



**Kathy, Holly, Lily, Molly, Helen and Matilda enjoying their day at the Billabong Sanctuary during the school holidays.**

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**Matthew picking up his Webster-Pak with the help of Cassie Dennis at Burdekin Plaza Pharmacy**

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for people with a disability, their families and carers.

The NDIS has well and truly started rolling out in the Burdekin. Many participants are having existing and new supports to help pursue their goals and aspirations and participate in daily life.

We are seeing a lot of participants being able to access their community. This will help to improve inclusion of people with disability and build awareness of disability.

For more information you can phone:

1800 800 110 or visit the website: [www.ndis.gov.au](http://www.ndis.gov.au)

## HEAR THIS—WE ROCK! PCYC DISCO

The HEAR THIS—WE ROCK! Disco was held on Friday 10th February 2017 at the Burdekin PCYC.

People from the Burdekin School, Endeavour Foundation and Flexi Queensland were all invited to come along for a dance.

This disco was a special occasion with everyone helping Ross Gambino celebrate his 18th Birthday—Happy Birthday Ross :)

A big thank you to Sharon Gambino and Andrew Sherrington at the Burdekin PCYC for making this night happen. Everybody enjoys attending the discos!



**Nicole, Brittany and Belinda at the PCYC Disco**

# HI-FIVE AWARD



Flexi Queensland has started a peer-to-peer acknowledgement Hi-Five Award.

This is to recognise the great work and achievements by all Flexi team members.

Any staff can nominate any other member of the Flexi staff by emailing the nomination to Admin – admin@flexiqld.com.

The Admin team will remove the identifying information of the nominator and send out the nomination to all Flexi staff and Board members.

All nominations submitted in that month will be put in a hat and a successful nomination will be drawn to receive the Hi-Five Award for the month along with a Delta Cinema movie ticket and Candy Bar Voucher.

The Hi-Five Awardee's photo and their nomination will be displayed in reception at the Ross Street Office.

Rosalie Kelly's name was drawn for the award for March. Rosalie has been nominated for: "their diligence, hard working nature and attention to detail handling any finance issue big or small."

Well done Rosalie! :)



**Sue handing Rosalie her certificate for the Hi-Five Award**

**Flexi  
Queensland**



## *Hi-Five Award*

*Rosalie Kelly*

nominated for

*their diligence, hard working nature and attention to detail handling any finance issue big or small*

March 2017



# IMPORTANT EVENT INFO

## *Companion Cards*

If you have a disability and a lifelong need for 'attendant care support' in order to participate in community activities and attend venues, the Companion Card can help you with the costs of getting out and about with the support of a companion.

Companion Card holders receive a second 'companion' ticket at no charge at participating venues and on public transport. The 'companion' ticket is also exempt from booking fees.

A companion is any person who accompanies a cardholder and provides attendant care support. The cardholder's chosen companion may be a paid or unpaid assistant or carer, family member, friend or partner.

The Companion Card is not income or asset tested. To be eligible for the card, you must:

- Be a lawful Australian resident, living in Queensland
- Have a disability
- Because of the impact of the disability, be unable to participate at most community venues or activities without attendant care support
- Need, or be likely to need, lifelong attendant care support.

For more information please visit: [www.qld.gov.au/disability/out-and-about/companion-card/](http://www.qld.gov.au/disability/out-and-about/companion-card/)

Or pick up a Companion Card Application from the Flexi Qld office today.

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# SPEECH THERAPY

## **Flexi Speech Therapy Service – An Update**

The Flexi Speech Therapy Service has been running at the Therapy and Activity Centre since late December 2016. With the roll out of many NDIS plans at this time, the service became busy very quickly! Our Speech Pathologist Stephanie is currently working with people from age 5 to 35 to improve their communication in the areas of speech, language and social skills. Stephanie is offering individual sessions, as well as group social skills sessions at this time. We've enjoyed developing new and exciting ways to deliver the service to best suit the users.

Stephanie has undertaken many professional development courses this year specifically relating to Augmentative Communication and its benefits for both communication and speech development. We'll follow Stephanie as she travels to Melbourne in May to attend the AGOSCI conference to learn more about how to support people with complex communication needs.

Stephanie has commented that it has been wonderful to work with families and clients to create goals for their communication, and to see the amazing gains that have already been made. With the support of Lifestyle Facilitators in many of the

sessions, the service users continue to develop their skills once they leave the clinic room.

