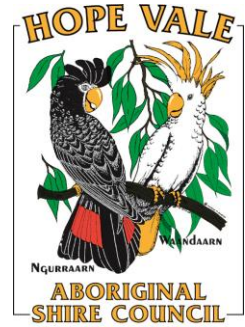


# Director Social Services

## COUNCIL REPORT

Meeting: 20<sup>th</sup> April 2022

---



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

- Regional Aged Care Project
- Operational Risk Management Meeting
- Community of Practice - Aboriginal and Torres Strait Islander people working in National Disability Insurance Scheme
- Childcare & Kindergarten Early Learning Uplift Program
- Ninti One Support

### Current Activities

- Reviewing – Monitoring Outbreak Management Plan for Aged Care
- Development of Policy and Process for Aged Care Hostel and Commonwealth Home Support Programme (CHSP) mapping against new Standards are in review and being customised to our service
- Review of Quality Improvement Plan for Aged Care Hostel – Ongoing
- Review of Continuous Improvement Plan for George Bowen Memorial Kindergarten - Ongoing
- Review of Quality Improvement Plan for Nola's Place – Ongoing
- Aged Care Hostel - Dialysis Planning and Mapping in consultation with Queensland Health Renewal Unit in Cairns
- Re-design of the new Kindergarten's re-fit plan/building is at final stage for approval with the Department of Education
- Commonwealth Home Support Programme (CHSP) COVID-19 Funding is at its second round of distribution which will support CHSP Clients. The project is a top up of extra hamper service to be delivered to CHSP Clients on a fortnightly bases for a period of 3 months
- Aged Care Hostel refurbishment project
- On-going Toolbox Meetings – Daily/Fortnightly/Monthly
- Applying for funding in regards to notification received from Deputy Director-Gener – Sport and Recreation on 23 March regarding new Deadly Active Sport and Recreation Program

### Other Actions in Progress

- COVID-19 Personal Protective Equipment (PPE) stock are monitored and reviewed weekly
- Facilities Maintenance – Works orders and register are continuously updated to ensure the continuity of all services

### Accomplishments

- Deep cleaning for both Daycare and Kindergarten was conducted
- Commonwealth Home Support Programme (CHSP) COVID-19 Funding Hamper distribution to 53 CHSP clients in Community commenced was well received
- COVID-19 Readiness Family Plan as raised by Torres and Cape Hospital and Health Service (TCHHS)
- COVID-19 ready kit kindly provided by the Department of Communities and distributed to Community

### Completed Actions/Submitted Reports

1. George Bowen Memorial Kindergarten Financial Acquittal & Semester 1 2022 Service Progress Report - Submitted
2. George Bowen Memorial Kindergarten – Reporting Period: Jan-Dec 2021 Financial and Service Progress Reports - Submitted
3. Queensland Kindergarten Funding Scheme (QKFS) Data Collection Report - Submitted
4. National Indigenous Australians Agency (NIAA) – Youth Engagement Activity Project Plan Report – Period 01 January 2022 to 30 June 2022 – Submitted
5. Community Child Care Fund Restricted (CCCFR) 2021-22 Compliance and Operations Report - Submitted

## Social Services - Statistical Information 2022

ACTIVITY	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Enrolments Nola's Place 2022	22	22	28									
Enrolments Kindergarten 2022	15	16	16									
Residents Aged Care	4	4	4									
Youth Participants	101	83	77									
CHSP Clients	41	41	41									
Active NDIS participants	23	23	22									
IKC Clients	55	34	35									
Food Businesses with Food License's	4	4	4									

### Nola's Place Child Care Centre

Nola's Place Child Care Centre is licensed for twenty – nine (29) children fulltime. (0 to 2 years – 8 and 2 to 5 years – 21). 22 children enrolled with some only attending part-time and sharing these places.

