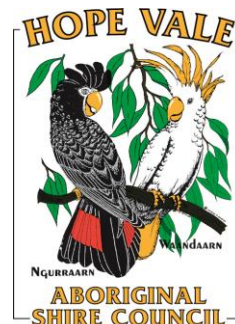


Director Social Services

COUNCIL REPORT

Meeting: 17th August 2022



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

- Far North Team - Department of Tourism, Innovation and Sport
- Aged Care: Ninti One support to Hope Vale
- NDIS Community Connector Operational meeting
- Family Responsibilities Commission
- Hope Vale Interagency Meeting
- Department of Tourism, Innovation and Sport
- NDIS Connector Meeting

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

- 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

Completed Actions/Submitted Reports

- NDIS Quarterly Report April – June 2022 – Submitted
- Business Budget Planning Tool (BBPT) 2022-2023 CCCFR Annual Review – Submitted
- Indigenous Employment Initiative - Performance Report for the period 1 January 2022 to 30 June 2022 – Submitted
- IAS Performance report for Activity ID: 4-G19E2WO, Activity Title: IBM-2021-23- FNQ -Hope Vale Aboriginal Shire Council- Indigenous Radio Service – Submitted
- George Bowen Memorial Kindergarten Service Progress Report - Submitted
- First 5 Forever Report – Submitted
- Performance Report - Hope Vale Youth Engagement Program (Activity ID: 4-GGREFVU) January – June 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	22	28	24	27	29	27					
Enrolments Kindergarten 2022	15	16	16	19	19	19	19					
Residents Aged Care	4	4	4	4	4	4	4					
Youth Participants	101	83	77	462	91	332	48					
CHSP Clients	41	41	41	41	41	41	53					
Active NDIS participants	23	23	22	22	22	22	22					
IKC Clients	55	34	35	45	45	45	46					
Food Businesses with Food Licenses	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 – 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
- 0 Referrals made this month. Speech therapist from Cooktown will continuing working with three children on a fortnightly bases

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

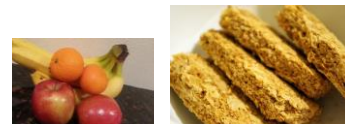
- Daily Routine Activities
- Washing Hands Regularly
- Blowing Nose Activity



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.

NAIDOC Program consist of the following activities:

- Finger painting
- Rock painting
- NAIDOC Baby Show
- NAIDOC Parade

Incidents/Accidents

3 incidents - Staffs are aware and will monitor closely

Feedback Compliments/Complaints

Nil

Compliance Issues

All items actioned

Staff Movements

- Jemily Kerr commenced back at work on a part-time basis as Group Leader

Recruitment

Nil

Training and Development

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

Good News Story

Congratulations to Ms Lillian Sands who has completed her Certificate III in Early Childhood. Well Done

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 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	Funded positions
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

Cultural Activity

NATIONAL Aboriginal Day of Recognition - NAIDOC

NAIDOC Program consist of the following activities:

- Cultural Language Session
- Damper baking
- Finger painting
- Rock painting

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

Feedback Compliments/Complaints

Nil

Compliance Issues

Nil

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

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

- Hope Vale IKC - NAIDOC Week Activities

Indigenous Knowledge Centre's membership for the month

- 2 new memberships
- New membership has/is being currently done throughout opening times with children, youth & adults that attend IKC.
- Membership drive is continuing constantly within the current months of 2022 through social media, posters and community announcements and engagement

Library resource currently on loan to community people

- 41 outstanding overdue loans
- 2 current loans

Number of visitors to the centre during the month

- 122 visitors to the centre during the month
- 29 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



Good News for The Month

- IKC was involved with Hope Vale's NAIDOC celebration, youth enjoyed rock painting activity

NAIDOC Week July 2022

NAIDOC Week is time to celebrate Aboriginal and Torres Strait Islander culture, history, and achievements.

