

# Living and Working on the Fraser Coast





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# Welcome

Firstly, I would like to thank you for considering a career, and ultimately a lifestyle, with Wide Bay Hospital and Health Service (WBHHS). The Wide Bay is an exceptional place to live, with an enviable climate and a relaxed lifestyle. We are home to vibrant regional centres, beautiful stretches of coastline, strong farming communities and peaceful bushland. It is this diverse and welcoming environment that makes the Wide Bay so appealing to live and work.

WBHHS is responsible for the delivery of public hospital and health services including medical, surgical, emergency, obstetrics and gynaecology, orthopaedics, renal, anaesthetics, cancer care, intensive care, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services to people residing in the geographical area which incorporates the North Burnett, Bundaberg and Fraser Coast local government areas and part of the Gladstone local government area (Miriam Vale).

We strive to deliver quality health care for the Wide Bay region in a way that responds to community needs and provides the right service, at the right time, in the right place. We also take seriously our mandate to support people in the region to live the healthiest lives possible. These sentiments are reflected through our 2018-2020 Strategic Plan, '[Care Comes First...Through Patients' eyes](#)'.

The Wide Bay faces significant health challenges, including a rapidly aging population, high rates of cancer, obesity and chronic disease, high levels of psychological distress and high rates of unemployment and socioeconomic disadvantage.

We anticipate that there will be a substantial increase in service demand by 2026, including potentially doubling demand for emergency care. As such, over the next five years we will continue to invest in our hospitals and increase our capacity while also improving our community-based services to reduce added pressure on hospitals.

Already, progress has been made towards establishing a new or significantly refurbished Bundaberg Hospital, which will include increased access to sub-specialty Level 5 services and will ultimately minimise the need for patients to travel outside of the region to receive care. In addition to an upgraded hospital, we hope to have an integrated health campus by 2022, to provide training and research in clinical medicine and allied health.

Our new \$44 million Hervey Bay Emergency department opened in early 2019 and we have made a \$10 million commitment to upgrade both the Specialist Outpatients and Emergency departments in Maryborough with plans also underway for a \$10 million refurbished sub-acute older persons mental health unit. Mental health continues to be a strong focus for us with a new Step Up Step Down facility commissioned for Bundaberg and a new 22-bed acute mental health unit proposed for Hervey Bay.

At WBHHS, we recognise that our highly-trained and motivated workforce are our greatest asset, and this is why we continue to invest in developing and empowering our staff to ensure they deliver best practice in healthcare. We value innovation and diversity and support our team members to grow and progress in their careers. In return, we expect our staff to be friendly and welcoming, professional, committed, open, honest, ethical and safe.

If you are committed to putting patient care first then I challenge you to take a chance, progress your career, and discover all that WBHHS has to offer you. With WBHHS you can experience personal and professional satisfaction knowing you are making a positive impact to the healthcare outcomes of your community.



Debbie Carroll  
Chief Executive  
Wide Bay Hospital and Health Service

# Wide Bay Hospital and Health Service

Wide Bay Hospital and Health Service (WBHHS) is an independent statutory body governed by the Wide Bay Hospital and Health Board, which reports to the Minister for Health and Minister for Ambulance Services.

WBHHS is responsible for the delivery of quality, patient and family-focused public hospital and health services for about 220,000 people over a geographical area of approximately 37,000 square kilometres. These services are provided through our Bundaberg, Hervey Bay and Maryborough hospitals as well as our rural facilities located in Biggenden, Childers, Eidsvold, Gin Gin, Gayndah, Monto, Mount Perry and Mundubbera.

Demographically, it is a high-needs area, given its comparatively low socioeconomic status and high proportion of residents aged 65 and older. The region also carries some significant health risk factors, with high rates of smoking, obesity, mental illness and risky drinking. These combined demographic and behavioural risk factors place significant demands on the public health sector.

WBHHS provides acute inpatient, outpatient, mental health, cancer care, oral health and a range of specialist, community and outreach services. We also partner with various external organisations to supplement and support specialist services to the Wide Bay community. This helps our patients to be seen cost-effectively and within clinically recommended timeframes, which improves their health outcomes.

Overwhelmingly, our contracts with external providers have enabled WBHHS to provide local services for local people, reducing or removing their need to travel outside the region. Our partnerships to deliver specialist services include radiation oncology; ear, nose and throat surgery; cataract surgery; and cardiac angiography.

Our workforce is made up of over 3,000 full time equivalent staff, with about two thirds of these staff in clinical roles.

You can find out more about WBHHS on our website ([www.health.qld.gov.au/widebay](http://www.health.qld.gov.au/widebay)).

## Education, Training & Research

WBHHS is very committed to ensuring a wide range of education opportunities and experiences are accessible to all staff, including simulation, conferences, grand rounds, satellite broadcasts, mentoring succession planning, ward-based education calendars and mock scenarios.

We have a number of purpose built adult and paediatric simulation laboratories and pocket sites within the district, and work closely with the clinical Skills Development Services regarding the provision of locally based simulation programs. We also work collaboratively with a number of universities and non-government organisations with regard to joint education and research project.

Research is encouraged and supported at all levels within WBHHS, with various support mechanisms available to assist those wishing to undertake research.



# Hervey Bay Hospital

Hervey Bay Hospital is the acute facility on the Fraser Coast and works in close partnership with Maryborough Hospital to deliver high quality health care to the community.

A comprehensive range of health care services are available including acute inpatient and outpatient services, community health, oral health and community mental health services, some of which are provided on off campus sites including 'The Village.'

In 2019, an expanded, state-of-the-art Emergency Department and Clinical Decisions Unit were opened on the ground floor of a new \$44.66 million three-story facility that also incorporates education and training facilities and space for future inpatient services. A 12-bed medical ward was also opened.

Construction is now underway on a \$39.61 million Acute Mental Health Inpatient Unit project, which includes a new 22-bed acute inpatient unit at Hervey Bay Hospital and refurbishing the existing mental health inpatient unit at Maryborough Hospital into a new 10-bed sub-acute older people's mental health unit.

The Fraser Coast has also benefited from the establishment of a UQ teaching & learning Centre, a Cancer Care Centre and expansion of the Oral Health facilities.

Since the doors first opened on the current site in 1997, Hervey Bay Hospital has built a reputation for excellence especially in professional education.

The service attracts medical and nursing programs in conjunction with the University of Queensland (UQ), University of Southern Queensland (USQ), University of the Sunshine Coast (USC), Central Queensland University (CQU), and Queensland University of Technology (QUT).

