



Royal Flying Doctor Service
QUEENSLAND SECTION

RFDS (QUEENSLAND SECTION)

Mental Health Team Central West and Outback

FEBRUARY 2025



Connecting with community locally and remotely

Thank-you for considering working for the Royal Flying Doctor Service (RFDS) Mental Health Team in Outback Queensland. Here are a few key things that we have compiled to help you understand the working environment for Central West and Outback Mental Health to assist in you making an informed judgement about whether working with this team is right for you.

RFDS Mental Health Services – Queensland

RFDS (Queensland Section) is the primary provider of mild to moderate mental health services in rural and remote Queensland, built around a commitment to offer free of charge mental health support to people living in rural and remote communities. First delivered in 1996 by Clinical Psychologist, Robert Williams, our mental health services have expanded to meet demand and are now a mainstay for the RFDS.

In Queensland, we are proud to have the largest RFDS mental health service, with more than 11,000 consultations delivered in rural and remote communities each year. With more than 30 staff employed across the state, the RFDS Mental Health and Wellbeing Service includes: the Central West Mental Health and Wellbeing Service, Far North Mental Health and Wellbeing Service, Outback Mental Health and headspace Cairns.

The team works with general practitioners and other service providers to deliver a range of mental health services, from low intensity interventions through to more complex psychological therapies for people presenting with mild to moderate mental health concerns. Our clinicians operate in areas as remote as Lockhart River in Cape York and all the way to Birdsville on the South Australian border.





Central West and Outback Mental Health

The Royal Flying Doctor Service (Queensland Section) Central West and Outback Mental Health Team is committed to providing quality mental health services to rural and remote communities in Outback Queensland.

The multi-disciplinary team consists of clinicians with qualifications in psychology, social work, mental health nursing and occupational therapy.

While working independently, staff will enjoy the benefits of a supportive team, whether based locally or connecting remotely.

The team is dedicated to providing flexible and adaptable professional Mental Health services to meet the unique needs of people living in outback Queensland.

Central West and Outback Mental Health

As part of our commitment to providing quality mental health services to rural and remote communities, the RFDS (Queensland Section) operates various mental health programs across western Queensland.

These programs include:

- > Wellbeing Out West
- > Drought Wellbeing Service
- > Remote Wellbeing Service
- > Psychological Therapies – Central West Mental Health and Wellbeing Service
- > Low Intensity Mental Health – Central West Mental Health and Wellbeing Service.

Our Central West and Outback Mental Health Team is committed to providing high quality mental health services to rural and remote communities in Outback Queensland. While working independently, staff will enjoy the benefits of a supportive team, whether based locally or connecting remotely.

The team is dedicated to providing flexible and adaptable professional mental health services to meet the unique needs of people living in outback Queensland. Our team of skilled mental health professionals, provides a high standard of clinical services to rural and remote communities.

To ensure the service targets unique community needs, RFDS partners with a range of other key stakeholders strengthening and tailoring service while supporting community relationships, optimising service delivery.

The multidisciplinary team includes psychologists, occupational therapists, social workers and nurses.

MENTAL HEALTH

Meeting the unique needs of Outback Queensland

The locations we work in

We have team members based in Charleville, Mount Isa, Toowoomba, Emerald, Barcaldine and Longreach.

You will work in one of these locations either living in, or on a Fly In/Fly Out rostered arrangement. From these towns, you visit surrounding towns.

Roster and hours

The Central West and Outback Mental Health team have a variety of rosters and employment frameworks. Some of our employees live in Mount Isa, Longreach or Charleville, and these employees work a standard Monday to Friday working week.

Some of our employees work on a Fly In/Fly Out arrangement. For these employees, they work a roster that is generally 12 days on and nine days off (or two weeks on/one week off). For these employees, their shift usually starts on Monday morning and return home Friday afternoon of the second week. They are required to work over the weekend when they are rostered on.

Where possible, we try to book flights that fall within working hours, however, at times depending on which community you are flying into, the flight times may depart earlier or arrive later than your usual working hours.

The furthest corner. The finest care.



Meeting the unique needs of Outback Queensland

Transport to remote locations

For Fly In/Fly Out employees, Brisbane is the RFDS base for all Central West and Outback Mental Health employees. It is from Brisbane that we will fly our employees to their work location. Excluding check-in and flight times, you will be required to work on travel days and have your work phone and laptop with you.

