

NewAccess Client Case Study 6

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

Client Background

- Life uncertainty since heart attack 7 months prior.
- Loss of job, which was linked to accommodation, uncertainty about life including stable accommodation.
- Financial strain due to being on New Start and having to meet job searching criteria when physically unable to work.
- Loss of confidence due to weight gain since heart attack 7 months prior – avoiding socialising due to feeling embarrassed.

Identified Goals

- To socialise 2-3 times per week without feeling embarrassed.
- Achieve more financial stability, with the aim of a holiday in 6 months.

Services Utilised

- LiCBT – Problem solving.
- Connected with Aim Big Disability.
- Employment service.
- Community groups (social interaction).

Client Outcomes

- Now aware of triggers and problem-solving processes to follow when problems arise.
- Feeling better equipped, emotionally to deal with problems when they arise.
- Deemed unsuitable for work in engagement with Employment Service therefore application for Disability Support pension was put in place by Centrelink social worker. CM no longer required to meet job-searching requirements and payments will increase.
- Has begun socialising; found a friend who also attended the same community group and was offered presidency role at local club.
- Client stated that he felt more comfortable and confident.
- Plans to go away on holiday in May.

Client testimonial

“Helped me in more ways than I can put into words.”
NewAccess client

NewAccess Coach testimonial

“The client is now aware of triggers and problem-solving processes to follow when problems arise.
Feeling better equipped, emotionally to deal with problems when they arise.”
NewAccess coach

