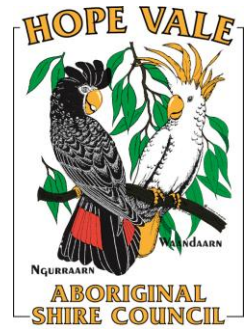


# Director Social Services COUNCIL REPORT Meeting: 15<sup>th</sup> December 2021



## Summary

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

- Qld Health – Renal Unit
- IKC Lauren
- HopeVale Local Disaster Management Group Meeting
- NDIS Operational Meeting
- NDIS Connector Meeting

### Current Activities.

- Reviewing Outbreak Management Plan for Aged Care
- Development of Policy and Process for Transportation of children at Kindergarten and Childcare including: QLD transport, Licensing & Vehicle requirements
- Food Business Inspections 1 Outstanding.
- Review of CHSP policies, mapping against new standards - ongoing.
- Review of Quality Improvement Plan for Aged Care – ongoing.
- Review of Continuous Improvement Plan for George Bowen Memorial Kindergarten
- Development of Policy and Process for Transportation of children at Kindergarten and Childcare

### HR – Social Services

- **Recruitment:**  
Nil
- **Staff Movement/s**
  - Nil
- **Position Vacant**
  - Cook / Chef at Aged Care.

### Other Actions in Progress

- Facilities Maintenance – Works orders and register are updated fortnightly to ensure the continuity of all compliance issues at all services
- CHSP policies being customised to our service
- Aged Care Policies are in review and being customised to our service
- Review of Quality Improvement Plan for Aged Care
- COVID PPE stock take are reviewed, and re-ordering of stock conducted weekly
- Re-design of the new Kindergarten Building
- CHSP COVID Funding Plan of distribution to clients in Community.
- Abelia Cleaning Services quotes obtained to provide internal and external cleaning at both Daycare and Kindergarten
- Reviewing pandemic response plan for Aged Care
- Development of Policy and Process for Transportation of children at Kindergarten and Childcare including: QLD transport, Licensing & Vehicle requirements
- Food Business Inspections 1 Outstanding.

### Social Services = Statistical Information

Activity	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
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Enrolments Nola's Place	42	38	39	37							
Enrolments Kindy	18	18	18	18							
Residents at Aged Care	5	4	4	4							
Identified disengaged youth	102	102	101	102							
CHSP Clients	44	46	39	41							
Active NDIS participants	19	14	24	24							
IKC Members	70	53	53	50							
Food Businesses with Food License's	4	4	4	4							

## Nola' Place Child Care Centre

- 37 Children enrolled at Nola's Place
- 2 Enrolments were seized due to 42 days absent days
- 35 Children attended in the reporting month
- 11 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed.
- 0 No referrals made this month



### Programs and Activities

- Staff were busy preparing for Christmas break up celebration and getting children's portfolios ready for the end of term.
- Children participated in Christmas decorations and card making activities

### Feedback and Complaint

Survey available to parents/carers, feedbacks and concerns are raised face to face

### Compliance Issues

- Back Up Generator
- Shade Cloth for bike path
- Resources for Daycare

### Incidents

#### GASTRO Outbreak

Due to the outbreak of Gastro in the Community several children attending Daycare has drastically decreased.

Action Conducted:

1. Centre was closed for the day to ensure cleaning of the Facility and to reduce the risk of spreading the infection. Screening of children and staff for symptoms were conducted prior to children and parent/guidance presented at the Facility.
2. Parents and staff were also encouraged to seek medical attention and collect specimens to identify possible cause of the outbreak.
3. Staff was provided training on adequate hand washing practices, and the provision of PPE
4. Staff needed to report any signs or symptoms of gastro in themselves and was excluded from work until 48 hours after their symptoms have ceased.

### Good News Story

#### Transition day for children who are enrolled for kindy in 2022

Kindergarten brings big changes for kids. For some, it's their first time in a structured school setting. For others, it's going from a small group into a big room with lots of kids.



