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Chief Executive Officer's Report

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Here we are, May already and the year is flying by again. By the time you read this the Budget will have been announced and we will be scrambling to process the implications to us all. Although we are aware of some of the changes relating to participation requirements we really need to wait for the budget report to understand the entire picture.

We have been very busy here at the office with lots of job placement and supports being undertaken.

Congratulations to all our new workers. I am sure a lot of you saw the front page of the Bulletin recently with the Gold Coast's unemployment at 8% so it is pleasing to see that the hard work and diligence of the staff has continued to reap positive results in this increasingly difficult job market.

Undertaking training and/or voluntary work is a

great way to improve your chances of securing employment. Both training and volunteer work enable you to learn new skills that you can transfer to the paid workforce. So why not speak to your coordinator about what maybe available.

The budget we know before its release is going to increase the participation requirements of jobseekers to attend their scheduled meetings with providers. Please ensure that you understand your participation requirements. They will be outlined for you when you do your Employment Pathway Plan (EPP) with your coordinator so ask questions and ask for clarification if needed. You are always given a copy of your Employment Pathway Plan to review or for the information of your family or anybody who may assist you. The minimum contact for

anybody using our service whether on DSP, Newstart or no payment is fortnightly face to face contact. If you fail to attend your meeting we must notify Centrelink of your non attendance. For those on Newstart, Youth Allowance etc this may impact your payments so please make sure you put your appointments in your diary or on the fridge – anywhere it will not be forgotten.

I hope to see some of you at the next client meeting. If you are unable to attend but have anything you may like to discuss please do not hesitate to ring me or speak to your coordinator. I am sure you enjoy reading the articles written by our service users so please do not be shy and share your story as it may inspire someone.

Melissa Williams
CEO

CLIENT MEETING

When:

Tuesday 24th
May

Time:

9.30 am

Where:

GCESS Office

Topic:

Your Rights & Responsibilities at work.

Refreshments will be provided!

Interesting Facts

- Snails can sleep for 3 years without eating.
- Hippocrates, the Father of Medicine, suggested that a woman could enlarge her bust line by singing loudly and often.
- The human head contains 22 bones.
- Hair and nails do not continue to grow after death. The skin recedes, making it appear to grow.
- A lion's roar can be heard from five miles away.
- Termites eat wood twice as fast when listening to heavy metal music.
- Windmills always turn counter-clockwise. Except for the windmills in Ireland.

Dianne's Good Advice

Hi, my name is Dianne and I have been working for McDonalds Family Restaurant as a Dining Room Hostess/Cleaner in Southport since 2002.

Gold Coast Employment Support Service sourced that position for me and for the last 5 years I have been supported by Steve Reeds, my job placement assistant.

Throughout my employment Steve has always been there to help me through any difficult times or changes in the workplace, and always made sure I was happy. He also helped me many times with non work related matters like paperwork and appointments etc.

I would like to thank all the staff at Gold Coast Employment Support Service as if it wasn't for their help and support, I would never have got the opportunity to work at McDonalds and would never have made so many new friends.

In December 2010 I decided, as I am about to have my 60th birthday, that I would hang up the cloth, and retired from my job as Restaurant Hostess at McDonalds.

I enjoy playing tennis and love Rock n' roll dancing at Runaway Bay League's Club every Thursday nights. I have Sundays free now that I have retired and am looking forward to rejoining the church choir again.

My message to everyone reading this newsletter is **'have a go'** - you may be surprised how much you can achieve and how much you can enjoy work. I certainly did!

Dianne Hays



"My message to everyone reading this newsletter is 'have a go' - you may be surprised how much you can achieve and how much you can enjoy work."

Client Profile—Brett Harris

I have been working at Coles since December 2009 and from when I started I have made big improvements in several areas. I have especially learned a lot from my supervisor and friend, Julian with all his help and support,

I have improved my productivity returning stock back onto the shelves and am more knowledgeable regarding where all the stock is located.

I can always rely on Julian to help me when I need assistance. I have become more positive and my confidence has grown with Julian's guidance and support.

I look forward to continuing working with my favourite Disabilities Employment Services helper, Jodie.

Jodie has taught me to speak up more for myself and has also helped me be more confident and is supportive when I need advice.

I really enjoy working at Coles with all my team member friends. I look forward to working at Coles in the long term and hope to be able to increase my hours and days of work in the future.

