

December 2023

From the CEO



It's been another extremely busy quarter in regard to happenings at Flexi Care. We have almost reached capacity in the cares that we are offering our clients across most of our service funding credentials, which is great for our service. As a whole all our services continue to go from strength to strength including the Social Hub, Transports and Meals orders.

Once again I thank all our staff for being so obliging with the efforts that they are putting in on a weekly basis.

It's great to see our social support hub clients enjoying many and varied activities and we were recently delighted to receive a donation from our local Community Bank (Bendigo Bank) who sponsored the purchase of an Oven of which completed a major upgrade from various devices we were working with on busy meals days



During October we again highlighted and celebrated 'National Carers Week' which is an important role in our health care environment. We hosted a monster community morning tea which was very well attended and all enjoyed the 'sweet spread'/lunch and a social chat.

I continue to stay updated on the many changes that will see our service aligned with the new Aged Care Reforms which are now set back to 1st July 2027.

Early in the new year we are hopeful of unveiling the completed front façade beautification and the upgraded bathroom facilities for ease of access to our Hub rooms.

Thank you to all those who have made a donation to our organisation during 2023 in particular for our much needed Bathroom renovation project of which we hope will commence in the coming month.

With the festive season fast approaching we will all enjoy a little break and then will be back ready for more action early January. I would like to take this opportunity to wish everyone a safe, happy & holy festive season.

Maryanne



From the Board



What an interesting and exciting year for Flexible Care. Under Maryanne's leadership the service has flourished. Client numbers have continued to grow, reaching capacity levels in all services that we offer.

In December 2022 we welcomed the Aged Care Quality Review audit team, our first on-site visit since 2016, resulting in our service receiving some very positive feedback. We were issued with two recommendations that we have now met through the extensive work by all staff to embrace the new client care computerised program which encompasses client care notes/plans, client invoicing, monthly data compliance and staff rostering/payroll and in the Client assessment area where all services provided to our clients are now aligned with a My Aged Care (MAC) client number and relevant referral codes.

Board Members:

Judy McFadyen – Chairperson
Nicole Bolger - Secretary
Lynne Friend – Treasurer, Public Officer
Stewart Bruce – Vice Chair
Grahame Taylor –Director
Carol Barker – Director
Mandy Sachs – Director
Robert Fitzpatrick – Director
Keith Ward – Director
Maryanne Fitzgerald – CEO (ex officio)



In 2023 we received approval to offer Domestic Assistance services in addition to the range of practical services and opportunities to support clients in their homes including any form of in-home care, personal care, social supports, meals, yard and garden and community transport.

We are justifiably proud of the diversity of support services we offer that enable our clients to remain independent for as long as possible in their homes.

Over the past year we have said goodbye and hello to Board and Staff members.

Jan Ryan and Ross Pollock have both been an integral part of the Flexible Care Board over several years. It is with sadness, but complete understanding that I accepted their resignations from our Board. They will be missed but I know that their legacy will remain for a long time.

Thank you, Jan and Ross, your work has truly been appreciated by all of us.

The Board also welcomed Cameron Hooke, but recently Cameron advised that he was no longer able to continue as a Board member. I would like to thank him for his contributions over the past year.

I was delighted when Mandy Sachs joined our Board earlier this year. She has been a welcome visitor to the Hub on many occasions and her contribution to the Board has brought a new perspective to discussions.



At our AGM, we also welcomed Nikki Bolger as part of our Board. Nikki brings a wealth of knowledge in health services and we know that her input will be invaluable.

In July we said farewell to Trish and welcomed Jodi Spackman as our Transport Coordinator. Trish's contribution to Flexible Care cannot be overestimated. She has been our 'rock' for so long. We wish her well in her new life adventures.

Jodi however, has slipped into her role so easily. Thank you to everyone for making her so welcome.



We have been successful in obtaining a Stronger Communities Programme Grant for \$10000 which will be used in beautifying our outdoor space for Hub users and clients. We're excited to have had Glenice Buck Landscape Designs develop a design that we can use now and into the future.

Maryanne and Lynne have worked tirelessly with Craig Filmer (DA Busters) and Hilltops Council on our DA for our accessible bathroom. The DA has been approved and we can now move forward to make this exciting development happen.

The response from our community in supporting this project through donations has been overwhelming. Thank you to everyone who has donated to this project.

Thank you is not enough when describing the work of Maryanne and our incredible team. Your professionalism and dedication in supporting our clients and community is appreciated. Everything you do makes Flexible Care a successful and highly regarded service in our community.

I'd like to give special thanks to Jacinta, Ang, Trish and Jodi – the 'cogs' who keep everything running so smoothly.

