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## Chief Executive Officer's Report

### Inside this issue:

<b>Service Recipients End of Year Celebration—2011</b>	<b>2</b>
<b>Interesting Facts</b>	<b>2</b>
<b>Pam's Inspirational Award</b>	<b>3</b>
<b>Jasmine—"What a Rockstar"</b>	<b>3</b>

February 2012 already and what a busy start to the year here at GCESS. I hope you all had a great Christmas. I would like to take a moment to talk about the assessment of claims for the Disability Support Pension as many people seem confused as to why their DSP claims are being denied.

- The impairment of a person must be assessed on the basis of what the person can, or could do, not on the basis of what the person chooses to do or what others do for the person.

- The condition causing the impairment is permanent and the impairment that results from a condition is more likely than not, in light of available evidence, to persist for more than 2 years. (a condition may last for more than 2 years but the impairment resulting from that condition may be assessed as likely to improve or cease within 2 years).

• A condition is permanent if :

1. The condition has been fully diagnosed by an appropriately qualified medical practitioner;
2. The condition has been fully treated; and
3. The condition has been fully stabilised.

You must undertake reasonable treatment, this is considered to be treatment that is:

1. Available at a location reasonably accessible to you ;
2. Is at a reasonable cost;
3. Is regularly undertaken or performed;
4. Has a high success rate; and
5. Carries a low risk to you..

If you have already been assessed as having a capacity to work a

reassessment will only be undertaken if there is a change in your circumstances or you can provide medical evidence that the condition has deteriorated or have a condition that was not identified at the original assessment.

GCESS is not involved in the determination of your participation requirements but must work with you to obtain employment for the hours set down after the assessment eg. 15 – 22.

Please remember that your Training & Placement Officer must see you on a regular basis and continually review your Employment Pathway Plan to ensure that we are progressing toward employment, this can involve study, referral to health professionals or support agencies to better equip you to cope with employment.

If you have any questions please do not hesitate to speak to your Training & Placement Officer or give me a ring.

**Melissa Williams**  
**Chief Executive Officer**

### CLIENT MEETING

**When:**

Monday 21st  
February

**Time:**

3.00pm-4.00pm

**Where:**

GCESS Office

**Topic:**

Client Representative Nominations /  
Your Feedback on GCESS

**Refreshments will be provided!**



# Service Recipients Christmas Celebrations—2011



Another fantastic time was had at the GCESS End of Year Celebrations at the Labrador Senior Citizens Memorial Hall on Friday 9th December, 2011.



Santa flew in for the Celebration and handed out gifts for all service recipients who attended.



After the gift giving had completed all service recipients and staff were treated to a delicious meal made by Charis Seafood followed by fun and frivolity singing Christmas carols.



## Interesting Facts

- No word in the English language rhymes with Month..
- Elephants are the only animals that can't jump.
- On average 100 people choke on ballpoint pens every year.
- Donkeys kill more people annually than plane crashes.
- A cockroach will live nine days without its head, before it starves to death..
- The flea can jump 350 times its body length.
- The ant can lift 50 times it's own weight, can pull 30 times it's own weight and always falls over on it's right side when intoxicated!
- A lion's roar can be heard from 5 miles away.
- The strongest muscle in the body is the tongue.
- Butterflies taste with their feet.
- If you yelled for 8 years, 7 months and 6 days, you would have produced enough sound energy to heat one cup of coffee.

## Pam's Inspirational Award

Pam has volunteered her skills and time to various community organisations over many years. More recently she has been a volunteer with The Benevolent Society assisting in child care at the Labrador Child & Family Centre and YMCA Family Day Care.

Pam is passionate about her role and her commitment and genuine loving nature can be demonstrated from the praise, respect and love she receives from her co-workers and the families and children she cares for.

Pam's value was officially recognised this year when Pam was nominated for the Benevolent Society QLD Volunteer of the Year 2011. On Tuesday 6th December Pam was flown to Sydney to attend the Awards Presentation as she was chosen as one of the five finalists. Pam received a certificate as acknowledgement of her value and outstanding efforts.

Pam has Multiple Sclerosis and is restricted to a motorised wheelchair and is sight impaired. Pam is an inspiration to others and has shown that

despite significant barriers it is possible to be a highly valued member of the community and work in a position that you have always wanted to do.



## Jasmine— "What a Rockstar"

Jasmine was referred to our agency while still at school at Aquinas College while she was in Grade 10. Her parents wanted to see if we could help Jasmine get a job and that is what we did.

When Jasmine first came to GCESS she was still very young, had never had a job or work experience and was shy and not very confident. GCESS asked Best and Less at Pacific Fair if Jasmine could do a work trial there for us to see if she liked retail work and to see if this was a job that Jasmine was suited to. Best and Less agreed and Jasmine was trained to work on the fitting rooms – helping customers and giving out number tags for security.

Jasmine had to learn a lot of new tasks, pricing, tagging and unpacking stock as well as looking after customers and fitting

rooms. GCESS assisted Jasmine on the job and Jasmine worked hard to learn all her new tasks. To her credit Jasmine was and continues to be 15 minutes early for work, immaculately dressed and always displays a pleasant and happy nature. Jasmine's efforts and hard work was rewarded as Jasmine was offered part time work for two days per week at Best and Less.

On 3<sup>rd</sup> February this year Jasmine will have worked at Best and Less for 2 years! She is now confident in her job as Fitting Room Attendant and is very competent in unpacking the stock. Jasmine is a valued member of the Best and Less team!

Jasmine was also fortunate to have the full support of her parents who assisted by transporting Jasmine to and from work 2 days a week and who also helped

reinforce the training she was receiving at work. Jasmine has just recently learnt to travel independently to and from work by bus and is proud of this achievement.

Last year Jasmine graduated Grade 12 from Aquinas College and turned 18. The photo of her is in her graduation dress and she is definitely "pretty in pink". As Jasmine would say "What a Rockstar".



"The surest way not to fail is to determine to succeed."

- **Richard Brinsley Sheridan**

**Gold Coast Employment  
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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 fifteen staff members now assist an average of one hundred and sixty seven 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  
JOHN LINDSAY  
SARAH LUSKIN  
SALLY McLEAN  
KANE PRIOR  
STEVE REEDS  
JODIE RUSSELL  
GRAEME SLEEMAN  
JANETTE SLIFKO  
HUGH TROWBRIDGE

**Administrator:**

VICKIE RYAN  
INA HALES (Assistant)