



Lita and Gaylene enjoying a picnic during the cooler months

## CONTENTS:

Page 2:	Flexi QLD's Vision, Mission & Values
Page 3:	Hi-Five Awards
Page 4:	Connect with Flexi
Page 5:	NDIS Pricing Update
Page 6:	Update from the CEO
Page 7:	Events and Activities
Page 8:	Speech Pathologist Update
Page 9:	Speech Pathology Week 2018
Page 10:	QLD's Guardianship and Administration System
Page 11:	Companion Card Information
Page 12:	Flexi Awards Party
Page 13:	Talent Show Flyer
Page 14:	School Holiday Flyer

## Flexi Queensland

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

## Vision

Fulfilling YOUR lifestyle

## Mission

now and for the future

## Values

RespectFul

PersonaLised

Ethical

FleXible

Integrity

## Operating Principles

### ✓ **Transparency**

Observable actions, marked by greater disclosure, clarity, and accuracy into our communications with stakeholders

### ✓ **Quality**

High service standards and expectations of all its staff, underpinned by robust systemic processes and practices.

### ✓ **Responsiveness**

Successfully achieving greatest alignment and interplay between Service User's needs and service delivery

### ✓ **Creativity**

Imaginative and creative support to assist each service user to realise their lifestyle and goals.

### ✓ **Collaborative**

Joint and partnership *working* with other agencies to achieve greater service and community capacity to the benefit of Flexi's service users and the Burdekin community.

### ✓ **"Real"**

Being exactly who we are and what Flexi stands for to our service users, their families and the Burdekin community

### ✓ **Valuing**

"Walking our talk" respecting and listening to each service user, their family, the community plus our staff and volunteers

# 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 June winner is:

## **Amanda Mooney**

who was nominated for: *“her fantastic involvement and fielding at Monday Madness cricket.”*

The July winner is:

## **Geraldine Lane**

who was nominated for: *“her consideration of fellow workers, always doing more than is asked of her to ensure Service Users needs are met and put first.”*



Leanne presenting Amanda her voucher

# ON THE GROUND



## Art Attack

Michelle enjoys a walk uptown and checking out the artwork.



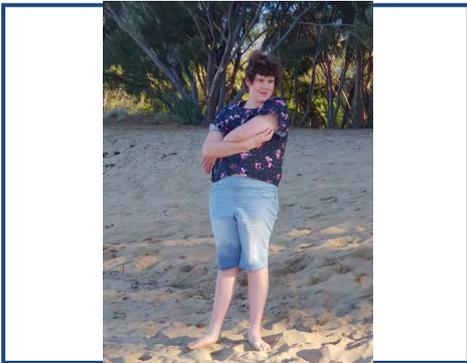
## Music

Matilda and Zaira playing on the keyboard at the TAC.



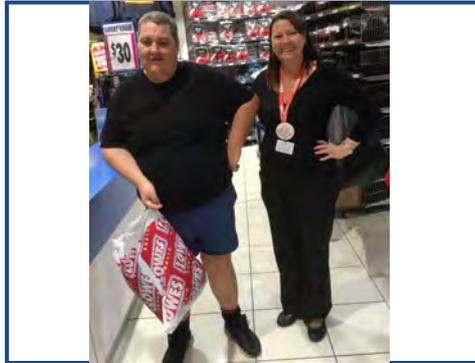
## Ferris Wheel Fun

Nicole enjoyed going on the Ferris Wheel at the Burdekin Show.



## Alva Beach

Lily spent a day at Alva Beach during the school holidays.



## Shopping

Peter enjoyed his shopping trip in Townsville and bought some new outfits.



## Mini Wheels

Ethan found a cool Simpsons themed car while accessing the community.

# Connect with Flexi!



4783 5866

0427 835 866

1800 210 637



Flexi Queensland



admin@flexiqld.com



www.flexiqld.com



Flexi\_QLD

Flexi Queensland holds their Centre Team meetings on Tuesday mornings. Due to this meeting the office answering machine is turned on. If you are calling and there is an urgency to your message please call after hours on 0427 835 866.



