



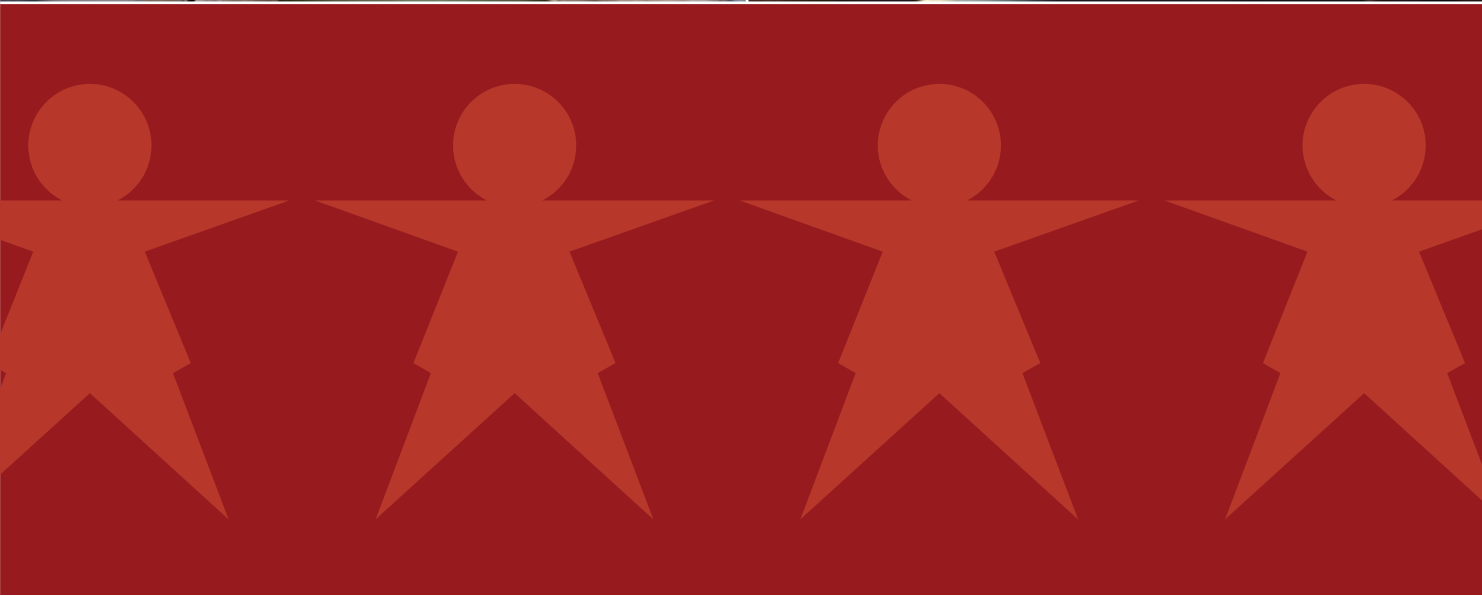
employment



rehabilitation



training



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Worklink is a diverse not for profit organisation which has provided employment, rehabilitation and training services to people living with a mental illness for over 14 years. Our services are aimed at promoting recovery and social inclusion.

In 2009/10 we delivered three services across regional, rural and remote Far North Queensland to over 750 people.

Our Vision:

Our vision is that people who experience mental health issues have the opportunity for employment, improved economic and social well being and acceptance in the community.

Our Mission:

To facilitate improved employment opportunities and related economic and social outcomes for people with mental health issues in the community.

Our Values:

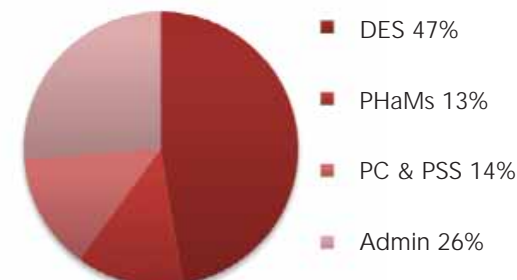
Worklink believes that all people who experience mental health issues have the right to:

- Be a valued member of society
- Equal employment opportunities
- Earn a sustainable income
- Have the same opportunities as other members of society
- Be able to make choices about their own lives

2009/2010 Income



2009/2010 Expenditure



2010 from the chair and ceo

2009/2010 has been a year of challenges and rewards with the loss of the DEN Uncapped program, downsizing of staff from 24 to 17, to securing new business opportunities and growth of our workforce once again.

