

# Success Story

Submitted by: Jason Stevens

## Good News Story – Mount Gambier

As a Municipal Employee working for the Mount Gambier City Council and a player of A Grade football for Glencoe Football Club, Jamie was an energetic and active member of his community. On the 15<sup>th</sup> November 1998 and at the age of 27, Jamie dove into a back yard swimming pool in the early hours of the morning after celebrating a relatives 40<sup>th</sup> birthday. Not having checked the depth of the pool, Jamie hit the bottom head first breaking his neck at C4-C5. In that instant, Jamie's life changed forever.

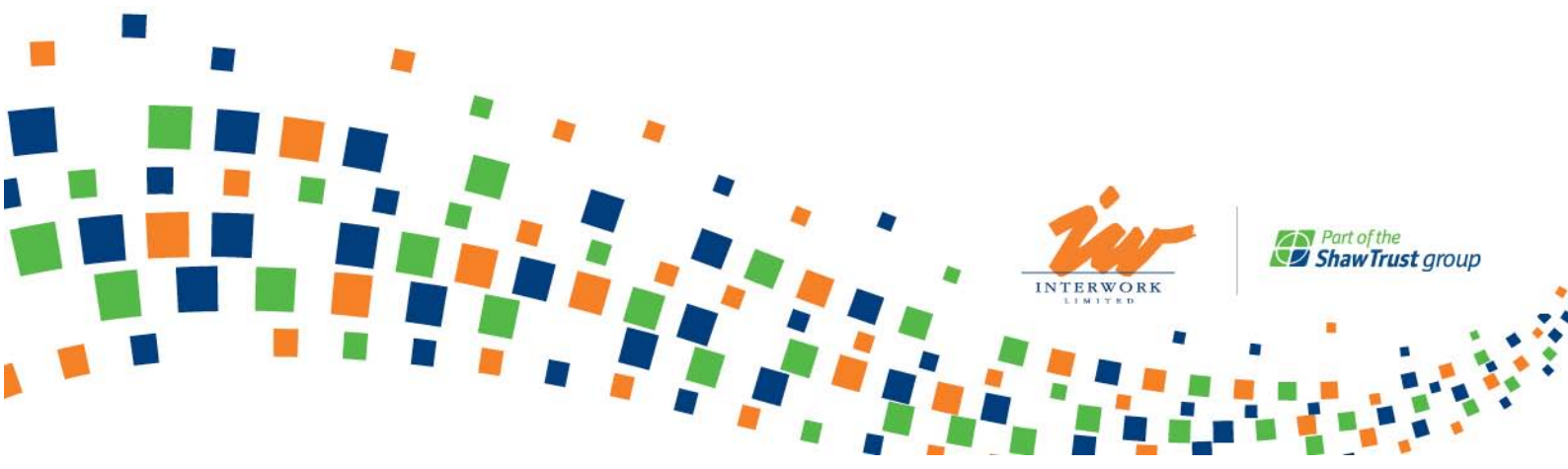
The 15<sup>th</sup> of November became etched in Jamie's memory as the day he became an incomplete quadriplegic. Jamie was airlifted to Adelaide and spent the next ten months in rehabilitation at Hampstead. At the conclusion of this, Jamie retained some movement in his lower limbs and required the use of a wheelchair for mobility.

Upon his return to Mount Gambier, Jamie had a lot of adjusting to do. This required an enormous amount of determination, and determination is a characteristic that has defined Jamie ever since.

In 2000 Jamie registered with Interwork and within a few months won a position with Top Spot Auto Dismantlers as a Spare Parts Interpreter. This position provided Jamie with the opportunity to begin re-training in a predominantly customer service/ administration role and he maintained this position for seven years until the position was made redundant due to business sale. During those seven years Jamie married his long-term partner Helen and began a family becoming the proud Dad to Thomas and Nicholas.

Upon redundancy Jamie approached Interwork to provide assistance in finding alternate employment. Interwork was able to place Jamie in a customer service role with Coles but this was limited in terms of hours.

The Interwork Mount Gambier office is a busy place, growing significantly in 2010. Jamie attended the office for a scheduled appointment with his Employment Coordinator (Sean Glanville) but with no administration support, he was met by somewhat flustered Employment Coordinators who were trying to deliver a service as well as look after reception. Consequently, Jamie took it upon himself to



approach Jason Stevens (Area Manager) to let him know that the office needed a receptionist and that he was the man for the job.

Jason had known Jamie for eight years as it was Jamie who was Jason's first client back in 2000. It didn't take long to determine that Jamie could have the requisite skill for an Employment Administration Officer position.

On the 19<sup>th</sup> of April, Jamie commenced employment with Interwork as an EAO. Jamie's motivation, enthusiasm and humour saw to it that he became an invaluable member of the Mount Gambier team in a short amount of time. His customer service skills are second to none and he has the ability to strike up an effective relationship with people from diverse backgrounds. Jamie's ability to pick up the nuances and complexities of some of the DES systems and procedures has meant that he has far exceeded the expectations of any EAO who has just commenced employment with Interwork.

Mobility was an issue for Jamie when he commenced with Interwork. The newly carpeted office made pushing his manual wheelchair tiring. An application was completed via Job Access and an electric chair purchased that provided Jamie with easy access to the whole office.

Through his exceptional skills, adaptability and perseverance Jamie has cemented his place within the Interwork South East team. Jamie is undertaking file reviews for all EC's, management of diaries and appointments, customer service, evidence collection and various other duties that has undoubtedly contributed to the South East team performance as a whole.

