WELCOME

The University of Queensland Rural Clinical School - Fraser Coast is excited about the progression of our new Learning and Discovery Centre opposite Hervey Bay Hospital and St Stephen’s Private Hospital in Hervey Bay.

The UQRCS – Fraser Coast has provided our students for the past eight years with a rich learning experience. This new facility will enable us to provide even more teaching opportunities for our students. The centre will have a ward, computer lab, simulation lab, observation & debrief room, clinical skills lab, conference room, inter-professional learning environments and technology to support videoconferencing and virtual learning environments.

The building has been a joint venture between the University of Queensland and the Fraser Coast Health Service (FCHS) and received additional funding from the Federal Government via their Innovative Clinical Teaching and Training Grant. The collaboration between the Qld Health and UQRCS has been vital to enable the fruition of this building and will enhance the current education program for both our medical students and for the staff within the FCHS, as well as the local medical community. The learning opportunities this facility brings will ensure that University of Queensland medical students in their third and fourth years of clinical training will receive high-quality education.

The Hervey Bay Rural Clinical School offers a program that meets with the curriculum requirements for Years 3 and 4 of the School of Medicine. Your learning experience will be improved by your ability to articulate your interests and learning needs to your supervisor. Your experience of living in a regional community will be enhanced by your involvement in sporting clubs or other community activities. Work/life balance is important.

You will find that an advantage of being outside of Brisbane is that of small group learning and the ability to be a recognised part of the clinical team. You will be involved in a variety of clinical settings and utilise varied strategies to access your teaching material and teachers. Most of this will be in person, but at times it will also incorporate web-based and videoconferencing approaches. There is also a strong commitment to progressing multidisciplinary team learning with other health discipline students.

On behalf of the staff of the Rural Clinical School welcome to Hervey Bay! I am certain that your time here will be rewarding and enjoyable. We believe that the region offers the advantages of a pleasant climate, relaxed pace and access to a wide variety of recreational activities.

The staff of the Rural Clinical School are here to ensure that your stay in Hervey Bay is as pleasant and productive as possible.

Dr Riitta Partanen
Director
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1. THE RURAL CLINICAL SCHOOL

Funded by the Australian Government’s Department of Health and Ageing, the University of Queensland Rural Clinical School (UQRCS) was established in January 2002. Since its foundation, the UQRCS has worked to build and sustain a skilled and vibrant health care workforce appropriate to the needs of Queensland country towns – rural, regional and remote.

UQRCS offers an innovative and rigorous clinical training program, structured around hands-on clinical learning opportunities in public and private hospital settings and in community based practices. The aim is to provide students with a realistic experience of living and working in regional, rural and remote communities and to encourage a greater number of health professionals to commit to careers in rural health.

The UQRCS mandate extends across Central and South West Queensland with program activities centering on a number of key sites – currently Wide Bay (Hervey Bay/ Maryborough and Bundaberg), Rockhampton, and Toowoomba.

2. KEY PERSONNEL

<table>
<thead>
<tr>
<th>Academic Staff:</th>
<th>Head of Rural Clinical School</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Professor Geoff Nicholson</td>
</tr>
<tr>
<td></td>
<td>(07) 4633 9702</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:geoff.nicholson@uq.edu.au">geoff.nicholson@uq.edu.au</a></td>
</tr>
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<table>
<thead>
<tr>
<th>Director</th>
<th>Hervey Bay RCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Riitta Partanen</td>
<td>(07) 0418 747 224</td>
</tr>
<tr>
<td><a href="mailto:riitta.p@bigpond.net.au">riitta.p@bigpond.net.au</a></td>
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<table>
<thead>
<tr>
<th>Deputy Director</th>
<th>Hervey Bay RCS</th>
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</thead>
<tbody>
<tr>
<td>Dr Peter Lucas</td>
<td>(07) 4120 6814</td>
</tr>
<tr>
<td><a href="mailto:peter.lucas@uq.edu.au">peter.lucas@uq.edu.au</a></td>
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<tr>
<th>Clinical Skills &amp; Simulation Manager</th>
<th>Hervey Bay RCS</th>
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<tr>
<td>Jules Bennet</td>
<td>(07) 4120 6814</td>
</tr>
<tr>
<td><a href="mailto:j.bennet@uq.edu.au">j.bennet@uq.edu.au</a></td>
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<th>Kaye Cumming</th>
</tr>
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<tr>
<td>4150 2205</td>
<td><a href="mailto:k.cumming@library.uq.edu.au">k.cumming@library.uq.edu.au</a></td>
</tr>
</tbody>
</table>
General Staff:  
Regional Manager  
Janelle Coe  
☎ (07) 4999 2911  
✉ janelle.coe@uq.edu.au  

