

Living and Working in Mackay



● Mackay Hospital and Health Service



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INTRODUCTION

Hi and thank you for considering the Mackay Hospital and Health Service and the Mackay region as your new place to live and work in!

Relocating to a new area can be an overwhelming experience especially if you are moving not only yourself, but your whole family interstate or overseas. Well, there is no need to worry as the Mackay team is here to assist you along the way!

This booklet has been designed to assist candidates who are planning to relocate to the Mackay region. It provides you with some useful information to assist you to make those important decisions regarding your relocation like child care, schooling, real estate and much more.

As some of the information provided will change from time to time, this booklet has been designed so that it can be used electronically. It contains links to useful websites that you can simply access by clicking on the link provided.

May I then suggest that if you find the links useful to save these in the favourites on your computer for easy access!

You may wish to visit these pages if you are moving to Australia from overseas:

<http://movingtoaustralia.com.au/>

<https://www.qld.gov.au/queenslanders/>

(This website provides useful information regarding the services and facilities administered by the Queensland Government)

The Mackay Regional Council has developed this webpage - Moving to Mackay

http://www.mackay.qld.gov.au/residents/home_and_suburb/moving_to_mackay

There is also an updated Migrants & Multicultural Page:

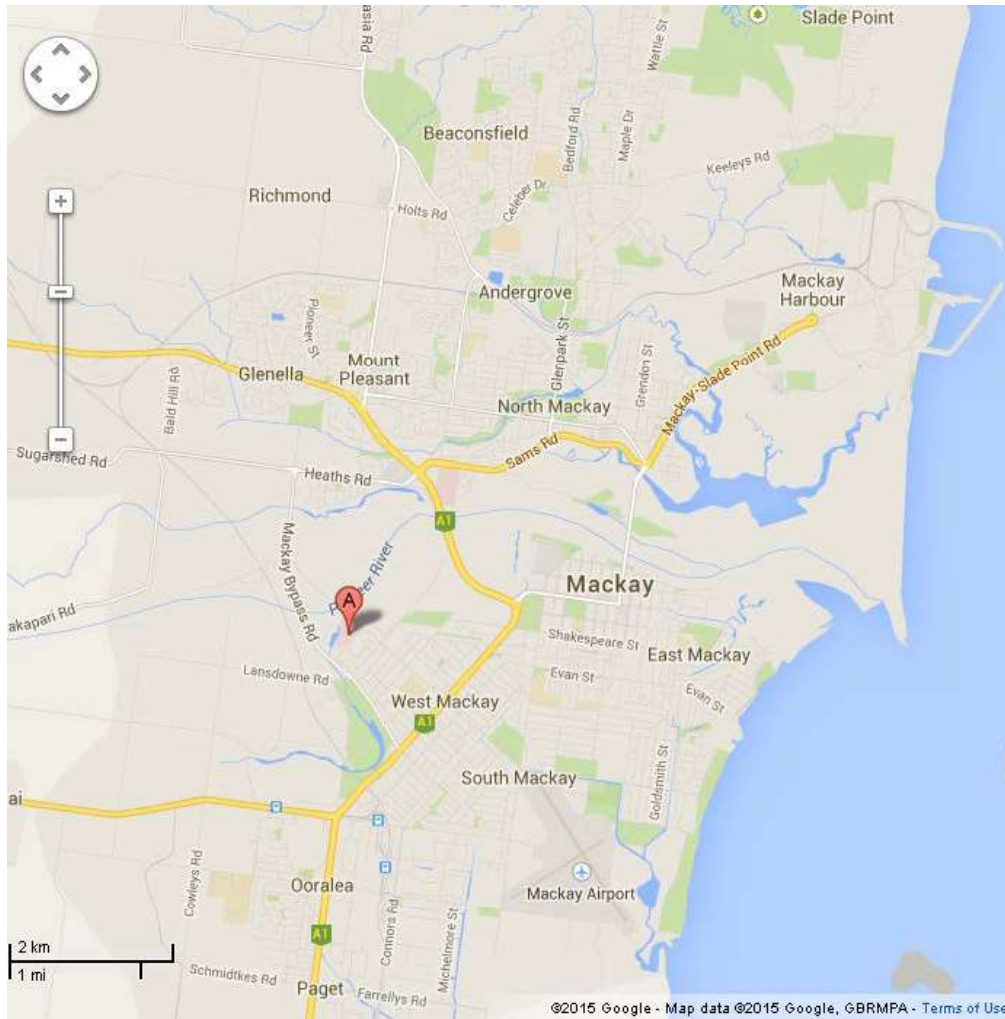
http://www.mackay.qld.gov.au/community/arts_and_culture/migrants_and_multicultural

If you are interested in the economic growth of the Mackay region you may enjoy reading this Regional Investment Prospectus:

https://www.mackay.qld.gov.au/business/invest_mackay/opportunities/regional_investment_prospectus

MACKAY BASE HOSPITAL

Physical address: 475 Bridge Road, Mackay, Qld
Postal address: PO Box 5580, Mackay, Qld, 4741
General phone: 07 4885 6000 (switch)



Distance to main referral hospitals:

- 400 km to Townsville Hospital
- 1000 km to Brisbane Hospitals

In an emergency please dial 000. This is the line for Police, Fire and Ambulance.



About the Hospital

The Mackay Hospital and Health Service: Eight hospitals. Four community health facilities. One Organisation.