## Location of Hervey Bay Hospital

### Physical Address:

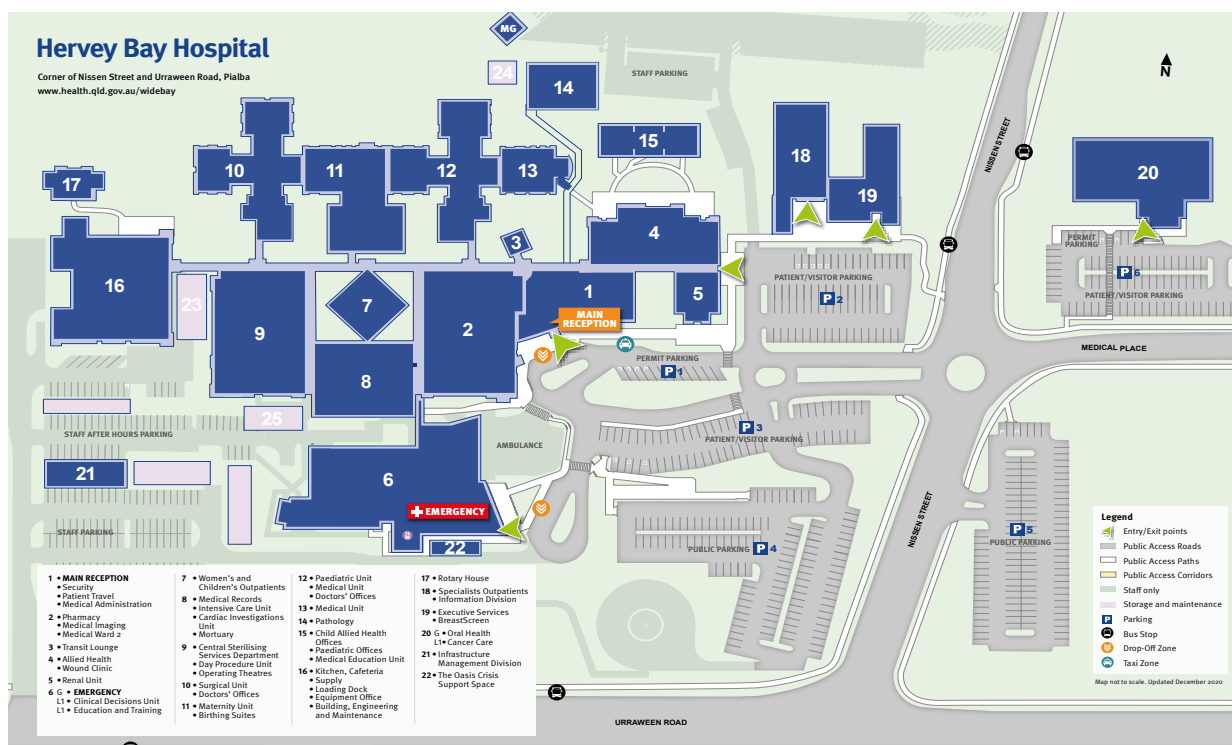
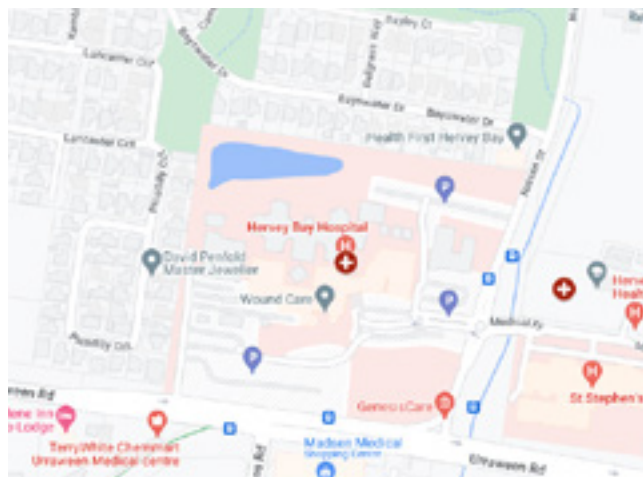
Cnr Nissen St & Urraween Rd  
Hervey Bay, QLD 4655

### Postal Address:

PO Box 592  
Hervey Bay QLD 4655

### General Phone

+61 7 4325 6666





# Maryborough Hospital

Maryborough Hospital provides an extensive range of services to the local community and works in partnership with Hervey Bay Hospital in addressing the needs of the population.

Maryborough Hospital provides services including sub-acute inpatient care, acute inpatient mental Health as well as community-based services such as mental, allied and oral health.

2019 & 2020 saw the completion and opening of an upgraded emergency department, refurbished specialist outpatients department and main reception area at Maryborough Hospital, as part of a \$14.37 million project. Construction is now underway to refurbish the existing mental health inpatient unit into a new 10-bed sub-acute older people's mental health unit.

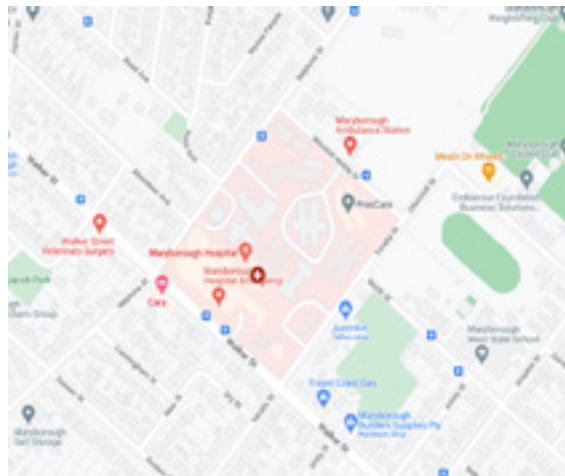
## Location of Maryborough Hospital

### Physical & Postal Address:

185 Walker Street  
Maryborough QLD 4650

### General Phone

+61 7 4122 8222





## About the Fraser Coast and Wide Bay

The Wide Bay is a stunning and diverse region in Queensland, Australia known for its relaxed, family-friendly lifestyle. Bundaberg, or Bundy as the locals call it, is the gateway to the Southern Great Barrier Reef, while the neighbouring Fraser Coast, which incorporates twin cities Maryborough and Hervey Bay, is known for its history, culture, sheltered beaches, incredible whale watching encounters and the breathtaking K'gari Fraser Island.

Away from the coastline and into the countryside you will find scenic farming land, rugged mountain ranges and National Parks. The many lakes, rivers and dams provide the perfect waterside locations for camping, hiking, swimming, fishing and water sports and the back roads and tracks are perfect for horse riding, trailbikes and four-wheel driving. With all this and more the Wide Bay is the perfect place to call home.

The Fraser Coast is a local government area with a combined estimated population of over 104,000 people. It is approximately three and a half hours drive, or a quick 45-minute flight, north of the state's capital Brisbane. The local economy thrives on tourism which is primarily based around whale watching, ferry access to K'gari Fraser Island, recreational fishing and boating as well as the abundance of museums and art galleries.

The Fraser Coast offers an irresistible nature-based playground featuring marine parks, wetlands, ancient rainforests, native woodlands and a stunning coastline of pristine, white sandy beaches as well as the picturesque Mary River.