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Discipline Academic Supervisors  

Year 3 Hervey Bay  

Rural:  
Dr Bruce Chater  

Surgery:  
Dr Ahmad Hooshyari  
Dr Henk van Rooyen  

Orthopaedics:  
Dr Eugene Gehr  

Mental Health:  
Dr Catherine Oelrichs  

General Practice & Community:  
Dr Riitta Partanen  

Medicine:  
Dr KC Khoo
3. LEARNING PROGRAM

3.1 Teaching Sites
There are two public hospitals and two private hospitals spread over two sites supported by a committed team of general and specialist practitioners.

In this regard, the clinical training program available through the Rural Clinical School Hervey Bay provides opportunities and experiences in all the key discipline areas, and many sub-specialties.

Hervey Bay Hospital
Hervey Bay Hospital is the acute facility on the Fraser Coast Bed numbers in the hospital vary with seasonal demand — for example, flu season or holiday periods 2012 numbers were 100-200. Hervey Bay Hospital works in close partnership with Maryborough Hospital to deliver high quality health care to the community.

A comprehensive range of health care services are available including acute inpatient and outpatient services, community health, oral health and community mental health services, some of which are provided at off campus sites including 'The Village'.

Services include:
- Internal Medicine
- General Outpatients
- Orthopaedics
- Perioperative
- General Surgery
- Medical Imaging
- Emergency Medicine
- Obstetrics and Gynaecology
- Pathology
- ICU/CCU Level 1
- Paediatrics
- Pharmacy
- Renal Unit (Haemodialysis)
The Emergency Department has recently undergone minor redevelopment and a $4.27 million pathology laboratory was commissioned in October 2011.

The Fraser Coast community are set to benefit from a range of announcements including the establishment of a UQ Teaching & Learning Centre, a Cancer Care Centre and expansion of the Oral Health facilities.

Since it opened in 1997, Hervey Bay Hospital has built a reputation for excellence especially in professional education and attracts medical and nursing programs in conjunction with the University of Queensland.

Maryborough Hospital has approximately 75 beds providing health care to the Wide Bay Health Service District. provides an extensive range of services to the local community and works in partnership with Hervey Bay Hospital in addressing the needs of the population.

Maryborough Hospital provides services including sub-acute inpatient care, acute inpatient Mental Health as well as community based services such as mental, allied and oral health.

Maryborough Hospital has a newly refurbished emergency department and a new satellite renal unit. Planning is currently underway for a $1.8 million specialist rehabilitation unit that will provide rehabilitation care in an appropriate setting.

**St Stephens Private Hospital**

Maryborough and Hervey Bay are 'not-for-profit' organisations owned by the Uniting Church. They are a member of the **Uniting Care Health** group of hospitals including The Wesley Hospitals in Brisbane and Townsville, St Andrew's War Memorial Hospital, Brisbane and The Sunshine Coast Private Hospital, Buderim.

As a 'not-for-profit' facility, they are committed to re-investing surplus funds into development of our hospitals, services and staff. This benefits the community by creating a hospital that utilises leading edge technology.

The Hervey Bay facility is a day only surgical and oncology centre. This is the first stage of a planned expansion of health care services to the Fraser Coast community.

The master planned site (opposite Hervey Bay Public Hospital) has been designed to accommodate an additional two (2) operating theatres and 60 overnight beds to meet the growing demand for private hospital facilities in Hervey Bay.


**Teaching Practices and Community Health Services** provide a focus for integrated and multidisciplinary learning opportunities such as General Practices; Indigenous Health Services; Health Promotion; Child Health Services; Aged Care Assessment Team; Environmental Health Services; Sexual Health Services and Mental Health Services.
3.2 Structure and Organisation

Our training program is strongly student-centered. It is expected that students will be “self-driven”, will be familiar with the curriculum and learning objectives for each course, identify what they need to learn and then seek out the necessary experiences to fulfill those objectives in the context of their clinical placement.

