



What's the recruiting process like at **NWRH**?

*So, you're considering submitting your resume.
What happens next?*

**Learn more about your experience as a
candidate at NWRH**



WHO WE ARE

At **NWRH**, we provide allied health, home and community supports, mental health and wellbeing, carer support and headspace services throughout rural, regional and remote Queensland. Our goal is to assist in improving the physical, social and emotional wellbeing of the clients we work with.

Our team aim to make sure our clients; their loved ones and carers receive the help they need. Whether struggling with daily tasks or just in need of a little extra assistance, the right healthcare could

improve their quality of life. We are a multidisciplinary organisation and can arrange local, professional care to suit individual needs, from support workers to community care drivers, physiotherapists, speech pathologists, mental health workers and more.

We serve over 50 communities across remote, rural and regional areas of Australia, including hubs in Townsville, Mount Isa, Longreach, Mackay, Cairns, Normanton, Doomadgee, Cloncurry and Mornington Island.





WE BELIEVE

At **NWRH**, we believe that our best work is done when:

- People own their own health
- Communities control their own health services where possible
- Staff are employed locally, and assisted to build their skills and capabilities
- Flexibility and responsiveness is possible because staff live where they work
- We have firm connections with communities based on ongoing relationships, and genuine understanding of needs and cultural sensitivities

CAREER OPPORTUNITIES WE OFFER

At NWRH we offer a range of allied health, mental health and wellbeing, carer support and aged and disability support services to the communities we service. Carer opportunities can include:

- Administration Officers
- Care Support Workers
- Continence Advisors
- Dietitians
- Exercise Physiologists
- Finance Officers
- Human Resources Professionals
- IT Officers
- Occupational Therapists
- Podiatrists
- Psychologists
- Speech Pathologists
- Social Workers
- Support Services Officers
- Mental Health Professionals
- Mental Health Nurses
- Wellbeing Clinicians
- Allied Health Assistants
- Community Engagement Officers
- Case Workers
- Community Care Coordinators
- Community Care Drivers
- Continence Advisors
- Dementia Advisors
- Diabetes Educators
- Groups Coordinators
- Physiotherapists



LOCATIONS

We service more than 50 communities throughout Coastal Areas, North and West Queensland and the Gulf.

WE'RE HERE TO HELP YOU

Recruiting at NWRH is all about one thing:

helping you find and grow a career you love.

We love our work- so will you! We know the application process can be intimidating. But we're here to set you up for success. Whether or not you decide to join our team, our goal is to create an experience that's positive, inclusive and supportive.



OUR RECRUITING PRINCIPLES

We want to hire people who will make NWRH better. People who will add to our culture with their unique ideas, hard work, love for what they do and their experiences.

We are very fortunate to have so many opportunities for entry level graduates as we have a very supportive learning and development structure. We also have entry level administrative roles- keep your eyes out for these.



IT'S CHALLENGING, BUT WE MAKE A DIFFERENCE

We are an organisation that offers experiences in many different and unique locations. We have opportunities ranging from Townsville to Longreach, Mount Isa to Cairns, Mackay to Doomadgee, Normanton to Georgetown. Roles can vary from Allied Health to Mental Health to Wellbeing to Corporate, Finance or even Administration roles across our locations.

If you have a solid sense of adventure, are up for a new challenge, and are genuinely interested in **making a real difference**, we could be the future employer for you!



WE WANT YOU TO GET THE JOB

Honestly, we want you to get the job. We make our interviews as comfortable as possible and want to ensure we get to know you. Feel free to ask us questions throughout the process. **We are here to help.** Bring along a smile, positive attitude and we will let you know if there's anything else at this time.

WE PREPARE TOO

We are always improving how we work and how we interview. We take time to prepare to ensure you experience a comfortable process.



YOU'RE INTERESTED! WHAT'S THE NEXT STEPS?

1. Submit an application. Go ahead! What are you waiting for? Give us a go.
2. The relevant Team Leader will call for a short telephone conversation to ensure you understand the role and what's on offer. You'll be invited to an interview should your telephone conversation be successful.
3. Meet with the Team Leader and relevant team members. If you are in the area, you are most welcome to meet us face to face. Alternatively, with the use of technology, we can arrange video interviews.
4. You will know if you are successful usually within five business days.
5. If you are not successful, you will be notified. We pride ourselves in letting everyone that took the time to apply being informed of their outcome.
6. If ever in doubt, contact the delegated Team Leader contact from our job advertising.

WHY WE ARE A GREAT WORKPLACE!

