



## ANNUAL GENERAL MEETING REPORT 2020



**REGISTERED  
PROVIDER**

Commencing in 1995, Bowen Flexi Care is a highly-regarded provider of a broad range of services for people with disabilities, and their family and carers. Priding itself on providing flexible and individualised support, Bowen Flexi Care provides its services across the Bowen area and surrounding regions of North Queensland.

We are approved as a Registered Provider under the National Disability Insurance Scheme (NDIS). The organisation is regularly independently audited for quality in both service and financial stewardship, in line with NDIS legal requirements.

## **MISSION**

**To provide a broad range of quality services to people with disabilities and their carers through the effective delivery of flexible and individualized support plans.**

## **VISION**

**Believe, Belong, Be Able**

## **VALUES**

**We believe that with the appropriate resources, all individuals have the capacity and the right to express and enact the choices in their own lives.**

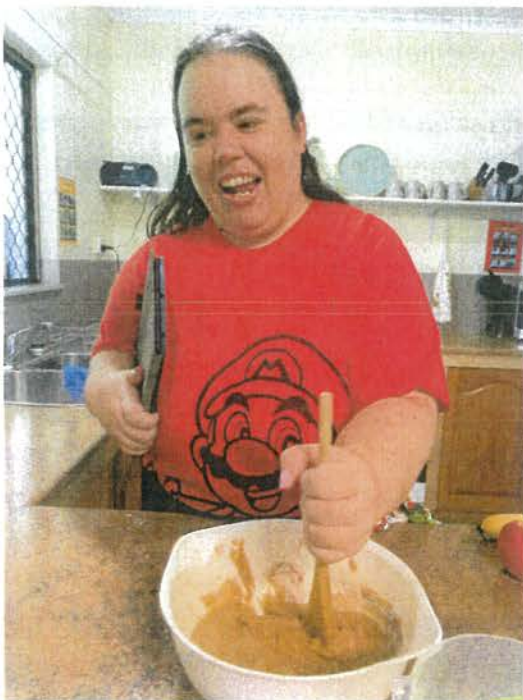
**We believe in respect, and will at all times, support the equality of all persons irrespective of cultural, religious or any other backgrounds. This belief will be reflected in our actions.**

**Every individual has rights and must accept the responsibilities which accompany them.**

### **Management Committee 2019 - 2020**

The Management Committee is elected each year at the Annual General Meeting. For the past year, the following people have contributed their volunteer time to the governance of Bowen Flexi Care:

Julian Gaffney	(President / Community Rep) – member since November 2004
Justine McAllister	(Vice / Community Rep) – member since May 2017
Casey White	(Secretary / Community Rep) – resigned position June 2019
Grant Walker	(Treasurer / Community Rep) – member since June 2017
Mark Lowcock	(Community member) – member since September 2019
Jhana McDonald	(Community member)



## **Message from the President**

Bowen Flexi Care Inc has had yet another inspiring year, although one that has seen us, as a part of our wider community, face many challenges as a service and on behalf of staff and clients alike given the emergence of COVID-19.

Our industry, in line with the Government's attention to the National Disability Insurance Scheme (NDIS), continues to be faced with changes and challenges on many surfaces. While the system is fully implemented and transforming the way people with disability access supports; and continues to revolutionise the way disability supports are funded and delivered, improvements still need to be made so people with disability can live the best lives they can.

Last year, in recognition of the growth of Bowen Flexi Care, we developed a new Strategic Plan. This Plan will drive Bowen Flexi Care forward for the immediate and medium future. I include that Plan on a Page for your consideration and would appreciate any feedback you may have on it. The Plan will be reviewed yearly, so as a living document will be changed as circumstances in our community and environment change.

The Strategic Plan focuses on:

- implementing the best organisational structure that will suit Bowen Flexi Care into the future;
- improving our marketing communications strategies;
- identifying investment opportunities to meet client need while best optimising our strong financial position;
- addressing both Governance and Management succession;
- exploring sponsorship and fundraising opportunities; and
- encouraging further engagement within our key stakeholders and the broader local community.

As part of implementing the Strategic Plan, the Management Committee is improving and implementing its governance practices to allow us to continue to serve our clients and the organisation.

In closing in, the Management Committee would like to fully recognise the continued commitment and dedication shown by the staff, clients and carers within our service, together enabling us to continue to grow and thrive.

Finally, I would like to formally acknowledge my fellow Board Members and thank them for their support and commitment. Without their volunteer time and the valuable insights and input they provide, this organisation would not be able to operate at such a successful level.

I am excited yet again to see what the next year brings for Bowen Flexi Care.

**Julian Gaffney (President)**

## **Operation Manager's Report**

I am very proud of everyone associated with the organisation, and our accomplishments over the past year. In my role as the Operation Manager, I continued to do my best to steer the organisation into the future and build on and maintain the valued and respected reputation Bowen Flexi Care with its clients and their family members and carers, and within this community generally.

To make the most of the opportunities the NDIS offers for a better life for people with disability we must all play a role in ensuring people with disability can participate in their community and connect with the services, supports, community and social activities they want. At Bowen Flexi Care we try very hard to live our values and we “walk the talk” of Believe, Belong and Be Able.

The new disability sector under NDIS continues to require all parts of the community to engage with each other to imagine and co-create the future they want to live. I believe that Bowen Flexi Care is a leader in our community in creating that future.

In all the years that I have been managing the organisation I can honestly say that we have never worked so hard – with the introduction of so many new systems, new processes and learning lots of new ways to do things. We have adapted to significant growth in the organisation and continue to build our capacity to meet the needs of this community – always focused on a bigger & brighter future.

### *HOURS OF SERVICE (TO PEOPLE WITH A DISABILITY) 2019 - 2020*

*44,478 hours*

*On average this equates to 855 hours of service per week*

*With our Services provided to 109 clients*

The past year's highlights from my perspective include:

- The development and implementation of our new Strategic Plan (2019 – 2022)
- A significant increase in staffing, with 81 employees over the year and currently 58 support workers – the number of staff have more than doubled.
- We are involved with the Bowen Collinsville Health Action Group – a range of community service providers are all working together to implement improvements for our community's access to health and other social services, and in particular, access to allied health professionals to address unmet demand in the Whitsunday region for such services.
- Most importantly, demonstrated successful outcomes for clients who have NDIS Plans (eg: moving into community accommodation where that is appropriate to a client's needs, enabling people to remain in their own homes where they wish to, supporting clients to improve their mobility through mobility aids, supporting clients with improved communication through assisted technology and generally supporting clients to be more empowered and truly sharing & enjoying new life experiences.

I cannot thank the team at Bowen Flexi Care enough! My sincere thanks go to the service users, families, stakeholders, staff, volunteers and Management Committee members. I am proud of us all and appreciate that we have had a very busy but exceptionally successful year at Bowen Flexi Care.

**Amanda Edwards**



Mandy, Sherree, Ann & Elise proudly showing  
*(Donated through QCOAL Foundation)*



Enjoying a spot of fishing at Bowen Harbour



Kaylene petting her favourite animal.

School holiday activities for the young ladies  
(testing some recipes)



The boys atop Flagstaff

