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Case Study - Jodie

**North Metropolitan TAFE - Joondalup Campus (WA)**

**Specialist Employment Service Provider: Bizlink**

# **Introduction/Background of Student**

# Jodie is a matured aged single mother and found out about TSEP through her course enquiries at NMT Joondalup. Jodie was previously with a different employment provider and wished to transfer to a DES/ESS service due to having acquired a significant back injury where she required additional support.

# Jodie was given all the information required to be able to engage with a DES/ESS and was assisted through the process by arranging an ESAT at Centrelink to gain eligibility through the TSEP Consultant.

# **Goals and/or objectives that were set out to be achieved**

# Jodie was considering Community work as a goal/ career change as she felt that this area could support her physical limitations and she could use her customer service skills gained through her current work and previous studies in pharmacy.

# She was also interested in support to increase her baseline work through some workplace re-design and would require support to negotiate these changes and this would also increase her income which was also a very important factor for Jodie

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# **Outcome/Final Summary**

# With assistance from the TSEP Consultant and Bizlink we were able to negotiate more hours for Jodie at Chemist Warehouse along with some re-design that accommodated Jodie’s physical challenges. This allowed Jodie to take regular breaks to stretch and sit as required.

# Overall, Jodie reports she is very happy in her current role and appreciates the help she was given to allow the changes to be made with her hours and conditions. She continues to receive moderate support at this stage from Bizlink with the hope to one day to be independent again.

***\*Please note student name has been de-identified with an alias to protect privacy.***