

Success Story

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Good News Story – HOVE OFFICE

Troy, a young man in his mid 20's came to us in late 2008 after having struggled for several years to find consistency in his life.

Troy's story was one of a series of episodes of ongoing mental health crises that impacted on his decision making and integration into work and social networks, preventing him from moving on to better places.

He came to Interwork with no clear direction on employment options however through the efforts of our BDO we were able to find him a role with IKEA as a loading bay associate of 10 hours per week.

To begin with, it was necessary to develop a plan to manage potential instances of illness in the workplace. As part of the process, the case manager designed an effective plan and discussed it with the HR managers and supervisors at IKEA, who are supportive and a disability friendly employer.

Negotiation with the employer meant we were able to increase Troy's hours to 15, apply a wage subsidy to lock in the extra hours. With the help of an Interwork support worker and close scrutiny of the case manager, Troy now began to find some consistency. His work performance, confidence and commitment to deliver quality customer service pleasantly surprised everyone including his employer.

Troy began to display real growth in confidence and self esteem but he continued to struggle with some of his barriers, which saw him return to hospital a few times. When this happened his case manager worked closely with Troy's community mental health care support worker to form a plan to get him back to work. Troy was determined to succeed, and every time he was at risk of losing this opportunity, he stepped up the pace and dug deep to try harder.

Interworks staff timely liaison with employer supervisors about issues that required attention meant that problems were able to be addressed directly with Troy before becoming a major issue. This allowed us on a few occasions to organise feedback meetings, where we discussed job retention strategies to help Troy achieve ongoing success.

Albeit things have progressed, in order to keep his job Troy will continue to need Interworks assistance with provisions of ongoing support. Troy's success in employment is obvious in his appreciation to Interwork and his dedication to his employer. As Troy has said..... "I love this job! Keeping a job is a lot of work but it's worth it."