#### Operating Hours

8:00am – 5:00pm -Monday to Thursday

8:00 – 15:00 - Friday

- 28 Children enrolled at Nola's Place
- 1 Vacancy in the 2–4-year-old room
- 0 Enrolments were ceased due to 42 days absent days
- 19 Children attended in the reporting month – Number of participants has dropped due to COVID-19
- 5 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed this creates opportunity for other children to utilize these hours. Numbers have dropped due to parents who have outstanding day-care fees and also Covid 19.
- 0 No referrals made this month

#### Programs/Themes for the month

**Routines** – Educators are supporting the children to get familiar with daily routines. This learning process is captured as soon as a child enters the Daycare

- Daily Routine Activities
- Washing Hands Regularly
- Blowing Nose Activity

#### 2- 4 years program

**Feelings** – Identifying Emotions

**Colours** – Recognising and Naming colours

**Shapes** – Recognising and Identifying different shapes

#### Father's Day/Mother's Day/under 8s day/spring festival

Children have been busy doing easter activities making hats, easter cards, in the baby's room they have set up sensory activities such as feeling, touching hearing anything that engages movements and balance



### Creating a COVID safe environment

- Wearing of Mask
- Sanitizers on entrance to the facilities
- Cleaning and Wiping facilities before, during and after
- Testing is conducted Monday, Wednesday and Fridays to staff members
- Any staff or child who presents with any signs and symptoms are to be sent home

### COVID- 19 Safe Activity

- Staying Safe during COVID-19 by encouraging children to wash their hands regularly
- Posters in regard to COVID-19 displayed

### Activities or events the children and educators are working towards

- First 5 forever
- Easter Activities

### Incidents/Accidents

3 incidents between 2 children's staffs are aware and will monitor them closely to ensure it doesn't continue

### Feedback Compliments/Complaints

Nil

### Compliance Issues

All items actioned

### Staff Movements

Nil

### Recruitment

Nil

### Training and Development

2 staffs are enrolled in Certificate 111 in Children Services

### Good News Story

2 of our staff has completed their Certificate 111 in Children Services. This has been a great achievement for the centre and community

### Additional Information

- PPE supplies purchased & received including masks, handwash, disinfectant spray & hospital grade liquid, disposal paper towels & liquid dispenser
- COVID-19 preparation and set up at the building

## George Bowen Memorial Kindergarten

*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 – 5:00pm Monday to Thursday

8:00am – 12:15pm Friday

### Monday-Wednesday 9am-2.30pm - Kindergarten Program

16	Children enrolled in the educational program
0	Children's enrolment has ceased
2	Funded positions
0	Referrals made
2	Events attended
15hrs	Operating Hours for Children
4	Kindergarten or Pre-Prep Enrolments from Nola's Day Care



## Programs/Themes for the month

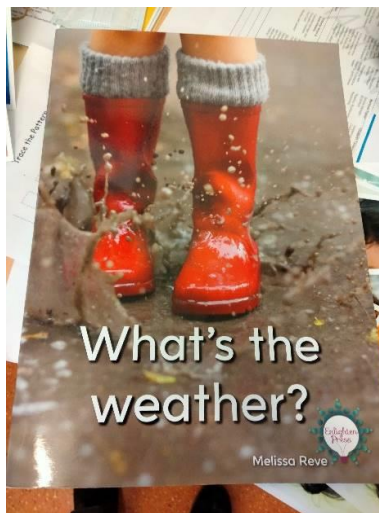
**Routines** – Educators are supporting the children to get familiar with daily routines. This learning process is captured as soon as a child enters the Kindergarten.

- Daily Routine Activities
- Washing Hands Regularly
- Blowing Nose Activity
- Morning Tea/Lunch/Afternoon Breaks

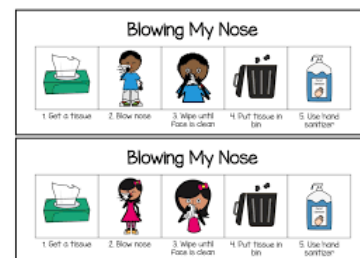
**Weather Forecast** – Types of weather - Sunny, Rainy, Overcast and Cloudy.



Picture: Children made weather flash cards to understand what we are talking about when it come to the weather we see every day.



