



February 2023



## Musings from Maryanne

Welcome to 2023.

Thanks for being part of our journey this year.

Welcome to 2023 and I hope that everyone enjoyed a nice festive season. Our service finished 2022 rather busy by undergoing our Aged Care Quality Review in early December. For various reasons this was the first on-site visit since 2016 so a lot of changes were noted since that time. We welcomed the audit team here for a two-day program with their primary focus being on ensuring our service is undertaking our roles that align with the expectations set out in the Aged Care Quality Standards.

All in all, we and the audit team were very happy with how our service operates. Of course, with any audit, there are always recommendations to improve systems, some of these we already have underway, most notable being the introduction of a computer-based program which will ensure our client record keeping, rostering, financial and compliance needs are met. Our team members are undertaking a lot of work in this space ready for introduction in March 2023.

We are also undertaking a lot of work in the Client assessment area where all services provided to our clients must be aligned with a My Aged Care (MAC) client numbers and relevant referral codes. ***If you need help establishing a code for the service that you require, please reach out to us for guidance.***

Our clientele base continues to grow, and we have recently received approval to offer Domestic Assistance services. This, along with some increased funding across all other activity types, will help ensure that we can meet the needs of our community. Please do not hesitate to contact us if we can help you in any way.

I thank all our staff and volunteers for their continued commitment to Murrumburrah-Harden Flexible Care Services and hope that you stay tuned to our social and print media which highlights some of the client-based activities and our services that we offer.

Maryanne



## From the Board

### Your Board Members

**Chairperson:** Judy McFadyen  
**Secretary:** Graham Taylor  
**Treasurer:** Ross Pollock  
**Public Officer:** Jan Ryan

#### Other Board members:

Stewart Bruce, Carol Barker,  
 Lyn Friend, Robert  
 Fitzpatrick, Keith Ward,  
 Cameron Hooke.

2023 promises to be an exciting and fruitful year for Flexible Care. Our service continues to grow under the guidance of Maryanne and her team and a comment that is often heard at our meetings and in our community is how lucky we are in Harden to have such a service.

Supporting Maryanne and her team to provide the high-quality services that we do requires a team of volunteers who make up the Management Committee. This group works quietly in the background, ensuring governance and compliance requirements are up to date, managing finances and driving fundraising.

One person who has been an integral part of Flexible Care is Jan Ryan. Jan has been a mainstay of our committee for a number of years and her knowledge of finances and governance has been

unbelievable. It is with sadness, but complete understanding that I accepted Jan's resignation from our Board. She will be missed but I know that her legacy will remain for a long time. Thank you, Jan, you are truly appreciated by all of us.

**Thank you, Jan for your  
 commitment to H-M Flexible  
 Care.  
 We will miss you on our Board.**

Because we work quietly in the background, many people don't know who is on our board or much about us. Keep an eye out in coming weeks on our social media to meet your committee members and find out a little about us.

Fundraising is always a priority. Money is tight for so many and we need to find sustainable ways to fund the service. We are always looking for new ideas and volunteers to help us reach our targets. Keep an eye out for updates and don't hesitate to offer any ideas or help.

Judy

### Trish's Transport Jottings

Finally, we are seeing some form of 'normality' post covid, and with all medical services and specialist centres now back fully operational from the Christmas close down our transport services will again pick up across all forms of transport areas. Not only do we service clients for their medical and health related needs, we also offer a wide of range of social support services to our clients, social excursions, shopping trips etc. Want a trip to the movies or out to lunch or a specific shopping item? We may be able to help.

Please feel free to pop in and have a chat and see how we can service your transport requirements.

Trish



**Transport  
 Volunteers  
 required.  
 Call in and have  
 a chat with Trish**



## Hello from 'The Hub'

The Hub returned on January 24th and got off to a solid start with a packed house for Australia Day festivities that featured a BBQ, Thong throw and of course the Aussie Quiz. Thank you to all who contributed and participated.

### THE HUB

*A place to  
stay connected*

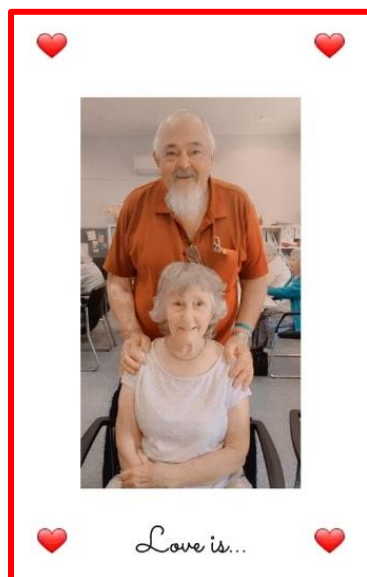
**Tuesdays 10am-2pm**

This year, the hub aims to be much more social. Monthly events in our local town are being organised, as well as the chance to go to nearby towns. Every Hub Day is organised with activities and occasionally special guests and features special occasions. I look forward to spending time with the clients in a busy year ahead.

Flexible Care is pleased to be able to offer our clients the in-home assistance they require to maintain their independence and ability to live at home, with now providing cleaning services. For more details, please contact our office.

*Look what we've achieved for our community.*

Activity Type	1/7/22 to 31/1/23
Personal Care	449hrs
Flexible Respite	406hrs
Yard & Garden	205hrs
Meals	2011hrs
Soc Support Individual	706hrs
Transports	1064 tsps/persons



## Meals On Wheels



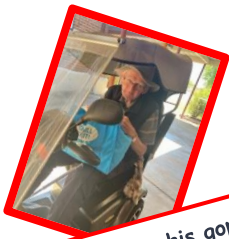
We have been blown away by the significant increase and demand for Meals on Wheels as a result of promotions by our team and also our clients spreading the word about how satisfied they are with the quality and of choice of meals.

We are very appreciative of all our Volunteers and are excited to welcome new ones.

We have an extensive healthy menu of meals, desserts, soups and purees for you to select from.

Call us if you would like to access meals or become a valued volunteer.

Jacinta



*Tony Brown rides his gopher to collect his weekly frozen meals*



*Monday to Friday Denis and his dog Jack eagerly await a hot meal and dessert delivery.*



*Ron Boon picking up his meals whilst having a catch up with office staff.*



*Bev Stewart out to greet volunteers for her hot meal delivery and supply of frozen meals for the weekend*

## Fundraising



**We have set a fundraising target of \$20,000 in 2023.**

In addition to enabling us to run our programs and services to support our community, we are hoping to raise enough funds to have an accessible bathroom installed next to The Hub. This would make such a difference to the Hub users and other visitors.

To realise our dream, our fundraising teams have been busy coordinating dates and ideas.

We'll keep you posted about what we have planned but, in the meantime, we'd love volunteers to help us man the street stalls throughout the year. The dates are below and keep an eye out on our Face Book page.



**\$20000 in 2023**

## Sponsorship

*We have some wonderful sponsors who support us from year to year, but we are always looking for more! If you or your business are interested, please email Maryanne - [manager@flexicare.org.au](mailto:manager@flexicare.org.au) or phone her on 02 63863 561.*