University of Newcastle
Department of Rural Health

The information contained in this manual is correct as of 30 August 2017.
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Director’s Welcome

Welcome to the University of Newcastle Department of Rural Health (UONDRH). The UONDRH is largely funded through the Commonwealth Department of Health’s Rural Health Multi-disciplinary Training Program (RHMT). The UONDRH has a valuable role to play in the provision of medical, nursing and allied health placement opportunities across the North West Slopes and Plains, Northern Tablelands, Manning Rivers, the Upper Hunter Valley, Mid-North Coast and Hastings regions. For you, the UONDRH has an important role to play in giving you supervised practical experience, education and exposure to rural health practice as a medical, nursing or allied health student.

The student orientation manual has been developed to facilitate a smooth transition for you into the UONDRH and your academic and placement experience with us. The manual includes information about the UONDRH education centres, our accommodation and key services in each of our locations. While the manual is intended to be a useful guide for your time with us, our academic and professional staff are a key resource and are here to help you with your placement and your stay with us. Please feel free to ask your academic supervisor or one of our professional staff if you need help or advice about your time on placement.

I trust that you will enjoy your rural placement at the UONDRH. Importantly, I hope that your time with us will provide you with valuable experiences that prepare you for practice, and expose you to the amazing opportunities and satisfaction that comes with working as a rural health practitioner.

Professor Jenny May AM PhD FRACGP FACRRM
Director
University of Newcastle Department of Rural Health

jennifer.may@newcastle.edu.au
Acknowledgement of Country

Aboriginal and Torres Strait Islander peoples have lived in this country for over 60,000 years. The UONDRH has hubs located on lands encompassing 14 Aboriginal nations. The UONDRH acknowledges that Aboriginal peoples are the owners of these lands. In doing so, we recognise the diversity of Aboriginal peoples and pay respect to Aboriginal Elders, cultures and heritage.
Notice for all Students Undertaking Placements

Registering your Placement and Applications for Accommodation are to be made using the UONDRH Placement Portal.

Depending on the length of your stay and the availability of accommodation, you may be allocated accommodation at any of the UONDRH accommodation facilities at the placement location.

Please note ALL students are required to register their placement through the Portal, even if accommodation is not required.

Important information for students enrolling in courses that require clinical placements in NSW Public Health Facilities

The following information has been issued by the NSW Ministry of Health. You are advised to read this notice carefully and ensure that you have understood and complied with its requirements.

All forms required to be completed can be found at http://www.health.nsw.gov.au/careers/student_clearance/Pages/Forms.aspx

In addition, before the placement is confirmed with the NSW Public Health Facility, you must inform the UONDRH:

• any conditions imposed by the NSW Department of Health or any other authority so that the NSW Public Health Facility can determine if it is able to manage your placement in accordance with the conditions.

Student Immunisation

Students in the Faculty of Health and Medicine are required to keep a record of their vaccination history on a card. This card should be taken with you when attending any placement.

Students will receive their vaccination cards in their enrolment kit. It is the responsibility of the student to undergo pre-vaccination screening to determine immunity and/or vaccination status.

All students coming on placement to UONDRH locations are required to comply with the University of Newcastle, Hunter New England Health and Mid North Coast Local Health District policies on immunisation/vaccination status.

Failure to meet these policy requirements may result in students being refused access to HNELHD/MNCLHD facilities.

Students are additionally required to be able to produce evidence of their vaccination status upon request while on placement at HNEH/MNCLHD facilities.

Failure to comply with any of the requirements listed above may result in access to HNELHD/MNCLHD facilities being refused.

Further information regarding student compliance can be found at http://www.newcastle.edu.au/about-uon/governance-and-leadership/faculties-and-schools/faculty-of-health-and-medicine/resources/for-students
Full Fee Paying Students

The UONDRH is funded to support domestic students in accordance with the Commonwealth Department of Health funding of the RHMT program. Placements are only available to full fee paying students if they have not been filled by domestic students. They are not available at all of our locations.

Please note:

Full fee paying students must meet the full costs of UONDRH accommodation. These costs are detailed in the Residential Agreements, located on the UONDRH website.

About Us

The UONDRH covers approximately 20% of the land area of New South Wales and includes Tamworth, Armidale, Taree, Moree, Port Macquarie, Coffs Harbour and the surrounding communities in a corridor of land that stretches north to the town of Tenterfield on the border of New South Wales. In addition to providing rural placements for undergraduate students, the UONDRH also actively recruits postgraduate students, carries out research projects and provides valuable community support.
Our Background

The University of Newcastle has been delivering Commonwealth funded programs in the local areas since 2002. These programs have continued to change to meet the needs of the local communities, the health care professionals who choose to live and work in these areas and the students who enjoy the rich learning opportunities available in rural and regional Australia. The new Rural Health Multidisciplinary Training (RHMT) program commenced on the 1st January 2016. The RHMT recognises the value of providing students from a variety of disciplines the opportunity to live and study together in a rural environment.