Thanks also to the numerous volunteers who drive, sell raffle tickets and so much more. You are the backbone of our service and community.

Finally, thank you to Stewart, Lynne, Keith, Graham, Carol, Robert, Mandy, Nikki, Ross and Cameron. Supporting Maryanne and her team to provide the high-quality services requires a team of volunteers who work tirelessly and quietly in the background. Each of you brings a different set of experiences and skills to the Board, overseeing governance and compliance requirements, financial management and driving the fundraising.

I appreciate the contributions each of you make. My role has been made easier by each of you and I know that we could not be as successful as we are without you.

Thank you, and here's to an even more successful 2024.

*Merry Christmas
Judy*





2023 MAJOR RAFFLE DRAW

June Davis drawing **1st** prize



First prize winner - Irene Stocks



Jodie Pollard drawing **2nd** prize



Second prize winner - Hazel Allen



Thank you so much to everyone who have supported us by buying tickets in our raffles this year.

It's amazing how much it all adds up!

Meals on Wheels News

Our meals clients have really increased throughout the year with eligible community members taking advantage of the choices, tastiness & convenience of the Meals we have on offer.

We have really enjoyed all the social get togethers that have been offered this year and the way the community have supported our events ie Social Hubs, Morning Teas/Luncheons, Excursions etc

I would really like to thank all the MOW volunteers who regularly give of their time to run the meals out in all weather conditions – the recipients in their homes certainly enjoy the little catch ups.

I would also like to thank all those who have volunteered their time this year to sell raffle tickets up the street for our well supported raffles, these funds certainly assist with the ongoing viability of our business



We are so excited here to have recently upgraded our Oven and Freezer equipment – these changes have certainly streamlined our practices and we thank the local Community Bendigo Bank who sponsored the purchase of the oven



Please do not hesitate to call in and see me and ask about our meals – we have some new menu choices and already receiving positive feedback on these new additions.



I look forward to our end of season Hub Christmas Party and stay tuned to facebook for all regular updates.



Jacinta

Transport News

Community Transport has continued to be very busy over the past few months, especially now coming up to the end of the year.

We have had regular weekly trips to Wagga, Canberra and surrounding areas for medical and personal appointments for clients.

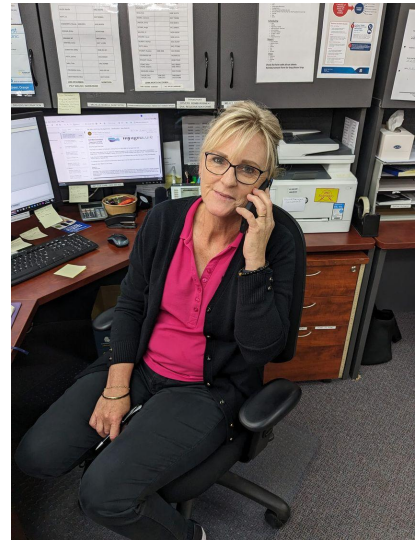


We continue our fortnightly shopping trips over to Young, which has proven to be very popular, and very much anticipated every second Thursday.



We advertised for Volunteer drivers and have been successful in recruiting two new people onto our driving team and look forward to showing them the wonderful service that we are able to offer our community.

Jodi



Our Transport Co-ordinator Jodi Spackman is seeking Volunteer Drivers Please ring Jodi if you are interested in joining her team



Volunteer drivers Lindsay Swadling and Owen Davison with online training



Care and Social Support Services

As 2023 winds up I would like to thank the community volunteers that have been part of the hub, whether it was to transport us to one of our many outings, be a guest speaker, donated supplies or made us morning tea, I thank you without you the hub wouldn't be the same.

To look back on 2023 we celebrated Australia day, Valentine's Day, International women's day, Australia's biggest morning tea, St Patricks day, Harmony Day, Easter, Anzac Day, NAIDOC week and Christmas in July just to name a few

We had outings at DJs on Neil, Polo at Garangula, Morning melodies in Cootamundra, music with Jan at the Harden country club, Community Garden, Boorowa, Murringo, Young, Melbourne cup at the Harden Bowling Club, Wombat cottage and many more.



We had guest speakers including Flowers with Mandy, physiotherapist, Terry White Pharmacy, Harden Fire and Rescue, Cathy Kerr, and Tai Chi with Roz.



My personal Favorite day of the year was when the Hub came alive, and we went to Las Vegas. Take a look at our Face book page to look back on what a year we have had.



We have such a wonderful group at the hub with more people joining more friendships are being made. I can't wait to see what's ahead for 2024 and am already in planning. I wish you all a very Merry Christmas, may your holidays sparkle with joy and laughter.

Ang