

Support Work Case Study

How Skylight Support Workers provide personalised services

As a mental health support worker, I witnessed a remarkable transformation in a client who initially faced significant challenges. Our journey together exemplifies the impact of consistent, personalized support.

At first, my client was reserved, never leaving home during support, unemployed, and frequently missing appointments. They lacked future plans and struggled with irregular routines. Recognizing these challenges, I implemented a strategy focused on persistence and accountability. By leveraging shared interests, introducing new topics, and sharing practical skills, I gradually built rapport and engagement.

Over time, the results were remarkable. The client developed hope for the future, enrolling in a Certificate III program to become a support worker. They secured employment, started a side business, and began financial discipline with budgeting and saving money. Their engagement improved dramatically, with almost perfect attendance for support sessions and an increased desire for social interaction.

This experience highlights the importance of persistent support, trust-building, gentle accountability, and practical skill-sharing in mental health work. It reaffirms the potential for positive change and the vital role of dedicated support in transforming lives.



To discover more about our services, fill out an expression of interest by visiting our website skylight.org.au or phone us on (08) 8378 4100.