

Work with Us

Team Darling Downs Health

Toowoomba



Darling Downs Health

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Front cover photograph - Toowoomba Carnival of Flowers - 2021, courtesy of Tourism and Events Queensland.



Acknowledgement of Traditional Owners

Darling Downs Health acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Darling Downs Health is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



Strength in Diversity

Darling Downs Health is committed to providing a diverse, safe and inclusive workplace for our people and the community. We are not all the same and that is our greatest strength.

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Welcome

to Darling Downs Health

'Caring for our communities - Healthier Together'

Darling Downs Health provides exceptional patient centred care to 300,000 people in public hospitals across 30 facilities. We have a large geographical imprint of a 90,000 square kilometre radius with a large regional referral hospital, an extended inpatient mental health service, 3 medium sized regional hub hospitals, 11 rural hospitals, 4 multipurpose health services, a primary health care clinic, a community care unit, 2 general practices and 6 residential aged care facilities.

Our vision, 'Caring for our communities – Healthier Together' provides the framework for what we want to achieve and the choices we make in improving our community's health and wellbeing.

Our values – *compassion, integrity, dignity, innovation, and courage* – define how we provide care to meet the needs of our community which include health issues associated with ageing, obesity, chronic disease and low socioeconomic status.

Darling Downs Health has over 6,000 hardworking, innovative and compassionate staff employed in full-time, part-time and casual positions. We are one of the largest employers in the region!

At Darling Downs Health innovative ideas are strongly encouraged, career progression is supported by managers, annually hard-working employees are recognised, health and wellbeing is a focus and our staff thrive in a strong, value-based culture throughout our facilities.





Over **210,000**

emergency department presentations



Almost 3,000 babies born



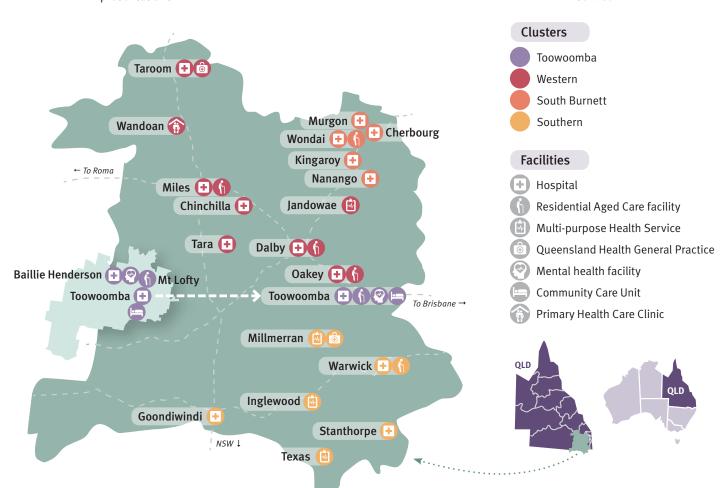
Over **15,000**

women having breastscreens



Over **410,000**

outpatient occasions of service



OUR VALUES



Compassion

We engage with others and demonstrate empathy, care, kindness, support and understanding



Integrity

We are open, honest, approachable, equitable and consistent in everything we do



Dignity

We treat others with respect, display reasonableness and take pride in what we do



Innovation

We embrace change and strive to know more, learn more and do better



Courage

We respectfully question for clarity and have the strength and confidence to Speak Up

Our Board and Chief Executive



Dr Dennis Campbell *Toowoomba (Chair)*



Dr Ross Hetherington *Southern Downs*



Ms Trish Leddington-Hill Western Downs



Ms Marie PietschSouthern Downs



Professor Julie Cotter
Toowoomba



Professor Maree Toombs
Toowoomba



Dr Stephen HarropSouthern Downs



Mr Terrence Kehoe
Toowoomba



Ms Merrilyn StrohfeldtSouth Burnett





This recruitment magazine is a great opportunity to showcase our exceptional patient-centred care, our connection to community and the people we care for.

Our people are our greatest asset and we know the importance of supporting their health and wellness, so they can continue to provide the best possible care for our communities. We support the holistic health of our people – from what we fuel our bodies with, to making exercise a priority, to looking after our mental health and tracking our progress.

We are one of the best performing health services in the state and I am proud of the dignity, innovation, compassion, integrity, and courage of our people. We're humble, we don't always seek recognition, and we provide outstanding patient-centred care.

