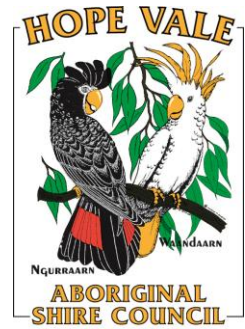


Director Social Services

COUNCIL REPORT

Meeting: 18th May 2022



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

- Regional Aged Care Project
- Childcare & Kindergarten Early Learning Uplift Program
- Nicole Leigh The Inclusion Support Program which aims to build the capacity and capability of educators to address participation barriers for all children through implementing quality inclusive practices
- NDIS (National Disability Insurance Scheme)
- Family Responsibility Commission
- Community Advisory Network
- Multipurpose Health Service Redevelopment
- Palliative Age Care Program

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
- Applying for funding in regards to notification received from Deputy Director-General – Sport and Recreation on 23 March regarding new Deadly Active Sport and Recreation Program. Currently at the stage of developing a Business Plan
- 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 NDIS Connector
- Commencement of the recruitment process for the position of Facility Manager/Registered Nurse
- Commencement of the recruitment process for the position of Educator

Accomplishments

- Commonwealth Home Support Programme (CHSP) COVID-19 Funding Hamper distribution to 53 CHSP clients in Community commenced was well received

Completed Actions/Submitted Reports

1. Community Child Care Fund Restricted (CCCFR) 2021-22 Compliance and Operations Report – Submitted
2. Queensland Community Support Services (QCSS)

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								
Enrolments Kindergarten 2022	15	16	16	19								
Residents Aged Care	4	4	4	4								
Youth Participants	101	83	77	462								
CHSP Clients	41	41	41	41								
Active NDIS participants	23	23	22	22								
IKC Clients	55	34	35	45								
Food Businesses with Food License's	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

8:00 – 15:00 - Friday

- 24 Children enrolled at Nola's Place
- 1 Vacancy in the 2–4-year-old room
- 3 Enrolments were ceased due to 42 days absent days
- 19 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. Numbers have dropped due to parents who have outstanding day-care fees and also Covid 19.
- 3 No 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

Creating a COVID safe environment

- Wearing of Mask
- Sanitizers on entrance to the facilities
- Cleaning and Wiping facilities before, during and after
- Testing is conducted Monday, Wednesday and Fridays to staff members
- Any staff or child who presents with any signs and symptoms are to be sent home

COVID- 19 Safe Activity

- Staying Safe during COVID-19 by encouraging children to wash their hands regularly
- Posters in regard to COVID-19 displayed

Activities or events the children and educators are working towards

- First 5 forever

Incidents/Accidents

5 incidents between children. Staffs are aware and will monitor them closely to ensure it doesn't continue

Feedback Compliments/Complaints

Nil

Compliance Issues

All items actioned

Staff Movements

Nil

Recruitment

Nil

Training and Development

3 staffs are enrolled in Certificate 111 in Children Services

Good News Story

2 of our staff has completed their Certificate 111 in Children Services. This has been a great achievement for the centre and community

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	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.

Creating a COVID safe environment

- Wearing of Mask
- Sanitizers on entrance to the facilities
- Cleaning and Wiping facilities before, during and after
- Testing is conducted Monday, Wednesday and Fridays to staff members
- Any staff or child who presents with any signs and symptoms are to be sent home

COVID- 19 Safe Activity

- Staying Safe during COVID-19 by encouraging children to wash their hands regularly
- Posters in regard to COVID-19 displayed

Activities or events the children and educators are working towards

- First 5 forever
- Pyjama’s Day
- Crazy Hair Day

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

- Lee-Ann Liddy attended her graduation on the greens at Deakin University Waurin 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

- 10 new members
- A membership drive was done through the April school holidays with youth that attended IKC
- Membership drive is continuing in May 2022 through social media, posters and radio announcements

Library resource currently on loan to community people

- 47 outstanding overdue loans
- 1 current loan for April

Number of visitors to the centre during the month

- 191 visitors to the centre during the month of April 2022.
- 19 children attended First 5 Forever program.

Library materials purchased during the month

- iPad power cord
- 1x Apple iPad, case and glass protector for coordinator use

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 and Easter activities throughout school holidays.