Maryborough is one of the oldest provincial cities in the country with history visibly entrenched in its colonial architecture, museums and monuments. The city also has stunning gardens and parklands as well as a first-class theatre and fine dining. Meanwhile Hervey Bay is a water lovers' paradise, with life centred along the vibrant esplanade.

With all this and more, there is no shortage of things to see and do in the Fraser Coast.







## Places to visit

The Fraser Coast region has so much to offer families, couples and individuals alike.

Just a short ferry ride away from Hervey Bay, you can immerse yourself in ancient rainforests, swim in freshwater lakes, be amazed by spectacular sand formations, investigate the rusting hulk of the [Maheno shipwreck](#), buckle up for four-wheel driving adventures along the beach and get up close to wild dingoes on the iconic [World-Heritage Listed Fraser Island](#), the world's largest sand island.

The region is well known for its endless stretches of [beaches](#), and the esplanade at Hervey Bay is dotted with parks, playgrounds, picnic areas, piers, cafes, restaurants and shops as well as the a free waterpark called [WetSide Water Education Park](#).

The Fraser Coast is the gateway to the [Southern Great Barrier Reef](#) where a surreal underwater oasis of vibrant coral cays and an abundance of marine life waits for you, perfect for first-time snorkelers and experienced divers alike. Just a short 40-minute scenic flight from Hervey Bay airport will see you touch down on the 45-hectare coral cay of [Lady Elliot Island](#).

Neighbouring Lady Musgrave Island and its 3,000 acres of living reef are just a day cruise away from the Bundaberg Port Marina (about 90 minutes' drive north of Hervey Bay) on board the [Lady Musgrave Island Experience](#). Regardless of which island you visit, you are sure to enjoy your time swimming in the sun-soaked, turquoise water alongside turtles, giant manta ray, dolphins and reef sharks and looking out for Nemo and all of his friends. The Southern Great Barrier Reef is truly where great begins!

While you are visiting Bundaberg, be sure to include a trip to Mon Repo and its [Turtle Centre](#) where you can witness the cycle of life and one of the true wonders of the natural world, as majestic sea turtles make their journey ashore to lay (November – January) and hatchlings find their way home to the ocean (January – March).

Animal lovers will enjoy a visit to the [Fraser Coast Wildlife Sanctuary](#) in Maryborough, where you can feed kangaroos, howl with the dingoes and laugh with the kookaburras, and the [Reefworld Aquarium](#), located right on the beautiful foreshores of Hervey Bay where you can see colourful tropical fish, sharks, turtles and more. Just down the highway in neighbouring Childers, you will find [Snakes Downunder Reptile Park & Zoo](#) which is home to snakes, lizards, frogs, crocodiles, kangaroos, koalas and meerkats. Nearby Flying High Bird Sanctuary, another family-favourite, is the largest walk-through free flight aviary in the country. The colourful Macaws and cheeky cassowary are sure to delight.

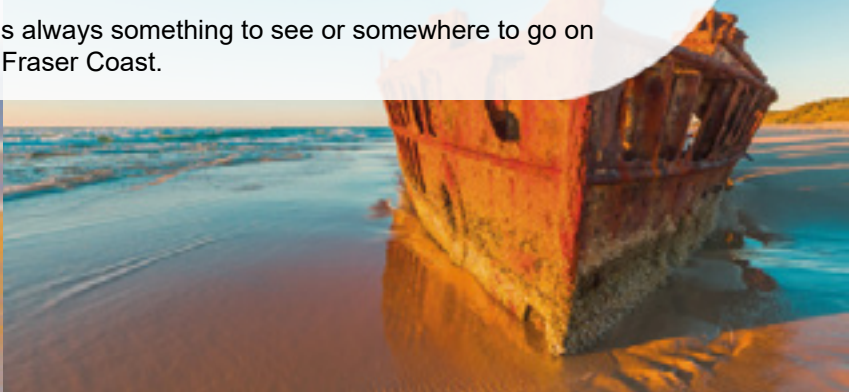
If you are looking for a great destination for a spot of fishing, a bushwalk, or perhaps a weekend away camping, you can't go past [Lake Lenthall](#). The lake is stocked with barramundi, Australian bass, golden and silver perch.

If you enjoy walking or cycling, there is an abundance of [recreational trails](#) across the region to keep you occupied for hours.

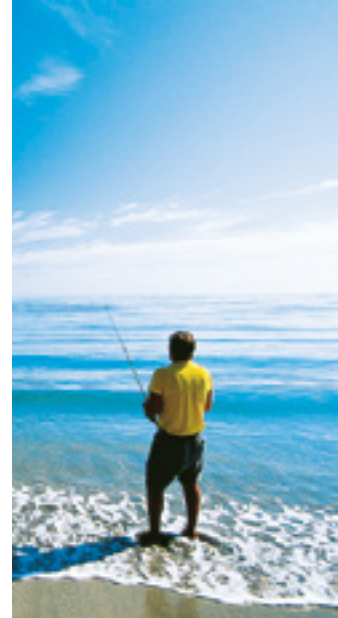
The Fraser Coast has over 100 [parks, playgrounds and recreational areas](#), including two botanic gardens.

The Hervey Bay Botanic Garden features 26 hectares of landscaped gardens and birdlife as well as an orchid house with a collection of around 20,000 orchids, and an open-air bush chapel. While visiting the park, be sure to take some time to feed the friendly lorikeets. Maryborough's heritage-listed Queens Park is home to [Mary Ann](#), a replica steam train that offers rides around the park and surrounding area every Thursday and on the last Sunday of each month.

From the coastline to the country, there is always something to see or somewhere to go on the Fraser Coast.







# Living on the Fraser Coast

## Recreation

Hervey Bay and the Fraser Coast is a water lovers' paradise that thrives on the tourism industry. Its sheltered waters create the perfect environment for swimming, sailing, fishing, diving, kayaking and skiing for both locals and visitors to enjoy.

Renowned as the home of the humpbacks and the gateway to K'gari Fraser Island, the Fraser Coast is also known for its fishing. Whether you prefer to cast your line in from the sandy shores or far-reaching piers in Hervey Bay, or want to take advantage of one of the many fishing charters on offer, the Fraser Coast has some of the best sports and game, sheltered beach and deep-sea fishing to be found in the country. Coral trout, emperor and snapper are just some of the deep-sea catches to be made via boat while flathead, whiting and bream are never too far from the shore line. If you are looking for more action, jump on board a [charter boat](#) and try your hand at reeling in mackerel, tuna, sailfish and Marlin.

The Fraser Coast has some excellent coral reefs that can be viewed from a glass bottom boat or [kayak](#) but if you prefer to delve a little deeper, you may like to dive the [HMAS Tobruk](#) wreck. You can also visit the [Susan River Homestead](#) for a horse ride through beautiful bushland.

