

**OUR CONTACT INFORMATION**

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**BOARD NEWS**

It is our pleasure to welcome Flexible Care's new CEO, Maryanne Fitzgerald, who commenced work here on Monday, 28th March.



Maryanne has been working over the past 5 weeks alongside CEO Debby Glover who will be retiring on Friday, 29th April. This "hand-over" arrangement has worked very well and allowed Maryanne to benefit from the long experience and expertise of Debby (on left in photo below).



staff members Angla Leitner and Jacinta Potts. Our Facebook page has heaps of photos and information and has now been visited by hundreds of people. On the admin side, we will be introducing new software called Xero to replace MYOB - this will extend functionality, create a more seamless link with our accountants and actually cost us less!

The Hub, which is growing in popularity, will hopefully benefit from a grant application to be shortly written to better provide for this essential social program taking place on our own premises. On the accountability side, we are gearing up for a looming Quality Review in coming months, designed to check that all appropriate standards are being met by our organisation.

Finally, 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.

**ANNUAL DONORS**

**Some since 2016!**

*Harden Post Office*



**HARDEN BOWLING CLUB**



Debby has provided some reflections on her nearly 8 years here and these are found on the following pages.

In other Board news, we have begun enhancements to our technology. As you can see from the Contact Information (top left) we are now on Facebook thanks to the work of director Keith Ward in conjunction with

# MEMBERSHIP FOR 2022

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**. You can now also become a LIFE MEMBER with the payment of \$30.

## RAFFLE RESULTS

Our street raffles have kicked off for the year with two draws already completed:

### MARCH RAFFLE

**\$100 voucher for Coops Butchery** - Brett Johnson  
**\$100 voucher for IGA** - Graham Hill who kindly donated the voucher back to Flexible Care. It has now gone to a family who could do with a bit of good luck. This raffle raised \$575.

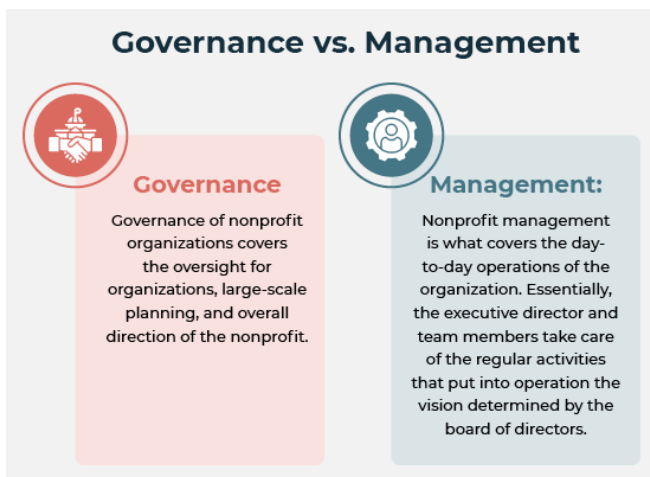
### EASTER RAFFLE

**Basket of easter eggs and other goodies** - won by Carmel Brown. See photo on back page. This raffle raised \$470. Harden IGA donated \$100 towards the prize - thank you!

### MOTHERS' DAY RAFFLE

**\$100 voucher for Terracotta Restaurant**. This raffle is underway as we go to print.

**WHAT DOES THE BOARD DO? WHAT DOES THE CEO DO? Here's a neat chart that explains the difference....**



## SKIN CANCER CHECKS NEWS



The Renault bus continues its 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 remaining dates in 2022:

20 May (full)	17 June
19 August	16 September
21 October	18 November

Please ring our office and speak to Trish to book your appointment and transport.



**Jacinta Potts** (our Meals on Wheels Coordinator) and **Angla Leitner** (Care Manager) with Hilltops Mayor **Margaret Roles** at the Seniors Expo, Young Town Hall.

## OPERATIONAL STATISTICS FOR THE PERIOD

1 July 2021 - 31 March 2022

- ✓ Transport with voluntary drivers: 914 trips, 62,945 km, 1,729 hrs
- ✓ Meals provided: 1944
- ✓ Yard & Garden: 221 hrs
- ✓ Personal Care: 151 hrs
- ✓ Respite Care: 224 hrs
- ✓ Social Support: 254 hrs

## THE FLEXIBLE CARE HUB

A place to stay connected

Trinity Centre, 27 East Street, Harden

Phone (02) 6386 3561

Open Tuesdays from 10 am to 2 pm.

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

Enjoy art, craft, games, hospitality and lunch!

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

# Thank You Dinner



**Flexible Care Services Inc. invite you to  
Dinner at the  
Harden Country Club  
Wednesday 11<sup>th</sup> May 2022  
6.00pm for 6.30 pm  
R.S.V.P to 63 863 561 is essential  
By Friday 6th May 2022**

## NOTES FROM YOUR CEO

Cheerio from me in my first month of work with Flexible Care. I am enjoying the challenge to date and have been well very guided by Debby in the handover process. I have also enjoyed working with other staff.

I would particularly like to thank Debby for the knowledge that she has shared and for her guidance. (I'm sure I will be leaning on her into the coming months). I plan to continue the good work that our service provides and to build on all aspects for the betterment of our community members.

**Regards Maryanne Fitzgerald, CEO**



Trinity kids  
Easter Surprise



Jugiong client Meg Suthern proudly holding the beautiful quilt that she made and then donated to Flexible Care for fundraising. Thank you, Meg, for your generosity!

## Reflections by our retiring CEO...

I joined Flexible Care as the Service Manager (now CEO) on 2nd June 2014. So, on my retirement at the end of April this year, I will have been with Flexible Care for nearly 8 years.

During that time, there have been huge changes including ever-increasing accountability from the Departments of Transport and Health. More lately, we have had to navigate the tricky path through the COVID-19 pandemic while continuing to provide quality care for all our clients. It was very satisfying to move to our current premises from the previous cramped accommodation. Our girls now have their own offices, kitchen and plenty of room to move around.

I remember a funny story about a special client I had taken under my wing. I used to take her around to pay bills when she became rather frail. One day, she gave me her wallet when we were in the bank so I could retrieve her pension card and withdraw her pension. However, she had plenty of money in her wallet to pay all the bills. That didn't matter - she told me I had to draw it out anyway, otherwise the bank would pinch it!

Flexible Care has long-term staff and stability to continue being successful into the future. I give new CEO Maryanne my best wishes and am very confident that I am leaving Flexible Care in good hands.

### Debby Glover

PS Debby is a “numbers” person and her ability to manage finances over the years has ensured that Flexible Care remains a vibrant, well-resourced and financially viable community organisation. This has been one of Debby's real strengths.

[provided by board chair Stewart]

**THE HUB** is attracting new folk as each week goes by. Some attend weekly, others every now and then. As one client recently said, “I've been waiting for Tuesday. I've been at home and getting bored”!

Some folk come for a short time and just have a cuppa. Most, however, stay for lunch which includes a main meal plus sweets. We have a selection of magazines, books and craft supplies. One project we are looking at involves making items for sale.

This month we are organising lunch in Boorowa and then another movie excursion to Young (to use entertainment vouchers before the end of June). Other social events are being organised for later in the year.

[contributed by Care Manager Angla Leitner]



Garry Fredericks on an outing with carer Wendy Chesworth to the Chinese Gardens, Young



Carmel Brown - Easter Raffle Prizewinner



The Hub in action