



Stewy presenting Michelle the game ball at the Canefield Ashes

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COWBOYS COMMUNITY DAY



John had a dance with Miss Moo



Nicole enjoyed the live music by the 1RAR Band

On Saturday 3 February, Flexi Queensland attended the Cowboys Community day that was held at the Townsville Stadium.

The Service Users were excited about meeting the team players and getting their autographs. The Service Users received some giftpacks and some even won some giveaway prizes.

Many photos were taken with the team mascots and cheerleaders, while some Service Users enjoyed a dance while listening to the live music by the 1RAR band.

Flexi Queensland and the Service Users are excited about the NRL session kicking off and what a great way to start the celebration.—GO COWBOYS!!!



Flexi Queensland attending the 2018 Cowboys Community Day.

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 November winner is:

Dean Ferguson

who was nominated for: *“Working great with the male SUs. They always speak very highly of him.”*

The December winner is:

Kate Neal

who was nominated for: *“Being alert and keeping the SU safe at all times”*

The January winner is:

Lauren Chellis

who was nominated for: *“Showing great attention to detail while attending to alternative duties.”*

The February winner is:

Lorrene Delaney

who was nominated for: *“Her time management skills, leaving respite centre meticulously clean and having service users organised for exiting respite.”*



Continued on next page



Teneill presenting Dean his voucher



Joy presenting Kate her voucher



Leanne presenting Lauren her voucher



Leanne presenting Lorrene her voucher

HI-FIVE AWARDS CONT

The March winner is:

Bev Matthews

who was nominated for: *“Always making Service Users happy and assisting them with daily tasks.”*

The April winner is:

Joel Collier

who was nominated for: *“His skills and hard work recycling with a Service User”*

The May winner is:

Hana Armstrong

who was nominated for: *“Amazing organisational skills and willingness to help anyone with any task”*



Connect with Flexi!



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Flexi_QLD

Flexi Team 2018

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

Lifestyle Facilitators: David, Nathan, Emillie & Emma.

Centre Team: Karly Munro Trainee Receptionist and Administration Assistant, Wendy Giardina – TRACCS Officer, Debbie Marano – Claiming and Executive Administration Officer & Melissa Steel – Claiming and Service Accountability Officer.

Welcome to the Flexi Team!

Flexi Mad Hatters Party



UPDATE FROM THE CEO

This is the first newsletter for 2018 and I cannot believe we are already at the start of June. We are as busy as ever at Flexi even though we thought in year two of NDIS, things would start to slow down as we settled into the new processes that it brought with it around plan meetings, setting up Service Agreements and making claims for payments.

Flexi has supported those Service Users who asked us to in their scheduled plan review meetings at the 12 month mark, and in working closely with the Local Area Coordinators at Feroscare, people have in most cases retained funding at around the same level. If there has been a change of circumstance for Service Users which requires additional funding to meet individual needs, a change of circumstance form can be lodged with NDIA to trigger a plan review to revisit the plan and its budget. Feroscare and Flexi can help with this process.

NDIS has certainly brought more funding to residents of the Burdekin, since Christmas we have been overwhelmed by people making enquires to access our services. In order to manage this we have reinstated the waiting list so that we can ensure we have the staffing and resources to respond to people's needs appropriately. However, if people do not have NDIS funding, Flexi may be able to assist through the Community Care Program for those people who are under 65 years of age.

2018 started with the review of Flexi's 2013-18 Strategic Plan as we work towards setting our strategic direction for the future. Board members and staff have been actively involved in the process of reflection "what has worked well and what hasn't worked" and it is important that we seek feedback from Service Users and families so this information will assist in the strategic business goals for the next three years. You have two options to provide this information either online with the link provided below or by returning the attached survey form to the office by post or dropping it into the box at reception. Feedback will close by 30 June 2018 and responses are anonymous.

Flexi Queensland Service User Feedback Survey
<https://www.surveymonkey.com/r/9V7YWZQ>

As part our continuous improvement in the delivery of services to our Service Users, we have been engaging with training providers to come to Ayr and provide a range of training topics for relevant staff to attend. In 2018 our staff have so far participated in training on:

Introduction and response to support people with epilepsy

Administering Midazolam

Prevent and responding to neglect, abuse and exploitation of clients

Being an effective supervisor of staff

Assisting with the administering of medication in a community support service environment

IHCA our third party auditors have advised they will be conducting Flexi Queensland's maintenance accreditation audit from Monday 6 August through to Friday 10 August 2018. 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.