We are #teamdarlingdownshealth.

Annette ScottDarling Downs Health Chief Executive

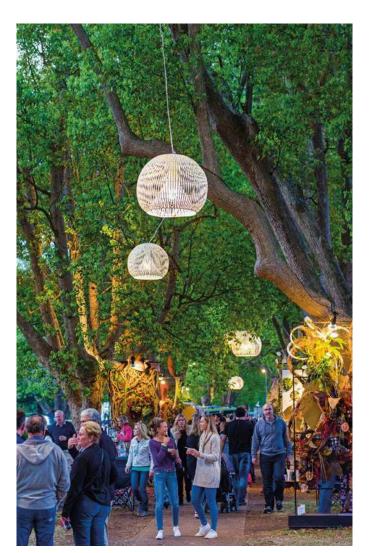


Darling Downs Health region has an average daily temperature range of **12.0c to 26.0c** and an average rainfall of **665mm**.



Did you know Toowoomba is referred to as the Garden City?

The *Carnival of Flowers* began in 1949 to promote the struggling city following the hardships of World War II. Since its inception, the carnival has grown to a 10-day event including a floral parade, food and wine festival, walking history tours, sideshow alley and garden competitions throughout the city. Make sure to visit the Botanical Garden at Queens Park and Laurel Bank Park during the month of September to see the beautiful flower arrangements.





From Toowoomba to the world!

Toowoomba has an airport with direct flights to Townsville, Darwin, Western Queensland and Sydney.

Toowoomba is just a 90-minute drive from Brisbane and 129 minutes to the Gold Coast!





August

Delicious food, performances and displays to enjoy at the Language and Culture Festival.

November

Date night! Head to the **Empire Theatre** with your loved one to watch a show!

September

High Tea, raising funds for Breast Cancer Awareness.

Attend the Carnival of Flowers Parade, Food and Wine Festival and Weetwood Racing Carnival.



October

Stroll through the city and immerse yourself in the street art on display.

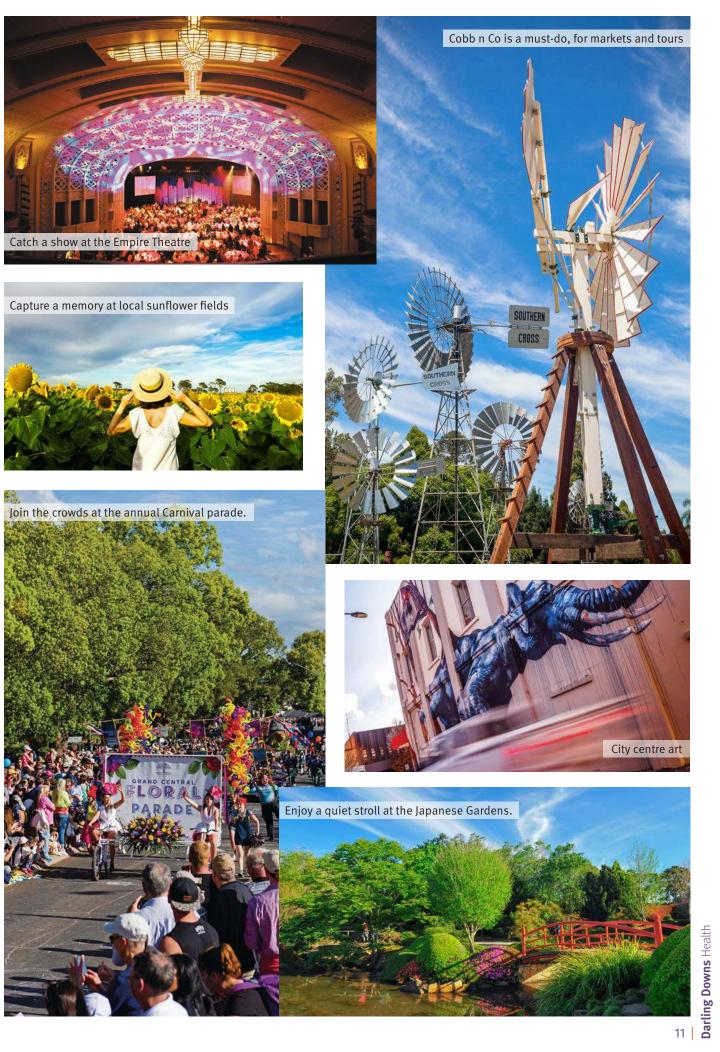


Weekends

Get involved with a local **Park Run**, held at two different locations every Saturday morning.