These changes have been positive yet challenging to say the least. However, with Worklinks supportive team culture and good strategic direction the future of the organisation is strong.

OUR ACHIEVEMENTS

- Received an offer to extend contract for Employment Support Services
- Successfully secured two Federal Government and one State Government contract
- Received a 5 star rating for our DEN Capped Program December 2009
- Established the Psychological, Counselling and Professional Support Service
- Secured new premises in Innisfail and Yarrabah
- Relocated our Training Room to new premises
- Extended the Integrated Employment Initiative to Innisfail
- Commenced DES program in Innisfail
- Appointed a Peer Support Officer
- Assisted 810 people across all programs

- Successfully completed Disability Services Standards QA Certification Audit
- Joined Job Futures
- Rebuilt our staffing levels to 29

Once again Worklink's performance record was outstanding despite the challenges faced.

The achievement of our goals was a result of strong leadership from the Worklink Management Committee and direct service delivery from our hardworking and committed staff, who are dedicated to improving the lives of people with a mental illness .

Worklink prides itself on high standards of service delivery to its clients, including job seekers, employers and other service providers in the community and will continue to expand and develop our great reputation at every opportunity.

2011 ONWARDS:

- We will expand the Disability Employment Program across the Cairns Employment Services Area (ESA)
- We will explore opportunities to expand PC&PSS to Yarrabah, the Tablelands and Cape communities
- We will work with the Yarrabah community to ensure the Personal Helpers and Mentors

Program is inclusive of the community and promotes the recovery of its participants who have severe mental illness

- We will continue to develop and source programs that support the recovery and social inclusion of people with a mental illness
- We will further develop our training services to deliver educational programs that break down stigma and promote social inclusion of people living with a mental illness



Dorothy Dunne
CEO



Jodi Peters
Chairperson

worklink management committee



Jodi Peters
Chairperson
The 20/20 Group



Marjorie Earl
Ordinary Member
Consumer Reference Group
Representative



Leanne Tanti
Ordinary Member
Ergon Energy



Alan Griffiths
Treasurer
McLaren Knight



Maryanne Tranter
Ordinary Member
Vocational Partners Group



Rodney Hopes
Ordinary Member
Consumer Reference Group
Representative



Christine Thurston
Ordinary Member
Self Employed



Tracey Paterson
Vice Chairperson
The 20/20 Group



Stacey Speight
Ordinary Member
BDO



Dorothy Dunne
Secretary
Worklink

Susan Parsons
Ordinary Member
Department of
Employment, Economic
Development and
Innovation (DEEDI)

our strategic goals

In 2010 we were successful in achieving all of our Strategic Goals

1. We identified other funding and/income streams to replace the loss of PSP and DEN Uncapped. As a result we were successful in securing the following Government Contracts



The Disability Employment Services Employment Support Service (ESS)

In March 2010 we commenced delivering the ESS contract which helps job seekers with a permanent disability and with an assessed need for more long-term, regular support in the workplace. All eligible job seekers have access to individually tailored and comprehensive services which meet their needs including capacity building, training, work experience and other interventions to help them obtain and maintain suitable employment. Worklink is a specialist provider of this contract across the Cairns ESA from 2010-2012.

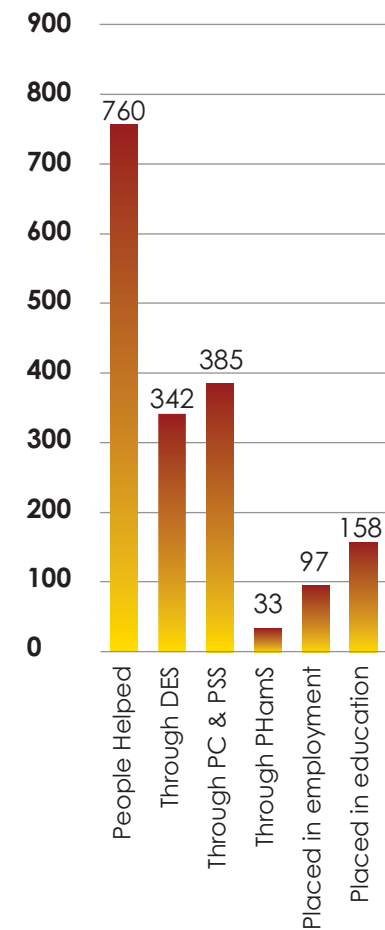
The Disability Employment Services Disability Management Service (DMS)