Kids all respond differently, too. Some are excited by new experiences and can't wait. Some have a tough time with change and are nervous. And kids may react differently once they walk in the classroom door. To help assist the children in their transition the children spent a day at the kindergarten to explore the different routines and environment. They also got to meet their new teachers.

The children enjoyed their day and cannot wait to start in the new year.

### Training and Development

4 staff members are studying Cert 3 in children services. Next block unit will be held in Cairns in March 2022.

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## Aged Care Hostel

### Service Improvement

- **Intercom System** – FM/RN is in the process of sourcing a quote for a security intercom, so that the Facility can improve the screening process for the people who enter the facility. The consideration of this service improvement was derived from feedback from the ACQSC
- **Refurbishment** – DSS & FM/RN is currently sourcing local contractors to complete some refurbishments in block A

### Resident Numbers

#### Respite Clients 4-6

We have frequent respite clients now bi-weekly

#### Admission

- 1 scheduled admission for mid – January 2022
- 1 pending application

### Palliating residents

- Zero

### Visitors to the Facility

- 64 visitors - Official guests, contractors, other

### Community Engagement

- Local students interacting with Aged Care residents and staff by playing their musical instruments.



Picture: Local students came to play their musical instruments for the residents every month.

### Incidents/Accidents

#### National Quality Programme Indicators (NQIP)

1. Medication management = 2 incidents, unsigned medication chart
2. Pressure Injuries = 0
3. Fall's & major injury = 0
4. Physical restraint = 1 - Use of low low bed to reduce resident falling
5. Unplanned weight loss = 0

#### Serious Incidents Response Scheme (SIRS)

### **Other serious injury to residents**

1. Reported =0
2. Considered and not reported = 0

### **High impact / High Prevalence risk and associated incidents (other than those reported under NQIP)**

#### *Wounds – Total = 0*

1. Chronic = 0
2. Infected = 0
3. Complex = 0

#### *Restrictive Practice*

1. Chemical (Psychotropic drug use) = 1
2. Reduction in use Y / N
3. *Details* = 1 Used for known Schizophrenia episodes
4. **Other** eg choking

#### *Antimicrobial Stewardship and antibiotic use*

1. Total number of antibiotics prescribed in previous month = 0
2. Antibiotic prescription supported by pathology = N/A
3. Antibiotic prescription NOT supported by pathology = N/A

### **Regulatory Updates**

#### **Changes in legislation**

CHO Public Health Directions Update 13122021 effective from **1am Monday 13 December**  
(see attached)

#### **Policy and Procedure updated to reflect changes**

New policies have been received and are being reviewed to tailor them to the HopeVale Aged Care Hostel

**Other action taken** (or pending) to support implementation of change. eg training of staff, development of guidelines

No action required

#### **Compliments/Complaints/Suggestions**

1. Complaints = A number of complaints received for food prep in the kitchen
2. Compliments = Compliment received on staff kindness via FB
3. Suggestions = Consideration of a security intercom to support Covid and people who enter the facility

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

1. Kitchen Assist – Remains advertised, zero applications received
2. 1 Training provided on SIRS management for all staff

#### **Continuous Improvements**

1. Current number of OPEN improvement items logged on Plan for Continuous Improvement (PCI)  
Multiple – in progress and updating current document
2. Total number closed out in the previous month  
Multiple – in progress of completing
3. Items requiring consideration/action by Council (through delegation pathways to CEO / DSS)
4. Improvements as an outcome of incident analysis and trending  
WIP

## George Bowen Memorial Kindergarten

18	Children enrolled in the educational program
0	Children's enrolment has ceased.
15, 16,17	This is attendance is tracked by role call and sign in and sign out
2	Funded positions
6	referrals have been made to Speech Therapist
5	Events attended

### Incidents/Accidents

Nil

### Feedback Compliments/Complaints

Parent or Carer Feedback. Eg. *80% of parents or carers whose children attend the service agree the service has improved their child's language skills, social skills, confidence, health and/or learning outcomes* Several Parents have expressed how having their child in an early childhood setting has taught them a lot. They have learnt a lot and have a lot of new words but also know the meaning to of words.