The clinical training phase of the MBBS is quite structured with students “rotating” through mandated courses, in a range of clinical environments specific to each of the Clinical Schools.

Students will be expected to have familiarised themselves with the online information and resources as appropriate to each of the MBBS Phase 2 courses and available from the Electronic Course Profile (ECP) and the e-learning environment, Blackboard.

Do note that information and resources published online or available through an alternative electronic medium will not be made available to students in hard copy. It is VERY important for students who might be experiencing any difficulty with access to information and resources to bring this to the attention of RCS Bundaberg staff.

An introduction or orientation to the Course (and clinical placement) will be typically conducted on the first day of term (rotation). Students who do not attend these important sessions place themselves at a serious disadvantage and should not expect that these sessions will be run again for their sole benefit. Personalised course timetables will be made available at this time.

**Important notifications about courses, scheduling and placement requirements will be dispatched via email and/or SMS messaging – please check your email daily.**

3.3 MBBS Year 3

The core structure of the Year 3 Clinical Education Program is as follows:

![Diagram of Year 3 Course Structure]

Students are assigned to Groups (up to three students) and “rotate” through the Program commencing with the course (rotation) assigned during the Clinical Year Allocation process.
**MEDI3003 Surgery**
The Surgery Rotation is delivered across the public sector, with students each undertaking their 8 week placement with Surgeons at the Hervey Bay Hospital in the Department of Surgery. Students are expected to see patients daily and engage with all aspects of their care and treatment, including ward rounds, theatre, outpatients and clinical meetings.

Clinicians attached to the Department of Surgery provide a series of “in-house” tutorials, a schedule or the “modus operandi” for the delivery of same is discussed with students during their orientation. The private surgeons provide popular revision tutorials. The delivery of tutorials mandated as part of the Discipline of Surgery curriculum is overseen by the Rural Clinical School. These are typically delivered as part of the Rural Clinical School’s formal academic program which includes a series of clinical skills training opportunities.

**MEDI3004 Mental Health**
The Mental Health course is delivered through the Queensland Health Service at The Maryborough Base Hospital Psychiatric unit/ward and at an off campus site 'The Village' where students will spend much of their clinical placement time.

Students are provided with numerous learning opportunities, and will be scheduled to participate in ward rounds and outpatient clinics including multi-disciplinary case reviews and intake meetings, medication training sessions and individual inpatient ward work.

“In-person” tutorials and workshops are conducted by various members of the clinical teaching team in week one of each rotation.

**MEDI3005 General Practice**
Students are assigned to a General Practice under the supervision of an experienced Practitioner. A minimum of 28 sessions (of three hours or more) spread over the first seven weeks of Rotation must be undertaken. Days and times of sessions are negotiated between the individual student and their GP Preceptor.

The RCS Hervey Bay and Maryborough conducts an extensive program of tutorials and skills workshops, with each activity facilitated by an experienced local health practitioner. There will be opportunities to role play and the tutorials are interactive incorporating case based learning.

**MEDI3007 Medicine**
The medicine rotation introduces students to clinical medicine and therapeutics. Each student is attached to two teams over a three week rotational period in the Department of Medicine at the Hervey Bay Hospital. There are several areas of opportunity for learning internal medicine, including:

- On the wards in the private and public hospital
- Medical Handover sessions
- Outpatient Clinics
- Coronary Care
- Medical Procedures

Students also attend the full program of twenty tutorials, co-ordinated by the RCS Hervey Bay office and delivered in the private and public sectors.
MEDI3013 Medicine in Society
The Medicine in Society course provides a unique opportunity for medical students to understand and experience the rewards, benefits and challenges of clinical practice in a rural community of health workforce shortage. Students undertake a residential placement of at least six weeks’ duration in a host community. During this time they are attached to a local hospital and/or general practice under the supervision of an experienced rural practitioner. The rural placement is prefaced by an intensive four (4) day orientation.

Students generally undertake the Orientation Program in Maryborough (this is dependent upon ultimate geographic placement). There is a debriefing program held in Brisbane at the conclusion of the placement.

The UQRCS Rural Placement Office, based in Toowoomba, has full responsibility for rural placement allocations, as well as the support of students whilst on placement.

Concerns about your MiS rural placement?
Contact Heidi Gibbings (T: 4633 9704)

3.4 MBBS Year 4
The basic structure of the Year 4 Clinical Education Program is as follows:

![Diagram](https://example.com/diagram.png)

Students are assigned individually or in pairs to “rotate” through the Program commencing with the course (rotation) assigned during the Clinical Year Allocation process.

