



**Steven enjoying the bubbles!**

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# Management Team



On the 12 October, the Flexi Management Team attended a Team Management Systems workshop conducted by Rhett Stubbs, the principal consultant of our business associates, Active-HR.

Team Management Systems is based on psychological theory and research developed by Dr. Margerison and Dr. McCann, leading researchers in the field of psychometric testing. Team Management Systems is a suite of feedback instruments designed to improve personal and team performance in the workplace, and help individual team members to understand how they prefer to approach work.

The workshop was attended by Board Member, Sue Malaponte, Active-HR consultant, Shannon Wheatley-Stubbs, Flexi Management Team members Emma Morrell, Leanne Marriott, Teneill Ready, and Development and Support Facilitators, Tracey Bell and Michele Naughton.

The day was enjoyed by all, with many self discovery moments acknowledged through our individual Team Management Profiles, and discovering new work and personal preferences about other team members.

There were several (fun!) activities the team participated in and many laughs were had throughout the day.

The results of our Flexi Management Team 'profile' as a whole, were found to be similar to the TMS norms. There was a variety to what each team member can bring to the table with their individual approaches to work and team leadership. Coming to the conclusion that with our current team of Management and Leaders, Flexi Queensland staff, clients, and families are in very capable hands.

Flexi Queensland would like to express our appreciation to Rhett for his professional and insightful delivery of the TMS workshop, and to Shannon and Rhett for their hospitality, ensuring the experience of an enjoyable and most valued day. We would also like to express our appreciation to the Flexi Queensland Board members for allowing us the opportunity to participate in such a worthwhile day of professional development.



# Management Update

## Audit

As you are aware, Flexi Queensland is due for our Recertification Audit. Previously it was advised that the audit dates were 03 October 2023 desktop review and 07-09 November 2023 onsite audit, but due to the Auditors availability these dates have now changed to: 13 November 2023 for the desktop review and 14-15 December 2023. IHCA (our third-party auditors) have completed the consumer list and have chosen a selection of Participants who they wish to Audit. Thank you to the families who have been selected by the auditors and provided consent, we will be in touch with booking interviews.

## Registration Groups

Flexi Queensland have reviewed our registration groups, and we are currently registered for the following:

- 0103 Assist Prod-Pers Care/Safety
- 0105 Personal Mobility Equipment
- 0106 Life Stage, Transition
- 0107 Assist-Personal Activities
- 0108 Assist-Travel/Transport
- 0112 Assistive equipment for recreation
- 0113 Vision equipment
- 0115 Daily Tasks/Shared Living
- 0117 Development-Life Skills
- 0120 Household Tasks
- 0122 Hearing equipment
- 0123 Assistive products in household tasks
- 0124 Comms & Info Equipment
- 0125 Participate Community
- 0127 Plan Management
- 0136 Group/Centre Activities

## Events

The Service Users have been enjoying many different social events, some of these include, Cowboy games, Queen Tribute Show, All Abilities

Disco, shopping in Townsville, Barra Fun Park, and catching up with old friends with other Service Providers. Some of the upcoming activities are Professional Bull Riding, Home Hill Harvest Festival, Christmas Morning Melodies and Break Up Party.

## Maternity Leave & Changes to Centre Team

As you will all be aware Marnie Finn is very close to having her baby who is due in December, Marnie will be going on maternity Friday 17 November 2023. We will certainly be letting everyone know when the baby is born and the important details of her name. Everyone at Flexi wishes Marnie and Ashley 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 Marnie's maternity leave, we are happy to advise that Katie will be returning from her maternity leave and will be assisting with Administration tasks.

Alana Broccardo has been stepping into her role, TRACCS® Administration Officer – Development Support Facilitator Assistant, and is going to be helping out DSFs Tracey and Michele, once the TRACCS® MTA App is up and running.

Billie-Shai Pegoraro has stepped into her role, Administration Officer & TRACCS® Assistant, with helping Alana with Rostering and Pays when required.