In March 2010 we commenced delivering Disability Management Services as a subcontractor to Job Futures. DMS is for job seekers with a disability, injury or health condition who require the assistance of a disability employment service but are not expected to need long-term support in the workplace. All job seekers are assessed to determine the impact of their disability, injury or health condition on their ability to gain sustainable employment or education and flexible servicing options are developed to suit the needs of the individual job seeker. Worklink is a specialist provider of this contract across the Cairns ESA from 2010- 2012.

The Personal Helpers and Mentors Program (PHaMs)

In March 2010 we commenced delivering the Personal Helpers and Mentors Program at Yarrabah. PHaMs engenders wellness and focuses on providing assistance to people who have severe functional limitation as a result of a mental illness, at various stages of their recovery, with the support of Personal Helpers and Mentors. Personal Helpers and Mentors assist participants on their recovery journey, which may encompass better managing their daily activities and access to supports and services they need. They follow a participant focused, holistic approach and aim to foster each individual's sense of hope and dignity and capacity for resilience through all stages of recovery, through different stages of life and experiences.

2. We expanded our Disability Employment Service (ESS) capacity through increased number of referrals and direct registrations from 122 to 228, increasing our budgeted income by 28.42%
3. We absorbed 3 PSP staff into our PC&PSS program maintaining a presence in Innisfail and Mossman
4. We built strategic partnerships with Job Futures, Direct Employment Service, Cairns Integrated Mental Health and ITEC
5. We actively supported Consumer Participation by supporting the further development of the Consumer Reference Group and creating a paid Peer Support Officer position
6. We maintained a focus on Mental Health and Employment
7. We met our goal of being consistently above 4 stars for the DEN Capped program by achieving 5 stars



SUCCESS STORY

disability employment service

Through Worklinks specialist employment services job seekers who have experienced a mental health condition are supported to find and maintain employment.

Our job seekers receive assistance with vocational assessment, job preparation, job search and job support.

We focus on our job seekers existing skills and strengths to gain an understanding of their abilities and areas of interest. In addition we assist the job seeker to participate in further training to update their skills and qualifications to reach their employment goals.

Job seekers are able to participate in work experience to learn new work skills, improve confidence and self esteem and increase their chances of finding work.

Worklink provides job seekers with financial assistance to meet the costs of starting a new job and provide our job seekers with on and off the job support for as long as required.

A wage subsidy is also available to the employer to assist with initial training and support.

In 2009/2010 we achieved the following:

- 342 people commenced on the DES Program
- 97 people secured employment
- 158 people placed into education and training
- a 5 star rating for our DEN Capped Program December 2009

Sam was referred to Worklink in 2009 for assistance to find work. She was 32 and had been diagnosed with schizophrenia. Sam had a work history in both retail and the telecommunication industries but was looking for a change, and felt she could utilise her own experience of living with a mental illness to assist others.

Sam had concerns that her illness would hinder her chances of gaining employment in the disability sector.

Worklink assisted Sam to secure an interview with a major community service and she chose to disclose that she had schizophrenia during the interview.

Sam was offered a 20hr per week position as a cleaner within a residential home for people with a disability. It was soon apparent that Sam had a natural rapport with the clients and she was offered casual support work working one on one with the clients. After working as a support worker for 6 months Worklink assisted Sam to commence studies in Cert 3 Community Services to increase her skills. Just recently Sam was offered and accepted a Senior Support Worker position due to her skills in working with people with disabilities and her natural leadership abilities. With the support of her employment officer and case manager from mental health Sam has developed strategies to cope with the symptoms of her illness and is now working independently.



