



## **What's it like being in a diverse, multidisciplinary team? Meet Team Leader Cianne Mount Isa**

At NWRH, our teams are comprised of individuals from a range of diverse backgrounds, professions and locations. We're proud of the way we work together to support each other and grow both personally and professionally.

What does this look like? It's different for all our team members!

We spoke to our Team Leader – Community Aged and Disability Services, Cianne, who shared her career journey with NWRH and the satisfaction she feels seeing her team members learn, grow and engage with their work.

In 2015, Cianne began her career journey at NWRH as a bus driver, after being a stay-at-home mum. After taking 6 months of maternity leave, she returned as a transport officer. In this role, she was responsible for arranging bus servicing, scheduling, departures and pickups, giving clients necessary community access.

"I then moved into a role as a regional assessor," said Cianne. "I travelled between Mount Isa and outlying regions to complete unbiased assessments, recommending aged care services not limited to NWRH. This gave clients more choice, control and transparency. I've gained so much experience in these different roles. Initially, I stepped into my current role as team leader temporarily, but it's been a great fit and I've stayed in this role ever since."

Cianne's team is responsible for supporting the health of our communities through the provision of Aged Care and Disability Support, allowing clients to live and receive care locally and to remain living independently in their own home. As a leader, she manages the day-to-day operations of her team and implements initiatives to ensure all clients have access to services.

"Our wait list is growing, so there's a strong need for our services. Even without being directly involved in service delivery, you feel fulfilled knowing you're helping, and clients are being attended. You get updated frequently, learn when they're improving and get to see the bigger picture."

The work, however, isn't without its challenges. When her team members visit people living with a disability and elderly clients in distressing conditions and lacking family support, it can be heartrending.

"We care for them and become an extension of their family. Supporting elderly clients also means experiencing grief and bereavement form part of the role. "When patients pass away, I ensure our team members have the tools and support they need to process these emotions."

While Cianne uses her compassion, empathy and listening skills to support her team, her logical nature allows her to speak matter-of-factly to them about the best ways to cope with challenging situations. It's been a positive, fulfilling experience for her to see them evolve, personally and professionally.

"I've seen them grow from reserved, reticent individuals to a vibrant, happy team. They're always engaging with each other, sharing ideas and following through. I've also seen them develop in their roles and work. There are many diverse, vibrant personalities in our team – and we all mesh well together."

With the freedom to share ideas, a few of her team's successful initiatives have included client activities, crafts and trips, ways to make scheduling run more smoothly, and launching a meal delivery service for clients.



“When they’d like to learn more about a certain area, such as mental health, they’ll ask about the best place to gain that knowledge. In fact, NWRH has recently supported two of our team members undertake training courses.”

Not only does her team work well together, so do the wider teams in NWRH, from allied health to mental health. This diversity allows our multidisciplinary teams to collaborate, treat clients more effectively and learn from one another’s viewpoints.

“My team stays up to date with what other teams are doing so they can refer clients if required. We all rely on one another and there’s never a dull moment. Each day brings new and interesting work! While it can be demanding at times, I have a great team that’s very supportive. NWRH has always made me feel one hundred percent supported in everything I do, whether it’s discussing maternity leave or pursuing my studies at university.”

Cianne looks forward to seeing NWRH, her team and her clients grow. Outside of work, she is continuing to spend time with and grow her family (bub number four is on the way). She also enjoys watching and playing softball, and sewing – when the mood strikes!