The Mackay Hospital and Health Service is a contemporary organisation with over 2000 employees, providing extensive health services in a range of regional, community and rural settings, to a population of around 180,000 people. We are passionate about our community and the health of the people living in it. Our purpose is simple. We want to provide outstanding health care services to the community.

The Mackay Base Hospital is the referral hospital for our region, one of the most modern healthcare facilities in Queensland. A state-of-the-art facility, equipped with leading edge technology to assist us in providing the highest level of care.

ACCOMMODATION

Short Term Accommodation

If you are looking for short term furnished accommodation there are a number of options available to you. Mackay Tourism is able to assist you with a range of short term accommodation options and bookings. For further information please contact Mackay Tourism on +61 7 4944 5888, within Australia 1 300 130 001.

Nebo Road (continuing on from the Bruce Highway when entering Mackay) is lined with affordable motels which are all in close proximity to the Mackay Base Hospital.

Short term accommodation options in Mackay can be found at:

<http://www.stayz.com.au/accommodation/qld/mackay-region/mackay/>

<https://www.airbnb.com.au/>

Long Term Accommodation

Share Houses

The following website provides available shared accommodation in Mackay.

<http://au.easyyroommate.com/queensland/mackay-share-accommodation>

Alternatively, you can find share rooms on the noticeboard in the Retreat, Level 2 A Block.

Renting or Buying

In Australia, real estate is advertised through a number of websites. One of the largest websites is www.realestate.com.au

On realestate.com.au you can search for rentals, houses to buy and find out details of house sale prices. You can also search for the inspection dates/times (Generally held on a Saturday).

There are also other websites advertising properties to rent and buy:

www.domain.com.au

There are a number of real estates in Mackay. Yellow pages online will provide you with an up to date list of all real estate agents in the area at <http://www.yellowpages.com.au/qld/localities-m1.html>. Simply type Real Estate Agents in the "What" box and Mackay Qld in the "Where" box.

If you are a temporary resident and you are looking to purchase a residential property you need to understand your options. For all investment opportunities (including investment real estate), please consult the foreign investment policy detailed on the FIRB website. You can find further information on FIRB at www.firb.gov.au.

Suburb Profiles

Mackay City - Inner-city living has recently become more popular in the city centre of Mackay with the erection of a number of apartment buildings. It is home to a mixture of business, residential and recreation areas including Art Space, the Blue Water Lagoon and Bluewater Quay, Memorial Swim Centre and Caneland Central Shopping Centre.

South, East and West Mackay suburbs are all located within 5 minutes from the city. Mackay Base Hospital is situated in West Mackay. The area contains a mixture of new and old housing including some of Mackay's beautiful old Queenslanders. Located in the area are Illawong and Iluka Beach and the Botanic Gardens.

North Mackay is located about 4kms from the city, has a mixture of old and new residential areas as well as a recreational area called the Gooseponds with walking track and exercise stations.

Mt Pleasant is situated around 3-4kms from the city and contains a mixture of residential and business areas including Mt Pleasant Shopping Centre and Greenfields containing a number of large retail outlets and a movie theatre.

Glenella is situated around 5kms north of Mackay off the Bruce Highway and is close to shopping facilities in the Mt Pleasant area and North Point Retail.

Andergrove and **Beaconsfield** are situated in between North Mackay and the Northern Beaches around 5 – 8kms from the city and has a mixture of residential, business and recreational areas including two golf courses nearby.

The Northern Beaches, located 15 – 20 minutes north of the city has expanded quickly over the last few years as a popular residential area and include the suburbs listed below. The recreational areas mainly include the beaches and adjacent parks.

- **Rural View** – located close to the shops at the Northern Beaches Central
- **Eimeo** located 14kms from the city with the Eimeo Pacific Hotel on the cliff top which offers a spectacular view over the Coral Sea and islands.
- **Blacks Beach** located 16kms from the city centre contains the city's longest stretch of beach (6kms)
- **Dolphin Heads** located 17kms from the city
- **Bucasia** located 16kms from the city
- **Shoal Point** is Mackay city's most northern suburb located about 20kms north of the city

Mackay Harbour with the Mackay Marina Village is located around 6.5kms from the city heart. The marina has expanded over the last few years and the Marina Village is now home to both residential, business and recreational areas including Harbour Beach and its adjacent park.

Slade Point is situated north of the Mackay Harbour, about 12kms from the city. Lamberts beach lookout provides views over the Cumberland Islands.

Racecourse and **Ooralea** are located just south of the city gates and are both close to the Mackay Base Hospital and the city.

Walkerston located 14kms west of Mackay. This suburb has also expanded greatly over the last few years as Mackay continues to grow. It is home to a mixture of both business and recreational areas.

Habana is located just over 20kms north of the city and includes mainly rural residential settings.

Paget located just south of the city's airport is the industrial area of Mackay and home to many of the businesses supporting the regions coal mining industry.

Bakers Creek is located 10kms south of Mackay along the Bruce Highway and is close to one of Mackay's golf courses.

