



Genuine Support Services Australia

GSSA NEWS

FEB - MAR - APR 2026

Welcome to our latest GSSA News— as we step into our seventh year of business, I find myself doing two things at once – looking forward with excitement, and looking back with deep gratitude.

Looking back, I see the laughter, the learning, the challenges that shaped us, and the moments where we held one another through growth. Looking forward, I see possibilities – more connection, more creativity, and more opportunities to do what we do best: support people to live lives that feel meaningful, joyful, and truly their own.

At GSSA, joy, laughter and love are at the heart of everything we do. We celebrate the good times, we learn through the hard ones, and we continue to grow together – always with kindness, curiosity and care.

I can't wait to groove with you at our Fantasy and Fairytale-themed Disco, and to sing out the winner of the Brian Pilmore Classics trophy – moments like these remind us just how special our community is.

I also want to highlight Heather Cate's crochet exhibition, a beautiful reflection of patience, creativity and care. What a reminder of the quiet magic that comes from creating something with intention and heart. Thank you for being part of this journey for where we've been, and for everything that's still to come.

Gabrielle Mackenzie

Managing Director



GSSA Managing Director, Gabrielle Mackenzie with the GSSA Pastor Trevor Pugh.

EXHIBIT OPEN

CROCHET EXHIBITION



FREE ENTRY

Genuine Support Services Australia

***FROM JAN 16, 2026 @ ABILITY CAFE**

4 SEVENTH ST. MURRAY BRIDGE



HEATHER CATE - STORY PAGE 3



CONGRATULATIONS CATHERINE— 5 YRS OF SERVICE



YOUR SUGGESTIONS ARE ALWAYS WELCOME



EMBRACE CONNECT GROW

Genuine Support Services Australia

Our Services at Genuine Support Services Australia

At Genuine Support Services Australia, we provide a wide range of supports designed to meet people where they are and support what matters most to them.

Our services include support to access and engage with the community, assistance to maintain your home, and help to work towards goals that are truly meaningful and independent to you. We also provide personal care supports, including high-intensity support needs, as well as palliative care, psychology services, and support coordination.

As a registered organisation, we pride ourselves on maintaining our registration standards, reflecting a high level of professionalism, compliance, and quality. At the heart of everything we do is a commitment to person-centred care, respectful relationships, and service delivery that is guided by each individual's choices, needs, and goals.



CONGRATULATIONS WAYNE—5 YRS SERVICE



CONGRATULATIONS GORGINA—winner of the Monarto Safari Resort Spa treatment.



HEATHER CATE WITH ONE OF HER LARGER PIECES

Tallem Bend crochet artist Heather Cate is preparing to showcase her stunning creations to the public for the very first time at Genuine Support Services Australia's (GSSA) Ability Café in early January 2026. After six to seven years of dedicated crocheting, Heather's intricate and vibrant wool pieces will be on display and available for sale from Friday, January 16, 2026, at the Ability Café, 5 Seventh Street, Murray Bridge.

Heather first discovered crochet through her church community, where a fellow member taught her the craft. What started as a simple desire to learn quickly grew into a passion she has not stopped pursuing. "I wanted to learn, and someone taught me, and I haven't stopped since," Heather said.

For Heather, crocheting is about more than creating beautiful pieces—it is about relaxing in a quiet place and, most of all, it provides her with an opportunity for some enjoyable retail therapy.

"I love selecting the perfect yarns," Heather explained. "I often select all the delicate pastel shades and then go about transforming them into intricate designs." The result is a collection of handcrafted works that combine artistry with personal joy.

Despite years of creating, Heather has never displayed her work publicly. "No, this will be the first time," she confirmed. The upcoming exhibition at the Ability Café will allow the community to experience the skill, creativity, and dedication that have gone into her pieces.

