

Braving the elements to serve Outback Australia: Transcript

[Start of transcript]

Heidi Denton – Former Team Leader, Remote Servicing Team

Remote Australia is beautiful, challenging.

We have everything from flash flooding to heat. I've been out to a community when it's 51 degrees in the shade, so you just have to be prepared for anything.

Rob Kay – Program Support Manager, Travel Coordination and Logistics Team

I work in the travel coordination logistics team.

Our main role of course is to make sure people are safe, and that's what we get satisfaction out of.

We've got a few restrictions, and we can only have three people in the vehicle at a time, and we weigh the vehicle before the team departs.

We also check conditions on the community before the teams go.

Steve Pachulicz – Former Work Health and Safety Representative, Remote Servicing

Once we get out of the Alice Springs area, there's no mobile coverage.

So therefore you rely on the communication devices that you carry.

Once of the devices we have is known as the satellite phone – very reliable anywhere in Australia.

All of our travelling staff do an accredited 4WD drive training course, and in that course, they are shown how a shovel can assist in changing a flat tyre and digging themselves out if they get bogged in mud or sand.

Rob Kay

In the wet season, we've got the cyclones for example.

Some roads can get flooded unexpectedly, so we keep an eye on all that emergency management aspect of travelling.

Steve Pachulicz

All of the staff that do remote servicing are quite unique within our organisation because they have to be IT savvy, they have to be across all policy elements, they have to be really hands-on.

Heidi Denton

Why I love my job is that it's always a challenge, you can never settle.

So it's always something different every day.

[End of transcript]