MEDI4010 Obstetrics & Gynaecology
Students are attached to the Family Unit at the Hervey Bay Hospital to observe and conduct deliveries under supervision. There are a range of opportunities available to students to be an active participant of the medical team during outpatient consultations in both the public and private health care sectors.

MEDI4012 Paediatrics
Course requirements for the Paediatrics rotation are delivered at the Hervey Bay hospital. A range of learning opportunities is available to students which include:
- Ward rounds with consultants, registrars and JHO’s
- Individual ward round work (history taking, examination & documentation of findings)
- Outpatient clinic attendance
- Participation in community clinics
- Participation in private clinics.
Additional lectures and tutorials are delivered weekly via videoconference from the Herston and Mater Hospital Campuses.

MEDI4010 Specialties I
Students have the opportunity to select their four week block placements in General Medicine or the following sub-specialties:
- General Medicine
- Renal Medicine
- Oncology
- Endocrinology
- Respiratory
- Gastroenterology
- Cardiology – at Bundaberg RCS

Additional learning opportunities are delivered through the Medical Education Unit and Department of Medicine and include weekly Journal Clubs, Medical Imaging Meetings and Weekly Seminars and Case Presentations. A 90 minute tutorial on Safe Medication Management is held each week.

MEDI4015 Specialties II
The Specialties II course is delivered in three separate blocks with each student provided with a personalized schedule.

Critical Care (4 weeks) placements are offered at the Hervey Bay Hospital through attachments to each of the Departments - Emergency (2 weeks), Intensive Care (1 week) and Anaesthetics (1 week). Learning is complemented by GELS (Generic Essential Life Support) training delivered as a component of the UQRCS Hervey Bay Clinical Skills Training Program.

Ophthalmology (2 weeks)
Students spend up to ten (10) sessions with an Ophthalmologist working in the private sector where they are able to follow cases from consulting through to theatre.

Surgical Options (2 weeks)
Every effort is made to offer students their preferred attachment to a senior consultant in one (or more) of the specialist disciplines – General Surgery, Urology, Orthopaedics, ENT (Bundaberg RCS).

MEDI4016 Elective
The electives course is an 8 week attachment, which can be completed in either one 8 week block, or two 4 week blocks. Interstate and international electives are encouraged.

3.5 Linked Curriculum – Clinical Skills Training
The Rural Clinical School program aims to provide an excellent preparation for the intern year by providing a strong foundation in basic clinical skills, fundamental to rural workforce/procedural readiness.

In Hervey Bay/Maryborough the Clinical Skills Training Unit, comprising a team of dedicated facilitators working with high-fidelity mannequins and task trainers, adds an extra dimension to student learning.

- Skills sessions are conducted weekly (weeks 2-7 of Rotation) and are tailored to the third and fourth year curriculum learning objectives.
- The Year 4 curriculum is complemented with Basic and Advanced Life Support Training.
- Students are encouraged to identify and communicate skills in which they feel deficient and every effort is made by the team to facilitate a session to address this.
4. EXPECTATIONS OF STUDENTS

4.1 Professionalism

It is an expectation that all MBBS students when in the clinical training environment will conduct themselves in a professional and mature fashion. Sensitivity towards and empathy for patients/clients, staff, colleagues and fellow students is paramount – this includes safeguarding privacy and confidentiality.

- Please be careful to only share information about patients in the clinical environment.
- Access only patient information and/or records that are directly related to your duties and responsibilities.
- Avoid language or conversations that might be deemed offensive if overheard.
- Ensure all patient information in study or other personal notes/records is de-identified.
- Avoid boisterous conversations and/or activities while in a clinical environment.

4.2 Confidentiality and Information Privacy

4.2.1 Medical Records

The following is advice provided by the Director of Health Information Management at the Hervey Bay/Maryborough Hospital. Whilst the focus is on Hospital requirements the details are relevant, irrespective of the clinical context.