The RHMT program supports students from a variety of health disciplines. 25% of the graduating cohort of medical students from the Joint Medical Program (JMP) will spend a minimum of one year at one of the 3 clinical school locations (Tamworth [Peel], Taree [Manning] or Armidale [Tablelands]). Allied Health and Nursing students all have the opportunity to complete clinical placements within the UONDRH footprint.

In addition to supporting our students, the UONDRH has a strong record of providing continuing professional development to the locally based health care professionals who provide services in the region. The RHMT also aims to improve the health and wellbeing of regional, rural and Indigenous communities within the New England, North West Slopes and Plains, Liverpool Plains, Upper Hunter Valley, Mid North Coast and Manning River regions of NSW.

UONDRH Website

Our website is located within the University’s website at www.newcastle.edu.au/drh.
Tamworth

Student Administration/Placement Contacts

Tamworth Education Centre (TEC)
114–148 Johnston Street
Tamworth NSW 2340
T: 02 6755 3555
F: 02 6761 2355

How to contact
02 6755 3555
studentplacementstamworth@newcastle.edu.au
All placement, accommodation and general enquiries.

Office Hours: 8am to 5pm, Monday to Friday
Map of Tamworth
Map of Tamworth Rural Referral Hospital

Emergency Contact Information

Emergency Services
Ambulance 000
Fire Brigade 000
Police 000

Note: When working in a Public Hospital you need to dial 0 to get an outside line (e.g. 0,000 for Emergency Services).

Police Station (non-emergency) 02 6768 2999
Hospital 02 6767 7700
Residential Assistant 0417 477 472
Poisons Information Centre 13 11 26

Emergency Procedures
The recommended action to be taken in the event of a fire is the same as in hospitals throughout New South Wales.

R Remove patients/staff/students from immediate danger.
A Alert other staff/students and the NSW Fire Brigade, advising exact location of the fire.
C Confine the fire and smoke by shutting doors and windows.
E Extinguish the fire if safe to do so. Use the correct extinguisher.

In the event of an emergency or fire, please follow the instructions of the Emergency/Fire Warden in your area.

Please make yourself familiar with the WHS guidelines at your local site.
Student Residential Emergency Exits
Please refer to the emergency evacuation plans located in each residential dwelling.

Student Residential Emergency Assembly Areas

<table>
<thead>
<tr>
<th>Residence</th>
<th>Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEC Accommodation</td>
<td>Central car park area between TEC and student accommodation</td>
</tr>
<tr>
<td>Amberoo Apartments</td>
<td>Left front of building/driveway in Janison Street</td>
</tr>
</tbody>
</table>

TEC - Evacuation Points
Central car park area between TEC and student accommodation and staff car park area between Johnston Street and TEC.

A - Z Guide to Accommodation, Hospitals and Education Centres

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IN SOME LOCATIONS WITHIN THE UONDRH FOOTPRINT, ACCOMMODATION IS NOT AVAILABLE. STUDENTS MAY BE ELIGIBLE FOR AN ALLOWANCE OF $70 PER PLACEMENT WEEK IF NO ACCOMMODATION IS AVAILABLE OR IF THE ACCOMMODATION IS FULL. STUDENTS ARE REQUIRED TO REGISTER THEIR PLACEMENT THROUGH THE UONDRH PLACEMENT PORTAL TO QUALIFY FOR THE ALLOWANCE. THIS ALLOWANCE IS AVAILABLE TO DOMESTIC STUDENTS ONLY.

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Accommodation Property Facilities

<table>
<thead>
<tr>
<th>Property</th>
<th>TEC Student Accommodation</th>
<th>Amberoo Apartments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom</td>
<td>2 per unit shared</td>
<td></td>
</tr>
<tr>
<td>Dishwasher</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Cooktop/hotplates</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Oven</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Fridge</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Freezer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Microwave</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Washing Machine</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Dryer</td>
<td>Yes</td>
<td>Yes - communal</td>
</tr>
<tr>
<td>Iron</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Ironing board</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Dining Room</td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>Lounge Room</td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>Recreation Room</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Linen provided</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Crockery &amp; cutlery</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Cooking utensils</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Air conditioning</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Property</td>
<td>TEC Student Accommodation</td>
<td>Amberoo Apartments</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Bikes provided</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Lockable room</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Swimming Pool</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Wireless Internet Access</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>Yes, in the communal area for incoming calls only</td>
<td></td>
</tr>
<tr>
<td>On site car parking</td>
<td>Limited</td>
<td></td>
</tr>
<tr>
<td>Television</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Video</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>DVD</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**Accommodation Details**

All accommodation is fully self-contained (excluding linen/towels).

All accommodation has internet access available for study purposes. Please speak to local UONDHH staff for instructions on how to access the internet at your location.

**TEC Student Accommodation**

Constructed in 2013, this accommodation is located on site at the TEC, is a 5 minute walk from the Tamworth Rural Referral Hospital and Northgate Shopping Complex (Coles).