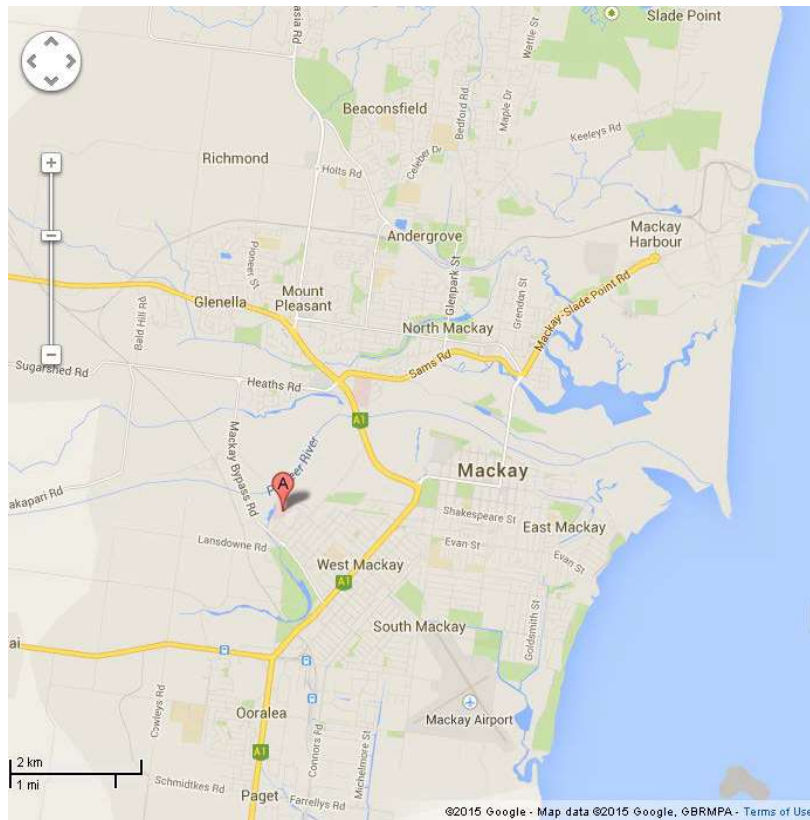
Sarina is located just under 40kms south of Mackay along the Bruce Highway. Sarina has grown in popularity over the last few years with its attractive residential areas along its beaches. It is home to a number of beachside settlements which are becoming very popular. They include Sarina Beach, Campwin Beach, Grasstree Beach and Armstrong Beach.

Flood Regions

Mackay Regional Council provides flood maps on their website.

<https://www.mackay.qld.gov.au/>

The below map shows you which suburbs are closest to Mackay Base Hospital:



GETTING SET UP

Furnishing the house

Hire

If you decide not to freight your furniture to your new home you may choose to hire or purchase new furniture once you arrive. You are able to hire many different furniture packages to suit small 1 bedroom units or large family homes.

To view packages available from local suppliers please visit the following websites:

<http://www.rent4keeps.com.au/locations/mackay-queensland/>

<https://www.radio-rentals.com.au/locations/qld/mackay/>

Buy

Mackay has a good selection of retail outlets specialising in furniture and homewares. These are mainly located in Mackay's two main shopping centres, Caneland Central and Mt Pleasant Shopping Centre as well as at North Point Retail along the Bruce Highway.

Pets

Australia has very strict rules on the importation of animals, controlling the types of animals that can come in and the countries they come from. For more information please visit the AQIS website at <http://www.agriculture.gov.au/>. This website also contains other important information on what you can or can't bring into Australia.

Telecommunications

Australia has a number of telecommunication and broadband providers. Competition amongst these carriers is very high and rates and plans change regularly. The main providers are Telstra and Optus but there are also a number of smaller providers.

Mobile Phone

If you plan to use your current mobile when you arrive ensure you activate global roaming. This can become a very costly way to stay in touch. Australia offers many pay-as-you-go (pre-paid) mobile services which you may wish to consider until you are settled and have a permanent address.

You are able to compare pre-paid mobile phone providers online <http://prepaidplans.com.au/>

Home Phone and Internet

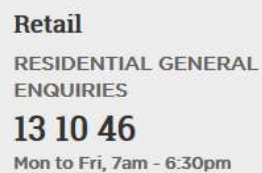
Once you have organised long term accommodation you may consider connecting a home phone and/or internet. It pays to research what is on offer that will suit you and your family's needs.

<https://youcompare.com.au/homephone>

<https://www.choice.com.au/electronics-and-technology/phones>

Electricity Connection

The main provider of electricity services in the Mackay region is Ergon Energy.



Retail
RESIDENTIAL GENERAL
ENQUIRIES
13 10 46
Mon to Fri, 7am - 6:30pm

Ergon can be contacted on this number:

You can also visit the Ergon website: <https://www.ergon.com.au/>

Should you wish to enquire regarding alternative companies that can supply electricity to this region please contact the Department of Water and Energy on 134387.

TRANSPORT

Private Transport

NOTE: To operate a vehicle you must have a valid drivers licence. For information on how to obtain a Queensland drivers licence please visit:

<http://www.tmr.qld.gov.au>

For information on Queensland road rules please visit:

<http://www.tmr.qld.gov.au/Licensing/Visitors-and-new-residents.aspx>

If you have immigrated to Australia from another country and require assistance in obtaining your Queensland Drivers Licence please contact the Candidate Liaison Officer, on 4885 6805 or MHHS_candidate liaison@health.qld.gov.au. They will be able to direct you to an organisation that may be able to assist you.

Buy a car

You are able to purchase new or used cars from local car dealerships or online. Some popular websites that advertise new and used cars are:

<http://www.drive.com.au/>

<http://www.carsales.com.au/>

or search the yellow pages for car dealerships – new or second hand

<http://www.yellowpages.com.au/>

If you plan to buy a new or used car it is important to know that motor vehicles and motorbikes travelling on Queensland roads must be registered. This enables the Department of Transport and Main Roads to identify and manage registered operators and support the safety and security of Queensland's road transport.