Sundays

Restock your pantry and fridge with fresh and locally grown produce from the local markets.









Dr Hwee Sin Chong



Dr Liam Flynn



Dr Christopher Cowling



Andrea Nagle

our Executive team

Greg Neilson

Executive Director Mental Health

In one sentence, describe your job:

Overall accountability for the performance of Darling Downs Health Mental Health Alcohol and Other Drugs Services.

Why did you choose a career in health?

A career in health stemmed from my overall interest in people.

What do you love about the Darling Downs region?

This region offers the best of a universal city and country feel with genuine down to earth people who care about their communities.

Dr Hwee Sin Chong

Executive Director Queensland Rural Medical Service

In one sentence, describe your job:

I am responsible for several medical specialty training pathways and provide advice to Queensland Health departments including medical industrial relations negotiations, in order to develop an appropriate medical workforce for the needs of rural and remote Queensland.

Why did you choose a career in health?

Healthcare is critical to everyone. It's a great privilege to help those around me while contributing to such a precious and necessary service.

What do you love about the Darling Downs region?

The people are so lovely, and our towns all have a unique charm, beauty and there are natural wonders to be found.

Dr Liam Flynn

Executive Director Medical Services

In one sentence, describe your job:

My job is to be the professional lead for doctors in Darling Downs Health, including opportunities for service development, growing our medical workforce and providing support for doctors at all stages in their careers.

Why did you choose a career in health?

I chose a career in health as it is a great way to make a positive difference to both individuals and the community. Health is a broad field, and the capacity to contribute in many ways in many contexts means that there is always some way to help.

What do you love about the Darling Downs region?

I love the opportunities the Darling Downs provides, with the wide open spaces, ability to engage with nature and great facilities for families.

Dr Christopher Cowling

Executive Director Rural

In one sentence, describe your job:

Supporting our wonderful Rural workforce to deliver high quality care closer to home.

Why did you choose a career in health?

I have always enjoyed the intersection of science and working with people. I was attracted to health because it allowed me to combine these two interests in a way that supports not only the health of the individual but the community, particularly rural and remote communities.

What do you love about the Darling Downs region?

The Darling Downs region has such diversity. Diversity of people, of environment, of geography and of opportunity. This combination creates a fantastic region in which to raise a family, and to enjoy living in a connected community with so many great cultural, sporting, agricultural and community events. The FarmFest Field Days and Toowoomba Carnival of Flowers are two of my favourites.

Andrea Nagle

Executive Director Nursing & Midwifery Services

In one sentence, describe your job:

My role is the professional lead for nursing and midwifery for all of Darling Downs Health nurses and midwives. I also hold operational responsibility for our Public Health Unit and Community and Oral Health Service, including our Nurse Navigators.

Why did you choose a career in health?

I always knew my career would be in health, but I never imagined I'd be in the role I am now.

What do you love about the Darling Downs region?

I love how we have everything we need right here without the craziness of a big city. We have open spaces, and beautiful places to experience whenever you feel like exploring.

Andrew Day

A/Executive Director Allied Health

In one sentence, describe your job:

The EDAH ensures the Allied Health workforce across the HHS is integrated with the health system and is well supported to provide high quality care for our patients, consumers, and communities.

Why did you choose a career in health?

A career in Health allows me to contribute to the lives of others and our wider community in a meaningful way.







Jane Ranger



Dave Pugsley



Kylie Pippos



Louise Van Every



Rachel Phillips

What do you love about the Darling Downs region?

The Darling Downs region appeals to me as an excellent location to live as part of a community and is a prime gateway to the beautiful New England area and has easy access to the coast, the city, and the country. The Darling Downs region is a wonderful area to raise a family without the bustle of a big city.

Jane Ranger

Chief Finance Officer

In one sentence, describe your job:

I am responsible for providing single-point accountability for the Finance Division including Finance Control, information access and Business Analysis and Development areas ensuring practical financial management of Darling Downs Health.

Why did you choose a career in health?