### Staff Training / HR Issues

Nil

### Compliance Issues

- Fire escape plans put in place.
- Surveillance camera operating.
- Children toilet seat fixed.
- Undercover area has crusher dust on the ground, this hurts the children's feet and legs.
- It needs Sand ASAP. This is a requirement.

### Staff Movements

Nil

### Recruitment

Nil

### Training and Development

Nil

### Programs and Activities

Transitioning to school and end of year graduation

### Good News Story for the month

GBMK held their graduation on the 30/11/2021 with parents/carers/families attending to congratulate the 2021 kindy graduates before transitioning into prep in 2022.



# Indigenous Knowledge Centre

0 New members  
30 Number of visitors to the centre during the month  
3 F5F Sessions @ IKC  
13 kids  
2 Teachers

## Incidents/Accidents

Nil

## Staff Movement

IKC Coordinator commences on the 4<sup>th</sup> January 2022

## Staff Training / HR Issues

Nil

## Feedback Compliments/Complaints

Nil

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# Youth Engagement Program

102 Youth Participation

## Number of Referrals

Incoming 0

Outgoing 0

All progress reports for any future events/activities the YEP are working towards

- PCYC - School Holiday program
- TSS, CSHS, Dep of Education – Uplift into 2022

## Youth Engagement

29 Education Support Officer

50 Youth Engagement Officer

## Activities held under the program at the PCYC

- PCYC Fun Friday
- Swimming carnival

## Activities or Events attended

- PCYC Fun Friday
- CYAAA school parade
- Year 6 Graduation dinner/ celebration
- Kindy Graduation
- Swimming carnival
- Road Safety Awareness
- Nola's Place breakup
- Flexible learning – CSHS
- Kindy/Parent Open Classroom CYAAA
- Year 6 enrolments for High School Transition



## Incidents/complaints

Flexible Learning program – Incident regarding student not wanting to engage. Incident reported to respective school(Cooktown State High School)

## Training

- YETI Conference Cairns 3<sup>rd</sup>-4<sup>th</sup> November
- First aid CPR, Basic life Support, Early childhood first aid

- Fire safety training

### Community Interagency Networking

(Service providers have the YEP been working with for the reporting month – eg. Working alongside FRC to support families with conferencing on education attendance. (Education support assisting with enrolments forms for (list) schools.

- Transition Support Services – Year 6 enrolment confirmations
- Department of Education – Follow up with Skilling for work program implementation
- NDIS – Supports to NDIS client for education avenue
- Cooktown State High School – Flexible Learning Program
- Apunipima – Regular youth activity catchups
- CYAAA Hope Vale Campus – year 6 Grad & ongoing supports within behaviour management programs
- Gungarde – Referrals & Supports
- CDCC - Referrals & Supports
- PCYC – School Holiday programs & activity support
- Holy Spirit - Enrolments
- Wujal Wujal Youth Group – Community youth gathering
- FRC – Referrals & family support
- QLD Police – referrals & community support
- My pathways – Job readiness & advertise positions available
- Nolas daycare – Support & Daycare breakup
- George Bowen Memorial Kindergarten – Kindy Breakup & Ongoing support

### Referrals made to service providers in Hope Vale 0

### Good News Stories

The youth engagement team have been busy supporting all stakeholders in community with all events leading into the end of year. Including:

- Year 6 Graduation dinner/ celebration
- Kindy Graduation
- CYAAA Swimming carnival
- Nola's Place breakup



### NDIS Connector

**Department:** Disabilities.

As Christmas closes in, the months remain steady going. Minimal participant interactions were made in the month of November as majority of meetings held were among service providers.

A Paediatric Occupational Therapist from Web Care visited community and successfully completed two Functional Capacity Reports which will be received mid-December for supports in the new year.

The Physiotherapist from Wellness Embodied and a Psychologist from Psychserenity also led their monthly routine visit.

And Local Area Coordinators continue to stay in touch and attempt to visit Hopevale twice a week

### Programs and Activities

Active Participants 24  
6 participants with Centacare

In total there are 22 participants actively engaging in community, with 2 residing out of community and receiving external supports.

