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Chief Executive Officer's Report

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Here we are again planning for Christmas. I do hope that many of you will be able to join us for our Christmas get together as it is always a nice afternoon and a good chance to relax and chat to GCESS staff and other service users. Please remember to ring the office or your Training & Placement Officer to let us know if you are coming so we can ensure we order your meal.

Just a reminder to check with your employers if they are closing at all over the Christmas period and remember if you require time off you must notify and get approval from your employer.

We recently said farewell to Kim Robertson and now extend a warm welcome to Janette Slifko who has recently joined our team. You can learn a little more about Janette later in the newsletter and for those not directly working with Janette please introduce yourself at the Christmas get together.

A reminder that it is essential if you cannot attend your scheduled appointments you do notify your Co-ordinator, as you are aware we must notify Centrelink of all non attendance. All jobseekers with Centrelink participation requirements risk a non payment period if they fail

to attend appointments without a valid reason.

GCESS offices will be closed from 2pm on Friday the 23rd of December and will reopen on Tuesday the 3rd of January. All Staff will be on leave throughout this period so if you have an issue that needs urgent attention please call me Melissa Williams on 0416 913 018

To all I wish you a safe and happy Christmas period and look forward to an exciting 2012.

Melissa Williams
Chief Executive Officer



CLIENT CHRISTMAS PARTY/ END OF YEAR CELEBRATION!!!

Where: Labrador Senior Citizens Hall, Labrador
When: Friday 9th December
Time: 3.00pm—5.00pm

Please RSVP whether you will be attending or not by 30th November

Food and Drink will be provided!!!

(Choice of Chicken Nuggets, Fish or Calamari. All served with chips).



Kim's Farewell

5 Stars? – I think you're all **STARS** already.

Firstly troops let me say it has been an honour and a privilege to work with the best in the business.

When I had my original interview with Mel, I stated that although I'd been working in recruitment for a few years I had never worked with a disability specific caseload. I said that to be honest I've always thought that people who had worked in this industry must have hearts as big as Phar Lap. The last 15 months has only confirmed that original opinion of the people I've worked with.

The last year has also confirmed what I didn't know and that was how little of ESS – I think I speak on behalf of everyone when I say thank you Hugh for your patience.

Dave - I owe you a free

movie ticket, anywhere, anytime – you're for the asking.

Mel - thank you for taking a gamble.

Vickie – a bottle of wine? Next time we'll make it a case (ssshh, it'll be our secret).

Graeme – The biggest G I've ever worked with and getting bigger every day.

Kane – The mystery man in black, we'll meet out on the green one day and game on fella.

Sally – I now know where your daughter gets it from.

Ina – One very classy, capable woman but please let someone help you with the boxes of paper.

Sarah – A Canadian tsunami is brewing, you go for it Floss.

Jennifer – The face of GCESS, making it all happen from the get go.

Leisa – That's why they call them K1W1's and good as I ever worked with.

John – Watch this space, big things Johnnie, we're

all expecting big things. Steve - Always good for a smile, from the 1st thing

Monday morning, "Is it Friday yet?"

Jodie, Jodie, Jodie – You've set the bar so high, some of us can only look up and see the underside.

More importantly thank you to my clients for allowing me to work with you and making some of your lives just that little bit better.

Kim Robertson



"Success does not consist in never making blunders, but in never making the same one a second time."
- Josh Billings

New Staff Profile—Janette Slifko

Hello! I'm happy to be here with you as the newest member of the GCESS team. My name is Janette and I am originally from the Washington DC area where I grew up loving American football (Go Redskins!), good Mexican food, live music and sailing. I was working as an elementary school teacher in Virginia when the opportunity came up to work and live all the way over in Yangon, Myanmar. So I did!

I lived in Myanmar for the past three years and have had a blast travelling all

over Southeast Asia and taking in the cultures. I learned to scuba dive a few years ago in Indonesia and can't wait to try it out on the Australian coast. We just moved to the Gold Coast area and I am blown away by the beautiful beaches and stunning lookouts. It has been an exciting move and I am eager to check out more of the national parks and maybe even learn how to surf.

I'm looking forward to getting to know the people and opportunities in

the area. Thank you for the warm welcome and smooth start.

Janette Slifko



Essac's Story

What can I say about gold coast dissability (sic) employment services. And what they have done for me.

Ever since joining gold coast employment agency I have excelled in my job and my life. Before joining I was a recluse man. Wouldn't leave my house, paranoid of just about everything, scared to go out of the house. I was living at home had no car no job and was on centrelink benefits. Because of my illness of being a paranoid schizophrenic I thought that this was it, I thought I was going to be at home for the rest of my life and to be deeply paranoid (sic) and scared for the rest of my life. I was scared to walk down the street and my anxiety levels were so high. My heart would be racing and I would be trembling inside. I felt so ashamed. Gold coast employment

have given my life back. I am now working for a company called Tango Trees nersurey (sic). I am now fully employed and I am currently doing a 3yr apprenticeship (sic) this is my first yr and I love it. I have my own car and I have moved out of home. And to graeme who I am so thankfull (sic). If it wasn't for Gold Coast Dissability (sic)

Employment Services I would still be at home with no job or car. I am so proud of myself and would deeply recommend Gold coast employment to anybody. I now go shopping drive everywhere. I also work 40 hrs a week. And some Saturday work every now and then.

Essac Crawford



"The difference between a successful person and others is not a lack of strength, not a lack of knowledge, but rather a lack in will."

- Vince Lombardi

Going Online Can Assist Mood

Online mental-health programs can help reduce the incidence of anxiety and depression , according to a joint Australian and US study.

Trials involving two groups of US students found the group that took part in an only cognitive behavior therapy program, MoodGym, were 3.5 times less likely to develop depression than those who simply received emails with information about depression.

MoodGym is a free

program developed by the Australian National University.
www.moodgym.anu.edu.au



**Gold Coast Employment
Support Service Inc.**

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Cougall Sts)
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87 Griffith St
Coolangatta QLD 4225
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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)