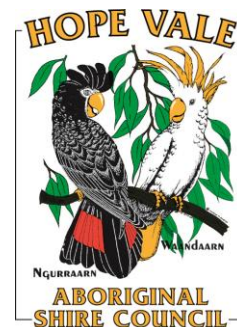


# Director Social Services

## COUNCIL REPORT

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



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

- Far North Team - Department of Tourism, Innovation and Sport
- NDIS Community Connector Operational meeting
- NDIS Operational Monthly Meeting
- Remote Aged Care Infrastructure Review meeting
- Nutrition – Apunipima Cape York Health Council
- Hope Vale Youth Engagement Program - Assessment & Negotiations – Joint Discussion
- Aged Care Resident and Staff Meeting
- The Creche & Kindergarten Association Limited Meeting
- Regional Arts Services Network (RASN) Meeting
- Hope Vale Early Childhood Community Network – Transition
- Inclusion Support QLD
- Youth Network Monthly Meeting - Youth Engagement Program

### Current Activities

- On-going 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 – Home Care Dialysis
- On-going Toolbox Meetings – Daily/Fortnightly/Monthly
- Currently at the stage of developing a Business Plan for Sports and Recreational Precinct
- Food Inspection
- Palliative Care Program
- Performance Reviews are being conducted
- Home Care Dialysis preparation

### Other Actions in Progress

- Facilities Maintenance – Works orders and register are continuously updated to ensure the continuity of all services

### Completed Actions/Submitted Reports

- State Library Annual Report – submitted
- CHSP Acquittal 4-7SYFT3V Hope Vale Aboriginal Shire Council – submitted
- 2022 Queensland Early Childhood Education and Care Services Census – submitted
- Sports and Recreation – Project Plan - 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	24	27	29	27	27				
Enrolments Kindergarten 2022	15	16	16	19	19	19	19	19				

<b>Residents Aged Care</b>	4	4	4	4	4	4	4	4				
<b>Youth Participants</b>	101	83	77	462	91	332	48	55				
<b>CHSP Clients</b>	41	41	41	41	41	41	53	53				
<b>Active NDIS participants</b>	23	23	22	22	22	22	22	28				
<b>IKC Memberships</b>	55	34	35	45	45	45	46	78				
<b>Food Businesses with Food Licenses</b>	4	4	4	4	4	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).*

### Operating Hours

8:00am – 5:00pm - Monday to Thursday

8:00am –3:00pm - Friday

- 27 Children enrolled at Nola's Place
- 2 Vacancy available
- 0 Enrolments were ceased due to 42 days absent days
- 26 Children attended in the reporting month
- 5 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed this creates opportunity for other children to utilise these hours
- 0 Referrals made this month, however the speech therapist from Cooktown will continuing working with three children on a fortnightly basis

### 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 facility

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

### Breakfast Program

A breakfast program runs every morning during 8:00am-9:00am. The breakfast program ensures that every child has a great start to their day.

### 0-2 years program

**Feelings** – Identifying Emotions

**Colours** – Recognising and Naming colours

**Shapes** – Recognising and Identifying different shapes

### 2- 4 years program

**Feelings** – Identifying Emotions

**Colours** – Recognising and Naming colours

**Shapes** – Recognising and Identifying different shapes

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

### Ocean life and their habitats - Program

Through extended learning we have added more animals to our ocean learning experience e.g. seahorse, whales, jellyfish and the rainbow fish

### Activities or events the children and educators are participating in

First 5 Forever

**About**

First 5 Forever is a statewide program providing strong early literacy foundations for all Queensland children aged 0-5 years. First 5 Forever is an initiative of the Queensland Government, coordinated by State Library of Queensland and delivered in partnership with local government. Since launching in 2015 there have been more than 2.5 million attendances at First 5 Forever activities in public libraries and Indigenous Knowledge Centres across Queensland.