1 July

IKC is ready for NAIDOC week, July 3-10, NAIDOC activities will be held Monday-Friday, so come along and have some fun #NAIDOC #Getup #Standup #Showup #2022#

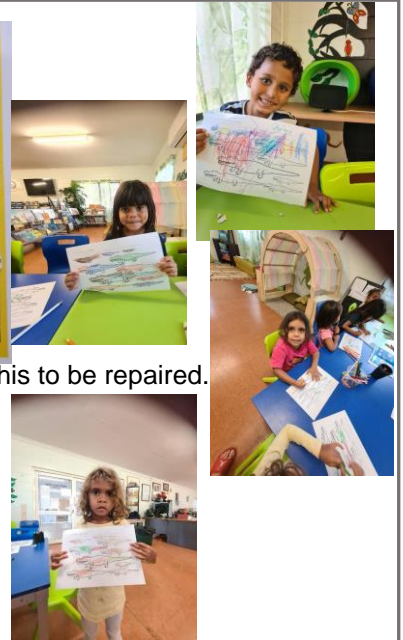


The IKC hosted

- Reading Stories,
- talking and yarning
- rock painting and hand painting

First 5 Forever session July 2022

2-4 years old has been attending the first 5 forever program at the IKC every Wednesday with Miss Tiffany for an hour this program 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

- Nil

Staff Training / HR Issues

- Nil

Feedback Compliments/Complaints

- Youth have been very respectful when coming into IKC

Activities or Events attended

- Nil

Additional Information

- Nil

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
- Dept of Education – Return back to School Support

Youth Participation directly engaged with over the past month

- Education Support Officer: 8
 - 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
- Career Expo
- Annual community calendar of events

Incidents/Accidents

Nil

Staff Movement

Education Support Officer has resigned from her position. The position will go through recruitment process.

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

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

Active Participants	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 no Interactions were among Family members of potential participants

Unsuccessful Participant Engagement

- There were no unsuccessful engagements conducted

Access Referral Form (ARF)

Nil

Recruitment

Two applications received, interviews scheduled for the 11th August however this did not proceed due to 1 candidate not contactable.

HR will discuss further with DSS and CEO on next stage of recruitment.

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

- Health Show – Apunipima health workers 30 to 45 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
- 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

Feedback Compliments/Complaints

Feedback from community has been positive especially with the new ads in getting children to attend school

Compliance Issues

None

Staff Movements

Over the school holiday the Radio assistance worker provided support with running of activities

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
Meals Delivered	594	602	725	438	616	720	251					
Hours Yard M'tce												
No. of Clients	32	32	32	32	32	32	35					
No. of Hours	70	88	124	42	27	40	45					
Domestic Assistance												
No. of Clients	11	11	11	11	11	11	14					
No. of Hours	49	45	52	27	24	8	48					
Individual Support												
No. of Clients	14	14	14	14	14	14	59					
No. of Hours	20	27	47	54	49	111	15					
Transport												
No. of Clients	25	25	25	25	25	25	62					
No. of Trip	148	233	412	234	343	571	90					
Hours Personal Care												

No. of Clients	34	1	1	1	1	1	18					
No. of Hours	10	25	10	8	8	8	11					
Hours Social Support												
No. of Clients	22	22	22	22	22	22	47					
No. of Hours	0	86.5	0	20	49	0	32					
Flexible Respite												
No. of Clients	1	1	1	1	1	0	4					
No. of Hours	0	0	0	0	0	0	49					

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
- Ladies participated at events held at Cultural Centre precinct

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

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	Nil
Residents discharged / left the service	1
Palliating residents	1

Visitors to the Facility

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 basis

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

MANDATORY TRAINING

Mandatory training	Current	Overdue	Action Required
Orientation	15	0	
First Aid	15	0	
Manual Handling	15	5	Training session scheduled for the remaining of staff.
Fire Safety	15	0	
Infection control & outbreak preparedness	Y		
SIRS	Y		

HUMAN RESOURCE MANAGEMENT

- Staff changes over the past month

Staff	Staff No on roster	Number of resignations	Number of new staff
Total staff	15	2	0
Clinical staff	1	0	0
Personal care workers	8	Nil	0
Kitchen Hand	4	Nil	0
Cleaners	1	Nil	0
Leisure & Lifestyle	1	Nil	0
Casual Personal Care Worker	1	Nil	0

- Staff compliance requirements

Reporting item	Completed	Overdue	Action required
Police checks	15	2	
Driver's licence	15	1	
Car insurance	0	0	
COVID vaccination	15	0	
Annual Fluvax	14	1	
Disability workers Screening Card	13	2	
Performance appraisal	12	3	

Miscellaneous

Nil

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 are being recruited and commencement of start date to be finalised week ending 19th August 2022.
- Project Plan for Department of Tourism, Innovation and Sport is at its final stage and will be signed off by the CEO. This plan will be submitted to the Department before 31st August 2022.
- 2022/2023 Sports and Recreation Project Plan will be finalised before the 31st October 2022. This plan will include, calendar of events/activities and programs to be delivered.

Deborah Burke
Director of Social Services
15th August 2022