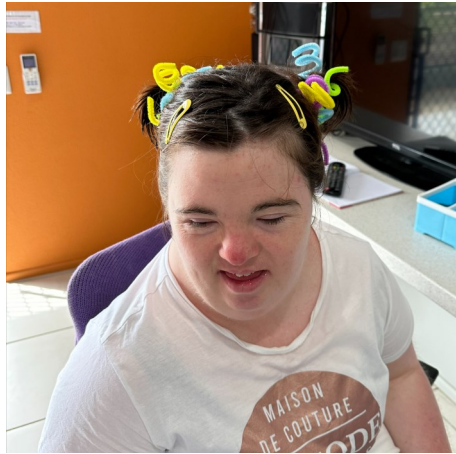
Janelle Neal has also stepped into her new role of Team Leader – Community Access, which Janelle is helping DSFs with organising and planning activities.

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.

Teneill Ready

Lifestyle Support Manager

# MENTAL HEALTH WEEK



## CRAZY HAIR, HAT, SOCK, AND DRESS



Mental Health Awareness Week was recognized at Flexi Queensland by holding a week of crazy hair, hat, sock, and dress! Flexi Service Users and staff got involved by creating some colourful and crazy hats, headpieces and socks to wear during the week to mark the occasion. It was conducted as a fundraiser with a gold coin donation to contribute to the upgrade of Flexi's Therapy and Activity Centre. Our fundraising has enabled the purchase of a new BBQ for all to enjoy.

Supporting Mental Health is an important part of Flexi Queensland's mission, to not only support our service users and their families, but also supporting staff.

Through NDIS, Flexi service users have the opportunity to engage with health professionals, such as counsellors and psychologists, to support, manage and improve their overall wellbeing.

Research studies has proven that physical activity is the most effective treatment for improving not only individuals physical health, but also mental health. Flexi Queensland ensures all Service Users include daily physical activities such as walking, dancing, swimming, sports such as Ten Pin Bowling, and gym equipment use. Through NDIS, Flexi Service Users have the opportunity to engage with health professionals, such as exercise scientists, and physiotherapists to guide and teach exercise programs to be used in sessions and also at home.



# FLEXI GLOW DISCO



On Friday night, 18 August 2023, five Interact students from Ayr State High School provided support at a Glow Disco run by Flexi Queensland. This disco celebrated 28 years of Flexi. Brayden Becke, Chloe Becke, Sophie Papale, Chloe Hook and Bella Lawry all gave up two hours of their weekend to help Flexi with this awesome event by serving pizzas, cake and doing some face-painting with flouro face-paint. They even did some dancing, showing how the Nutbush is done! A great night was had by all who attended (not to mention the pizza and cake!).

Teneill Ready, Manager of Flexi Queensland in Ayr, said, "...thank you to the students for helping out last night, we couldn't have done it without your support. The students were excellent and so respectful to everyone. Well done, Ayr High School! "

These students certainly were a credit to our school.



# 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:

Abby, Kyle, Martina, Glenda, Tegan, Mark, Kellie and Lena

## Welcome to the Flexi Team!



## Connect with Flexi!



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Flexi Queensland

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## EVENTS & ACTIVITIES

### November 2023

#### Friday 3 November

PBR-Grand Finals 2023

#### Friday 10 November

Burdekin Water Park - RM Care

#### Saturday 11 November

Home Hill Harvest Festival

#### Friday 24 November

Staff end of year dinner

#### Wednesday 29 November

Christmas Morning Melodies - Karen Knowles

### December 2023

#### December 01 December

Participant Christmas/Break Up Party

#### Sunday 10 December

Community Christmas Carols

HOW'RE WE DOING?



★★★★★ REVIEW!




Like us on  
**Facebook**

# PUZZLE MANIA

## HALLOWEEN

N	M	G	E	V	N	B	O	O	H
G	M	P	M	Z	F	W	C	T	Z
H	B	D	C	I	K	I	M	R	C
O	B	A	T	A	N	T	J	E	C
S	F	H	T	R	I	C	K	A	A
T	B	A	J	O	J	H	L	T	N
P	H	K	E	W	O	Z	N	D	D
C	C	G	X	E	E	J	Z	S	Y
A	B	L	A	C	K	J	T	F	N
T	U	X	S	C	A	R	Y	M	B