I have worked in many different industries, including banking, manufacturing, hospitality, transport and the building industry. Health is the most complex, changing and challenging but rewarding industry where my contribution, like everyone in our team, really counts.

What do you love about the Darling Downs region?

Living in the Darling Downs region, I have the country lifestyle Hove.

Dave Pugsley

A/Executive Director Infrastructure

In one sentence, describe your job:

Accountable for the Health Services' infrastructure projects, ICT portfolio, asset management and maitnenance priorities.

Why did you choose a career in health?

I am passionate about contributing to healthcare outcomes in Queensland communities. Health offers a diverse range of disciplines and working environments that provide opportunities to actively influence improvements in the lives of Queenslanders, whether working on the front line or through support role functions.

What do you love about the Darling Downs region?

The beautiful country, the people, the weather, the culture, the food and the country community.

Kylie Pippos

Executive Director People and Culture

In one sentence, describe your job:

I lead the People and Culture teams which provide supporting functions for our services including Workplace Relations, Health, Safety and Wellbeing, Recruitment and Attraction, Learning and Development and Culture and Capability.

Why did you choose a career in health?

A number of my immediate family work in healthcare. I wanted to use my profession (HR) to support the amazing work our healthcare workers do.

What do you love about the Darling Downs region?

The relaxed way of living – so different from where I have come from!

Louise Van Every

A/Executive Director Transformation **Analytics and Governance**

In one sentence, describe your job:

My role gets to lead and work with amazing people who are passionate about delivering excellent care to the Darling Downs community. I manage the Allied Health Professionals as well as a range of specific services including The Breast Screen Program, Allied Health Education and Training and Community Care Services.

Why did you choose a career in health?

I have always enjoyed knowing peoples stories and trying to find solutions to problems. A career in health ticked these boxes for me. The other great thing about working in health is that no day is ever the same so there is always something to learn.

What do you love about the Darling Downs region?

The connectiveness in the community and the beautiful natural environment and surrounds makes the Darling Downs a special place to live. There is always something to do or explore here.

Rachel Phillips

Executive Director Toowoomba Hospital

In one sentence, describe your job:

I oversee the management of services at Toowoomba Hospital.

Why did you choose a career in health?

Serving the community is a core value of mine.

What do you love about the Darling Downs region?

The beauty of the environment and the community spirit.

TOOWOOMBA'S

three office locations

Toowoomba Hospital

Toowoomba Hospital, located on Pechey Street, is the main regional hospital for Darling Downs Health. It has nearly 340 beds and 8 operating theatres. The five clinical service groups include medical, women's and children's, patient flow, surgical and cancer care, and clinical support.



Baillie Henderson Hospital

Baillie Henderson Hospital

The Baillie Henderson Hospital campus is set on 75 hectares and is about three kilometres from Toowoomba. The hospital has a number of active wards that provide Extended Inpatient Services to medium and long term inpatient assessment, treatment and rehabilitation of individuals who are unwell or disabled by their mental disorders.

The remainder of the campus is administration, maintenance and operational services with offices in heritage-listed buildings. The grounds and buildings are beautiful, surrounded by lush green grass and native bunya trees. Wellness walks and taking breaks outside are encouraged.

Wellbean Co cafe is located at Toowoomba Hospital and Baillie Henderson Hospital. The cafe is operated by Toowoomba Hospital Foundation, who cater to our staff's coffee and food needs. The cafe offers a range of hot and cold drinks and fresh healthy food from locally sourced ingredients by our qualified chefs and baristas.



Mt Lofty Heights Nursing Home has 40 beds comprising of 20 dementia-specific, 19 frail aged and one respite bed. Mt Lofty sits on beautiful tended grounds overlooking Toowoomba. The facility has a resident dog, guinea pigs and birds. The facility also has a fully catered function room and has operational staff on site.



Jo Hiscock

Introducing a passionate advocate for men's health, gardening enthusiast and prostate cancer specialist nurse at the Toowoomba Hospital.

We sat down with Jo to find out how her role has been going and why she advocates for the Toowoomba lifestyle!

As a prostate cancer specialist nurse, what do you do?

I see men, both those who have been newly diagnosed and those who have been diagnosed for some time, to provide support and information about their disease and treatments. It's a very complex and ever-changing subject. I talk to them about the issues they may be facing and the decisions they need to make.

