



Gold Coast Health **LEAP** Program

Business Intern (Environmental Services)

Gold Coast University Hospital

An opportunity exists in the Environmental Services team. You'll be supervised by Laura Carolan, Director.

About Gold Coast Health

Gold Coast Health is one of Queensland's largest healthcare services. We operate three hospitals and many community facilities, all focused on delivering high-quality, patient-centred care. Our team is passionate about making a positive impact on the lives of our patients and the community.

About the LEAP Program

The Learning Experience Academic Placement (LEAP) program offers non-clinical internships for students who want to:

- Gain real-world experience in healthcare (without needing a clinical background)
- Work on meaningful projects that make a difference
- Explore career pathways in a dynamic and growing industry

About the Team

Environmental Services Operations support the day-to-day functioning of large tertiary hospitals and community healthcare facilities across the Gold Coast region, including Gold Coast University Hospital, Robina Hospital, Palm Beach, Robina Health Precinct, Southport Health Precinct, Varsity and Helensvale facilities.

The service operates within a fast-paced and highly dynamic healthcare environment, providing critical operational support across inpatient wards, emergency departments, operating theatres, outpatient areas and community health settings. Services include reactive, general and periodic cleaning, logistics coordination involving linen, waste, equipment and beds, patient transfer and theatre support activities, as well as management of multiple clinical and non-clinical waste streams.

Operations are delivered across facilities that function 24 hours a day and require close coordination with clinical teams to support patient flow, infection prevention, safety and continuity of healthcare services.

About the Role/Project

The Business Intern would undertake a structured review of the department's internal audit and rectification processes, with a focus on how audit findings are actioned, tracked, and closed. This would include mapping current workflows, identifying inefficiencies, process gaps, and barriers to effective follow-up, and consulting with operational staff involved in the audit process.

Using these findings, the intern could assist in identifying opportunities to improve process efficiency, strengthen data capture and reporting, and support greater visibility of audit outcomes and trends. This may include exploring alternative tools, streamlined workflows, or enhanced reporting mechanisms that better support operational decision-making and identification of systemic issues.

The placement may also contribute to the development of a business case for future process improvement initiatives through research into contemporary practice models, analysis of potential operational benefits, consideration of resource requirements, and evaluation of the anticipated impact on service quality, compliance, and overall operational performance.

What we are looking for

We're looking for someone who is:

- Eager to apply their skills to real-life scenarios
- Proactive and takes initiative
- Interested in a career in Business, HR or Operations Management

Preferred Areas of Study

This opportunity is best suited to students studying:

- Business - (Human Resources, Employment Relations, Logistics and Supply Chain, Management/Business)

Requirements and Time Commitment

Placement: 1 day per week for 12 weeks (14 September to 04 December 2026)

Eligibility: Must be enrolled at a tertiary institution (university or TAFE)

Insurance: Indemnity insurance form from your university required before starting

**Please note the time commitment may be negotiated to align with semester dates for academic credit where possible.*

Accessibility

Gold Coast Health values and celebrates diversity and inclusion and are dedicated to creating a workforce reflecting the community we serve. If you need any adjustments or support, our team is always here to help.

How to Apply

Submit your application to your University Work Integrated Learning (WIL) Coordinator / Career Development Team or directly via the [Gold Coast Health Careers Page](#).

In your application include:

- Current resume
- Contact details of 2 referees
- Academic transcript
- Cover letter (1-2 pages) explaining what you hope to gain from this experience.

Applications close: Midnight on Sunday, 12th January 2026.

Please note: Shortlisted candidates will be contacted by a private phone number or via email.