There have been some changes at Centre Team, following Sarah Fraser's resignation. Melissa Steel has come on board in the role of Claiming and Service Accountability and she will work with Debbie Marano as Claiming and Executive Administration Officer. Sally O'Brien our contracted psychologist has had a change of direction in her life and has advised she will no longer provide Flexi psychology sessions following the end of May - we will be looking to work with another psychologist and will advise Service Users who were accessing this service of any updates as soon as they are finalised.

Sue Collier

EVENTS AND ACTIVITIES



June 2018

Friday 15th June

Cowboys vs Warriors

July 2018

Friday 6th July

Townsville 400—V8's

Saturday 7th July

Townsville 400—Concert

Saturday 21st July

Cowboys vs Dragons

Friday 27th July

Cowboys vs Knights

August 2018

Thursday 9th August

Cowboys vs Broncos

Saturday 18th August

RUM Rodeo

Friday 24th August

Cowboys vs Eels

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

***Flexi Queensland School Holiday
Flyer is located on page 13 of the
Flexi 'Vine.***

Please **RSVP** attendance by **Thursday
21 June 2018 by 10am.**

Other upcoming community events:

If you would like to attend the following events please let the office know ASAP to see if you have the support hours to attend.

Wednesday 27 June—Burdekin Show

**Saturday 28 July—Monster War on
Wheels Townsville**

**Saturday 11 August—Pioneer Park
Speedway in Brandon**

Flexi Facebook and Website— updates

Due to problems with the post, Flexi Queensland will be advertising all Flexi events on the Flexi Queensland Facebook page and Website to ensure everyone is advised of upcoming events.



Beverages at Community Events

To ensure the safe and responsible consumption of alcohol whilst on support, Flexi are requesting families of Service Users over the age of 18 to advise the Flexi Office whether their Service User can have alcohol at community events e.g. how much/limit, what type of beverage, as we cannot manage what is being sold out in the community.

Flexi Juniors



An update from the Speech Pathologist

A new year

Welcome to Speech Pathology in 2018! 2017 was an enormous year for many families who began their journey accessing therapies with Flexi Queensland. I am pleased to say that most families have received ongoing funding for their loved one to continue therapies this year, and have chosen to continue with Flexi Queensland Speech Pathology. I look forward to continuing the gains, success, and growth in confidence that comes with accessing consistent therapy services! If you are interested in accessing services or discussing the possibilities please contact the office.

What we've been doing

The start of 2018 has seen the service very busy in developing new schedules, discussing new goals with service users and their families, as well as planning alternative activities such as training for staff and families around Augmentative and Alternative Communication – the key to successful communication for people with disabilities. If you wish to know about this, please contact me at the office.

With the NDIS now in its second year, Flexi Queensland has been refining claiming processes. This means that I will be asking families to sign off on documentation that allows me to claim as soon as possible following each session. For those who I do not have regular contact with, a phone call or email will be used to gain verbal approval for the claiming of therapies.

What's coming up

Coming up to the July school holiday break many sessions will be altered to suit families who either holiday away or simply take a break in this time. I will be contacting families before this time to ensure all changes are made prior to the scheduled appointments. Wishing everyone a relaxing school holidays!

Upcoming Leave

I wish to advise that I have been approved to take leave for a period in May and July this year. In May, I will be on leave from the 23rd until the 10th of June. Something quite exciting is taking place during this period, so I appreciate your patience during this interruption to therapy services. In July, I will be attending the International Society of Augmentative and Alternative Communication (ISAAC) Conference on the Gold Coast, and I will be on leave from the 23rd to the 27th. I am extremely excited and fortunate to have this opportunity, as

this is the first year the conference has been held in Australia! I'll be sure to update you all on the conference in the next newsletter.

Contacting families and speech pathologist

As many of you would be aware, Flexi Queensland utilises an online messaging system to contact families and others. These messages come in the form of different numbers for each message, please be aware that you can reply to the numbers, however I will receive the reply as an email. These numbers are not my personal number and should not be saved as such. As an organisation, with the exception of some higher level management staff, we do not use our personal phone numbers to communicate with families. If you need to contact me, please utilise the following methods:

- Call to the office between 8am and 4pm weekdays 4783 5866
- Call to After Hours mobile out of office hours and on weekends for emergencies 0427835866

Email to stephanie@flexiqld.com, if the matter is urgent, these pathways will get the message to me as soon as possible. These pathways can also be used to pass on information regarding future or current therapy cancellations. I thank you for using the Flexi Queensland processes regarding this.

