



Gaylene enjoying the new Burdekin Waterpark!

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BURDEKIN WATERPARK



Emily excited about finally having our own waterpark



Leanne & Teneill at the waterpark grand opening



Ashleigh cooling down on a hot day

On Friday 3 February 2023, Leanne Marriott and Teneill Ready attended the Burdekin Waterpark Grand Opening on behalf of Flexi Queensland.

Leanne and Teneill were extremely excited for the Service Users to be able to enjoy this excellent attraction to the Burdekin, they went straight to work ensuring everyone would be able to enjoy the waterpark.

Since the waterpark opening, the Service Users have attended on many occasions with their friends and Support Workers.

What a great asset to the Burdekin.



Kevin having the best time at the waterpark



Emily having a go on the slide



Emily, April & Belinda getting slashed by the big bucket

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

NICOLE HELPING OTHERS



Nicole has been volunteering at Bluey's Thrift Shop in Home Hill for the last few years.

As of late, Nicole has been working on putting together toiletry bags to be donated to BCA for Domestic Violence victims.

Nicole delivered these items/bags to BCA on Thursday 9 March 2023.

We are all very proud of Nicole and her efforts at Bluey's Thrift Shop.



Connect with Flexi!



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Flexi_QLD

Flexi Team 2023

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

Lifestyle Facilitators: Abbie, Gemma, Marilyn, Freddie, Ruth, Courtney, Kaydee, Nykee, Tarja, Cameron

Centre Team:

Emma Morrell—Service Delivery Manager & Billie-Shai Pegoraro—Administration Officer

Welcome to the Flexi Team!

Staff Appreciation

Flexi Queensland staff have been out and about lately with an appreciation dinner at the Ayr Golf Club, with a buffet meal from Howie's Catering. Staff were able to enjoy their night with family, friends, and workmates. Staff have also had the opportunity to attend the first Cowboy home game for the year—Go Cowboys!



Graham, Kerrie, Janelle, Helen, Ruth and Alana attending the first Cowboys game for the season

Professional Development



Teneill attended Crucial Conversations for Mastering Dialogue, which is a course in best-practice skills for speaking up quickly, directly, and effectively when it matters most. The learning experience equips participants with the skills to hold impactful dialogue and master most challenging conversations.

Teneill is very grateful to be given the opportunity to attend the course, and has recommended the course to other work colleagues.

UPDATE FROM THE SDM

Thank you for welcoming me into the Flexi Qld team, it's been a pleasure meeting and working with you so far as I continue to get to know you all.

To briefly tell you about myself, I come from a humble background, being the eldest of two siblings, and mother of two daughters.

I have lived and studied in Fiji, Canada and Australia. I come from a strong sporting background, namely in outrigger canoeing, where I represented Fiji in the sport and competed against the likes of athletes such as Lisa Curry!

My career background stems from the following industries: Trucking, Construction, Export Fishing, Mining, Aged Care and Disability industry for the past 12 years.

I have led many teams of staff through business mergers, business restructures and transitions, to rebuilding teams of staff by a collaborative style of management.

Based in the Robina area in the Gold Coast, I was part of the pioneering of the provision of services to both NDIS service users and Aged Care residents, all in the one high rise community setting. I have experienced working under two different governing authorities and legislations and the style of care packages I have experience with are Service User pays, report style living, where the Service User purchases the accommodation unit outright, and care provision is built in utilising the care package provided, with any additional care or services

requested being based on a user pays concept.

I moved up north to Townsville a year ago to be closer to my family, which has landed me in my current role as Service Delivery Manager with Flexi Queensland. The team at Flexi Queensland have been warm and welcoming. I am grateful for the opportunity to a part of the team that contributes to the provision of services to our Service Users in the Burdekin.

Flexi Queensland Update

With the COVID-19 policy coming to finalization, you will begin to notice Service Users are starting to attend more community events, and events will start to be planned in Townsville/Bowen for Flexi Events.

We have also been able to roster shifts weekly, as we have been able to recruit more staff thanks to Shannon from Active HR. For those of you who don't know Shannon, she is currently contracted to Flexi for HR matters.

Flexi Queensland are also due for a recertification Audit in 2023, once dates have been booked, Flexi Queensland will be in touch with families about consent to participate in the Audit.

Emma
Morrell



EVENTS AND ACTIVITIES



April 2023

Thursday 20 April

Fundraising Movie Premiere

Saturday 22 April

2023 Canefield Ashes

June 2023

Tuesday 13 June

Billabong Sanctuary

Wednesday 28 June

Burdekin Show

May 2023

Tuesday 09 May

Townsville Shopping & Lunch

Saturday 13 May

Sounds of Rock Music Festival

Wednesday 24 May

Burdekin Theatre Morning
Melodies "A Hard knock Life"

Friday 26 May

Sweet Days, Hot Nights

Flexi Facebook and Website— updates

Flexi Queensland's Facebook and Website will be back up and running soon with many new features available. You will be able to find many updates and events on these pages. There will also be a recruitment function on the website to make it easier to apply for positions at Flexi Queensland.



