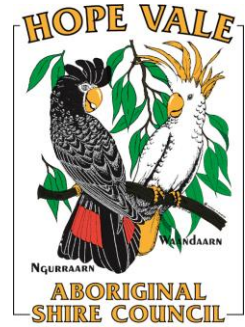


Director Social Services

COUNCIL REPORT

Meeting: 15th June 2022



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

- Childcare & Kindergarten Early Learning Uplift Program
- Family Responsibility Commission
- Palliative Age Care Program
- Aged Care Workshop
- CHSP Aged Care Reform Webinar
- Far North Team - Department of Tourism, Innovation and Sport
- Aged Care: Ninti One support to Hope Vale
- Police Citizen Youth Club (PCYC)

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 - 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 Hostel refurbishment project
- On-going Toolbox Meetings – Daily/Fortnightly/Monthly
- Currently at the stage of developing a Business Plan for Sports and Recreational Precinct
- Allied Health, Torres and Cape Hospital and Health Service and CHSP are working closely to deliver a Healthcare in the Home Program
- Food Inspection 1 conducted with re-newal license issued
- Palliative Care Program
- Performance Reviews are being conducted

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
- Commencement of the recruitment process for the position of NDIS Connector
- Commencement of the recruitment process for the position of Educator
- Commencement of the recruitment process for the position of Sports and Recreation Officer x 2

Completed Actions/Submitted Reports

1. Community Child Care Fund Restricted (CCCFR) 2021-22 Compliance and Operations Report – Submitted
2. Queensland Community Support Services (QCSS) - Submitted
3. Creche Kindergarten Data Report - 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							
Enrolments Kindergarten 2022	15	16	16	19	19							
Residents Aged Care	4	4	4	4	4							
Youth Participants	101	83	77	462	91							
CHSP Clients	41	41	41	41	41							
Active NDIS participants	23	23	22	22	22							
IKC Clients	55	34	35	45	45							
Food Businesses with Food License's	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). 22 children enrolled with some only attending part-time and sharing these places.

Operating Hours

8:00am – 5:00pm -Monday to Thursday

8:00am – 15:00pm - Friday

27 Children enrolled at Nola's Place

0 Vacancy available

0 Enrolments were ceased due to 42 days absent days

27 Children attended in the reporting month – Number of participants has dropped due to COVID-19

4 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

4 Referrals made this month

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

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

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

3 incidents

Staffs are aware and will monitor closely

Feedback Compliments/Complaints

Nil

Compliance Issues

All items actioned

Staff Movements

Nil

Recruitment

Nil

Training and Development

Early Years Conference

Good News Story

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, first 5 forever aims to provide strong emergent literacy foundation and life long learning.

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 9am-2.30pm.

Operating Hours

8:00am – 5:00pm Monday to Thursday

8:00am – 12:15pm Friday

Monday-Wednesday 9am-2.30pm - Kindergarten Program

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

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 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 e.g. seahorse, whales, jellyfish and the rainbow fish.

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

Facility Break-ins which has cause damaged to the Centre

Feedback Compliments/Complaints

Nil

Compliance Issues

Nil

Staff Movements

Nil

Recruitment

Nil

Training and Development

Early Years Conference

Good News Story

- Lee-Ann Liddy attended her graduation on the greens at Deakin University Waurn Ponds Geelong along with Carmen Pearson. Both ladies have completed their Bachelor of Education – Early Childhood Qualifications.

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

Indigenous Knowledge Centre's membership for the month

- 4 new members
- Continuing to get new membership in June 2022 through school holidays, social media, posters.

Library resource currently on loan to community people

- 47 outstanding overdue loans
- 1 current loan for May 2022
-

Number of visitors to the centre during the month

- 70 visitors to the centre during the month of May 2022.
- 35 children attended First 5 Forever program.

Library materials purchased during the month

- 1x Apple iPad, case and glass protector for coordinator use (awaiting on delivery).
- IKC are continually reviewing new materials to purchase.

Current Activities

- Delivery of first 5 forever program
- Reviewing new materials
- The Hippy program, co-ordinator attends to the centre weekly to deliver their service to the community.
- Youth coming in and doing activities and using PC's available.
- Colouring-in
- iPad and PC use
- Deadly wallets will be starting next week 6/6/22 and will be attending here on Monday's & Friday's.

Good News for The Month

- Front Foyer in progress with trying find items to purchase and quotes.
- Trevor Bambie has started making artefacts for front foyer.

Incidents/Accidents

- Nil to report

Staff Movement

- Nil

Staff Training / HR Issues

- F5F Professional development (1 day)

Feedback Compliments/Complaints

- Kindy and Daycare children are enjoying F5F visits.
- Youth have been very respectful when coming into IKC.

Activities or Events attended

- Nil to report.