*Please ensure ALL confidential documents for disposal are placed in the blue confidential waste bins and NOT placed in general waste, recycling or any other waste disposal. Never use the back of confidential pages for writing notes and please check before you throw.*

*Lists containing confidential patient or staff information have been found in public places such as corridors, parking areas, footpaths, etc. In other health services, patient lists have been found in a department store dressing room and at a bus stop. These were reported to local media and were the source of much embarrassment for the respective health services.*

*If needing to carry patient lists, records, staff contacts details, rosters, etc. it is a duty of care to ensure these are secure and confidentiality is protected. Be extremely careful with the use of mobile phone cameras, PDAs, USBs, public drives, email, faxing, Facebook/Twitter, etc. In regard to health service information systems, ONLY access information that is legitimately required to do your job. Audit trails are available on most systems.*

*The Health and Hospital Boards Act 2011 which replaced the Health Service Act 1991 increased the penalty for breaching confidentiality from $5000 to $10000. This penalty is imposed on an individual who is responsible for a breach of confidentiality. Breaches may also result in costly litigation for the health service and in a loss of goodwill in the community.*

4.2.2 Clinical Discussions

Patient confidentiality and privacy is taken very seriously by the Rural Clinical School. Students should be VERY cautious about discussing their patients/cases ONLY in the clinical environment.

Whilst it is acknowledged that our interested and enthusiastic medical students might enjoy the opportunity to debrief over food and drinks at a local venue, be very aware that patient confidentiality and privacy can be breached by making an offhand reference to “the difficult case in Bed 3 at ICU”….a relative or friend may be within earshot at the same venue!
4.3 Minimum standards of Dress and Protective Clothing
Students are expected to ensure their dress is appropriate to the clinical and/or training environment. Professional clothing is neat, modest and well fitting. Closed in footwear is essential.

Examples of non-professional attire include clothing that is too casual (such as jeans, shorts, sweat shirts, drop or halter tops). Similarly, clothing and accessories that is overtly “trendy” such as logo shirts, excessive and/or conspicuous jewellery is not appropriate to the clinical training environment.

Students are required to adhere to all requirements for the use of Personal Protective Equipment (PPE) and Clothing as may be prescribed in the clinical and/or training environment.

Attention is invited to the University’s OHS guideline, www.uq.edu.au/ohs/pdfs/dressppe.pdf

4.4 Occupational Health & Safety
The University is committed to providing a safe and healthy environment in accordance with the requirements of the Queensland Workplace Health and Safety Act (2011).

Students are responsible to take reasonable care of and cooperate with action to protect the health and safety of themselves and others. Students must

- COMPLY with safe working procedures
- USE appropriate personal protective equipment and safety systems
- REPORT any identified OH&S problems
- REFER to the University’s OH&S website for policies and guidelines, www.uq.edu.au/ohs

4.4.1 Mandatory Training
Students must complete an online Occupational Health and Safety training module prior to graduation. This is a mandated requirement for all UQ students enrolled in the Medicine program.

- Completion of the Occupational Health and Safety Module will be compulsory for UQ students in ‘at risk’ undergraduate programs prior to graduation, from Semester 2, 2012.
- A link to the module is provided to students at log into mySI-net. The module is available at https://ohs.sblinteractive.org
- Students will receive a reminder through mySI-net until such time as they complete the module.

4.4.2 Hand Hygiene
The most basic and helpful technique for reducing cross-infection is to ensure your hands are washed before and after contact with patient, and before and after all procedures.

Clean hands are life savers

For your own protection, and the welfare of patients and staff with whom you have contact, please ensure that you wear clean clothes daily. These simple hygiene measures are more effective than prescribing antibiotics for infections, which could have been prevented by attention to basic infection control principles.
4.4.3 Safe Practice
All students are expected to maintain Safe Practices whilst in the clinical environment to include simulated training facilities.

- DISPOSE of all sharp objects in the designated waste disposal containers;
- USE personal protective equipment (PPE) supplied, including gloves, masks, gowns, goggles etc. where appropriate;
- WIPE up spills on which people may slip;
- PLACE contaminated waste in the designated contaminated waste bins;
- DO NOT LIFT, push or pull articles which are too heavy for you to manipulate without assistance.

**AVOID Needlestick Injury**

- Always activate safety mechanisms – retractable syringes should be activated in patient tissue
- Venepuncture – blood tube collection holder the device of choice
- Overfilling sharps containers results in unnecessary injury
- Immediately dispose of sharps after use – the user of the sharp must dispose of the sharp
- Don’t ever recap a used needle or sharp

4.4.4 Blood Borne Virus
Queensland Health has established the policy implementation standard, Management of Human Immunodeficiency Virus (HIV), Hepatitis B Virus, and Hepatitis C Virus Infected Healthcare Workers.

