



# Team Care Coordination

## Consumer Newsletter

November 2025

Edition #3

### In this edition:

- Margaret's journey to better breathing
- Continuing to deliver quality care during 2024/25 and beyond
- Steady Steppers – Building Confidence Step by Step
- How we look after your personal information

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## Margaret's journey to better breathing

Margaret, a 76-year-old retired teacher living in a quiet north Brisbane suburb with her beloved cat, Jasper, recently referred herself to Team Care Coordination (TCC) after experiencing increasing breathlessness due to chronic obstructive pulmonary disease (COPD).

Margaret had always enjoyed reading aloud to her grandchildren and taking leisurely walks to the local library, but her symptoms started limiting these cherished activities. She felt anxious and unsure about how to manage her condition day-to-day.

Following a self-referral to the TCC program, Margaret met with one of the clinical nurses via telehealth. Together, they developed a personalised care plan that included medication education, breathing techniques, and strategies to manage flare-ups. Margaret also received support to access community resources, including a gentle exercise group tailored for people with respiratory conditions.

Over the next few months, Margaret's confidence grew and she learned how to pace herself and even resumed her library visits. Her daughter, Helen, noticed a remarkable improvement in Margaret's mood and energy, and felt reassured knowing her mum had a team supporting her.

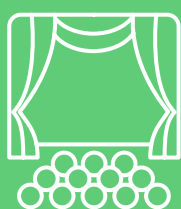
Margaret's story is a testament to how the TCC program empowers clients to take control of their health, reconnect with the activities they love, and live life more fully.

# Continuing to deliver quality care during 2024/25 and beyond

We are proud to continue to deliver a consistent and high-quality service to the Brisbane North region, with **98.4%** of our clients stating they would recommend Team Care to others and **91.3%** reporting they are now better able to cope with their chronic health conditions.

Some of the outcomes we've achieved during the **2024/25** financial year include:

**3,023 referrals**  
– equivalent to filling  
18 public transport buses



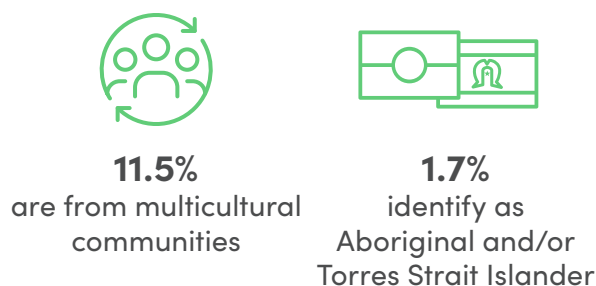
**1,910 individual clients**  
– equivalent to a sold out  
QPAC Concert Hall

**1,211 phone referral enquiries** – equivalent  
to 100 full length movies

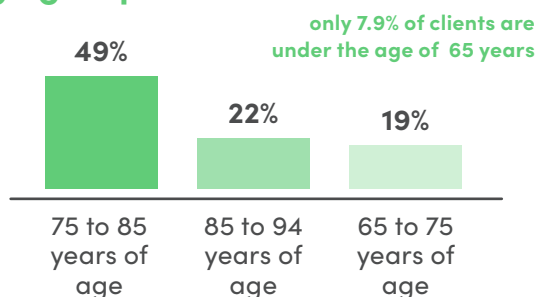


## Our clients

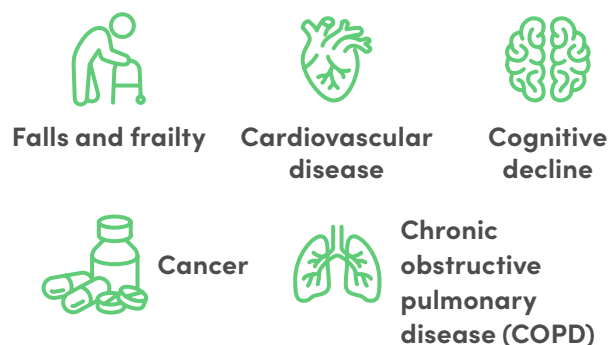
### Diversity



### Age groups



### Most common conditions





## 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.

## Steady Steppers – Building Confidence Step by Step

The first eight-week Steady Steppers program has wrapped up—and the results are inspiring! Led by our Occupational Therapist and Allied Health Assistant, the program focuses on helping clients improve mobility, balance, and confidence through tailored exercises and education.

Participants receive support not only with physical activity but also with practical safety checks, including identifying trip hazards at home, reviewing footwear, and discussing medications that may affect balance. Using the “Timed Up and Go” test, we found that 50% of participants were not functioning at the recommended level at the start—highlighting the importance of early intervention.

By the end of the program, clients showed measurable physical improvements and a stronger understanding of how to stay steady on their feet. Participants shared positive feedback and were excited to see the program offered to more clients in the future. Steady Steppers is helping people take confident strides toward safer, more active living.

## How we look after your personal information

Your privacy matters to us. That’s why we follow the Australian Privacy Principles to ensure your personal information is handled with care, respect, and transparency. These principles guide how we collect, store, use, and share your information—always with your consent and only for purposes that support your health and wellbeing.

We use secure systems and best practice data governance to protect your information from unauthorised access or misuse. This includes limiting access to only those team members who need it to support your care, regularly reviewing our security measures, and keeping your records up to date and accurate.

You have the right to know what information we hold about you and to request changes if something isn’t correct. If you ever have questions or concerns about your privacy, our team is here to help. Looking after your personal information is part of how we care for you.



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## 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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Watch the  
**‘Meet the team’**  
video resources



Visit [bit.ly/meetTCC](https://bit.ly/meetTCC)

Find out  
more about  
our services:



Team Care Coordination is managed by Brisbane North PHN  
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