Yearly registration fees apply to all vehicles. For more information on registration requirements and costs visit

<http://www.tmr.qld.gov.au>

Hire a Car

If you are going to hire a car you should shop around. Rental cars range in price depending on type of car and length of hire. You will need to show identification and proof of a valid licence. If your driver's licence is not in English you may be asked to provide both the original and the translated version.

Some major car rental companies that operate throughout Queensland are:

<http://www.avis.com.au>

<http://www.budget.com.au>

<http://www.thrifty.com.au>

<https://www.europcar.com.au>

or search yellow pages for local businesses

<http://www.yellowpages.com.au/>

Public Transport

Mackay currently only has buses and taxis providing public transport within the region. Unfortunately there aren't any trains, trams or ferries. If you do require public transport, we recommend you consider the bus routes and timetables as part of your decision in choosing a suburb/location to live.

Buses

Mackay Transit Coaches operate urban services. You can contact Mackay Transit Coaches on ph (07) 4957 3330 or visit their website at www.mackaytransit.com.au

Taxis

To book a taxi Australia-wide simply call 131 008. A taxi will pick you up and drop you off for a fee depending on the distance travelled. It is recommended that you ask the taxi driver how much they expect the cost to be prior to taking the journey.

There are also taxi ranks in the city where taxis will stop and wait for bookings. These are located in Wood Street and Victoria Street.

There are also a number of local limousine and transfer companies available.

CHILD CARE

About Childcare in Queensland

A number of options are available to parents with young children.

Child Care/Day Care Centres usually care for children under school age. They are built especially for childcare and can be privately owned, government owned or run for non-profit. Child Care centres can also offer Approved kindergarten (Pre-Prep) programs.

Family Day Care: is provided by experienced carers from their own home. Care is primarily for children under the school age however some carers offer before and after school care for Primary School aged children. Often carers are able to offer flexible and extended hours of care.

Before / After School Care (or Outside School Hours Care - OSHC): is supervised care and recreation for school aged children (5yrs +). This care is usually associated with the school and operated by the community. Hours are often from 7-9am and 3-6pm.

Vacation Care: is offered to Primary School aged children on School holidays. Like OSHC, Vacation Care is generally associated with the school and usually runs from 7am – 6pm weekdays.

PCYC is one of the largest Outside School Hours Care Providers. For more information please contact PCYC on 4942 3296.

Nannies: are employed by you to provide child care services in your home. They can work on a live-in or live-out basis. Duties can also include some domestic tasks. Some Nannies will have qualifications while others may only have previous experience. Agencies can be used to find Nannies who have been screened.

Babysitters: provide care on a part-time or as needs basis in your home. Like Nannies, if you would like a registered babysitter who has had reference and background checks you should contact an agency.

This website may be able to assist you to find suitable care for your children:

<http://www.careforkids.com.au/>

Local Childcare Services

There are many child care centres operating in the Mackay region. To find out about the centres in Mackay you may wish to visit these websites:

<https://www.careforkids.com.au/child-care-centre/qld/mackay>

<http://www.localsearch.com.au/find/child-care-centres-preschools/qld/mackay-region>

The following child care centre is located close to Mackay Base Hospital

- Good Start - Mackay - Phone 4953 4133, caters for children from 6 weeks to 5 years. Website <https://www.goodstart.org.au/centres/mackay-bridge-road>

Local Family Day Care – provides care for Children in a carer’s home environment. Night shift is available with some carers.

- Blue River Family Day Care –Phone 4955 2792
- Mackay Family Day Care - Phone 4957 2627

Local Nanny Services

- Heaven Sent Nanny Service – Phone 0416 700 704

SCHOOLING/EDUCATION

Schooling in Queensland

Preparatory (Prep) education provides a firm foundation for formal schooling. You can find out when your child will be able to start Prep with the online “Prep Ready Reckoner” at <https://education.qld.gov.au/schools-educators/ecec>. Prep is compulsory, as well as primary and secondary schools in Queensland.

Primary school is from Year 1 to Year 6.

Secondary school (or High School) is from Year 7 to Year 12.

For more information about the school system in Queensland please visit the following websites:

<http://education.qld.gov.au/>

and/or

<https://internationaleducation.gov.au/Pages/default.aspx>

Choosing a School

In Queensland the three main education providers are:

- Queensland Government
- Catholic Education
- Independent schools

Government schools are often called State Schools or Public Schools. Non-government schools are often called Private Schools. Most Private schools have a religious affiliation, but some are non-denominational. All Government schools are non-denominational. In the Private sector there are co-educational and single-sex schools at Primary and at Secondary level. All Queensland Government schools are co-educational.

If you choose to send your child/ren to State/Public Schools you will be required to pay for uniforms, school excursions and often books and stationery for your child. Private schools attract **fees** which will vary from school to school.

Australian Curriculum, Assessment and Reporting Authority (ACARA) developed a website which enables you to search the profiles of almost 10,000 Australian schools. You are able to quickly locate statistical and contextual information about schools and compare them with statistically similar schools across the country. For more information visit: <http://www.myschool.edu.au/>

For more specific information regarding schools please contact MHHS_candidateliaison@health.qld.gov.au

Higher Education

In Australia, higher education is the sector that offers university-level education that is, at degree-level and above. Government responsibility for this sector is shared by the Commonwealth and State governments.