This implementation standard in the Queensland Health policy framework identifies the mandatory requirements, roles and responsibilities of health care workers infected with a blood borne virus. For the purposes of this standard, students placed in the Bundaberg Hospital (or any Queensland Health facility) are considered health care workers.

**REVIEW and ADOPT as required the implementation standard for health care workers infected with a blood borne virus**


4.4.5 Injury or Incident Reporting
Students must report any injury or incident which occurs during the course of their clinical training placement and/or during their occupancy or use of University premises.

**REPORT any injury or incident via the Incident Reporting Online**


Students should also be familiar with and comply with the protocols and requirements of the clinical training environment in which the injury or incident occurred. Check with the on-site discipline team lead, or GP preceptor as necessary.
In conjunction with Qld Health, an Influenza Vaccination Program is offered to students free of charge prior to “Flu season”.

4.5 Qld Health Student Orientation

It is a requirement for all students PRIOR to undertaking a clinical training placement in a Qld Health facility to review the Qld Health Orientation Package.

The package is available online and addresses topics such as the goals and values of Qld Health; professional expectations; legislation regarding confidentiality, privacy and documentation; workplace health and safety; and cultural diversity.


All RCS students must confirm their review of this material. A checklist, available on the web site, must be printed out and signed by each student as a declaration of completion and understanding of the Orientation Package content.

Submit your signed QH Orientation checklist to the RCS Hervey Bay Office by Feb 1st.

4.6 In the Event of Emergency

In the event of an Incident, UQRCS students are encouraged to seek advice, assistance and/or support from the Director.

An Incident is defined as an event or situation affecting a student which has the potential to impact negatively on the student’s health, safety and security, for example:

- Natural disaster such as flood, fire, cyclone,
- Personal threat or injury,
- Illness or accident,
- Bullying and/or harassment.

Ensure your emergency contact information is current on mySI-net.

Students are encouraged to join the 'ICE' (In Case of Emergency) campaign and store the number of the person(s) or agency to contact in the event of an emergency situation under the name 'ICE' (In Case of Emergency).

Record multiple Emergency contacts on your mobile/smart phone - simply enter ICE1, ICE2, ICE3...
## LOCAL SAFETY INFORMATION

<table>
<thead>
<tr>
<th>Information</th>
<th>Contact</th>
<th>Details</th>
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<tbody>
<tr>
<td>Emergency Assistance</td>
<td>TRIPLE ZERO (000)</td>
<td>or 106 (for hearing or speech impaired)</td>
</tr>
<tr>
<td>Latest warnings and advice</td>
<td>Local ABC radio</td>
<td><a href="http://www.abc.net.au/widebay">www.abc.net.au/widebay</a></td>
</tr>
<tr>
<td>Weather</td>
<td>Bureau of Meterology</td>
<td>Phone: 3239 8700 <a href="http://www.bom.gov.au">www.bom.gov.au</a></td>
</tr>
<tr>
<td>Loss of power or fallen power lines</td>
<td>Ergon Energy</td>
<td>Phone: 13 22 96</td>
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<td>Road closures</td>
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<td><a href="http://www.131940.qld.gov.au">www.131940.qld.gov.au</a></td>
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<td></td>
<td>RACQ</td>
<td>Phone: 1300 130 595</td>
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<td>Storm and water damage</td>
<td>State Emergency Services</td>
<td>Phone: 132 500</td>
</tr>
<tr>
<td>Media enquiries</td>
<td>Local Disaster Management Committee</td>
<td>Phone: 0409 724 803</td>
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5. SUPPORT SERVICES & RESOURCES

5.1 Living Experience and Pastoral Care

UQRCS Hervey Bay makes a particular effort to ensure students have a positive living and learning experience and are given every opportunity to integrate with the local community.

- All students are offered accommodation – a private bedroom in a fully furnished and contained townhouse/unit – OR a rental subsidy for private accommodation.

- Where requested, students are linked to supportive social networks through our proactive Community Engagement program.

The local team is committed to being attentive of and responsive to students’ issues and concerns, and offers a variety of formal mechanisms that aim to ensure open and transparent communication.