Additional Information

- Art & craft supplies been fully delivered
- New books arrived from Indigenous Literacy Foundation and have delivered a set each to Daycare & kindy
- New books from state library swap exchanged has arrived.
- In progress of organising school holiday activities.

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: 350
 - school holiday program
 - Assisting disengaged youth with obtaining relevant documentation that will assist them with gaining employment
- Youth Engagement Officer: 132
 - school holiday program
 - Interaction with sports activities

Training & Events/activities

School Holiday Program - Planning

- Obstacle Run
- IKC Craft Activities
- Basketball
- Touch Football
- Pool Activities

Participation Number's

During the month the Youth Employment Program worked closely with agencies Hope Vale and Cooktown to see what is available with employment and training. The YEP team has introduced event/activity sign in sheets to capture participation and attendance. This also assists with contact tracing within community when needed.

Future training/events/activities

- Mental Health First Aid training
- Career Expo
- Annual community calendar of events

Incidents/Accidents

Nil

Staff Movement

Education Support Officer is on leave for a period of 8 weeks

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 engagements conducted

Access Referral Form (ARF)

Nil

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.

2 Indigenous people employed in the delivery of the program

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.

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

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 – 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	602	725	438	616							
Hours Yard M'tce												
No. of Clients	32	32	32	32	32							
No. of Hours	70	88	124	42	27							
Domestic Assistance												
No. of Clients	11	11	11	11	11							
No. of Hours	49	45	52	27	27							
Individual Support												
No. of Clients	14	14	14	14	14							
No. of Hours	20	27	47	54	49							
Transport												
No. of Clients	25	25	25	25	25							
No. of Trip	148	233	412	234	343							
Hours Personal Care												
No. of Clients	34	1	1	1	1							
No. of Hours	10	25	10	8	8							
Hours Social Support												
No. of Clients	22	22	22	22	22							
No. of Hours	0	86.5	0	20	49							
Flexible Respite												
No. of Clients	1	1	1	1	1							
No. of Hours	0	0	0	0	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 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**
Fortnightly hamper delivery for clients are being well received. Hampers includes: Fruit, vegetables, meat, bread, egg and hand sanitiser
- **Complaints**
Nil

Staff Training / HR Issues

Nil

Update on Continuous Improvement Plan Actions/Self-Assessment

Still a working progress

Miscellaneous

Nil

Recruitment

CHSP Support Worker – Casual Pool

COVID 19 Up-date

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

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	Comment
No. of residents (total)	4	1 x Rt that is not funded therefore a boarder. Awaiting ACAT
No. of respite residents	Nil	
Residents on the waiting list	Nil	
Residents discharged / left the service	Nil	
Palliating residents	1	

Visitors to the Facility

- Electrician - Repair tripping switch in Administration Section
- Electricians – Fixing air conditioning units, repairing satellite connections
- Ecolab visited to check Dishwasher/ Washing Machines
- Airconditioning specialist conducted maintenance work on the air con in the Kitchen area
- Intercom system installed at the front entrance of the building

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
- Relieving Facility Manager/Registered Nurse took 3 male residents out for a picnic. The men loved it and thank you Kay for not only doing it but also in your own time.
- The school are looking forward to sending the band to play for the residents

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

Mandatory training

Mandatory training	Current	Overdue	Action Required
Orientation	Yes		
First Aid	Yes		
Manual Handling			Due in June
Fire Safety	Yes		
Infection control & outbreak preparedness	Yes		
SIRS	Yes		

HUMAN RESOURCE MANAGEMENT

- Staff changes over the past month

Staff	Staff No on roster	Number of resignations	Number of new staff
Total staff	20	Nil	2
Clinical staff	2	0	2
Personal care workers	14	Nil	0

- Staff compliance requirements

Reporting item	Completed	Overdue	Action required
Police checks	15	5	

Driver's licence	18	0	
Car insurance			
COVID vaccination	20	0	
Annual Fluvax	15	5	
Disability workers Screening Card		7	In progress
Performance appraisal	20	0	

Residential Aged Care Incidents

Incidents	Total No	Type of incidents			
		Employee	Equipment	SIRS	Other
Incidents in the reporting period	0	0	0	0	3 Medication 1 skin tear
Investigation completed with 5 days		N/A	N/A	N/A	

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 Contract

PCYC's current contract extended up until the 31st July 2022

Director of Social Services was notified by PCYC on the 13th June that this has occurred and will be confirming with the Sports and Recreation Department.

Current Status

Director of Social Services is putting arrangements into place for an interim period of 3 months to enable the ongoing operations of the Complex.

Council's new services will be relocated to operate from the complex and seeking too employ two sports and recreational officers.

During this interim period work will be undertaken for preparing an overall Sports and Recreational plan for the complex to enable Council to approach and source other possible funding opportunities.

Deborah Burke
Director of Social Services
13th June 2022