If you, or your family, are interested in learning more about higher education in Queensland please visit: <https://education.qld.gov.au/careers/pathways/higher-education>

Central Queensland University has 2 campuses in Mackay and can provide both university and TAFE college qualifications to students. They have a support program for International Students. For more information please visit this website: <https://www.cqu.edu.au/international-students>

Tertiary Education Available in Mackay		
Name of School	Distance from hospital	Contact Details
Central Queensland Conservatorium of Music	4km	www.cqu.edu.au/cqcm
Central Queensland University	4km	www.cqu.edu.au
James Cook University	0km	www.jcu.edu.au

LOCAL COMMUNITY

Mackay Regional Council

The Mackay Regional Council incorporates the Mackay, Mirani and Sarina regions. The council's website - <http://www.mackay.qld.gov.au/>, which has been referred to throughout this booklet, contains information about your Mackay Regional community.

Following is the link to Economic Development's landing page on Council's website. You can find research and statistics, incentive schemes, 101 things to do in the Mackay region on this page:

https://www.mackay.qld.gov.au/business/invest_mackay/regional_economy

The Council provides support to migrants and multicultural community members.

You may wish to call Mackay Regional Council on 1300 MACKAY (1300 622 529) or visit this website for more information: http://www.mackay.qld.gov.au/community/arts_and_culture/migrants_and_multicultural

If you need to speak with Council but are not confident with English you can call the Translating and Interpreting Service. Phone 13 14 50 and ask them to contact Mackay Regional Council on 1300 622 529. It is free to use when contacting council and is a confidential service available 24 hours a day, seven days a week.

Resources and support services:

- Adult Migrant English Program
- Beginning a Life in Australia booklet
- English language Classes and Services
- Libraries Multicultural Services
- Migration Agents
- Moving to Mackay
- Multicultural Newsletter 'Migrant Voice'

The Mackay Regional Council's website also has a community directory with contact details for anything from sporting groups to markets in the region at <https://www.mycommunitydirectory.com.au/queensland/mackay>

Aquatic Facilities/Swim Schools

Mackay's main aquatic facilities are:

- Bluewater Lagoon is located in River Street with three tiered lagoons, a children's aquatic playground, cafe and BBQ facilities. Entry is free.
- Memorial Swim Centre is located in the city and the Pioneer Swim Centre located in North Mackay. Both pools have a 50m (8 lane Olympic pool) and a toddler's pool.

For further information regarding opening times and entry fees, please visit the Mackay Regional Council's website at

https://www.mackay.qld.gov.au/facilities/fitness_and_health

Mackay has several swim schools in the region:

Pat Wright Swim School – 4953 1744
 JUMP! Swim School – 4942 8064
 Marlins Swim School – 4954 6188
 Happy Days – 4952 1417
 Pioneer Swim Centre – 4957 5767
 Memorial Swim Centre – 4961 9533

Beaches

There are over 30 beautiful beaches in the Mackay region. Some of the closest beaches around Mackay are:

- Illawong Beach, Far and Town Beach closest to the city
- Harbour Beach next to the Mackay Marina, about 10 minute drive from the city
- Lamberts Beach at Slade Point, 15 minutes from the city centre
- Blacks Beach, Eimeo Beach, Bucasia Beach and Shoal Point, located at the Northern Beaches, 15-20 minutes from the city centre

All north Queensland beaches attract marine stingers and box jellyfish from October to May. Some of the patrolled beaches in the Mackay Region have stinger-resistant enclosures so visitors can enjoy swimming throughout the year. Please ensure you check with local authorities before entering the water during the stinger season.

To stay safe at the beach – remember FLAGS!

F – Find the flags and swim between them as it is the safest place to swim marked by the lifeguards

L - Look at the safety signs

A - Ask the lifesaver for some good advice about the water conditions

G - Get a friend to swim with you

S - Stick your hand up for help

Employment Opportunities

The main website for employment in Australia is www.seek.com.au. Another website for job-seekers is www.careerone.com.au. Queensland Government's job website is www.smartjobs.qld.gov.au.

Events

The Mackay Region's main festivals are

- The Festival of Arts – the region's largest cultural and artistic event run over two weeks in July – <http://www.mackayecc.com.au/festivals>
- Global Grooves – celebrating Mackay's multi-cultural community promoting arts, music and culture.
- River 2 Reef – an annual event celebrating Mackay's blue Pioneer River.
- Wintermoon Festival – World music in a tropical setting – held each year in Cameron's Pocket north of Mackay on Labour Day week-end. For more information visit the website at <http://www.wintermoonfestival.com/>

For further information about some of the festivals in the Mackay region please visit the Mackay Entertainment Convention Centre's website <http://www.mackayecc.com.au/>

A great place to find out about community events in Mackay is the Mackay Regional Council website. Visit <http://www.mackay.qld.gov.au/community> for a full list of community activities and markets.

The Mackay Tourism's website has an events calendar. You can either search for a particular event or download the calendar for the whole year. The link is <http://www.mackayregion.com/events>

Justice of the Peace/CDEC

A Justice of the Peace (JP) or CDEC are trained Queenslanders who can witness and certify your routine legal documents. For example, wills, affidavits, statutory declarations and passport applications.