The Fraser Coast is the place to be when the whales come out to play in the pristine waters of the bay from mid-July to late October. Hear their clicks and whistles and witness spectacular displays of breaching and tail flipping. For a truly unforgettable experience why not consider a tour where you can jump in the water and swim with them! No matter which [tour](#) you book you are sure to have a great day, with many offering buffet lunches so you won't go hungry while you sit back and enjoy watching these giants of the sea.

## Beaches

The Fraser Coast region boasts some of the most beautiful, family-friendly [beaches](#) in Australia. There is an abundance to choose from meaning finding the perfect place to surf, swim or snooze is a breeze!

Fraser Coast beaches are unique in that they are greatly influenced by K'gari Fraser Island and the Great Sandy Straits. The warm, sheltered waters provide safe swimming locations all year long. There is a pathway that runs the length of the esplanade from Point Vernon to the Marina at Urangan stretching some 16km for you to walk, ride, scoot or skate. Scattered along this area you will find many parks, playgrounds and picnic spots. At low tide, the water disappears back into the ocean, revealing a white sandy playground, perfect for a barefoot walk or a spot of beach cricket.

The beach is a dynamic, ever-changing environment. Although it can be very fun, it can also be unpredictable and dangerous to people who are unaware of the hazards. That's why some of the region's beaches are patrolled by tireless and dedicated Queensland Surf Lifesavers. Remember to always swim between the red and yellow flags on patrolled beaches and always take note of any safety signs that warn about hazards that may be present.

For more information about beach safety or to find out the water and weather conditions of a local beach, please visit the [Beachsafe](#) website.





## Entertainment

There is always plenty to keep you entertained on the Fraser Coast, from watching the latest movies at the [Big Screen Cinemas](#) or [Boat Club Cinema](#) in Hervey Bay or [@Cinemas](#) in Maryborough, to enjoying live performances and productions at the [Brolga Theatre](#) or [ZPac Theatre](#). Maryborough and Hervey Bay are rich with history and culture and this is reflected in the numerous [museums and art galleries](#) across the cities including the Bond Store Museum, Customs House, Portside, Gatakers Artspace, Hervey Bay Regional Gallery and more.

The Fraser Coast and surrounding areas also hold a number of annual festivals that celebrate fresh local produce and flavours, history and culture including the [Hervey Bay Seafood Festival](#), [Food n Groove Fridays](#), and [Whale Festival](#), [Relish Fraser Coast Food and Wine Festival](#), the [Fraser Coast Expo](#), [Torbanlea Picnic Races](#), [Teebar Campdraft and Rodeo](#), [Childers Festival](#), and of course the iconic [Mary Poppins Festival](#).

While you are jumping into the magical world of Mary Poppins in the birthplace of author P.L Travers, take a short stroll through heritage-listed Queens Park until you reach Cherry Tree Lane and you will find a life-sized bronze statue of Mary Poppins perched next to the former bank building where the author was born.

Live music performances are also regularly held across various local venues. For more information about [what's on](#) in the region be sure to check out the [Events](#) page and the [Our Fraser Coast](#) website. ([www.ourfrasercoast.com.au](http://www.ourfrasercoast.com.au))

## Dining

The Fraser Coast offers a diverse range of dining options, from fine dining to family-friendly restaurants, alfresco cafes and takeaway stores throughout the Maryborough and Hervey Bay CBD's, along the esplanade and across the wider region. Tempt your taste buds with fresh local produce, seafood and seasonal flavours. If you prefer to wine and dine (emphasis on the wine), take a sip at the many wineries, vineyards and breweries scattered in the rolling hills of the Fraser Coast hinterland.

The region offers an array of cuisines to suite all palettes from fresh local seafood and Australian pubs to Chinese, Thai, Indian, Italian, Mexican, and Japanese to name a few. The region also has several sporting clubs which offer 'bistro' style food, and often offer a courtesy bus service for picking up and dropping off guests.

For a quick glance at the Fraser Coast restaurant scene, check out [Trip Advisor's Top 10 Restaurants in Fraser Coast](#) recommendations and the [Visit Fraser Coast Foodie](#) recommendations.

For a comprehensive list of restaurants in the region, please search the [Yellow Pages](#) accordingly.







## Shopping

The Fraser Coast is a thriving shopping destination. From boutique style outlets to multi-national chains, you will find absolutely everything you need. Shopping is spread right along the esplanade, dotted from the Urangan Boat Harbour, through to Torquay, Scarness and Pialba and throughout the Hervey Bay and Maryborough CBDs.

The primary shopping centres on the Fraser Coast include Maryborough's [Station Square](#) and [Maryborough Central Shopping Centre](#), and Hervey Bay's [Stockland Hervey Bay](#), [Eli Waters Shopping Centre](#), [Pialba Place](#) and [Urangan Central Shopping Centre](#). All of these stores are open seven days a week and offer a variety of clothing, jewellery, electronics, beauty, grocery and other specialty stores as well as food outlets.

The city also boasts a number of department, sporting, furniture, electrical, bedding, craft, homewares and hardware stores such as Big W, Target, Kmart, Rebel Sport, Kathmandu, Fantastic Furniture, Vast Interior, Harvey Norman, The Good Guys, Better Home Living, Beds R Us, Forty Winks, Pillow Talk, Spotlight and Bunnings to name just a few.

There are also many boutique clothing, giftware, jewellery, homewares and other specialty stores throughout the region.



## Libraries

There are seven [libraries](#) within the wider Fraser Coast region with varying opening hours. They offer various programs for babies, toddlers, children and youth. For more information please contact your closest library directly:

- Burrum Heads (07) 4129 5237
- Hervey Bay (07) 4197 4220
- Hervey Bay Toy (07) 4197 4220
- Howard (07) 4129 4144
- Maryborough (07) 4190 5788
- Maryborough Toy (07) 4190 5893
- Tiaro (07) 4129 2453

## Markets

The Fraser Coast has a number of regular local markets catering to all of your craft and fresh local produce needs. The primary markets include:

- [Maryborough Heritage City Market](#) – every Thursday
- [Urangan Pier Park Community Markets](#) – every Wednesday and Saturday
- Nikenbah Markets – 1st and 3rd Sunday of the Month
- Koala Markets - 2nd and 4th Sunday of the Month
- Urangan Marina Twilight Markets – every Friday
- Torque Beachside Markets – 2nd and 4th Saturday
- Sunday in the Park – last Sunday of the month in Maryborough

Find out about these markets and others here: <https://www.frasercoastattractions.com.au/markets-guide/>



## Health and Wellbeing

### Fitness and aquatic centres

At Wide Bay Hospital and Health Service, we value the physical and mental health and wellbeing of our team members. That's why our employees have the opportunity to sign up for a [Fitness Passport](#), which allows employees and their family members access to a large number of fitness and aquatic centres both within the Fraser Coast and across the state.

There is an abundance of gyms across the Fraser Coast, including many 24-hour facilities. Below is a small selection of some of the facilities available to residents.

