

HOPE VALE

ABORIGINAL SHIRE COUNCIL



SOCIAL SERVICES

MARCH_2025_ REPORT TO COUNCIL

PREPARED BY

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Director Social Services



About

MARCH 2025 REPORTING PERIOD



SOCIAL SERVICES

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HOPE VALE RESIDENTIAL AGED CARE



Hope Vale Aged care Hostel has recently been accredited by the Aged Care Quality and Safety Commission until 10 November 2026. This accreditation is a testament to our commitment to providing high-quality care services to our residents.

At Hope Vale, we offer 24 hour care services and are approved for 20 beds. Currently, we have 6 residents under our care, with an additional 5 community members on the waiting list. While all individuals on the waiting list have been assessed and deemed eligible for admission, we are facing challenges in admitting them due to infrastructure issues at our facility.

Despite these challenges, we have a dedicated team of 13 extraordinary staff members who are committed to providing the best possible care to our residents and community members.

For a more detailed overview of the aged care services provided at Hope Vale please refer to the attached Aged Care Confidential Report. The attachment listed below provides comprehensive information on our facility.

- **Attachment 1** _Confidential Aged Care Report_Hope Vale site visit 5 report 15022025_Recommendationtodraft
- **Attachment 2** _Confidential Aged Care Report_(a)_Benefit Analysis RN 24-7_(b)_Notification decision_24/7 RN Exemption for Hope Vale Aged Hostel
- **Attachment 3** _Confidential Aged Care Report_Proposal_The Aged Care Capital Assistance Program (ACCAP) for Hope Vale Residential Aged Care Facility
- **Attachment 4** _Confidential Aged Care Report_Quality and Safety Report
- **Attachment 5** _Confidential Aged Care Quality and Safety Commission investigation_Letter
- **Attachment 6** _Confidential Aged Care Report_PR25.000080_Finalisation letter20250306

COMMONWEALTH HOME AND SUPPORT PROGRAM (CHSP)

We currently serve a total of 46 clients through our CHSP services. These clients rely on us for a variety of support and assistance and we are committed to providing them with the highest standard of care and attention. In addition to our clients, we have a dedicated individuals who form the backbone of our CHSP team. We are fortunate to have 3 exceptional staff members who work tirelessly to ensure that our clients receive the best possible care and support. Furthermore, we also work closely with 3 contractors who play a crucial role in enhancing the range of quality of services we offer to our clients.

SERVICE ACTIVITY REPORT Hope Vale Aboriginal Shire Council

	Monthly Contracted Units	January	February	March	April	May	June
Domestic Assistance	91	52	104				
Social Support - Individual	49	52	68				
Personal Care	51	25	24				
Social Support - Group	115	32	68				
Meals	621	404	559				
Flexible Respite	15	20	13				
Home Maintenance	88	30	54				
Transport	173	74	174				

CHSP Service Delivery Summary:

In January, we experienced challenges with the service delivery due to the council shut down period, which resulted in a decrease in our operational efficiency. Despite this, we made a concerted effort to maintain a high focus on providing flexible respite and personal care services to our clients during the period.

I am pleased to report that our efforts have yielded positive results, and I am happy to inform you that our service delivery significantly improved in February. We saw a notable spike in our service provision, and our team worked diligently to ensure that our clients received the support and care they needed.

Moving forward, we are committed to maintaining this high standard of service delivery and continuously improving our operations to better serve our clients.

COMMONWEALTH HOME AND SUPPORT PROGRAM (CHSP)

Staffing:

Current staffing challenges we are facing within our organisation. Staffing continues to be an issue for recruiting, and we are currently experiencing a shortage of personnel, particularly in regard to our two vacant CHSP positions.

In order to address this pressing matter and ensure the smooth operation of our teams, I would like to request the assistance in providing consultation on how we can effectively source contractors who are not only suitable for these positions but also meet all the necessary requirements to assist with service delivers.

CHSP Staff movement/s:

- Recruitment - Vacant Positions - CHSP x 2 Support Workers
- CHSP Manager will be on a well-deserved five-week annual leave starting from 17th March 2025. During this period, the Director of Social Services will be overseeing matters related to alternative coverage and reporting support to ensuring a smooth and seamless transition during the CHSP Managers absence.

CHSP Training:

- Aged Care Reform Workshop - 12th February 2025

The workshop aimed to discuss various important topics related to aged care reform and provided valuable insights for all participants.



COMMONWEALTH HOME AND SUPPORT PROGRAM (CHSP)

CHSP New Agreement:

CHSP Extension 2025-2027 - Invitation to Apply - Hope Vale Aboriginal Shire Council for the funding amount allocated to us for \$1,278,641.08 over the two years.

The Commonwealth Home Support Program has been extended for a further 2 years from 1 July 2025 to 30 June 2027. The new agreement will align with the new Aged Care Act that is applicable from the 1 July 2025.

