



Work *with* Us

Team Darling Downs Health
Toowoomba

Darling Downs Health



Queensland
Government

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.

*Are you ready to
explore your career
opportunities with
Darling Downs Health?*

*Continue reading to meet our
Board Chair, Executives, staff profiles
and more reasons to join*

#TEAMDARLINGDOWNS





**Over
210,000**

emergency
department
presentations



**Almost
3,000**

babies born



**Over
15,000**

women having
breastscreens



**Over
410,000**

outpatient
occasions of
service

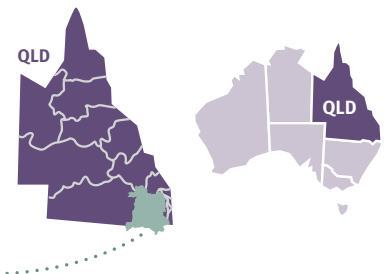


Clusters

- Toowoomba
- Western
- South Burnett
- Southern

Facilities

- Hospital
- Residential aged care facility
- Multi-purpose Health Service
- Queensland Health General Practice
- Mental health facility
- Community Care Unit
- Primary Health Care Clinic



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

Meet

Our Board and Chief Executive



Dr Dennis Campbell
Toowoomba (Chair)



Dr Ross Hetherington
Southern Downs



Ms Trish Leddington-Hill
Western Downs



Ms Marie Pietsch
Southern Downs



Professor Julie Cotter
Toowoomba



Professor Maree Toombs
Toowoomba



Dr Stephen Harrop
Southern Downs



Mr Terrence Kehoe
Toowoomba



Ms Marilyn Strohfeldt
South 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 Scott

Darling Downs Health Chief Executive

TOOWOOMBA

the Garden City

*Welcome to
Toowoomba,
Australia's second
largest inland city.*

Here you are guaranteed to experience award winning wines, excellent dining choices, beautiful gardens, rich history, and art culture throughout the city. Toowoomba provides the feel and convenience of living in a city, without losing its country charm.

EXCITING THINGS TO DO:

- » Visit the tranquil and beautiful Japanese Gardens
- » Enjoy a family outing at the Darling Downs Zoo, home to African lions, white lions, baboons, herd of zebras and giant tortoises
- » Choose from five different markets to attend each weekend
- » Wander through one of Queensland's largest outdoor street art galleries
- » Pack the picnic basket and relax in one of the 150 parks and gardens throughout the city
- » Enjoy wine tasting at one of three vineyards
- » Enjoy the fun-filled 18-hole mini putt putt course at the City Golf Club
- » Shop the latest fashion and experience the new dining quarter at the recently developed shopping centre, Grand Central
- » Enjoy the fresh air and spectacular views of the Lockyer Valley by climbing Table Top Mountain
- » Learn all about Toowoomba's history at the Cobb and Co Museum.



*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!



Many events are held in Toowoomba's central Queens Park Gardens.

EXCITING ANNUAL EVENTS

January- March

Visit the
sunflower fields
in full bloom.

February

Summer Tunes
provides free
live music across
Toowoomba parks

March

Take the
family to the
Toowoomba show
and compete in the
Peak2Park event.



May

Treat your mother to a **Mother's Day High Tea**, raising funds for Breast Cancer Awareness.

June-July

Family fun at the **Winter Wonderland** outdoor ice skating rink and **Farmfest** field days.

August

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

September

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.



November

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



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.



Catch a show at the Empire Theatre



Capture a memory at local sunflower fields



Join the crowds at the annual Carnival parade.



Cobb n Co is a must-do, for markets and tours



City centre art



Enjoy a quiet stroll at the Japanese Gardens.

Meet

Executive Team



Greg Neilson
Executive Director Mental Health



Professor Hwee Sin Chong
*Executive Director Queensland Rural
Medical Service*



Dr Liam Flynn
Executive Director Medical Services



Dr Christopher Cowling
Executive Director Rural



Alison Broadbent
*Executive Director Nursing and Midwifery
Services*



Louise Van Every
Executive Director Allied Health



Jane Ranger
Chief Finance Officer



Dave Pugsley
*Executive Director Commercial
Management and Infrastructure*



Kylie Pippas
Executive Director People and Culture



Rachel Phillips
Executive Director Toowoomba Hospital



Denise Toman
Chief Digital and Information Officer

[Find out more about our executive team](#)

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.



Mt Lofty Heights Nursing Home

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.



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.



Meet

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.



Jo Hiscock

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.



Leanne Reynolds

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.



Meet

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 footprint.

“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.”



Kaitlin Martin

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.”



Darling Downs Health offers apprenticeships in the following trades:

- plumbers
- fitters
- painters
- electricians.

Iconic tree-lined streets of Toowoomba

Meet

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.

JOIN Team Darling Downs Health

APPLY NOW



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 **Queensland Health Careers** 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.



The Right Fit

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

