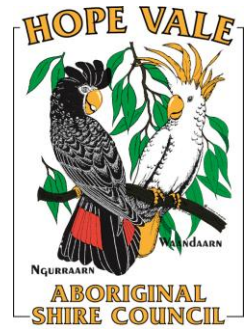


Director Social Services

COUNCIL REPORT

Meeting: 19th January 2022



Summary

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

- Kindergarten Uplift Program
- Hope Vale Youth Engagement Program
- NDIS CC Operational Meeting
- Qld Health
- Apunipima Cape York Health Council
- Operational Risk Management Meeting
- QIP Updates with Child Care & Kindy
- Youth AOD Support Worker – Cooktown District Community Care
- Family and Child Team and Transition Support – Cooktown District Community Care

Current Activities

- Reviewing – Monitoring Outbreak Management Plan for Aged Care
- Development of Policy and Process for Aged Care and CHSP mapping against new standards and are in review and being customised to our service
- Food Business Inspections completed
- Review of Quality Improvement Plan for Aged Care – ongoing.
- Review of Continuous Improvement Plan for George Bowen Memorial Kindergarten

HR – Social Services

- **Recruitment:**
Nil
- **Staff Movement/s**
 - Nil
- **Position Vacant**
 - Nil

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
- Review of Quality Improvement Plan for Aged Care
- COVID PPE stock take are monitored and reviewed weekly
- Re-design of the new Kindergarten Building was finalised and is currently being reviewed with the changes
- CHSP COVID19 Funding Hamper distribution to 53 CHSP clients in Community commenced was well received
- Abelia Cleaning Services quotes obtained to provide deep cleaning internal and external at both Daycare and Kindergarten
- Reviewing pandemic response plan for Aged Care

Social Services = Statistical Information

| Activity | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUNE |
|-------------------------------------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|
| Enrolments Nola's Place | 42 | 38 | 39 | 37 | 30 | | | | | | |
| Enrolments Kindy | 18 | 18 | 18 | 18 | 18 | | | | | | |
| Residents at Aged Care | 5 | 4 | 4 | 4 | 4 | | | | | | |
| Identified disengaged youth | 102 | 102 | 101 | 102 | 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

- 22 Children enrolled at Nola's Place
- 0 Enrolments were seized due to 42 days absent days
- 22 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
- Day Care Children participated in Santa Breakfast program

Feedback and Complaint

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

Compliance Issues

- Back Up Generator is now in operation
- Shade Cloth for bike path – Quotes are being obtained by Maintenance Supervisor
- Resources for Day Care has been purchased and has arrived at the Centre

Incidents

- Nil

Training and Development

4 staff members are studying Cert 3 in children services

Aged Care Hostel

Service Improvement

- **Intercom System** – FM/RN 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 ACQSC
- **Refurbishment** – DSS & FM/RN is currently sourcing local contractors to complete some refurbishments in block A

Resident Numbers

Respite Clients 4

We have frequent respite clients now bi-weekly

Admission

- 3 Applications for new admission
- 1 new entry late January
- 1 Awaiting Aged Care Assessment prior to entry
- 1 Stephen Hughes – in process of proceeding with application for entry

Palliating residents

- Zero

Visitors to the Facility

- 60 visitors - Official guests, contractors, other

Community Engagement

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

Incidents/Accidents

National Quality Programme Indicators (NQIP)

- Medication management = 0 incidents
- Pressure Injuries = 0
- Fall's & major injury = 0
- Physical restraint = 1
- Unplanned weight loss = 0

Serious Incidents Response Scheme (SIRS)

Other serious injury to residents

- Reported =0
- Considered and not reported = 0

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

- Wounds – Total = 0
- Chronic = 0
- Infected = 0
- Complex = 0

Restrictive Practice

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

Antimicrobial Stewardship and antibiotic use

- 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

1. Changes in legislation

CHO Public Health Directions Update 13122021 effective from **1am Monday 13 December**

- a. (see attached)

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

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

Staff Training/HR Issues

1. 2 x Carers
2. Groundman casual
3. Cleaner assistant

Continuous Improvements

1. Current number of OPEN improvement items logged on Plan for Continuous Improvement (PCI)
2. Zero for this month, all closed. Items due in January etc.
3. Total number closed out in the previous month - Total of 4 Closed for due date of PCI
4. Items requiring consideration/action by Council (through delegation pathways to CEO / DSS)
5. Improvements as an outcome of incident analysis and trending - Intercom system to be purchased to reduce the risk of people entering the service unmanned.

Miscellaneous/Other



Photo: Aged Care Residents enjoying Christmas Gift

Aged Care Staff would like to say a Big thankyou for the generation voucher that was supplied by Council to all staff

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.
- Back yard fence has been put in place

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

IKC membership for the month (Upcoming activities to promote increase membership and community engagement)

0(Zero) new members

Posters & radio announcements planned to increase membership in Hope Vale

Library resource currently on loan to community people

No resources on loan to community

Number of visitors to the centre during the month

- Computer Access
- Book Loans
- DVD Loans
- Programs
- 115 visitors to the centre

First 5 Forever Program

- No. of session held/where
- No. of participants- Children & Parents
- How the program has been promoted
- 0F5F programs held due to School holiday program commencing

Library materials purchased during the month

0 materials purchased

Schedule developed for the upcoming month

- IKC coordinator to commence employment in January
- Deep Cleaning of the IKC building & all resources
- Preparing & Implementing changes due to COVID

Good News For The Month

- IKC building was heavily utilised during the school holiday program to ensure community members have adequate access.
- Daily Art & Craft delivered by the Youth Engagement Team were held in the IKC from 9am-12pm.