Flights will be booked by the mental health administration team. You will be emailed your itinerary a reasonable time prior to your departure flight.

Depending on your location, you may be required to drive to various client appointments or locations. All employees are required to hold a current drivers licence and be prepared to drive on remote Queensland roads, including being aware of hazards such as wildlife (e.g. kangaroos), road trains and speed limits. If you are required to drive, you will be provided with an RFDS vehicle and abide by the RFDS Vehicle Policy. This includes signing out the vehicle and recording in the log book.

The team

The team is headed by our Manager Central West and Outback Mental Health, who works both as a clinician and as the team lead. Our clinicians work independently and in areas where they may be the only RFDS Mental Health Clinician, or alternatively, they may be part of a small group of clinicians in that community. The team remains consistent, returning to the same community for long periods. This ensures strong relationships can be built between clinicians, individuals and stakeholders within each of our local communities.

We hold regular team meetings, via Teams or Zoom as everyone is dialling in from various locations across Central and Western Queensland. These meetings are to share operational updates, recognise team members and provide information from the CEO and leadership teams.

Essentials for outback living

Accommodation

If you are a Fly In/Fly Out worker, you will likely stay in one of the RFDS rented house or unit accommodation. However, there may be times when you are required to stay in smaller town accommodation (e.g. Windorah, Barcaldine, Winton) and this may be in local motels.

Food and shopping

Most towns we visit have some food options available but the selection can be very limited. You will be provided with an overnight allowance to compensate for the purchase of meals while you are away on duty. However, you may prefer to bring food for all (or most) meals for the duration of your roster. It is also advisable to include drinking water in your list of grocery items at some locations.

Laundry

All staff accommodation has laundry facilities. If staying in surrounding towns either Laundromat or hotel/park laundry are generally available if traveling for longer periods it may be worth bringing a handful of gold coins and some washing powder. You will be provided with uniforms and will need to bring sufficient clothing to cover your time away keeping in mind weather can be variable and at least one warmer outfit is recommended.



Essentials for outback living

What to pack

It is recommended that you research weather conditions in the location you are heading to prior to packing. Some locations get very cold in winter and very hot in summer.

Clothing

- > lightweight and breathable clothing suitable for warm weather
- > long-sleeved shirts and trousers for protection against the sun and insects
- > closed-toe shoes or boots, hiking or walking shoes for outdoor adventures
- > hat with a wide brim to shield yourself from the sun
- > sunglasses
- > swimwear/exercise gear
- > thongs for going to communal shower or pool
- > light jacket or sweater for cooler evenings. In winter, some warm clothes are essential it does get very cold particularly at night.

Travel documents and essentials

- > valid identification documents (drivers license, etc.)
- > travel itinerary, accommodation details, and contact information
- > health insurance information and any necessary medical documentation
- > cash and credit/debit cards.



Essentials for outback living

Electronics

- > mobile phone and charger
- > laptop or tablet
- > headphones.

Personal care items

- > toiletries (toothbrush, toothpaste, shampoo, etc.)
- > sunscreen with a high SPF
- > insect repellent to ward off bugs
- > medications and any necessary prescriptions.

Miscellaneous

- > reusable water bottle to stay hydrated
- > snacks for the journey
- > travel-sized laundry detergent if you need to do laundry during your stay
- > travel-sized umbrella or rain jacket (in case of unexpected rain)
- > backpack or a sturdy work bag to carry your belongings.

Remember to bring items that will help you feel comfortable when you are not working, and that will assist in maintaining your lifestyle.

Maintaining connections

Phone reception

Phone reception can be limited in regional areas. You will be provided an RFDS mobile phone with Telstra Sim which provides the best coverage in these areas and works in all the towns we visit. Telstra is sometimes the only network available in more remote areas. It is also worth considering planning how best to stay in contact with family and friends while away and discussing this before leaving on rotation.

Employment policies

RFDS has a number of employment policies that will be available for your review after appointment to a role. If there are any specific policies you want to understand prior to joining us, please contact the Talent Acquisition team to request a copy.



MORE INFORMATION

For further information, please contact
recruitment@rfdsqld.com.au



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