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 (based in Ballarat), Dr David Chew (based in Shepparton), 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

We acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated.
**BALLARAT**
Department of Rural Health
“Dunvegan”
806 Mair Street, Ballarat, VIC 3350
Fax: (03) 4301 6802

**POSTAL ADDRESS:**
Department of Rural Health
“Dunvegan”
806 Mair Street, Ballarat, VIC 3350

**SHEPPARTON**
Department of Rural Health
49 Graham Street, Shepparton, VIC 3630
Fax: (03) 5823 4555

**POSTAL ADDRESS:**
Department of Rural Health
PO Box 6500, Shepparton, VIC 3632

**BENDIGO**
Monash University
Bendigo Regional Clinical School
26 Mercy Street, Bendigo, VIC 3550
Fax: (03) 5440 9001

**POSTAL ADDRESS:**
Monash University
Bendigo Regional Clinical School
PO Box 666, Bendigo Central PO, VIC 3552

**WANGARATTA**
Department of Rural Health
“The Chalet”
Docker Street, Wangaratta, VIC 3676
Fax: (03) 5721 9184

**POSTAL ADDRESS:**
Department of Rural Health
University of Melbourne
PO Box 386, Wangaratta, VIC 3676
## School Contacts

### Rural Clinical School Team

Office hours: Monday to Friday 9:00am – 5:00pm

General enquiries and SLOA's: rcs-admin@unimelb.edu.au

Assessment Submissions: rcs-assessments@unimelb.edu.au

www.ruralhealth.unimelb.edu.au

### Rural Clinical School Contact Details

**Contact For**

Academic progress for the Rural Clinical School

Medical student education and curriculum delivery

Campus Relationship Manager - Rural Clinical School

Coordination of student and teaching support services across the RCS sites

Student health and wellbeing

### Ballarat Contact Details

**Contact For**

Ballarat timetabling and placements. Interim: MD3, MD4 and MDRP administration and support for all sites

### Bendigo Contact Details

**Contact For**

Department of Rural Health support for MD2 students placed at Monash Bendigo. Based in Shepparton

Medical student education and curriculum delivery in Bendigo

<table>
<thead>
<tr>
<th><strong>RURAL CLINICAL SCHOOL</strong></th>
<th><strong>CONTACT DETAILS</strong></th>
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<tbody>
<tr>
<td><strong>Professor Julian Wright</strong>&lt;br&gt;Head, Department of Rural Health&lt;br&gt;Director of Medical Student Education</td>
<td>Phone: (03) 5823 4582&lt;br&gt;<a href="mailto:lfoottit@unimelb.edu.au">lfoottit@unimelb.edu.au</a></td>
<td>Academic progress for the Rural Clinical School</td>
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<tr>
<td><strong>Professor Bill Adam</strong>&lt;br&gt;Deputy Head, Department of Rural Health</td>
<td>Phone: (03) 5823 4582&lt;br&gt;<a href="mailto:lfoottit@unimelb.edu.au">lfoottit@unimelb.edu.au</a></td>
<td>Medical student education and curriculum delivery</td>
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<tr>
<td><strong>Angela McLeod</strong>&lt;br&gt;Department Manager</td>
<td>Phone: (03) 5823 4508&lt;br&gt;<a href="mailto:angela.mcleod@unimelb.edu.au">angela.mcleod@unimelb.edu.au</a></td>
<td>Campus Relationship Manager - Rural Clinical School</td>
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<tr>
<td><strong>Kate Sharp</strong>&lt;br&gt;Clinical School Manager</td>
<td>Phone: TBC&lt;br&gt;<a href="mailto:sharp.k@unimelb.edu.au">sharp.k@unimelb.edu.au</a></td>
<td>Coordination of student and teaching support services across the RCS sites</td>
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<tr>
<td><strong>Dr Hannah Sloan</strong>&lt;br&gt;Health &amp; Wellbeing Practitioner</td>
<td>Phone: 0428 933 952&lt;br&gt;<a href="mailto:hannah.sloan@unimelb.edu.au">hannah.sloan@unimelb.edu.au</a></td>
<td>Student health and wellbeing</td>
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### Ballarat