- [24HR](#)
- [Anytime Fitness Hervey Bay](#)
- [Anytime Fitness Maryborough](#)
- [Curves Hervey Bay](#)
- [Curves Maryborough](#)
- [F45](#)
- [Hervey Bay Aquatic Centre](#)
- [Hervey Bay Health Club](#)
- [Lifestyle 24](#)
- [Maryborough Aquatic Centre](#)
- [Snap Fitness Maryborough](#)



### Sporting clubs

Fraser Coast locals love their sport and this is reflected in Fraser Coast Regional Council's plans to develop a [Sports Precinct](#) which will be a 60Ha staged development catering for the sports and recreation needs of the Fraser Coast Community both now and into the future.

There are many wide-ranging sports clubs and associations across the region. To connect with a local sporting organisation please refer to the [Hervey Bay Business Directory](#) and the [Maryborough Business Directory](#).

### Community and cultural groups

Relocating to a new city can be difficult, especially if you don't have an established support network in place. Connecting with a local community group can be a great way to make some new friends and to help you get settled. The [My Community Directory](#) website contains an extensive list of community groups, from volunteer organisations to multicultural, special interest, lifestyle and wellbeing based networks.

### Places of worship

The [My Community Directory](#) website contains a community directory of various religious organisations and places of worship within the Fraser Coast region.





## Medical facilities

The Fraser Coast has four hospitals along with various medical centres to meet the needs of its community.

The hospitals include:

- [Hervey Bay Hospital](#)
- [Maryborough Hospital](#)
- [St Stephens Hospital](#)
- [Hervey Bay Surgical Hospital](#)

For details of the various medical centres and after-hours access care please search via the [Yellow Pages](#) website.

## Emergency Phone Number

In an emergency please phone 000. This phone number is for Police, Fire and Ambulance Services. It should only be used in emergency situations. If you are outside of mobile service range, you can also call 122 on your mobile.

## After-hours GP and Tele-health services

### 13 HEALTH

13 HEALTH (13 43 25 84) is a confidential phone service 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 should not replace medical consultation. In an emergency always dial 000.

## House Call Doctor

This is a bulk-billed, after-hours doctor service whereby a doctor will visit you in the comfort of your own home. You can contact this service by phoning 13 55 66 or book online: <https://housecalldoctor.com.au/home-doc-tor-maryborough/>.

## Health insurance

Queensland Health employees have access to corporate discounts for a number of health insurance providers. This information will be made available to you via the Queensland Health Intranet site upon employment.

Please note that it is generally a requirement of a visa holder to obtain [adequate health insurance](#) prior to a visa being granted. Health insurance policies can vary widely in Australia so it is important to ensure that you obtain a policy that meets your individual needs.

For more information regarding [health requirements](#) for overseas visa holders please visit the Department of Home Affairs website.

## Medical terminology

With so many different acronyms, understanding medical terminology in the Australian healthcare industry may be overwhelming for professionals coming from overseas.

If so, you may wish to view the helpful glossary located on the [Australian Government](#) website.

## Relocating

Depending on your role, you may be eligible for accommodation, travel and relocation assistance or reimbursement. These entitlements will be outlined in your letter of appointment. To avoid any financial strain, it is recommended when relocating to have surplus funds available as it can be up to four weeks before your first payroll payment depending on when you relocate and when you start.

## Pets

Australia and Queensland have very strict rules on the importation of animals, with legislation in place to control the types of animals that can come in and the countries they can come from. There is also a quarantine period required for all animals being imported into Australia. For more information on importing animals please visit the [Department of Agriculture and Water Resources](#) website.

For people relocating from interstate, please note that pet rabbits are [illegal in Queensland](#). For more information please contact the [Queensland Department of Agriculture and Fisheries](#).

You should also refer to the [Queensland Government](#) and [Fraser Coast Regional Council](#) websites to ensure you understand your rights and responsibilities as a pet owner.

## Transporting your pets

Specialty pet transportation business makes travelling with your pet simple and straightforward. Every aspect of the trip can be arranged to make the journey as easy for you, and quick and comfortable for your pet. One of the major operators in Australia is [Jet Pets](#) who can be contacted on 1300 668 309.



## Accommodation

Residential areas are spread throughout the coast, city suburbs and rural acreage so there are a variety of accommodation options to suit all budgets, preferences and stay durations.

To support the placement of new employees to the region, WBHHS may provide you with a fully furnished self-contained accommodation or rental assistance for a period specified in your letter of offer, depending on your role. Accommodation types vary depending on the needs of the individual and availability of accommodation. Please note, not pets are permitted in this accommodation. Alternatively, if accommodation assistance has been included in your offer letter, you may prefer to arrange our own accommodation and claim rental assistance.

For further enquiries please contact the health service accommodation officer on:

[FC-Accommodation@health.qld.gov.au](mailto:FC-Accommodation@health.qld.gov.au)

## Short-term accommodation

Initially, you may require short-term, furnished accommodation until you organise something more permanent. There are many hotels, motels, apartments and caravan parks throughout the city to accommodate your needs. You can search for accommodation options via the [Fraser Coast Information Centre's](#) website.

Alternatively, you may prefer to search via [Airbnb](#) or [Stayz](#).

A few things to consider when looking for short term accommodation include:

- Proximity to work and other essential services
- Self-contained (cooking facilities)
- Provision of linen
- Services accommodation (cleaning included in the accommodation rate)

## Buying and renting

In Australia, real estate including properties for sale and rent are generally advertised online via many different websites. The two most common websites used are [www.realestate.com.au](http://www.realestate.com.au) and [www.domain.com.au](http://www.domain.com.au). You can use these sites to look for properties that meet your requirements and identify inspection times.

Securing a rental property will require the payment of 4 weeks rent as a bond and 2 weeks rent in advance. Therefore, to secure a property of \$300/week, before you can move in you will need to pay \$1800 to the agent.

Under Australia's foreign investment framework, foreign persons generally need to apply for a foreign investment approval before purchasing residential

real estate in Australia. If you are a temporary resident, please refer to the [Australian Government Foreign Investment Review Board](#) website for further information.

The following accommodation complexes often have short/long term fully furnished units available to rent. WBHHS has used these facilities due to their quality and location:

- Bay Hideaway resort (2.4km to Hervey Bay Hospital)
- Tingeeera Luxury Beachfront Apartments – 3.4km to Hervey Bay Hospital
- Quarterdecks Retreat (9.6km to Hervey Bay Hospital)
- Whale Cove Resort & Apartments (9.6km to Hervey Bay Hospital)

## Share houses

If you are relocating to the region on your own and cannot afford to rent or buy a house yourself, you may wish to consider a share house arrangement whereby you rent a single room within a house. Generally, in a share house you will share communal facilities such as the kitchen, living room and possibly a bathroom with other people living in the same house.

The following websites can be used to find shared accommodation:

- [Flatmates](#)
- [Gum Tree](#)
- [Easy Roommate](#)

## Furnishing your house

Depending on where you are moving from, it may be difficult or rather expensive to freight your furniture to your new home. You may instead decide you would prefer to rent or purchase new or second hand furniture once you arrive.



