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Welcome to the Rural Clinical School, which is a key program of the Department of Rural Health (DRH). The DRH is the University of Melbourne’s centre for teaching, research and community engagement in rural health.

The DRH aims to enhance the rural health workforce by providing excellent education and training. We have close relationships with local hospitals and other rural health services, sharing resources and staff to enable an integrated approach to rural health education and training in rural Victoria. The Rural Clinical School was established under an initiative of the Commonwealth Department of Health and admitted its first medical students in July 2002.

The Rural Clinical School has campuses at Ballarat, Bendigo (in partnership with Monash), Shepparton and Wangaratta – with multi-purpose facilities comprising student residential accommodation, office and administration areas, conference rooms, tutorial rooms, libraries, computer rooms, and clinical skills laboratories with simulation centres and state-of-the-art audio-visual technology. We have Extended Rural Cohort hubs at Echuca, Shepparton and Wangaratta.

I am delighted to be leading a team who are dedicated to providing you with a first class medical education and I am committed to building on the School’s educational achievements. I am supported by Dr Penny Cotton and Dr Shabna Rajapaksa (based in Ballarat), Dr Steven Bismire (based in Wangaratta) and Dr Leslie Fisher (based in Bendigo) as Deputy Directors of Medical Student Education. Professional staff at all sites provide student support services.

On behalf of the entire RCS team, I extend a warm welcome to you. We all look forward to working with you!

Jules

Professor Julian Wright
Head, Department of Rural Health
Director of Medical Student Education and
Professor of Medicine

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**SCHOOL CONTACTS**

Rural Clinical School – Student Administration
Office hours are from 9.00am to 5.00pm - Monday to Friday.

**BALLARAT**
Department of Rural Health
“Dunvegan”
806 Mair Street, Ballarat, VIC 3350

POSTAL ADDRESS:
Department of Rural Health
“Dunvegan”
806 Mair Street, Ballarat, VIC 3350
Phone: (03) 4301 6800
Fax: (03) 4301 6802

**SHEPPARTON**
Department of Rural Health
49 Graham Street, Shepparton, VIC 3630

POSTAL ADDRESS:
Department of Rural Health
PO Box 6500, Shepparton, VIC 3632
Phone: (03) 5823 4500
Fax: (03) 5823 4555

**BENDIGO**
Monash University
Bendigo Regional Clinical School
26 Mercy Street, Bendigo, VIC 3550

POSTAL ADDRESS:
Monash University
Bendigo Regional Clinical School
PO Box 666, Bendigo Central PO, VIC 3552
Phone: (03) 5440 9000
Fax: (03) 5440 9001

**WANGARATTA**
Department of Rural Health
“The Chalet”
Docker Street, Wangaratta, VIC 3676

POSTAL ADDRESS:
Department of Rural Health
University of Melbourne
PO Box 386, Wangaratta, VIC 3676
Phone: (03) 5720 1700
Fax: (03) 5721 9184

www.unimelb.edu.au
www.ruralhealth.unimelb.edu.au
RURAL CLINICAL SCHOOL (RCS) TEAM
The RCS team are happy to help with any student queries.

Rural Clinical School Manager, Student support, Rural teaching and learning

Melissa Seymour

Rural Clinical School Manager, Student support, Rural teaching and learning

Melissa Seymour

Timetabling Ballarat, Campus Admin, Ballarat

Sarah Brackenridge

MD2 student support, Bendigo student support, Electives

Lou Bush

MD3, MD4, MDRP Student support

Louise Thomas

DGP placements, timetabling Shepparton, RCS administration

Amanda Di Bella

Campus Administration, Wangaratta

Kay Williams

ERC timetabling

Tracie Bartlett

Timetabling Wangaratta

Kim Shirley

MD2 student support, Bendigo student support, Electives

Lou Bush

Campus Administration, Wangaratta

Kay Williams

MD2 student support, Bendigo student support, Electives

Lou Bush

Campus Administration, Wangaratta

Kay Williams

Maternity Leave

Katie Corboy
# CAMPUS CONTACTS

## RURAL CLINICAL SCHOOL

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Details</th>
<th>Contact For</th>
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</thead>
<tbody>
<tr>
<td>Professor Julian Wright</td>
<td>Phone: (03) 5823 4582 <a href="mailto:footit@unimelb.edu.au">footit@unimelb.edu.au</a></td>
<td>Academic progress for the Rural Clinical School</td>
</tr>
<tr>
<td>Head, Department of Rural Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Medical Student Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Angela McLeod</td>
<td>Phone: (03) 5823 4508 <a href="mailto:angela.mcleod@unimelb.edu.au">angela.mcleod@unimelb.edu.au</a></td>
<td>Department Manager</td>
</tr>
<tr>
<td>Department Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Melissa Seymour</td>
<td>Phone: (03) 5823 4578 <a href="mailto:mjdobson@unimelb.edu.au">mjdobson@unimelb.edu.au</a></td>
<td>Coordination of student and teaching support services across the RCS sites</td>
</tr>
<tr>
<td>Clinical School Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr Hannah Sloan and Alison Sinclair</td>
<td>Phone: 0428 933 952</td>
<td>Student health and wellbeing</td>
</tr>
<tr>
<td>Health &amp; Wellbeing Practitioner</td>
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## BALLARAT

### ADMINISTRATION

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<tr>
<th>Name</th>
<th>Contact Details</th>
<th>Contact For</th>
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<tbody>
<tr>
<td>Ballarat Campus</td>
<td>Phone: (03) 4301 6800 <a href="mailto:ballarat-adm@unimelb.edu.au">ballarat-adm@unimelb.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Ms Sarah Brackenridge</td>
<td>Phone: (03) 4301 6899 <a href="mailto:sarah.brackenridge@unimelb.edu.au">sarah.brackenridge@unimelb.edu.au</a></td>
<td>Timetabling and placements. First point of contact for all general School and Ballarat campus enquiries.</td>
</tr>
<tr>
<td>Ms Louise Thomas</td>
<td>Phone: (03) 4301 6848 <a href="mailto:louise.thomas@unimelb.edu.au">louise.thomas@unimelb.edu.au</a></td>
<td>MD3 and MD4 administration for all RCS students</td>
</tr>
</tbody>
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### ACADEMIC

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Details</th>
<th>Contact For</th>
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<tbody>
<tr>
<td>Dr Penny Cotton &amp; Dr Shabna Rajapaksa</td>
<td>Phone: (03) 4301 6800 <a href="mailto:ballarat-subdean@unimelb.edu.au">ballarat-subdean@unimelb.edu.au</a></td>
<td>Medical student education and curriculum delivery in Ballarat</td>
</tr>
<tr>
<td>Deputy Director of Medical Student Education (DDMSE), Ballarat</td>
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## BENDIGO

### ADMINISTRATION

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<tr>
<th>Name</th>
<th>Contact Details</th>
<th>Contact For</th>
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<tbody>
<tr>
<td>Bendigo Reception</td>
<td>Phone: (03) 5440 9067 <a href="mailto:jeanette.jalous@monash.edu">jeanette.jalous@monash.edu</a></td>
<td>General enquiries</td>
</tr>
<tr>
<td>Ms Clarissa Treble</td>
<td>Phone: (03) 5440 9015 <a href="mailto:mhr.fcy@monash.edu">mhr.fcy@monash.edu</a></td>
<td>Bendigo MD2 timetabling</td>
</tr>
<tr>
<td>Programs Administration MD2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Michelle Moon</td>
<td>Phone: (03) 5440 9007 <a href="mailto:mhr.finalyear@monash.edu">mhr.finalyear@monash.edu</a></td>
<td>Bendigo MD4 timetabling</td>
</tr>
<tr>
<td>Programs Administration MD4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Lou Bush</td>
<td>Phone: (03) 5823 4574 <a href="mailto:louise.bush@unimelb.edu.au">louise.bush@unimelb.edu.au</a></td>
<td>Department of Rural Health support for students placed at Monash Bendigo. Based in Shepparton</td>
</tr>
<tr>
<td>UoM Student Administration contact</td>
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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Dr Leslie Fisher</td>
<td>Phone: (03) 5440 9000 <a href="mailto:fisheral@unimelb.edu.au">fisheral@unimelb.edu.au</a></td>
<td>Medical student education and curriculum delivery in Bendigo</td>
</tr>
<tr>
<td>Deputy Director of Medical Student Education (DDMSE), Bendigo</td>
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### SHEPPARTON

#### ADMINISTRATION

<table>
<thead>
<tr>
<th>Shepparton Campus</th>
<th>Phone: (03) 5823 4500</th>
<th><a href="mailto:drh-info@unimelb.edu.au">drh-info@unimelb.edu.au</a></th>
<th>General student enquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Lou Bush</td>
<td>Phone: (03) 5823 4574</td>
<td><a href="mailto:louise.bush@unimelb.edu.au">louise.bush@unimelb.edu.au</a></td>
<td>MD2 Administration, Electives</td>
</tr>
<tr>
<td>Ms Amanda Di Bella</td>
<td>Phone: (03) 5823 4504</td>
<td><a href="mailto:adibella@unimelb.edu.au">adibella@unimelb.edu.au</a></td>
<td>DGP placements, timetabling and RCS administration</td>
</tr>
<tr>
<td>Ms Katie Corboy (on Maternity Leave)</td>
<td>Phone: (03) 5823 4597</td>
<td><a href="mailto:kcorboy@unimelb.edu.au">kcorboy@unimelb.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Ms Tracie Bartlett</td>
<td>Phone: (03) 5823 8712</td>
<td><a href="mailto:tracie.bartlett@unimelb.edu.au">tracie.bartlett@unimelb.edu.au</a></td>
<td>ERC timetabling</td>
</tr>
</tbody>
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#### ACADEMIC

