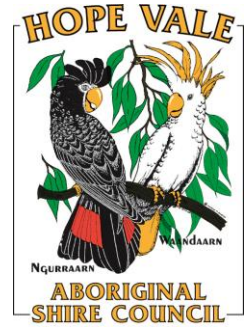


Director Social Services

COUNCIL REPORT

Meeting: 16th February 2022



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

- Family and Child Team and Transition Support – Cooktown District Community Care
- Allied Health - Healthcare in the Home Proposal - Allied Health, Torres and Cape Hospital and Health Service

Current Activities

- Reviewing – Monitoring Outbreak Management Plan for Aged Care
- Development of Policy and Process for Aged Care 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 – Ongoing
- Review of Continuous Improvement Plan for George Bowen Memorial Kindergarten - Ongoing
- Review of Quality Improvement Plan for Nola's Daycare – Ongoing
- Hopevale Aged - 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 refurbishment project

Other Actions in Progress

- COVID-19 Personal Protective Equipment (PPE) stock take are monitored and reviewed weekly
- Quality Improvement Plan for Nola's Place
- Quality Improvement plan for George Bowen Memorial Kindergarten
- 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 Report

1. Queensland Community Support Scheme (QCSS) – Performance Report & Acquittal – Reporting Period: Oct-Dec 2021. Submitted
2. National Indigenous Australians Agency (NIAA) - Quarterly Report: July-Dec 2021. Submitted
3. Indigenous Employment Initiative (IEI) Performance Report - Reporting Period: July-Dec 2021. Submitted
4. Commonwealth Home Support Programme (CHSP) Performance Report - Reporting Period: July-Dec 2021. Submitted
5. Aged Care Basic Daily Fee Supplement: Reporting Period: Oct-Dec 2021. Submitted
6. Forecast Data for Queensland Kindergarten Funding Scheme (QKFS) Enrolment Semester 1 2022 – George Bowen Memorial Kindergarten - Reporting Period: Dec-February 2022. 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											
Enrolments Kindergarten 2022	15											
Residents Aged Care	4											
Youth Participants	101											
CHSP Clients	41											
Active NDIS participants	23											
IKC Clients	55											
Food Businesses with Food License's	4											

HR – Social Services

- **Recruitment**
 1. EMG Staff / Internal Transfer as Carers at Aged Care x 2 as full-time Carers
 2. EMG Staff / Internal Transfer as Educator at the Day Care as full-time Educator
- **Staff Movement/s**
 - Nil
- **Positions Vacant**
 1. CHSP Support Workers x 2

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 – 13:00 - Friday

- 22 Children enrolled at Nola's Place
- 7 Vacancy in the 2–4-year-old room
- 0 Enrolments were ceased due to 42 days absent days
- 15 Children attended in the reporting month – Number of participants has dropped due to COVID-19
- 11 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed
- 2 No referrals made this month

Programs and Activities

- Colour Activities
- Hygiene – Washing Hands Program
- Nose Blowing Program

Feedback and Complaint

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

Compliance Issues

- Nil

Incidents

- 3 incidents - Staff are aware and will monitor children closely to ensure it doesn't continue

Training and Development

- Three staff members are studying Certificate 111 in Early Childhood Education and Care

Two staff members will participate in a week block unit in Cairns commencing week of 11th March

Directors Good News Story for the month

We all had a relaxing 2-week holiday and it's good to be back at work. Nola's Place has introduced a Breakfast Program with cereals and fruits which the children are thoroughly enjoying. The Centre has introduced cooking lessons every Wednesday with the children.

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

8:00 – 12:15pm Friday

Monday-Wednesday 9am-2.30pm - Kindergarten Program

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

Staff Profile

- Lee-Ann Liddy – Bachelor of Early Childhood Education
- Kaitlyn McLean – Currently Undertaking a Certificate III in Early Childhood Education and Care
- Wynonna Dotoi – Certificate III in Early Childhood Education and Care

Programs/Themes for the month

The colour blue was the theme for the month of January. Blue Activities were conducted, and children also learnt how to write the word 'Blue'.

