



Flexi 2 Housemates: Lita, Kevin and Gaylene getting into the Christmas spirit.

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ATTENTION

HOLIDAY CLOSURE TIMES

The Flexi Office will be **CLOSED** from Friday 22 December 2017 at 12pm, and will

Reopen on Thursday 4 January 2018 at 9am.

Community Access supports will **cease** from Saturday 23 December 2017 and will recommence Monday 8 January 2018.

If you require supports in this time please contact the office ASAP to discuss this with your DSF.



Merry Christmas from the Housemates at Flexi 4: Nicole, Belinda, Catherine, Emily and Nives.

HI-FIVE AWARDS

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 and then a winner is chosen at random.

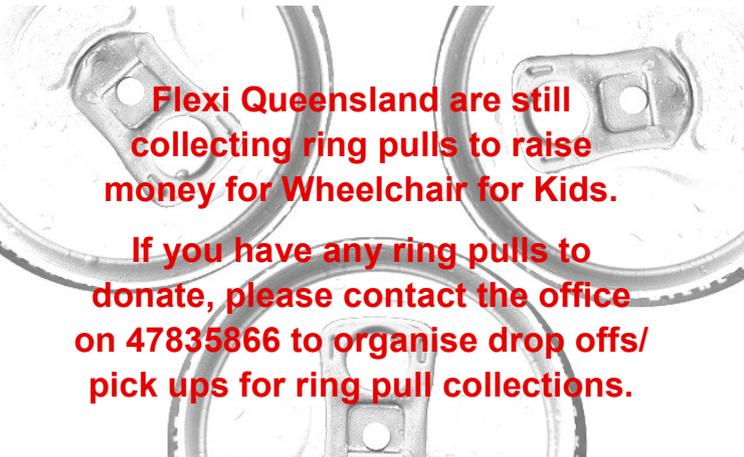
The October winner is:

Helen Rush

who was nominated for: *“Being competent when using Hoist/Sling, considerate and communicating respectfully when supporting SU.”*



Sue presenting Helen her voucher



Flexi Queensland are still collecting ring pulls to raise money for Wheelchair for Kids.

If you have any ring pulls to donate, please contact the office on 47835866 to organise drop offs/ pick ups for ring pull collections.

Awards High Tea Photos

Flexi Queensland Awards High Tea Photos will be ready to collect from the office by Friday 15 December 2016.

Please collect your photo by Thursday 21 December 2016.

Connect with Flexi!



4783 5866



0427 835 866



1800 210 637



Flexi Queensland



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Flexi_QLD



Flexi Queensland is having a phone/ internet system upgrade to the NBN on Wednesday 13 December to Thursday 14 December 2017.

If you are having trouble contacting the office, please call the Flexi Queensland After Hours phone on 0427 835 866 and we will be able to assist with your enquiries.

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 may 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 participating 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/

Or pick up a Companion Card Application from the Flexi Queensland Office today.

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UPDATE FROM THE CEO

This year has marked a milestone for Flexi Queensland with the rollout of NDIS in our region, the most significant reform ever experienced by the disability service sector. I am proud to have led the wonderful team at Flexi through this monumental transition. In reflecting on the last 12 months, Flexi Queensland's model of service delivery is sustainable under NDIS and the organisation is well positioned for the future, which not all services can profess with many closing their doors or undergoing mergers following NDIS rollout.

At this time many Service Users and families are undergoing scheduled NDIS Plan review meetings to determine funding in year two of NDIS. So far there appears to be not too much change for most which has been reassuring with much speculation in the media around ongoing funding levels for the scheme. Flexi Queensland are able to assist with preparation for these meetings and if requested by Service Users and families can sit in on the meeting to support this process. Flexi Queensland has been working closely with Feros Care who are conducting the plan review meeting for most Services Users and have been holding meetings at the Flexi office or at the Service User's home.

NDIS is no doubt the major source of funding for Flexi Queensland, but the service still receives funding from:

- Queensland Community Care Program for young and older people with disabilities who do not meet NDIS eligibility or frail aged under 65.
- Continuity of Care for those Disability Services recipients who were over 65 when NDIS rolled out.
- Blue Care and Ozcare for providing specific services under a brokerage arrangement to their aged care clients.

If you have a friend or family member who would benefit from Flexi Queensland's services please encourage them to call the office to arrange a meeting to see if services can be provided. Flexi can provide a range of difference supports to meet the person's needs within the scope of the funding program.

Centre Team roles have experienced the most impact from the NDIS transition with the implementation of many new processes from setting up service agreements, negotiating the schedule of supports to achieve goals and then for claiming funding following the delivery of services along with all the registration and compliance requirements. Consequently after 12 months of getting these processes in place it has become apparent that "our backshop" operations required some changes and Flexi has advertised for a Business Manager to assist the CEO role in the non service delivery day-to-day operations. Leanne Marriott has taken on the NDIS Coordinator role to

support the team with NDIS process implementation from setting up Service Agreements to claiming for services delivered.

2017 has had it highs having welcomed many new Service Users but unfortunately some very sad times with the passing of two of our Service Users. Gail Edwards who had been with the service for many years and Syd Lynch who had joined the Flexi community in his later years. We all talk often of these remarkable people who we were honoured to provide support to, they achieved goals beyond anyone's expectations and most importantly touched our hearts in many ways and left us with many joyful memories. On behalf of all the Flexi Board of Directors and staff our thoughts are with their families in this difficult time over the festive season.