<table>
<thead>
<tr>
<th>Professor Bill Adam</th>
<th>Phone: (03) 5823 8712</th>
<th><a href="mailto:lfoottit@unimelb.edu.au">lfoottit@unimelb.edu.au</a></th>
<th>Medical student education and curriculum delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr David Chew (interim) Deputy Director of Medical Education (DDMSE), Shepparton</td>
<td>Phone: (03) 5823 8746</td>
<td>Email: <a href="mailto:dkchew@unimelb.edu.au">dkchew@unimelb.edu.au</a></td>
<td>Medical student education and curriculum delivery for Shepparton</td>
</tr>
<tr>
<td>Ms Anne Thewlis</td>
<td>Phone: (03) 5823 4585</td>
<td><a href="mailto:athewlis@unimelb.edu.au">athewlis@unimelb.edu.au</a></td>
<td>Coordination and delivery of Clinical Skills activities</td>
</tr>
</tbody>
</table>

### WANGARATTA

#### ADMINISTRATION

<table>
<thead>
<tr>
<th>Ms Kay Williams</th>
<th>Phone: (03) 5823 4506</th>
<th><a href="mailto:kay.williams@unimelb.edu.au">kay.williams@unimelb.edu.au</a></th>
<th>Campus administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Kim Shirley</td>
<td>Phone: (03) 5823 4583</td>
<td><a href="mailto:kim.shirley@unimelb.edu.au">kim.shirley@unimelb.edu.au</a></td>
<td>Timetabling and ERC Wangaratta Hub administration</td>
</tr>
</tbody>
</table>

#### ACADEMIC

| Dr Steven Bismire | Phone: (03) 5823 4556 | steven.bismire@unimelb.edu.au | Medical student education and curriculum delivery for Wangaratta |
### Student Rights

- to expect the best quality education the Department of Rural Health can provide;
- to be provided with an innovative, equitable and supportive environment that challenges students to achieve their full potential;
- to be provided with current and clear guidelines regarding course content, time demands and assessment details;
- to expect impartial, constructive and prompt assessment of work. Information on assessment criteria and expected standards must be made available;
- to have access to the required facilities and resources necessary for the student's academic goals to be achieved;
- to be treated with respect by both staff and fellow students;
- to expect that scheduled classes will take place, or to be informed of alternative arrangements; and
- to have access to staff to whom questions and difficulties can be referred.

### Student Responsibilities

- to take an active role in planning and pursuing his/her studies;
- to be well informed about the requirements of the course that is being undertaken;
- to attend all set classes;
- to discuss with staff any problems that may be encountered;
- to make the best possible use of the opportunities and facilities that the Department of Rural Health provides;
- to submit work, which is wholly his/her own, on time;
- to respect the rights and welfare of Department of Rural Health staff and students;
- to respect Department of Rural Health property;
- to comply with the Department of Rural Health rules and regulations;
- to dress in a professional manner and to maintain excellent personal hygiene; and
- to behave in a manner which reflects positively on the Department of Rural Health.
GUIDELINES FOR STUDENTS

The Rural Environment and You

Rural environments are slightly different from the city in that you will be very visible to the community. Anything you do, whether good or bad, will be remembered and anything you do will reflect on you as a person, student, student doctor for this or other local communities and on the Rural Clinical School. The community has a long memory and news travels quickly – both good and bad. You may find yourself in the local newspaper for various events at the Department of Rural Health - in local sports and for various achievements, whether great or small. We hope you can enjoy getting to know your new community, finding your place and leaving your (hopefully positive) contribution at the hospital and in the local community.

Professional Behaviour

The professional behaviour of each student is assessed as a hurdle requirement in each subject of the MD. There is an expectation that students will display appropriate self-management, be respectful in their interactions with others, and be reliable and respond appropriately to feedback. Unprofessional behaviour is treated as serious, as it may constitute a risk to patients, staff, other students, the student involved or the relationship between the University and the placement provider.

Please refer to the Professional behaviour guidelines on MD Connect - https://mdconnect.medicine.unimelb.edu.au/portal/mdresources/forms/MD_Professional_behaviour_guidelines.pdf

Seeing Patients

Remember that patients are people, not cases. The primary objective of the hospital is patient care. Here are a few hints and simple rules:

• Introduce yourself to the patient, explain that you are a medical student and ask if he / she agrees to see you. Always remember the patient has the right of refusal to see medical students. It may be an inconvenient time, negotiating another time may be possible. Try to avoid seeing patients during their meal times.

• Before examining the patient, always explain what you are going to do and ask permission. Respect the patient’s privacy by covering with a sheet as appropriate and by use of screens.

• If you are in any doubt about examining a patient of the opposite gender, ask a nurse or fellow student (of the patient’s gender) to accompany you. Be careful to expose only the area being examined at any one time and for no longer than necessary.

• Be sensitive to patient’s individual needs eg. cultural differences. Internal examinations, eg. rectal or vaginal, should NEVER be performed without a Doctor’s direct supervision and the patient’s informed consent.

• When you have finished any examination, or history taking, make sure the patient is comfortable and adequately covered and thank him / her for their co-operation.

• Leave the bedside as you found it – curtains in place, chair replaced and table in a convenient position.
SCHOOL PROCESSES

University Statutes and Regulations

All students are bound by the University of Melbourne Statutes and Regulations, which can be found on the University’s web page at the following address: http://www.unimelb.edu.au/compliance

Detailed information about student placements, including pre-placement requirements and what to do if there’s an incident, is available on our website: https://mdhs.unimelb.edu.au/study/current-students/placements/students

In relation to student discipline refer to: https://medicine.unimelb.edu.au/study/current-student-resources/mms-students-resources/policies,-procedures-and-forms

Professionalism

Patient Confidentiality: Patient details should be discussed in private spaces or, if that is not possible, with extreme care for confidentiality. Lifts or other such small public spaces both in and out of the hospital are never appropriate places to discuss patient details. Please respect your patients’ privacy at all times.

Respect and kindness to patients, peers and staff. The Rural Clinical School will not tolerate bullying, harassment, sexual harassment, exclusion, or racism. As you all go about learning how to become doctors please remember to be courteous to each other, your patients and the staff at all times.

Appropriate Dress Code

When in the Rural Clinical School or hospital spaces you should always be dressed professionally and appropriately for patient contact. You may dress in neat casual attire if you are only attending tutorials, however keep in mind that patients may be present at tutorials and opportunities may arise for spontaneous clinical learning.

Casual attire is unacceptable, including:

- t-shirts or singlets
- micro skirts
- halter neck/ mid riff tops
- jeans or casual shorts
- open footwear

For safety reasons, long hair must be tied back and closed footwear must be worn in the hospital setting. Please note, surgical scrubs must remain at hospital sites.

ID Cards / Name Badges

You are required to have your University student card and name badge with you at all times when on University property. Security personnel patrol the buildings after hours and you may be asked to present ID. While on placement to a hospital or clinic, you must wear the ID badge provided to you by the Rural Clinical School, or by the hospital/clinic in question, at all times.

Student Personal Details

University of Melbourne students must update their personal details on the Student Portal at www.portal.unimelb.edu.au. Department of Rural Health students are required to update their personal details at with their local administrator.

Leave of Absence

Short Leave of Absence

The Melbourne Medical School grants two forms of Short Leave of Absence:

- Personal Leave
- Professional Development Leave

Short LOA requests must be submitted at least two weeks prior to the proposed date of leave.

Students submit a fully completed Short LOA form by email to rcs-admin@lists.unimelb.edu.au with supporting evidence attached. Email confirmation will be provided to students of the outcome of their applications. The student must provide documentary evidence that exceptional circumstances exist that provide compelling reasons for this request to be granted. Medical certificates completed by any health professional related to the student will not be accepted.

Long Leave of Absence

A Long LOA for one academic year (two semesters) may normally be granted once during the course. Requests for a Long LOA must be submitted at least two months prior to the start of the first semester of the proposed academic year of leave.

A permanent record of the leave will be placed on the student’s file. Any student taking unapproved leave may have disciplinary action taken against them by the Director (Academic Programs). Please refer to the link below for guidelines for granting leave of absence requests. http://medicine.unimelb.edu.au/students/policies

All LOA forms can be obtained online at http://medicine.unimelb.edu.au/students/policies

Request for Approval of Medical Student Clinical Activity Outside of a Hospital/ Consulting Room Setting

This form must be approved by the appropriate Deputy Director of Medical Student Education BEFORE you commit to engaging in the event. Forms can be obtained from admin offices at each site. Each form covers only one event so please complete a form for every event. Please contact the Rural Clinical School Manager (03) 5823 4500 for further information.

Insurance for Rural Clinical School student activities with the public (e.g. not in a traditional clinical setting), covers medical students if they:
are enrolled in the University of Melbourne medical
degree

have appropriate supervision for clinical activities and

have achieved the necessary procedural competency by direct supervision and sign-off as required by the Melbourne Medical School (eg. intravenous cannulation), if such procedures are to be included in the activity.

Medical students will be insured for their involvement in public events by the University of Melbourne where:

the appropriate request form has been completed (see above),

the event and activities have been approved in writing by the appropriate Deputy Director of Medical Student Education prior to the event; AND

an appropriate degree of supervision is undertaken. This will depend on the activity and the experience of the student (see below).

The degree of supervision would be at the discretion of the supervisor who knows the students but the following is a guide:

“Health Fair” – handing out health information – supervisor available by phone.

Health checks eg, BP, height, weight – supervisor available by phone.

Skin checks – doctor on site or available within half an hour (depending on expertise of students).

Invasive procedures – blood sugar checks, immunisations – doctor on site.

First aid (would depend on other nearby services) – doctor promptly available if required.

Bullying

The University is committed to creating and maintaining workplaces that uphold the principles of fairness and the pursuit of excellence. There is no place for bullying at the University, where safe and respectful work and study environments are a priority.

Bullying is unwelcome and unreasonable behaviour that is persistent. It creates a hostile, uncomfortable or offensive atmosphere for those who are targets of the bullying. For more information visit: safercommunity.unimelb.edu.au

If you are concerned about bullying, you should report the behaviour to your Academic Coordinator (refer to Incident Reporting in the Occupational Health Safety and Environment (OHSE) section) or through the Safer Communities Program. As with sexual harassment, all requests for assistance will be handled in the strictest confidence.