For details on where to access the services please visit this website:

<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/about-justice-of-the-peace/search-for-your-nearest-jp-or-cdec/?location=4740>

There are a number of JP's at the Mackay Base Hospital as well. For more information please visit the MHHS telephone directory or contact the Candidate Liaison Officer on MHHS_candidate liaison@health.qld.gov.au

Libraries

There are five libraries in the Mackay Region which are all open Monday to Saturday. A mobile library is also operating visiting designated areas on a fortnightly basis. For opening hours as well as the schedule for the mobile service please visit the Mackay Regional Council website at <http://www.mackay.qld.gov.au/libraries> or contact each library directly.

- The Gordon White Library - Mt Pleasant (07) 4961 9300
- Dudley Denny Library – Mackay City, (07) 4961 9387
- Mirani Library – Mirani, (07) 4961 9231
- Sarina Library – Sarina, (07) 4961 9297
- Walkerston Library – Walkerston, (07) 4959 2545

Mackay has a mobile library servicing several areas in and around Mackay. They can be contacted on 0408 775 936 or 49619300. A mobile library timetable can be found on https://www.mackay.qld.gov.au/facilities/libraries/official_stuff

Local news

- The local paper in Mackay is called The Daily Mercury and is also available on line at <http://www.dailymercury.com.au/>
- The local television news is broadcast on Channel 7 on weekdays at 6pm.
- The Australian Broadcasting Corporation (ABC) local station is ABC Tropical North and can be found on FM101.1 or on the internet at www.abc.net.au/tropic/. There are also a number of commercial radio stations in Mackay.

Medical Facilities

In an emergency please contact 000. This is the line for Police, Fire and Ambulance.

Mackay has a number of Medical facilities:

Mackay Base Hospital (listed previously)

Mater Misericordiae Hospital Mackay

76 Willetts Rd, North Mackay

Telephone: (07) 4965 5666

<https://www.mercycq.com/mc/patients-and-visitors>

The Mater offers an after-hours medical centre on the hospital premises.

For details of the various Medical centres and after-hours access care please visit www.yellowpages.com.au and search 'Medical centres' and 'Mackay' to find one in your preferred location.

13 HEALTH (13 43 25 84) is a confidential phone services that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week. 13 HEALTH provides qualified health advice – it is not a diagnostic service and doesn't replace medical consultation. In an emergency always dial 000.

Mackay also has two Home Doctors available for after-hours call-outs:

The House Call Doctor

Phone: 135566

Dial a Home Doctor

Phone: 139999

Children's Health Clinics

The Mackay Hospital and Health Service has a Community Health Centre based in the town centre. Child Health Services can be offered at the following address: 12-14 Nelson Street Mackay. For bookings and enquiries please contact the Community Health Centre on (07) 4968 3800.

Medical Insurance

For information regarding health insurance for overseas Visa holders please visit:

https://www.privatehealth.gov.au/health_insurance/overseas/index.htm

Health Insurance policies can vary widely in Australia so it is important to ensure you obtain a policy that meets your personal needs.

Migrant Support

If you have recently immigrated to Australia and require support in developing English speaking skills please contact the Candidate Liaison Officer on 4885 6805 or MHHS_candidateliason@health.qld.gov.au and they will be able to put you in contact with an organisation that may be able to assist you.

The Mackay Regional Council produces a Migrant Voice Multicultural Newsletter. This can be downloaded from their website at:

https://www.mackay.qld.gov.au/community/arts_and_culture/migrants_and_multicultural

Medical Terminology

Professionals arriving into Australia working in the Healthcare industry may find learning the medical terminology and acronyms overwhelming.

The following websites provide some very useful glossaries:

Australian Government: <http://www.health.gov.au/internet/main/publishing.nsf/Content/glossary>

Qld Health: <https://www.publications.qld.gov.au/>

Places of Worship

The Mackay Tourism's relocation information contains a listing of places of worship in the Mackay Region. This information can be downloaded from their website at <http://www.mackayregion.com/visitor-information/faqs>

Restaurants

Mackay has a wide range of restaurants offering Australian, Chinese, Indian, Italian and Thai to mention a few.

Mackay City has a number of restaurants / coffee shops mainly along Victoria Street and Wood Street. The Mackay Marina also has a number of restaurants and coffee shops.

Mackay also has a number of Sporting Clubs, many located in the suburbs which offer 'bistro' type food. Many also offer a courtesy vehicle service picking up and dropping off guest to nearby suburbs. Harrup Park Country Club and Souths Mackay are two sporting clubs very close to the Mackay Base Hospital with great facilities and a courtesy bus.

For more information on Harrup Park please visit: <http://www.harruppark.com.au/>

For more information on Souths Mackay please visit: <http://www.southsmackay.com.au/>

For a full listing of restaurants in the Mackay region, please search the yellow pages at <http://www.yellowpages.com.au/> and conduct a search for restaurants.

Shopping

Mackay has two main shopping centres Caneland Central and Mt Pleasant Shopping Centre.

Caneland Central is the largest shopping centre in the Mackay region and is conveniently located in the city centre and has been servicing the local region since 1974. Caneland Central is open 7 days a week and offers the widest variety of stores and services with a 750-seat food court and over 200 stores together with Myer, Target, Big W, Woolworths, Coles, JB Hi Fi and Best & Less.

Mt Pleasant Shopping Centre is located in Mt Pleasant and is also open 7 days a week. It contains approximately 70 speciality shops as well as Coles and Woolworth's supermarkets and Kmart.