If you or someone you know is interested in accessing the speech therapy service through NDIS, please contact the Flexi Queensland office on 4783 5866.



*Many Thanks,*

**Stephanie Gianni**

**Speech Pathologist & NDIS Support**



**AGOSCI 13th  
Biennial Conference**

17-20 May 2017

The Grand Hyatt, Melbourne, VIC Australia



# UPDATE FROM THE CEO

I would like to take this opportunity to welcome the new Service Users and their families who have joined Flexi Queensland following the receipt of their first NDIS plan and funding. Many of these Service Users are receiving funding for support services for the very first time, and are embracing their support with Flexi by actively participating in new activities to achieve their personal goals, meeting new friends and having fun.

## **Tropical Cyclone Debbie**

The Burdekin Shire was very fortunate with the southward movement of Tropical Cyclone Debbie before she crossed the coast. Our thoughts were with Service Users and/or their families who were affected by TC Debbie including our friends at Bowen Flexi Care - they planned to come to visit around that time but had to postpone to later in the year. It was a good opportunity to put into practice Flexi's processes for preparedness and operations during cyclones and we have many continuous improvements to consider for future events. The main issue faced was how to most effectively advise all our Service Users/families of the office closure and cancellation of services due to the passing of the cyclone and staffing safety issues. If you have feedback on what Flexi needs to improve in the event of a cyclone please contact the office and share with a member of the Centre Team.

## **NDIS Transition Update**

The four months since the last newsletter have continued to be a very busy time at Flexi Queensland as the rollout of NDIS continues in our area. At this time Flexi only has a few Service Users waiting to transition across to NDIS. For residents of the Burdekin with a disability, this transition has provided many opportunities to access increased hours of support and the ability to purchase greatly needed therapy services and assistive technology.

With an increase in requests for additional services under NDIS by our existing Service

Users, Flexi has had to implement a short waitlist for new Service Users. It is a hard decision to have a waitlist as everyone needs support services as soon as possible, but this decision by the Board of Directors' and myself reflects Flexi's strategic commitment to meet the needs of existing Service Users first and foremost, whilst being able to continue to maintain a high standard of supports everyone is accustomed to. I appreciate the patience from Service Users and families as we strive to increase the number of supports across all our Service Users over the last six months.

Flexi Queensland is finally catching up on the Service Agreement paperwork side of the NDIS transition which has put significant pressure on the Centre Team with increased workloads in addition to the day to day operations. Our focus now is to refine our processes to be able to make NDIS payment requests on a regular basis. Over the next month Centre Team will be working hard to put through NDIS payment requests against Service Users NDIS funds. To do this we will be contacting families to sign off against the supports that have been provided to date under NDIS. Once this is done Flexi can then lodge the claim through the Provider Portal. You will see these payments made against your funding through the budget section of your online NDIS Participant Portal.

## **New Lifestyle Facilitators**

NDIS has not only brought new Service Users and their families to join with the Flexi community, there has been the need to recruit new Lifestyle Facilitators to be able to deliver on all the extra support hours requested by Service Users and their families. Since the December newsletter Flexi has appointed a further 15 people to the team: Maria Cason, Melanie Crank, Margaret Doolah, Jacinda Goddard, Kerrie Isaacs, Brett Matthews, Julia McDonnell, Angela McGregor, Amanda Mooney, Steven Myles, Sue Stace, Sharon Sutherland, Lachlin Smith, Narelle Timm and Aicey Zaro. These latest recruits come with a range of personal skills and interests to assist

Service Users to meet their individual goals. I thank you all for welcoming these new Lifestyle Facilitators to the team and assisting them to settle into their role with Flexi Queensland.

### **New Flexi Service – Psychology**

I am happy to announce that Flexi Queensland has been able to extend its NDIS registration for therapy services to include a psychologist. Flexi Queensland is currently finalising the engagement of a highly experienced psychologist who will commence individual sessions at the Therapy and Activity Centre early June if not before. This is another example of the great opportunities that have come with the rollout of NDIS.

