



Meet our care support worker, Janelle, who creates genuine connections

Mount Isa

Working in Mount Isa presents unique challenges for healthcare workers. Instead of seeing the same problems day in and day out, at NWRH we treat the full spectrum of our clients' health needs. We operate outside our comfort zones and grow as a result. Our Care Support Worker Janelle is a fantastic example of rising to every challenge and always striving to improve the lives of our clients.

Janelle joined NWRH in 2015. As a Care Support Worker, she visits clients in their homes to provide assistance with personal care activities, domestic and social assistance. Every person she sees in her day is unique, keeping her on her toes to ensure she can tailor the support she provides to each client.

“When I first visit people in their homes, it can be daunting,” said Janelle. “But once I get to know them, their likes and dislikes, I can start to build a routine and have fun with the client. Sometimes they’ll put music on and sing to me while I’m cleaning. Others want me to skip the cleaning altogether, preferring to just have a cuppa and a chat.”

Janelle works mostly with elderly community members and enjoys fostering genuine connections with them. “They have a lot of knowledge and can share so much with you if you take the time to listen.”

With the support of NWRH, Janelle recently completed her Certificate IV in Health and Leisure. This new certification allows her to take a leading role in social support group sessions. Janelle has been running these for a while, and they are one of the most rewarding parts of her job.

“When I first started running social support groups, we only had a group that met once per week. In the last few years, we’ve grown this and are continuing to develop more. Running these groups and seeing the impact that they have on the group members is a massive highlight of my work.”

Because of her new qualification and her years of experience with the social support groups, Janelle is now looking forward to applying for NWRH’s newly created Diversional Therapist role. She has been working towards this goal for a while and is excited at the opportunity to take on more responsibility in planning and executing successful group sessions.

“This opportunity will allow me to further my career and pursue more of what I love to do. Not only will I run support groups, I’ll also put together and implement comprehensive programs that suit the participants’ needs.”

Janelle frequently takes her clients and groups out into the community. “We’ve been to Drovers Camp, camel races in Boulia, the Cloncurry show, and we go frequently to Lake Moondarra.”

Janelle has always loved going out of her way to help people. One of her favourite memories with NWRH was a trip with her support group.



“For one outing we had lunch by the river in Camooweal. One of my clients asked me to pick her a purple water lily that was growing in the river. I waded in knee-deep, only to be told that picking the flowers wasn’t allowed! We had a good laugh that day. The clients always make outings like that so much fun.”

Aside from doing work she loves, Janelle is most happy and thriving in a supportive atmosphere with a family feel. The team is always warm and welcoming, getting along and working together on any difficult client problems.

“It’s all about support and sharing expertise. If someone has qualifications or expertise in a particular area, we know they’re the person we go to for that information. We all help each other and bounce off one another for ideas and solutions. It’s like a family unit in an office.”

When Janelle first moved to Mount Isa, she only planned to be here for a few months. When her first son entered high school, however, she and her husband knew it was time to lay down some roots. Now, her three children are all grown up, and she and her husband are still enjoying life in Mount Isa. Needless to say, we at NWRH are very lucky to have her.

Janelle is excited for the NWRH team to continue to grow. She knows any new team members will be treated like family. When Janelle isn’t helping clients or running social support groups, she enjoys gardening and reading. Her family is also preparing to welcome two new grandchildren who are due only three weeks apart, so it is currently an exciting and busy time for them!

