

From: Sue Leverington  
Sent: Wednesday, 21 September 2011 3:34 PM  
To: Margaret Lucey  
Subject: Letter in support of Break Thru.

"To Whom It May Concern,

Tomaree Library and Community Centre staff have developed a working relationship with Break Thru People Solutions through its tenancy in this building, and also through Breakthrough's client William Harrison who is now employed here in the Library on a casual basis.

It would not be effective for Break Thru to have to enter into the re-tender process. We have established a good working relationship which we hope will be on-going. Break Thru knows us and they know William Harrison and what support he needs."

Kind regards

Sue Leverington

Sue Leverington  
Branch Librarian  
Tomaree Library and Community Centre  
Town Centre Circuit

[www.portstephens.nsw.gov.au](http://www.portstephens.nsw.gov.au)

22 September 2011

RE: Break Thru People Solutions  
To Whom it May Concern,

Gan Gan Family Centre is located in Anna Bay and we provide free services, programs and support to families with young children living on the Tomaree Peninsular.

We have been fortunate over the past two years to have developed a strong partnership and good working relationship with Break Thru. As a result of this relationship we have been able to offer a number of Break Thru clients work experience mainly in the area of child care. This has been invaluable to our service and to the clients and the ongoing support I have received from Break Thru has ensured these placements are successful.

As an example I currently have a Break Thru client working at the Centre to assist with childcare on a weekly basis. This client has been here since February 2011 and during that time I have seen her confidence grow to the point where she is now ready to apply for main stream employment.

On a day to day basis I am often talking to the staff at Break Thru regarding clients that attend Break Thru or my centre that need extra support and we work together to ensure these people are receiving the support they need.

I feel strongly that Break Thru should not have to enter into a tender process as they already do an excellent job. It would be a disruptive time consuming process which I think would impact on the relationship we currently have. I look forward to an ongoing productive relationship with Break Thru into the future,

Regards

Jacqui B Orwell

Facilitator

From: scott hayden

Sent: Thursday, 22 September 2011 1:41 PM

To: Margaret Lucey

Subject: Letter Of Support

To Whom It May Concern,

22/9/2011

I have been attending appointments with Breakthrough People Solutions now for several months. While attending my appointments I have been gaining valuable skills in job searching. My case manager Margaret has been extremely helpful in finding me work and I am very happy with the service that I have been receiving. It is in a convenient location and the staff are friendly. I would like to continue to attend appointments with Breakthru as they have been very understanding and have been working very hard with me to improve many of my skills.

The staff at Breakthru are very accommodating with individuals needs and requirements, they have been flexible with appointment times and I have found since attending their appointments that I have been presented with more opportunities of employment in various different fields. I feel that my experience with Breakthru has been outstanding, they have exceeded all my expectations and helped me in more ways than I thought possible from an employment service provider.

It would disappoint me greatly if I had to attend a different employment service provider as I strongly feel that I would be unable to receive the same quality of assistance that Breakthru has provided me, I would strongly recommend that more people attend appointments with Breakthru as they are very passionate and dedicated to the service that they provide.

Regards,

Scott Hayden

From: wayne hickey  
Sent: Thursday, 22 September 2011 1:48 PM  
To: Margaret Lucey  
Subject: LETTER OF SUPPORT

To whom ever it may concern

Dear Sir / Madam

I am writing this letter in support of Break Thru and their way of handling my job searching.

With my disability it has been hard to find a job that suits my ability.

I have been through several employment services and would be very disappointed if I had to go through explaining all my information again when Break Thru have been so good to me.

If this support was to stop for the simple fact of re tending I would be very disappointed and set back mentally for a long time.

yours sincerely

Wayne Hickey

From: troy window  
Sent: Thursday, 22 September 2011 1:51 PM  
To: Margaret Lucey  
Subject: Letter of support

To whom it may concern

I Troy Window have signed up with Break Thru and I am very happy with their service. I do not wish to go out to find and sign up with a different job provider.

Being in consistent contact with break thru who are aware of my circumstances has been extremely beneficial.

It would be extremely disappointing if break thru had to re-tender for their contract and face loss of business as I have found the local job agencies have not been able to help me as much as break thru has at this time.

**From:** alan brandenburg  
**Sent:** Thursday, 22 September 2011 1:41 PM  
**To:** Emma Mcmillan  
**Subject:** letter of support

To whom it may concern.

Hello my name is Alan i am doing a program withe break thru people solutions.  
I have been with them now for six months thay been hleping me get a job and has been very helpful to me in that process.  
I would not be so happy if i had to go to another service provider and have to start all over again.

Yours greatful,  
AS BRANDENBURG

**From:** Garry Lean  
**Sent:** Thursday, 22 September 2011 1:49 PM  
**To:** Emma Mcmillan  
**Subject:** letter of support

TO WHOM IT MAY CONCERN 22-9-11

I have been with break thru people solutions for approx. 18 months.

During this time i have found the staff to be very helpful and understanding about my disability.

To have to go to a new provider would mean having to start all over again with a new consultant who might not be as understanding as my current.

YOURS

Garry.R.Lean

**From:** Tom Stokes  
**Sent:** Thursday, 22 September 2011 1:53 PM  
**To:** Emma Mcmillan  
**Subject:** letter of support

to whom it may concern 22/9/2011

i would not be happy if you changed things as Break Thru People Solutions has been very helpful as my service provider

and it would not be helpful to change things again

yours faithfully

THOMAS GREGORY STOKES

**From:** wayne montgomery  
**Sent:** Thursday, 22 September 2011 2:00 PM  
**To:** Emma Mcmillan  
**Subject:** letter of support

To whom it may concern,

I currently access Break Thru People Solutions Disability Employment Service at Salamander Bay. I have barriers to employment and require intensive assistance with a service that I can trust to act in my best interests. It would be extremely disappointing if Break Thru People Solutions had to re-tender for their contract and face loss of business. It is not helpful for people with disabilities to have to re-establish relationships with new service providers, it is very disruptive to their progress and is very upsetting for families that support them.

wayne montgomery

26/09/11

To Whom It May Concern

Since I was first introduced to their services my relationship with Break-Thru has steadily grown whereby I feel more like part of a team rather than a client. They have provided me with constructive guidance and enthusiastic support and encouragement which have allowed me to relax and focus on the goals and ambitions that, together, we planned and developed.