Alcohol and Drug Policy

Students found intoxicated or under the influence of illegal drugs whilst in a learning environment will not be tolerated at the Rural Clinical School and will be dealt with in accordance with the University's disciplinary policy.

Student Travel

Rural Clinical School students are eligible to submit claims for reimbursement for travel in accordance with the following principles:

Travel Claims

- MD2 students on an Ambulatory Care placement who are allocated to practices more than 15 kms from their RCS site are eligible to claim travel for one return trip.
- MD3 students on ERC placement will be paid a bursary at the start of the year to cover required travel; students placed at snowfield clinics will be informed how to claim those travel costs.
- MD3 students and MD4 students should refer to the MDRP guidelines for information about their eligibility to claim for travel.
Please note: the following cannot be claimed for reimbursement —

- Travel to Orientation
- Travel to or from exams
- Travel to Melbourne Medical School Student Conference or Integrated Week
- Travel to any blocks, rotations or selectives which are located in Melbourne. This includes the GP Rotation, Vocational Selective and MDRP.

Rates are paid at 25c per kilometre, for example:

- Ballarat / Bendigo return = total $60.00
- Ballarat / Melbourne return = total $56.00

Students are encouraged to 'car pool' at all times. Only one reimbursement will be paid per vehicle.

Please contact student administration for details on how to claim. The Rural Clinical School reserves the right to change this policy from time to time.

University Vehicles

In special circumstances students may use a University vehicle for Rural Clinical School business. Please contact Student Administration if you have an enquiry about University vehicle usage, which is subject to the following guidelines:

1. Any student driving a registered Department of Rural Health vehicle must have a current driving licence, valid for the State of Victoria.

2. Approval for RCS students to drive University vehicles will only be made on the recommendation of a member of staff and with authorisation from the Chair, Department of Rural Health or delegate.

3. All drivers of University vehicles must be registered as authorised users for that Department of Rural Health. Application forms can be obtained via Reception. Students driving University vehicles must be familiar with all policies and procedures relating to the use of University vehicles. In particular, there is a zero blood alcohol limit for all drivers of University vehicles and only passengers on University business are permitted to travel in these vehicles. Any breach of law, which results in a penalty being imposed, is the responsibility of the student. Any damage to University vehicles must be reported immediately. Where the damage is due to negligence on the part of the student, he / she may be held responsible for any necessary repairs.

4. Students must not use mobile phones whilst driving University vehicles. This includes hands free usage.

Students are responsible for adopting safe work and study practices and are required to comply with all University and Department of Rural Health rules and procedures which relate to environment, health and safety.
STUDENT HEALTH & WELLBEING

Studying medicine can be both a rewarding and stressful experience for students. Everyone manages stress in different ways, and sometimes it is helpful to seek assistance in managing life stresses and challenges. There are a range of support options for medical students in the Rural Clinical School that aim to allow students to thrive and not just survive studying medicine. The following information provides a summary of services and supports available. For more information, please do not hesitate to contact the rural Health and Wellbeing Practitioner.

Health & Wellbeing Practitioner

The Health and Wellbeing Practitioners offer free support services to University of Melbourne students currently enrolled within the Melbourne Medical School. The service can be accessed for a range of purposes, from discussing strategies to stay well over stressful study periods, referral to other support providers, to concerns regarding mental health, bullying or harassment in the medicine environment.

Students can arrange appointments directly through the following link https://the-university-of-melbourne.cliniko.com/bookings. Once on the booking site you will be able to find a health and wellbeing practitioner at your nearest clinical school location and look through a calendar to determine a day and time that suits. To book an appointment you will be asked to enter some of your personal details. For information regarding the privacy of your information, please see the service privacy statement.

Alternatively, sessions can be arranged through direct communication with the Health and Wellbeing practitioners:

Metropolitan:
Danielle Clayman
Ph: 0466 474 547
E: danielle.clayman@unimelb.edu.au

Rural:
Dr Hannah Sloan and Alison Sinclair
Ph: 0428 933 952

Academic Mentor

The Academic Mentor Program is a confidential support service provided by the Melbourne Medical School for MD students. For further information on the service go to Academic Mentor page. The Academic Mentor is an experienced General Practitioner and educator who sees students in a private room on Parkville Campus. Students can make appointments directly with the Academic Mentor. Contact details as follows:

Dr Lindsay Moran
- SMS the Academic Mentor's phone: 0403 568 874
- E: academic-mentor@unimelb.edu.au

Parkville Based Support Services

The University provides a number of support services which are available to Medical School students. These include:

- Chaplaincy
- Children's Services
- Counselling Service
- Student Financial Aid
- Health Service
- Student Housing Services

More information can be found online: http://services.unimelb.edu.au/finder.

Counselling Services

Should you wish to talk to a professional counsellor, the Health and Wellbeing Practitioner can direct you to an appropriate support service. Alternatively students may wish to contact university support services directly. The following services are readily available to students at the Parkville campus. Arrangements can be made for telephone or videoconference access to such services as needed.

The university Counselling and Psychology Service (CAPS) is highly confidential and offers the opportunity to seek assistance and support on a wide range of issues including:

- Financial issues regarding student loans or Centrelink
- Health concerns
- Personal and emotional concerns
- Domestic or family violence
- Relationship issues
- Loneliness and depression
- Study or academic problems
- Grief or bereavement
- Stress and anxiety
- Study skills development
- Work related progress
- Assistance with special consideration
- Parenting issues
- Disability issues

The CAPS team may also arrange a referral onto specialist services, where required. For more information about the service options, please see: www.services.unimelb.edu.au/counsel

Students may also contact the service directly on:
A: Level 5, 757 Swanston Street, Parkville VIC 3052
P: 8344 6927
F: 9347 5403
Self-help resources and information regarding mental health and wellbeing, including online workshops and articles are also available to students at: http://services.unimelb.edu.au/counsel/resources.

Stop 1:
Stop 1 is a directory where students can find information and student services whether online, on the phone or in person. Stop 1 can help you with admissions, enrolment, course planning, administration, support services and skills and development.
Further information can be found at: http://students.unimelb.edu.au/stop1.
A: 757 Swanston Street, Parkville
    234 St Kilda Road, Southbank
P: 13 MELB (13 6352)
   +61 3 9035 5511 Outside Australia

Safer Communities
The University of Melbourne Safer Communities Program gives everyone the opportunity to report on behaviour of concern. The program offers a safe place to talk about your concerns, personal and tailored safety advice, support and strategies to manage behaviours of concern and easy access to other support services.

Contact the Safer Communities Program on:
E: safer-community@unimelb.edu.au
P: (03) 9035 8675
W: Safercommunity.Unimelb.edu.au

The University has launched its Unisafe app that has useful safety information, resources and tools to enhance your safety. This FREE app can be downloaded via App Store and Google Play.

Other Medical Student Support Services

Australian Medical Association (AMA)
The AMA offers a telephone service for crisis which is available to medical students providing confidential support from 8am - 11pm, 365 days a year call 1300 853 338.

Victorian Doctors Health Program
The Victorian Doctors Health Program has been established to ensure that a full-time, dedicated service is available to meet the needs of sick and impaired doctors and medical students. It provides prompt advice to doctors and medical students who feel at risk, or think that they may have a problem. Advice is also available to family members, colleagues, hospital or clinic staff.

This is a confidential and compassionate service for doctors and medical students with health concerns including alcohol, other drug and mental health problems.

If you have any personal concerns, or a doctor or medical student you care about is at risk, help is available.

Contact the Victorian Doctors Health Program on:
P: (03) 9495 6011 (24 hour)
   www.doctorshealth.org.au

Rural Medical Family Network
The Rural Medical Family Network is a volunteer group of doctors’ spouses who understand and have experienced living in the country and aim to support rural doctors and their families.

If a GP spouse or partner feels the need to talk to someone about life as a Rural GP spouse or partner call the RMFN on (03) 8610 6318.
STUDYING AT THE RURAL CLINICAL SCHOOL

Communication with Students

You are required to check your University of Melbourne student email account regularly as this is a key method of communication with the University and the Rural Clinical School. When contacting Rural Clinical School staff via email, always use your University of Melbourne email account. It is University of Melbourne policy that emails sent from non-unimelb email addresses will not be responded to. Emails sent using other accounts (hotmail, yahoo, etc) are often automatically directed to the 'junk' directories of staff email inboxes and therefore are likely to be missed. For assistance with personal email accounts, please contact ITS helpdesk at https://studentit.unimelb.edu.au/.

Course Dates

Course dates for the medical degree can be found at: http://medicine.unimelb.edu.au/students/academic_dates

Rotations

MD2 complete an 8-week foundation term, followed by three 8-week Rotations in Ambulatory, Medicine and Surgery. Each group will rotate between these three throughout the year.

Bendigo students complete the joint program with Monash students which is run on a different set of dates as advised by Monash. Students still complete the required Ambulatory, Medicine and Surgery rotations.

Allocations

Students staying on for subsequent years of study at the RCS will be requested to preference around mid-year. We aim to advise allocation for the following year by early August.

Timetables

Student timetables for the Rural Clinical School can be accessed through MD Connect. Students can also access forms, course and subject information via MD Connect. Students are expected to check MD Connect daily.

MD Connect can be accessed at http://www.mdconnect.medicine.unimelb.edu.au

Bendigo: Timetables will be provided by email from MD2 - Ms Clarissa Treble, Programs Administrator.

MD4 - Ms Michelle Moon, Programs Administrator

Assessments

Rural Clinical School students will undertake the same assessments as students allocated to a Metro Clinical School. Details of ongoing assessment tasks can be found in the subject guide available on MDConnect. It is the student’s responsibility to note when and how these tasks are to be submitted and adhere strictly to the deadlines. All written assessments are to be emailed by 23:59 hours on the due date to: rcs-assessment@iists.unimelb.edu.au or late penalties will apply in accordance with University policy.

