



Pete getting into the Christmas spirit.

CONTENTS:

- Page 2: Holiday Closure
- Page 3: Hi-Five Awards
- Page 4: Photos
- Page 5: Update CEO
- Page 6: Photos
- Page 7: Therapy News
- Page 8: Photos
- Page 9: Seasons Greetings

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ATTENTION HOLIDAY CLOSURE TIMES

The Flexi Office will be **CLOSED** from
12.00pm Friday 21 December, 2018
and will re-open
9.00am Monday 7 January, 2019

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will **cease** from
Saturday 22 December, 2018
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If you require supports in this time, please
contact the office ASAP to discuss this with
your DSF otherwise with Centre team.

HI-FIVE AWARDS

Flexi Queensland conducts a peer-to-peer acknowledgement — Hi-Five Award.

This is to recognise the great work and achievements by all Flexi Team Members.

Any staff member can nominate any other member of the Flexi staff and then a winner is chosen at random each month.

The September winner was:

Aicey Zaro

nominated for *"taking on a shift late notice for a new client and doing a really good job"*

The October winner was:

Tracy Williams

nominated for *"her infectious positive attitude in all situations. Tracy is also a great problem solver"*

The November winner was:

Alexandra Krause

nominated for *"having everything organised and always writing clearly and neatly on Service users documents"*



Debbie presenting Aicey his voucher



Debbie presenting Tracy her voucher

Connect with Flexi!



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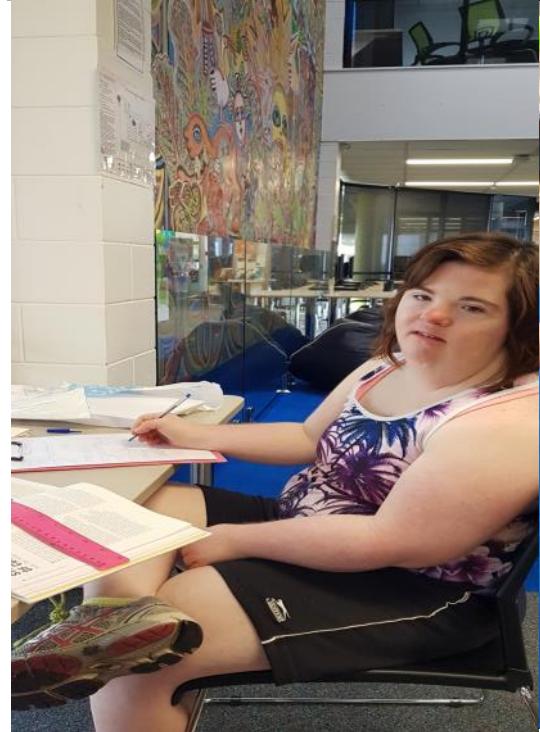
www.flexiqlld.com

Flexi_QLD



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.



UPDATE FROM THE CEO

As we see the close of 2018 nearing it is a chance to review the year. The fast pace following the roll out of National Disability Insurance Scheme (NDIS) has continued in 2018, with Flexi Queensland continuing to grow through the delivery of more hours of support than ever before. These additional hours are not only to new Service Users joining the Flexi Community but also to our existing Service Users as they, and their families and carers, become more knowledgeable around planning for services to utilise more and more of their NDIS funding.

The growth in hours delivered to our Service Users has created the need to expand the Centre Team and employ additional Lifestyle Facilitators, thus putting pressure on the space at the Ross Street office. In April 2018 the meeting room became my office, leading to the rental of a demountable meeting room and two additional toilets to accommodate the team. The Board and staff have been considering new office designs for the Ross Street site to meet the needs of office-based staff, Lifestyle Facilitators and Service Users for current and future requirements.

On behalf of the Directors and Staff, I can share that we have all been immensely proud and honoured to have assisted Service Users to achieve many individual goals and accomplishments towards increased independence and provide opportunities for them to become more actively involved in their local community.

Flexi Queensland would not be the successful organisation it has become without the dedicated team of Lifestyle Facilitators. I thank you all for your commitment and hard work in supporting our Service Users to achieve their goals and aspirations. The work that you do is often challenging and demanding but your passion for your work is inspirational. As a team we have worked hard throughout the year to focus on providing quality individualised services at all times, ensuring we are professional in our conduct.