There are also a number of retail shops in the Mackay City Heart as well as Sydney Street Markets Shopping Centre containing a small number of shops and restaurants as well as Coles Supermarket.

Sporting Clubs

Australians love their sports and Mackay is no different. Junior sports development is well advanced and there are many opportunities for children to play and experience different sports in Mackay.

For further information of other sporting organisations please refer to the community directory at the Mackay Regional Council's website - <https://www.mycommunitydirectory.com.au/queensland/mackay>

Tourist Attractions

One of the advantages of living and working in Mackay is the close proximity to world class tourism attractions such as the Great Barrier Reef and the Whitsunday Islands, accessible from Airlie Beach only 1 ½ hour drive from Mackay.

If you love fishing, there is no better place to do it than in Mackay. Or why not visit Eungella National Park where you may be lucky to spot a Platypus in the river. On the way back to Mackay you may also want to stop for a swim at the beautiful Finch Hatton Gorge. There is lots more to see and do in the Mackay region so please visit the Mackay Tourism's and the Whitsunday Tourism's websites <http://www.mackayregion.com/> and <http://www.tourismwhitsundays.com.au/> for more information.

FINANCIAL INSTITUTIONS

Overseas Contacts

The following websites will give you information on what you need to do to set up a bank account in Australia from overseas. These are 4 of the major banks that operate Australia wide:

Local Branches

Local branches of the main 4 banks are located as follows. General opening hours are 9.30am to 5pm Monday to Friday.

Commonwealth Bank

Mackay City – Cnr Victoria and Wood Streets
Caneland Central
Mt Pleasant Shopping Centre

ANZ

Mackay City at City Street Markets Corner of Sydney and Gordon Streets
Caneland Central
Mt Pleasant Shopping Centre

National Australia Bank

Mackay City - Corner of Victoria and Sydney Streets Mackay
Caneland Shopping Centre
Mt Pleasant Shopping Centre

TAX RELATED

If you are new to Australia you will need to apply for a Tax File Number (TFN) via this registration website:
<https://iar.ato.gov.au/IARWeb/default.aspx?pid=4&sid=1&outcome=1>

A number of helpful resources are available on the Australian Tax Office website: www.ato.gov.au

The calculator to determine tax withheld can be found at: <https://www.ato.gov.au/Calculators-and-tools/Tax-withheld-calculator/Individual-Non-business-Calculator.aspx>

SALARY SACRIFICING

'Salary packaging' or 'salary sacrificing' is an arrangement between an employer and an employee, where the employee agrees to forgo part of their future salary or wages in return for other benefits of a similar value.

Your own personal circumstances will determine whether you can benefit from salary packaging. Queensland Government strongly recommends that you obtain independent financial advice prior to commencing salary packaging. Participating in the salary packaging arrangements is voluntary and at the sole risk of the employee. Queensland Government has approved the salary packaging arrangements on the condition that there is no additional cost to agencies.

Forms and information about salary packaging are available from the salary packaging administrators' dedicated Queensland Government employee websites:

RemServ

Phone: 1300 30 40 10

<http://www.remserv.com.au/>

SmartSalary

Phone: 1300 21 85 98

<https://qld.smartsalary.com.au/>

WEATHER AND WILDLIFE

The following Queensland Government website gives some practical advice for new residents to Queensland -
<https://www.health.qld.gov.au/public-health/>

Weather

The Mackay area has a tropical climate. Summers are generally hot and wet, though the coast has the benefit of a regular afternoon sea breeze. Winter days are generally warm and sunny, while winter nights can be cool away from the coast.

Mackay's average annual rainfall is 1585mm. A large proportion falls in the months December through to March with the driest months being August/September.

Maximum daytime temperatures are typically 29-30 degrees during the summer/wet months and 21-25 degrees during the winter/dry months. Minimum overnight temperatures are typically around 23 degrees during the summer/wet months and 13-14 degrees during the winter/dry months.

Ensure you drink plenty of water to avoid dehydration - at least eight glasses of water a day is recommended.

For a peek on today's weather in Mackay click on the link below to access the Mackay Marina's weather camera.

<http://www.weatherzone.com.au/qld/central-coast/mackay-harbour>

Sun safety

The ultraviolet radiation (UVR) of the sun is intense all year round in Mackay. To avoid overexposure to the sun follow the "Slip, Slop, Slap, Seek, Slide recommendations i.e. **Slip on a shirt, Slap on some sunscreen, Slap on a hat, Seek shade and Slip on some sunnies!** This is especially important with children as their skin is more sensitive to the sun and long term sun damage can occur easier. It is also a good idea to wear good quality sunglasses when out in the sun, especially on the water.

Cyclones

Cyclones are a natural occurrence in tropical climates which can bring destructive winds and flooding. Plenty of warnings are given to residents in the event of a cyclone through radio and television stations and the Bureau of Meteorology will also issue regular updates.

Bureau of Meteorology website <http://www.bom.gov.au/qld/>

ABC Tropical North radio station <http://www.abc.net.au/tropic/emergencies/?ref=nav>

Information can also be obtained through the Mackay City Council website including a copy of the Emergency Action Guide - https://www.mackay.qld.gov.au/residents/emergency_management

To ask for assistance or to report any damage during a storm or flood please call the State Emergency Services (SES) on 132 500.

Wildlife

As a tropical region we do share our beautiful paradise with a few interesting creatures! Most are not dangerous at all but as a new resident in Mackay you need to familiarise yourself with the species that can be.

