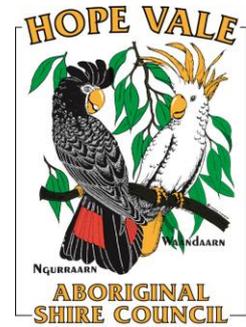


Director Social Services

COUNCIL REPORT

Meeting: 16th March 2022

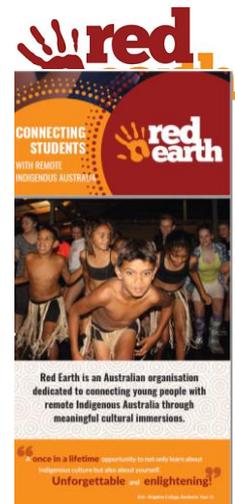


Meetings/Events Attended by Social Services Team for the Month of January

- Residential Aged Care Webinar Meeting: Australian Defence Force support to residential aged care. In response to these shortages of staff available the ADF are available to provide support to services experiencing an outbreak. Small clinical teams will also be available deployed into services identified at most need by the Department of Health.
- Hope Vale Youth Network Meeting
- Red Earth Meeting: Connecting Students with Remote Indigenous Australia Program

Current Activities

- Reviewing – 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
- Quality Improvement Plan for Nola's Place
- Quality Improvement plan for George Bowen Memorial Kindergarten
- On-going Toolbox Meetings – Daily/Fortnightly/Monthly



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

Accomplishments

- Deep cleaning for both Daycare and Kindergarten was conducted
- Commonwealth Home Support Programme (CHSP) COVID-19 Funding Hamper distribution to 53 CHSP clients in Community commenced was well received
- COVID-19 Readiness Family Plan as raised by Torres and Cape Hospital and Health Service (TCHHS)
- COVID-19 ready kit kindly provided by the Department of Communities and distributed to Community

Completed Actions/Submitted Reports

- Indigenous Employment Initiative (IEI) Performance Report - Reporting Period: July-Dec 2021. Submitted
- Forecast Data for Queensland Kindergarten Funding Scheme (QKFS) Enrolment Semester 1 2022 – George Bowen Memorial Kindergarten - Reporting Period: Dec-February 2022. Submitted
- George Bowen Memorial Kindergarten – Reporting Period: Jan-Dec 2021 Financial and Service Progress Reports 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										
Enrolments Kindergarten 2022	15	16										
Residents Aged Care	4	4										
Youth Participants	101	83										
CHSP Clients	41	41										
Active NDIS participants	23	23										
IKC Clients	55	34										
Food Businesses with Food License's	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

- 22 Children enrolled at Nola's Place
- 7 Vacancy in the 2–4-year-old room
- 0 Enrolments were ceased due to 42 days absent days
- 15 Children attended in the reporting month – Number of participants has dropped due to COVID-19
- 11 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed
- 2 No referrals made this month

Programs/Standard for the Month

National Quality Standards

Guided by the National Quality Standard Quality Area 3 – Physical environment. The Team at George Bowen Memorial Kindergarten for the month February focused on the Quality Area 3 Standard.

National Quality Standard Quality Area 3 – Physical environment consist of the below descriptors:

QA3	Concept	Descriptor
3.1	Design	The design of the facilities is appropriate for the operation of a service
3.1.1	Fit for purpose	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose including supporting the access of every child
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.
3.2	Use	The service environment is inclusive, promotes competence and supports exploration and play-based learning.
3.2.1	Inclusive environment	Outdoor and indoor spaces are organised and adapted to support every child's participating and to engage every child in quality experiences in both built and natural environment
3.2.2	Resources support play based learning	Resources, materials and equipment allow for multiple uses, are sufficient in number, and enable every child to engage in play based learning
3.2.3	Environmentally Responsible	The services cares for the environment and supports children to become environmentally responsible.

3.1.1 Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose including supporting the access of every child

The Team took a moment to consider the type of environments that we as Individuals would like to live in or work in. These may look different to different people, however we all would like the environments we engage with to be welcoming, inviting and safe.

While we are often constrained by the physical design of the building or spaces, it is what we place in these environments and how we use them that influences how we feel.

The team reflected on the type of environment we would like to work in. Does it look similar to the type of environment we would like to live in? It may look different physically, but we do believe it should have the same 'feel'? It is welcoming and inviting.

What does a quality physical environment look like? A quality environment may mean different things to all those involved in Kindergarten. However the Quality physical environments are critical to:

- contributing to children's wellbeing, creativity and developing independence
- providing a diverse range of experiences that promote children's learning and development
- keeping children safe
- providing children with the opportunity to challenge themselves and to take safe risks.