**Incidents/Accidents**

Nil

**Feedback Compliments/Complaints**

Nil

**Non - Compliance Issues**

Nil

**Quality Improvement Plan**

On-going

**Staff Movements**

Nil

**Recruitment**

Nil

**Training and Development**

Three staff members will be participating in Certificate III Early Childhood block course training in Cairns

**Good News Story**

New resource's for Nola's place has purchased recently through the successful funding application submitted. The daycare centre is now equipped to provide a rich and diverse range of experiences to promote children's learning and development.

**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

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**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 9:00am-2:30pm.*

**Operating Hours**

8:00am – 5:00pm Monday to Thursday

8:00am – 12:15pm Friday

**Monday-Wednesday 9:00am-2:30pm - Kindergarten Program**

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

**Programs/Themes for the month****Father's Day**

Children participated in creating Father's Day cards

**Kindy Uplift Program**

has recently been approved, and as such, the Department of Education has released the funded amount to our nominated account. The Kindy uplift is an exciting opportunity for the kindergarten to enhance the education program for children while also providing your teaching team with great opportunities for professional growth

**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.

### **Ocean life and their habitats - Program**

Through extended learning we have added more animals to our ocean learning experience.

**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.

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

- First 5 forever
- Children have attended under 8's day at the Hopevale Campus they were excited to spend time with their older siblings doing different activities.

### **Incidents/Accidents**

Nil

### **Feedback Compliments/Complaints**

Nil

### **Compliance Issues**

Nil

### **Quality Improvement Plan**

On-going

### **Staff Movements**

Nil

### **Recruitment**

Nil

### **Training and Development**

Nil

### **Good News Story**

We are still about the ocean life and their habitats and keep adding more animals that live in the ocean. There is another learning area about earth worms, butterflies and caterpillars and their life cycles. At group time we talk about different types of worms, different types of butterflies and moths.

### **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

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## **Indigenous Knowledge Centre (IKC)**

*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

### **Social Media**

- Nil post made for the month

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

Hope Vale IKC has in total 77 memberships, with 1 new membership and nil renewed

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

- 47 outstanding overdue loans
- 4 current loans

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

- 68 visitors to the centre during the month
- 33 children attended First 5 Forever program

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

- Nil

### **Current Activities**

- First 5 Forever program
- Reviewing new materials
- Hippy Program
- Youth Activities
- Arts and crafts
- iPad and PC use
- Deadly wallets

### **First 5 Forever session August 2022**

- 2-4 years old has been attending the first 5 forever program at the IKC for an hour and will continue throughout the year.

### **Incidents/Accidents**

- External light damaged around the IKC Building and parts has been ordered for this to be repaired.

### **Staff Movement**

- IKC Coordinator on a 4 week placement to complete her Diploma of Nursing

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

- IKC Coordinator on a 4 week placement to complete her Diploma of Nursing

### **Feedback Compliments/Complaints**

- Youth have been very respectful when coming into IKC

### **Activities or Events attended**

- Nil

### **Additional Information**

- Nil

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## 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

- School Holiday program
- Continuous support with Dept of Education to assist with disengaged children to return back to school or support with obtaining individual identifications and support with career pathways
- Career Expo
- Annual community calendar of events
- Christmas Holiday Program

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

- Education Support Officer: 15
  - Assisting disengaged youth with obtaining relevant documentation that will assist them with gaining employment
- Youth Engagement Officer: 40
  - Interaction with sports activities
  - Deadly wallet support
  - Employment engagement support

### Training & Events/activities

- Nil

### Future training/events/activities

- Mental Health First Aid training

### Incidents/Accidents

Nil

### Staff Movement

Education Support Officer position is being advertised

### Staff Training / HR Issues

Nil

### Feedback Compliments/Complaints

Nil

### Service Provision / Community Interagency Networking

The YEP supported families in preparing their children for high school (paperwork, documentation),

- Cooktown district community centre
- Gungarde
- Hopevale campus
- Hopevale Justice
- Apunipima
- QLD police
- Youth justice
- Red Earth
- Transition support
- Cooktown state school
- Youth justice
- FRC

### Referrals made to service providers in Hope Vale

- Apunipima Cape York Health Council
- Hopevale Justice group
- Transition Support

- OHUB
- National Disability Insurance Scheme

### Good News Story for the month

Support provided to disengaged youth to participate in the construction-white card training course. This support provided resulted in a number of youths successfully completing.