**WORD LIST**

 <p>BAT BLACK BOO CANDY CAT</p>	<p>GHOST SCARY TREAT TRICK WITCH</p> 
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*Homemade GIFTS MADE EASY*

## Maze game

Adobe Stock | #376276696

## HAPPY HALLOWEEN

*Homemade GIFTS MADE EASY*

## Halloween

**Across**

- 1 A bunch of bones
- 3 Where vampires sleep
- 4 Can be carved into a Jack-o-lantern
- 6 Worn to cover your face
- 8 Egyptian monster
- 9 Comes out during a full moon
- 14 "Trick or \_\_\_!"
- 15 The last day of October
- 17 Place full of graves
- 18 Makes cobwebs
- 19 A spirit, back from the dead

**Down**

- 1 Frightening
- 2 Marks a grave
- 3 What children get on Halloween
- 5 Drinks blood
- 7 Famous vampire from Transylvania
- 9 Woman with magic and a pointed hat
- 10 \_\_\_ house; A spooky place
- 11 Halloween month
- 12 Flying, nocturnal mammal
- 13 Walking corpse
- 16 A witch's ride



# 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.

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# FUNDRAISING



Flexi Queensland are holding many different fundraising activities, events and days, at the moment and all proceeds will go towards updating equipment at the Therapy & Activity Centre.

**Our new BBQ  
purchased for the  
TAC, ready to be  
enjoyed by all!**



The Service Users and Staff are collecting and recycling 10c containers. Recycling bins can be found at all of our Flexi Sites—Flexi Office, TAC, Flexi 1, Flexi 2 and Flexi 4. The Service Users are taking turns to cash the containers in at North Queensland Green Solutions.



People in the community are continually dropping in ring pulls which the Service Users are taking turns to cash in at Ellsley Metal Recycling.

Flexi Queensland will be holding a 100 number money board—Please stay tuned for future details.





# ON THE GROUND



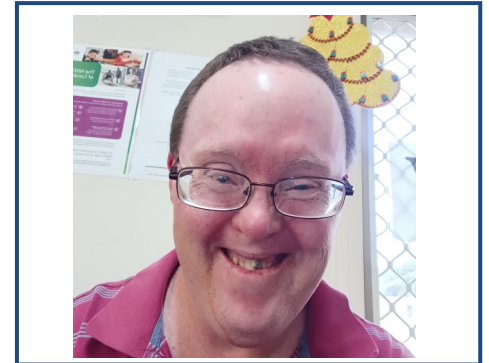
## Cooking

Jett enjoyed baking biscuits at the TAC while on access.



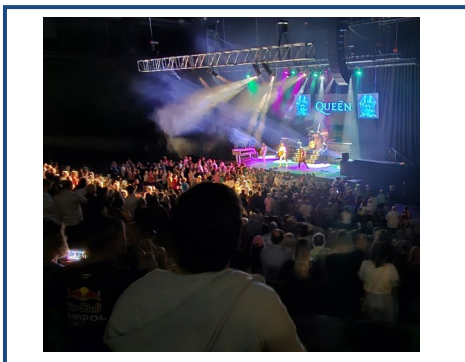
## Bowler of the Week

Kevin received a Bowler of the Week award at the Burdekin Bowl.



## Daily Exercise

Paul getting ready to go for an afternoon walk with his Flexi housemates.



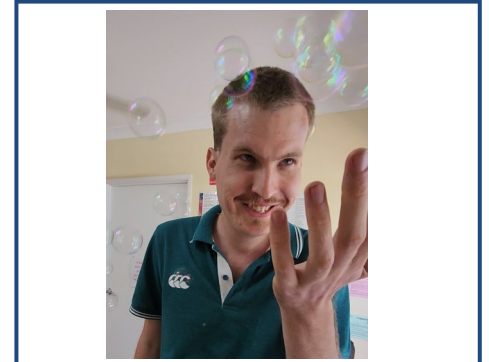
## Live Concert

Adam watching the 'Queen It's a Kinda Magic' tribute concert at the Townsville Entertainment Centre.



