



Team Care Coordination Consumer Newsletter

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Edition #5

In this edition:

- Staying strong and independent through early intervention
- What older people expect from community care in 2026
- Consumer insights on accessing local exercise groups
- Thank you to our Consumer Advisory Body

Also:

- Have your say and join our Consumer Advisory Body
- Hear what consumers have to say about Team Care Coordination

Staying strong and independent through early intervention

Harold, a 76 year old retired bus driver, had always been active and hands on around the house. But over the past year, he began feeling slower, less steady, and more tired during everyday activities. After a near-fall in his driveway shook his confidence, Harold found himself avoiding walks and sitting more than usual. His GP recognised these early signs of frailty and referred him to the Team Care Coordination (TCC) program for support.

A TCC nurse visited Harold at home to understand his goals and daily challenges. The nurse organised a referral to an exercise physiologist to create a personalised early intervention plan focusing on strength, balance, and preventing falls before they occurred. The TCC nurse also encouraged Harold to join a local falls and frailty prevention exercise group through a local provider, designed to help older adults stay mobile and independent.

Although unsure at first, Harold soon felt comfortable in the group's friendly and supportive environment. The exercises were practical and aimed at everyday movements—improving leg strength, stepping safely, and building confidence on uneven surfaces. His one-on-one exercise physiology sessions helped monitor his progress and adapt his home exercises as he improved.

Within a few months, Harold felt steadier, stronger, and far less worried about falling. He returned to walking to the shops, started doing small repairs again, and enjoyed the social connection that came with the weekly exercise group.

Harold's experience shows how the TCC program combined with early intervention and structured exercise can help older people maintain confidence, independence, and quality of life—long before a serious fall occurs.



What older people expect from community care in 2026

During the recent consumer meeting, the group explored how expectations of health and community services are shifting, especially for older adults. Members discussed seven key areas that shape modern service delivery: care that feels joined up, timely help, personal and respectful care, technology that supports rather than replaces people, services that reach out early, clear and calm communication, and simple self service options that remain optional. Consumers shared their own experiences in each area—many valued coordinated care where they didn't have to repeat their story, appreciated straightforward explanations, and highlighted the importance of timely follow-ups. Technology was welcomed when it made life easier, but the group strongly emphasised the importance of always being able to speak to a real person when needed.

Consumers described the need for reminders and early check-ins, fewer but more meaningful messages, and services that adapt to their capabilities and preferences. Overall, the feedback highlighted a clear message: older people want care that is coordinated, responsive, respectful, and easy to navigate – supporting them to stay confident, informed, and in control of their health.

Consumer insights on accessing local exercise groups

During the latest consumer discussion session, Carol, Manager of the Healthy Ageing team at Brisbane North PHN, provided an overview of the programs her team delivers to support older adults to stay active, connected and independent. As part of the session, Carol invited participants to share how they currently learn about exercise groups or healthy ageing activities available in their local community.

Consumers reported that most information about exercise programs is still discovered through word of mouth. Many participants highlighted transport challenges, noting that even when they hear about a suitable program, getting there and back can be a barrier. The group further reflected that GPs are not a common source of this type of information, largely due to the short consultation times.

These insights emphasise the need for clearer, more accessible ways for older adults to find local exercise options—particularly those designed to support healthy ageing, strength, balance and falls prevention. The feedback will help guide future communication strategies and ensure programs are easier for consumers to access.



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.

Thank you to our Consumer Advisory Body

We extend our sincere thanks to the Consumer Advisory Body for their thoughtful feedback during the recent review of the TCC client information packs. Their insights were invaluable in helping us ensure the materials are clear, practical and genuinely person-centred. The group noted that the Client Consent Booklet was easy to read and expressed a strong preference not to be asked to read documents online. Members also raised helpful questions about the safety checklist, including what happens to the form once completed, and provided constructive suggestions on refining the one-page consent form. Importantly, the group recommended adding information about the new aged care laws that protect consumer rights, ensuring clients are fully informed and supported. Their contributions will directly guide the improvements we make, helping us create information packs that are not only accessible but truly useful for the people we serve.

Client comment

"Sincere thanks to the TCC team for supporting my Dad and for the information provided regarding the My Aged Care System. As I live in Sydney, it was very helpful to have someone we could talk to, who helped guide us through how the system works and what we needed to do to access support. The nurse went above and beyond to help us."





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.”



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