To our Service Users and their families, thank you for entrusting Flexi Queensland with the task of working with you to achieve the goals that you have set for yourselves in 2018, it has been a real pleasure. I would like to especially thank the invaluable support of the Board of Directors, Ian Shepherdson, Maryann Petersen, Sue Malaponte, Rick Spark and Eanice Lovell who donate their valuable time to Flexi Queensland working closely with me to make the critical decisions around the organisation's governance and management of operations. We have come so far in the last few years and knowing you are always supportive is very reassuring when encountering the many challenges, particularly when we prepared for our Human Services Quality Standards recertification audit in early August 2018.

I would like to take a moment to reflect and remember those members of the Flexi community who passed during the year and are no longer with us but will remain in our memories of good times gone by.

In November, we welcomed Kylie Vasta to the Centre Team in the new role of Service Delivery Manager to assist myself as CEO in managing the day to day operations of the Service Delivery Team.,

The Flexi Tropical Awards event went off with a bang on Saturday December 1st, enjoy the photos included in this newsletter of some of our Service Users enjoying the party and their achievements throughout 2018.

I wish you a safe and restful break over the Festive Period and look forward to continuing to work together in 2019.

Sue Collier



Tropical Awards Party



Hello from the Flexi Queensland Therapy Service.

The end of the year sees us all very busy with preparing for NDIS plan reviews. I am thankful to have worked with so many wonderful families and Service Users this year, I hope to see you all again in 2019 to continue developing communication skills to achieve the greatest quality of life possible. Since our last Newsletter, I've participated in some professional development I'd like to share with you.

Scope presented a webinar as part of the 2018 AGOSCI (Australian Group on Severe Communication Impairment) National Tour, entitled "Speak Up and Be Safe from Abuse" - Promoting Rights and Safety for Adults with Complex Communication Needs. I learned some practical strategies to enable people with complex communication needs to be safe in care and while living in their community, and how companies can ensure the resources are provided to facilitate this. Scope has developed a suite of resources utilising Key Word Signs, multi-layer visual displays, and record sheets, to support those people who have difficulties communicating or understanding in any way. I have provided a snap shot of one of the resources developed by Scope. The entire program provides:

1. Communication boards

- Set 1. General vocabulary which includes common actions, topics, both male and female body page, qwerty and alphabet boards.
- Set 2. 'Action' boards –common actions of neglect or abuse.
- Set 3. 'Things' boards –common items or things we use every day.
- Set 4. Places boards –common places in the community and where people may need to raise a complaint or incident of abuse.



2. Speak Up and be Safe from Abuse Poster

The poster provides prompts to remember some fundamental aspects in supporting someone with communication difficulties to be safe from abuse, including:

- supporting the development and maintenance of social networks
- use of communication aids and resources
- observing and responding to warning signs
- the importance of educating people about human rights for people with communication difficulties.

3. Key Word Sign poster

The poster consists of 20-line drawings and instructions on how to sign in Key Word Sign.

The vocabulary was taken from the research, consultations and development of other resources and focuses on identifying and reporting abuse.

4. Record sheet

5. Fact sheet

If you wish to learn more about the Speak Up and Be Safe from Abuse project developed by Scope, you can visit their website <https://www.scopeaustralia.org.au/>. If you have any questions about these resources or our therapy service, please contact the office on 47835866.

Speak Up and be Safe from Abuse - Key Word Signs

Read each description carefully, to help you interpret the illustration.
The illustrations show the right hand as the dominant hand.
If you are left handed, use your left hand as the dominant hand.
These can be used with other communication aids in the Speak Up and be Safe from Abuse toolkit.

KWSA
key word sign
australia | scope
making it happen

 Help Place dominant hand bent at third knuckle, palm down, onto non-dominant palm. Or may place dominant hand onto non-dominant hand, palms together. (Sign: Formation known as who is being helped/needs help.)	 Push Place both open hands at shoulder height, palms facing away from body. Simultaneously push both hands forward. (Natural Gesture)	 Pull Hold dominant flat in front of body, palm in. Pull back towards body. (Natural Gesture)	 Hurt (sore) Shake open dominant hand, fingers spread, twice in front of body or over location of pain.	 Worried (unsafe) Extend and open dominant index finger. Touch the formation near temple of same side.
 You Point extended dominant index finger forward or toward person. (Natural Gesture)	 Me Point to self using extended dominant index finger. (Natural Gesture)	 Person Make a 'C' with dominant index and thumb. Hold in front of body on dominant side, palm facing forward. Have formation downwards from shoulder height.	 Yes Shake dominant fist, palm down, up and outwards from the wrist, twice.	 No Shake dominant fist, palm down, sideways in front of body, twice.

Tropical Awards Party





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!

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