3.1.2 Premises, furniture and equipment are safe, clean and well maintained

Deep Cleaning Services provided both internally and externally

Educators conduct through cleaning through the day

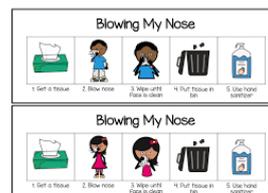
Chores Includes:

- Wipe down all bench-tops, tables and desks and sanitise/disinfect.
- Damp wipe and disinfect bins inside and out.
- Damp wipe entrance metal and fingerprints on all entrance glass doors and glass surrounds.
- Remove fingerprints and marks from around all light switches and disinfect.
- Clean telephones, disinfect/sanitise all handsets.
- Wipe down Hand Towel and Soap dispensers/Automatic Hand
- Wipe down door handles / door pulls, door frames, entrance glass, door faces and sanitise/disinfect.
- Wipe down external surfaces of microwaves, fridges, cupboard doors in kitchens & tearooms and sanitise/disinfect.
- Disinfect all bathroom; surfaces, toilets, urinals, sinks, floors, mirrors, corners, doors, door handles, dispensers, walls, ledges.

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 Daycare

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



2- 4 years program

Feelings – Identifying Emotions –

Colours – Recognising and Naming colours



Children and illness during COVID-19

Early Childhood Education and Care services

Everyone who gets COVID-19 will experience it differently. Most children with COVID-19 experience mild illness. The health and safety of children and staff remains a priority.

Experiencing any of these symptoms? Get tested.



Keeping your child and other kids healthy

If a child has any symptoms of COVID-19, they need to get tested.

Stay home when sick

If a child returns a negative COVID-19 test, children should still stay home until they are well.

Parents need to follow the Queensland Health recommended exclusion periods for contagious conditions. Children should not attend Early Childhood Education and Care settings if they are unwell, have a contagious condition or are showing any other symptoms.

Children with COVID-19

If a child tests positive for COVID-19, they will be required to isolate at home and cannot attend a service while isolating. More information on isolation is available.

Children who are close contacts

If a member of a child's household tests positive for COVID-19, the child will be required to quarantine as a close contact and cannot attend a service while in quarantine. More information on quarantine is available.

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 regards to COVID-19 displayed

Activities or events the children and educators are working towards

- First 5 forever
- Easter Activities
- Valentine's day



Incidents/Accidents

Nil

Feedback Compliments/Complaints

Nil

Compliance Issues

All items actioned

Staff Movements

Nil

Recruitment

Nil

Training and Development

Nil

Good News Story

COVID preparation and children getting into a regular routine and programs are being implemented at Kindergarten

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

8:00 – 12:15pm Friday

Monday-Wednesday 9am-2.30pm - Kindergarten Program

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

Programs/Standard for the Month

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Educators conduct through cleaning through the day

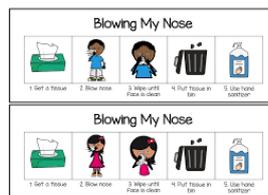
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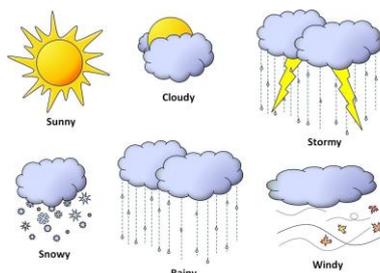
Programs/Themes for the month

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



Weather Forecast – Types of weather - Sunny, Rainy, Overcast and Cloudy.



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

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Activities or events the children and educators are working towards

- First 5 forever
- Easter Activities
- Valentine's day

Incidents/Accidents

Nil

Feedback Compliments/Complaints

Nil

Compliance Issues

All items actioned

Staff Movements

Resignation of Kindergarten Assistant Teacher

Children and illness during COVID-19

Early Childhood Education and Care services

Everyone who gets COVID-19 will experience it differently. Most children with COVID-19 experience mild illness. The health and safety of children and staff remains a priority.

Experiencing any of these symptoms? Get tested.



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Children who are close contacts

If a member of a child's household tests positive for COVID-19, the child will be required to quarantine as a close contact and cannot attend a service while in quarantine. More information on quarantine is available.



Recruitment

Nil

Training and Development

Nil

Good News Story

COVID preparation and children getting into a regular routine and programs are being implemented at Kindergarten

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

8:00am – 3:00pm

Monday to Thursday

Indigenous Knowledge Centre's membership for the month

- Zero new members
A membership drive is scheduled for March 2022 through social media, posters & radio announcements

Library resource currently on loan to community people

- No resources on loan to community

Number of visitors to the centre during the month

- 30 visitors to the centre

Library materials purchased during the month

- 0 materials purchased – However IKC is reviewing new materials to purchase

Current Activities

- IKC building had deep cleaning and re-arrangement of furniture has occurred
- Daily Art & Craft delivered by the Youth Engagement Team were held in the IKC from 9am-12pm
- Preparing & Implementing changes due to COVID-19
- Reviewing new materials
- Planning for the delivery of first 5 forever program

Good News for The Month

- First 5 forever program commenced with both Kindergarten and Daycare children participating in at the IKC Building

Incidents/Accidents

Nil

Staff Movement

Nil

Staff Training / HR Issues

Nil

Feedback Compliments/Complaints

Nil

Activities or Events attended

Nil

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

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

- PCYC - School Holiday program/Easter program
- Dep of Education – Return back to School Support

Youth Participation

COVID 19 limited group activities in month of February. The team has commenced and reviewed planning for the next couple of months.