Picture: This is the book "What's the weather?", that we have been reading to the children to better understand the concept to weather.



**Writing** – Teacher and Assistant Teacher can assess the children's pencil grips. The teachers have introduced a reading book from phonics "The Pond" and asking the children to read the book one on one with the Teachers by pointing to the words with their finger to help them gain confidence in reading and learning a new skill. As this is the first time, we are trying this we are excited to see the children happy about learning something new.

## Creating a COVID safe environment

- Wearing of Mask
- Sanitizers on entrance to the facilities
- Cleaning and Wiping facilities before, during and after
- Testing is conducted Monday, Wednesday and Fridays to staff members
- Any staff or child who presents with any signs and symptoms are to be sent home

## COVID- 19 Safe Activity

- Staying Safe during COVID-19 by encouraging children to wash their hands regularly
- Posters in regard to COVID-19 displayed

## Activities or events the children and educators are working towards

- First 5 forever
- Easter Activities
- Mother's Day
- Pyjama's Day
- Crazy Hair Day

## Incidents/Accidents

Nil

## Feedback Compliments/Complaints

Nil



Picture: Kindergarten Children learning how to write

## **Compliance Issues**

Nil

## **Staff Movements**

Nil

## **Recruitment**

Nil

## **Training and Development**

Nil

## **Good News Story**

### **Additional Information**

- PPE supplies purchased & received including masks, handwash, disinfectant spray & hospital grade liquid, disposal paper towels & liquid dispenser
  - COVID-19 preparation and set up at the building
- 

## **Indigenous Knowledge Centre (IKC)- March 2022 monthly report**

*Indigenous Knowledge Centres (IKCs) are a Queensland public information hub and library owned and operated by Indigenous Shire Councils, with assistance provided by the Library Board of Queensland (Library Board). The IKCs work in their communities to document and record the local histories, stories and language as part of their local collections. IKCs coordinate a range of programs and activities that support the documentation, maintenance and preservation of Aboriginal and Torres Strait Islander languages. Such activities may include recording language, conducting language workshops or culture love programs in their communities. Other services provided by IKCs to their communities are delivered at the discretion of Council and vary between IKCs, but may include:*

- *Loan of items*
- *Public access to Information Technology*
- *Public programs*
- *Family history research*
- *Preservation of materials*

### **Hope Vale Indigenous Knowledge Centre's Operating Hours**

9:00am - 3:00pm

Monday to Thursday

8:00am – 12:00pm Friday

### **Indigenous Knowledge Centre's membership for the month**

- 1 new member
- Membership drive has been re-scheduled for April 2022 through social media, posters, radio announcements and school holiday activities.

### **Library resource currently on loan to community people**

- No resources on loan to community

### **Number of visitors to the centre during the month**

- 15 visitors to the centre during the month of March
- 10 children attended First 5 Forever program

### **Library materials purchased during the month**

- Ink cartridge ordered for IKC printer
- Art & craft materials purchased
- IKC are continually reviewing new materials to purchase.

### **Current Activities**

- IKC building has had a deep cleaning and re-arrangement of furniture has occurred
- Delivery of first 5 forever program
- Reviewing new materials
- The Hippy program, co-ordinator attends to the centre weekly to deliver their service to the community.

### **Good News for The Month**

- First 5 forever program, commenced with both Kindergarten and Daycare children participating in at the IKC Building
- IKC co-ordinator PC has been successfully set-up and wi-fi access

### **Incidents/Accidents**

Nil

### **Staff Movement**

- Co-ordinator attended Wujal Wujal IKC and Cooktown Library with Lauren (Program Officer/ State Libraries of Qld)

### **Staff Training / HR Issues**

- Lauren (Program Officer/ State Libraries of Qld) attended the IKC Centre and delivered training to new co-ordinator including Aurora app, running and managing IKC.

### **Feedback Compliments/Complaints**

It was wonderful to go and see what Wujal Wujal IKC & Cooktown library are doing, what programs and activities they run from their centre. Also, it was great to see how they set their local history was set-up as well.

### **Activities or Events attended**

- Attended Wujal Wujal IKC and Cooktown Library.