Breakfast Program

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

Why are breakfast programs important?

Research shows that eating breakfast is linked to healthy body weight, improved academic performance and memory functioning, and increased attendance.

The breakfast program is provided on a daily basis at the kindergarten and is available to all children.

Ingredients will include fruits and cereals.

Blue Activities

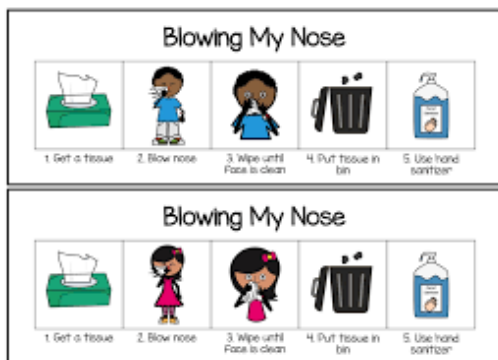
- **Sorting Blue Blocks** Lay out the all the blocks and identify the blue blocks
- **Box of Balloons** *Empty a box of coloured blocks all over the floor and together separate all the blue ones.*
- Balloon Flip
- Painting Blue Fish with Stamps
- Writing the word 'Blue'



COVID- 19 Safe Activity

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

Blowing Nose Activity



Activities or events the children and educators are working towards

- First 5 forever
- Easter Activities
- Valentine's day

Incidents/Accidents

Nil

Feedback Compliments/Complaints

Nil

Compliance Issues

All items actioned

Staff Movements

Nil

Recruitment

Nil

Training and Development

Staff currently undertaking studies will be required to attend Block Unit in Cairns to complete Certificate III in Early Childhood Education and Care

Programs and Activities

Transitioning to school and end of year graduation

Directors Good News Story for the month

We welcome our new Assistant Teacher Wynonna Dotoi. Wynonna holds a Certificate III in Early Childhood Education and Care and is currently studying her Diploma in Children Services.



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*

Operating Hours

8:00am – 3:00pm

Monday to Thursday

Indigenous Knowledge Centre's membership for the month

- Zero new members
A membership drive is scheduled for March 2022 through social media, posters & radio announcements

Library resource currently on loan to community people

- No resources on loan to community

Number of visitors to the centre during the month

- 55 visitors to the centre

Library materials purchased during the month

0 materials purchased – However IKC is reviewing new materials to purchase

Current Activities

- IKC building had deep cleaning and re-arrangement of furniture has occurred
- Daily Art & Craft delivered by the Youth Engagement Team were held in the IKC from 9am-12pm
- Preparing & Implementing changes due to COVID-19
- Reviewing new materials
- Planning for the delivery of first 5 forever program

Good News for The Month

- IKC Coordinator has commenced her role in the position on the 4th January 2022

Incidents/Accidents

Nil

Staff Movement

Nil

Staff Training / HR Issues

Nil

Feedback Compliments/Complaints

Nil

Activities or Events attended

Nil

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

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*

101 Youth Participation

Number of Referrals

- Incoming 13
- Outgoing 9

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

- PCYC - School Holiday program
- TSS, CSHS, Dep of Education – Return back to School Support

Youth Engagement

30 Education Support Officer
20 Youth Engagement Officer

Youth Participation

During the month of January, the YEP supported 65% of engagement that had been done via casual talks with youth and or families in and around the community and phone calls that needed to be referred to other agencies. January was a hectic month with COVID-19.

Activities or Events attended

YEP participants works closely with the Police-Citizens Youth Clubs (PCYC) in a range of activities. These activities include Pool Activities and indoor sports

Incidents/Accidents

Nil

Staff Movement

Nil

Staff Training / HR Issues

- Mental Health First Aid Training

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 houseboys
 - AFL house- girls
 - Concordia college
- The YEP Supported 3 families with Family Responsibilities Commission (FRC) outcomes etc education plans, behaviour management

Referrals made to service providers in Hope Vale

- Nil

Youth support engagement that has engaged with through sport & recreational activities

The youth support officer works alongside the Police-Citizens Youth Clubs (PCYC) staff to support and encourage youth to participate in sporting events such as indoor soccer, basketball, volleyball.