"Wade receives his forklift qualification as part of our Job Link Plus Program"

job link plus

In 2009/2010 Joblink Plus was funded by the Department of Employment, Economic Development and Innovation (DEEDI) to provide up to 20 participants with assistance in job preparation, skills training, work experience and intensive job search.

14 job seekers participated, 8 secured employment and 4 achieved an educational placement.



the personal helpers and mentors program

Our Personal Helpers and Mentors (PHaMs) program is based in Yarrabah.

Through our PHaMs program participants are helped to better manage their daily activities and reconnect to their community. They are provided with direct and personalised assistance through outreach services and are linked with appropriate services such as mental health, drug and alcohol and accommodation services

Our Personal Helpers and Mentors help participants develop their own Goal Plans which focus on their recovery journey and engage the support of family, carers and other members of the community.

Since March 2010:

- 33 participants have been referred to the program
- 10 have commenced.



OUR FUTURE GOALS:

- We will continue to build strong community networks
- We will explore the opportunity to build a Yarning Pit
- We will work with the community to develop productive community gardens
- We will support participants to start a fishing club
- We will work with the community to develop a community assistance volunteer program
- We will establish art workshops and cooking programs for program participants



"Artwork created by a participant"



"Going fishing"



"Enjoying a BBQ"



"Yarrabah Office"

our psychological, counselling and professional support services

In 2009/2010 Worklink provided Psychological, Counselling and Professional Support Services to job seekers from our Disability Employment Services, the Job Services Australia (JSA) and the Job Capacity Account Services. Our services are located in Innisfail, Cairns, Kuranda and Mossman and service the surrounding outreach areas.

Our Psychologists worked within a culturally secure and recovery based model of intervention, to offer respectful and confidential support to individuals experiencing mental health concerns as well as physical, social, emotional and economic barriers to well being.

In addition they provided psychometric testing and assessment to ascertain client needs and intervention pathways to recovery as well as career and vocational counselling to assist clients with employment goals and pathways.

Our counsellors provided confidential assistance tailored to meet the job seekers individual and cultural needs, to assist them to improve wellbeing, alleviate stress and distress, resolve crisis and develop skills to improve quality of life.

Worklink's Professional Support Service provided advocacy, support, mentoring and lifestyle coaching to job seekers who required intensive assistance to overcome non vocational barriers to employment and other life altering circumstances.

In 2009/2010 we assisted:

- 257 job seekers from Job Services Australia
- 83 job seekers from Job Capacity Account Services
- 45 job seekers from Disability Employment Services

SUCCESS STORY

Sally is a 25 year old woman who was referred to a Worklink Psychologist to address symptoms of depression and anxiety, reactive to work place stress. Her condition had impacted significantly on her general functioning and well being, leading to a period of unemployment. Sally was supported with general counseling and a number of psychological interventions including Cognitive Behavioral Therapy, Mindfulness Based Cognitive Therapy, and Interpersonal Psychotherapy. She was supported with the resolution of ambivalence regarding her values and beliefs in relation to work and society and helped to resolve issues pertaining to her family life and traumatic early life experiences.

By the third and final session Sally reported significant reduction in depressive and anxiety symptoms and resolution of emotional pain associated with past events. She had recovered hope and meaning in her life and a future orientation, reengaging with her vocational aspirations.

She is now working full time in project management and regional planning for a government organisation.



valuing the lived experience

At Worklink we are aware that our clients (consumers) have a unique expertise and understanding due to direct experience of mental health issues. We feel strongly that consumer participation within Worklink is important to continually improve the quality of Worklink's service delivery.

In 2009/10 Worklinks Consumer Reference Group (CRG) participated in a variety of ways:

- Bi monthly meetings of the CRG
- Two CRG members were elected to the Worklink Management Committee
- Policy and procedure reviews
- Involvement in audits
- Analysis of consumer satisfaction surveys
- Staff recruitment
- Newsletter production
- Strategic planning
- Development of a new consumer brochure
- Two CRG members represented Worklink on the Consumer and Carer Network Forum facilitated by Qld Health.

