

### OUR CONTACT INFORMATION

Trinity Centre  
27 East Street (PO Box 199)  
HARDEN NSW 2587  
Phone: 02 6386 3561  
Fax: 02 6386 3785  
Email: [manager@flexicare.org.au](mailto:manager@flexicare.org.au)  
Website: [www.flexicare.org.au](http://www.flexicare.org.au)

## NEWS FROM YOUR BOARD

The Annual General Meeting was conducted last month and the Board was returned with no changes. The resulting stability is not a bad thing in these changing and COVID-troubled times.

In case you have forgotten, the board consists of:

Chairperson	Stewart Bruce
Vice-Chairperson	Jan Ryan (also Public Officer)
Secretary	Judy McFadyen
Treasurer	Ross Pollock
Director	Lynne Friend
Director	Keith Ward
Director	Grahame Taylor
Director	Robert Fitzpatrick
Director	Carol Barker
CEO	Debby Glover

All board members are entitled to vote at their ordinary meetings, except the CEO. The new board has now had two ordinary meetings and we are all pleased that things are getting back to normal with the easing of COVID restrictions.

Work continues on reviewing all 58 of our Policy & Procedure documents. Many improvements and refurbishments to the premises have taken place over the last few months and this will continue. The training room is being converted into *The Hub* - a place where our clients will be able to meet socially on a weekly basis starting early next year. A grant is being sought to help with the refurbishment of this particular area.

Many of you will already know that our CEO, Debby Glover, will be retiring towards the end of March next year. So, the board is beginning the job of filling this role which will probably go to advertisement very early in 2022. This is an incredibly difficult role to fulfil and Debby has done an amazing job over the past 8 years.

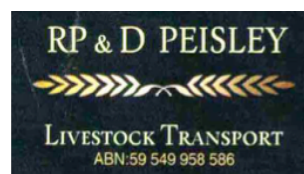


If you have been wondering about the annual volunteers dinner, it has not been forgotten. It proved too difficult to organise with COVID restrictions so has been rescheduled for early next year.

A special general meeting will be held on 24th January 2022 coinciding with the Board's next ordinary meeting. This will be to consider two changes to the constitution of Flexible Care Services - to change the phrase "Service Manager" wherever it occurs to "CEO" <sup>1</sup> [to better reflect the actual role] and to add a provision for life membership payment alongside the current annual membership arrangement.

With all decisions made by our talented and hard-working Board members, we always keep up front why we are here: **to assist vulnerable and frail-aged local folk to live comfortably and independently in their own homes where appropriate to do so**, helping them to access services readily available to other more able members of the community.

### CURRENT DONORS



<sup>1</sup> CEO = Chief Executive Officer

## ANNUAL



## RAFFLE DRAW

**First Prize \$2,000 cash**  
**Second Prize \$1,000 cash**  
**Third Prize \$500 cash**

It's not too late to get tickets!  
**Tickets \$2 each or 3 for \$5.**

Tickets available from Front Office  
or  
at the **Raffle Draw**  
**Saturday, 4th December**  
**Harden Country Club (around 8pm)**

Thank you to all who sold tickets, especially those who helped outside Cooper's Butchery or IGA over the past months.

## MEMBERSHIP

Did you know you can become a paid-up member of Flexible Care Services?

This costs you just \$2 annually, and entitles you to vote at any general meetings, including our AGM. See the Office for an application form - one minute to complete! Anyone is welcome to become a member, or **renew** last year's membership.

## A NEW HUB WHERE SENIORS CAN MEET

Yes, the old training room in our premises is now **THE FLEXIBLE CARE HUB**, a place to stay connected.

Location - Trinity Centre, 27 East Street, Harden

Phone (02) 6386 3561

**Open Tuesday as of January 18th, 2022**

from 10 am to 2 pm.

A social group focused on creating meaningful moments whilst offering a sense of belonging, connection & support.

We provide a range of social and recreational activities for all eligible clients.

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## CHRISTMAS FUN AT THE HUB for SENIORS

December 15th 10am - 2pm

Roast Lunch included. Cost just \$10.

Phone (02) 6386 3561

to book your place



## SKIN CANCER CHECKS NEWS

There are three seats left on the bus for the last trip to the Skin Cancer Clinic in Orange on Friday, 10th December.