- Fantastic support network - Locally based colleagues and leadership
- See parts of rural Queensland and work in very remote communities that others only dream of
- Passionate about servicing rural, remote and regional communities
- Shared commitment to improve our clients' quality of life
- Strong links with our communities - We love the places that we service
- A passion for seeing the difference our work can make in people's lives
- Our team members originate from right across Australia, with a wide range of ages, skills and specialisations
- You'll be working with the best
- It's challenging, but we make a difference
- Come for the life experience, stay for the lifestyle!

WHAT WE OFFER

We provide an opportunity to make a real and valuable contribution. Kickstart your professional careers, whilst gaining invaluable rural and remote healthcare experience.

Successful candidates will receive an attractive remuneration plus a host of further benefits including:

- ▶ Competitive Wages
- ▶ Salary Sacrifice options
- ▶ 5 Weeks Annual Leave + Leave Loading
- ▶ Relocation Assistance (position dependent)
- ▶ Rental Subsidy (location and position dependent)
- ▶ Annual flight home (Mt Isa and Longreach)
- ▶ Initial housing (location and position dependent)
- ▶ EAP for you and your family
- ▶ Ongoing professional development
- ▶ 10 Days Paid Professional Development Leave
- ▶ Paid Parental and Partner Leave
- ▶ External Supervision
- ▶ Have your Birthday off on us
- ▶ Recognition of Service (\$500 after 2yrs)
- ▶ Work with a supportive, dynamic and innovative leadership team!

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

Rights to Work in Australia

We encourage applicants from all backgrounds to apply. We work with non-citizens to validate visa status' and eligibility for employment (as deemed appropriate).

For further information contact the Recruitment Team on hr@nwrh.com.au.

Reference Checks

We will conduct reference checks with your nominated referees. Be prepared to give us reference contact details at your interview and make sure you let your referees know that you are applying for a job and ensure they are available. These checks are typically conducted after the interview but before a formal job offer is extended.

Qualification and Professional Registration

In accordance with relevant legislation, industrial award and/or accredited requirements, certain roles with NWRH have mandatory qualification or registration requirements.

Applicants for roles where these mandatory requirements are indicated must provide documentary evidence of compliance before they can be successfully employed.

Criminal History

When a candidate is in the final shortlisting phase, a criminal history check must be conducted. Only checks that are within 6 months of issuing can be accepted. NWRH will cover the cost of the check.

It is important to note- a criminal record does not necessarily exclude you from all positions within NWRH.

QLD Blue Card and NDIS Worker Screening Check

When a candidate is in the final shortlisting phase, a Queensland Blue Card and NDIS Worker Screening Check must be supplied. The Recruitment Team will be able to assist if you don't yet have one. NWRH will cover the cost of the checks.

Drivers' Licence

NWRH employees are required to have a valid licence as we work throughout Queensland and travel may be required. Check with the recruiting manager if you don't hold a valid licence.



FAQ?

Q. How do I apply?

Through our website. www.nwrh.com.au -> Careers
-> View our current opportunities -> Apply

Q. Where are the positions, where will I be based?

We have head offices located in Longreach, Mount Isa, Mackay, Cairns and Townsville. From these locations we conduct outreach travels across and throughout for our Mental Health, Carer Support and Allied Health sectors. Longreach, Mount Isa and Townsville offices additionally house administration and corporate roles. Mount Isa is the home hub of our Community Services department. Our Wellbeing Team travel across the footprints of Mount Isa, Georgetown, Doomadgee, Normanton and Mornington Island.

Q. When will I hear back from NWRH after applying?

We commence shortlisting once the job is open. Following shortlisting, we hope to get back to you within four weeks.

Q. What type of interview will I have?

If you are in our locations, we welcome you to our office to meet us face to face. As formal as an interview can be, we like to make them informal to ensure you are comfortable and we are getting to know the you that will be in our team.

Q. When will I hear if I am successful?

We will make every endeavor to finalise all recruitment by 4 weeks after closing date. We will provide updated periodic emails of your progress.

Q. The job is advertised in Townsville, can this job be in Mount Isa?

We welcome the conversation. Let us know where you would like to be based and if there is a vacancy or your workload can be completed in a different site, we are happy to see what we can do.

Q. Can I work FIFO from a location different from the organisation's base (e.g., Brisbane or Cairns)?

Yes. While our primary operational hubs are in Mount Isa, Townsville, and Longreach, we support FIFO arrangements from other regions (e.g., Brisbane, Cairns) depending on role requirements and outreach schedules. Please let us know your preferred base and we will explore the options.

Q. Is accommodation provided?

If you are in Mount Isa or Longreach you are entitled to \$180 rental subsidy. We will also have accommodation available for your first two weeks to give you a chance to find your accommodation (availability pending).

This benefit is not applicable to all positions.

Q. Does NWRH pay/organise for relocation?

Yes. You will be entitled up to \$5,000 in relocation expenses. Chat to us to find out more.

This benefit is not applicable to all positions.