Incidents/Accidents

Nil

Staff Movement

IKC Coordinator commences on the 4th January 2022

Staff Training / HR Issues

Nil

Feedback Compliments/Complaints

Nil

Activities or Events attended

Additional Information

- Due to the successful IKC coordinator not commencing duties until January 2022, there has been minimal to report
 - PPE supplies purchased & received including; Masks, handwash, Disinfectant Spray & Hospital grade liquid, disposal paper towels & Liquid dispenser.
-

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

75 Education Support Officer

69 Youth Engagement Officer

Participation Numbers – How many youth have participated in events/activities held.(how do you track)

During the month of December, 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.

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

Nil

Training

- Fire safety training

Future training/events/activities YEP are working towards

- Mental Health First Aid training – CDCC

MKPI.M2 – Core Service Provision / Community Interagency Networking

What service providers have the YEP been working with for the reporting month – eg. Working alongside FRC to support 5 families with conferencing on education attendance. (Education support assisting with enrolments forms for (list) schools.

- 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 FRC outcomes etc education plans, behaviour management

Referrals made to service providers in Hope Vale

- Apunipima
- Hopevale Justice group
- Transition Support (high school)
- OHUB Sets account

P207.02 – Participation. Eg. Please give a percentage of youth that Youth support engagement that have engaged with through sport & recreational activities

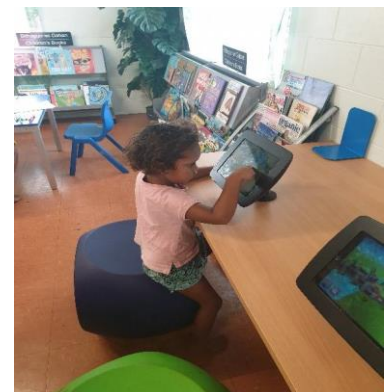
The youth support officer works alongside the PCYC staff to support and encourage youth to participate in sporting events such as indoor soccer, basketball, volley ball and held a touch carnival facilitated by Matthew Bowen the children really enjoyed their time and his presence with them.

Good News Stories

Christmas Holiday Program



The youth engagement team have had a very proactive month offering successful community family activities & events. The team were able to provide a daily Christmas art and craft activity from 8.00- 3:00pm at the Indigenous knowledge centre. The children undertook activities such as Christmas tree decorations, origami, quiet time with reading books, watching movies or simply come in for a yarn with us. It was encouraging the PLO from QPS attend and join in on the fun and offer support to the Youth Engagement team and community



NDIS Connector

Department: Disabilities.

Programs and Activities

| | | |
|---------------------|----|-------------------------------|
| Active Participants | 24 | |
| | 6 | participants with Centacare |
| | 18 | participants with ITEC Health |

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 6

- Planner
- Physiotherapist
- NDIS

Non-service Provider Meetings 4

- RCC engaged with Q-Health, Apunipima and Cooktown Community Health Centre

Successful Participants Engagement 1

One successful participant engagement (home-visit) with Physiotherapist

Non-participant Interactions 7

Interactions were among Family members of potential participants

Unsuccessful Participant Engagement 1

One missed physiotherapist appointment.

Access Referral Form (ARF) 2

Two ARFs completed in the month of December on the 07/12/2021

Referrals 2

Indigenous Radio Station

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

Indigenous broadcasting & communications services communicate government messages

- 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
- Health messengers 2 mins per day 168 per 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 messages and programs

Community also gives feedback

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

- 20 government messages produced 27 messages broadcast and 28 community messages produce and broadcast. 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

- Building at IKC has now has it's roof on the extension and is awaiting for the down pipes and gutters to be added

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)

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 | 109 | | | | | | |
| Hours Yard M'tce | 62 | 38 | 22 | 32 | 32 | | | | | | |
| Domestic Assistance | 94 | 50 | 39 | 29 | 11 | | | | | | |

| | | | | | | | | | | | |
|-----------------------------|-----|-----|----|----|----|--|--|--|--|--|--|
| Individual Support | 68 | 42 | 30 | 16 | 14 | | | | | | |
| Transport | 189 | 138 | 90 | 91 | 25 | | | | | | |
| Hours Personal Care | 19 | 17 | 17 | 12 | 1 | | | | | | |
| Hours Social Support | 33 | 269 | 22 | 63 | 22 | | | | | | |
| Flexible Respite | 0 | 0 | 1 | 0 | 1 | | | | | | |

| | |
|---|---|
| Visitors to the service | Nil |
| Community Engagement | 50 |
| Incidents/Accident | Nil |
| Compliments/Complaints | Yes and no |
| Staff Training/HR Issues | Still have 2 mandatory sessions to be completed |
| Update on Continuous Improvement Plan Actions/Self Assessment | Still a work in progress |
| Miscellaneous | |
| Good News Story for the month | Christmas Hamper for CHSP clients |
| Summary | <ul style="list-style-type: none"> • No community Christmas event because of Covid restrictions • We have been doing massive yard clean up leading up to cyclone season. • All equipment and vehicles are in the process of being serviced ,cleaned up ready for compounding and locking away for Christmas break. |

COVID 19 Up-date

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