Attachment 1_CHSP Program Manual 2024-2025. The manual provides further details and also serves as the funding program conditions/rules. The CHSP Program Manual for 2025-2026 is still in development.

Outcome

Director of Social Services response actioned accordingly to chspextension@health.gov.au

Grant funding application submission pending

Support At Home and new Aged Care Act Transition Support 2024-2025

Description:

- As part of the Australian Government's reform of the aged care system, the Support at Home (SaH) program will replace the Home Care Packages Program (HCP) from 1 July 2025. HCP providers will require changes to their IT systems to meet new obligations for claiming payments for services delivered and reporting under the SaH program and the Aged Care Act 2024.
- To align the Commonwealth Home Support Programme (CHSP) with the new Aged Care Act 2024, changes to CHSP reporting requirements will be implemented from 1 July 2025 to reflect new legislative requirements ahead of the CHSP transitioning into the SaH program no earlier than 1 July 2027. CHSP providers will require changes to their IT systems to meet their new CHSP reporting obligations.
- This grant opportunity opened to HCP and CHSP providers, providing one-off funding of \$10,000 in the 2024-25 financial year towards the cost of IT system upgrades to meet the obligations under SaH, the CHSP and the Aged Care Act 2024.

QUEENSLAND COMMUNITY CARE SERVICES

QCSS Service Agreement

Service Users eligible to receive QCSS supports are people living at home with a disability, chronic illness or health conditions, under 65 years of age for the general population, and under 50 years of age for Aboriginal and Torres Strait Islander people; where that condition:

- impacts on their ability to undertake functional activities of daily living,
- impacts on their ability to participate in the community, and/or
- places them at high risk of needing high intensity support services.

Specified Target Group: Aboriginal and Torres Strait Islander people, who are eligible for Services.

Out of scope activities: The QCSS is not intended to support people with complex needs that require high levels of support, nor is it intended to replace or duplicate supports/services provided through other systems such as the NDIS, Queensland Health, aged care or housing and homelessness services, or to replace mainstream services or informal supports that may be utilised to meet a person's support needs.

- QCSS is currently operating under CHSP. We have one QCSS participant to whom we provide support. However, there is the opportunity to increase the number of participants who could be eligible for support. Please refer to **Attachment 2_QCSS** Provider Intake Form. This form can be utilised if potential participants are recognised within the community. Should any questions or further information regarding the form or eligibility criteria, please contact Director of Social Services or the CHSP Manager.

EMERGENCY FUNDING

Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department) provides Emergency Relief (ER) funding to many organisations across Queensland to provide support to people experiencing immediate financial hardship. In 2023-24, the Queensland Government has made an additional \$3.3 million available for Emergency Relief services. As part of this, the department is providing organisations the opportunity to accept a one-off allocation of Emergency Relief funding in 2023-24. Hope Vale Aboriginal Shire Council accepted the offer of \$10,000 for the 2023-24 financial year. Under the Emergency Relief initiative, 100% of funding must be used to directly support vulnerable Queenslanders.

EMERGENCY FUNDING

On 17th September 2024, The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department) who provides Emergency Relief (ER) funding to many organisations across Queensland to provide support to people experiencing immediate financial hardship wrote to Hope Vale Aboriginal Shire Council offering additional one-off Emergency Relief Funding to your organisation for the period 1 January – 30 June 2025. Please refer to **Attachment 3_Hope Vale_ER renewal 1 January 2025_Letter SFP**

Funding amount: 2024-2025 - \$5,000 (excl. GST)

COMMUNITY TRANSPORT PROGRAM

Funding for Community Transport is provided as part of the Queensland Government ongoing commitment to enabling economic participation, supporting healthy communities, and reducing social isolation for Queenslanders.

The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department) administers the Community Transport program which supports the Queensland Government Communities 2032 destination of healthy accessible and liveable communities.

Status

The Department of Social Services and Facility Manager/Registered Nurse engaged in productive conversations with the department concerning the grant opportunity. Following these discussions, a consultation was held with the previous CEO who expressed his full support for our decision to proceed with pursuing the grant. It is important to note that ongoing discussions are currently taking place with the department and the Director of Finance and Corporate Services to ensure that all aspects of the application process are being thoroughly addressed.

Any further updates or requirements will be communicated to the CEO for necessary actions.

RADIO STATION

Community broadcasting foundation (CBF) grant funding of \$79,113.00

Update on the recent developments following the approval of funding from the Community Broadcasting Foundation for new equipment purchase and the implementation of our strategic plan

The equipment purchase has been successfully completed in 2024, as per the guidelines set by the foundation. Additionally, a draft of our strategic plan was presented to the council at their January Council meeting, and a copy has been provided to the Director of Finance and Corporate Services.