Exams

Exam dates for the Rural Clinical School are decided and released to students by the University of Melbourne, Melbourne Medical School. Students are notified of these dates on MD Connect and Student Portal. Closer to the exam date, the Melbourne Medical School will also post schedules for each Clinical School on MD Connect. It is the student's responsibility to check MD Connect regularly for this information.

RCS students sit exams at rural sites, however, please note you are likely to move between RCS sites to undertake exams.

Supplementary Exams

Rural Clinical School students will be notified by the Melbourne Medical School if they are required to sit a supplementary exam. Students are notified on their University of Melbourne email account or via telephone.

Supplementary exams will be held at one venue decided by the Melbourne Medical School. This could be at a metro Clinical School.

Special Consideration and Alternative Exam Arrangement (AEAs)

The Rural Clinical School endorses the University of Melbourne policy on Special Consideration and AEAs. Policy details can be found at: http://medicine.unimelb.edu.au/students/policies

Students must apply for Special Consideration by accessing the University Student Portal at: www.portal.unimelb.edu.au and under the Admin section.

It is the student’s responsibility to advise their local school of any approved special arrangements for exams. This should be done at the start of the year for current AEAs or as soon as a new AEA is arranged.

Results

Rural Clinical School students’ results will be released by the Melbourne Medical School on the Student Portal: www.portal.unimelb.edu.au
Students located at the Rural Clinical School may arrange to discuss their exam results with their Deputy Director of Medical Student Education.

**Ballarat:**
Dr Penny Cotton or Dr Shabna Rajapaksa (03) 4301 6800

**Bendigo:**
Dr Leslie Fisher (03) 5440 9000

**Shepparton:**
Mr David Chew (interim) (03) 5823 8746

**Wangaratta:**
Dr Steven Bismire (03) 5823 4556

**Academic Transcripts and Statements**

The Department of Rural Health and Rural Clinical School cannot provide students with Academic Transcripts or Statements. Students must refer to the Student Centre at Parkville to obtain these confidential documents.

**Student Card and Name Badges**

Melbourne Medical School students can apply for a replacement student card if it is lost or stolen. Please go to the [https://students.unimelb.edu.au/admin/student-card/replacement-cards](https://students.unimelb.edu.au/admin/student-card/replacement-cards) for further information. If you lose your name badge please contact Lou Bush to organise a replacement.

**Mail Messages**

Student mail is to be collected from the designated student mail collection point at each Campus (from 'Dunvegan' at Ballarat, outside the student hub at Shepparton, from 'The Chalet' at Wangaratta and from the Regional Clinical School in Bendigo). Students are expected to check for personal mail regularly. Please collect all larger items, i.e. online shopping as soon as practical from reception area.

**ITS**

For IT support contact University Student IT Services at: [http://www.studentit.unimelb.edu.au/](http://www.studentit.unimelb.edu.au/).

**Internet Usage**

Students must adhere to the University’s IT policy, which can be found on the University website: [http://www.unimelb.edu.au/Statutes/r8lt7.html](http://www.unimelb.edu.au/Statutes/r8lt7.html) and in the Policies & Procedures section of this handbook. Internet access is provided for study purposes only and the downloading of music, movies, etc., is strictly prohibited. See the "Discipline Policy" for details. The network is constantly monitored for any breaches of this policy.

**Department of Rural Health Policy: Regarding Illegal Downloading of Copy Written Materials Via the Internet**

As per documents each student signs when they enrol at the University of Melbourne, students are not permitted to download illegal copies of copyrighted materials from the internet. This includes movies, software and other online materials. A student who does this is at risk of legal action from the source of the copy-righted materials and is also at risk of expulsion from the University.

University servers are monitored, and if this monitoring detects illegal download activity, the student involved will have their computer confiscated for further investigation.

**Computer Viruses**

In a shared computing environment there is always the chance that computer viruses may be present. Preventative measures should be used to minimize the chance of infection and transmission.

**Network Access from Student Accommodation**

The Department of Rural Health accommodation may offer the option of having network/internet access available from your room.

**Year 3 MD Research Project Rural (MDRP) Guidelines**

This policy details how the Department of Rural Health will assist year 3 RCS students who are required to meet with their research project supervisor.

**RCS Graduation**

Graduating Rural Clinical School students nominate a Student Graduation Committee each year. Graduation venue is rotated through the Rural Clinical School sites each year.

**Student Accommodation**

All students attending the Rural Clinical School will be contacted in relation to accommodation – for information please visit [www.umelbrh.starrezhousing.com/StarRezPortal/](http://www.umelbrh.starrezhousing.com/StarRezPortal/)

**Accommodation in Melbourne**

We have made provision to assist with accommodation during compulsory Melbourne curriculum dates and DGP tutorials for rural students who don’t have friends/family to stay with. This accommodation is only at the Austin Clinical School and is booked and paid for by the RCS. If you are wanting to purchase accommodation elsewhere you may at your own expense.

To apply for Austin accommodation please contact the RCS Team on rcs-admin@lists.unimelb.edu.au.

**Financial Aid**

Students experiencing financial hardship may be eligible for grants (bursaries) which are provided by the University. Information and applications can be found at: [https://services.unimelb.edu.au/finaid/grants-and-bursaries](https://services.unimelb.edu.au/finaid/grants-and-bursaries).
BALLARAT

Ballarat is Victoria's third largest city and one of the largest inland cities in Australia, with a population of around 104,000.

It is renowned for its gold and architectural heritage from the Gold Rush which began in 1851. By 1855, Ballarat had grown to a city with a population of 100,000 people. Impressive public and private buildings sprung up which were financed from the wealth generated by the diggings. These days, long after the gold has run out, the city retains much of its rich gold heritage in the form of opulent buildings, fountains, and tourist attractions which celebrate the city's history. Notable buildings include Ballarat's Town Hall (built between 1870 and 1872), Her Majesty's Theatre (1875) and Craig's Hotel which was built in several stages between 1853 and 1891.

Today, it offers contemporary restaurants, cafes, bars and boutique hotels. It also hosts a number of activities and events including farmers markets, Museum of Australia Democracy at Eureka, Sovereign Hill, Art Gallery of Ballarat, the Begonia festival, Ballarat Beer festival, Springfest, the Australian Open Road Cycling Championships along with gigs and concerts. Additionally, there is numerous sports clubs and outdoor activities. From the 6km track around Lake Wendouree, fitness and aquatic centres to football, netball and soccer clubs.


Getting to Ballarat

Strategically located in the Central Highlands Region of Victoria, Ballarat is approximately 110 kms north-west of Melbourne. Travel time between Ballarat and Melbourne is around 75 minutes.

Public transport to Ballarat is by train (or v/line coach). It takes around 75 minutes. See the VLine website for timetables: http://www.vline.com.au/.

Accommodation

The Department of Rural Health manages accommodation facilities for students in Ballarat.

For more information please refer to the RCS Accommodation Handbook.

Campus facilities

Teaching facilities
Located at “Dunvegan”. Dunvegan is the oldest building owned by the University of Melbourne. It is a historical house built in 1858. It is located at 806 Mair Street (the corner of Mair & Drummond Sts, diagonally opposite Ballarat Health Services – the Ballarat Base Hospital).

The campus building is open between 8.30am – 5.00pm Monday to Friday. There are professional staff offices, academic offices and the Going Rural team located on site along with 4 tutorial rooms.

Students can book the tutorial rooms by contacting the RCS office. Facilities can be booked Monday to Friday between 9am – 5pm. After hours by special arrangement.

Student Retreat
There is a Student Retreat available for students at the Ballarat campus. It is a secure building with swipe card access that has lounge and dining area, kitchen, lockers, bathroom with shower and study space.

The study space in the student retreat is also an after-hours teaching room (known as Tutorial 5).

Security swipe cards will be provided at site orientation. It is accessible 24/7 by swipe card.

Computers, Internet and IT
There is a study space to bring your own computer and use the wifi network, alternatively there is 1 computer available.
All work done on these computers should be removed from the computer and saved onto a personal USB stick after each session. Please read and adhere to the University’s regulations regarding computer and network facilities, located at http://www.studentit.unimelb.edu.au/goodtoknow/guidelines.html http://www.unimelb.edu.au/ExecServ/Statutes/pdf/r83r2.Pdf

All work done on these computers should be removed from the computer and saved onto a personal USB stick after each session. Please read and adhere to the University’s regulations regarding computer and network facilities, located at http://www.studentit.unimelb.edu.au/goodtoknow/guidelines.html http://www.unimelb.edu.au/ExecServ/Statutes/pdf/r83r2.Pdf

Printing and Scanning: available in the Student Retreat.

Fax: available at “Dunvegan”. Please speak to the Admin Office staff.

Library
The Ballarat Health Services Library provides a fully integrated, high quality, multi-site clinical information service to all staff and students. It is located at the BHS Base Hospital, Second floor, Cafeteria Building. More information is available here: http://www.bhs.org.au/?q=node/133

Opening Hours:
8.30am - 6.00pm Monday to Thursday
8.30am - 5.00pm Fridays
To borrow books from the University of Melbourne library, please click on the library link below. http://library.unimelb.edu.au/

Borrowed materials are normally delivered to the local library within three working days of making the request. The hospital library will notify you when the materials may be collected. Materials should be returned to the Librarian at the hospital library.

Clinical Skills Laboratories
Students have access to a clinical skills room with simulated patient and clinical equipment. This Clinical Skills facility is at the Ballarat Clinical School (operated by Deakin) within the Ballarat Health Service. Please note: Students are not permitted to use these facilities unsupervised. Students should ensure they report any damage to equipment immediately to the Clinical Skills Laboratory Manager, Campus Coordinator or an Administration Officer.

Lockers
Lockers are available to students. They are located in the Student Retreat. You are to supply your own lock. Sarah Brackenridge will organise allocations during site orientation.

