

# GCLA

BEYOND ORDINARY



## Hello Love Month!

### Welcome to February – the Month of Love & Appreciation!

As we step into **the month of love**, it's a perfect time to celebrate the connections we've built and the impact we continue to make in our community. The past year has been filled with growth, dedication, and countless moments of care and support that define who we are at GCLA. Looking ahead, we are excited about **Visual Care rolling out soon**, which will enhance the way we deliver services and improve experiences for our participants and their families. We are also delighted to welcome five new members to the GCLA family:

- **Megan Graham**
- **Mitchell Evans**
- **Poonam Jotisham Ram**
- **Tara Perkins**
- **Joy Plowright**

We look forward to the contributions they will bring to our team!

February is also a time to celebrate the incredible people who make GCLA special. A big congratulations to our team members reaching work anniversaries this month:

- **Illona Kretschmer – 5 Years**
- **Rowann Downie – 5 Years**
- **Kerrod Hjortshoj – 1 Year**
- **Michele Andrews – 8 Years**
- **Sara Tallon – 3 Years**
- **Janelle Long – 5 Years**
- **Mariah Thomson-Gray – 2 Years**

Thank you all for your hard work, passion, and dedication. We truly appreciate everything you do! As we embrace February, let's spread kindness, gratitude, and maybe even a little extra chocolate along the way. Wishing you all a fantastic month ahead!

Warm regards,  
Trish Lee  
CEO, GCLA

## QUOTE OF THE MONTH

*"February is the month of kindness, connection, and growth. As we move forward together, let's embrace every opportunity to support, uplift, and*



*make a difference—one small act at a time."*💙🌟



## Support Coordination Update

*We are excited to share the latest developments from our Support Coordination team at GCLA!*

### Continued Participant Support

One of our participants has recently reviewed their SDA and SIL funding, and we are pleased to confirm that GCLA will continue providing the necessary support to ensure they receive the best care and assistance. We are dedicated to empowering our participants to live their best lives.

### Growth in Victoria

GCLA is expanding its reach! We've welcomed more participants from Victoria to our Support Coordination services. This expansion allows us to offer our high-quality support to even more individuals, ensuring they are well-guided through their NDIS plans.

### Positive Feedback for Steph and Lauren

Our Support Coordination team has received outstanding feedback from participants, with special mention to Steph and Lauren. Their knowledge, expertise, and commitment have made our participants feel safe, supported, and well-cared for. We're incredibly proud of the work they do and the difference they make in the lives of our clients.



## Exciting Changes Ahead- Introducing VisualCare!

Good Afternoon,

For those of you that haven't met me, my name is Jason Miller and I have been working behind the scenes at GCLA as a Project Officer for the last six months. During this time we have been reviewing the systems that are being used every day by our staff and looking at better ways to deliver information to you and provide better service for our customers.

In the coming weeks we will be rolling out a couple of new applications, VisualCare and CentroAssist:

### VisualCare

- VisualCare will be replacing Brevity for Service Delivery.
- The VisualCare app (vWorker) has been designed to be easy to use and help you find the information you need to better assist our customers.



