

## Disability Action Week 2016



**From Left: Emily, Brittany, Nicole, Gaylene, Belinda, Mark and Leona doing their Karen Healy dance routine at the Free Family Fun Day for Disability Action Week—September 2016**

All photographs thanks to Jodie Ordorica.

Continued Page 2

### CONTENTS:

Page 2: Disability Action Week 2016  
Page 3: Flexi Awards Night 2016  
Page 4: Events and Activities  
Page 5: Thank you Natalie Land  
Page 6: Update from the CEO  
Page 7: Welcome to the Flexi Team  
Page 8: Speech Pathology Service  
Page 9: Speech Pathology Service continued  
Page 10: New Signage  
Page 11: On the Ground

### Flexi Queensland

**ABN:** 61 723 727 604  
**Phone:** (07) 4783 5866  
**After Hours:** 0427 835 866  
**Fax:** (07) 4783 5872  
**Email:** [admin@flexiql.com](mailto:admin@flexiql.com)  
**Address:** 14 - 16 Ross Street  
Ayr QLD 4807

# DISABILITY ACTION WEEK 2016 CONT.



**Belinda petting a Melville's Farm guineapig**



**Brittany and Teneill in the Flexi Instagram Frame**



**Gwen cutting the Disability Action Week cake**

On Sunday 11 September 2016 Flexi Queensland held their annual Free Family Fun Day. The day was a great success, with thanks to the grant received from the Department of Communities, Child Safety and Disability Services which allowed the event to be free to the community.

There were different amusements such as Melville's Farm—petting zoo, giant water slide, laser tag, Sand Wizard, PCYC's Merv trailer all for free!

Mayor Lyn McLaughlin opened the event and the dancers from Karen Healy Dance performed for everyone, and the Service Users closed the dancing with a number they have learnt with Karen Healy over the last couple of months. To close the event Gwen McCoy was chosen to cut the Disability Action Week cake that everyone enjoyed.

There was also free food on offer, sausage sizzles, snow cones and water. Thank you to the Lion's Club of Ayr for cooking and

preparing the sausages and thank you for our partners at PCYC for supporting us throughout the day.

The annual event had approximately 300 people attend. Thank you to everyone who organised the event and for helping out on the day.



**Above: Stephen and Darian**

**Below: DAW cake**



# FLEXI AWARDS NIGHT 2016

On Saturday 17 September 2016, Flexi Queensland held their annual Awards Night (Under the Big Top!). The evening was a great success with over 120 people attending on the night.

Flexi chose to have the Awards night on this night to finish Disability Action week off with a bang!

Not only did Service Users and Flexi staff attend, but also families, Flexi Board members and outside community members that are in the Service Users lives from day to day.

Many Service Users and their families nominated Staff and community members for awards for this year.

Windy Wizard entertained everyone with his tricks and jokes, and Service Users had their faces painted by Barbara Milburn, so everyone could get into the Circus theme. Everyone really enjoyed the company, food and of course a dance!

Thank you to the families and friends of Flexi who came and shared the evening. Also the Service Users for giving us something to celebrate in their achievements throughout the year and for showing off their artistic talents seen in the hall decorations.

Thank you to the members of the community, Aicey and Bernie Zaro, Ebony Floriduz from Butterfly Blue, Anna Saal from Mainly Music, Bruce Reid and Jess Jarrod from Benidgo Bank of Ayr and Lions Club of Ayr. Thank you to Jodie Ordorica for the wonderful photographs which

captured great memories of the evening. Thank you to Michael and Rose Howie for the catering and thank you to Home Hill Netball Association for running the bar.

To continue to make the night an annual success we encourage everyone to submit a nomination at anytime for anyone for a positive action or achievement they have made throughout the year. This can be made by contacting the office on 47835866.



**Steph, Shannen, Christina and Lyn with their Awards**



**Lion Leanne and Catherine**



**John, Emily, Belinda and Sue saying some nice words about their year so far at Flexi**

Copies from the Flexi Awards Night can be picked up from the Office. First copy is free, extra copies are \$1.

# EVENTS AND ACTIVITIES

## December

**Friday 9th December**

Flexi Staff Break Up Party

**Wednesday 14th December**

Service Users Break Up Party

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.