Bicycles
Bicycle racks are available on campus. All bicycles must be chained/locked whilst in storage. Bicycles are stored at owner’s own risk.

For safety and cleanliness reasons bicycles are not permitted to be taken into or stored around the student residences. Students who do not store their bicycles as specified will receive a maximum of three warnings before the bicycle is confiscated (for return at the end of the student’s residency period).

The Department of Rural Health also has a number of bicycles available for hire. The hire includes a lock and helmet. There are 5 bikes available for hire in Ballarat, please contact Sarah Brackenridge. Students who do not return a bicycle from hire will incur a penalty charge for the replacement cost of the bicycle.

Lost or stolen University owned bicycles must be reported immediately to Sarah Brackenridge. Lost/Stolen Bicycle Hire Charge - cost of replacement of hire bicycle will be charged to the hirer.


Participation in Hospital Activities
Your clinical education will be enhanced by participation in the many regular meetings and activities held at the participating hospitals. Meetings and seminars that students can attend are posted on campus and student retreat noticeboards and will be added to timetables in MD Connect.

Grand Rounds/Medical Lectures: Grand Rounds are held regularly and are a great learning opportunity. Students are encouraged to attend.

Wednesdays at 12.30 pm in the Education Centre Lecture Theatre, Ballarat Health Services. Lunch is provided, with the seminar commencing at 12.45pm.

Ward Meetings: You are encouraged to attend all educational and review sessions held by your unit, eg. Radiology, Pathology sessions.

Other Meetings: There are a number of other educational meetings and functions held from time to time which will be of benefit, eg. Victorian Medical Postgraduate Foundation (VMPF) Meetings.

Student Parking
Street parking is available within a three block radius of the Hospital and “Dunvegan” but please be aware of time restrictions. Paid parking is available within the hospital grounds. There is no parking available on campus at ‘Dunvegan’.

Other Resources

Employment Opportunities
The Department of Rural Health encourages students to look for casual employment. Local employment opportunities can be found in local papers and online.

Ombudsman
The Ombudsman provides an independent point of support to students to raise any issues that they may have relating to academic teaching and learning, accommodation or student wellbeing and assists in improving the Rural Clinical School experience. Ombudsman meetings are held at each of the Department of Rural Health sites (Ballarat, Shepparton and Wangaratta) during the academic teaching year.

The Ombudsman for Ballarat is:
Dr Royce Baxter
E: roycebaxter2@bigpond.com.au

Rural GP Services
The following list details medical services available at various rural sites. The list is not exhaustive and students may seek further options through contact with their Sub Dean or the Health and Wellbeing Practitioner.

Eureka Medical and Dental Centre
A: 14 Albert Street, Ballarat
P: (03) 5309 1111
NOTE: bulk billing is available for students.

Medic Aid Medical Clinic
A: 25 Raglan Street, North Ballarat
P: (03) 5332 3355
(03) 5332 3355 after hours
NOTE: bulk billing is available for students.
Ballarat Health Services in Drummond Street, has a 24 hour Accident and Emergency centre. There is a fee paying Accident and Emergency centre at St. John of God Private Hospital, Drummond Street Ballarat.

Sports & Fitness
There is a outdoor table tennis available for students to use on campus. It is located in the Student Retreat and can be wheeled out into the back carpark area to use. Please ensure it is put away when finished using.

There is a number of fitness classes on campus through the year for students, for example - yoga, boxing, pilates. Additionally, the Health Cup will be a mixed sports event over a few weeks against other University in Ballarat.

There is also gym discounts for University of Melbourne students. Prices and application forms can be requested at each site.

Emergency Contacts

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<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tr>
<td>Emergency Services</td>
<td>000</td>
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<tr>
<td>Poison Information Centre</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Parkville University Security</td>
<td>(03) 8344 6666</td>
</tr>
<tr>
<td></td>
<td>0407 888 895</td>
</tr>
<tr>
<td>Police Station</td>
<td>(03) 5336 6000</td>
</tr>
<tr>
<td>Ballarat Health Services</td>
<td>(03) 5320 4000</td>
</tr>
<tr>
<td>Security Contractor</td>
<td>(03) 5329 0810</td>
</tr>
<tr>
<td>Campus Switchboard (Office Hours)</td>
<td>(03) 4301 6800</td>
</tr>
<tr>
<td>Centre Against Sexual Assault</td>
<td>(03) 5320 3933</td>
</tr>
<tr>
<td>Psychiatric Help Line</td>
<td>1300 661 323</td>
</tr>
<tr>
<td>BSH Adult Mental Health Services</td>
<td>(03) 5320 4100</td>
</tr>
</tbody>
</table>
Emergency Contacts

Emergency Services: 000
Poison Information Centre: 13 11 26
Parkville University Security (03) 8344 6666 / 0407 888 895
Police Station: (03) 5336 6000
Ballarat Health Services: (03) 5320 4000
Security Contractor: (03) 5329 0810
Site Administrator (Office Hours):  (03) 4301 6800
Resident Student Advisor: 0400 564 934
Centre Against Sexual Assault:          (03) 5320 3933
Psychiatric Help Line: 1300 661 323
BSH Adult Mental Health Services:   (03) 5320 4100

Map – hospital / accommodation locations
BENDIGO

Bendigo is Victoria's fourth largest city with natural bushland entirely surrounding the town. It has been referred to as "a city within a forest". A number of lakes and reservoirs are located within the city, including the most central, Lake Weeroona, which features gardens and parkland. Its population is around 100,000.

Bendigo has a rich and prosperous heritage dating back to the days when gold was discovered in the area in the 1850s. Since then, Bendigo has been the second highest producing goldfield in Australia and remains the seventh largest in the world.

It was the place of one of the world’s most exciting gold rushes, with more gold found here between 1850 and 1900 than anywhere else in the world. The city is literally built on gold, gathered from the rich gold-bearing quartz reefs. People came from across the world to seek their fortune in Bendigo in the mid to late 1800’s and has always been a true multicultural city.

Bendigo is home to a vibrant arts hub and flourishing food and wine scene set against its rich history, grand architecture and magnificent gardens. The Bendigo Art Gallery is one of Australia’s largest and oldest regional art galleries with collections dating from 1850s to the present day.

Dozens of smaller studios and galleries can be found in the region along with the famous Bendigo Pottery. Bendigo also boasts a range of major events throughout the year which include the Bendigo International Madison (biggest cycling & athletic event in Australia), Bendigo Olive & Food Fiesta, Bendigo Easter Festival which includes the Dragon Parade, Bendigo Fashion Week and various wine and produce events such as the Bendigo Heritage Uncorked Festival.

Please visit www.bendigo.vic.gov.au for more information.

Getting to Bendigo

Strategically located in the Central Highlands Region of Victoria, Bendigo is approximately 150 kms north-west of Melbourne. Travel time between Bendigo and Melbourne is around 2 hours.

Public transport to Bendigo is by train (or v/line coach). It takes around 2 hours. See the VLine website for timetables: http://www.vline.com.au/.

Accommodation

The Bendigo Regional Clinical School (coordinated by Monash University) currently manages accommodation options for students in Bendigo.

Shared House - possible options to share a house.

Lister House - is a double storey facility situated in Wattle Street. Wheelchair access in all areas.

More detailed information regarding student accommodation in Bendigo please contact:

Helen Martin
Student Support Officer, Monash Rural Health Bendigo
Monash University
Ph: (03) 5440 9068
helen.martin@monash.edu

Campus facilities

Teaching facilities

Bendigo facilities include the lecture theatre, five large Tutorial Rooms, and five small meeting rooms. Students can make applications for room bookings via Reception.

Computers, Internet and IT

Students may have access to computers for University email and internet for study purposes. Printing and photocopying services are available. Wireless access is available at most campuses.
Students who live in Monash University student accommodation at Lister House, Bendigo will also have access to a computer and wireless internet. Access to the University of Melbourne’s network is configured through Eduroam. This service must be set-up by Scott Middleton on (03) 5823 4548 or email: smid@unimelb.edu.au. Students are encouraged to phone or email for further details.

All work done on these computers should be removed from the computer and saved onto a personal USB stick after each session. Please read and adhere to the University’s regulations regarding computer and network facilities, located at http://www.studentit.unimelb.edu.au/goodtoknow/guidelines.html

Word-processing, Photocopying and Scanning: available at Bendigo Health Library for 10c per page. See Library staff for payments.

Library
The Bendigo Health (BH) Library, located at the Bendigo Regional Clinical School enables University of Melbourne students allocated to Bendigo to access and borrow books from their collection. The library has a loan collection of approximately 1,000 books & 200 hard copy journal titles. The standard loan period is three weeks. Please contact the Bendigo Health Library for further information.

Opening Hours:
Monday – Friday - 8.30am – 5.00pm (after hours access with Bendigo Health ID swipe card)

To borrow books from the University of Melbourne library, please click on the library link below http://library.unimelb.edu.au/

Borrowed materials are normally delivered to the local library within three working days of making the request. The hospital library will notify you when the materials may be collected. Materials should be returned to the Librarian at the hospital library.

Clinical Skills Laboratories
Rural Clinical School students located at Bendigo will be provided with procedural skills tutorials by Monash University’s Clinical Skills Manager. Enquiries for access to this service must be made to your allocated subject coordinator.

Lockers
Lockers are available to students if requested before arrival. Please contact reception.

Bicycles
Bicycle storage is available at Student accommodation only, no storage available at campus or the hospital. All bicycles must be chained/locked whilst in storage. Bicycles are stored at owner’s own risk. For safety and cleanliness reasons bicycles are not permitted to be taken into or stored around the student residences. Students who do not store their bicycles as specified will receive a maximum of three warnings before the bicycle is confiscated (for return at the end of the student’s residency period).


Participation in Hospital Activities
Your clinical education will be enhanced by participation in the many regular meetings and activities held at the participating hospitals. Information and schedules are provided by Administration Officers at each site.