Inactive Participants 2 There are 2 inactive participants from Hopevale that are living out of community and receiving support coordination from Cairns.

#### **Service Provider Meetings 18**

- Psychserenity
- Aged Care
- Wellness Embodied, Web Care
- Itec Health
- HVASC
- NDIS

#### **Non-service Provider Meetings 4**

- RCC met with Psychserenity, Aged Care, Wellness Embodied, Web Care, Itec Health, HVASC and NDIS.

#### **Successful Participants Engagement 7**

- Successfully attended appointments, home visits and community engagements

#### **Non-participant Interactions 4**

- Contact with Carers and individuals of the Hopevale community with general enquires relating to the NDIS and participants.

#### **Unsuccessful Participant Engagement 0**

- Unsuccessful participant engagements are scheduled appointments or home visits that have been missed or cancelled.

#### **Access Referral Form (ARF) 0**

- No ARF submitted.

#### **Referrals 2**

- 11/11 - Allied Health
- 29/11 - Cooktown Community Health

## **Indigenous Radio Station**

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

- Youth Show
- Talkblack
- NIRS News
- Health Show
- Community show
- Two night of country music on the National Indigenous Radio Service
- Youth show with new music
- Health show
- Community show addressing local issues

#### **Community Engagement**

- Health Show – Apunipima health workers 30 to 45 mins



**Number of hours of local programming broadcast. Need to specify how many hours of each item that is broadcast over 1 week to determine monthly delivery**

- Live broadcasting via the National Indigenous Radio Service of national
- local current affairs
- Nation 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 show 30 mins per day/150 mins per week
- Health show 30 mins each week

**Outcomes achieved including; capacity for positive relationships, connection to culture, individual and community safety, access to government services or education, career pathways, school attendance or participation in work. Eg. How is the organisation measuring community need?**

- Broadcasting school events,
- job vacancies
- Community meetings and events
- youth competitions,
- education,
- community announcements,
- weather,
- other businesses competitions,
- guest speakers,
- council announcements,
- community issues,
- playschool announcements,
- health programs.

Community also gives feedback

**No of Government messages produced, number of Government messages broadcasted. Number of community service announcements. Impact of these messages.**

- 19 government messages produced 24 messages broadcast and 28 community messages produced and broadcast. The impact of these messages is high due to what each message contains and feedback from the community

**2. Good News Story for the month**

- 

**3. 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

**4. Incidents**

- Nil

**5. Miscellaneous**

- Senior Radio Host has directly engaged all service managers in requesting more content to air which will keep community better informed.

## Commonwealth Home Support Program (CHSP)

CHSP Staff deliver services to:

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

### Programs and Activities

Activity	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
Meals Delivered	519	571	458	444							

<b>Hours Yard M'tce</b>	62	38	22	32							
<b>Domestic Assistance</b>	94	50	39	29							
<b>Individual Support</b>	68	42	30	16							
<b>Transport</b>	189	138	90	91							
<b>Hours Personal Care</b>	19	17	17	12							
<b>Hours Social Support</b>	33	269	22	63							
<b>Flexible Respite</b>	0	0	1	0							

Visitors to the service	<b>ATODS service</b>
Community Engagement	<b>60 and over Cooktown</b>
Incidents/Accident	<b>Nil</b>
Compliments/Complaints	<b>Yes and no</b>
Staff Training/HR Issues	<b>Still have 2 mandatory sessions to be completed</b>
Update on Continuous Improvement Plan Actions/Self Assessment	<b>Still a work in progress</b>
Miscellaneous	
Good News Story for the month	<b>New Staff Uniforms.</b>
Summary	<ul style="list-style-type: none"> <li>- <b>No community Christmas event because of Covid restrictions</b></li> <li>- <b>We have been doing massive yard clean up leading up to cyclone season.</b></li> <li>- <b>All equipment and vehicles are in the process of being serviced ,cleaned up ready for compounding and locking away for Christmas break.</b></li> </ul>

### **COVID 19 Up-date**

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