As of February 2025, the installation of the equipment has been initiated. However, due to unforeseen circumstances, we encountered a delay in the installation process as the required table bench was not ready at the time of installation. Rest assured, we are working diligently to complete the remaining installation tasks promptly to ensure the seamless functioning of the equipment's.

Moving forward, the Director of Social services will be coordinating the remaining installation process and overseeing the completion of the work. ***Any further updates or requirements will be communicated to the CEO for necessary actions.***

Gambling Community Benefit Fund (GCBF) for \$64,409.45 has been awarded to Hope Vale Aboriginal Shire Council_September 2024

Update on the recent developments following the approval of funding from the Gambling Community Benefit Fund for purchase of a vehicle and banner.

To date Director of Social Services have made no progress in finalising the procurement of a vehicle and banner. However, Director of Social Services will review the quote provided by Pacific Toyota for the vehicle purchase and will obtain a separate quote for the design and production of the banner.

Any further updates or requirements will be communicated to the CEO for necessary actions.

Refurbishment Project

Funding Opportunities for Radio Station Refurbishment

The radio station serves as a vital source of information and entertainment for our community, and it is in need of significant refurbishment.

The refurbishment of the radio station centre is essential to ensure longevity of our broadcasting services and to enhance our appearance. The upgrades would include modernising furniture's and re-painting to beautify the centre, which will create a more functional and comfortable space for staff and guests.

Director of Social Services has not recently pursued any additional funding opportunities. However, I would like to encourage future DSS member to actively seek out and explore potential funding sources that could support the refurbishment project.

NDIS COMMUNITY CONNECTOR PROGRAM

The NDIS Community Connector Program in Hopevale aims to provide remote community connector services to support Hope Vale, enabling them to understand, navigate, and actively participate in the NDIS to bring about positive change within the community. Currently, we have 26 participants in Hope Vale who are actively engaged in the program along with various service providers in the area.

Unfortunately, we have been facing a challenge as the position of Community Connector has been vacant since November 2024, following the departure of a staff member. Given the critical role that the Community Connectors play in enabling individuals to access and benefit from the NDIS, it is imperative that we fill this position as soon as possible to ensure the continuity and effectiveness of the program in Hope Vale.

Director of Social services is currently ensuring coverage to maintain operations smoothly during this transition period and is actively engaging in regular meetings with the NDIS agency to streamline communication, address any issues promptly, and further enhance our partnership for effective service delivery.

Please note: NDIS contract will end on the 30th September 2025.

INDIGENOUS KNOWLEDGE CENTRE

Currently, IKC has an agreement with the State Library of Qld for public library services and the First Five Forever Program. Director of Social Services is in the process of reviewing our action plan as the agreement is effective until June 30 2026.

There are service providers currently accessing the IKC building which includes CDCC playgroup, Centrelink service (until further notice), with discussions ongoing with Country University and Holy Spirit College.

There are some challenges that Director of Social Services are currently working to address. Firstly, there is a vacant staffing position that has been unfilled since November 2024. While internal staffing is being provided as a temporary solution, I acknowledge that this is not sustainable in the long term. Additionally, the delivery of the First Five Program is being impacted due to a lack of staff available to coordinate and deliver the program effectively.

Furthermore, we are experiencing ongoing issues with our WIFI connection, which is disrupting community members' access to the internet within the IKC premises.

The digital program service agreement is being formalised.

NOLA'S PLACE CHILD CARE CENTRE



Nola's Place is a licensed childcare centre catering to 29 children aged 0 to 2 years and children aged 2 to 5 years. Currently regulated by the Education and Care services, Nola's Place receives funding from both federal and state governments. The centre operates with two distinct rooms - Caterpillar and Butterfly to accommodate the different age groups.

At Nola's Place, we have a dedicated team of 6 educators along with 1 casual staff member. The Director of Social Services has supported staff members to enroll in Certificate III in Early Childhood Education. Three educators have successfully completed the program, while three more are expected to finish by 2025. Additionally, two team members have commenced working towards a Diploma in Early Childhood Education.

For further details regarding Nola's Place, please refer to the confidential report outlining the challenges, incidents, non-compliance and the future direction of the centre.



NOLA'S PLACE CHILD CARE CENTRE

Grant funding application opportunity

Fencing for outdoor spaces

As an approved provider of center-based family day care, we are committed to ensuring the safety, health, and well-being of all individuals under our care.

Recently, Nola's Place has been experiencing a significant amount of damage to it's perimeter fence. Director of Social Services is recommending that funding be sourced to conduct a thorough review of the fence to ensure that it complies with all necessary council regulations and safety standards and to seek support in applying for grant funding to address this urgent issue. It is crucial for us to take swift action in repairing and fortifying the fence to maintain a secure and compliant environment for everyone at Nola's place.