Grand Rounds/Medical Lectures: Grand Rounds are held regularly and are a great learning opportunity. Students are encouraged to attend. Students are invited via the newsletter to attend.

Ward Meetings: You are encouraged to attend all educational and review sessions held by your unit, eg. Radiology, Pathology sessions.

Other Meetings: There are a number of other educational meetings and functions held from time to time which will be of benefit, eg. Victorian Medical Postgraduate Foundation (VMPF) Meetings. Students will be advised of relevant events by Admin Staff via Moodle.

Student Parking
Street parking is available within a two block radius of both Mercy Street and Lister House but please be aware of time restrictions.

Other Resources

Employment Opportunities
The Department of Rural Health encourages students to look for casual employment. Local employment opportunities can be found in local papers and online.


Rural GP Services
The following list details medical services available at various rural sites. The list is not exhaustive and students may seek further options through contact with their Sub Dean or the Health and Wellbeing Practitioner.

Contact reception for assist in finding a local GP. Bendigo Hospital has a 24 hour Emergency department.
Emergency Contacts

Emergency Services: 000
Poison Information Centre: 13 11 26
Parkville University Security (03) 8344 6666
0407 888 895

Police Station: (03) 5448 1300
Bendigo Health: (03) 5454 6000
Site Administrator (Office Hours): (03) 5440 9000
Centre Against Sexual Assault: 1800 806 292
(03) 5441 0430

Bendigo Health Adult Mental Health Service: 1300 363 788
(03) 5454 7604

Map – hospital / accommodation locations
Shepparton is a major commercial centre, situated within the rich dairying, fruit growing and agricultural region of the Goulburn Valley, with the area responsible for producing around 25 percent of Victoria's rural output. Major food companies in the area include SPC Ardmona and Campbells Soups. It began as a sheep station and river crossing in the mid-19th century, before undergoing a major transformation as a railway town. Today it is an agricultural and manufacturing centre with a population of approximately 50,000.

Shepparton offers a range of activities including the SAM Art Museum, regular live theatre and music performances, cinema, library, multi-cultural and Farmer's Markets and community-based cultural organisations. There is Moooving Art, an ever changing public art exhibition of life sized 3D cows. Fibreglass bovines are scattered throughout Shepparton and surrounding towns in public gardens, playgrounds and businesses and are full of colour, spunk and personality.

A network of parks, reserves and forests follow the paths of the Goulburn and Broken Rivers through Shepparton, offering good bushwalking tracks and picnic spots. Victoria Park Lake, constructed in 1920 from a swamp, is located just south of the heart of Shepparton, fronting the main highway and featuring walking tracks, bike paths, a skate park and boating facilities. Adjacent to the lake is the Aquamoves health and fitness centre which has both indoor and outdoor pools.

Please visit www.greatershepparton.com.au for more information.

Getting to Shepparton
Shepparton is located between Nagambie and Numurkah on the Goulburn Valley Highway in northern Victoria approximately 181 kms north-northeast of Melbourne. Travel time between Shepparton and Melbourne is around 2 hours.

Public transport to Shepparton is by train (or v/line coach). See the VLine website for timetables: http://www.vline.com.au/.

Accommodation
The Department of Rural Health manages accommodation facilities for students in Shepparton.

For more information please refer to the RCS Accommodation Handbook.

Campus facilities
Teaching facilities
Located at Department of Rural Health, 49 Graham Street, Shepparton.

There is: Lecture theatre seating 80, boardroom seating approximately 12, Conference Room 1 seating approximately 12, Conference Room 2 seating approximately 24, Tutorial Room 1 seating approximately 8, and Tutorial Room 2 seating approximately 12.

Computers, data projectors, smart boards, whiteboards, portable x-ray box, video, DVD, TV and ZOOM facilities.

Students can make applications for room bookings via the Room Booking Officer by emailing drh-queries@unimelb.edu.au

Facilities can be booked between 9.00am - 5.00pm, Monday to Friday, or after hours by special arrangement.

Student Hub
Located at the Department of Rural Health, 49 Graham Street, Shepparton.

Facilities include two fully networked computers (one of which has GVH access), internet access and printing facilities. Students can access the student hub 24 hours a day, 7 days a week with a swipe card. Swipe card access is provided by the Campus Administrator. Students can phone or email for further details.

Computers, Internet and IT
Students may have access to computers for University email and internet for study purposes. Printing and
photocopying services are available. Wireless access is available at most campuses.

All work done on these computers should be removed from the computer and saved onto a personal USB stick after each session. Please read and adhere to the University’s regulations regarding computer and network facilities, located at http://www.studentit.unimelb.edu.au/goodtoknow/guidelines.html http://www.unimelb.edu.au/ExecServ/Statutes/pdf/r83r2.Pdf

**Word processing, photocopying, transparencies and scanning:** available at GV Health Library. Charges may apply.

**Printing:** available at the Department of Rural Health computer laboratory

**Telephone:** public telephones are available throughout GV Health. A public telephone can also be found in the entrance foyer of the school building.

**Fax facilities:** available at Department of Rural Health Reception

**Library**
Goulburn Valley Health’s Library borders the Clinical Skills Laboratory and offers a loan collection of approximately 5,000 books and 200 journal titles. The standard loan period is two weeks, with reference collection material available for overnight loan. GV Health’s Library has 12 computers with internet access, photocopy facilities and study areas.

**Opening Hours:**
Monday – Friday - 8.30am – 5.00 pm
Sunday - 2.00pm – 5.00 pm (during semester)
**NOTE:** Extended hours offered during the examination periods.

To borrow books from the University of Melbourne library, please click on the library link below. http://library.unimelb.edu.au/.

Borrowed materials are normally delivered to the local library within three working days of making the request. The hospital library will notify you when the materials may be collected. Materials should be returned to the Librarian at the hospital library.

**Clinical Skills Laboratories**
Located on the grounds of GV Health, the high fidelity clinical skills laboratory comprises a meeting and tutorial room, 2 clinical skills rooms and a simulated patient with video camera and computer controlled environment. Computers, data projectors, whiteboards, smart boards, video, DVD, TV, video ZOOM facilities are also available.

For access, students can make arrangements with the Clinical Skills Laboratory Manager. The clinical skills laboratory is manned between 8.30 am – 4.30 pm, Monday to Friday, or after hours by special arrangement.

Please note: Students are not permitted to use these facilities unsupervised. Students should ensure they report any damage to equipment immediately to the Clinical Skills Laboratory Manager, Campus Coordinator or Student Administrator.

**Lockers**
Lockers are available to students. They are located outside the student lounge. Contact the Campus Administrator for more information.

**Bicycles**
Bicycle racks are available on campus. All bicycles must be chained/locked whilst in storage. Bicycles are stored at owner’s own risk.

For safety and cleanliness reasons bicycles are not permitted to be taken into or stored around the student residences. Students who do not store their bicycles as specified will receive a maximum of three warnings before the bicycle is confiscated (for return at the end of the student’s residency period).

The Department of Rural Health also has a number of bicycles available for hire. The hire includes a lock and helmet. There are 3 bikes available for hire in Shepparton. Students who do not return a bicycle from hire will incur a penalty charge for the replacement cost of the bicycle.

Lost or stolen University owned bicycles must be reported immediately. Lost/Stolen Bicycle Hire Charge - cost of replacement of hire bicycle will be charged to the hirer.


**Participation in Hospital Activities**
Your clinical education will be enhanced by participation in the many regular meetings and activities held at the participating hospitals. Information and schedules are provided by Administration Officers.

**Grand Rounds/Medical Lectures:** Grand Rounds are held regularly and are a great learning opportunity. Students are encouraged to attend.

Wednesday at 12.00 pm in the Department of Rural Health Lecture Theatre. Lunch is provided, with the seminar commencing at 12.15 pm.

**Ward Meetings:** You are encouraged to attend all educational and review sessions held by your unit, eg. Radiology, Pathology sessions.

**Clinical Audit Meetings:** Shepparton medical staff meet every Friday at 8.00 am in the Elsie Jones Education Centre, Room 2, GV Health, to review critical incidents and complications. These meetings offer a valuable learning experience for students, who are encouraged to attend these meetings on a regular basis.

**Other Meetings:** There are a number of other educational meetings and functions held from time to time which will be of benefit, eg. Victorian Medical Postgraduate Foundation (VMPF) Meetings. Notice of relevant events will be posted on MD Connect and the notice-boards.
**Student Parking**
Non-residents should use street parking but please be aware of time restrictions in some areas. Please do not park in the visitor/staff car park at the Department of Rural Health or near the main building which is strictly for Shepparton Medical Centre patients.

GV Health also offers a paid public carpark.


**Other Resources**

**Employment Opportunities**
The Department of Rural Health encourages students to look for casual employment. Local employment opportunities can be found in local papers and online.


**Ombudsman**
The Ombudsman provides an independent point of support to students to raise any issues that they may have relating to academic teaching and learning, accommodation or student wellbeing and assists in improving the Rural Clinical School experience.

Ombudsman meetings are held at each of the Department of Rural Health sites (Ballarat, Shepparton and Wangaratta) during the academic teaching year.

The Ombudsman for Shepparton:
Dr Graham Hill
E: Graham@hilleyecare.com
P: (03) 5821 2811

**Rural GP Services**
The following list details medical services available at various rural sites. The list is not exhaustive and students may seek further options through contact with their Sub Dean or the Health and Wellbeing Practitioner.

**University of Melbourne – Shepparton Medical Centre**
A: 49 Graham Street, Shepparton
P: (03) 5823 3100
*NOTE: bulk billing available for students. This facility is also a teaching clinic.*

**Shepparton Lister House Medical Centre**
A: 60 Nixon Street, Shepparton
P: (03) 5831 2333
*NOTE: bulk billing is available if you mention you are a Rural Clinical School student.*

**National Home Doctor Service**
A: After hours, bulk billed home visits in Shepparton and Ballarat.
P: 137 425

**Sports & Fitness**
The Department of Rural Health has arranged gym discounts for University of Melbourne students at the following facilities. Prices and application forms can be requested at each site.