### **Additional Information**

- Art & craft supplies purchased but have not received to date

## **Youth Engagement Program (YEP)**

*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*

### **All progress reports for any future events/activities the Youth Employment Program are working towards**

- PCYC - School Holiday program/Easter program
- Dept of Education – Return back to School Support

### **Youth Participation directly engaged with over the past month**

- Education Support Officer: 77
- Youth Engagement Officer: 0

### **Training & Events/activities**

On Tuesday 22/03/2022 the Education Support Officer attended Cooktown State School Investiture & Badge Pinning Ceremony to support some our Hope Vale students. We were able to engage and celebrate their achievements with them and their families

### **Participation Number's**

During the month of March the YEP has completed 77 client engagement with youth aged 15- 25, which 14 of them has or wanting information and support with applying for their driver's licence through the Indigenous licencing unit, 4 applied for their birth certificates, 2 applied for their bluecards and 2 for their bank accounts. The YEP is working with agencies Hope Vale and Cooktown to see what is available with employment and training. The Education Support officer worked together with Teneille PCYC, CDCC, Red Earth, Apunipima, Hope Vale Justice, Hope Vale school, Hope Vale police, Pama futures and Gungarde to have a school easter holiday program finalised ready to deliver in April. The YEP team has introduced event/activity sign in sheets to capture participation and attendance. This also assists with contact tracing within community when needed.

### **Future training/events/activities YEP are working towards**

- Mental Health First Aid training
- Careers Expo
- School holiday program
- Annual community calendar of events

### **Incidents/Accidents**

Nil

### Staff Movement

Nil

### Staff Training / HR Issues

Nil

### Feedback Compliments/Complaints

Nil

### Service Provision / Community Interagency Networking

- The YEP supported 6 families in preparing their children for high school (paperwork, documentation),
  - Cooktown State High school
  - Holy Spirit College Cooktown
  - AFL house - boys
  - AFL house- girls
  - Concordia College
  - St Brendan's College - Yeppoon
  - Djarragun college- Cairns
- The YEP Supported 3 families with Family Responsibilities Commission (FRC) outcomes etc education plans, behaviour management

### Referrals made to service providers in Hope Vale

- Apunipima Cape York Health Council
- Hopevale Justice group
- Transition Support
- OHUB
- National Disability Insurance Scheme

### Youth Support Engagement

On Tuesday 22<sup>nd</sup> March the Youth Engagement Team attended Cooktown State School Investiture & Badge Pinning Ceremony to support some wins for our Hope Vale students. This year we have 3 Hope Vale students graduating from Cooktown State High School at the end of 2022. The morning also saw 7 Year 6 students from or have connections to Hope Vale, receive their Senior Primary School Badges as they finish off their last year of Primary Schooling.

Celebrating with the students on their wins are very important to our team as this assures our young people that they have support everywhere they go. It was great to see so many families attend the ceremony and enjoy a positive morning.

*Congratulations to all – we are all Proud of You*



Picture: Hope Vale students received their senior badges in Years 6 & 12.  
Front row Year 6 Badges– Maylene McKinley, Trever Gibson, Buthaya Ford & Leetyn Deeral  
Middle Row Year 6 Badges – Kaisha Ludwick, Akiva Bowen, Rani Bowen



Picture: Year 12 Hope Vale Students Jarhlem Bowen, Denaysha Woibo & Prisaiya Ross-Hart received their year 12 badges

## National Disability Insurance Scheme (NDIS) Connector

The Remote Community Connector Program aims to “engage, inform and assist” people living in Aboriginal and Torres Strait Islander remote communities through the National Disability Insurance Scheme (NDIS) Connector NDIS pathway process.

### Operating Hours:

8:00am-3:00pm  
Monday - Thursday

Throughout the month of March ITEC Health's Local Area Coordinator and NDIS' Remote Planner visited community, where participant engagements and check ins were led with the assistance of the Remote Community Connector. The Physiotherapist from Wellness Embodied visit each Tuesday and had a total of 4 visits.