A glimpse into speech pathology

I recently came across a wonderful resource created by Lia Kurtin – a Speech Language Pathologist from the USA. The resource shows 25 tips that speech pathologists use with their clients to create success and development of skills towards communication goals. The resource is below – you may find some of these useful in your home!

Self Talk Talk out loud about what you're doing	Parallel Talk Talk out loud about what your child is doing	Repetition Repeat words over and over	Increase Opportunities Target the same word all day	Simplify Use short phrases and sentences
Add 1 Word Use 1 more word than your is child using	Model Tell them what you want them to say	Imitation Teach them to copy you	Visuals Show objects or pictures when talking	Sign Language Teach early sign language
1 at a Time Give only 1 so they ask for more	Give 2 Choices Do you want ___ or ___?	Sabotage Set it up so they need your help	Out of Reach Let them ask for what they want	Be Forgetful Let them ask for what they need
Be Silly Get attention with unexpected actions	Follow their Lead Talk about their interests	That's New! Explore something new	Verbal Routines Use the same words in daily routines	Sing Teach language using songs
Wait Pause and give time to respond	Make Comments More statements than questions	Open-Ended Questions Use Wh instead of yes/no questions	Pacing Boards Tap or clap to add more words	Say it Back Repeat back with stress on correct word

Wheelchairs for Kids

Flexi Queensland are still collecting ring pulls and cans to raise money for Wheelchairs for Kids.

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

CURRENT RING PULL TALLY

As of 24th May 2018

Total ring pull count: **461,647**

Total can weight: **359kg**

Donation—Casual Day: **\$32.80**

Totally amount Raised:
\$521.35

for Wheelchairs for Kids



**Flexi
Queensland
has purchased
a second
wheelchair!**



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

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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Flexi Young Adults





JUNIOR HOLIDAY PROGRAM

JULY 2018

Junior Boys & Girls Holiday Program

Prices and dates are subject to change depending on the number of RSVP's received, you will be contacted prior to the event if there are any changes.

If you are interested in attending any/all of the holiday program activities please contact the office to **RSVP attendance by Thursday 21 June 2018 by 10am.**

When registering your Junior's attendance please ensure that you have the support hours available - if you are unsure please speak with your DSF.

Activity One — Local Activity

Tuesday 3rd July 2018

Alva Beach — Sand Play

Time and Price: 3pm to 5pm, Free Activity.

Activity Two — Local Activity

Tuesday 10th July 2018

Home Hill Park and BBQ

Time and Price: 12pm to 2pm, \$3.50.

REMEMBER: Flexi has EFTPOS facilities available - if you need activity payments can be made over the phone. :)

Activity Three — Townsville Activity

Thursday 12th July 2018

Reef HQ

Time and Price: 10am to 4pm, Companion Cards accepted—
Please contact the office regarding entry costs.

Juniors will be picked up and dropped home for all activities, unless notified.



FLEXI QUEENSLAND SERVICE USER FEEDBACK SURVEY

Flexi Queensland is in the process of preparing its Strategic Business Plan for 2018-21. Feedback and input from our Service Users and their family's carers is highly valuable to assisting with this process and capturing everyone's feelings about the organisation now and for future considerations.

Please find below a short survey for Service Users/families and carers to complete and return to Flexi Queensland by 30 June 2018.

Alternatively, you can access this survey electronically through the Flexi Queensland website www.flexiqld.com – using the survey link provided.

1. Overall, how satisfied or dissatisfied are you with Flexi Queensland?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Somewhat dissatisfied |
| <input type="radio"/> Somewhat satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

**2. Which of the following words would you use to describe our services?
Select all that apply.**

- | | |
|---|---|
| <input type="checkbox"/> Reliable | <input type="checkbox"/> Impractical |
| <input type="checkbox"/> High quality | <input type="checkbox"/> Inflexible |
| <input type="checkbox"/> Flexible | <input type="checkbox"/> Poor quality |
| <input type="checkbox"/> Responsive | <input type="checkbox"/> Unreliable |
| <input type="checkbox"/> Good value for money | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Overpriced | |

3. How well does Flexi Queensland meet your needs?

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not at all well

4. How responsive have we been to your questions or concerns about Flexi Queensland?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not so responsive
- Not at all responsive
- Not applicable

5. Do you have any other comments, questions, or concerns?