## Connect with Flexi!



4783 5866



0427 835 866



1800 210 637



Flexi Queensland



admin@flexiqld.com



www.flexiqld.com



Flexi\_QLD

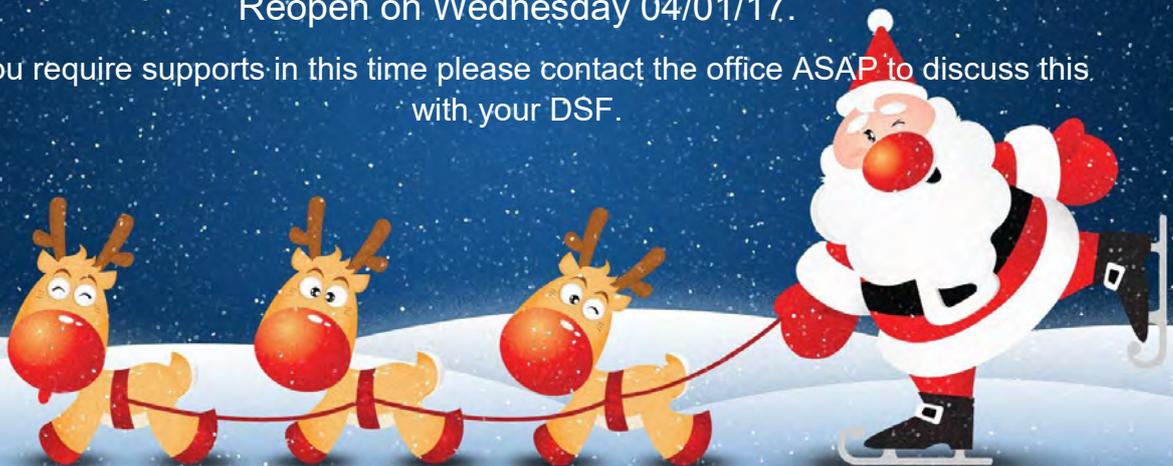


## ATTENTION CHRISTMAS CLOSURE TIMES

The Flexi Office will be **CLOSED** from Wednesday 21/12/16 and will

Reopen on Wednesday 04/01/17.

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



# 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.

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.

© Commonwealth of Australia 2013

## THANK YOU NATALIE

The Home Hill Harvest Festival is an annual event that celebrates the end of the sugar harvesting season and has been running since 1963.

This great festival celebrates the sugar cane crushing season in the Burdekin Shire.

This year, Natalie Land from the Lion's Club of Home Hill, was an ambassador, working very hard fundraising for the event.

The fundraisers were: a sausage sizzle every second Thursday, two cake stalls, a Pokemon GO! competition, a major wheelbarrow raffle, a movie night and a fruit and vegetable stall.

Natalie has kindly donated funds raised to the value of \$1900 to Flexi Queensland.

Natalie would like the funds to go towards something that the Service Users can benefit from e.g. new equipment.

Everyone from Flexi Queensland would like to thank Natalie for choosing Flexi for the donation!



Natalie handing over the cheque to Sue

# UPDATE FROM THE CEO

So much has happened since the last newsletter – I recall writing my last article whilst I was on annual leave travelling out to the Birdsville races ensuring we got through the flooded road to return in time for Disability Action Week with the Community Fun Day on Sunday 11 September and Flexi Queensland Awards Night on Saturday 17 September. These were both wonderful events that were attended by more people than in previous years and was only possible due to the detailed planning and organising by Teneill, Hana and Steve with assistance from the other members of Centre Team. In reflecting back – it all seems such a long time ago now.

## NDIS Update

NDIS rollout has well and truly commenced in the Burdekin with the first Flexi families having their meetings in mid October. Since then it has been full steam ahead and although Flexi is making progress in getting Service Agreements in place for Service Users and putting into place new processes behind the scenes, we are challenged on a daily basis by this new way of doing business and having to seek clarification from NDIA on the finer points of how the scheme is designed to operate. I take comfort from the fact that it is not only Flexi Queensland in this situation – service providers in Townsville and other areas are navigating through the same issues.

For those of you who have had your Planning meetings you will be aware that from that day your funding transitions from Queensland Government funding (Disability Service or Community Care) to NDIS funding even though you may not receive a copy of your plan for up to a week later in many cases. Don't worry Flexi will continue to provide your usual services during this time so as not to cause any disruption but we will be putting in place an Interim Service Agreement so we are all covered for the cost of delivering services and when your NDIS Plan arrives we can start to work out in more detail what services you wish to purchase from Flexi Queensland and setting up the full Service Agreement. Please bear with us during this time and you will certainly have the opportunity to seek out new services as the scope of funding is much wider with more options than under the funding received from Queensland Government.

For those of you who are still waiting to be contacted by NDIA with a date for your Planning Meeting, just a reminder Flexi Queensland can assist with helping you prepare for what it entails and attend the meeting with you if you require.

Please contact the office if you wish to make an appointment with Joy and I to discuss your preparations for NDIS.