ABN: 61 723 727 604

Phone: (07) 4783 5866

Fax: (07) 4783 5872

Email: [admin@flexiqld.com](mailto:admin@flexiqld.com)

Address: PO Box 2168,  
Ayr QLD 4807

Dear Families,

We wish to draw your attention to the latest updates to the NDIS pricing guide effective 1<sup>st</sup> July 2018. In particular, there have been notable changes to how providers charge for cancelled supports and Therapy appointments. As stated in Flexi Queensland Service Agreements, our terms of business will change to reflect those stated by NDIS.

The following cancellation procedures will be in effect at Flexi Queensland from 1<sup>st</sup> July 2018:

*Personal Care and Community Access Supports:*

- Notice of cancellation must be given before **3pm the day prior to the arranged support**
- If notice is given after 3pm, this will be classed as a 'short notice cancellation'
- A provider can charge up to 90% of the support for short notice cancellations
- The cancellation fee may be charged against a participant plan up to 12 times per Service Agreement for personal care and community access supports

*Therapeutic Supports:*

- Notice of cancellation must be given before **3pm the day prior to the arranged appointment**
- If notice is given after 3pm, this will be classed as a 'short notice cancellation'
- The cancellation fee may be charged against a participant plan up to 6 hours per Service Agreement

Flexi Queensland will endeavour to work closely with Service Users and their families to decrease the need for cancellations wherever possible.

Please contact the Service Delivery Office with any questions.

# UPDATE FROM THE CEO

Welcome to Flexi's second newsletter for 2018 and the latest updates on what has been happening behind the scenes.

## **Human Services Quality Standards (HSQS) Accreditation Audit - 6-10 August 2018**

Sarah Szabo from IHCA, our third party auditors, worked with the Flexi team for five days to complete our re-certification audit, and at the end of this week Flexi Queensland successfully obtained Certification accreditation under the Human Service Quality Standards for a further three years. During the week Sarah visited Therapy and Activity Centre, Flexi 1, Flexi 2 and Flexi 4 and spoke with a number of staff, new and existing Service Users and their family members to get a good understanding of the services offered.

The outcome of the audit was Flexi Queensland's Policies, Procedures and processes are meeting the requirements of the six Human Services Quality Standards and they were unable to find any areas of non-conformance requiring corrective action - this is a significant achievement. Sarah's feedback from the audit advised of the continuing hard work by all staff and noted the significant expansion of services under NDIS. Those Service Users and families who spoke with Sarah expressed high satisfaction with Flexi services stating they have been well supported during NDIS transition and they were benefiting greatly from receiving access to new services and opportunities under NDIS - "The staff all deserve medals" was one comment relayed by a parent to Sarah.

I would like to give a big thank you to all those involved - Board of Directors, Centre Team, Lifestyle Facilitators and Service Users and their families.

Flexi's next audit in 18 months' time will be a maintenance audit (which involves the auditor being with us for less days) and will be under the new NDIS framework for quality and safeguards which will roll out in Queensland from 1 July 2019.

## **North and West Remote Health - Mental Health Services Operating from Flexi's Therapy & Activity Centre since July**

As I advised in the last newsletter Sally O'Brien has been unable to continue to provide psychology services with Flexi and I was looking to find an alternative service to take over the caseload. In July arrangements were finalised with North & West Remote Health (NWRH) for their mental health professional Matthew Schaumburg to take over services. Matthew commenced his fortnightly Tuesday visits on 19 July and is renting a room at Flexi's Therapy & Activity Centre to make the transition easier for Flexi Service Users. As this service is no longer provided by Flexi Queensland, Matthew's office is now responsible for making/cancelling/rescheduling appointment times and also for taking bookings for new Service Users wishing to access his service. Mathew can be contacted by calling his office in Townsville on 4781 9300.

## **Flexi Queensland's Strategic Business Plan 2018-2021**

The Board approved the final draft of the Strategic Business Plan at their July meeting. This has been a very detailed step by step process which has seen the renewal of the organisation's vision, mission and development of goals and actions to achieve these

goals over the next three years.