The Fraser Coast has a couple of stores that offer various packages to rent furniture, whether it is for a small unit or a large family home. Often you can also choose to purchase the furniture at the end of your agreed lease. For more information on hiring furniture please view the [Radio Rentals](#),

[Rent4Keeps](#), or [1st Choice Rentals](#) websites.

There are many furniture stores in the Fraser Coast region, including Fantastic Furniture, Vast Interior,

Harvey Norman and more. You can search for furniture stores via the [Yellow Pages](#) website.

Garage sales, second hand dealers and the Gumtree website are a; excellent sources of second hand furniture if you would prefer a cheaper option. Keep in mind that price, range and quality will vary greatly.

## Telecommunications

Australia has several phone and internet providers who all offer various rates and services. The quality of phone and internet coverage may also vary between providers, particularly in more rural areas. In Australia, the primary providers are Telstra and Optus.



If you are relocating from overseas and intend to use your current mobile (cell) phone, you will need to activate global roaming. Please keep in mind this generally attracts higher fees and can become very expensive.

Australia offers both pay-as-you-go (prepaid) and plan options for mobile phones which you may wish to consider.

You may also wish to consider connecting a home phone and/or internet once you have organised long term accommodation. You will need to research different providers and determine which deal best suits your needs. There are various telecommunications stores located in the major shopping centres in the region that could be a good starting place for you.

## Electricity connection

Once you have organised your long-term accommodation, you will need to arrange for electricity to be connected. [Ergon Energy](#) is the main provider of electricity services in the Fraser Coast region.

You can contact Ergon by phoning 13 10 46 between 7am and 6:30pm Monday to Friday.

If you would like to enquire about alternative suppliers in the region please review the Queensland Government website for information on [comparing and switching retailers](#).





## Gas connection

Depending on your home, you may also require a gas connection for your hot water or stove. [Elgas](#) is the primary provider for this area.

## Forwarding mail

During your transition period you can forward your mail to your work location using the following details

### Hervey Bay Hospital

'Your Name'

C/- Your Department/Unit

Hervey Bay Hospital

PO Box 592

Hervey Bay, Queensland 4655

Australia

### Maryborough Hospital

'Your Name'

C/- Your Department/Unit

Maryborough Hospital

185 Walker Street

Maryborough QLD 4650

## Schooling and education

### Schooling in Queensland

Queensland schools provide quality education in a safe and supportive environment, providing the skills, values and knowledge students need for lifelong learning, employment and to participate in society.

Primary School is compulsory, and it consists of Prep to Year 6. [Prep](#) is the first year of formal schooling in Queensland, and it paves the foundation for your child's future education. Children must be 5 years of age by June 30th in the year they enrol.

Secondary school or high school is from Year 7 to Year 12.

Further information about the school system in Queensland can be found on the [Department of Education](#) website.

## Choosing a school

In Queensland there are three main providers of education:

- Queensland Government
- Catholic Education
- Independent Schools

Government schools are generally referred to as public schools or state schools while non-government schools are called private schools. Some private schools have a religious affiliation however they can also be non-denominational.

In the private sector, schools can be either single-sex schools (i.e. an all-boys school or all-girls school) or co-educational while state schools are always co-educational.

Regardless of whether you send your child/ren to a public or private school, you will generally have to pay for their uniforms, stationery and other study materials and any school excursions they attend. In addition to this, if you select a private school there will be additional fees to pay which varies from school to school.

Children usually attend the state school closest to where they live, however parents can send their children to the state school of their choice, depending on available places. Some schools have an enrolment management plan that means students may not be able to attend unless they live within the designated catchment zone.



Visiting prospective schools to look at the facilities can assist in the decision-making process. It is always a good idea to ring ahead to book a visit with the appropriate person rather than just showing up. Having a list of questions prepared can also be helpful in ensuring you get information on the size of the school, hours, assessment and reporting, parental involvement and communication, facilities and amenities, class sizes and extra-curricular provisions.

You can search for schools in the region via the [Schools Directory](#) website. In addition, you can view the Australian Curriculum, [Assessment and Reporting Authority \(ACARA\)](#) website which provides statistical and contextual information and comparisons of schools.

## Childcare

Prior to starting Prep, young children may need to attend some form of early childhood care during the day if parents are working. There are many different care services available, from kindergarten, child care and family day care centres that care for multiple children at one time, to private nannies and babysitters. You can find out about the various options on the [Queensland Government](#) website. The Government also has information to help you find and select an early childhood service and to help you determine if you are eligible for any [rebates or financial assistance](#).

## Before and after school care and Vacation Care

If your child is school aged, they may still require additional care before and after school hours, depending on your work and family situation. Care is generally provided from 7am-9am and again from 3pm-6pm however it is best to contact your provider

directly to confirm as hours, fee structures and enrolment eligibility may vary. Your provider may also offer Vacation Care which is an extended period of daytime care during the school holidays period.

You can find out more information about [before and after school care](#) and [search for providers](#) online.

## Tertiary and higher education

If you or someone in your family are contemplating upskilling or undertaking further study post-high school, then you are in luck! The Fraser Coast boasts both a University and a TAFE catering to most of your study needs.

The region is serviced by the University of the Sunshine Coast (USC) which offers a range of pathway, undergraduate and post-graduate study options as well as [TAFE Queensland](#) which offers various hands-on, vocational certificate and diploma qualifications.

USC offers relevant and flexible degrees with close industry connections. USC has a positive and collaborative relationship with WBHHS with nursing students undertaking placements in our hospitals. You can find out more about study options through USC on their website.

Many Australian universities offer online study options which means your study possibilities are limitless. You can search for universities and programs via the [Good Universities Guide](#) website.

In addition, the University of Queensland has a [Rural Clinical School](#) (UQRCS) located in Hervey Bay. Funded through the Australian Government's Rural Clinical Training Support program, the UQRCS aims to address health workforce shortages in rural and regional Queensland through the provision of high quality education, training and research. The learning experience provided to medical students is second to none.





## Transport

### Driving in Queensland

To operate a vehicle in Australia you must have a valid driver license. Please note that each state has its own process for applying for a license so if you are relocating from interstate you will need to apply to [transfer to a Queensland license](#). You can find out more about applying for a driver license on the [Queensland Government](#) website.

If you intend to drive in Queensland it is also very important that you are familiar with the Queensland [road rules](#).

When driving in Queensland, you must only drive the class of motor vehicle authorised on your valid Queensland licence and comply with the conditions (if any) of your licence.

If you are using an international license that is in a language other than English, you should carry a recognised English translation of it when you are driving.

### Buying a car

If you are relocating from overseas, you may wish to purchase a car once you arrive in Australia. You can purchase new or second hand (used) cars through local dealerships or online. One of the most common sites used for buying and selling privately owned used cars online is <http://www.carsales.com.au>

You can search for local car dealerships via [Yellow Pages](#) where you can search for both new and used cars.