The main danger wildlife in the Mackay region is marine stingers, salt water crocodiles and snakes. Although present, it is very rare that you would come across any of them in everyday life. However, it is important to be aware of their dangers and what to do if you come in contact with one of them.

Marine stingers

The most dangerous marine stingers frequenting the coastal waters of North Queensland between October and May are the Box Jelly fish and the Irukandji.

The Box Jellyfish is found in shallow water and has a box-shaped bell which can be up to 10 cm in diameter and tentacles that can extend to 3 meters in length. It is also almost transparent which makes it extremely hard to spot. Severe stings may cause the victim to stop breathing or their heart to stop, potentially resulting in death.

The Irukandji only used to be found around reefs and islands but has recently also been found along coastal beaches in North Queensland. The Irukandji is also extremely hard to spot as it is transparent and only the size of a fingernail with four thin tentacles. Initially the sting is only felt as a minor skin sting but followed by severe symptoms up to 45 minutes post contact. The sting from some species can cause very high blood pressure or affect the heart, potentially resulting in death.

In order to prevent getting stung always swim at patrolled beaches, between the red and yellow flags and if swimming during the stinger season make sure you wear a stinger suit. Do not touch marine stingers washed up on the beach as they can still sting you.

First Aid for marine stings

1	Call for help	Dial 000 for help (112 from mobiles), seek help from lifesaver or life guard
2	Emergency Care	Provide CPR if required
3	Treat the sting	Flood the sting with vinegar for a minimum of 30 seconds
4	Seek Medical Aid	Transport to hospital

Salt water crocodiles

Salt water crocodiles are not as frequent in the Mackay area as in Far North Queensland; however, they do exist in the river systems around Mackay. Adhere to all warning signs when fishing and do not swim in our rivers.

Snakes

There are many venomous snakes in Queensland. Snakes should never be approached or handled. Most snake bites happen when people are trying to catch, kill or handle a snake.

First Aid for snake bites

1	Call for help	Call 000 for an ambulance (112 from mobiles)
2	Emergency care	Apply pressure-immobilisation technique to the affected area
3	Seek Medical Aid	Transport to hospital

ADDITIONAL INFORMATION

Understanding the Australian Workplace

New entrants to the Australian Workplace often struggle to understand the workplace culture. The following information has been taken from the NSW Government Department of Industry webpage.

Australian Society Today

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. All Australians are equal under the law. This means that nobody should be treated differently from anybody else due to their race, ethnicity or country of origin; their age, gender, marital status or disability; or their political or religious beliefs.

Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

Migrants often find Australian work culture quite different from their own countries. It is important to familiarise yourself with work cultural practices to be able to work effectively with others once employed.

The Australian workplace is usually not overly formal and hierarchical but there are clear lines of authority and decision making. Workers usually talk on an equal basis with their superiors. All workers should be treated with respect regardless of position.

Clothing

The types of clothing that people wear reflect the diversity in Australian society just as much as the variation in climate. There are no laws or rules on clothing and people from other countries can choose to wear culturally appropriate dress. However, most workplaces have a dress code which may or may not be written in formal guidelines. It is recommended that you ask employers if there are specific dress codes that you are expected to conform to. Some examples might be:

- **Uniforms:** Many workplaces use uniforms for some or all staff to promote the business or for safety reasons. Uniforms may be supplied by the employer or the employee may be required to purchase these.
- **Safety Wear:** Certain jobs require employees to wear specific clothing and accessories for safety. Common examples include reflective-coloured and protective clothing, steel capped boots and a hard hat. This may be required for the employer to comply with Australia Workplace Safety Laws and is compulsory.
- You will need to become familiar with the Mackay Hospital and Health Services workplace policies relating to Equal Employment Opportunity, Anti-Discrimination, Bullying and Harassment. These policies will be explained in your orientation process.

Australian Slang and Social Customs

There are very few social customs which apply only in Australia. However, in some cases, there are differences in emphasis or approach compared to practices in other countries.

While English is Australia's national language, there are certain words and expressions that have become regarded as uniquely Australian through common usage (called "slang"), and some of them might seem strange or confusing to new arrivals. For example, 'barbie' for a barbeque, 'arvo' for afternoon, 'Aussie' for Australian.

If unsure what a person means by their words or actions, it is important to ask either that person or a friend, neighbour or work colleague for clarification.

Final Words...

Below is some additional information which you may find useful

To download Mackay Regional Council's "Welcome to Mackay" Booklet please visit their website at https://www.mackay.qld.gov.au/residents/home_and_suburb/moving_to_mackay

To download Mackay Tourism's "Mackay Relocation Pack" please visit their website at <https://www.mackayregion.com/> You can also download the Mackay-Isaac Travel Planner here.

Mackay's Visitors Information Centre are located at

- Mackay Visitors Information Centre, The Mill, 320 Nebo Road
- Town Hall Visitors Information Centre, Sydney Street, Mackay

They are open 7 days a week and the contact number is 1300 130 001 or 4944 5888.

To access the Moving to Australia information please visit their website at <http://movingtoaustralia.com.au/>

We hope you find the information included in this booklet useful. As mentioned earlier, if you have any questions or would like further information on any topic in relation to relocating to the Mackay region, please do not hesitate contact us on phone (07) 4885 7516 or email MHHS_candidateliaison@health.qld.gov.au