The Renault bus will be making monthly trips to the Skin Cancer Clinic at Orange in 2022. Trips begin around 8am and the bus returns to Harden later in the afternoon. Appointments start at 11 am. There are seven spaces for appointments each month.

The bus will be going to Orange on the following dates in 2022:

18 February	18 March
22 April	20 May
17 June	15 July
19 August	16 September
21 October	18 November

**Please ring Trish Shea in our office  
to book your appointment and transport**



**SOCIAL TRIPS** will be commencing again in 2022. If you are interested in taking part in these when they resume, **please let Trish know**. Then, she can alert you when a trip is organised so that you do not miss out!

### OPERATIONAL STATISTICS FOR THE PERIOD

1 July 2021 - 31 Oct 2021

- ✓ Transport with voluntary drivers: 386 trips  
24,374 km  
666 hrs
- ✓ Meals provided: 992
- ✓ Yard & Garden: 70 hrs
- ✓ Personal Care: 22 hrs
- ✓ Respite Care: 88 hrs
- ✓ Social Support: 74 hrs



**Know your staff:**  
**Kirsty Stevenson**  
**Care Worker**

Kirsty Stevenson is a member of the care team. Since joining us some months ago, Kirsty has made a big impact on staff and clients alike. Her happy disposition and eagerness to please is so much appreciated. Thank you, Kirsty!

### NOTES FROM DEBBY

Since my last report in August we have resumed all services at a steady pace. Hopefully, we are all getting back to normal.

As this is the last newsletter for the year, I will take this opportunity to wish you all a safe and happy festive season.

For those who have been apart from loved ones, I hope you can finally catch up.

Until the new year,  
regards from Debby Glover, CEO



### WOULD YOU LIKE THIS BIKE?



This bicycle was kindly donated to Flexible Care Services by one of our annual sponsors, **Harden Tyre Service**. Thank you, Mark and Chris.

It has been sitting in the office for a while now, with some tickets sold. It will be visible in Neill Street, Harden, on **Thursday 9th and Saturday 11th December** where raffle tickets will be available. Tickets are \$2 each or 3 for \$5.

You can view the bike at Flexible Care or catch up with it on the days above, and **please buy some tickets! It would be a great Christmas present for young or old.**



## NEW CARE MANAGER APPOINTED - WELCOME ANGLA LEITNER!



Following extensive advertising and interview, Angla Leitner was appointed new care manager as Jenny James is fast approaching her retirement. Angla commenced work with Flexible Care Services on 3rd November to complete training before Jenny retires mid-December. Angla is very keen, very capable and doing well with lots of plans for the new Flexicare Hub - see page 2.



Angla was photographed recently with two wonderful workers for our organisation - La Reine Beal (left) and Pat Walker.

## MELBOURNE CUP DAY LUNCHEON for staff was a big success with most staff present.

This photo, from left to right, shows Angla Leitner (new care manager), Jenny James (outgoing care manager), CEO Debby Glover (standing), Jacinta Potts (Meals on Wheels coordinator), Kay Wyatt (care worker) and ring-in volunteer Lindsay Swadling (who, we hope, is not asleep!)



Everyone contributed towards the staff sweep which was won by Jenny James - congratulations!



## We bid farewell to Jenny James, Care Manager.

Jenny's last day will be Wednesday, 15th December. Jenny commenced work in March 1997, and, other than time off for sickness early on, has worked continuously since 2004. She started as a care worker and helped the service manager at the time, Pat Thurkettle, with case management. Pat referred to her as the "key worker", Jenny says. Later Jenny was appointed as care manager, supervising a small team of care workers. Jenny has liked supporting the aged members of the community and helping them to maintain their independence. She has valued being part of a team. Throughout the years, she has done most jobs including Transport and Meals on Wheels whilst learning to cope with increasing amount of red tape and paperwork. Jenny says that many older folk she relates to do not have close family here and Flexible Services is very much a "substitute family" for them. We wish Jenny a safe, healthy and contented retirement.

## DONATION FROM CBA, HARDEN

The Commonwealth Bank, Harden, has chosen Flexible Care Services this year as the recipient of \$500 in its Community Donation Program for 2021. At a small ceremony attended by Jacinta Potts (our Meals on Wheels coordinator) and Stewart Bruce (our chairperson) with bank staff Kelly Abnett, Grace Crane and Karen Steele, the presentation of the funds and certificate was made. We are very appreciative of this donation which will directly benefit our services to clients.