Service provider meetings varied with different services – ensuring participant plans followed as per service agreement.

Home visits and participant check ins were carried out as per usual.

### Report Requirements:

1. Monthly Council Report
2. NDIS Monthly Check In
3. NDIS Monthly Work Plan
4. NDIS Quarterly Report

### Programs and Activities

<b>Active Participants</b>	23	
	6	participants with Centacare
	17	participants with ITEC Health

In total there are 23 participants actively engaging in community, with 2 residing out of community and receiving external supports.

### Inactive Participants

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

### Service Provider Meetings 4

- Wellness Embodied – each Tuesday sessions
- My Pathways – 16/03
- ITEC Health – 16/03
- NDIS Remote Planner – 16/03

The purpose of service provider meetings to ensure services are being delivered according to participant/s plan.

### Non-service Provider Meetings

- No service provider meetings for February were conducted

### Successful Participants Engagement

- There were 11 Community engagements and appointment coordination conducted by remote community connector

### Non-participant Interactions

- There were 7 Interactions were among Family members of potential participants

### Unsuccessful Participant Engagement

- There were 4 unsuccessful engagements participants not home or out of community

### Access Referral Form (ARF)

Nil

### Referrals

Nil



## **Indigenous 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.*

### **2 Indigenous people employed in the delivery of the program**

#### **Shows/Programs that are airing**

- Youth Show
- Talkblack
- NIRS News
- Health Show
- Community show
- Health show
- Community show addressing local issues

#### **Community Engagement – Indigenous volunteers**

- Health Show – Apunipima health workers 30 to 45 mins
- Police Show – 45 mins
- Aged Care – 10 mins
- COVID-19 Messages – 10 mins

#### **Indigenous broadcasting & communications services communicating government messages**

- Live broadcasting via the National Indigenous Radio Service
- local current affairs
- National and local current affairs 5 hours per week
- National News 12 hours per day/60 hours per week
- Community services announcement 96 per day/528 per week
- Youth show 2 hours per day/8 hours per week
- Community shows 30 mins per day/150 mins per week
- Health show 30 mins each week
- Health messages 2 mins per day 168 per week

#### **Outcomes achieved**

- Broadcasting school events
- Advertising Job Vacancies
- Announcing Community meetings and events
- Community Notice of Local Communities Issues – Break Ins
- Education and Health Promotion Notices
- Community announcements
- Weather Updates
- Guest speakers
- Council announcements
- Community issues
- Kindergarten and Day Care announcements
- Health messages and programs
- Community Chats and feedback
- George Bowen Memorial Kindergarten enrolments and announcements
- Land meetings
- HIPPY program
- Playschool announcements
- Health programs and messages

#### **Messages Broadcasted**

- 20 government messages
- 55 community messages produced and broadcasted

The impact of these messages is high, community does give feedback and how these messages impact on them and their family

## Community Engagement

- Over the last six weeks we have engaged the following services to do ads and a schedule talk show (either weekly, fortnightly or monthly). The Youth, Playschool, the Kindergarten, Day Care, IKC, Age Care and the School to record 1–2-minute ads in English and languages for their services. The Doctor, and Pama Future have confirmed that they will do a monthly 30-minute show. The school will still do their 30 minutes show after the holiday. The Youth and Playschool have already recorded one ad each.

**Please include all improvements to the centre on what measures are being undertaken to ensure maximum coverage is being delivered that captures all services**

- Outdoor entrance is currently under construction to beautify the building

## Incidents

Nil

## Miscellaneous

- Senior Radio Host has directly engaged all service managers in requesting more content to air which will keep community better informed.
- COVID Messaged for Aboriginal and Torres Strait Islander people  
<https://www.health.gov.au/resources/collections/coronavirus-covid-19-resources-for-aboriginal-and-torres-strait-islander-people-and-remote-communities#social-media>

## Commonwealth Home Support Program (CHSP)

*The Commonwealth Home Support Program helps the frail, older people living in Hope Vale to maximise 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