Expression of Interest flyers
can be collected from the
Flexi Office

Other upcoming community events:

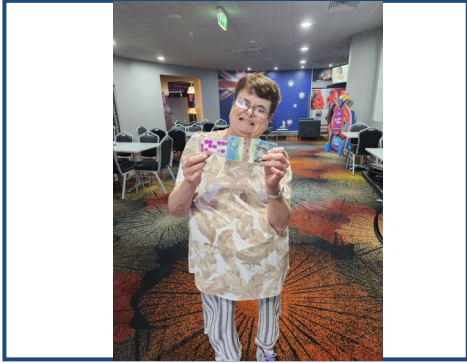
If you would like to attend the following events please let the office know ASAP to see if you have the support hours to attend.

- 07 July 2023—Townsville V8s
- 25 July 2023—Ephemera: Seaside Sculptures
- 12 August 2023—Queen-It's a Kinda Magic
- 03 November 2023—PBR

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.

ON THE GROUND



BINGO!

Gaylene showing her winnings from her first game of Bingo at the RSL.



Physio

Nicole participating at her physiotherapy appointment.



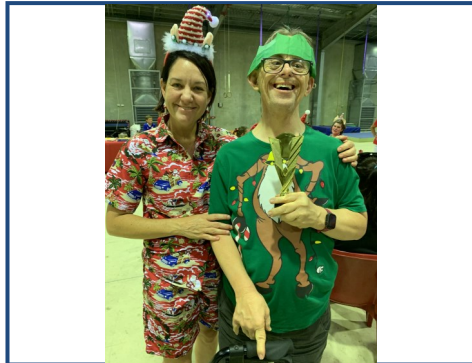
Monday Madness

Kevin completing a craft activity at the Monday Madness program.



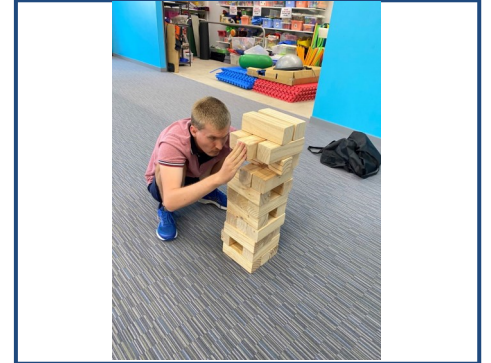
Juru Walk

Jett has been achieving his goal at going for a walk at the Juru Walk at Plantation Park.



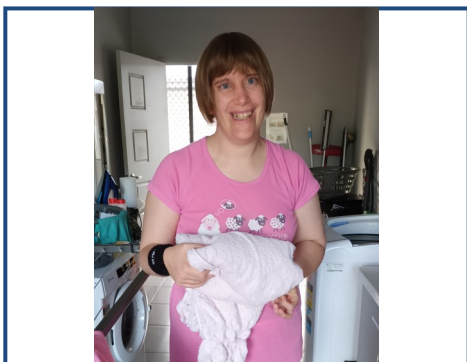
Burdekin Beats

Kevin in the festive mood with Amy from Burdekin Beats.



PCYC

Steven played a game of Jenga at PCYC.



Laundry

Nicole has been assisting with her daily chores at home.



Cricket

The Flexi Monday Madness group playing a game of Cricket at Anzac Park.



Cooking

Matilda made some fairy biscuits while out in the community.

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 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 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 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/

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

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Let's get on track... Time to revamp the TAC!



Fundraiser Event

Thursday 20 April 2023

Galaxy Indoor Cinema—27 Kilrie Road, Ayr

6:30pm start for light refreshments and nibbles

7:00pm Movie Premieres (duration of 90 minutes)

Cost: \$20.00 per person

Tickets can be purchased from the Flexi Office—14-16 Ross
Street, Ayr

Please RSVP by 10/04/2023

**Proceeds from the Movie Night will go towards giving
the Therapy & Activity Centre (TAC) a mini makeover**



EXPRESSION OF INTEREST

We are calling for expressions of interest for upcoming event in April 2023 that you might be interested in attending to help us with our activity planning.

Please indicate below if you would be interested in attending and return your slip to Reception at the Ross Street Office as soon as possible.

Event costs to be advised once EOI have been received.

RSVP and Payment BY



Service User Name: _____

Date	Event	I would like to attend...
Saturday 22 April 2023	Canefield Ashes Invitational Game	<input type="checkbox"/> Yes <input type="checkbox"/> No

OFFICE USE:

Received By: _____ Date Received : _____