



Jan–Mar 2011
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Chief Executive Officer's Report

Inside this issue:

Client Christmas Celebrations 2010	2
Interesting Bodily Facts	2
Employers Expectations of Workers	3
New Staff Member Profile—Jennifer Glasson	3

I sincerely hope that you all had a wonderful Christmas and that you, your family and friends are not bearing the brunt of our country's weather conditions. Although we have been protected on the Gold Coast the impact is being felt in many businesses that we may not immediately associate with the floods (and the cyclone that is about to hit QLD as I write this). Many businesses supply to or rely on supplies/services of other regions.

As you will see Jodie has included in this Newsletter a schedule for our client meetings this year and I hope to see some of you there. To all those who attended our Christmas get together I hope you had a great time. It was very nice to see Santa drop by and as always our meal from Charis Seafood was lovely. We must also thank the Labrador Senior Citizens Club for allowing us the use of their hall on short notice.

Life at GCESS is very busy with a lot of job support underway and the Training and Placement Officers learning how to use new software, *which as we all know is always frustrating!*

A reminder that it is very important that you ensure your earnings are reported to Centrelink or you risk a debt. Anybody who is unsure if they are notifying Centrelink correctly or are having difficulties please speak to your co-ordinator immediately.

As has been mentioned before, GCESS must maintain contact with all people we are engaged with. The frequency of this contact is determined by where you are in your program and your support requirements (as assessed by Centrelink). If you would like more information about our contact requirements to you or your Centrelink participation requirements please speak to your

co-ordinator.

Please ensure you are prepared for work. For those who are working in environments that do not have the luxury of air conditioning always ensure you pack lots of water (and drink it!), ensure that you have adequate food remembering that we often require more food when we are working hard. Remember to take any medication you require and always abide by your workplace OH&S requirements by wearing the required clothing, footwear, sun-screen etc.

I am always interested in your views about the service you are receiving so please if you would like to discuss anything or have idea's for service improvement give me a ring or attend our regular meetings.

Stay Safe

Melissa Williams

CLIENT MEETING

When:

Monday 21st Feb

Time:

3.00pm-4.00pm

Where:

GCESS Office

Topic:

Nominations for Client Representative. Discuss your views on GCESS.

Refreshments will be provided!



Client Christmas Celebrations—2010



The weather didn't dampen the festive spirits at the GCESS end of year client celebration.

The location of the venue had to be changed from Harley Park to the Labrador Senior Citizens Memorial Hall due to rain. However, Santa managed to find his way to the new venue and handed out gifts for all clients present.

All guests were also treated to a tasty meal catered by Charis Seafood.



"The road to a friend's house is never long" - Danish proverb

Interesting Bodily Facts

- Hiccups happen when the diaphragm, the muscle that controls our breathing, becomes irritated and start to spasm and contract uncontrollably.

With each contraction, air is pulled into the lungs quickly, passes through the voice box, and then the epiglottis closes behind the rush of air, shaking the vocal chords, causing the "hic" sound.

The irritation can be caused by rapid eating, emotional stress and even some diseases. The best cure? Breathing into a paper bag. This calms the diaphragm by increasing the amount of carbon dioxide in your bloodstream.

- The coloured part of the eye is called the iris. Behind the iris is the soft, rubbery lens which focuses the light on to a layer, called the retina, in the back of the eye. The retina contains about 125 million rods and 7 million cones. The rods pick up shades of grey and help us see in dim light. The cones work best in bright light to pick up colours. We actually do not see with our eyes—we see with our brain. The eyes basically are the cameras or the brain. One-quarter of the brain is used to control the eyes.

- In the Middle Ages the length from the tip of the middle finger to the elbow was called an ell.

- A person can live without food for about a month, but only about a week without water. You'll drink about 75,000 litres of water in your lifetime.

- A person remains conscious for eight seconds after being decapitated.

- A typical athlete's heart churns out 25 to 30 litres of blood per minute.

- It takes about 3 months for the transplanted hair to start growing again.

- The first human sex change took place in 1950. Danish Dr. Christian Hamburger operated on New Yorker George Jargensen, who became Christine.

Employers Expectations of Workers

What your boss expects of you:

- Get to work to start on time – if necessary set alarm on mobile phone or clock
- Attend to personal hygiene before leaving for work (showered and shaved etc)
- Be a team player
- Be positive - (don't complain or whine)
- Ask for help when needed
- Be polite and friendly
- Use office equipment for office related tasks ONLY! Do not make personal phone calls without permission and do not use computers for NSM or MSN messenger, private emails, Facebook, games or internet surfing as this can lose you your job!
- When voicing concerns, be constructive and respectful - (don't blame others)
- Complete all work neatly and accurately
- Show respect for yourself and all co workers
- Mobile phones should be turned off and not on you unless totally necessary
- Be responsible for your own actions
- Stay focused on task and do your best to complete in a timely manner
- Attend work appropriately dressed and with no offensive clothing or wording on shirts etc
- Use good personal hygiene (deodorise, wash hands etc)
- Use initiative to look for, or to ask for more work when tasks are completed
- Keep absences to a minimum and to give as much notice as possible to employer if and when sick. (Please inform your Case Manager also where possible)
- At end of shift, check with Supervisor before leaving if task is not completed -be prepared to do overtime to complete task if asked



Your life is what
your thinking makes
it"

New Staff Member Profile—Jennifer Glasson

I began working at GCESS on the 7th of December. I am really excited to be working with such a terrific group of people both Client's and GCESS staff.

I have had a very varied career history starting from when I left school and became a Hairdresser. After being in business and then becoming a Trainer in Hairdressing I decided after 25 years that it was time for a change. I began a new career in Retail and Training which I enjoyed for a few years.

Then I was introduced to a very unique organization in Brisbane called SWARA and this was to be my first role working with people with Disabilities and Mental Illness. SWARA provided meaningful activities and work for people of many different

diagnosis and needs. In my job there I wrote and delivered Lifeskills, Meal Training and Art programs for several years at their centre.

I have found that I always have the most job satisfaction when I am involved in the assistance, training and support of other's achieving their goals which, is why I have always loved working with people so much.

Along the way I have also volunteered as crew for the Coastguard and have reached Rescue level in Scuba Diving. The ocean is one of my passions in life and I will spend as much time in, on and under water as possible. I have also worked on Whale Watching Tours as a result of my volunteer work.

My fiancé Barry has the

same passion for the ocean and together we have many aquatic adventures and enjoy sailing, diving and fishing. My other interests include gourmet cooking, travel and time with family.

Thank you to all the staff and client's I have met so far for welcoming me to GCESS.

Jennifer Glasson



**Gold Coast Employment
Support Service Inc.**

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87 Griffith St
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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