Throughout my studies, Break-Thru and I patiently created a sensible strategy that gradually unfolded as I attained each goal. My graduation was a milestone and when I eventually secured a paid position at the University of Newcastle it was a cause for great excitement and celebration for all who were involved. One of the major factors that helped me secure the position was Meryl's energetic negotiations with the University and a humbling and flattering faith in my ability.

A solid relationship like this is not created overnight, the mutual respect and confidence was a process that steadily grew between Meryl and me and stemmed out to include many of the staff at Break-Thru's Newcastle office. We remain in contact even now, they are still there to support me if I happen to run into any problems. I am and always will be extremely grateful for their kind and efficient service and respect.

Yours Sincerely

Chris Bourne

22/9/11

To whom it may concern,

I am currently working with Break Thru People Solutions as my Employment Service Provider and have regular appointments. I find the service I receive at Break Thru is adequate & professional. If I was required to start all over again and see someone else as a case worker, I would become frustrated & dissapointed to have to explain my circumstances with yet another person. This would not be beneficial to my situation.

Regards,  
Giuseppe Pochi



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haven villages

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TRADING AS HARBOURSIDE HAVEN VILLAGES. A.C.N. 002 242 855 A.B.N. 35 671 085 128

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at: SHOAL BAY FINGAL BAY SALAMANDER BAY

Patrons: The Hon. Les Johnson A.M

Geraldine King

Jack Mees

23 September 2011

Breakthrough People Solutions  
Tomaree Neighbourhood Centre,  
Town Centre Circuit  
Salamander Bay NSW 2317

### To Whom It May Concern

The **Port Stephens Veterans and Citizens Aged Care Limited (PSVCAC)** wish to provide a letter of support for **Break Thru People Solutions** which provides advice and people services to the PSVCAC.

The PSVCAC have in excess of 230 staff employed over 4 sites and are the largest employer in aged care on the Tomaree peninsula. With Australia's aging population, provision of aged care services will be extremely important and it will be essential to have providers such as Break Thru to assist our industry.

It is often difficult to recruit staff in aged care. Break Thru plays a significant role in addressing the skills and employment gap by identifying and selecting and assessing suitable staff for aged care and offering advice, incentives and solutions to alleviate our recruitment needs.

We have developed a very good client relationship with Break Thru to ensure the staff selected to work in aged care are willing to learn, reliable and caring to our elderly residents and clients. We have recruited a number of very good staff by using Break Thru.

Break Thru staff are very pro-active in problem solving as they understood the needs of the PSVCAC. They are friendly, professional in their work and dependable. They complete associated paperwork in a timely manner and follow up on telephone or email queries promptly. The staff have visited our facilities to ensure we were satisfied with the service and assist in explaining incentives and demonstrated very good knowledge of recruitment matters.

Should you need further information on the above, please contact the undersigned on telephone 02 49194237 or email

Yours Sincerely

Stephen Kriz  
HR/OHS Manager

# TOMAREE NEIGHBOURHOOD CENTRE INC



*THE HEART OF THE COMMUNITY*

PO Box 68 SALAMANDER. 2317  
6220

PHONE (02) 4984

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6212

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ABN: 12 023 650 124

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**26 September 2011**

**RE: Break Thru Employment**

**I am writing on behalf of the Tomaree Community to support the service that Break Thru employment provide for clients.**

**As a local community service who works closely with disadvantaged clients and network with numerous community services and service providers we have a emphatic understanding for the need for an employment service to build a good working relationship with both employers and clients.**

**I can honestly say the interaction I have with the staff from Break Thru is that they build strong relationships with their clients and other service providers and agencies. They do an excellent job and this is reflected in comments from our clients who are being supported by the staff from Break Thru.**

**It is beneficial for everyone to have a consistent and effective service without the disruption of a tendering process which I understand to be time consuming and could impact on working relationships.**



**Tomaree Neighbourhood Centre strongly supports the ongoing and consistent service of Break Thru in our local community and look forward to continuing to work with them in the best interest of our clients and community.**

**Yours faithfully,**

**Joanne Chater**

**TNC Manager**

26<sup>th</sup> September 2011

To Whom It May Concern

Hunter New England Vocational Education Training and Employment Program (VETE) have established positive working partnerships with Breakthru People Solutions as part of a co-location employment program model. This model is considered best practice in assisting people with mental health issues to attain and retain employment in the competitive job market. Currently we have a memorandum of understanding with Breakthru People Solutions for programs at Newcastle and Manning mental health services with another being established at Morisset Hospital. There are currently 37 clients managed under this arrangement and it is anticipated that this number will double in the next 6 months.

The establishment of these programs requires significant commitment from both partners and the success relies on the integration of the employment consultant within the mental health team as well as the commitment of the Disability Employment Service in working to the model. Time is an important factor in establishing this model in practice and ensuring its fidelity to the model. If Breakthru People Solutions were no longer able to deliver their program it would have immediate consequences for our programs and the clients currently benefitting from the program.

Yours sincerely

Rachel McGloin

**Team Leader  
Vocational Education, Training and Employment Service (VETE)  
Hunter New England Mental Health Services**