**ADMINISTRATION**

Sarah Brackenridge Phone: (03) 4301 6899 sarah.brackenridge@unimelb.edu.au

Ballarat timetabling and placements. Interim: MD3, MD4 and MDRP administration and support for all sites

Vacant

**ACADEMIC**

Dr Penny Cotton<br>Deputy Director of Medical Student Education (DDMSE), Ballarat Phone: (03) 4301 6899 ballarat-subdean@unimelb.edu.au

Medical student education and curriculum delivery in Ballarat

### Bendigo

**ADMINISTRATION**

Bendigo Reception Phone: (03) 5440 9067 jeanette.jealous@monash.edu

General enquiries

Clarissa Treble<br>Programs Administration MD2 Phone: (03) 5440 9015 clarissa.ayres@monash.edu

Bendigo MD2 timetabling

Michelle Moon<br>Programs Administration MD4 Phone: (03) 5440 9007 michelle.moon@monash.edu

Bendigo MD4 timetabling

Lou Bush<br>UoM Student Administration contact Phone: (03) 5823 4574 louise.bush@unimelb.edu.au

Department of Rural Health support for MD2 students placed at Monash Bendigo. Based in Shepparton

**ACADEMIC**

Dr Leslie Fisher<br>Deputy Director of Medical Student Education (DDMSE), Bendigo Phone: (03) 5440 9000 fisheral@unimelb.edu.au

Medical student education and curriculum delivery in Bendigo
### SHEPPARTON CONTACT DETAILS

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<tr>
<td><strong>ADMINISTRATION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lou Bush</td>
<td>Phone: (03) 5823 4574</td>
<td>MD2 administration and support for all sites, Exam coordination, Electives</td>
</tr>
<tr>
<td>Amanda Di Bella</td>
<td>Phone: (03) 5823 4504</td>
<td>Shepparton timetabling, DGP placements</td>
</tr>
<tr>
<td>Tracie Bartlett</td>
<td>Phone: (03) 5823 8712</td>
<td>ERC administration and timetabling, Shepparton ERC Hub Administration</td>
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<tr>
<td>Vacant</td>
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<td><strong>ACADEMIC</strong></td>
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<tr>
<td>Mr David Chew</td>
<td>Deputy Director of Medical Student Education</td>
<td>Phone: (03) 5823 8746</td>
</tr>
<tr>
<td>Anne Thewlis</td>
<td>Manager Clinical Skills Laboratory</td>
<td>Phone: (03) 5823 4585</td>
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### WANGARATTA CONTACT DETAILS

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<td><strong>ADMINISTRATION</strong></td>
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<tr>
<td>Kim McInnes</td>
<td>Phone: (03) 5823 4583</td>
<td>Wangaratta timetabling, Wangaratta ERC Hub Administration</td>
</tr>
<tr>
<td><strong>ACADEMIC</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr Steven Bismire</td>
<td>Deputy Director of Medical Student Education</td>
<td>Phone: (03) 5823 4556</td>
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</table>
STUDENT CHARTER

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 mealtimes.

• 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: https://about.unimelb.edu.au/strategy/governance/compliance-obligations

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 your work, 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 (SLOA)
The Melbourne Medical School grants two forms of Short Leave of Absence:
- Personal Leave
- Professional Development Leave

SLOA requests must be submitted at least two weeks prior to the proposed date of leave. Students submit a fully completed SLOA form by email to rcs-admin@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 (LLOA)
A LLOA for one academic year (two semesters) may normally be granted once during the course. Requests for a LLOA 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 - https://medicine.unimelb.edu.au/__data/assets/pdf_file/0011/1292789/MMS_MD_LLOA_Policy_v1.0.pdf

All LOA forms can be obtained online at https://medicine.unimelb.edu.au/study/current-student-resources/mms-students-resources/policies,-procedures-and-forms

Policies and LOA forms can be obtained online at: https://medicine.unimelb.edu.au/study/current-student-resources/mms-students-resources/policies,-procedures-and-forms

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 the RCS team at each site.