Flexi Queensland's new mission and vision is:

Fulfilling YOUR life.....

Now and for the future....

We also endorsed that we deliver our services in line with our values: Respectful, Personalised, Ethical, Flexible and Integrity under our operating principles of Transparency, Quality, Responsiveness, Creativity, Collaborative, Real, Valuing

Flexi Queensland's Goals for the next three years are to:

1. Be the provider of choice in the Burdekin
2. Be the employer of choice in the Burdekin
3. Be sustainable and legally complaint

The implementation of the Strategic Business Plan 2018-2021 will commence roll out with presentation of the full Plan to all staff at the next All Team Meeting in September 2018 and then it will be available for release on the Flexi Queensland Website for Service Users and families to view.

## **NDIS Annual Plan Review and Claiming**

It is that time of year again when the NDIS 12 monthly scheduled plan reviews are due. This year we have been advised that the meetings are starting earlier to allow for them to be spread out across a longer period of time for the Planners. At this time the first few have been done in August with the rest to follow throughout September and October. Many of you are now familiar with the process but Flexi is happy to continue to support Service Users and families at these meetings. Just contact the office and speak with a member of the Centre Team advising when and who you would like to be at the meeting. Also, if you don't wish to have the planning meeting at your home you are welcome to use the Flexi meeting room - please just ring ahead as soon as you have a date and time so we can book the room.

Following Melissa and Debbie's settling in period I am delighted to advise that we have caught up on the backlog of NDIS claiming. The ladies have set up an efficient process whereby they send out a text or make a phone call to Service Users and/or family members to come to the office and sign off on the claim statement prior to the submission of the claim for payment on the NDIS Portal. A big thankyou to our Service Users and family members for promptly responding to our requests for signatures to be able to claim - if you have any questions about the claiming statement please do not hesitate to speak with Melissa or Debbie otherwise you can speak with myself or anyone else in the Centre Team. As we have now caught up Melissa will be making contact with you on a monthly basis for signatures so that Flexi is on top of drawing down on people's NDIS funding - if and when you access the Participant Portal (we can assist with this) you will be able to check on the use of your NDIS funding.

# UPDATE CONTINUED

## Teneill Ready's Maternity Leave & Changes to Centre Team

As you all will be aware Teneill Ready is very close to having her baby whom is due mid September but it is certainly looking like it could be an earlier than expected arrival. We will certainly be letting everyone know when the baby is born and the important details of his name. Everyone at Flexi wishes Teneill and Peter well as they embark on the very rewarding journey of parenthood - and hopefully a baby who gives them a few sleepful nights!

In preparation for Teneill's maternity leave, we have advertised for a DSF and Toni Morgan has been successful in stepping up into the role. Toni has been out in the field on buddy shifts to gain

valuable understanding and experience of the role of the LF and working with our Service Users. Toni will transition to the DSF role from Rosters whilst Karly has been successful in applying for the TRACCS Officer position. Karly's admin position is currently being recruited at this time. Once all the positions have been filled Toni and Karly will get to settle into their new roles. As Flexi strives to be the employer of choice in the Burdekin, it is encouraging that opportunities for promotion exist within the team so that we can nurture and develop our staff to advance their careers without having to leave Flexi Queensland.

Sue Collier

## EVENTS AND ACTIVITIES

### August 2018

**Saturday 18th August**

RUM Rodeo

**Friday 24th August**

Cowboys vs Eels

### September 2018

**Sunday 16th September**

The Ultimate Bee Gees

### November 2018

**Friday 23rd November**

PBR—Australian Grand Final

***Flexi Queensland School Holiday  
Flyer is located on page 14 of the  
Flexi 'Vine.***

Please **RSVP** attendance by **Monday 10  
September 2018 by 10am.**

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

 Like us on  
**Facebook**



### 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 Queensland Awards Party Flyer  
is located on page 12 of the Flexi  
'Vine.***

Please **RSVP** attendance by **Monday 19  
November 2018 by 10am.**

# An update from the Speech Pathologist

## Hello to all the Flexi 'Vine Readers!

I'd like to share with you my experience of a recent trip to the Gold Coast for my professional development.

