

There To Care AWARDS

*Celebrating excellence, respect,
compassion, and community.*



Nicole

Admissions Consultant
Admissions and Customer Service Team

2025 Second Quarter Award Recipient

Helping Hand commends Nicole, a compassionate Admissions Consultant, on her There to Care Award that recognises her support provided to clients.

In her role, Nicole works with new residents and families through what can be an emotional and overwhelming transition into aged care.

"I'm there to provide clarity and support throughout the journey, guiding clients through a complex process, from the early stages through to admission day," she explains.

Nicole says she was surprised to be nominated for the award.

"It was very unexpected, especially since I work alongside so many hard-working and dedicated colleagues. It's lovely to be recognised for my efforts, and I really do appreciate the award."

What she values most in her role is building connections with clients and sharing her knowledge.

"Staying focused, capable, and professional is always my priority, but of course, it comes with its challenges," Nicole says.

"I know I'm not alone, as many colleagues manage ongoing health conditions while continuing to give their best to our clients. That lived experience brings a deep sense of empathy and understanding, which becomes a real strength when helping others navigate their own difficult transition into care."

"This award is deeply meaningful to me as it reflects the values I strive to live by every day."

Thanks Nicole, for being there to care.

There To Care Awards focus on celebrating our values of excellence, respect, compassion and community, helping us to celebrate the amazing work our people do every day.