**Aquamoves**
Tom Collins Drive, Shepparton
(03) 5832 9400

**Emergency Contacts**

- **Emergency Services:** 000
- **Poison Information Centre:** (03) 8344 6666 0407 888 895
- **Parkville University Security:** (03) 5820 5777
- **GV Health:** (03) 5832 2322
- **Security Contractor:** (03) 5831 2158 0418 577 383
- **Site Administrator (Office Hours):** (03) 5823 4500
- **GV Centre Against Sexual Assault:** 1800 112 343 (03) 5831 2343
- **GV Adult Mental Health Service:** 1300 369 005 (03) 5832 2111

**Map – hospital / accommodation locations**

![Map of hospital and accommodation locations](image)
WANGARATTA

Wangaratta is centrally located in the north-east of Victoria between Benalla and Wodonga on the main route from Melbourne to Sydney. The city is located at the junction of the Ovens and King rivers. The city had an estimated urban population of 18,891.

Situated in the heart of the north east Victorian internationally acclaimed gourmet food and wine region, within an easy drive of major attractions in the area including the vast number of wineries around Rutherglen and the King Valley as well as the gourmet food and wine region around Milawa, Oxley and Tarrawingee. It offers the Wangaratta Exhibitions Gallery which presents a diverse and changing visual arts program and a vibrant Arts Centre which hosts an extensive theatre season. Also to be found in Wangaratta is a community library and a range of other cultural activities including the internationally renowned Wangaratta Jazz Festival.

Wangaratta boasts a number of attractive parks and gardens within the town centre. Enjoy walks along the Ovens River and through the delightful Apex Park, spend time in the central English-style King George V Gardens, or retreat to the tranquil sunken gardens of Merriwa Park which are surrounded by waterways and feature a lagoon, fernery and bush walking paths. For a swim, visit Sydney Beach which is accessible from the eastern end of Ovens Street, and is situated at a sandy bend near a weir on the Ovens River.

Please visit www.wagaratta.vic.gov.au for more information.

Getting to Wangaratta

Wangaratta is in the northeast of Victoria, Australia, approximately 250 kms from Melbourne along the Hume Highway. Travel time between Wangaratta and Melbourne is 2.5 - 3 hours.

Public transport to Wangaratta is by train (or v/line coach). The station is a 5 minute walk from the hospital. See the VLine website for timetables: http://www.vline.com.au/

Accommodation

The Department of Rural Health manages accommodation facilities for students in Wangaratta.

For more information please refer to the RCS Accommodation Handbook.

Campus facilities

Teaching facilities
Dockers Street, Wangaratta.

Tutorial Rooms 1 & 2 seat approximately 20. Computers, data projectors, whiteboards, portable x-ray box, video, DVD, ZOOM and teleconferencing facilities.

Students can make applications for room bookings via the Campus Administrator.

Facilities can be booked between 9.00am and 5.00pm, Monday to Friday, or after hours by special arrangement.

Student Common Room
Students are welcome to use the Student Common Room located in the Learning and Teaching Centre on campus at Northeast Health Wangaratta. The Common Room provides computing facilities, lounge area and has kitchen facilities. Students are asked to be mindful of other users in the facility.

At the beginning of the year or semester students will be issued with a swipe card which will give them access to the Common areas of the Learning and Teaching and Chalet from 6.00am until 9.00pm.

Computers, Internet and IT
Students may have access to computers for University email and internet for study purposes. Printing and photocopying services are available from the library. Wireless access is available at most campuses.
Located within Northeast Health Library, facilities include 6 University of Melbourne computers for student and staff use, internet access and printing facilities. Students can access the Lab 24 hours a day, 7 days a week with a security code. Students can phone or email the Campus Administrator for further details.

All work done on these computers should be removed from the computer and saved onto a personal USB stick after each session. Please read and adhere to the University’s regulations regarding computer and network facilities, located at http://www.studentit.unimelb.edu.au/goodtoknow/guidelines.html http://www.unimelb.edu.au/ExecServ/Statutes/pdfs/r83r2.Pdf

**Fax facilities:** available at "The Chalet" Main Office

**Library**
Northeast Health Wangaratta Library service, located at Northeast Health Wangaratta, offers a loan collection of approximately 2,000 books and 70 journal titles. The standard loan period is two weeks.

**Opening Hours**
Monday – Friday - 9.00 am - 3.00 pm
The building is usually open until approximately 5.00 pm.

24 hour access is provided to this facility via the use of a security code. [http://nhw.intersearch.com.au](http://nhw.intersearch.com.au)

To borrow books from the University of Melbourne library, please click on the library link below. [http://library.unimelb.edu.au/](http://library.unimelb.edu.au/)

Borrowed materials are normally delivered to the local library within three working days of making the request. The hospital library will notify you when the materials may be collected. Materials should be returned to the Librarian at the hospital library.

**Learning & Teaching Centre**

**Clinical Skills Laboratories**
Located on the grounds of Northeast Health Wangaratta in the Learning & Teaching Centre the high fidelity facilities include tutorial rooms, and auditorium and two Clinical Skills Rooms as well as a simulated patient with video camera and a computer controlled environment. Computers, data projectors, whiteboards, and DVD facilities are available. For after-hours access, students can make arrangements with the Clinical Skills Laboratory manager. The Clinical Skills Laboratory is open between 9:00 am and 5:00 pm daily.

Please Note: Students are not permitted to use these facilities unsupervised. Students should ensure they report any damage to equipment immediately to the Clinic Skills Laboratory Manager or Student Administrator.

**Lockers**
Lockers are available to students. They are located at the rear of the Learning & Teaching Centre.

**Bicycles**
Bicycle racks are available on campus. All bicycles must be chained/locked whilst in storage. Bicycles are stored at owner’s own risk.

For safety and cleanliness reasons bicycles are not permitted to be taken into or stored around the student residences. Students who do not store their bicycles as specified will receive a maximum of three warnings before the bicycle is confiscated (for return at the end of the student’s residency period).

There are 3 bikes available for hire in Wangaratta, please contact Kay Williams. The hire includes a lock and helmet. Students who do not return a bicycle from hire will incur a penalty charge for the replacement cost of the bicycle.

Lost or stolen University owned bicycles must be reported immediately. Lost/Stolen Bicycle Hire Charge - cost of replacement of hire bicycle will be charged to the hirer.


**Participation in Hospital Activities**
Your clinical education will be enhanced by participation in the many regular meetings and activities held at the participating hospitals. Information and schedules are provided by Administration Officers at each site.

**Grand Rounds/Medical Lectures:** Grand Rounds are held regularly and are a great learning opportunity. Students are encouraged to attend.

The third Wednesday of each month at 5.30 pm in the Auditorium located in the Learning and Teaching Centre. Please check the noticeboards for monthly topic/speaker. Refreshments provided.

**Ward Meetings:** You are encouraged to attend all educational and review sessions held by your unit, eg. Radiology, Pathology sessions.

**Other Meetings:** There are a number of other educational meetings and functions held from time to time which will be of benefit, eg. Victorian Medical Postgraduate Foundation (VMPF) Meetings. Notice of relevant events will be posted on MD Connect and the notice-boards.

**Student Parking**
Car parking is available adjacent to the accommodation building. A Northeast Health staff car park is located off Docker Street opposite The Chalet where the DRH is located. You may park on the streets surrounding the hospital and DRH but please be aware of time limits.

**Other Resources**

**Employment Opportunities**
The Department of Rural Health encourages students to look for casual employment. Local employment opportunities can be found in local papers and online.

Ombudsman
The Ombudsman provides an independent point of support to students to raise any issues that they may have relating to academic teaching and learning, accommodation or student wellbeing and assists in improving the Rural Clinical School experience. Ombudsman meetings are held at each of the Department of Rural Health sites (Ballarat, Shepparton and Wangaratta) during the academic teaching year.

The Ombudsman for Wangaratta:
Professor Rick McLean
E: rmclean@unimelb.edu.au
P: (03) 5721 5533

Rural GP Services
The following list details medical services available at various rural sites. The list is not exhaustive and students may seek further options through contact with their Sub Dean or the Health and Wellbeing Practitioner.

Wangaratta Medical Centre
A: 34 Green Street, Wangaratta
P: (03) 5722 1500
NOTE: bulk billing available if you mention you are a Rural Clinical School student.

Ely Street Clinic
A: 19 Ely Street, Wangaratta
P: (03) 5721 2141
NOTE: please identify yourself as a Rural Clinical School student otherwise they may advise they are not taking new patients.

Sports & Fitness
The Department of Rural Health has arranged gym discounts for University of Melbourne students at the following facilities. Prices and application forms can be requested at each site.

Wangaratta Indoor Sports and Aquatic Centre (YMCA)
HP Barr Reserve, Schilling Drive, Wangaratta
(03) 5722 1723
www.wangaratta.ymca.org.au/

Emergency Contacts
Emergency Services: 000
Poison Information Centre: 13 11 26
Parkville University Security: (03) 8344 6666
Security Contractor: (03) 5722 4244
Police Station: (03) 5723 0888
Northeast Health Wangaratta: (03) 5722 0111
Site Administrator (Office Hours): (03) 5721 3566
Ovens & King Community Health Service: (03) 5723 2035
NE Centre Against Sexual Assault: (03) 5722 2203
GV Adult Mental Health Services: 1300 369 005
Northeast Health Wangaratta – Community Mental Health Service: (03) 5722 0347
Map – hospital / accommodation locations
STUDENT LIFE

Professional & Student Associations

The Faculty of Medicine, Dentistry and Health Science website provides disciplines with a list of professional and student associations / societies that they can participate in. Students can find this information at the Faculty’s website under each discipline: http://www.mdhs.unimelb.edu.au/

Medical students can access this information at: http://medicine.unimelb.edu.au/students

Clubs & Societies

The Department of Rural Health and Rural Clinical School offer the following clubs / societies for students to join:

Rural Health Student Society

This is the organization representing all students who study at the Department of Rural Health.

