



Summary

Meetings/Events Attended by Social Services Team to September 30th, 2021

Current Activities.

- Review of Continuous Improvement plan & QIP – Nola's Place Childcare Centre & George Bowen Memorial Kindergarten
- Development of Policy and Process for Transportation of children at Kindergarten and Childcare including: QLD transport, Licensing & Vehicle requirements – Vehicle has been modified to meet compliance needs and appropriate child restraints acquired. Policy Develop Draft completed review required – Being finalized(Delayed)
- Recruitment for the following positions is underway
 - IKC – Currently is being advertised
- Nola's Childcare Centre Policies complete ready for endorsement

Other Actions in Progress

- Facilities Maintenance – Works orders and register are updated fortnightly to ensure the continuity of all compliance issues at all services
- CHSP policies being customised to our service
- Aged Care Policies are in review and being customised to our service
- Review of Quality Improvement Plan for Aged Care
- Information Systems update throughout Social Service Department
- New RCC Contract discussions with NDIS
- IKC Foyer Refurbishment

Completed Actions/Submitted Report

Social Services = Statistical Information

Activity	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
Enrolments Nola's Place	42	38									
Enrolments Kindy	18	18									
Residents at Aged Care	5	4									
Identified disengaged youth	102	102									
CHSP Clients	44										
Active NDIS participants	19	14									
IKC Members	70	53									
Food Businesses with Food License's	4	4									

Nola' Place Child Care Centre

- 38 Children enrolled at Nola's Place
- 4 Enrolments were seized due to 42 days absent days
- 35 Children attended in the reporting month
- 14 Day care kids are enrolled to attend kindy from 09:00-2:30pm Mon-Wed.
- 2 New referrals made to Qld health speech pathology. Support is also provided to parents with referrals

Programs and Activities

Numeracy is being a big part this month with counting 10-20, with activities and games set up for children to infinity numbers.

Feedback and Complaint

Parent or Carer Feedback

(Maybe include on sign out sheet an anonymous survey of how happy the parent/carers are with the service) Survey available to parents/carers but not being utilised, parents also give face to face feedbacks and concerns.

Compliance Issues

Outdoor tables which have been sanded down and painted and awaiting on arrival.

Incidents

2 incidents between 2 children

Staff are aware and will monitor them closely to ensure it doesn't continue.

Staff Movements

Group Leader Gemma Kerr is currently on Maternity Leave. Lillian Sands has been appointed to the Maternity Leave coverage.

No other movements at Nola's Centre.

Recruitment

No current vacant positions

Training and Development

- Certificate III Children Services - 4 staff members are enrolled
- Diploma Children Services - 2 staff members enrolled

All Staff - First Aid / CPR Training 13th October

Managers - Manage People Performance Course 19th and 20th October

Good News Story

1 staff is at the end of her studies she has one block left and will have her Certificate in Children services, this has been a great achievement for her and the centre.

Aged Care Hostel

Current Resident Members 4

Respite 1

Schenelle Darkan

Schenelle had a week's respite at Aged Care Date. Schenelle has enjoyed being home again even it was for a short period of time.

The Aged Care Hostel occupancy remains low. We are trying to reach out to community members for additional residents, if anyone knows of people who are a possibility for admission, please let me know.

The Aged Care Hostel has received new, these have been mounted into the resident's rooms and the residents are happy with the new mattress.

Covid Update

All of our staff are 100% vaccinated and all of our residents.

New staff members will need to be vaccinated prior to gaining employment at the Aged Care.

Incidents/Accidents

1. Medication = 0
2. Pressure Areas = 0
3. Missing Resident: 0
4. Infections = 0

Feedback Compliments/Complaints

1. Complaints = 0
2. Compliments = 2

Staff Training/HR Issues

No issues

Programs and Activities

Bingo

Bingo Scheduled for next month, we are looking for sponsors for prizes or donations.

Therapy Room

To date we have raised \$2,500 towards the development of a therapy room for the residents.

Vegetable Garden

The new vegetable garden has commenced out the back of Aged Care, residents are excited to participate in a new garden for the home.

Painting

William James loves to paint and was seen painting the seats of the entrance last week.

Compliance Issues

Nil

Good News Story

Tianna Allum and Laken Pearson have just enrolled into their Diploma of Nursing.

Staff Movements

Nil

Recruitment

Nil

Training and Development

National Aged Care – Funding Reforms



George Bowen Memorial Kindergarten

18 Children enrolled in the educational program
4 Children's enrolment has ceased.
15 hrs per week Children attendance at the Kindy
2 Funded positions
6 referrals have been made to Speech Therapist

Kindergarten or Pre-Prep Enrolments – Have there been any progress made to transition into Prep for 2022 That is done in the Term 4

Kindergarten or Pre-Prep Enrolments – are there any enrolments from the day-care over to Kindy for 2022

Enrolments were given to Parents. Additionally, it will be advertised on Council platform & flyers for enrolment for Kindy 2022. Final figure will not be known until late Term 4

Incidents/Accidents

Nil

Feedback Compliments/Complaints

Parent or Carer Feedback. Eg. *80% of parents or carers whose children attend the service agree the service has improved their child's language skills, social skills, confidence, health and/or learning outcomes* Several Parents have expressed how having their child in an early childhood setting has taught them a lot. They have learnt a lot and have a lot of new words but also know the meaning to of words.