Glenn Power of GSSA hopes that Heather's display will not only celebrate her talent but also inspire others to explore creative hobbies. "It's a chance for everyone to see how something as simple as crochet can become a meaningful and beautiful form of expression," Glenn said. "Heather's exhibition will be open at the Ability Café from Friday, January 16, 2026, and we're inviting the whole community to drop in and enjoy Heather's colourful, therapeutic creations."



MIX 102.3 DJ ZOE @ THE BEND DISCO 2025



PLENTY OF FUN & DANCING @ THE BEND DISCO 2025



TOP CATERING @ THE BEND DISCO 2025



PHOTOBOOTH FUN @ THE BEND DISCO 2025

FANTASY & FAIRYTALES DISCO

TUNES BY STEVE MURPHY

MIX 102.3

SATURDAY, FEB 14
6 PM - 9 PM

IMPERIAL FOOTY CLUBROOMS
ADELAIDE ROAD, MURRAY BRIDGE

RSVP & BOOKINGS ESSENTIAL
8166 7577

\$20 ENTRY - DRESS IN WHAT EVER MAKES YOU FEEL BEST

Come and join us for another incredible disco — a place to meet, eat, dance, and make new friends. This one is all about fantasy and fairy tales, so step into whatever magical world you imagine and let your creativity shine. There will be great music, great company, and lots of laughter.—we always have a wonderful time, and we'd love to share it with you.

Always Smiling

Some people shine brightest not because their lives have been simple, but because they find joy in the little things. Natalie Sickerdick is one of those people. She carries with her an easy smile, a love for sparkle and colour, and an infectious energy that comes from a life built on resilience, compassion, and connection.

Natalie was born and raised in the small town of Mount Torrens, tucked between Lobethal and Tungkillo. Childhood for her was filled with simple treasures: a creek running through the family property and a Disney mural her mother painted on her bedroom wall. "Dumbo, Bambi, Mickey Mouse, Thumper—those characters stayed with me for about twelve years," she recalls with a laugh.

At eleven, Natalie's family moved to Murray Bridge, where she would attend Unity College and, later, finish Year 12. By then, she was no stranger to work. "I've always had a job pretty much since I was 11," she says. Her first taste of responsibility came when she made sandwiches at a little café in Lobethal. Later, she worked at Target, then as an assistant at Top Notch Butchers—what she jokingly calls being the "butcher's bitch," though her role was one of learning, helping, and preparing.

Like many young people, Natalie tried on different hats, searching for work that meant more than just a pay check. It was not until the COVID-19 pandemic struck that she truly found her calling. "I wanted a job that was reliable, essential, and gave me hours. That's when I started studying for support work," she explains. One encounter with her longtime acquaintance Gabby changed everything: "She said, 'I want you.' And that was it."

Natalie dived into support work with both feet, handling everything from personal care and transport to more complex tasks like palliative care, catheter support, and PEG feeding. She found the work to be more than just a career—it became a source of perspective. "It makes you very humble," she reflects. "It makes you realise what you've got, and what you don't have as well."

Today, Natalie works as a rostering officer at Genuine Support. It is a role that suits her perfectly: ensuring clients receive the care they need while supporting the team of workers who make it happen. "I just try and fill shifts, make sure clients are covered, and help everything run smoothly."

Despite the demands of the job, Natalie remains grounded. She has learned to find joy in life's simple pleasures—anything that sparkles, colourful light shows, fireworks, or Christmas lights. "Little things make me happy," she says. "They keep me going." Her warmth and energy are genuine, but those who know her well also see her depth. "I'm usually happy," she admits. "But yes, I can be a deep person too."

At home, Natalie's greatest companions are her animals. Two lively Kelpie-Coolies, Eddie and Ralphie, bring endless energy and laughter. "They're full of mischief, real larrikins," she says fondly. Balancing out the household are two cats—one feisty and fiery, the other gentle and affectionate. Together, they form a chaotic yet loving family.