GEORGE BOWEN MEMORIAL KINDERGARTEN

Kindergarten Extra Hours

Department of Education has expressed an interest in visiting Hope Vale to discuss potential increase in hours of service to the Kindergarten. This is an exciting opportunity to enhance the education experience for our children. Director of Social Services will advise accordingly on scheduled visit.

Status:

Director of Social Services has not received any updates

Existing Kindergarten Structure

As per resolution from Council meeting held on the 19 February 2025.

(c) discussions be held with the Education Department in relation to progressing the proposed alterations to the new kindergarten building, and

(d) an updated bill of quantities be obtained for the proposed alterations to the new kindergarten building.

The Director of Social Services would like to advise the council that there has been no progress made on the matter; hence, it cannot be tabled for further discussion or decision - making.

Director of Social Services will be preparing a detailed report to be presented to the CEO before the end of the contract period. The report will outline the current status of the Kindergarten structure and provide insights that may assist in moving this initiative forward.

For further details regarding Kindergarten, please refer to the confidential report outlining the challenges, incidents, non-compliance.

SPORTS AND RECREATION



Hope Vale Touch Carnival

Objectives:

- To successfully organize a 1-day Touch Football carnival
- To engage the community in a fun and competitive sporting event
- To ensure the event is safe, well-organized, and enjoyable for all participants

Scope of Works:

The touch carnival will consist of a day event scheduled for NAIDOC week 2025

- Teams: 8-10 teams will participate in a round robin tournament
- Duration: 1-day event
- Location: Hope Vale MPC Oval
- Participants: Players, referees, support staff, and spectators
- Stakeholders: ABF, Hope Vale Aboriginal Shire Council, Participants, and Vendors

Recommendation: That Council receive, note, and endorse the event is satisfied that the services provided by Arthur Beetson Foundation are of such a specialised nature that it would be impractical or disadvantageous to the Council to invite tenders or quotations, is satisfied with an agreement to be executed as per shown on **Attachment 4 - Hope Vale Council Sponsorship Agreement**. Funding can be accessed from the Deadly Active underspent funding.

Gym Membership:

As per resolution from Council meeting held on the 19 February 2025.

(b) the Director of Social Services provide options for gym membership to the next meeting,

The Director of Social Services would like to advise the council that there has been no progress made on the matter; hence, it cannot be tabled for further discussion or decision - making.

Director of Social Services will be preparing a detailed report to be presented to the CEO before the end of the contract period.

SPORTS AND RECREATION

Council has taken over the management of the program from PCYC and is currently funded by Deadly Active Sport and Recreation Program.

Currently, our sports and recreation programs include swimming pool activities held from Wednesday to Sunday, supervised by a qualified pool lifeguard. In addition, the gym and fitness centre operate from Monday to Thursday, managed by a qualified contractor. I am also proud the share that one of our staff members is close to completing a Certificate III in Fitness, which will further enhance the quality of services provided.

The contractor is also engaged to oversee the operation of the gym, as well as to assist with coverage at the pool. The contractor also services yard maintenance, back wash cleaning, and dosing drain maintenance at the pool.

However, the Director of Social Services has identified a pressing issue regarding the coordination of sporting activities. While we do not currently have a designated position for this role, the importance of having a dedicated individual to ensure that activities are effectively coordinated and delivered to our community members are required.

YOUTH ENGAGEMENT PROGRAM

Currently, our program is actively reviewing the youth strategy project plan, and we are in the process of populating youth data and updating the youth directory to ensure that our efforts are well - informed and strategic.

Additionally, we need to recruit for a part-time role in youth engagement. This position will play a crucial role in supporting our existing staff and driving forward the initiatives outlined in the program.

FOOD LICENSE

Food Business License in Hope Vale will require renewal in 2025

Tuckaway Cafe
Island and Cape
Island and Cape Supermarket
Aged Care Hostel
School Tuckshop

COMMUNITY EVENTS _ UPDATE

Under 5's Day

Under 5's Day was held in Hope Vale on the 19th February 2025 in partnership with Gungarde Community Centre, Apunipima Cape York Health Council, Hope Vale Foundation, My Pathway and Cooktown District Community Centre.

The event was well received by children and parents/guardians.

NAIDOC

This year's theme chosen by the National NAIDOC Committee, is The next generation: Strength, Vision & Legacy, held across the country from 6 - 13 July 2025.

Recommendation: That Council supports a NAIDOC Committee to be established. The appointed Director of Services to table a budget in the next Council meeting for endorsement.

Hope Vale Rodeo

CRCA Management Committee unfortunately has decided that they are unable to make this year's even happen

Please refer to **Attachment 5_CRCA Letter**

Easter - School Holiday Program

School Holiday Program will consist of an scheduled event, consisting of IKC activities, Pool activities, Easter egg hunt and Church services.

Deborah Burke
Director of Social Services
19 March 2025