I thank all my team members for everything they are doing with me and hope to be with them for many years.

Brett Harris



Julian and Brett

Monica's Employment Success!!!

My name is Monica and I am a client of Gold Coast Employment Support Service. Hugh has been my Employment Consultant for the last two years and has been instrumental in assisting me to find work.

After battling an ongoing leg injury for five years of broken bones from a work accident I was unable to continue working as a Diversional Therapist which was a physical job requiring me to lift elderly clients and run activities such as bowls and outings to the beach.

It was hard to accept but it was now time to think about a new career where I could be flexible with both sitting and standing, hours that suit and an understanding and supportive employer of my disability.

I was referred to GCESS and Hugh was happy to take on the challenge to assist me into work. After discussing options for a new career, I decided it was a good idea to firstly

do a course as a qualification would enhance my resume and make me more employable.

Hugh introduced me to the online job searching websites such as 'Seek' and 'Jobsearch Australia' and I decided to look for positions that seemed to be in most demand. One of those was an Employment Consultant under 'Community Services and Development' category and a relevant course for this line of work was a Certificate IV in HR Management. I then enrolled in TAFE and began Open Learning allowing me to study at my own pace as well as maintain my exercise programme and medical appointments.

The staff at GCESS encouraged me to apply for jobs, assisting me with updating my resume and even applying for positions. I was reassured that of all the knockbacks that I received from jobs I

applied for one will eventually turn into the 'right job for me'.

After about six months, I interviewed for a position one day as a Disability Consultant and to my surprise was phoned that afternoon and offered the job. I am still studying and now working full time which took about a month to get used to being Soo tied every afternoon but my job is interesting and rewarding as I find people and their motivations fascinating. It is great to follow the path of a job seeker when an opportunity leads to a successful outcome in a long term job.

It is always nice to hear from Hugh as it is important to us all to have that ongoing support. Keep up the good work GCESS and thank you for helping me kick off my new career.

And.....Don't forget landing your dream job can be a reality!

Monica

"I was reassured that of all the knockbacks that I received from jobs I applied for one will eventually turn into the 'right job for me'."

Grocery Budgeting Tips

The Federal Government's SmartMoney website has a range of tips on how to save money and budget. The following are some ideas to help with saving money at the supermarket:

- Take a list, so you don't forget anything. Only buy what's on the list. This makes it easier to stick to your budget.

- Put grocery money in an envelope. Don't take any other cash or cards with you, so you can only spend what you have.

- Buy in bulk and only go grocery shopping once a fortnight. Use all the food in the pantry before buying more.

- Eat a meal or snack before going to the supermarket. When you are not hungry, you tend to buy less food.

Check out the budget planner at: www.moneysmart.gov.au for other information about saving.



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Support Service Inc.**

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Gold Coast Employment Support Service Inc (GCESS) is a not for profit employment service that assists people with disabilities/barriers to gain and retain award based employment in open community based settings. Since GCESS was first incorporated in 1992 we have grown steadily and our thirteen staff members now assist an average of one hundred and forty service recipients.

GCESS Mission Statement

The Gold Coast Employment Support Service Inc. is committed to providing quality employment support and training for people with disabilities/barriers who aspire to obtain and maintain award based employment.

GCESS Corporate Mission

To provide responsible, ethical and compassionate corporate governance, to determine policies and to oversee the direction and financial viability of Gold Coast Employment Support Service Inc.

**DO YOU HAVE A COMPLAINT
ABOUT A DISABILITY EMPLOY-
MENT OR ADVOCACY SERVICE?**

The disability Complaint Resolution & Referral Service was opened to handle complaints from consumers about service providers or certification bodies. This service concentrates on fixing consumer complaints about disability employment and advocacy services.

To contact the Disability Complaint Resolution and Referral Service:

PHONE: 1800 880 052
TTY: 1800 301 130
NRS: 1800 555 677
TIS 13 14 50

STAFF DIRECTORY

Chief Executive Officer:

MELISSA WILLIAMS

Co-ordinators:

DAVID BOTT
LEISA GAMBLIN
JENNIFER GLASSON
SALLY McLEAN
KANE PRIOR
STEVE REEDS
KIM ROBERTSON
JODIE RUSSELL
GRAEME SLEEMAN
HUGH TROWBRIDGE
SHELLY WHITFIELD

Administrator:

VICKIE RYAN