## 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

### Programs and Activities

<b>Active Participants</b>	28	
	6	participants with Centacare
	22	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

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

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 previous month were conducted due to no Remote Community Connector being employed

### Non-participant Interactions

- There were participant Interactions that has occurred among family members of potential participants

### Unsuccessful Participant Engagement

- There were no unsuccessful engagements conducted

### Access Referral Form (ARF)

Nil

### Recruitment

The NDIS Connector position was re-advertised and closes on the 21<sup>st</sup> September 2022

### 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.*

### Operating Hours

8:00am – 5:00pm - Monday to Thursday

8:00am –12:30pm - Friday

### Number and proportion of Indigenous people employed in the delivery of the project

There are two indigenous people employed

### 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**

- Alliance of Guugu Yimithirr People

#### **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
- Aged Care COVID messaging

#### **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 school will still do their 30 minutes show after the holiday. The Youth and Playschool have already recorded one ad each.

#### **Incidents/Accidents**

Nil

#### **Compliments/Complaints**

- **Compliments**  
Nil

- **Complaints**  
1 – Inappropriate song that was aired through the radio station  
Issue has been addressed by Director of Social Services and Radio Station Coordinator



**Compliance Issues**

None

**Staff Movements**

Nil

**Staff Issues/Recruitment**

Nil

**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 – 53
- NDIS Client – 4
- Queensland Community Support Scheme - 2

**Programs and Activities**

Activity	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
<b>Meals Delivered</b>	594	602	725	438	616	720	251	503				
<b>Hours Yard M'tce</b>												
No. of Clients	32	32	32	32	32	32	35	35				
No. of Hours	70	88	124	42	27	40	45	32				
<b>Domestic Assistance</b>												
No. of Clients	11	11	11	11	11	11	14	11				
No. of Hours	49	45	52	27	24	8	48	35				
<b>Individual Support</b>												
No. of Clients	14	14	14	14	14	14	59	14				
No. of Hours	20	27	47	54	49	111	15	20				
<b>Transport</b>												
No. of Clients	25	25	25	25	25	25	62	62				
No. of Trip	148	233	412	234	343	571	90	101				
<b>Hours Personal Care</b>												
No. of Clients	34	1	1	1	1	1	18	18				
No. of Hours	10	25	10	8	8	8	11	17				
<b>Hours Social Support</b>												
No. of Clients	22	22	22	22	22	22	47	22				
No. of Hours	0	86.5	0	20	49	0	32	72				
<b>Flexible Respite</b>												
No. of Clients	1	1	1	1	1	0	4	0				
No. of Hours	0	0	0	0	0	0	49	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
- Cultural Centre precinct activities

**Incidents/Accident**

Nil

## Compliments/Complaints

- **Compliments**  
Nil
- **Complaints**  
Nil

## Staff Training / HR Issues

- Nil

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

- Still a working progress

## Miscellaneous

- Nil

## Recruitment

- Nil

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## 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

### Summary of Residential Aged Care client status

Reporting item	Number
No. of residents (total)	4
No. of respite residents	1
Residents discharged / left the service	Nil
Palliating residents	1

### Visitors to the Facility

Date	Reason	Comments
10/08/2022	Trevor and Doris x 10 community members CEO, Mayor, DSS	<ul style="list-style-type: none"><li>• Music to entertain the Consumers</li><li>• Attend Resident/Staff meeting</li></ul>
10/08/2022	Plumbing	Contractor for the Dialysis room
10/08/2022	Visit	Consumers family came to visit S. Miller
15/08/2022	Plumbing	Contractor for the Dialysis room
15/08/2022	Painting	Contractors painting in the Dialysis room
15/08/2022	Contractor	Check the oxygen bottles
16/08/2022	Visit	NDIS consultant to visit consumer
17/08/2022	Contractor	Fit chain around the oxygen bottles