In late July I attended the International Society of Augmentative and Alternative Communication (ISAAC) conference. It was a privilege to take time away to attend this conference (despite being horribly sick!), held on the Gold Coast. This is the very first time that the conference has been held in Australia, with previous conferences being held in Toronto, Lisbon, Pittsburgh, Barcelona and Montreal.

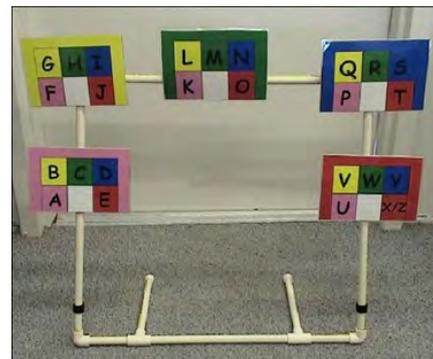


I attended a pre-conference workshop on Comprehensive Approaches to literacy in AAC presented by Penny Hatch and Lori Geist – an American Speech Pathologist and Special Education Teacher. I look forward to implementing some of the strategies they talked about to enable people with complex communication needs to develop, learn and enjoy literacy, because without literacy, there cannot be full and autonomous communication. A specific discussion on this day related to using “Alternative Pencils”. This is a strategy I already use within my therapy at Flexi, however would like to highlight here. An alternative pencil is defined as: “anything that provides a person with access to all 26 letters of the alphabet”. Some examples of alternative pencils I have used in therapy are below:

“direct access” (pointing) alternative pencil flip chart



Eye Gaze alternative pencil display



The week that followed provided nothing less than exhilarating, thought provoking and interesting content demonstrated by exhibitors from all around the world. The main highlights were learning from the lead providers in AAC (Augmentative and Alternative Communication) such as Tobii Dynavox, Assistive Ware, Attainment Company, Scope and Spectronics. If you would like any information regarding the services and products these companies can offer – **please contact me to view the providers information sheets.**

Some highlights from the conference were talks on:

- A practical strategy for supporting mental health for those with complex communication needs
- Working with Teachers and families in the practical implementation of AAC
- Creating communicative intent with a social focus for persons with Autism Spectrum Disorder
- Accessible information in the justice system for people with low literacy
- Learning and trialling the new Snap+Core First software from Tobii Dynavox (which our therapy service has purchased!)
- Understanding the sensory needs of people with complex disabilities who utilise AAC

I hope to be able to implement all I have learned with the clients I serve at Flexi Queensland.

# Speech Pathology Week

As a Therapist, advocacy is a responsibility and honour! And with that said, Speech Pathology week for 2018 will be celebrated from the 19<sup>th</sup> – 25<sup>th</sup> of August.

Speech Pathology Week seeks to promote the speech pathology profession and the work done by speech pathologists with the more than 1.1 million Australians who have a communication or swallowing disorder that impacts on their daily life.

Communication is a basic human right and Speech Pathology Week seeks to promote this fact.

Communication, by definition, involves at least two people. People with communication difficulties often experience communication barriers to their full participation in community life. This can lead to social and emotional isolation. Around 1.2 million people in Australia have a communication disability.

Ensuring communication accessibility for these Australians means they are treated with dignity and respect. People with communication difficulties communicate with others using a variety of means, including word-based or picture-based communication boards or books, sign and gesture, and spelling.

Technology plays a growing and vital role in keeping Australians with communication difficulties engaged with their family, friends and the wider community. Assistive technology such as electronic communication and speech generating devices, voice amplification and computer access aids allow people with communication difficulties to communicate with those around them. During Speech Pathology Week 2018, join the conversation about communication accessibility and ensure 'communication access is communication for all'.

**Participate on social media by using #SPWeek**

A blue banner with white and yellow text. On the left and right sides, there are yellow L-shaped corner brackets. The text reads: "Speech Pathology Week" in large white font, "19-25 August 2018" in white font, "communication access is communication for all" in yellow font, and "speechpathologyaustralia.org.au/week" in white font.