### **Human Service Quality Standards Accreditation Audit**

IHCA our third party auditors have advised they will be conducting Flexi Queensland's maintenance accreditation audit on Wednesday 21 June 2017. As always this will involve the Board of Directors, Centre Team, Lifestyle Facilitators and Service Users and their families. Flexi will be contacting families to consent to be involved in this process and I

encourage you to take this opportunity as it is important that you share your experience of working with the team at Flexi Queensland. The auditors will select the Service Users they wish to speak with, whilst other Service Users will have their files and paperwork held at the office reviewed to ensure Flexi's processes meet the requirements of the six Human Services Standards.

I thank you all for your ongoing support as we navigate the NDIS transition together along with the many ups and the downs that come with this significant change in the disability support services sector. If you have any questions or queries about the supports Flexi Queensland delivers, I encourage you to contact myself or one of the Centre Team so that you can receive assistance as soon as possible.



## **EVENTS AND ACTIVITIES**

### **April**

**Friday 28th April**

NQ Cowboys vs Eels

### **May**

**Saturday 20th May**

Nitro Circus

### **June**

**Saturday 3rd June**

NQ Cowboys vs Titans

**Saturday 10th June**

Lee Kernaghan

**Saturday 24th June**

NQ Cowboys vs Panthers

**In 2017, Monday Madness Activities and Wacky Wednesday Bowling will start at 10:15am. Please ensure you discuss with your DSF around changing access times to suit the activities.**

**Expression of Interest flyers can be collected from the Flexi Office or the Therapy & Activity Centre**

# FLEXI RESPITE



**John and Pete playing some tunes with Aicey's help**

Flexi Queensland's respite units at the Therapy & Activity Centre have been occupied by many different Service Users since October 2016.

We have had people from the ages of 7—36 have sleepovers in either of the two units on Chippendale Street.



**Pete practising for the Canefield Ashes while in respite**

Thanks to their NDIS funding, Service Users are able to have some time away

from home and experience some independent living skills.

Many Service Users have also had the opportunity to catch up with friends while in respite and travelled around the community.



**John met Paul Burt at Alva Beach**

Flexi Queensland would like to say thank you to Charmaine Keyse for always having the units clean and ready for the Service Users for their respite stays.



**John and Pete playing pool at the Burdekin Hotel**





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Free Call Number: 1800 210 637

### About Wheelchairs for Kids:

Wheelchairs for Kids are a group of retiree volunteers in Australia that use ring pulls from the tops of cans to make and distribute up to 300 wheelchairs per month to need, disabled children in developing countries. Millions of wheelchairs are needed, and every single one makes a difference. Please help. Every \$200 raised gives a child the freedom of mobility and liberates a carer.

Flexi Queensland is a collector of ring  
pull cans for  
Wheelchairs for Kids

We have just purchased our second  
wheel chair for Wheelchairs for  
Kids

GREAT WORK EVERYONE!

<http://wheelchairsforkids.org/>



## Wheelchairs for Kids

Flexi Queensland are still collecting cans and ring pulls, if you have any to be collected please contact Stephen at the office.

**CURRENT RING PULL TALLY**  
As of 5th April 2017

Raised: **\$407.35** for Wheelchairs for Kids.



We have raised  
enough funds for our  
second wheelchair!

To learn more about Wheelchairs for Kids visit <http://wheelchairsforkids.org>

# ON THE GROUND



## Happy Feat

Fraser has just started attending Happy Feat in Townsville. Fraser is enjoying dancing and having fun.



## Painting

Molly has painted a fantastic picture of a picnic at the park.



## Playing Pool

Kevin playing pool at the newly renovated Ayr Anzac Club.



## Dancing

Stevo and Darian having a laugh while dancing to music at the Therapy & Activity Centre.



## Games Room

Jett enjoys playing all the different games at the Therapy & Activity Centre.



## Cooking up a Strom

Ethan making some yummy pikelets after school.

## Connect with Flexi!



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Flexi\_QLD

## Flexi Team 2017

Change is a constant state here at Flexi Queensland so we have some new members to welcome to the team:

Lifestyle Facilitators:

Maria Cason, Melanie Crank (cleaner), Margaret Doolah, Jacinda Goddard, Kerrie Isaacs, Brett Matthews, Julia McDonnell, Angela McGregor, Amanda Mooney, Steven Myles, Sue Stace, Sharon Sutherland, Lachlin Smith, Narelle Timm and Aicey Zaro.

Welcome to the Flexi team!