### Registration

In Queensland, all motor vehicles and motorcycles used on Queensland roads must be registered via the Department of Transport and Main Roads. Registration must be renewed annually, and various fees apply depending on the type of vehicle. For more information on vehicle registration please see the [Department of Transport and Main Roads](#) website.

### Insurance

In addition to registering your vehicle, you are also required to hold Compulsory Third Party (CTP) insurance. CTP insurance indemnifies vehicle owners and drivers who are legally liable for personal injury to any other party in the event of a motor vehicle accident. Your CTP insurance will cover you for personal injury caused by, through or in connection with the use of the insured vehicle in incidents to which the [Motor Accident Insurance Act 1994](#) applies. It will cover you for claims made against you by other road users such as drivers, passengers, pedestrians, cyclists, motorcyclists and pillion passengers.

You can find out more about CTP insurance and review insurance providers on the [Motor Accident Insurance Commission](#) website.

### Hiring a car

You may decide to hire a car initially until you have time to organise long-term transportation. If so, it is important to do your research and compare rental prices before making a commitment as prices will vary depending on the vehicle chosen and the length of hire. You can search for car hire organisations via [Yellow Pages](#).



## Public transport

### Buses

Public bus routes in Maryborough, Hervey Bay and surrounding areas are operated by Wide Bay Transit. You can find the timetables for these services on the [Wide Bay Transit](#) website.

### Taxis

The Australia-wide phone number to book a taxi is 131 008. You will be connected with a local taxi operator who will arrange for you to be collected and dropped off to your preferred destination for a fee that will be determined based on the distance travelled.

### Other transport options

Uber, an affordable rideshare alternative to taxis, is run via an online application on your phone whereby your order and pay for your ride electronically. You can find out more via the [Uber](#) website.

If you have a special function coming up, you might like to consider hiring a limousine for transport. Hervey Bay Limousines has a range of options from luxury sedans to minibuses.

### Train

Queensland Rail operates a daily Tilt Train service between Brisbane and Rockhampton with trains departing Maryborough at 10:58am. An additional 6:00am departure is also available Monday, Tuesday, Thursday, Friday and Saturday. There is also a transfer service that operates between Maryborough and Hervey Bay for your convenience. Fares will vary depending on when you travel. For more information on this service please see the [Queensland Rail](#) website.

## Airport

The Fraser Coast is serviced by two airports with Maryborough primarily used for recreational flying, medical air services and freight transport. The Hervey Bay Airport offers public transport services to Brisbane, Sydney and local tourist destinations.

**For flight information or bookings, please contact:**

- Qantas via [www.qantas.com](http://www.qantas.com) or by phone on **13 12 23**
- Virgin Australia via [www.virginaustralia.com](http://www.virginaustralia.com) or by phone on **13 67 89**





## Financial institutions

If you are relocating from overseas you will need to open a bank account in Australia. Australia is one of the only countries that will allow you to open an account from your home country. Setting up your account only takes a few minutes although you will have to go to your local branch with identification once you arrive to finalise the set up. Until you have done this you won't be able to withdraw money from the account (but deposits are fine!).

There are four major banks in Australia. Below are the local branches for each of the banks. Opening hours are generally 9:30am to 4pm Monday to Thursday and 9:30am-5pm on Fridays.

**ANZ** - <https://www.anz.com.au>

Pialba – 15 Central Avenue

Torquay – 9 Bideford Street

Maryborough – 221 Adelaide Street

**Commonwealth Bank** -

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

Hervey Bay – Shop 3, Central Avenue Plaza

Maryborough - 204 Adelaide Street

**National Australia Bank** - <https://www.nab.com.au/>

Hervey Bay – 139 Boat Harbour Drive

Maryborough – Station Square Shopping Centre

**Westpac** - <https://www.westpac.com.au/>

Maryborough – Cnr Kent & Adelaide Street

Hervey Bay – Stockland Shopping Centre

## Tax

If you are relocating to Australia you will need to apply for a Tax File Number (TFN). Your TFN is your personal reference number for your tax and super records as well as your identity, so keep it secure.

Your TFN is yours for life. You keep the same TFN even if you change your name, change jobs, move interstate or go overseas. You can apply for your TFN on the [Australian Taxation Office](#) website. Please note you

cannot apply for a TFN until you have arrived in Australia

## Salary sacrificing

Salary packaging or salary sacrificing is an arrangement between an employer (Queensland Health) and an employee, where the employer provides the employee with benefits in return for an agreed salary adjustment. Salary packaging or sacrificing allows you to deduct some of your pre-tax salary and use it to pay for benefits such as rent or mortgage repayments, insurances, motor vehicle operating expenses, travel expenses and more. By reducing your pre-tax income, you reduce the amount of income tax you pay, and therefore increase the amount of pay you take home each fortnight.

Please note that your own personal circumstances will determine if you are in a position to take advantage of the salary sacrifice options. You are strongly encouraged to seek independent financial advice prior to engaging in salary sacrificing.

To find out more about your salary packaging options contact either [RemServ](#) on 1300 30 40 10 or [SmartSalary](#) on 1300 218 598. These organisations are the salary packaging administrators responsible for the management of Queensland Health employees' salary packaging arrangements.

## Novated lease

Queensland Health employees also have access to novated lease arrangements whereby you enter into a three-way agreement between yourself, your employer and a financier, to lease your chosen car. The car is leased in your name and you salary package the lease repayments and running costs such as maintenance, registration and fuel, using your pre-tax salary. This may allow you to make significant income tax and GST savings. Generally, you can choose to lease a car for anywhere between one and five years. You can locate information regarding approved providers via the Queensland Health Intranet site upon employment.





## Weather and wildlife

### Weather

Located on the sub-tropical coast of Queensland, the region's position provides an enviable climate, one of the most equable in Australia. Moderate summer days give way to balmy tropical evenings. Average summer temperatures range from 23°C to 32°C. Winter days are mostly mild and dry, ranging from 13°C to 26°C. Rainfall is concentrated in the warmer months, when tropical thunderstorms will bring a cool change after a sultry day. The climatic conditions make it possible to enjoy the outdoors throughout the entire year from land sport, water sport, camping, hiking and so much more!

### Sun safety

Australia is known for its hot sunny days however with the hot sun comes increased exposure to the sun's ultraviolet radiation (UV rays). In Queensland, the levels of UV rays are intense all year round and prolonged exposure can cause damage to your skin and increasing your risk of skin cancer.

There are 5 recommended ways to protect yourself from the sun:

- Slip** on a shirt
- Slop** on a broad-spectrum SPF 30 or higher sunscreen
- Slap** on a broad-brimmed hat
- Seek** shade
- Slide** on some sunglasses

You can find out more about sun safety on the [Queensland Government](#) website.

