



## Meet Tracy, our Home Care Manager with a passion for helping others

Tracy McColgan brings a wealth of community service experience to her role as Bundaleer's Home Care Manager. Originally from Bowral, she moved to Hastings 26 years ago and previously held a variety of roles with Life Without Borders, a national not-for-profit provider of support services to people of all ages and abilities. Starting at Bundaleer as a Case Manager, she soon transitioned into the Manager role, applying her extensive experience to developing our service in both the Mid-North Coast and New England regions.

### **What do you love about your role at Bundaleer?**

I've spent most of my career delivering positive outcomes for people with disabilities, mental health issues and drug and alcohol issues. At Bundaleer Home Care, I can now use my skills to help people in our communities keep living independently with a little extra support.

### **How do you think you're making a difference to clients and staff?**

Our role is to provide valued services that assist clients to keep living a fulfilling life. I love meeting our Home Care clients, hearing about their lives and finding out how we can best support them. Whether it's a bit of help with cleaning or gardening, helping them stay engaged with their community, or driving them to and from appointments or social occasions, our Home Care service is making a real difference.

### **What do you hope to achieve in your role?**

My focus is on building and empowering our team to use their training and skills to support clients from a range of backgrounds and abilities. I'm also working to further streamline our systems and processes so that our service in both Tamworth and Wauchope is cohesive and continues to grow.

## Fun Facts

**Favourite food:** Mashed potato!

**Favourite way to relax:** Enjoying a nice dinner out with friends or chilling in our new spa on the back deck.

**If you could travel anywhere:** I'd love to return to Ireland with my husband with no set itinerary.

**Favourite childhood memory:** I was lucky to grow up on a dairy farm in Bowral and have so many happy memories. My siblings and I would drink milk straight from the cows, help out with farm chores and just enjoy this simple, unpressured way of life.

**To find out more about Bundaleer's Home Care Service, please contact us. For the Mid North Coast region, call us on (02) 6586 9400, and for the New England region, call us on (02) 6761 3600.**