The changes that have come about with NDIS since the 1 July 2016 has enabled Flexi Queensland the opportunity to seek NDIS registration in some new support groups - please find below the full listing of services Flexi Queensland is now currently registered with NDIS to provide:

- Assistance with daily personal activities
- Assistance with high intensity daily personal activities
- Assistance with daily life tasks in a group or shared living arrangements (supported accommodation)
- Behaviour support
- Development of daily living and life skills
- Participation in community, social and civic activities
- Innovative Community Participation
- Group and Centre Based Activities
- Accommodation/Tenancy assistance
- Assistance to access and maintain employment
- Assistance to integrate into school or other educational program
- Therapeutic supports (speech therapy)
- Early intervention supports for early childhood
- Assistive technology specialist assessment, set up and training (speech therapy)
- Communications and Information Equipment (speech therapy resources)
- Assistance in coordinating or managing life stages, transitions and supports (support connection/coordination of supports)
- Assistance with travel/transport arrangements
- Training for independence in travel and transport
- Household tasks
- Physical wellbeing activities
- Management of funding for supports in a participant's plan (plan management).

Also please take the time to read Stephanie Gianni's article in this newsletter on the new speech therapy services she will be providing under NDIS. The speech therapy service will be delivered at the newly signed and named Flexi Queensland Therapy and Activity Centre (formerly referred to as The Hangout) on Chippendale Street.

### **Congratulations to Our Trainees**

Flexi Queensland has been able to offer traineeship opportunities over the last few years – this is important in providing work and training in our sector to young people in the Burdekin as they embark on adulthood.

Ally Shand successfully completed her School Based Traineeship with Flexi Queensland on Friday 18 November - during this two year traineeship Ally assisted with the delivery of support services to our Service Users and completed a Certificate III in Disabilities in record time – we wish Ally all the very best with the next chapter in her life following completion of Year 12 at Burdekin Catholic High.

Toni Morgan joined Flexi in January this year and through her hard work and dedication completed her Certificate III in Business Administration early finalising her traineeship on 30 November. Furthermore she was the successful applicant in the recruitment for a second TRACCS Officer to assist Sarah with rostering and NDIS claiming – welcome to your new permanent role in the Centre Team Toni.

Sarah Newman is about to start her Certificate III in Business Administration.

### **Christmas Period**

In previous years we only provided essential services to people during the two week Christmas period and those Service Users receiving community access funding had a two week break from supports – this was around the funding programs for Disability Services and Community Care. Now many people are receiving their funding under NDIS this gives them more flexibility about when they want their services.

The office will be closed from Wednesday 21 December 2016 and will reopen on Wednesday 4 January 2017 – there will be a few staff working during that time as we try to catch up on refining our NDIS process and we will be providing the essential services to people who have daily supports to assist them with their daily routines. In order to gauge who would like services during this time so we can have sufficient staff rostered to cover the shifts a member of the Centre Team will be phoning all families so see if you require any services during this two week period. If you know you want services you can call the office and speak with your DSF to work out hours and times.

Flexi Queensland is holding the end of year celebration on Wednesday 14 December at the Burdekin Bowl and everyone is welcome to attend. You should have already received a flyer about this event but if not please contact the office to find out more. I look forward to seeing everyone there having a great time.

If you have any questions about Flexi Queensland and NDIS please contact the office either myself or Joy Cornford will hopefully be able to provide some answers – if not we will find out for you from NDIA.

I would like to take this opportunity in case I don't catch up with you personally on Wednesday 14 December or before Christmas – to thank you all, Service Users, families, carers and staff 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 2017.



Sue Collier

Flexi Team 2016

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

Centre Team:

With Krystal Bapty on maternity leave, Flexi Queensland has recruited and appointed Rosalie Kelly as Assistant Finance Coordinator (Maternity Relief).

Welcome to the Flexi team  
Rosalie!



## Introducing Flexi Queensland Speech Pathology Service

### What is a Speech Pathologist?

Speech pathologists study, diagnose and treat communication disorders, including difficulties with speaking, listening, understanding language, reading, writing, social skills, stuttering and using voice. They work with people who have difficulty communicating because of developmental delays, stroke, brain injuries, learning disability, intellectual disability, cerebral palsy, dementia and hearing loss, as well as other problems that can affect speech and language. People who experience difficulties swallowing food and drink safely can also be helped by a speech pathologist. (Speech Pathology Australia, 2016)

### Our Team

Speech Pathologist Stephanie Gianni is registered with Speech Pathology Australia and is an approved provider under the NDIS. Stephanie is dedicated to working with families to achieve the best communication outcomes possible. Stephanie is trained in the PODD program and is mentored by professionals with extensive knowledge in the disability field. Stephanie advocates for individual and family centered practice, and is looking forward to meeting new clients and their families.

### Further details

Speech Pathologist Stephanie Gianni is ready to begin work with those who have gained funding for 'therapies' in their NDIS plan. A Service Agreement with Flexi Queensland will be prepared by the Centre Team staff to begin the purchase of therapy from our Speech Pathologist. A Consent Agreement will also be signed by the person accessing the service and their families to ensure the highest level of care can be delivered whilst ensuring transparency of future therapy processes. This consent form will be discussed at length between the Speech Pathologist and the necessary parties to ensure all are comfortable with the information. The intensity of therapy depends on the level of funding awarded in the persons plan, as well as timing that suits the service user and their family. Our Speech Pathology service is flexible in providing options for 30 minute, 45 minute or 60 minute sessions.