The outcomes of treatment can result in very, very personal problems. And I try and help with those problems. It can be very devastating for a lot of men. You have to build up the trust with them to find out the issues they may be facing, in order to provide that help.

How many men do you think you have helped?

It would be well over 250 men. There's a lot of men out there facing these issues. At any one time, I would have about 40 men I am actively seeing. There's been a few times now, people have said to me, 'I don't know what I would have done without your support'. And that's wonderful to hear and know that I'm making a difference.

What are some of the more difficult parts of the role?

Often with prostate cancer, when it is in the early stages and localised, there are no symptoms at all. We see big, burly men and they've had no lumps and no issues with their waterworks, and yet they are faced with this wretched cancer diagnosis.



What sparked your interest in men's health and this role, in particular?

I've always had an interest in men's health and making sure men look after themselves. Most men don't speak up and in some ways, I think we need to advocate for them.

I've had some good male role models in my life. I've got two sons myself, and a very good husband – and they need to be looked after just the rest of the men out there!

Working at Toowoomba Hospital, how do you find a work life balance?

I have a good position at the Toowoomba Hospital and I work with a great group of people. I have a great manager who sees the importance of a work life balance.

I believe it is also important to manage your time effectively and be efficient in what you do. By doing this I am able to finish my work tasks within my rostered hours and head home to enjoy my garden.

How long have you lived in Toowoomba?

I grew up in Oakey, which isn't far from Toowoomba at all. My family and I moved to Toowoomba in approximately 1986 and have greatly enjoyed living here. I spend my weekends gardening, visiting and admiring the gardens around the city and spending time with friends and family. Toowoomba has such potential for growth, it truly is a beautiful city and provides a great lifestyle for all ages.

ENJOYING A HEALTHIER, HAPPIER LIFESTYLE

Leanne Reynolds thought she knew what she was getting for her fiftieth birthday last year.

After all, she had picked the jewellery out herself – alongside husband Chris.

And as expected, on the big day, the small beautifully wrapped and ribboned box was waiting to reveal the precious prize within.

What Leanne didn't know was that a second gift was waiting for her ... in the garage.

"I'd been complaining about being unfit and wanting to make a change," Leanne, who is a Clinical Nurse in the Child, Youth and Family Health department of Toowoomba Hospital, explained.

"Chris had been researching electric bikes, and he thought an e-bike might be just what I needed to make exercising part of my day-to-day routine by riding to work," she said.

"I was so excited when I saw the bike and I couldn't wait to get started."

Leanne adopted a healthier diet, swapped the car for the bike, and hasn't looked back. So far, she has lost 18 kilograms, increased her fitness level and gained numerous other benefits.

"Just making that commitment to ride in the morning makes such a big difference to my day," Leanne said.

"Riding gives me an enormous sense of wellbeing by connecting me to the environment and the community," she said.

"My route takes me through Queens Park, where I say hello to the gardeners and watch as the plants and floral displays grow and change throughout the seasons.

"I've got to know other people who are out walking, riding, or giving their dogs a run in the off-leash area of the park.

"The incidental exercise promotes the release of endorphins (the body's feel-good chemicals) and sets me up for an active day while clearing my head and putting me in a great mood."

The benefits continue when Leanne arrives to work and doesn't have to worry about the hassle of finding and paying for a car park.

She has also had a positive impact on colleagues, some of whom have also started riding to work.

"I think it sets a great example for patients and visitors too," Leanne said.

"As child health workers we are seeing increasing levels of childhood obesity, and by getting fit and healthy ourselves we can show how fun and beneficial an active lifestyle can be."

Other benefits have included setting a good example of a healthy lifestyle for her two children, and reducing her environmental footprint.