Speech Pathology Week  
19-25 August 2018

communication access is  
communication for all

[speechpathologyaustralia.org.au/week](http://speechpathologyaustralia.org.au/week)

## What's in a name?

With the word “public” at the beginning of the name of three of the independent agencies involved Queensland’s guardianship and administration system, it can sometimes be difficult to know what the difference is, and what each agency does.

The Office of the Public Guardian, the Public Trustee and the Office of the Public Advocate are all independent statutory agencies who work together to protect and promote the rights of adults with impaired decision making capacity.



The Public Guardian acts as substitute decision maker of last resort for adults with impaired decision-making capacity in relation to accommodation, health care, legal (not related to finance or property) and other personal matters.

The Public Guardian is appointed by the Queensland Civil and Administrative Tribunal (QCAT) as a guardian.

The Public Guardian can also be appointed as attorney to make the above decisions through an enduring power of attorney document (EPA).

We also investigate allegations of abuse, neglect and exploitation of adults with impaired capacity. Find out more about us at [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au) or phone 1300 653 187.



The Public Trustee acts as substitute decision maker for adults with impaired decision making capacity for their financial matters. The Public Trustee is appointed by the Queensland Civil and Administrative Tribunal (QCAT) as an administrator.

The Public Trustee can also be appointed as attorney for financial decisions through an enduring power of attorney.

The Public Trustee is self-funding and has been serving Queensland for 100 years. The Public Trustee delivers a range of services to Queenslanders including: free Will making, enduring powers of attorney, deceased estate administration, and other financial management services.

Find out more about us at [www.pt.qld.gov.au](http://www.pt.qld.gov.au) or phone 1300 360 044.

## Office of the Public Advocate

The Public Advocate protects and promotes the rights, autonomy and participation of Queenslanders with impaired decision-making capacity through systemic advocacy. We focus on influencing and changing the systems that impact on people with impaired capacity, including the legislative, policy and service aspects of those systems.

Unlike the Public Guardian or the Public Trustee, we do not investigate individual complaints or allegations. We are, however, interested in the experiences of people with impaired capacity to inform our systemic advocacy for legislative, policy or service change.

The work of the Office of the Public Advocate is not limited to people who are subject to guardianship or financial administration. Rather, we advocate for the inclusion of all people with impaired decision-making capacity in all aspects of community life.

Find out more about us at [www.justice.qld.gov.au/public-advocate](http://www.justice.qld.gov.au/public-advocate) or phone 07 3224 7424.

# 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/](http://www.qld.gov.au/disability/out-and-about/companion-card/)

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

© Commonwealth of Australia 2013



FLEXI QUEENSLAND PRESENTS

1ST DECEMBER

**TROPICAL  
AWARDS  
PARTY**

HOTEL BRANDON  
2:30PM - 6:00PM

TALENT SHOW - FOOD & DRINKS

**RSVP - 19 NOVEMBER 2018**

PHONE 4783 5866

FLEXI QUEENSLAND PRESENTS

# TALENT *Show*

**01.12.18**

2:30PM - 6:00PM

**Open to all Service Users and  
Flexi Staff Members**

**Show them what you've got!**



**If you would like to perform in the  
show please contact Steve Setter  
on 4783 5866**



# JUNIOR HOLIDAY PROGRAM

SEPTEMBER 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 10 September 2018.**

*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

25/09/2018

#### Nature walk at Plantation Park

Time and Price: 3pm to 5pm

### Activity Two — Local Activity

27/09/2018

#### T-ball at Anzac Park

Time and Price: 3pm to 5pm

### Activity Three — Local Activity

02/10/2018

#### Board games

Time and Price: 3pm to 5pm

### Activity Three — Local Activity

04/10/2018

#### Swimming

Time and Price: 3pm to 5pm

**\$5.00**

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

Please Bring: afternoon tea, hat, water bottle & sunscreen.

*Juniors will be dropped off and picked up from home.*