Good News for The Month

- Currently reviewing refurbishment of the front foyer area.

Incidents/Accidents

- Nil to report

Staff Movement

- Nil to report

Staff Training / HR Issues

- Nil to report

Feedback Compliments/Complaints

- Nil

Activities or Events attended

- Nil

Additional Information

- Art & craft supplies purchased but are still on back order
- Opening times and IKC rules are posted on doors of IKC and Facebook IKC page
- Activities are being planned to conduct on a regular bases at the Centre

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/Easter program
- Dept of Education – Return back to School Support

Youth Participation directly engaged with over the past month

- Education Support Officer: 462
 - school holiday program
 - Assisting disengaged youth with obtaining relevant documentation that will assist them with gaining employment
- Youth Engagement Officer: 153
 - school holiday program
 - Interaction with sports activities

Training & Events/activities

School Holiday Program

In the month of April the Youth Engagement Team supported the Easter school holiday Program. The program ran from the 4th – 14th April and the Program consisted of the following activities:

- Easter Breakfast
- Obstacle Run
- IKC Craft Activities
- Basketball
- Touch Football
- Pool Activities
- Easter Egg Hunt

Participation Number's

During the month of April the Youth Employment Program worked closely with agencies Hope Vale and Cooktown to see what is available with employment and training. The Education Support and Youth Worker worked together with Teneille PCYC, CDCC, Red Earth, Apunipima, Hope Vale Justice, Hope Vale school, Hope Vale police, Pama futures and Gungarde to have the school easter holiday program delivered. 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
- Careers Expo
- School holiday program
- Annual community calendar of events

Incidents/Accidents

Nil

Staff Movement

Nil

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

Youth Support Engagement / New's Story

The easter school holiday program ran from the 4th of April -11th April 2022 and it drew in approximately 200 young people. Throughout the 2-week program the YEP supported and was supported by PCYC, Cooktown district community centre, Hopevale IKC coordinator, Hopevale Justice and red earth. There were 3 major events that saw huge participation this included the touch football competition, family fun day pool party and the easter egg hunt. It was great to see the youth and community involvement with the easter holiday program.

Overall the easter school holiday program received positive reviews from community & services who wish to continue to work alongside the team in delivering such great programs for our youth & families. We would like to acknowledge and thank the Hope Vale PCYC, CDCC, IKC Coordinator, Red Earth & their participating schools for the ongoing supports in driving successful programs and continued assistance in youth engagement.

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	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

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 April were conducted

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
- 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 messages 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
- 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								
Hours Yard M'tce												
No. of Clients	32	32	32	32								
No. of Hours	70	88	124	42								
Domestic Assistance												
No. of Clients	11	11	11	11								
No. of Hours	49	45	52	27								
Individual Support												
No. of Clients	14	14	14	14								
No. of Hours	20	27	47	54								
Transport												
No. of Clients	25	25	25	25								
No. of Trip	148	233	412	234								
Hours Personal Care												
No. of Clients	34	1	1	1								
No. of Hours	10	25	10	8								
Hours Social Support												
No. of Clients	22	22	22	22								
No. of Hours	0	86.5	0	20								
Flexible Respite												
No. of Clients	1	1	1	1								
No. of Hours	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
- Gurneying of front entrance concrete to improve street visibility
- Yard Maintenance conducted with external supplier to trim back larger trees

Resident Numbers

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

Respite Client

- One respite admission has been accepted

Admission

- Two Applications for new admission
- One new application will commence full time residential care. Waiting on ACAT referral
- Two respite enquiries

Palliating residents - *Official guests, contractors, other – should be down with “Visitors to the facility*
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

1. Electrician to repair tripping switch in Administration Section
2. Electricians – Fixing air conditioning units, repairing satellite connections
3. Ecolab visited to check Dishwasher/ Washing Machines
4. Air Con specialist conducting maintenance work on the air con in the Kitchen area

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*

- Serious Incident Response Scheme
- Dignity and Confidentiality Policy read and signed by all staff
- Covid Response Plan

Incidents

Nil

Miscellaneous

Nil

Deborah Burke
Director of Social Services
16th May 2022