



Operating in over 50 communities across rural, regional and remote Queensland



Why did you Join NWRH?

After being a stay-at-home mum for six years, I felt ready to return to the workforce and rebuild my professional identity. NWRH (at the time, Medicare Local) was recruiting a driver for their newly established Aged Care service. I saw the opportunity and thought, why not give it a go? What started as a simple decision to step back into work has turned into an 11-year journey of growth, leadership, and purpose.

What does your role Involve Day to day?

Provide guidance to outreach care support workers, care partners, drivers, and support service officers. Monitor service delivery, compliance, and adherence to policies and funding guidelines. Problem solve in real time, respond to client changes, complaints, incidents, and staffing gaps. Oversee rosters, transport, referrals, reviews, and care plan updates. Liaise with clients, families, internal teams, and external providers. Just to name a few tasks 😊

What has been your biggest achievement or proudest moment at work?

My biggest achievement has been growing from frontline roles (CSW and RAS Assessor) into a confident and capable Team Leader. Through this journey, I have developed not only operational knowledge but also the ability to lead, and support others. I take pride in creating a safe and encouraging environment where staff feel supported to step outside their comfort zones, try new responsibilities, and grow professionally. Seeing team members build confidence, achieve their goals, and progress in their roles is something I am genuinely proud of. Their success is my success.

What has your career pathway looked like?

2015- Community Service Driver

2016- CSW/Driver and Transport officer

2017- Regional Assessment Service Assessor

2019- Interim Team Leader of Community Services

2020- Full time Team Leader of Community Services





Operating in over 50 communities across rural, regional and remote Queensland

What do you love about NWRH?

What I love about NWRH is the flexibility and support I receive to continue learning and growing in my career, while also being present for my family. The organisation genuinely values work-life balance — and more importantly, they put it into practice. I feel supported not just as an employee, but as a person.

What advice would you give to someone new starting at NWRH?

Be curious and ask questions — don't be afraid to learn as you go. Step outside your comfort zone — try new things, and if there is something you are interested in let your Team Leader know, make a plan and follow your passions.

What do you love about your location?

What I love about my location is that I'm local and all my family is based here. I love that we can explore and find adventures in town and the surrounding areas. Its always nice to get a way at times and I enjoy the hustle and bustle of the city when on holidays, but coming home means returning to a relaxed, friendly, and laid-back community. With all my most cherished people living right around the corner.

What do you enjoy doing outside of Work?

Outside of work I enjoy family time, playing softball, attempting crafting projects and dancing around the living room with the kids (3 out of 5 of the kids, cause the teens think that's embarrassing haha).

