

Dear Renae

I heard from Ivy that you will leave by end of this month. Although you have been looking after me for a very short period. I am predicated what you have done, especially got Ivy back for me. I greatly thanks all the help you have provide and best wishes for your new role. Ivy has talked with my employer and I got a pay raise as I have more experience with my current work. Ivy identified some other suitable duties for me to complete and my employer agreed with all the suggestion. So I will work 22 hours from next week. I like this job as I still can use my previous experience and glad he can give me more hours and pay raise as well.

I want to say thanks to Ivy as well. Before I met her last year, I have been generally suggested to do a packer or an assemble worker role. Be honest, I did not motivate to return to work doing these. I can do it but feel embarrassed if I return to be a packer (it may against the police of work compensation. But I hope you could understand that feeling and I believe you can as you have been a very supportive case manager.) Since I met Ivy, she has helped me to identify a goal which I want to achieve. She respected me, my working experience and consider me as a person. I told her I have spent almost my life being a good carpenter. I am very experienced and skilled worker in this area. I can say in this industry, many people know me, and they know, I can do the best job for them. However, I got my injury and it took everything from me, my dignity, my honours and my financial support. I did not believe I can every return to this industry and to get an equivalent payment as I have such limited capacity as well as in my boss.

Ivy has assisted me to open my mind and build up the confidence, she taught me computer skills, watching YouTube (carpentry documentary) and job seeking outside the box. She has been such a positive and bubbly person and finally, she helped me got this job, my current job. My employer is very nice person, although he has a small business, but he was grateful to have me and accept my advices. I found I have been appreciated again and I can contribute my experience to him and his business. As I am a Chinese, I did not think about to ask pay raise or more hours as he has treated me quite well. Ivy just helped me again when she visited and talked with my employer. They have even built a plan for future when I have more capacities.

Regarding the surgery, I want to say thanks again to you. I know I have the surgery option as Ivy has help me organise the approval when we seeing the Doctor last year. However, I did not know I still have this option for now. I have ignored and declined multiple times in last 10 months. Thanks for allowing me to have this surgery. I did not consider the surgery before because I have accept the fact that I have injury and have to live with this. There was not much motivation to encourage me to make a change. However, now I want to do more and want to be the experienced carpenter I used to be. I want to have a go and ready to get better. The surgery is booked on 21 November and I cannot wait to recovery from surgery and get my life back. I will complete all the treatment after surgery as required. Thank you and thanks for work compensation to support me. Thank you.

Best regard,
Jeremy*

**Please note the client name has been changed to respect the individual's privacy.*