18/08/2022	Nurse Educator	Deliver a toolbox session on Diabetes Type 1
19/08/2022	Plumbing	Contractor for the Dialysis room
22/08/2022	Contractors	To install the Dialysis machines
22/08/2022	Clinical Nurse -Diabetes educator	CN from the Clinic delivered a toolbox session with staff about Respite consumer and how to recognise symptoms of Hypo and Hyperglycaemia.
23/08/2022	Plumbing	Dialysis room
23/08/2022	Public Guardian Board visit	Consultant came to have a meeting with NDIS rep regarding consumer health and wellbeing
23/08/2022	Visit	NDIS Consultant
23/08/2022	Visit	Wellness and Embodied Physiotherapist came to deliver Manual Handling and Hoist training
24/08/2022	Visit	School children came to play music for the Consumers
25/08/2022	Visit	Qld Health Dialysis team with the recipient came to commence Dialysis at the hostel.
25/08/2022	Visit	3rd session – the remaining care staff that needed training  CN from the Clinic delivered a toolbox session with staff about Respite consumer and how to recognise symptoms of Hypo and Hyperglycaemia.
25/08/2022	Visit	Apunipima – Aboriginal Medical Assistance representative came to gather information on mobility aids for the consumers
25/08/2022	Visit	Podiatrist to review Respite consumer
25/08/2022	Visit	Speech Therapist to review Respite consumer

**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 – **Entertainment by Trevor & Dora Gibson and Band**



- Community Engagement – **Entertainment by Trent Greyson & Hope Vale State School Children**



**Staff and**

pursuing her Diploma in Nursing( Endorsed Nursing) and is currently on Practical in Cairns. staffing levels and recruitment

- Community Engagement –  
**Pastor Service - Engagement**

**Training/HR Issues** - Include internal - Manual Handling Hoist training, Diabetes Educators have presented 3 x toolbox training for Care Staffs. External training - Care Staff

## MANDATORY TRAINING

Mandatory training	Current	Overdue	Action Required
Orientation	15	0	
First Aid	15	0	
Manual Handling	15	0	All staff have now completed training
Fire Safety	15	0	
Infection control & outbreak preparedness	Y		
SIRS	Y		
Online Altura/Bridge			Staff have been doing online mandatory training as assigned to them.

## HUMAN RESOURCE MANAGEMENT

- Staff changes over the past month

Staff	Staff No on roster	Number of resignations	Number of new staff
<b>Total staff</b>	14	2	0
Clinical staff	1	0	0
Personal care workers	5.5	1	0
Kitchen Hand	4	0	0
Cleaners	1	0	0
Leisure & Lifestyle	1	0	0
Casual Personal Care Worker	1	0	0
Groundsmen	0.5	1	0

- Staff compliance requirements

Reporting item	Completed	Overdue	Action required
Police checks	13	1	
Driver's licence	14	0	
Car insurance	0	0	
COVID vaccination	14	0	
Annual Fluvax	14	1	
Disability workers Screening Card	13	2	
Performance appraisal	12	3	

## Miscellaneous

Nil

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## Hope Vale Multipurpose Sporting Complex

*Hope Vale's Sport and Recreation Program aims to provide physical and recreational activity opportunities for the people of Hope Vale.*

*This service by Council has been necessitated as the State Government has stopped funding the PCYC to undertake this service.*

### **Current Status**

- Sports and Recreation x 2 positions descriptions are being finalised
- Project Plan for Department of Tourism, Innovation and Sport submitted to the Department before 31<sup>st</sup> August 2022
- 2022/2023 Sports and Recreation Project Plan will be finalised before the 31<sup>st</sup> October 2022. This plan will include, calendar of events/activities and programs to be delivered.
- School Holiday Program completed

Deborah Burke  
Director of Social Services  
16<sup>th</sup> September 2022