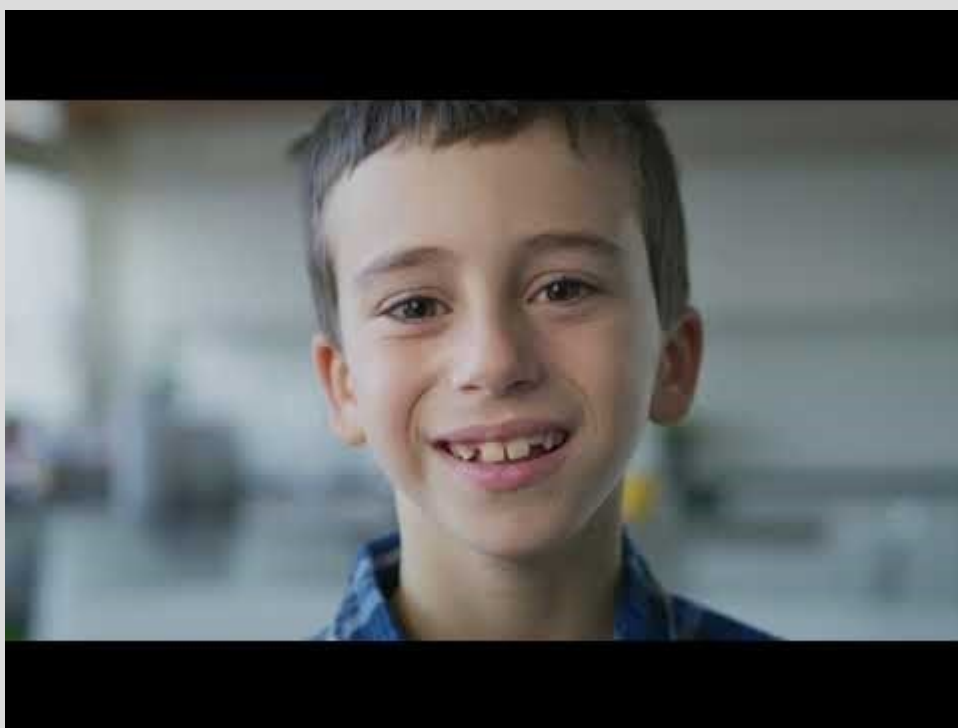
- Has an offline mode so you can access information in remote areas.
- Is quick and easy to sign into each service and allows you to add notes at the completion of the service.
- Will make it easier for you to pick up extra shifts when they become available.
- Makes communication with the office support team much quicker and easier as it all happens through the same app.

### **CentroAssist**

- CentroAssist is our new compliance software suite.
- Allows you to report incidents online.
- Makes it easier for us to follow up on potential risks to Support Workers.
- Will eventually host all company policies and procedures so you can access this information when needed.

We understand that these changes might seem intimidating at first however, these new applications should make everyone's job easier in the long run. In the coming weeks we will have more information to share about each application as well as providing information and training sessions for all staff. In the meantime, please feel free to reach out to me via email if you have any concerns or feedback.

Thank you,



## **A Musical Journey at Port Curtis RNR**

Barry, a long-time visitor of approximately 22 years, has been embracing the joy of music in a truly special way. With dedication and guidance from some of our talented volunteer musicians, he has mastered the fine art of playing the ukulele. Now, with newfound confidence, Barry proudly takes his place at the front of the room, sharing beautiful melodies with his friends.

This heartwarming journey is a wonderful reflection of what PCRNR is all about—fostering friendships, learning new skills, and celebrating personal growth. Well done, Barry!



## **Meet Jess, Our Community Nurse!**

We're thrilled to welcome Jess to our team! With 5 years of nursing experience under her belt, Jess brings a wealth of knowledge and a deep passion for community care.



Originally from Brisbane, Jess has traded the hustle and bustle of city life for the relaxed pace of Gladstone - she's a big fan of the local traffic (or lack thereof!) and loves the sense of calm our community offers.

Jess moved to Gladstone to be closer to her partner's family and has quickly fallen in love with the area's friendly vibe. She's also an avid traveller who recently explored Europe, visiting stunning destinations like Spain, France, England, Italy, and Barcelona. Next on her travel bucket list? South America!

In her downtime, Jess enjoys the simple joys of life -reading, playing at the beach with her dog, and indulging in her favourite food, pasta. She's drawn to community nursing because of its focus on forming meaningful connections and the social, caring aspect of the role.

We're so excited to have Jess on board, and we know she'll make a wonderful addition to our team and the community.

Welcome, Jess!



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**NDIS SUPPORT COORDINATION**

**GCLA**  
BEYOND ORDINARY

SUPPORT TO UNDERSTAND YOUR PLAN  
CONNECTION TO SUPPORTS AND SERVICES IN THE LOCAL AREA  
NDIS APPLICATION SUPPORT  
NDIS PLAN REVIEWS  
PLUS PLenty MORE

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**Registered  
NDIS  
Provider**

## OUT & ABOUT!

The Karaoke crew had a fantastic night out last week, celebrating Rachel's birthday with her chosen dinner spot before singing the night away, karaoke style! A big thank you to our amazing support workers for capturing these great shots.