## Wildlife

### Injured wildlife

If you come across injured wildlife on the Fraser Coast, please phone the Wildlife Rescue Fraser Coast group on (07) 4122 3146. They can provide information and assistance with caring for the animal.





## Migrant support

If you have recently immigrated to Australia you may require some additional support. The [Hervey Bay Neighbourhood Centre](#) runs a [Community Action for a Multicultural Society](#) program that may be helpful. You may also find additional support from a local community or cultural group. You can search for groups via the [Community Directory](#).

The [Business and Skilled Migration Queensland](#) website also has some additional tips for settling in to Queensland that you may be interested in reading.

## Australian culture

Australians are generally down to earth, laid-back, open and direct. Some key values that reflect the Australian way of life include:

- Freedom of information, opinion and expression
- Freedom of religion
- Democracy
- Equality of men and women
- Equality regardless of race, religion, marital status, ethnic background, disability or sexual preference
- A 'fair go' (equal opportunity) for all

### Slang

Australians can sometimes be difficult to understand, not just because of their accent and fast pace but because they tend to shorten words and use 'slang'. Slang refers to certain words and phrases that have become iconic to Australia. You can find some examples of common slang on the [Aussie Slang Dictionary](#) website.

## Working for us

### Mandatory requirements

#### Vaccine Preventable Diseases (VPD)

In 2016, Queensland Health introduced a policy requiring people working in identified roles at risk of acquisition and/or transmission of nominated vaccine preventable diseases, to provide evidence that they have been vaccinated against or are not susceptible to these VPDs.

The identified VPD's are:

- Measles, Mumps, Rubella (MMR)
- Whooping cough (Pertussis)
- Chickenpox (Varicella)

The VPD pre-engagement screening policy was implemented to protect patients, employees, and the wider community. This policy applies to all prospective employees, contractors, volunteers and students within our Hospital and Health Service and wider Queensland Health organisations.

### Visas

WBHHS is happy to support requests for visa sponsorship for the right people and will support you with the process towards achieving Permanent Residency.

#### Temporary Skill Shortage Visa (Subclass 482)

On March 18, 2018 the Australian Government abolished the Temporary Work (Skilled) (subclass 457) visa and replaced it with the [Temporary Skill Shortage \(TSS\) \(subclass 482\)](#) visa. The TSS visa is designed to support businesses in addressing genuine skill shortages in the workforce and contains a number of safeguards which prioritises Australian workers.





## Key changes

Eligible occupations have been significantly reduced and have been identified on either the Short-term Skilled Occupation List (STSOL) or the Medium and Long-term Strategic Skills List (MLTSSL)

### Short-Term Skilled Occupation List:

- Maximum duration of 2 years
- Can apply for one onshore visa renewal
- Requires an IELTS score of 5, with a minimum of 4.5 in each test component
- No pathway to Permanent Residency (PR)

### Medium and Long-Term Strategic Skills List:

- Maximum duration of 4 years
- Unlimited onshore visa renewals
- Requires an IELTS score of 5 in each test component
- Pathway to Permanent Residency (PR) after 3 years

### Work experience:

All applicants must have at least **two years' work experience** relevant to the particular occupation.

### Training requirement:

Employers nominating workers for a TSS visa will be required to pay a contribution to the Skilling Australians Fund. The contribution will be:

- Payable in full at the time the worker is nominated;
- The levy is \$1200 per year or part year for small businesses (those with an annual turnover less than \$10 million) and \$1800 per year or part year for other businesses. A \$3000 or \$5000 levy also applies to employer nominations for Employer Nominated Scheme (ENS) and Regional Skilled Migration Scheme (RSMS) visa applications for small and large businesses respectively.

## Permanent Residency pathways

- Transition to permanent residency is only possible from occupations on the MLTSSL
- Applicants are eligible to apply after three years on the TSS (subclass 482) visa
- A maximum age requirement of 45 years will apply at the time of application (previously 50 years)
- A minimum Annual Market Salary Rate and Temporary Skilled Migration Income Threshold will apply to both ENS and RSMS via applications. You can refer to the following website to determine the applicable rate: <http://joboutlook.gov.au>

For further information regarding visa requirements and changes, please refer to the [Department of Home Affairs](http://www.homeaffairs.gov.au) website.

## Australian Health Practitioner Regulation Agency (AHPRA) registration

In Australia, it is mandatory for health professionals from the following professions to be registered with AHPRA in order to practice:

- chiropractors
- dental practitioners (including dentists, dental hygienists, dental prosthetists & dental therapists)
- medical practitioners
- nurses and midwives
- optometrists
- osteopaths
- pharmacists
- physiotherapists
- podiatrists, and
- psychologists



- Aboriginal and Torres Strait Islander health practitioners
- Chinese medicine practitioners (including acupuncturists, Chinese herbal medicine practitioners and Chinese herbal dispensers)
- medical radiation practitioners (including diagnostic radiographers, radiation therapists and nuclear medicine technologists), and
- occupational therapists

A full list of protected titles can be found on the [AHPRA](#) website.

The National Boards consider every application for registration carefully and assess it against the requirements for registration set by each Board. There are different categories of registration in each profession. You can find out more about the registration process for your specific profession, along with timeframes and other important information on the [AHPRA website](#).

**Please note that it is an offense to present as a registered health practitioner in Australia if you are not.**

## Probity checks

We need to verify that the information provided by you is true and correct. This includes confirming your qualifications or previous employment details. If we receive information that varies from what you have provided, we will seek clarification from you.

Any statement in an application that is found to be deliberately misleading will result in disqualification from further consideration. If you are already employed in the Queensland Public Service, it may be grounds for disciplinary action.

## Criminal history check

Criminal history checks are a routine part of the pre-employment screening process that we carry out. Rigorous policies and procedures are in place to safeguard the public and our team members.

## Working with children check

For some of our roles, you must be deemed suitable to work in child-related employment in accordance with the *Commission for Children and Young People and Child Guardian Act 2000 (Qld)*. We have a responsibility to apply to the Commission for a suitability notice for all applicants recommended for these roles.

## Aged care employment checks

A criminal history check is undertaken for all roles that provide aged care services. We have an obligation to ensure that team members and other persons engaged in aged care services meet the National Police Certificate requirements of the [Aged Care Act 1997 \(Cwlth\)](#) and they are not disqualified from aged care services roles because of certain criminal convictions.

Additional checks are undertaken for Director of Nursing and Nursing Officer Grade 7 and above roles in aged care facilities, which have been identified as 'key personnel' for the purposes of the *Aged Care Act 1997 (Cwlth)*. The Act requires that a person cannot be appointed to these roles if they have been convicted of an indictable offence, are insolvent under administration, or are of unsound mind.

**Recruitment Services**  
Phone (07) 4150 2250

[Recruitment-Wide-Bay@health.qld.gov.au](mailto:Recruitment-Wide-Bay@health.qld.gov.au)

[www.health.qld.gov.au/widebay](http://www.health.qld.gov.au/widebay)

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