Training undertaken by members of the Consumer Reference Group:

- Mental Health First Aid
- Mental Health First Aid for Indigenous and Torres Strait Islanders
- Understanding Mental Health and Well Being
- Consumer and Carer Participation Train the Trainer Program
- The Hearing Voices Group Facilitation Training
- Train the Trainer Hearing Voices - a simulated training experience



Rodney Hopes



Marc Harris



Marjorie Earl



Kerry Gordon



Julia Tennent

Ross O'Donovan

educating the community

In 2009/10 Worklink played a significant role in educating the community to break down stigma and promote the social inclusion of people living with a mental illness.

OUR ACHIEVEMENTS:

- We developed a resource called Mental Health Works in partnership with the Qld Alliance which is a resource for employers that encourages the development and implementation of policy which supports mentally healthy workplaces. It also shows employers how they can better support staff with mental health issues.
- We Hosted the launch of Mental Health Works in Cairns
- We promoted Mental Health works at the Vicserv, Job Futures, Workforce Council and Queensland Alliance Conferences.
- We appointed a new Training Coordinator
- In 2010, we delivered our one day workshop, Managing Diversity, Mental Health in the Workplace to 35 employers.



promoting worklink and raising awareness

In 2009/10 Worklink held another successful Stress Less Day luncheon to create awareness amongst the business community that people with a mental illness are employable, and to reduce the stigma attached to mental illness. The luncheon was well supported by the Cairns corporate community with 300 people in attendance.

The event's guest speaker was *Jonathon Welch from the Choir of Hope and Inspiration.*



promotional activity

JULY 2009

- 1st Boost your Marketing workshop
- 10th NAIDOC Expo
- 14th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 22th Lyons House reopening

AUGUST 2009

- 5th Cairns HR Forum
- 11th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 25th Cairns Chamber of Commerce lunch

SEPTEMBER 2009

- 8th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 10th Media workshop Townsville
- 17th Disability Employment Services Open Day
- 25th Brekky Show with Locco for Stress Less Day

OCTOBER 2009

- 5th Art Exhibition Tanks - Mental Health Week
- 6th Worklink Cocktail party
- 7th Worklink Stress Less Day lunch
- 8th Cairns Chamber of Commerce function and Light up the Night @ Fogarty Park
- 13th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 21th Coaching for Success - Cairns Post
- 27th Cairns Chamber of Commerce lunch

NOVEMBER 2009

- 4th Coaching for Success - Cairns Post
- 24th Business Networking Breakfast and Cairns Chamber of Commerce lunch
- 26th The 2009 WHK Great Debate lunch
- 30th Coaching for Success - Cairns Post

DECEMBER 2009

- 2nd Cairns Chamber of Commerce - 100 year book launch
- 7th Employer Survey presented by Mr Ivan Neville
- 9th Centrelink Job Expo
- 11th Cairns Business Womens Club lunch
- 14th Australian Marketing Institute cocktail party
- 16th Coaching for Success- Cairns Post

JANUARY 2010

- 29th Mental Health Works DVD launch

FEBRUARY 2010

- 9th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 17th Smart Marketing workshop
- 23th Cairns Chamber of Commerce lunch

MARCH 2010

- 5th International Women's Day function
- 9th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 17th Planning for success workshop
- 23th Cairns Chamber of Commerce lunch

APRIL 2010

- 8th Strategic Planning Day - Worklink
- 13th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 14th HR Forum
- 15th Proactive ReSolutions workshop
- 20th The Telstra Business Working Lunch
- 21th Cairns Chamber of Commerce Breakfast and Toward Tomorrow's Workplace workshop
- 27th Cairns Chamber of Commerce lunch
- 28th FOGS Expo

MAY 2010

- 11th Cairns Business Womens Club lunch and Cairns Tourism Awards function
- 19th Mental Health Week Planning Committee meeting
- 21th Lifeline Expo and Business Liaison Association Expo
- 25th Cairns Chamber of Commerce lunch
- 27th Hospitality Trade Show

JUNE 2010

- 8th Cairns Tourism Award function
- 15th Cairns Business Womens Club
- 22th Cairns Chamber of Commerce lunch
- 23th Toward Tomorrow's Workplace workshop
- 25th Centrelink Job Expo



Jobs Expo



Jobs Expo



Yarrabah Jobs Expo



contact us

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