

JACKmail: More than just a mail service

Presenter: Sally Richards

Intended audience: Families, people with a disability, employers, services, organisations

Session Description

Jackson West is the man at the centre of JACKmail, a family owned, sole-trader courier business which operates in the Australian Capital Territory. Jackson has a profound intellectual disability and autism due to a unique chromosome abnormality.

JACKmail is a business created by Jackson's parents to employ Jackson part-time and has been designed around his skills and loves. JACKmail delivers tender documents, couriers small items between businesses and collects mail from post office boxes and delivers it to businesses.

JACKmail has been operating since February 2007 and was officially launched on the 2nd March. Every week-day morning Jackson makes his deliveries with his driver, Jamie Richardson. Jackson has gradually been learning new skills associated with his job.

So far JACKmail has achieved the following:

- 19 businesses use JACKmail either regularly or occasionally
- Jackson has a legitimate presence in the Canberra business community
- Jackson's work is regular, predictable and appropriate
- Over 25 people in offices greet Jackson every morning
- Jackson is missed - people want to know where he is if he doesn't turn up to work
- Jackson is known - people in the street say "Hi", stop for a chat, ask about Jack, wave, smile
- Jackson has learnt and is learning some work and social skills
- Jackson is earning money
- Jackson has a purpose and is busy 5 mornings a week
- He is performing a useful and appreciated service
- His employment subsidises the cost of his care
- JACKmail has established some working partnerships
- JACKmail won the 2007 ACT Chief Minister's Inclusion Award for Outstanding Achievement

To find out more about Jackson visit www.jacksonwest.org