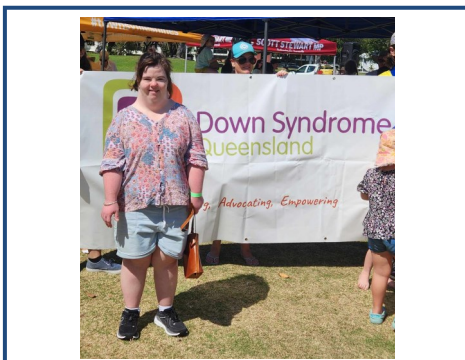
## Cowboys

Gaylene, Nicole, and Belinda enjoyed cheering on the Cowboys at their home game in Townsville.



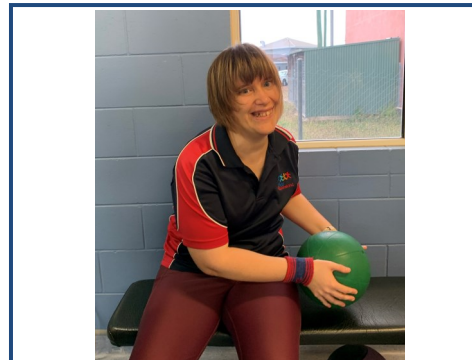
## TAC

Steven enjoyed catching bubbles while at the TAC.



## Step up for Down Syndrome

Emily met new friends at the Step Up for Down Syndrome day in Townsville at the Strand Park.



## Health & Fitness

Nicole working hard at the Burdekin Rural Health Rehabilitation Centre with the health and fitness group.

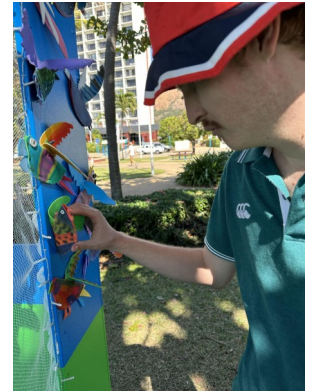


## Out to Lunch

The Flexi team got together at Chill Parlour for a delicious lunch.

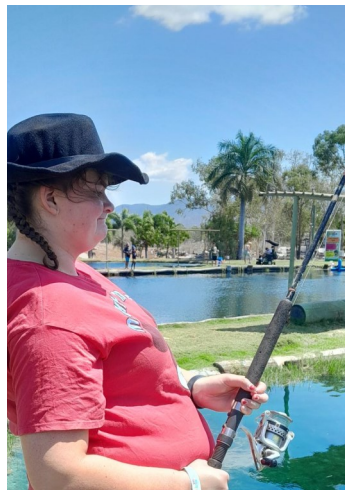


# SEASIDE EPHEMERA





# BARRA FUN PARK





# BIRTHDAYS



Happy Birthday Mate!



Happy Birthday  
Belinda!

Happy Birthday  
Kevin!



Happy Birthday  
Nicole!



SUPPORTING PEOPLE IN THE BURDEKIN SINCE 1995

**Flexi**  
**Queensland**

Unlocking possibilities for people  
with disabilities

# Flexi Queensland is a leading NDIS provider in the Burdekin region.

Discovering potential,  
empowering lives

Personalised care  
and support for  
people in need

Capacity now open for  
new clients:



07 4783 5866



14-16 Ross Street, Ayr  
QLD 4807





### EXPRESSION OF INTEREST

We are calling for expressions of interest for upcoming event in DECEMBER that you may 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.

**RSVP by 03/11/2023**



Service User Name: \_\_\_\_\_

Date	Event	I would like to attend...
Friday 01 December 2023	SU Christmas/Break Up Party  At the Burdekin Aquatic Centre—Pool & Water Park  6:30pm to 8:30pm	<input type="checkbox"/> Yes <input type="checkbox"/> No

OFFICE USE:

Received By: \_\_\_\_\_ Date Received : \_\_\_\_\_



### EXPRESSION OF INTEREST

We are calling for expressions of interest for upcoming event in DECEMBER that you may 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 Free

RSVP by 10.11.2023



Service User Name: \_\_\_\_\_

Date	Event	I would like to attend...
Sunday 10 December 23	Community Christmas Carols	<input type="checkbox"/> Yes <input type="checkbox"/> No

OFFICE USE:

Received By: \_\_\_\_\_ Date Received : \_\_\_\_\_