



Team Care Coordination

Consumer Newsletter

April 2025

Edition #01

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Helping Evelyn get back into her garden

Evelyn, an 84-year-old woman living independently in her cozy community home, was recently discharged from hospital and referred to Team Care Coordination.

With a passion for gardening, Evelyn longed to spend more time among her blooming flowers but was hesitant due to concerns about falling. After her assessment with the clinical nurse and occupational therapist, she received falls prevention education and support through our program.

With this guidance, she has regained the confidence to venture into her beloved garden, joyfully watering her plants and reconnecting with her hobby. Her daughter, Sarah, is relieved knowing that Evelyn now has strategies in place to stay safe, providing peace of mind for both of them.

This positive outcome highlights the meaningful impact of our program, enhancing Evelyn's quality of life and strengthening her sense of security and independence.



Achieving accreditation

Our commitment to high-quality care

We're proud to announce that the Team Care Coordination Program has recently achieved accreditation with the National Safety & Quality Primary and Community Healthcare Standards, a significant milestone that reflects our commitment to delivering high-quality care. This accreditation means that our program meets nationally recognised benchmarks for safety, effectiveness, and reliability and brings numerous benefits to you, our consumers, including:

- offering you greater confidence and peace of mind as our program meets the highest quality and safety standards
- our services are reliable and tailored to individual needs and reflect the latest best practices as they are regularly reviewed and improved.

It's all part of our mission to support your health and well-being with trusted, evidence-based programs tailored to your needs.

Steady Steppers Program trial

We're excited to introduce a new program, **Team Care Coordination Steady Steppers**, designed to help older adults stay active and independent. This falls prevention program focuses on improving balance, strength, and mobility through exercises specifically tailored for older individuals.



Developed with input from exercise physiologists, university academics, and researchers, the program combines both education and exercise.

TCC Steady Steppers is here to empower you to reach your health goals and enhance your overall quality of life. For more information about this program, please talk to your **Team Care Coordination clinical nurse**.



Have your say and join our Consumer Advisory Body

Staying connected to your care

We're excited to share a new initiative inspired by feedback from our Team Care Coordination Consumer Advisory Body – the introduction of **post-program follow-up phone calls**.

This addition is designed to enhance your experience by checking in after you've completed a program, ensuring you feel supported and have met your personal goals while addressing any questions or concerns you may have to help us continually improve our services.

It's all part of our commitment to staying connected with you and providing care that truly makes a difference. We would like to thank our valued consumers for this suggestion, and we look forward to rolling this out across the program in 2025.

What is a Consumer Advisory Body?

It is a group of individuals who provide independent and expert advice, guidance, or recommendations from a consumer perspective to a specific organisation or program to help improve the quality of the services provided and ensure that the needs of consumers are being met.

Where can I get more information about joining?

You can talk to your clinical nurse or phone 1800 250 502 to find out more.





Hear what consumers have to say about Team Care Coordination:

"Thank you. It was lovely to talk with you. Your nurse who was also very helpful contacted me yesterday and we have organised a meeting on Tuesday. You guys have given me the hope and confidence dad will get the care he needs as quickly as the system allows us."

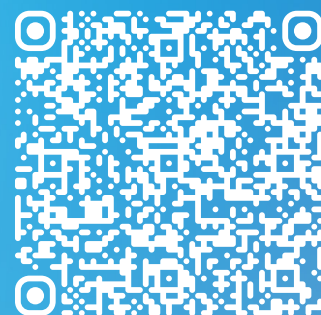


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'Meet the team'
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