Staff Training / HR Issues

Nil

Compliance Issues

Surveillance Camera installed.
Sensor lights
Office Air-condition repaired.

Undercover area has crusher dust on the ground, this hurts the children's feet and legs.

Staff Movements

Nil

Recruitment

Nil

Training and Development

Nil

Programs and Activities

Gardening and how our body works were some of the topics we touched on. Which animals lay eggs this topic came about when a story was read about chickens.

Good News Story for the month

Children have been learning about gardening. Mr Brian Liddy helped make the garden beds and put the mulch in the beds now we have our very own veggie garden patch. Children have also planted numerous fruit trees including mandarin, lemon, passionfruit and black berry.

The children have become very involved in nurturing the veggies and fruit trees. At group time, morning tea and lunch times we talk a lot about healthy eating and how it is important to our body. We also talk about the good and bad foods.



Indigenous Knowledge Centre

0 New members
53 Number of visitors to the centre during the month
1 F5F Sessions @ IKC
10 kids
2 Teachers

Good News For The Month

IKC Foyer area has been completed

Recruitment

IKC Coordinator recruitment Advertised 27/09 Closed 8/10

Incidents/Accidents

Nil

Staff Movement

IKC Coordinator resigned 17/09

Staff Training / HR Issues

Nil

Feedback Compliments/Complaints

Nil

Youth Engagement Program

53 Youth engaged
102 Youth Participation
18 percentage of youth that Youth support engagement that have engaged with through sport & recreational activities
10% Home visits/individual client engagement

Youth Events Hosted:

- Careers expo
- Youth Disco
- Family Barra comp
- Youth Movie Night

Youth Network Meetings:

- Youth camp
- Halloween night
- Year 12 day – ready for work
- Christmas School holiday program

Incidents/complaints

Nil

Youth Engagement Program have been working alongside FRC to support 5 families with conferencing on education attendance. (Education support assisting with enrolments forms for (list) schools and are providing ongoing support towards local service providers in community such as;

- PCYC
- Apunipima
- My Pathways
- FRC
- Hope Vale campus
- Cooktown SHS
- DATSIP
- Transition support

- OHUB/Pama futures
- Red Earth- Youth
- Hopevale Justice
- Cooktown district community centre
- Gungarde
- Hopevale police

NDIS Connector

Department: Disabilities.

Throughout the month of September home visits have been somewhat challenging, it was difficult to touch base with participants and carers, although with much determination, service provider meetings went head with those who could be located.

I met with Kylie Mason from Itec Health on the first and second week of the month to go through Service Agreements. Introductions were made between service provider and participants. The last two weeks of the month Kylie and I corresponded via phone and email regarding participant updates and supports.

Donna Turnbull a Psychologist from Psychserenity visited the Hopevale on the 7th and 24th of September. Donna and I were successful with meeting 2 of 5 referrals that was made by Itec Health. Donna will be back in community on the 22nd of October with hopes to touch base with all 5 participants.

With very short notice, a Physiotherapist from Wellness Embodied did their typical visit to community. Having only met 1 of 3 participants.

Dora and Trevor Gibson are on week 5 with their Culture Program.

Overall, September has been steady going.

Programs and Activities

Active Participants	134	participants with Centacare
	10	participants with ITEC Health
	17	Successful Participants Engagement
	31	Non-participants Interactions
	15	Unsuccessful Participant Engagement
	0	Access Referral Form (ARF)
	3	Referrals

14 participants actively engaging in community.

3 inactive participants from Hopevale that are living out of community and receiving support coordination from Cairns.

Service Provider Meetings 12

- Psychologist
- Mypathway
- Southern Cross
- Physiotherapist

Non-service Provider Meetings 3

- Apunipima Staff
- Telstra
- Department of Community Housing

Indigenous Radio Station

2 indigenous people employed at the Radio Station

19 government messages produced

24 messages broadcast

28 community messages produce and broadcast.

Programs/Activities

Shows/programs are airing that meet align with HVASC Project Agreement terms & conditions

- Youth Show

- Talk black
- NIRS News
- Community show

No services had volunteers to do a program.
 School doing a 30-minute program
 Police will resume after school holidays

The audience increase with the two night of country music on the National Indigenous Radio Service, the Youth show with new music, the community show on local issues

- Live broadcasting via the National Indigenous Radio Service of national,
- local current affairs
- Nation and local current affairs 1 hours per day and 5 hours per week,
- National News 12 hours per day and 60 hours per week.
- Community services announcement 96 per day and 528 per week,
- Youth show 2 hours per day 8 hours per week,
- Community shows 30 mins per day 150 mins per week

Broadcasting school announcements, job vacancies, community meetings and events (career day), weather, competitions, guest speakers, council announcements, health programs. Community also gives feedback

Good News Story for the month

We have a new veranda it still needs the roof can't wait for everything to be finish

Commonwealth Home Support Program (CHSP)

CHSP Staff deliver services to:

- CHSP Clients – 46
- NDIS Client – 4
- Queensland Community Care Clients - 2

Programs and Activities

Activity	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
Meals Delivered	519	571									
Hours Yard M'tce	62	38									
Domestic Assistance	94	50									
Individual Support	68	42									
Transport	189	138									
Hours Personal Care	19	17									
Hours Social Support	33	269									
Flexible Respite	0	0									

COVID 19 Up-date

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