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

Department: Disabilities

NDIS initiated the New Year with community engagements, service provider meetings, and plan management.

As business resumed early January, the first two weeks were quiet; majority of the NDIS participants were either out of community or taking extra precautionary measures to ensure social distancing.

An Indigenous Occupational Therapist visited community on the 12th January 2022 having participants session completed. The Occupational Therapist will be back in community in February 2022 to conduct functional capacity reports for plan management.

A Senior Physiotherapist from Wellness Embodied visited community along with the ITIC Health Support Coordinator. Physiotherapy sessions were fantastic. Four out of the 5 participants attended their scheduled appointments.

Social distancing, PPE and hygiene practices were maintained. Wellness Embodied also advised they have now opened a new permanent clinic in Cooktown. Wellness Embodied is now aiming to have fortnightly community visits rather than monthly.

During January a Monthly Operational meeting was held and Coronavirus (COVID-19) had been addressed and directive was provided from the NDIS that no face-to-face contact were to be made until further notice. In the interim contact are to be made by phone. NDIS distributed emails to the Remote Community Connectors (RCC) advising that participant funding can now cover Rapid Antigen Testing (RAT).

Report Requirements:

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

Programs and Activities

Active Participants	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 1

There is one inactive participant from HopeVale that are living out of community and receiving support coordination from Cairns.

Service Provider Meetings 4

- Two x ITEC Health
- Occupational therapist
- Physio therapist

Non-service Provider Meetings 0

- Remote Community Connector (RCC) engaged with Q-Health, Apunipima and Cooktown Community Health Centre

Successful Participants Engagement 18

- Community engagements and appointment coordination

Non-participant Interactions 7

- Interactions were among Family members of potential participants

Unsuccessful Participant Engagement 2

- 1 x home visit
- 1 x physio appointment

Access Referral Form (ARF) 0

Referrals 0

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 project

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 messengers 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

Messages Broadcasted

- 20 government messages
- 27 messages broadcasted
- 28 community messages produce and broadcasted

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

Good News Story for the month

- Roofing is erected on the IKC Building and is on course to be completed

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.

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
Meals Delivered	594											
Hours Yard M'tce												
No. of Clients	32											
No. of Hours	70											
Domestic Assistance												
No. of Clients	11											
No. of Hours	49											
Individual Support												
No. of Clients	14											
No. of Hours	20											
Transport												
No. of Clients	25											
No. of Trip	148											
Hours Personal Care												
No. of Clients	34											
No. of Hours	10											
Hours Social Support												
No. of Clients	22											
No. of Hours	0											
Flexible Respite												
No. of Clients	1											
No. of Hours	0											

Visitors to the service

Return of clients on leave x 4 over Christmas and January period. These clients have received meals while in HopeVale. Assistance was also provided to residents who were situated in Cooktown during this period.

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**
Christmas Hamper delivered in December was well received by clients
- **Complaints**
Yard Maintenance is not conducted on a regularly bases. Clients has been informed that due to maintenance of mowers and staffing issues that yard maintenance will be conducted and rectified as soon as possible.

Staff Training / HR Issues

Nil

Update on Continuous Improvement Plan Actions/Self-Assessment

Still a working progress

Miscellaneous

Our first batch of food parcels will commence on the 10th February and will be delivered to clients on a fortnightly basis until the funding runs out.

Good News Story for Month

Masks are being made by CHSP staff members for Clients

COVID 19 Up-date

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

Aged Care Hostel

The Aged Care Hostel went into Lockdown on the 5th January due to COVID-19 being active in the Community. Rapid testing are being conducted for Staff twice a week by the Manager/RN at Aged Care. Contractors are also required to be tested prior to entry into the facility.