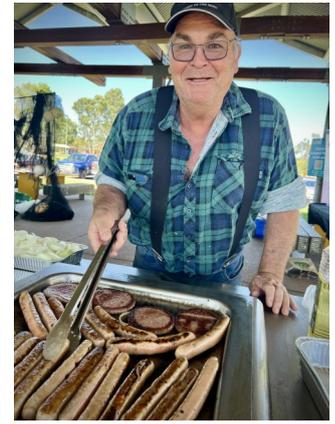
Her pets are not just company; they are anchors. They remind her that unconditional love can come in many forms, and that laughter is often hiding in the smallest, messiest moments. "The dogs are the levellers," she says, smiling.

Natalie does not carry grand ambitions of wealth or fame. Her goals are simple: to live well, be happy, and do her job to the best of her ability. It is a perspective that makes her story inspiring because it reflects a balance so many people seek—caring for others, making a living, and still finding time for joy.

"I'm just always high on life," she says. And perhaps that is the secret. Natalie's journey is a reminder that fulfilment does not always come from chasing grandiose things—it often comes from helping others, treasuring family, and delighting in the glitter and colour of everyday life.

Her story shows that caring for people is more than a profession; it is a way of being. And if you ever meet Natalie, you will see it in her smile, her spark, and the way she talks about her animals. She is living proof that happiness grows when you give, when you care, and when you keep noticing the little things that shine.





PLEASE JOIN US AT THE
2026 BRIAN PILMORE CLASSIC



Genuine Support Services Australia

FISHING CONTEST

FREE ENTRY 



DATE: TUESDAY, FEBRUARY 3, 2026

START TIME: 10.30 AM

LOCATION: Sturt Reserve Shelter next to Murray Bridge Club

REGISTER NOW

Heaps of Prizes



DROP IN OR PHONE JESSICA 8166 7577



PROUDLY SPONSORED BY

Living Life to the Fullest



National Disability
Insurance Scheme

Before the NDIS, life for Claire Fidge of Murray Bridge's family was incredibly challenging. "Each day felt like a careful balancing act, with needs outweighing the supports available," Claire said.

When Claire's brother first entered the scheme, he received only four hours of support a fortnight. "It just wasn't enough," Claire explained. "His health and wellbeing suffered, and everyday life became harder than it needed to be."

As Claire Fidge, Support Coordinator and Compliance Manager at Genuine Support Services Australia, often says, "The NDIS can work, but only when the plan truly reflects the person's real life." By gathering the right evidence and advocating strongly, Claire's family was eventually able to secure a plan that genuinely met her brother's needs. "The change was profound and lasting."

"We faced similar challenges when my dad needed support, and later when my children required early intervention," Claire said. Each experience reinforced the same lesson for Claire and her family: without clear, detailed documentation, supports simply don't align with the reality at home.

Claire is very open about how grateful she is for the NDIS itself, often reflecting that "We are incredibly fortunate to have the National Disability Insurance Scheme, where people in need can access funded supports that truly change lives."

If there is one thing Claire's journey has taught her, it is the importance of speaking up. "You know yourself, your needs, and your family better than anyone else," Claire explained. Her guiding belief throughout their journey has been, "Nothing about me without me – that mindset has kept our voices central and turned advocacy into our strongest tool."

Looking ahead, Claire continues to gather evidence and advocating for her family. "The right NDIS supports have already changed our lives," Claire said. "They have given my children the freedom to be social, smash their goals, and live life to the fullest – and that is all any parent could hope for."



EMBRACE CONNECT
GROW

Genuine Support Services Australia



GSSA MAIN OFFICE
 6 Third Street,
 Murray Bridge
 SA 5253

**COMMUNITY HUB
 & ACTIVITIES
 CENTRE**
 4 & 5 Seventh Street,
 Murray Bridge
 SA 5253


 (08) 8166 7577


 admin@genssa.au
 www.genuinesupportservicesaustralia.com.au



Genuine Support Services Australia