5.1.1 Student Forum

The Student Forum comprises the third and fourth year residential student groups in Hervey Bay and welcomes the participation of visiting students. The Forum will provide opportunity for the general discussion and recommendations in relation to all academic, organisational and student support (including accommodation) issues.

A Forum will be held at lunch time once each Rotation, usually week 6. Students are asked to relay handy tips and hints about the rotation they are finishing to benefit the next rotating student, and are encouraged to drive the Agenda. The local RCS team will use these forums to provide information about topics such as rural health careers, community engagement activities and the like.

Get Involved...Participate in and contribute to Student Forums

5.1.2 Personal Counselling Services

We appreciate that during your clinical training years (Years 3 & 4) you may face times of crisis, adjustment difficulties, problems, or something is lacking in your quality of life.

The University offers a range of personal counselling services through the Student Services Division, and RCS students are encouraged to utilise these services by contacting Student Services either by phone (07 3365 1704) or through the online service available at: http://www.uq.edu.au/student-services/UQ+online+counselling

Where necessary, arrangements can be made for a student to avail themselves of the services of a counsellor resident in Bundaberg.

In the case of an emergency or if you want to talk to someone immediately, please contact:

Lifeline - available 24 hours a day on 13 11 14.
5.1.3 Grievance Resolution
At the RCS Hervey Bay, it is acknowledged that students may disagree (have a grievance) with a decision made by a member of the local team. In keeping with University policies developed to assist with the resolution of grievances, students are encouraged to adopt the 3-step process as detailed below.

Attention is also invited to the University policy, 3.40.10 Student Grievance Resolution

STEP 1
Raise the matter informally with the appropriate member of the RCS team.

In the case of academic matters, this will typically be the relevant Academic Supervisor, or where considered necessary, the Clinical Director. Other matters – administrative and/or operational – should be raised with the School Administrator or where considered necessary, the Clinical School Manager.

Students may seek to meet with the appropriate team member, or may like to use the telephone or email.

STEP 2
Where a student remains dissatisfied, the matter should be raised formally with the Director. Students may contact the Director by phone or email.

STEP 3
Where STEP 2 does not provide a satisfactory resolution, the matter should be referred in writing to the Head, Rural Clinical School.

Prof Geoff Nicholson
Head,
The University of Queensland
Rural Clinical School
Locked Bag 9009
TOOWOOMBA DC Qld 4350
E: geoff.nicholson@uq.edu.au

Whilst it is hoped that any student grievance might be resolved promptly and at the local level, i.e. as close as possible to the source of dissatisfaction, students may seek the support of and guidance from UQMS colleagues. The UQMS has established a Clinical School Representative position in Bundaberg.

5.2 Communication
5.2.1 Personal Mail
Students should make their own arrangements regarding the delivery of mail to their residential address.

5.2.2 Student Contact Details
Students should ensure that the Administrative Officer is advised of their current contact details. This includes mobile phone number, and for students not living in UQ provided accommodation, their term address.
5.2.3 Electronic Mail

The standard medium for communication with students in the Rural Clinical School is via electronic mail. In keeping with University policy, all notices and correspondence will be directed to a students’ UQ Connect address ONLY.

Read your email on a daily basis, especially during term time

5.3 Library & Information Services

The RCS Hervey Bay, in conjunction with the University Library, provides a library and information service located at the University of Southern Queensland Campus on Old Maryborough Rd. Students and teaching clinicians have access to current medical knowledge with the support of the full-time Librarian based in Bundaberg and whose familiarity with EBM databases allows clinical questions to be answered through the University’s extensive online resources. These resources also include access to a growing number of health resources that can be downloaded to mobile devices. A large selection of the latest edition texts are available for extended loans and special borrowing conditions are provided exclusively for students and teaching clinicians attached to the Rural Clinical School Hervey Bay.

5.4 ICT Services

At the Rural Clinical School Hervey Bay we realise the importance of being connected. Features of available services include:

- Student accommodation building is cabled to provide fast internet access to each bedroom
- The Library provides
  - Printing, scanning and copying facilities
  - Wireless connectivity
- There are high definition video conferencing capabilities in the Learning and Discovery Centre opposite Hervey Bay Hospital and St Stephen’s Private Hospital

5.4.1 Printing & Photocopying

There is a Multi-Function Device (MFD) and three desk top computers located in the Learning and Discovery Centre opposite Hervey Bay Hospital and St Stephen’s Private Hospital