COVID-19 Booster Rollout has been conducted to both residents and staff

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

- **Intercom System** – Facility Manager is in the process of sourcing 3 quotes for a security intercom, this will ensure that the Facility can improve the screening process for the people who enters the facility. The consideration of this service improvement was derived from feedback from the Aged Care Quality and Safety Commission (ACQSC)
- **Refurbishment** – Facility Manager is currently sourcing local contractors to complete some refurbishments in the Aged Care

Resident Numbers

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

Respite Client

- One respite admission has been accepted
- Two Regular respite clients per month

Admission

- Two Applications for new admission
- One new application will commence full time residential care 14th February 2022
- One respite admission has been accepted

Palliating residents - Official guests, contractors, other

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

- Three Contractors

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

- No Community Engagement is permissible due to lockdown.

Incidents/Accidents National Quality Programme Indicators (NQIP)- *the National Aged Care Mandatory Quality Indicator Program requires Commonwealth-subsidised residential aged care services to collect data and report on: 1. pressure injuries 2. physical restraint 3. unplanned weight loss 4. falls and major injury 5. medication management including polypharmacy and anti-psychotics every 3 months*

National Quality Programme Indicators (NQIP)

- Medication management = 0
- Pressure Injuries = 0

- Fall's & major injury = 0
- Physical restraint = 1
- Unplanned weight loss = 0

Serious Incidents Response Scheme (SIRS) - is an initiative to help prevent and reduce incidents of abuse and neglect in residential aged care services. Under the SIRS, there are 8 types of reportable incidents: Unreasonable use of force, unlawful sexual contact, neglect, psychological or emotional abuse, unexpected death, stealing or financial coercion, inappropriate use of restrictive practices, unexplained absence from service

Other serious injury to residents such as a fracture following a fall or a serious burn from a hot beverage or fire pit

- Reported =0
- Considered and not reported = 0

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

there are 8 identified high prevalence/ high impact risks related to residents living in aged care facilities which are: managing hydration and nutrition, managing risks of choking, managing medications safely, managing pain, preventing and managing pressure injuries, minimising restrictive practices, managing delirium, managing hearing loss

Wounds – Total = 0

- Chronic = 0
- Infected = 0
- Complex = 0

Restrictive Practice

- Chemical (Psychotropic drug use) = 1
- Reduction in use = Yes
- Details reviewed this month for efficacy, is working well.

Other

- Nil

Antimicrobial Stewardship and antibiotic use monitoring and managing antibiotic and other antimicrobial prescribing

- Total number of antibiotics prescribed in previous month = 1 chest infection
- Antibiotic prescription supported by pathology = 1 as per above
- Antibiotic prescription NOT supported by pathology = 0

Regulatory Updates monitoring changes in laws and regulations and taking steps to implement changes

1. Changes in legislation

- a. Nil

2. Policy and Procedure updated to reflect changes

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

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

- a. No action required

Compliments/Complaints/Suggestions monitoring the types of feedback being received at the home and taking action to make improvements as able because of the feedback

1. Complaints = 0
2. Compliments = 0
3. Suggestions = 0

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

1. One Carer has conducted her studies in Enrolled Endorsed Nurse Course
2. Two staff have enrolled in Certificate III in Aged Care Course

Continuous Improvements - Aged Care providers must have a written plan for continuous improvement that explains how the provider will meet its obligations in relation to the service and the standards. The plan is a work in progress and determines what 'mini' projects and improvements the home is working on at any point in time.

1. Current number of OPEN improvement items logged on Plan for Continuous Improvement (PCI)
 - Nil

2. Total number closed out in the previous month
 - 4 PCI
3. Items requiring consideration/action by Council
 - Nil
4. Improvements as an outcome of incident analysis and trending
 - Intercom system to be purchased to reduce the risk of people entering the service unmanned without supervision

Miscellaneous/Other

Nil
