

“MadCap is more than just good coffee. It is one of Australia’s best examples of how simple social inclusion can improve the mental health of our community.”

Pat McGorry
Australian of the Year, 2010



For more information about MadCap
or any other Ermha program
call 1300 ermha1 (1300 376 421)
or email reception@ermha.org
www.madcapcafe.org

The Business of Recovery



Ermha your partner in mental health recovery

Ermha's MadCap Cafés exist to achieve one goal – to assist people who are experiencing a mental illness who want to enter, or re-enter, the workforce. And we do it by focussing on what people can do, not what they can't.

MadCap Café provides a six month transitional employment training program that offers:

- Consistent, professional support
- Real on-the-job experience
- A “no wrong step” approach

Our starting point is the knowledge that a mental illness can mask a person's abilities, is often accompanied by anxiety and a diminished sense of self-worth.

We also understand that recovery from a mental illness is rarely straightforward and will often include setbacks and delays. We provide supported opportunities to learn and master the social and job skills that promote self-confidence and competence that lead to the jobs our trainees want.

Trainees take their first step by starting a 40 hour pre-vocational program at Ermha's Aspirations Dandenong day program. This is part of what we call MAP, which stands for MadCap Aspirations Pathway. At Aspirations trainees are paired with a key worker who is there to provide guidance and mentoring support each step of the way. Aspirations is also where trainees learn the basics of food safety and handling as well as take opportunities to refresh teamwork skills. Many trainees will also participate in a coffee making course at MadCap Café's Training Centre.

When trainees feel ready they can do one or more trial shifts at one of our MadCap Cafés. At the successful completion of trial shifts, trainees are invited to take a place on the café roster, working a small number of hours each week at first and building their hours up as training progresses.

MadCap trainees learn skills which are highly sought after beyond the food and beverage industry

- customer service
- effective communication
- time management skills
- teamwork.

Ermha's Aspirations program holds monthly information sessions for people who are interested in starting a MadCap Café traineeship.



Catchment

MadCap trainees live in and around the City of Greater Dandenong, the City of Casey and the Shire of Cardinia

Eligibility

- Prospective MadCap Café trainees must attend an information session at Aspirations (held monthly)
- MadCap trainees must have a job capacity assessment of 14 hour per week or less. Assessments are carried out by health professionals who are contracted to the Australian Government's Department of Education, Employment and Workplace Relations (DEEWR)
- Trainees must have a diagnosed mental illness
- Trainees must be between the ages of 18 and 65

Referrals

Aspirations staff will conduct a brief assessment with people who are interested in joining the MadCap Aspirations Pathway (MAP) program. The assessment will confirm that MAP is the most appropriate starting point for each prospective trainee.

Contact

For more information please call Ermha reception on 1300 ermha1 (1300 376 421) or email reception@ermha.org

For cafe locations check out the MadCap Cafe website at www.madcapcafe.org