



Meet Hannah — Community Age and Disability Support Worker in Mount Isa

Before joining NWRH, Hannah lived in Maryborough, 3 hours from Brisbane, QLD. Moving to Mount Isa in 2019 with a background in aged care, Hannah came across the Community Aged and Disability Support worker role and decided to apply.

“I hadn’t worked in community support before, so I was quite anxious, but my husband assured me that I was going to do a good job,” said Hannah. “Once I started, I learned that this was more than just a job, it was my calling.”

Hannah describes her role as challenging but incredibly rewarding. Her primary responsibility is domestic assistance and personal care, including showers, wellbeing checks, outings, and medication assistance.

“On a normal day, I look after 5-6 clients,” said Hannah. “. My work is primarily in the Mount Isa community, so I don’t do a lot of travelling between each home.”

The best part of the job

One of Hannah’s favourite aspects to her role is seeing clients smile. “Most of them live alone and being able to be there for them and make a difference is really rewarding,” said Hannah. “I see my clients like family, and I treat them how I would treat my parents.”

Working with the elderly and building close relationships provides the perfect opportunity to sharing stories. “When you work in a nursing home, you don’t get to know the elderly residents,” said Hannah. “As a Support Worker at NWRH, I get to make a difference and I get to know my clients and get to know their stories.”

A team like family

NWRH strives to create an environment for both clients and employees to feel supported. Hannah describes the culture as a place where there is real compassion and understanding.

“Management takes the time to check on you, and has a real concern for your welfare,” said Hannah. “You’re not just a number, you are part of the family.”

The Community Aged and Disability team is one of the biggest teams within NWRH. While providing care to clients on an individual basis, Hannah describes their work as a team effort.



“I couldn’t recommend another workplace, it really is amazing,” said Hannah. “This job is not for everyone, but we have people who are doing their jobs for all the right reasons. Everyone is passionate about what they do. It’s not for people who are only looking to make money.”

What’s next

Hannah is looking forward to finishing her Cert IV in Mental Health to upgrade her skills in the field and provide more support to her clients.

Outside of work, Hannah enjoys crafts and diamond dotting. First introduced to diamond dotting through NWRH, Hannah has gone on to start a social group. Making a point to spend time with friends and family alongside social events at work, Hannah is excited to continue her work in the community.