### Our Therapy Centre

Our therapy room is located in the 'Therapy and Activity Centre' building on Chippendale Street, Ayr and has been signed to allow for easy viewing from the street. This room caters for physical needs of both adults and children, with facilities for parents to make coffee in a quiet space (if they are not directly attending sessions), and access to an all abilities rest room. Therapy will involve hands-on activities and in some cases, work within the community itself. For most individuals, long periods of 'sit down' work in the clinic room is not motivating or conducive to success, a fact our Speech Pathologist readily takes on board when planning therapy sessions. Therefore, therapy can often involve going out into the community to practice functional communication skills. For some clients, visits to the Therapy and Activity Centre will not be a viable option. In these instances, the Flexi Centre team staff along with our Speech Pathologist



may be able to organise home visits.

### How sessions run

Our Speech Pathologist will work very closely in the first sessions – particularly with the family and clients themselves – to develop functional goals that will hold meaning and importance in your lives. Meetings with families at the beginning of your therapy journey will be essential to achieving these goals. We aim to be as flexible as possible in ensuring these meetings can work around the busy lives of our families. Our Speech Pathologist can offer face to face appointments during work hours, after hours, by phone or Skype. Our therapy service uses the Goal Attainment Scaling or GAS method of goal setting. This allows small, however powerful gains to be measured and highlighted through the therapy process. If a client is receiving other therapy services, our Speech Pathologist is more than happy to liaise with these professionals and share session notes or reports as required. Progress reports will be developed in 3 and 6 monthly increments, followed by a detailed yearly progress report.



**Speech Pathologist Stephanie Gianni**  
**Registered with Speech Pathology Australia**  
**NDIS approved provider**



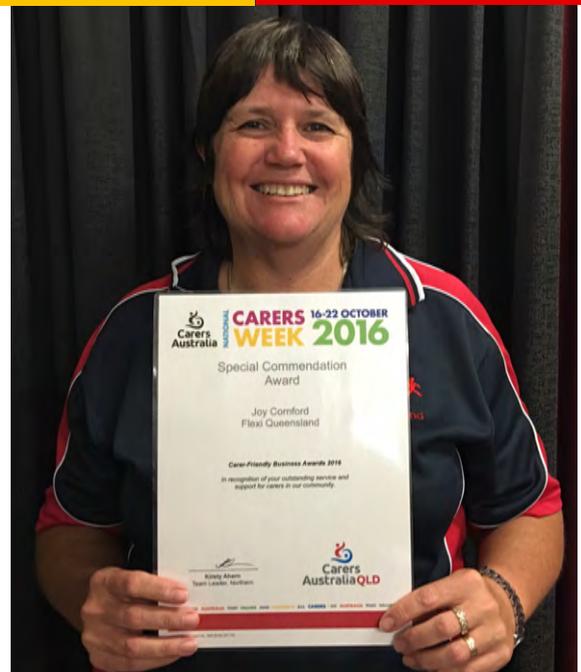
**For more information, please contact our Centre Team on 07 4783 5866**

# Congrats Joy!!!

Joy Cornford has been awarded with the “Special Commendation Award” from Carers Australia during National Carers Week 16 - 22 October 2016.

The award was for “Carer-Friendly Business Awards 2016—In recognition of her outstanding service and support for carers in our community”

Great Work Joy :)



# NEW SIGNAGE



New sign at the Therapy & Activity Centre

The Therapy & Activity Centre (formally known as the Hangout) stands out now and you also may have seen Flexi's newly sign written bus driving around the Burdekin providing support for many Flexi customers. Both of these have been sign written by Mike Coleman from NQ Custom Coating & Signwriting.



New Flexi Bus

## 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 17th March 2016

Raised: **\$387.25** for Wheelchairs for Kids.



We have raised enough funds for our first wheelchair!

ONLY \$12.75 to go for our **SECOND WHEELCHAIR!**

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

# ON THE GROUND



## Melbourne Cup

Janelle wearing her best "fishing hat" at the Flexi Melbourne cup afternoon tea.



## Cooking up a storm!

Fraser has made some delicious mini pizzas—yummo!



## Helping Flexi

Pete has been helping Sue by collecting her mail for her—thanks Pete!



## DAW16

Teneill and dance teacher Karen Healy at the Free Family Fun Day.



## Flexi Awards Night

Johnny, cheeky monkey Joy and Andrew at the Flexi Awards Night.



## School Holiday Fun

Matilda, Jett and Ethan enjoying cooling off under the sprinkler and making SLIME!



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!**