Each form covers only one event so please complete a form for every event. Please contact the Rural Clinical School Manager 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.

**THE DEPARTMENT OF RURAL HEALTH POLICY ON STUDENTS PRACTISING INVASIVE PROCEDURES**

Students learn invasive procedures, as per their required course, in University Skills Laboratory sessions. Practice on models should be performed prior to practising any of these skills on any live subjects. No Skills Laboratory needles should be used on living subjects. Needles, syringes and catheters should never be removed from the Skills Laboratory or Hospital by students.

All invasive procedures performed by medical students on living human subjects, may only be undertaken under direct supervision in a clinical setting by an instructor, nurse, specialist, registrar or intern and only after obtaining the permission of the patient on whom the procedure is to be performed. Students are not permitted to practice invasive procedures on another student.

**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: [https://safercommunity.unimelb.edu.au/](https://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.
- MD3 students required to attend specific sessions in Melbourne during rotation.

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 your RCS cohort administrator for details on how to claim. The Rural Clinical School reserves the right to change this policy from time to time.
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
Ph: 0428 933 952
E: hannah.sloan@unimelb.edu.au

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 Ph: 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:
Level 5, 757 Swanston Street,
Parkville VIC 3052
Ph: 8344 6927

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

STUDENT HEALTH AND 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.
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

Address:
757 Swanston Street, Parkville
234 St Kilda Road, Southbank
Ph: 13 MELB (13 6352)
Ph: +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: https://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.
www.ama.com.au

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.

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)
http://dhas.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: medicine.unimelb.edu.au/study/current-student-resources/md-students-resources/academic-dates-md-2020

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.

MD3 in Ballarat complete 5 rotations in line with what is delivered at the Metro clinical schools. Two 8-week rotations in Women’s Health and Child and Adolescent Health, followed by three 6-week rotation in GP, Aged Care and Mental Health. Each group will rotate between these three throughout the year.

MD3 in ERC – please refer to the ERC Student Guide.

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 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 to: rcs-assessments@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: medicine.unimelb.edu.au/study/current-student-resources/mms-students-resources/policies-procedures-and-forms

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
(03) 4301 6899

Bendigo:
Dr Leslie Fisher
(03) 5440 9000

Shepparton:
Mr David Chew
(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 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.

ITS
For IT support contact University Student IT Services at: https://studentit.unimelb.edu.au/

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 contact drh-accom@unimelb.edu.au

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 at rcs-admin@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
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 sprang 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, cafés, 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 90 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.

Please contact drh-accom@unimelb.edu.au for all inquiries.

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.

*Printing and Scanning:* available in the Student Retreat.

*Fax:* please speak to the RCS 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](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/](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. Allocations will be organised 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 has bicycles available to be borrowed. This includes a lock and helmet. Please contact the Facilities and Services Officer.

Please report lost, stolen or broken bikes to the Facilities and Services team immediately. Lost/Broken bicycle cost of replacement of University bicycles will be charged to the hirer.


**STUDENT PARKING**

Street parking is available on streets around 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.

**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**

**Ward Meetings**

**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 (VMFP) Meetings.
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.

The Courier (newspaper)

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 once a Semester 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 (Base Hospital) 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 an outdoor table tennis available for students to use on campus. It is located in the Student Retreat and can be wheeled outside to be used. 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 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
In a life threatening emergency dial 000 first, otherwise contact:

Primary Emergency Contact:
0418 242 180

Secondary Emergency Contact:
8344 6666

OTHER CONTACTS:
Poison Information Centre:
13 11 26

Police Station:
(03) 5336 6000

Ballarat Health Services:
(03) 5320 4000

Centre Against Sexual Assault:
(03) 5320 3933

Psychiatric Help Line:
1300 661 323

BSH Adult Mental Health Services:
(03) 5320 4100
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 Department of Rural Health manages accommodation bookings for students in Bendigo.

Please contact drh-accom@unimelb.edu.au for all inquiries.
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.

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).