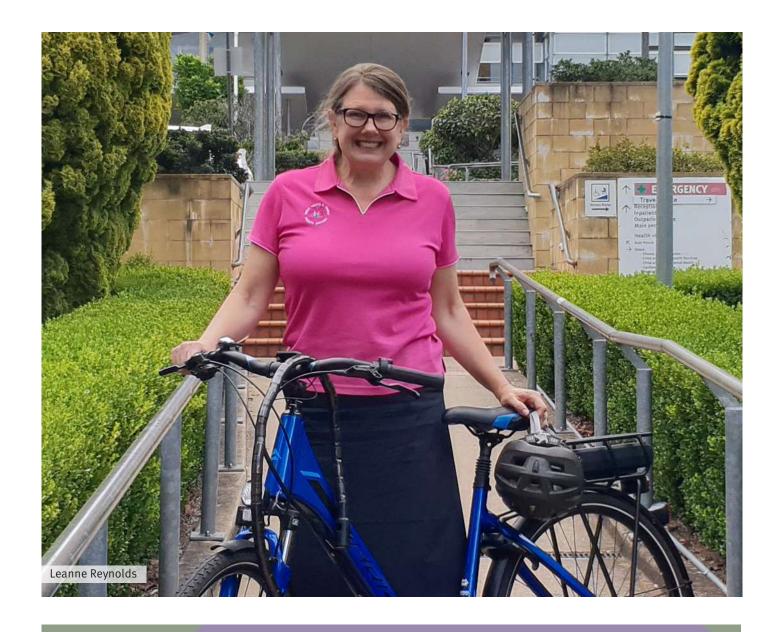
Leanne said she was surprised to find there were no barriers to adopting a ride-to-work routine.

"Previously I thought it would take me longer to get to work, I was worried I wouldn't get home in time to meet the kids after school, and I had concerns about riding in traffic and weather," she said.

"I have found that it takes me the same amount of time to get to work, it only takes me five minutes longer to get home (it is an uphill ride for part of the way), there are dedicated bike lanes on my route to separate me from traffic and a simple light-weight weather-proof jacket is all I need to keep me dry on rainy days.

"On very hot days, I can use the bikes' electric motor to supplement my physical effort and allow an extra five or 10 minutes to freshen up in the bathroom and change clothes before work.

Cycling has brought so much joy and positivity into Leanne's life, she is looking for ways to increase her usage of the e-bike and leave the car at home. It seems this unexpected birthday present truly has been a gift that keeps on giving.



Darling Downs Health Wellness Program

The **Darling Downs Health Wellness program** encourages staff to make healthy lifestyle choices. The program provides staff with a broad range of information regarding physical, nutritional, emotional and financial wellbeing. The staff internet page is filled with links to different diet options, physical activities ideas, creating healthy habits, mindfulness and meditation.

Toowoomba Darling Downs Health employees also have many discounts to gyms and health facilities across the city. Employees also have access to the Fitness Passport program which allows staff and family discounts to gyms and health facilities across the state.



Kaitlin Martin

As the first female electrical apprentice at Darling Downs Health, **Kaitlin Martin** is enjoying a hands-on career in healthcare, all while inspiring others.

Caring for others runs in the Martin family, which has two Registered Nurses and two Assistants in Nursing (AIN).

When it was time for Kaitlin to choose her career path, she knew she wanted to follow in a similar but slightly different footpath.

"I've always grown up around hospitals as my family are all nurses. But I wanted to do something a bit more hands-on," she said.

So she joined Darling Downs Health as a first-year apprentice in 2022, and for her first time on the tools, is already nailing it

"It's been really good so far and I'm definitely enjoying the work. I've been installing power outlets and testing systems."



But Kaitlin is also enjoying the change of scenery Toowoomba is providing, after previously living in Sydney and on the Gold Coast.

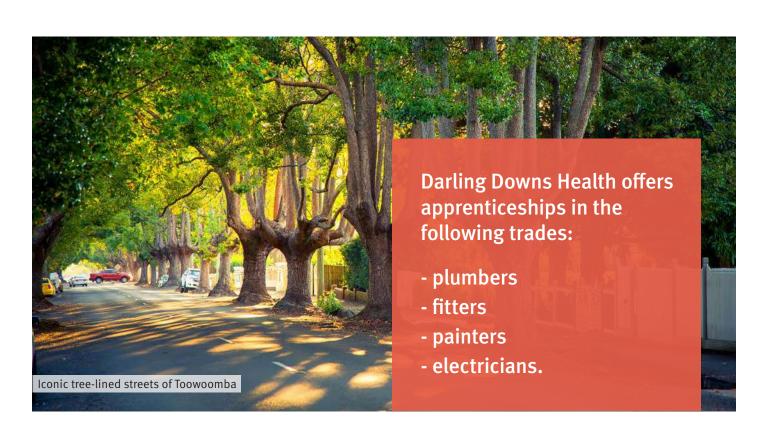
"It's a close-knit community that's also a really beautiful place to live in. And the commute is much quicker than it was in Sydney which is nice!"