Early 2018 will see Flexi Queensland undertake strategic planning for the vision and direction of the organisation over the next five years. Flexi is engaging an experienced consultant to support the Flexi community (Board of Directors, staff, service Users, families and stakeholders) to reflect on the last five years and prepare the 2018-23 Strategic Plan with actions to work towards achieving our identified goals. Everyone will have the opportunity to be involved in this process and further information will be provided in the new year.

With such a huge year behind us and the year end approaching rapidly the Centre Team have planned a different kind of end of year break up with an Awards afternoon High Tea at the Hotel Brandon on Sunday 3 December at 2.30pm. This year we have opted to have a focus on upsized lawn games for everyone to participate in sharing in some good old fashioned fun. Everyone should have received an invite in the mail and a follow up phone call, text or email from Teneill to ensure no one misses out - please contact the office if you haven't paid yet. I look forward to playing giant Connect 4 and trying my best chance at limbo with Service Users, families, carers, staff and Directors along with the opportunity to recognise 2017 achievements through the annual Flexi Awards.

I would like to take this opportunity in case I don't catch up with you personally on Sunday 3 December or before Christmas – to thank you all, Service Users, families, carers, staff and Directors for your support and commitment to Flexi over the last twelve months – Flexi Queensland has enjoyed another amazing year.

I wish you a safe and restful break over Christmas and I look forward to continuing to work together in 2018.

Sue Collier

EVENTS AND ACTIVITIES



December 2017

Sunday 3rd December

Awards High Tea & Break Up Party

Friday 22nd December

Staff Break up Lunch

April 2018

Sunday 15th April

Michael Jackson: The Legacy Tour

Update on **School Holiday Program**

Please be advised, Flexi Queensland's School Holiday program will be sent out in the New Year, January 2018.

Please contact the office if you require any supports prior to the flyer being sent out.

February 2018

Monday 9th February

Elvis: An American Trilogy

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

Flexi Facebook—updates

Flexi Queensland will be advertising all Flexi events on the Flexi Queensland Facebook page to ensure everyone is advised of upcoming events.



SPEECH THERAPY

As the year is coming to an end, I would like to thank the many families who has supported the growing Flexi Queensland therapy service in its first year of operation. Over this year I have had the pleasure of working with children, teenagers and adults to achieve their greatest communication potential. There have been some significant highlights and skill development observed which is a credit to the hard-working service users, families and support staff. A thank you must also go out to the many support staff who have attended sessions with service users. Your enthusiasm for learning and supporting the service users with their communication goals beyond the clinic room has been fantastic – I look forward to these great learning opportunities continuing in 2018.

The speech service will be **closed from lunch time on the 22nd of December, and will return on the 8th of January**. In this time, working towards speech and language goals will be of great benefit to ensuring gains made this year are carried on into 2018. Remember, communication should be fun and interesting for the person involved. Using the Christmas cheer in speech, language, voice and communication is easier than you might think!

For example, you could:

- Use Christmas books to promote engagement and understanding skills – asking WH questions about the story (remember when reading to make more comments than questions)
- Use the 'Christmas Elf' or 'Santa's helper' to promote listening and following directions activities in the home
- Make a list of Christmas themed words that start with the persons articulation targets e.g. 'k' sound – cracker, cookie, candy cane
- Using catalogues as visual cues to talk about what gifts the person would like to give or receive

Create a speech to read to family members on Christmas day to practice speech, language or voice skills

I wish you all a happy festive season and look forward to continuing to work with existing and new families to support effective communication for all.

Many Thanks, Stephanie Gianni – Speech Pathologist

Flexi Queensland

invites you to our

Awards High Tea

and end of year 'Break Up Party'

Black and White with a touch of Flexi

Sunday 3 December 2017

Hotel Brandon

2:30pm—6:00pm

Tickets:

\$8.00 per person

\$15.00 per family

(2 or more)

RSVP: 27/11/2017

Ph: 4783 5866

Awards Presentation | Afternoon Tea | Fun and Games

ON THE GROUND



Library Time

Eileen enjoys stacking building blocks and playing cards at the Burdekin Library.



Wet and Wild

Ethan had a great day playing at the Stand water park during the school holidays.



Helping around Home

Steven has been helping with the daily jobs around the house.



Aloha

Lita is all dressed up for Hawaiian Day at Blue Care.



Painting

Fraser painted a picture while hanging out at the Therapy & Activity Centre.



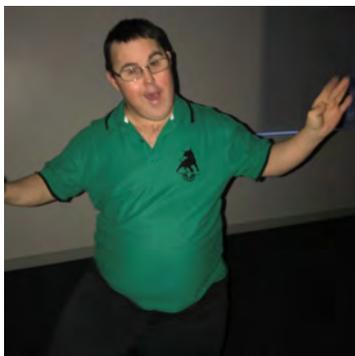
Music at TAC

Zaira enjoys playing with the keyboard at the Therapy & Activity Centre.



Taking a Dip

Peter went for a swim at the Ayr Pool to cool down on a hot day.



Disco

Andrew having a dance at the PCYC Disco.



Swims at Riverway

Michelle enjoyed a nice swim at Riverway in Townsville.



The Flexi Team would like to wish all our Service Users and Families, our Friends, and the Burdekin Community a very **Merry Christmas and a Happy New Year!**