



Australian Government  
CRS Australia

# Bridging the Gap: Working together to improve social inclusion and employment participation

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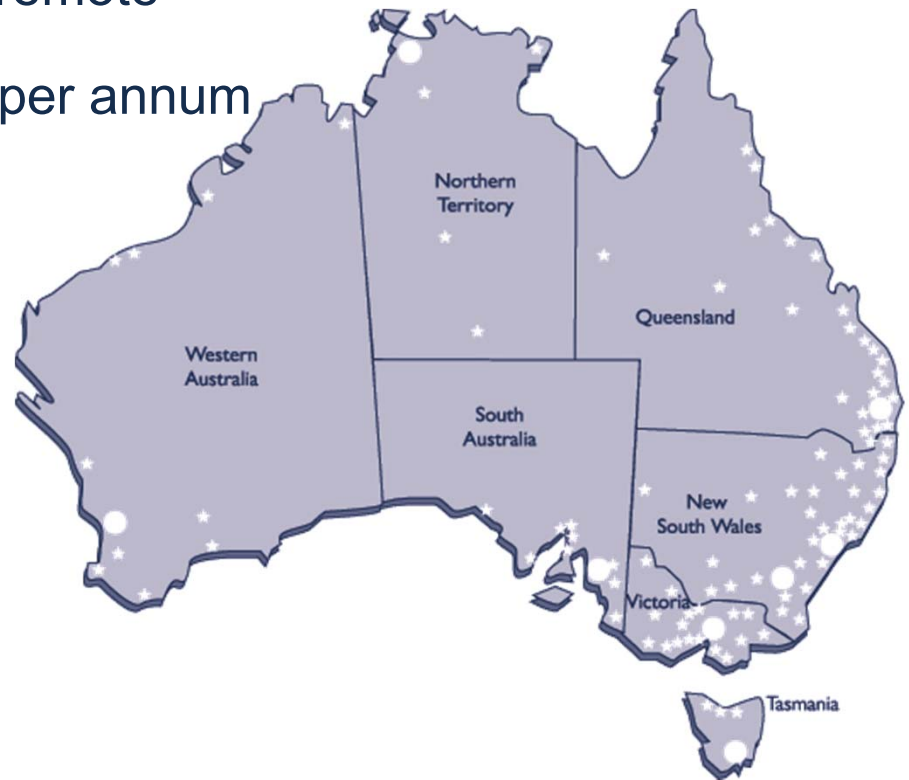
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# CRS Australia

## National Network

- 180 sites, metro, regional, remote
- Services to 60,000 people per annum
- Largest provider of disability employment services



# The Australian Government Social Inclusion Agenda



# Mental Health

**Rates of unemployment are highest among those with:**

- Few or no qualifications
- People with mental illness
- Single parents
- Older people
- Youth



# Value of Collaboration

## Multiple needs and multiple services

- Co-ordinated services
- Continuity of care
- Cost of social exclusion is enormous



## Key Features

### Integrated Employment Project (IEP)

#### Objective:

- To increase the employment opportunities and therefore economic and social participation of people with mental health conditions in local communities
- Assist people with psychotic illness
- Employment focus

# Key Features

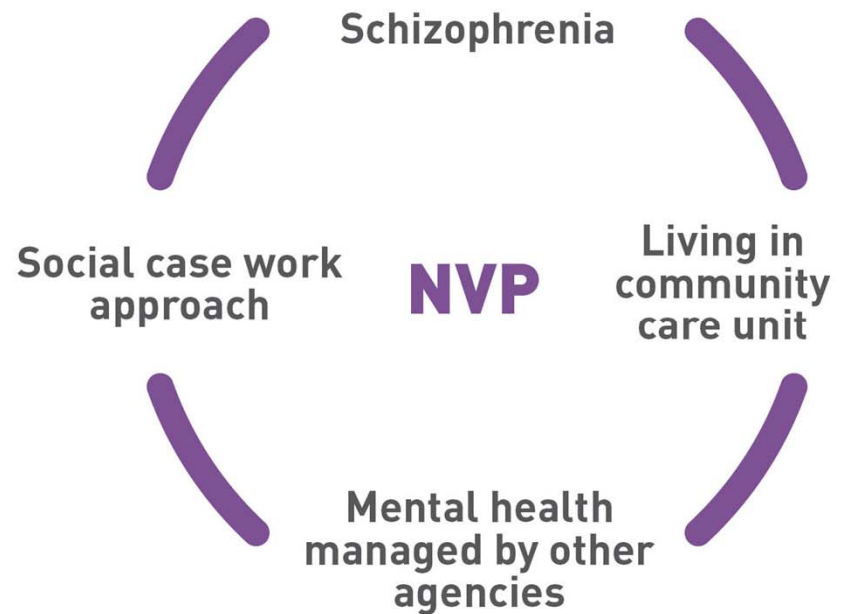
## Non vocational Project (NVP)

### Objectives:

- To pilot non vocational programs with psychiatric patients with the intention of improving social participation
- Assist people with schizophrenia
- Social casework focus



## Key Features



# Collaborative projects

## Principles

*Evidence based principles driving the programs:*

- Participation in the program is voluntary
- Comprehensive assessment
- Collaboration and shared understanding between agencies
- Social inclusion or Competitive employment is the goal



## Case Study One

### David

- 27 year old single father
- THC induced schizophrenia(5 year history)
- Prior to onset worked as labourer
- Completed year 10
- Working in supermarket near home
- No longer receiving DSP
- Improved confidence

## Case Study Two

### Chris

- 47year old man living in CCU
- 15 year history of schizophrenia
- Completed year 9
- Prior to onset good work history
- Serious road accident, suspected ABI
- Anger management issues
- Addressing ABI, memory etc
- Improved behaviour management

## Factors Critical to Success

- Relationships between the client, Mental Health staff and CRS Australia staff
- Shared understanding and realistic expectations of other agency
- Belief in clients
- Comprehensive assessment
- Community based
- Aligning Mental Health and case management to provide a holistic approach

## Summary

### Key messages

- Belief & Hope - Changing health professional's attitude
- Holistic and comprehensive service
- Shared understanding that leads to accessing appropriate services and interventions
- Benefits to individual
- Benefits to government and broader community

