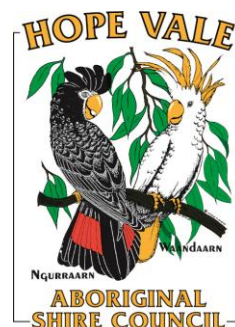


# Director Social Services

## COUNCIL REPORT

Meeting: 20<sup>th</sup> July 2022



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

- Far North Team - Department of Tourism, Innovation and Sport
- Aged Care: Ninti One support to Hope Vale

### 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 Renal 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 basis 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 Educator/Carer
- Commencement of the recruitment process for the position of Sports and Recreation Officer x 2

### Completed Actions/Submitted Reports

- IAS Performance report for Activity ID: 4-G19E2WO, Activity Title: IBM-2021-23- FNQ -Hope Vale Aboriginal Shire Council- Indigenous Radio Service – Submitted
- QKFS Data Collection Spreadsheet - Submitted
- NDIS Quarterly Report January – March 2022 - Submitted
- Kindy Uplift plan 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 your kindergarten to enhance the education program for children while also providing your teaching team with great opportunities for professional growth.

### 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						
Enrolments Kindergarten 2022	15	16	16	19	19	19						

<b>Residents Aged Care</b>	4	4	4	4	4	4						
<b>Youth Participants</b>	101	83	77	462	91	332						
<b>CHSP Clients</b>	41	41	41	41	41	41						
<b>Active NDIS participants</b>	23	23	22	22	22	22						
<b>IKC Clients</b>	55	34	35	45	45	45						
<b>Food Businesses with Food License's</b>	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). 22 children enrolled with some only attending part-time and sharing these places.

### Operating Hours

8:00am – 5:00pm - Monday to Thursday

8:00am – 3:00pm - Friday

- 29 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
- 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
- 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

**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 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.

Nola's Children participates with the First 5 Forever program on a weekly bases

### NAIDOC Program consist of the following activities:



- Cultural Language Session
- Damper baking
- Finger painting
- Rock painting
- NAIDOC Baby Show

### Incidents/Accidents

2 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 bases
- Ava Sydner resigned from her position as Educator/Carer

### Recruitment

Vanessa Ske appointed as casual Educator / Carer

### Training and Development

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

### 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 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

**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**

Nil

**Good News Story**

- Kindy Uplift plan 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 your kindergarten to enhance the education program for children while also providing your teaching team with great opportunities for professional growth.

**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**

- 0 new members
- 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**

- 42 outstanding overdue loans
- 6 current loans for June 2022

### **Number of visitors to the centre during the month**

- 186 visitors to the centre during the month of June 2022
- 35 children attended First 5 Forever program

### **Library materials purchased during the month**

- Nil

### **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, arts and crafts
- iPad and PC use
- Deadly wallets on the 06 June every Monday & Friday's

### **Good News for The Month**

- Kindergarten and Daycare children are enjoying F5F visits

### **Incidents/Accidents**

- Nil

### **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
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**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: 230
  - school holiday program
  - Assisting disengaged youth with obtaining relevant documentation that will assist them with gaining employment
- Youth Engagement Officer: 332
  - school holiday program
  - Interaction with sports activities

**Training & Events/activities**

School Holiday Program

- Obstacle Run
- IKC Craft Activities
- 3:3 on Basketball
- Touch Football Competition
- Pool Activities
- NAIDOC Activities
- Movie Night
- Disco Night

**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

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## 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

<b>Active Participants</b>	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

This position is currently vacant and is going through recruitment process

## Referrals

Nil

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## 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.

#### 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
<b>Meals Delivered</b>	594	602	725	438	616	720						
<b>Hours Yard M'tce</b>												
No. of Clients	32	32	32	32	32	32						
No. of Hours	70	88	124	42	27	40						
<b>Domestic Assistance</b>												
No. of Clients	11	11	11	11	11	11						
No. of Hours	49	45	52	27	24	8						
<b>Individual Support</b>												
No. of Clients	14	14	14	14	14	14						
No. of Hours	20	27	47	54	49	111						
<b>Transport</b>												
No. of Clients	25	25	25	25	25	25						
No. of Trip	148	233	412	234	343	571						
<b>Hours Personal Care</b>												
No. of Clients	34	1	1	1	1	1						
No. of Hours	10	25	10	8	8	8						
<b>Hours Social Support</b>												
No. of Clients	22	22	22	22	22	22						
No. of Hours	0	86.5	0	20	49	0						
<b>Flexible Respite</b>												
No. of Clients	1	1	1	1	1	0						
No. of Hours	0	0	0	0	0	0						

#### Visitors to the service

- Margaret Riley - Educator
- R.A.S.S Assessor
- Workplace Health and Safety Officer

#### 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**

Fortnightly hamper delivery for clients is being well received. Hampers includes fruit, vegetables, meat, bread, egg and hand sanitiser

- **Complaints**

That fortnightly hamper delivery for clients ceased due to end of funding

## Staff Training / HR Issues

- Hand Washing Training
- Manual Handling Training

## Update on Continuous Improvement Plan Actions/Self-Assessment

- Still a working progress

## Miscellaneous

- Nil

## Recruitment

- CHSP Support Worker

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## 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 on the waiting list	Nil
Residents discharged / left the service	Nil
Palliating residents	1

### Visitors to the Facility

1. Electrician - Repair tripping switch in Administration Section
2. Electricians – Fixing air conditioning units, repairing satellite connections
3. Ecolab visited to check Dishwasher/ Washing Machines
4. Airconditioning specialist conducted maintenance work on the air con in the Kitchen area
5. 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	Yes		15 conducted in the month of 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	18	2	In progress
Driver's licence	18	0	
Car insurance			
COVID vaccination	20	0	
Annual Fluvax	15	5	
Disability workers Screening Card	2	5	In progress
Performance appraisal	20	0	

### 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 31<sup>st</sup> July 2022

Director of Social Services was notified by PCYC on the 13<sup>th</sup> June 2022 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 to 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  
20<sup>th</sup> July 2022