facebook is ongoing, and we expect participation to grow as community conditions improve.

During this reporting period. We have had three special events, they were;

National Aboriginal and Torres Strait Islander Children's Day – We collaborated with Cooktown District Community Centre and Gungarde Aboriginal Corporation to delivery activities at the Child Care and Kindy. Parents/carers were invited to attend. Three sets of Parents attended and enjoyed the activities of the day with their children.

International day of Worlds Indigenous Peoples – we acknowledged via Facebook post

Book week was successfully celebrated through a collaborative effort between IKC, CRRO, Day Care, Kindy and Gungarde. The event brought together children, parents, and carers for an enjoyable morning filled with book reading, face painting, games and interactive activities. Families actively participate and engaged with the program, creating a fun and welcoming atmosphere that encouraged a love of reading and learning. The morning concluded with a shared morning tea, with positive feedback.

Budget and Resource Considerations

* 1 Trendmill replacement at Gym will cost $10, 567.12

* Rose Manzini from Cape York Solutions has presented a promising opportunity for Hope Vale Shire Council to be involved in the development of an Early Family Hub. As we transition Kindergarten services to C&K and explore options for Day Care, this is a chance to advocate for the needs of our children and families. The current system is not delivering the outcomes our children deserve, and we must be prepared to do things differently to give every child the best possible start in life to have a stronger and healthier future.

*Request an additional Community Event for October - We seek approval from Hope Vale Shire Council to support Mental Health Awareness walk during Mental Health Month in October. This year, our community has experienced a concerning increase in suicide attempts and tragically, the loss of several lives. To promote healing, connection, and awareness, we propose a "Walk towards healing" form Bull Crossing to Elim Beach on the 17th October. The event will invite other organisations to participate and contribute to the course as we hope that we walk together in support of mental health, wellbeing, and those impacted by suicide. This initiative will provide an opportunity for community members to come together, show support for one another and reinforce the message that no one has to face their struggles alone. We respectfully seek Hope Vale Shire Councils approval and support to deliver this important community event.

Action Options

Require Hope Vale Shire Council to support Cape York Solutions, by passing a resolution to support the work.

Appointments and Meetings

Date	Description
16-Sep-26	

Link to Operational Plan

Consultation

Risk Assessment

(•) **Low** ( ) Medium ( ) High

Attach Supporting Agenda Materials

Reference Document

( ) Yes (•) **Not Applicable**

Report Prepared by *

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Office Use Only

Report Authorised by

Decision

(•) **Approve** ( ) Reject

Signature	**Full Name**	**Date**
	Tisha Gordon	11-Sep-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 *

**The Last Rejection comments will be shared with the original applicant when Rejection notifications are enabled

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