

NewAccess Client Case Study 5

Information provided by Lives Lived Well, Service Provider in the Darling Downs and West Moreton region of Queensland.

Client Background – Jenny’s story

Jenny had experienced overwhelming loss over a short period, beginning early in January 2018 with the death of her husband of over 30 years. Over the next month she also had multiple close family members pass away, before finally, the week before she reached out to NewAccess, her best friend lost her battle with cancer.

Throughout the program

At first, Jenny’s coach wondered if the program, which offers six sessions, would be able to support someone going through such extensive loss but after the initial session Jenny told her that she was the first person she’d felt comfortable with, and she wanted to come back.

In the first session, Jenny did a lot of crying and sharing of her grief. It was explained to her that her feelings were normal given everything that had happened. Jenny then explained she wasn’t eating, had lost 10kg, couldn’t sleep, and only left the house to go to work. Her work ethic, and determination that others wouldn’t know how much she was suffering, kept her going.

The following sessions focused on identifying routines and enjoyable aspects of her life and taking small steps towards achieving weekly goals to get her life and health back on track.

Jenny’s final session

When her final session arrived, she had met all her treatment goals. She was sleeping, putting on weight, seeing her friends socially and wasn’t afraid of paying the bills. She was spending time in her beloved garden again, something she’d stopped doing because it reminded her of her husband. She was smiling and laughing, she was more engaged at work and she’d stopped harmful drinking.

Client testimonial

“When you’re sad and struggling you don’t think clearly and you stop talking to people.

But you have to talk to someone about what your problem is.

Talking to someone makes you feel a little bit better. It helps you move forward and not struggle so much”

NewAccess client

Coach testimonial

“While Jenny had reached out for help, she did the work. She fought for herself. She left knowing that she would have sad days, but also knowing that she could help herself get through them and, over time, it would get easier.”

NewAccess coach