"Since moving to Toowoomba I've joined a soccer and hockey team which has been a great way to make new friends."

As Kaitlin kicks goals on the field and in the workplace, she's hoping to inspire other females keen to enter the industry.

"I want to be the first of many female electrical apprentices at Darling Downs Health."

"I'd love to pave the way and open it up to more women that will eventually come through because it's a fantastic opportunity."





Agnes Wright

As a little girl growing up in Papua New Guinea, **Agnes Wright** had a big dream – to work in a job caring for people.

"The Papua New Guinean culture is very family orientated and there is a big focus on looking after one another," Agnes said.

"I knew when I grew up I wanted to find a job where I could help to take care of others."

Agnes moved to Australia in 2003 and began applying for jobs in the health care industry, with a focus on catering services.

"I wasn't having any success so I enrolled in a hospitality course at TAFE and studied for a year," she said.

"Soon after I was offered two jobs on the same day, and decided to take the position working in the kitchen at Bundaberg Hospital."

Agnes now works in the kitchen at Toowoomba Hospital, after relocating in 2012 to be closer to family.

"I love my job, it is different every day and I like that variety," she said.

"I fill a range of roles in the kitchen, from preparing sandwiches to working on the plating line, making sure every tray has the correct meal items.

"We cater for so many different patients that have specific dietary requirements – some have diabetes, some have allergies, some need soft foods and thickened fluids, some are vegetarian or vegan – and it is very important that we get the right foods to the right people.

"I also deliver food to the wards, which is nice because I like to talk to the patients.



"Some patients have few or no family or visitors and are in hospital for a long time, and they look forward to having a chat – it's just a few minutes of my time, but to them it's a big thing.

"We are here to look after our patients, and give them the care and attention they need."

As a gym enthusiast who lives an active lifestyle, Agnes also enjoys the physical element of her work.

"I am on my feet all day, my work involves a lot of walking and standing, but it is a good thing — I like it."

Agnes also enjoys working in a team and says she is lucky to have great supervisors and managers.

"They are all such nice people, it makes you look forward to coming to work every day," she said.

"I always thought it would be my dream job."

And Agnes is living her dream.

APPLY NOW

JOIN Team Darling Downs Health

We are one of the largest employers in the Darling Downs with a team of more than 6,000 people across 90,000 square kilometres. Our workforce is made up not only of clinicians – doctors, nurses, midwives, allied health; but also, of administration staff, maintenance and engineering, cleaners, gardeners and cooks. Everyone in our health service plays an important part and we're dedicated to making a difference.

Team Darling Downs Health provides a supportive, secure workplace to build your career. You are supported through online training to increase your understanding of the expectations of Darling Downs Health, provided with top remuneration packages to match your experience, generous leave loading and shift work penalty rates. Darling Downs Health is committed to supporting and promoting the wellness of our employees and offer a Staff Wellness program that provides holistic wellbeing strategies to make informed healthy lifestyle choices.

Darling Downs Health is an inclusive organisation and encourage applicants representing all genders, ethnicities, ages, language, sexual orientations and people with disability, family responsibilities, to apply to work for us.

Our recruitment process

Visit www.smartjobs.qld.gov.au for all our latest recruitment opportunities.

If we love what you submit to us, you may be offered a formal interview.

You will need to provide documents and references for our checking. We will also need to undertake pre-employment requirements.



If there are no current positions advertised in your chosen field, you can still apply to work for Darling Downs Health by scanning the QR Code.



For more information about working for us

Visit www.darlingdowns.health.qld.gov.au/careers

FOLLOW US on social media



When you apply for a job, we get to learn all about you – your experience, education and skills. So, it's only fair that you get to know more about us!

We're active on a number of social media platforms including LinkedIn, Facebook and Instagram. Follow us to stay up to date with our latest career opportunities, hospital news, project updates and staff achievements.



We'd love to connect with you.

Follow our social pages to see how our dedicated staff are making a difference in their communities across the Darling Downs.

To read more about what's happening across the health service, visit www.darlingdowns.health.qld.gov.au/about-us/our-stories

NOTES