### CHSP Staff deliver services to:

- CHSP Clients – 41
- NDIS Client – 4
- Queensland Community Care Clients - 2

### Programs and Activities

Activity	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
<b>Meals Delivered</b>	594	602	725									
<b>Hours Yard M'tce</b>												
No. of Clients	32	32	32									
No. of Hours	70	88	124									
<b>Domestic Assistance</b>												
No. of Clients	11	11	11									
No. of Hours	49	45	52									
<b>Individual Support</b>												
No. of Clients	14	14	14									
No. of Hours	20	27	47									
<b>Transport</b>												
No. of Clients	25	25	25									
No. of Trip	148	233	412									
<b>Hours Personal Care</b>												
No. of Clients	34	1	1									
No. of Hours	10	25	10									
<b>Hours Social Support</b>												
No. of Clients	22	22	22									
No. of Hours	0	86.5	0									
<b>Flexible Respite</b>												
No. of Clients	1	1	1									
No. of Hours	0	0	0									

### Visitors to the service

Nil

### Community Engagement

- *Commonwealth Home Support Workers* assisted client participation and involvement in community events where open events were taking place and distancing could happen
- Involvement with client hospital engagements and COVID-19 injection follow up
- All social support activities and gatherings have now been ceased due to the COVID-19 situation
- Outdoor settings and visitations take place where possible when necessary
- Cleaning is at a minimum all clients are approached weekly and given the opportunity of receiving this service they then can make their decision as we are encouraging reablement and working together.
- There have been many visitors in the homes many of our elders are worried about the spread of the COVID-19 Infection

### Incidents/Accident

Nil

### Compliments/Complaints

- **Compliments**  
Fortnightly hamper delivery for clients are being well received. Hampers includes: Fruit, vegetables, meat, bread, egg and hand sanitiser
- **Complaints**  
Nil

### Staff Training / HR Issues

Nil

### Update on Continuous Improvement Plan Actions/Self-Assessment

Still a working progress

### Miscellaneous

Nil

### COVID 19 Up-date

Clients are regularly informed with the latest COVID-19 updates that affect service delivery

---

## Aged Care Hostel

### Service Improvement

*Service improvements are activities undertaken at the Aged Care Hostel that will contribute to better outcomes for residents and improve the overall consumer experience. Inclusive of: Improvements or changes to the internal environment and /or external environment, planned expenditure such as bed replacement and procurement of goods to improve the care and service delivery*

- **Residents Security Door Screens** – Facility Manager is sourcing quotes of security screens to be purchased for residents' rooms.

### Resident Numbers

- Four Full time residents
- Oneself–discharged during COVID-19 and will return when lock down is lifted

### Respite Client

- One respite admission has been accepted

### Admission

- Two Applications for new admission
- One new application will commence full time residential care. Waiting on ACAT referral
- One respite admission has been accepted 30<sup>th</sup> March – 22<sup>nd</sup> April

**Palliating residents** - *Official guests, contractors, other – should be down with “Visitors to the facility*  
*A palliating resident is one whose treatment is generally less active due to their continuing decline in health*

- We have two palliating residents

**Visitors to the Facility**

1. Wormald – Fire board check and extinguishers BI -ANNUAL
2. Electricians – Fixing air conditioning units, repairing satellite connections
3. Visitor – 35

**Community Engagement** - *Community engagement is about the relationships, communication and interactions between community members and Hope Vale Aged Care Hostel to try to influence better outcomes for bot. Examples include communicating with community through local radio, special events such as participation in NAIDOC week events*

- Community Engagement – Lifestyle & Leisure workers are developing programs to ensure activities conducted in community on a regular bases.

**Staff Training/HR Issues** - *Include internal and external training, staffing levels and recruitment*

4. One Carer has conducted her studies in Enrolled Endorsed Nurse Course – correct title “Diploma of Nursing”
5. Two staff have enrolled in Certificate III in Individual Support (Ageing)

**Incidents**

Nil

**Miscellaneous**

- **COVID Response Plan:** Updated and to be tested as a drill on site in readiness in case of an outbreak

Deborah Burke  
Director of Social Services  
11<sup>th</sup> April 2022