



Team Care Coordination Consumer Newsletter

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Edition #4

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Reconnecting with community through TCC and social prescribing

Elsie, an 82 year old widow living alone in Brisbane's northern suburbs, has always taken pride in her independence. She enjoyed tending to her small garden and chatting with neighbours during her morning strolls. But after experiencing a fall last year, Elsie began feeling unsteady on her feet. Her confidence dropped, and she gradually withdrew from many of the activities she once loved. Before long, she found herself spending most days at home, feeling isolated, anxious, and unsure how to regain her independence.

After hearing about the Team Care Coordination (TCC) program from her GP, Elsie decided to reach out. A TCC clinical nurse visited her at home and took time to understand Elsie's health concerns, her daily challenges, and the goals that mattered most to her. Together, they developed a personalised care plan focusing on balance, strength, fear of falling strategies, and emotional wellbeing.

As part of her support, Elsie was introduced to social prescribing—a way of linking people with local community activities that improve health through social connection. Her nurse referred her to a local provider where a link worker helped her find a gentle movement and morning tea group held at a nearby church. The welcoming environment and friendly faces made it easy for Elsie to feel comfortable, and she soon found herself looking forward to these weekly gatherings.

Over the following months, Elsie's confidence steadily returned. She began moving more freely, felt supported emotionally, and developed new friendships within her community. Elsie's story shows how the TCC program, combined with social prescribing, can help older people stay connected, active, and empowered, supporting them to live safely and independently while doing the things they enjoy.



Client information sheets

This year, the TCC team has been working closely with consumers to develop easy to understand information sheets about some of the most common health conditions people experience. With support and feedback from consumer representatives, new draft resources covering cognitive decline, delirium, back pain, cardiovascular disease and dementia have been reviewed to ensure they are simple, practical and genuinely helpful. Consumers shared valuable insights, from highlighting the importance of everyday activities like exercise, puzzles and healthy eating for brain health, to reminding us of the significant stress experienced by carers. This collaborative, consumer led approach aims to create information that is not only accurate but meaningful and accessible, helping people better understand their chronic conditions and feel more confident in managing their health.

What is Social Prescribing?



Social prescribing is an approach that supports overall wellbeing by linking people with activities, groups and services in their local community.

It recognises that good health is influenced by more than medical appointments—factors such as social connection, access to food, stable housing and meaningful activities all play a role. Through social prescribing, people may be connected with options like exercise groups, craft or cooking sessions, support services, volunteering opportunities, or social events. These activities can take place in accessible community locations such as general practices, pharmacies, libraries, churches and neighbourhood centres. Many communities already host events like seasonal celebrations, morning teas and hobby groups, which provide valuable opportunities for people to connect, feel supported and build a sense of belonging. Social prescribing aims to make these opportunities easier to find, helping people stay healthier, more active and more connected.



Have your say and join our Consumer Advisory Body

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.

Year in Review – Celebrating our Consumer Advisory Body


This year has been an inspiring and productive one for our Consumer Advisory Body, whose guidance, lived experience and thoughtful feedback have shaped real improvements across the TCC program. Consumers played a key role in strengthening the way we deliver care—helping refine our follow up processes, reviewing and co designing new information sheets, and sharing insights that ensured our resources are clear, accessible and meaningful for the people who use them. Their input has influenced program enhancements such as the introduction of post program follow up calls, the growth of the Steady Steppers falls prevention program, and the development of easy to understand health information about conditions like cognitive decline, delirium, back pain and cardiovascular disease.

Throughout 2025, our consumers have shown passion, honesty and commitment, helping TCC continue to deliver high quality, person centred care. We are incredibly grateful for the knowledge and compassion they bring, and we look forward to building on this partnership in the year ahead.

We've officially moved!

The Brisbane North PHN team has officially moved to our new office located at Level 1, 14 Banfield Street, Chermside. This move will support our growing program and help us continue delivering high quality, accessible care to our community. This will mean that the TCC Consumer Advisory Body will meet in the Chermside office from 2026.

Client comment



"My nurse was absolute gold when she visited me to explain the program and look at his care needs. I am very happy with the service, well done team care."



Hear what consumers have to say about Team Care Coordination:

“The Team Care nurse listened so authentically and made suggestions of other services and options that could be considered. This service made the world of difference, and has allowed my 90-year-old father to continue to live safely in his own home, despite a number of challenges as he ages.”



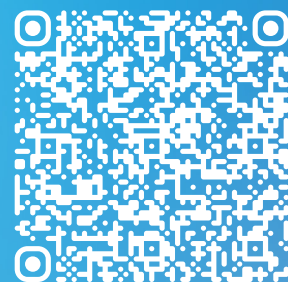
Watch the

‘Meet the team’
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Team Care Coordination is managed by Brisbane North PHN and is supported financially by Metro North Health.