Incidents/Accidents

Nil

Staff Movement

Nil

Staff Training / HR Issues

- Nil

Feedback Compliments/Complaints

- Nil

Service Provision / Community Interagency Networking

- The YEP supported 6 families in preparing their children for high school (paperwork, documentation),
 - Cooktown State High school
 - Holy spirit college Cooktown
 - AFL houseboys
 - AFL house- girls
 - Concordia college
- The YEP Supported 3 families with Family Responsibilities Commission (FRC) outcomes etc education plans, behaviour management

Referrals made to service providers in Hope Vale

- Nil

Youth support engagement that has engaged with through sport & recreational activities

The youth support officer works alongside the Police-Citizens Youth Clubs (PCYC) staff to support and encourage youth to participate in sporting events such as indoor soccer, basketball, volleyball.

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

Department: Disabilities

Home / Community engagements, coordinating participants engagements and service provider appointments were conducted in the month of February.

The Occupational Therapist (OT) from On Country OT revisited community on the 15th of February and delivered eight successful Functional Capacity Assessments (FCA) over a three-day period. The OT will return mid-March to complete a further three FCA.

Wellness Embodied visited community twice this month and delivered nine physio sessions.

The Local Area Coordinator (LAC) from ITEC Health has actively engaged NDIS Connector and service provider visits to community with two to four community visits weekly.

Report Requirements:

1. Monthly Council Report
2. NDIS Monthly Check In
3. NDIS Monthly Work Plan
4. NDIS Quarterly Report

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 whom is living out of community and receiving support coordination from Cairns.

Service Provider Meetings 4

- My Pathway
- On Country OT
- ITEC Health
- Thurrpil Justice

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 February were conducted

Successful Participants Engagement

- There were 27 Community engagements and appointment coordination conducted by remote community connector

Non-participant Interactions

- There were seven Interactions were among Family members of potential participants

Unsuccessful Participant Engagement

- There were four unsuccessful engagements participants not home or out of community

Access Referral Form (ARF) 0

Referrals 0

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
- Police Show – 45 mins
- Aged Care – 10 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
- 27 messages broadcasted
- 28 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

Good News Story for the month

- Installation of lights to be installed on the outside of the building this will then make the Radio Station building complete.

Please include all improvements to the centre on what measures are being undertaken to ensure maximum coverage is being delivered that captures all services

- Outdoor entrance is currently under construction to beautify the building

Incidents

- Nil

Miscellaneous

- Senior Radio Host has directly engaged all service managers in requesting more content to air which will keep community better informed.
- COVID Messaged for Aboriginal and Torres Strait Islander people
<https://www.health.gov.au/resources/collections/coronavirus-covid-19-resources-for-aboriginal-and-torres-strait-islander-people-and-remote-communities#social-media>

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										
Hours Yard M'tce												
No. of Clients	32	32										
No. of Hours	70	88										
Domestic Assistance												
No. of Clients	11	11										
No. of Hours	49	45										
Individual Support												
No. of Clients	14	14										
No. of Hours	20	27										
Transport												
No. of Clients	25	25										
No. of Trip	148	233										
Hours Personal Care												
No. of Clients	34	1										
No. of Hours	10	25										
Hours Social Support												
No. of Clients	22	22										
No. of Hours	0	86.5										
Flexible Respite												
No. of Clients	1	1										
No. of Hours	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

Good News Story for Month

Masks are being made by CHSP staff members for Clients

COVID 19 Up-date

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

Aged Care Hostel

The Aged Care Hostel went into Lockdown on the 5th January due to COVID-19 being active in the Community. Rapid testing are being conducted for Staff on Monday, Wednesday and Friday's by the Manager/RN at Aged Care.

Contractors are also required to be tested prior to entry into the facility.

RATs prior to commencement of duty every day

COVID-19 Booster Rollout has been conducted to both residents and staff -

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

- **Intercom System** – Facility Manager is in the process of sourcing 3 quotes for a security intercom, this will ensure that the Facility can improve the screening process for the people who enters the facility. The consideration of this service improvement was derived from feedback from the Aged Care Quality and Safety Commission (ACQSC)
- **Refurbishment** – Facility Manager is currently sourcing local contractors to complete some minor refurbishments in the Aged Care. Refurbishment and Painting has commenced in Block A

Resident Numbers

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

Respite Client

- One respite admission has been accepted
- Two Regular respite clients per month

Admission

- Two Applications for new admission
- One new application will commence full time residential care
- One respite admission has been accepted

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

- Three Contractors

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*

- No Community Engagement is permissible due to lockdown.

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

1. One Carer has conducted her studies in Enrolled Endorsed Nurse Course – correct title “Diploma of Nursing”
2. Two staff have enrolled in Certificate III in Individual Support (Ageing)

Incidents

- HVAC vehicle involved in an accident. 1 car only involved. Incident report received

Miscellaneous

- **COVID Response Plan:** Updated and to be tested as a drill on site in readiness in case of an outbreak

Deborah Burke

Director of Social Services

15th March 2022