🎤 **Let's Get Excited!** 🎵

GCLA is excited to host **Karaoke Nights** every **Thursday** for all NDIS customers—**no cover charge!** 🌟

📅 **Every Thursday**

🕒 **5:30 PM – 10:00 PM**

🍴 **Dinner at RG's beforehand** (*cost applies for food & drinks*)

Whether you love to sing or just enjoy great company, we'd love for you to join in the fun! Let us know if you're interested—your voice matters, on and off the stage! 🎤 ✨

Please register your customer via this link-

<https://zfrmz.com.au/GNylO9WlOdtl0pAb9BDB>



Aged Care  
**Volunteer**  
**Visitors Scheme**



## Exciting News!!

### New Payment Options for OT and EP Services at GCLA!

We are thrilled to announce that GCLA now offers Occupational Therapy (OT) and Exercise Physiology (EP) services to a wider range of clients!

These services are available through Medicare EPC plans, DVA, WorkCover, and HICAPS/Private Health. We're excited to expand our support and care to meet your needs!

**Now Offering Medicare For**

**OCCUPATIONAL THERAPIST & EXERCISE PHYSIOLOGY SERVICES**

**EMAIL NOW**

[Alliedhealth@gcla.com.au](mailto:Alliedhealth@gcla.com.au)



MORE INFORMATION  
[GCLA.COM.AU](http://GCLA.COM.AU)



## RECIPE

### One-Pan Creamy Lemon-Dill Tortellini



## INGREDIENTS

- 1 ounce Parmesan cheese (1/2 cup firmly packed freshly grated or 1/3 cup store-bought grated), plus more for serving
- 1 Large egg yolk
- 1 clove garlic
- 1 medium lemon
- 1/2 medium bunch fresh dill
- 1 1/4 cups heavy cream
- 1 1/4 cups low-sodium vegetable or chicken broth
- 1/2 teaspoon kosher salt, plus more as needed
- 1/4 teaspoon freshly ground black pepper, plus more as needed
- 20 ounces refrigerated or frozen cheese tortellini (do not thaw)

## INSTRUCTIONS

1. Finely grate 1 ounce Parmesan cheese (about 1/2 packed cup) or measure out 1/3 cup store-bought grated, and place in a small bowl. Add 1 large egg yolk and beat with a fork until a uniform, thick paste forms.
2. Mince 1 garlic clove. Finely grate the zest from 1 medium lemon (about 1 teaspoon), then juice the lemon (2 tablespoons). Pick the fronds from 1/2 medium bunch fresh dill and finely chop until you have 1/4 packed cup.
3. Place garlic, lemon zest, 1 1/4 cups heavy cream, 1 1/4 cups low-sodium vegetable or chicken broth, 1/2 teaspoon kosher salt, and 1/4 teaspoon freshly ground black pepper in a large skillet. Bring to a simmer over medium heat, stirring to combine. Add 20 ounces refrigerated or frozen cheese tortellini (it will be halfway submerged in the sauce). Cook, stirring frequently to prevent the tortellini from sticking, until tender and warmed through, about 6 minutes for refrigerated tortellini or 10 minutes for frozen tortellini.
4. Remove the skillet from the heat. Add the lemon juice, dill, and Parmesan cheese-egg mixture. Stir vigorously to combine. Taste and season with more kosher salt and black pepper as needed. Top with grated Parmesan cheese if desired.





**Overnight cottage respite spots available now!**

**Book your stay for added comfort and relaxation.**

07 4972 8855 36 Rosella Street, West Gladstone

**GCLA**  
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## SPREADING SMILES ONE JOKE AT A TIME!

Why did the banana go out with the prune on Valentine's Day?



*Because it couldn't find a date!*

**LOL**



Aged Care  
**Volunteer**  
**Visitors** Scheme

**JOIN THE AGED CARE VOLUNTEER VISITORS SCHEME TODAY**

### Who is eligible to take part?

Regular visits are available to anyone receiving government-funded residential aged care or a Home Care Package. This includes people who are approved and waiting for an aged care home or on the National Priority System for a Home Care Package.

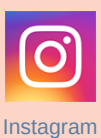
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