Q. Do I work over Christmas?

NWRH closes it's doors for the Christmas and New Year period. It is a time for R&R. This is a great time for our clinicians and employees to head home to spend time with their family and friends.

Q. Do you do Student Placements?

YES! Contact us today to see if we can accommodate.

Q. What salary packages and benefits do you offer?

Our salary packages are competitive and reflect the unique nature of remote health work. We offer salary packaging benefits up to the FBT exemption cap, which can significantly increase your take-home pay. Additional benefits include generous leave entitlements, professional development support, and employee assistance programs.

Q. Are there professional development opportunities?

Absolutely! We strongly believe in supporting our staff's growth. We provide regular in-service training, access to online learning platforms, and financial support for relevant external courses and conferences. We also offer clinical supervision and mentoring programs.

Q. What are the travel requirements for outreach positions?

Outreach positions typically involve regular travel to our service communities. This can range from day trips to overnight stays depending on the location. All travel is fully supported with company vehicles or travel allowances, accommodation arrangements, and travel time built into your workload.

Q. What support is provided for new graduates?

We have structured support programs for new graduates, including dedicated mentoring, reduced initial caseloads, regular supervision, and comprehensive orientation to both clinical work and remote practice. We understand the transition can be challenging and ensure you're well supported.

Q. What types of clients and cases will I typically see?

Our client base is diverse and reflects the communities we serve. You'll likely work with people across the lifespan with varying health needs. This diversity provides excellent professional experience and the opportunity to develop a broad skill set.

Q. Is there flexibility with work arrangements?

We understand the importance of work-life balance and offer flexible arrangements where possible. This might include flexible start/finish times, time in lieu for travel, and we're open to discussing part-time arrangements for suitable positions.

Q. Do you provide vehicles for work travel?

Yes, company vehicles are provided for work-related travel. For positions requiring regular travel, you'll have access to our fleet vehicles which are regularly maintained for safety and reliability.

Q. What does the orientation process look like?

New staff receive a comprehensive orientation program covering organisational systems, clinical procedures, cultural safety training, and community introductions. For remote locations, we ensure you become familiar with the community and local resources before independent practice.

Q. Do you offer visa sponsorship for international applicants?

We consider visa sponsorship for hard-to-fill positions and qualified international candidates. Each case is assessed individually based on organisational needs and immigration requirements.



FAQ?

Q. What are the expectations of working in remote communities?

Working in remote areas requires flexibility, resilience, cultural sensitivity, and the ability to work with limited supervision. Community engagement, collaboration with local stakeholders, and respecting local customs and ways of life are essential parts of the role.

Q. Will I need to travel for this role?

Most of our clinical roles involve regular outreach travel to rural and remote locations. Travel could range from day trips to week-long stays, depending on client and service needs.

Q. How do I get to the outreach communities?

We organise travel via road or flights where required. Travel arrangements, vehicles, and accommodation are coordinated by our support services team to ensure safety and comfort.

Q. Will I have support while on outreach?

Yes. NWRH ensures our team members are supported through regular check-ins, local contacts, and access to supervisors and Team Leaders. We also prioritise your wellbeing while you're on the road.

Q. Are there career progression opportunities within NWRH?

Absolutely. We encourage internal promotions and provide pathways into leadership roles, project work, or cross-program engagement based on your interests and skills.



Q. What kind of support will I receive for cultural understanding?

You'll be supported by local Aboriginal and Torres Strait Islander staff, access to cultural advisors, and participate in cultural orientation as part of your onboarding. Cultural safety is a key pillar of our service delivery.

Q. What systems or tools does NWRH use for case management and communication?

We use platforms like Profile, IntelliHR, and other clinical systems for efficient record-keeping, referrals, and communication. Training will be provided during onboarding.

Q. Is there clinical supervision available for new graduates?

NWRH Clinical Services full time staff will be fully supported to undertake the following levels of clinical supervision at the listed cost.

Individual supervision: 1 hour per month (depending on the level of experience of the clinician)

Group supervision: 1.5 hours per month

Cost of clinical supervision:
As negotiated





CONTACT US

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19 Duck Street
PO Box 256
Longreach QLD 4730
Free call: 1800 789 310
Tel: 07 4652 7100
Fax: 07 4658 3630

EAST COAST / CORPORATE (TOWNSVILLE)

261-263 Ross River Road
Aitkenvale QLD 4814
PO Box 8056,
Garbutt BC QLD 4814
Free call: 1800 799 244
Tel: 07 4781 9300
Fax: 07 4781 9355

APPLY TODAY!!!

NDIS Organisation ID: 4050002432

*NWRH respectfully acknowledge the Traditional Owners,
Elders and Leaders past, present and emerging as
Custodians of the lands across which we deliver
Health Services.*



www.nwrh.com.au