A year long program of social and recreational events is scheduled to encourage interaction amongst students and improve social life at the sites.

Keep an eye out for upcoming events and consider getting involved at a Committee level. The AGM is held at the beginning of each year.

Information will be posted on student noticeboards. http://sc.mdhs.unimelb.edu.au/clubs-and-societies

Moovin’ Health

Moovin’ Health is the student social club for rural medical students, but they encourage all students of the health professions to join and attend their meetings.

The club aims to foster relationships between students of all health professions and the local community, engage in educational, health promotion and possibly fund-raising activities that may be important to the local community, encourage the growth and development of the school and promote the school to pre-clinical students of health professions at the University of Melbourne.

Club members also speak at high schools to encourage rural students to consider studying for a health career at University. Moovin’ Health operates in Ballarat, Bendigo, Shepparton and Wangaratta.

Students interested in joining can send their email address to: moovinhealth@gmail.com or visit our website for further information.

DEPARTMENT RESOURCES

The Rural Health website will provide prospective and current students with relevant information relating to studying, staying and living in our areas. Linkages include access to the student accommodation handbook, Rural Clinical School handbook and ERC Student Guide.

NOTE: handbooks are updated at the beginning of each calendar year

Department of Rural Health: http://www.ruralhealth.unimelb.edu.au/


OCCUPATIONAL HEALTH & SAFETY

Occupational Health & Safety (OHS)

Students have the responsibilities to comply with the OHS legal requirements, University and School OHS policies and procedures. They must:

- Take reasonable care of their own safety and others in their working environment (on and off campus);
- Not place themselves and others at risks;
- Report all hazards, near misses/incidents and injuries to the Rural Clinical School Manager and (if located off-site) to your local Program Administrator;
- Not intentionally interfere with or misuse any safety equipment provided;
- Attend OHS trainings and local induction provided;
- Follow instructions and obtain specific trainings;
- Adopt safe work practices including properly wear Personal Protective Equipment (PPE) provided.

Incident Reporting

Incidents include: hazards, injuries/illnesses, near misses, property loss/damage or environmental damage. These incidents MUST be reported immediately to the Director of Medical Student Education and the Campus Relationship Manager. If in doubt please contact the Shepparton office on (03) 5823 4500. Then an incident report form should be completed via this link: https://safety.unimelb.edu.au/#incident-reporting – REPORT AND INCIDENT OR HAZARD.

First Aid Kits

First Aid kits can be found at the following locations:

**Ballarat**
- Foyer and student retreat at “Dunvegan”
- Kitchen of each residential unit at Balanada Close
- Laundry bench just off the kitchen / dining area of the Drummond Street House

**Bendigo**
- Student lounge at Lister House

**Shepparton**
- Reception area, outside student hub and in the common room at the Department of Rural Health building
- Kitchen of each residential unit
- Clinical Skills Laboratory

**Wangaratta**
- Student common room in teaching and learning centre
- Kitchen / dining room at Worland Road accommodation

Fire Safety

Do not interfere with fire equipment except in the case of emergency. Please take care not to activate smoke detectors. Please make yourself familiar with the floor plan of the Department of Rural Health building and, if a resident, of your accommodation unit (see notice in each room).

On the floor plans you will find the locations of the fire exits and fire extinguishers. Fire drills are conducted at regular intervals and students will be expected to participate if present in the building.

During Foundation Term, you will be required to participate in a safety induction at the Department of Rural Health and to attend a hospital induction.

OHS Communication and Consultation

The Department of Rural Health’s Occupational Health and Safety Committee meets four times a year and welcomes student participation. If you would like to participate in our committee please speak to your Clinical School Officer regarding meeting dates and times.

The University of Melbourne’s Manual can be found on the website: https://policy.unimelb.edu.au/MPF1205

If you have any concerns regarding health and safety issues, you should speak immediately to the Deputy Director of Medical Student Education or the Campus Administrator.

Discrimination, Sexual Harassment and Bullying

The University has discrimination, sexual harassment and bullying procedures that apply to both students and staff. As our student, the University of Melbourne is committed to provide you with the environment that is free of discrimination, sexual harassment and bullying. If you have any concerns regarding any of these, please contact one of the Advisors available on: https://staff.unimelb.edu.au/health-safety-wellbeing/equity-diversity/equity-and-diversity-advisors

Environment

The Department of Rural Health is committed to reducing its carbon footprint and contributing to a sustainable environment. We encourage students during their stay with us to get involved in not only the University environment but also the local community to assist and suggest improvements. The Department of Rural Health sites (Ballarat, Shepparton and Wangaratta) provide students with access to recycling bins, hiring of bicycles, access to shredding and encourage participation in Earth Hour.

Students wishing to make a suggestion on ways we could improve our commitment to environmental sustainability are encouraged to talk to the Rural Clinical School team. These suggestions / ideas will then be discussed at the Department of Rural Health’s OHS (Occupational Health and Safety) Committee for approval.
Infection Prevention & Control

Hospital acquired infections (also known as nosocomial infections) have long been accepted as one indicator of the quality of hospital services. As a student in the hospital you are required to practise infection control measures to reduce the rate of nosocomial infections.

If you are unwell, please take all appropriate measures regarding rest and recuperation – including visiting your GP. It is not advised to enter the clinical environment until you are fully recovered.

For more information about infection prevention and control, please refer to your health service website.

Standard (Universal) Precautions

Standard Precautions (Universal) refer to safe work practices required for the basic level of infection control and are recommended for the care of all clients / patients / residents, regardless of their perceived infectious status. They include the following:

- Effective hand washing
- Wearing of gloves if carer has non-intact skin on hands, or contamination with blood or body substances is anticipated
- Wearing of appropriate personal protective equipment eg. gown, gloves, goggles when splashing of blood or body substances is anticipated
- Appropriate handling and safe disposal of sharps
- Cleaning and disinfecting blood or body substances spills using appropriate agents
- Adherence to Australian Disinfection and Sterilisation Standards for re-useable equipment
- Safe disposal of waste and used equipment
- Use of aseptic techniques for appropriate procedures

Additional Precautions

Additional precautions form the second level of a two-tiered approach to infection control.

Where transmission of infection cannot be controlled by standard precautions alone, additional precautions are also used. This ensures optimal protection for clients, patients, residents and staff in any health care setting.

The specific additional precautions applied depend on the mode of transmission of the identified organism, eg. chicken pox – airborne precautions and contact.

Hand Washing

When

- Before and after client contact
- Immediately after contact with blood or body substances
- After contact with used equipment
- Before and after wearing gloves
- Before and after assisting with food
- Prior to meal breaks
- After personal toileting
- After using nasal tissues

How

- Under running water
- Use hand wash solution
- Ensure fingertips and nails are washed
- Dry hands on disposable paper

Student Hygiene / Health

A high standard of personal cleanliness is expected, and students must report any situation where there is a risk of them disseminating or acquiring an infection eg. suffering with fever, open wound, jaundice, conjunctivitis, or diarrhoea. Students must be aware of their medical history with regard to infectious diseases and immunisation, especially Varicella, Hepatitis, Tuberculosis, Tetanus and Polio. You must ensure immunisations and follow up immunisations are current in accordance with University policy.

Please refer to http://mdhs.unimelb.edu.au/study/current-students/placements for more information.

Needle-Stick and Body Substance Exposure (Occupational Exposure)

Students are required to have knowledge of the needle-stick and body substance exposure procedure, which is located in the Infection Control Reference Manual.

At the time of an incident:
1. First aid
   - → Wash away the blood / body substance with copious amounts of soapy water.
   - → Eye, nose or mouth exposure: Rinse for at least 15 minutes with clean water (ensure eyes are open while rinsed).
2. Notify immediately your Supervisor/Manager. If out of hours notify After Hours Hospital Manager.
3. Report to Accident & Emergency Department of the Hospital IMMEDIATELY.

4. Report incident to University of Melbourne staff member as outlined on the EHS Incident reporting and investigation pages.

5. Exposure assessment, counselling and blood collection, if appropriate, will be managed in the Accident & Emergency Department. If blood is collected, the student is to contact Accident & Emergency Department within 2 hours of the exposure for blood results and to establish if immediate further action is required.

Exposure assessment, counselling and blood collection, if appropriate, will be managed in the Accident & Emergency Department. If blood is collected, the student is to contact Accident & Emergency Department within 2 hours of the exposure for blood results and to establish if immediate further action is required.

Single Use Policy

Health Services do not approve the reuse, reprocessing, or re-sterilisation of any medical item which is labelled by the manufacturer as single use or single patient use.

Ambulance Membership

Students are required to obtain their own Ambulance membership. A current Health Care Card (HCC) can also be used in responding to a bill from the Ambulance Service. Recent changes to Victorian legislation provide for the acceptance of all types of HCC – including those issued for low income purposes. More information is available from Centrelink. This information is for Victoria only.

Student Health Insurance Cover

All currently enrolled students of the University of Melbourne are covered for death and disablement benefits, loss of earnings due to temporary total or partial disablement and Non-Recoverable Medical Expenses resulting from accidental causes whilst engaged in University related activities (as per policy schedule). However, gap insurance is not provided and there are other limitations on the policy, including conditions to which no benefits apply. Students may therefore want to consider taking out private health cover.

Detailed information on insurance cover can be obtained by contacting the University's Insurance Officer, Mr Bill Boucher, in the Risk Management Office, Parkville, phone: (03) 8344 6111, email: bboucher@unimelb.edu.au

Students wishing to make an insurance claim should contact the Department Manager, Ms Angela McLeod on (03) 5823 4500 to obtain a claim form.

Property and Contents Insurance

Please note that personal contents and property insurance are not covered during your stay in student accommodation. The University strongly recommends students take out their own contents and property insurance policy.

For more information about University of Melbourne OH&S Policies and Procedures, please refer to:

http://safety.unimelb.edu.au/