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.
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 will be notified via Moodle.

Grand Rounds/Medical Lectures

Ward Meetings

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.

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

In a life threatening emergency dial 000 first, otherwise contact:

Primary Emergency Contact:
0418 242 180

Secondary Emergency Contact:
8344 6666

OTHER CONTACTS:

Poison Information Centre:
13 11 26

Police Station:
(03) 5448 1300

Bendigo Health:
(03) 5454 6000

Centre Against Sexual Assault:
1800 806 292
(03) 5441 0430

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

Please contact drh-accom@unimelb.edu.au for all inquiries.

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 Facilities and Services Officer.

**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.

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

*Printing* available at the Department of Rural Health student lounge.

**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. [https://library.unimelb.edu.au/](https://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 SKILL 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.

**LOCKERS**
Lockers are available to students. They are located outside the student lounge. Contact the Facilities and Services Officer 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 has bicycles available to be borrowed. This includes a lock and helmet. Please contact the Facilities and Services Officer.

Please report lost, stolen or broken bikes to the Facilities and Services team immediately. Lost/Broken bicycle cost of replacement of University bicycles will be charged to the hirer. Students are required to comply with the Road Safety Road Rules 2009 (Vic.) p. 299, [http://www.legislation.vic.gov.au](http://www.legislation.vic.gov.au) as well as University of Melbourne OHSE policies and guidelines [http://policy.unimelb.edu.au](http://policy.unimelb.edu.au) when riding the bicycles.
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.
For more information please see: http://www.gvhealth.org.au/patients-and-families/parking-and-transport/

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 noticeboards and will be added to timetables in MD Connect.

Grand Rounds/Medical Lectures
Ward Meetings
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.

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
In a life threatening emergency dial 000 first, otherwise contact:

Primary Emergency Contact:
0418 242 180

Secondary Emergency Contact:
8344 6666

OTHER CONTACTS
Poison Information Centre:
13 11 26

Police Station:
(03) 5820 5777

GV Health:
(03) 5832 2322

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
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 Tarrawalee. 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.


**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/](http://www.vline.com.au/)

**ACCOMMODATION**

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

Please contact drh-accom@unimelb.edu.au for all inquiries.

**CAMPUS FACILITIES**

**TEACHING FACILITIES**

Docker 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 Facilities and Services Officer. 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 Facilities and services officer for further details.
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

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.

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).

The Department of Rural Health has bicycles available to be borrowed. This includes a lock and helmet. Please contact the Facilities and Services Officer.

Please report lost, stolen or broken bikes to the Facilities and Services team immediately. Lost/Broken bicycle cost of replacement of University bicycles will be charged to the hirer.

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.

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 noticeboards and will be added to timetables in MD Connect.

Grand Rounds/Medical Lectures
Ward Meetings

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.

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
In a life threatening emergency dial 000 first, otherwise contact:

Primary Emergency Contact: 0418 242 180
Secondary Emergency Contact: 8344 6666

OTHER CONTACTS
Poison Information Centre: 13 11 26
Police Station: (03) 5723 0888
Northeast Health Wangaratta: (03) 5722 0111
Ovens & King Community Health Service: (03) 5723 2035
NE Centre Against Sexual Assault: 1800 806 292
(03) 5722 2203
GV Adult Mental Health Services: 1300 369 005
(03) 5832 2111
Northeast Health Wangaratta – Community Mental Health Service: (03) 5722 0347
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/

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.

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.
The Rural Health website will provide prospective and current students with relevant information relating to studying, staying and living in our areas.

Department of Rural Health: https://medicine.unimelb.edu.au/school-structure/rural-health

Rural Clinical School: https://medicine.unimelb.edu.au/school-structure/rural-health

Handbooks: https://medicine.unimelb.edu.au/school-structure/rural-health/study/department-student-resources#handbooks
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 the RCS team 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 Facilities and Service Officer.

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://students.unimelb.edu.au/campus-life/policy-and-conduct

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 sub-stances 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](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.

**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: [https://safety.unimelb.edu.au/](https://safety.unimelb.edu.au/)