

February 21, 2025

Stephen Borg
Acting Manager, Positive Living Centre
Thorne Harbour Health
31-51 Commercial Rd
South Yarra VIC 3141

Dear Mr. Borg,

RE: Client Care and Support Worker – Positive Living Centre (PLC)

It's Nishant Dougall here again – I interviewed with you back in February 2024, though I might be more memorable for my car troubles and breaking down on Hoddle Street en route to the interview! Despite being very late, you and your team were so kind and patient and allowed me to interview regardless, and I am still very grateful for this.

When we last met, I was finalizing my studies and transitioning away from banking and finance. Fast-forward a year, and I'm proud to say I have completed my Diploma in Community Services and gained invaluable experience at headspace and DVCS. Putting theory into practice has been incredibly rewarding.

I'm genuinely excited to reapply for this role and am confident I am a strong candidate because:

- I have a **deep understanding of the community's needs** and bring valuable lived experience to the role.** As a queer, gender-diverse POC who has both received support from and volunteered at Thorne Harbour Health, I have a unique perspective on the challenges and triumphs faced by PLHIV and LGBTIQ+ communities. I understand the importance of Thorne Harbour Health's services and the impact they have on individuals and the community.
- I have a proven track record of successful **case management** and possess **strong interpersonal skills**. I conducted over 400 client interviews in my role at DVCS as a Client Support Worker and demonstrated my ability to build rapport, actively listen, and provide meaningful psychosocial care plans. My approach to providing care and support is firmly grounded in the principles of **community development**, such as **strengths-based practice, social justice, empowerment, and participation**. I'm confident that my skills in empathy, respectful communication, and client-centered care will enable me to effectively support your clients.
- I offer significant **professional and organisational skills** developed over 9+ years in banking and finance. My experience in **project delivery, stakeholder engagement, and problem-solving**, along with administrative expertise in task and time management, means that I am equipped with a broad skillset beyond the remit of support work. In this challenging climate of savage funding cuts, I presume that collaboration with other organisations and services across the sector is even more important in order to innovate and improve services and supports. I'm confident that my professional skills will be an asset to your team in this demanding environment.

I hope you will consider giving me a chance to interview for this opportunity. I will get public transport this time!

Sincerely,

Nishant Dougall (They/Them)

They/Them
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