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| **New Track Closure Report** | |
| **Name** | Ms A |
| **Identifier number** | 28 2 27 08 |
| **Nature of injury** | Traumatic brain injury, left upper limb weakness |
| **Date of injury** | 5/06/15 |
| **Compensation status** | icare Lifetime Care  Icare Lifetime Care (Workers Care)  Icare Workers Insurance  Other insurance  CTP  DES  NDIS  None/Other: |
| **Date of case closure** | 01/12/19 |
| **Case closure outcome** | Paid work with new employer:  Working in mainstream employment with no ongoing support from vocational provider  Working in mainstream employment with provider support and/or employer incentives, supported wages etc.  Client working in supported employment (ADE)  Not working:  Client engaged in job seeking within VIP  Client engaged in pre-vocational activities within VIP (includes work trial, volunteer work, re-training)  Client not working and not engaged in a vocational program.  Client engaged in a vocational program outside of VIP e.  Other Details: |
| **Reason for case closure** | Completed New Track program |
| Did not complete New Track Program due to:  Injury-related reasons  Ceased by employer  Ceased by client  Other Details: |

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| Current income source (can select more than 1) | | |
| **Income source** | Newstart |
| DSP |
| Sickness Allowance |
| Workers Insurance benefits: |
| Wages/leave entitlements: |
| Other income source: |
| No income source: |
| Other Centrelink: |

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| Summarise program / activities undertaken and the outcome: |
| Ms A participated in a work trial placement in a data entry role with Western City Transport Services and was offered a part-time job at the conclusion of the 12 week placement. Western City provides refrigerated transport across the western suburbs and Ms A's role has been to enter data from the truck driver's timesheets into their financial system to allow customer billing and driver payments.  A workplace visit was completed prior to the commencement of the work trial to identify suitable duties and supports required. Ms A was provided with on-job training for each shift in the first 2 weeks, which was then reduced to weekly visits and then phone support in the latter month. Her participation in paid employment was monitored for 6 months through contact with Ms A, her employer and worksite visits.  Ms A commenced at 8 hours per week (4 hours Mon and Wed) and upgraded to 16 hours per week (Mon, Tues, Thurs, Fri) and has maintained this routine to date. These hours suits the nature and volume of the data entry work. The employer has indicated he is happy with her reliability and aptitude in the workplace. Her learning and speed of work completion has been slow and so RehabCCC arranged a DES wage subsidy prior to the commencement of Ms A's employment. The employer has reported Ms A's speed with completion of tasks has improved over time.  Ms A reports she is very happy with the workplace. She is able to get there independently by bus from home and she enjoys the work. Ms A continues with the single task allocated at the commencement of her work trial placement (entering data from truck driver timesheets) and has not yet progressed to other account processing functions. The employer will monitor her work and consider if other suitable tasks can be added to her routine in time.  Initially, Ms A required regular support throughout the shift for the initial 8 weeks of the work trial and task sheets to assist with reduced memory. However, support was only required at the commencement of the shift for the last 4 weeks. Ms A continues to receive good support from her manager and co-worker, who is available if any issues arise throughout the shift. Ms A is able to take a 10 minute break half way through her shift to assist with fatigue management. |

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| Ongoing services required to sustain or gain employment | | | | |  |
| **Recommended support** | **Frequency of Support** (monthly/weekly) | **Recommended agency to provide support** | | **Cost of Support** (if known) | **Who will refer?** |
| Co-worker | Stand by assistance as required to answer any questions | Employer | Nil | |  |
| Manager | Regular checking of work and to provide feedback as required | Employer | Nil | |  |
| On-job training for new tasks | Daily training reducing as familiarity with task increases | Employer | Nil | |  |

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| Future recommendations: |
| Ms A reports that she is managing her work duties and hours though continues to experience fatigue on occasion and reduced memory and concentration. It is recommended that a prompt/ task sheet be re-introduced as a memory aid if new tasks are introduced into Ms A's work schedule. Ms A has a helpful co-worker who understands her training needs and will be able to manage training of additional tasks should they arise in the future.  Ms A and the employer have been informed of this case closure and advised they can make contact with RehabCCC if further assistance is required in the future. |

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| **Signature** |  | |
| **Consultant** | Ms RC | |
| **Rehab provider** | RehabCCC | |
| **Date** | 1/12/19 | |
| **CC:** | |  | |
| Client: Ms A | | | |
| Case manager: Ms CM | | | |
| Lifetime Care Coordinatpr: | | | |
| Insurer/agent | | | |
| ACI: Ms W | | | |