



NWRH

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



Why did you Join NWRH?

I have a clinical background in medication management, wound care, dementia care, and end-of-life care as an Assistant Nurse. I wanted to use my clinical skills to help people remain safe and independent in their homes for longer, while also expanding my experience beyond the hospital and aged care sectors.

What does your role involve Day to day?

My role currently involves supporting the administration team with phone calls, reception duties, and assisting walk-in clients. I mainly support reception, while also helping the Townsville team with accounts payable tasks and learning how to navigate business processes such as raising PQs. I also assist the Group Coordinator with face-to-face client support and have recently started visiting clients in their homes again.

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

One of my proudest moments has been being able to use my dementia qualifications to support people living with dementia who have complex needs. I feel proud knowing I can help elderly clients maintain their quality of life and continue living at home with the support they need.

What has your career pathway looked like?

After recently injuring my ankle at work, I was temporarily redirected into administration and accounts payable support. This allowed me to use my administration skills, learn processes such as raising PQs, and apply knowledge from my accounting degree, which I completed back home. I also continued assisting the Group Coordinator with client groups, which I enjoyed because it allowed me to stay connected with clients face-to-face. More recently, I have returned to visiting clients in their homes. This experience has shown me the value of a hybrid role and has helped me gain a broader understanding of both frontline work and the behind-the-scenes functions within the NDIS sector.

What do you love about NWRH?

I love working within the community and seeing the difference between hospital-based care and community care. Supporting clients to remain in their homes and stay socially connected within the community is incredibly rewarding.





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

Ask questions, be reliable, and communicate openly with your team. Remember that the work you do makes a real difference in the lives of elderly people within the community.

What do you love about your location?

Mount Isa is a close-knit community with easy access to shops, local cafés, and churches. People genuinely look out for one another. At times it can feel a little isolated from my loved ones in Brisbane, Tasmania, and Western Australia, but the sense of community here makes it special.

What do you enjoy doing outside of Work?

Outside of work, I enjoy organising and decorating our home, caring for our plants (although my husband is the main gardener), cuddling my dogs, and relaxing with Netflix or inspirational books. I also love swimming in our backyard pool. I value my quiet time, but I also enjoy catching up with friends occasionally.

