

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 testimonial

"Helped me in more ways than I can put into words."

NewAccess client

NewAccess Coach testimonial

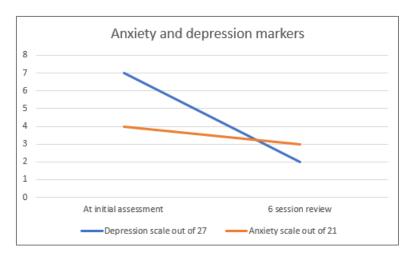
"The client is now aware of triggers and problem-solving processes to follow when problems arise.

Feeling better equipped, emotionally to deal with problems when they arise."

NewAccess coach

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 information provided by Lives Lived Well, Service Provider Darling Downs and West Moreton November 2018 For more information on NewAccess please visit beyondblue.org.au/newaccess or email: newaccess@beyondblue.org.au