The accommodation consists of 5 and 6 bedroom apartments, each apartment has 2 bathrooms and shared living and kitchen areas.

Students have their own private lockable room (with a unique key). Each bedroom is furnished with a King single bed, built in student desk/chair/lamp and wardrobe.

Telephone numbers for incoming calls are printed above the handsets within the hallway.

**Amberoo Apartments**

Amberoo Apartments are a 15 minute walk from Tamworth Rural Referral Hospital and about a 20 minute walk from Northgate Shopping Complex (Coles). They comprise of 4 fully furnished apartments (a mixture of 4 and 5 bedrooms, all with 2 bathrooms). Students have their own private lockable room (with a unique key) and share living areas with other occupants.
Check In – key collection (any time after 2pm on registered day of arrival)
An envelope labelled with the student’s name can be collected from the key box (pin sent via email) located in the breezeway to the Tamworth Education Centre (TEC):114-148 Johnston Street, Tamworth (directly adjacent to the TEC accommodation).

Check Out – key return (by 10am on the date of registered departure)
Please clearly label your return envelope with “University of Newcastle Department of Rural Health” and return all resources such as keys, print cards, access cards etc. to:

- Reception of the Tamworth Education Centre (TEC): 114-148 Johnston Street, Tamworth (8am - 5pm Monday - Friday ONLY) or
- After hours key box located in the breezeway to the Tamworth Education Centre (TEC):114-148 Johnston Street, Tamworth (directly adjacent to the TEC accommodation).

Computer Facilities
When students use any computer on the HNELHD network, they will be required to use the appropriate University logon.

University students have their own HNE accounts (set to the applicable university homepage) this gives them basic access only.

For login details, check the UONDRH Placement Portal

Should a student require access to network shares, or any HNELHD Application, they will need to contact their local UONDRH Education Centre to complete the necessary form for their own individual account.

When using any of the student accounts, you are agreeing to adhere to the HNELHD Email and Internet Access Policy:

- Hunter Area Health Service Policy – Use & Management of Misuse of NSW Health

In addition to the Health Service policy, students should also be aware of the University Computing and Communications Facilities Conditions of Use Policy:

- University Computing and Communications Facilities Conditions of Use Policy

The internet is for used for research, study, and email use. Please adhere to the HNELHD Internet Usage Policy. Inappropriate usage of the Internet will result in the access being suspended.

All generic student accounts are restricted accounts which do not allow you to save any files locally. You will need to save all files to an external USB storage device. You can save files temporarily to the desktop. However, please note these files will be deleted as soon as you log off. Please save all data to your external USB drive!

Students have access to computers and internet usage via a number of methods as listed below:
• TEC, open from 8.00am until 5.00pm (Monday to Friday), has student lounge and wireless internet available.

• Library (located in the DRH building on the hospital grounds), open from 8.30am until 5.00pm (Monday to Friday). Computers in the library are on the HNELHD network.

• Wireless access is available to all students (24 hours) in the DRH building via the eduroam network. Use your university credentials to log in (remembering to add @newcastle.edu.au after your student number). BYO device.

• All accommodation has 24hr wireless broadband access. Use your university credentials to log in to the system.

Non University of Newcastle students will need to connect to eduroam - at all the above sites - not newcastle.edu.au

Should you require assistance with the wireless connection at the accommodation or in the TEC, please contact 17000 (02 4921 7000) and ask for assistance.

Should you require assistance with the wireless connection or library computers at the DRH building, please contact 02 4921 3800 and ask for assistance.

Activities around the region

Tamworth is Australia’s Country Music Capital and the centre of the universe in January for the Tamworth Country Music Festival attracting over 50,000 visitors from all over the world. Tamworth is a vibrant, friendly and fuss free city. It is the hub of a regional council of about 55,000 people who live in the city or in the towns of Barraba, Manilla Bendemeer or Nundle. The Tamworth Regional area is about three times the size of Sydney basin or about the same as Lake Eyre. Please refer to the Tamworth Tourist Information site for more information.

The Tamworth region offers adventure activities including horse riding and water activities. There is a range of entertainment including theatres, cinemas, pubs and fine dining, and numerous sporting clubs and gym options for the active sport enthusiasts. Those who enjoy the slower pace can explore the local wineries and coffee shops or take a short drive to explore the Nundle Wool Mill and gold mining activities. The Botanical Gardens and Marsupial Park offer a relaxed atmosphere where you can appreciate the local animals and plant life.

Equipment and Other Facilities

Photocopying and scanning facilities are available in Hospital Library and the TEC. The library staff are available to assist you with database searches.

Hospital

Tamworth Hospital is a rural referral hospital with a 24-hour emergency department, high level surgical and medical services, including a diagnostic and interventional cardiac catheterization laboratory, intensive care, coronary care, rehabilitation services (including brain injury), Diabetes Centre, mental health unit, renal services, paediatrics, maternity, oncology, radiology and pathology. Outpatient clinics link the New England area with specialist tertiary hospitals in Newcastle and Sydney.

A $220M redevelopment of Tamworth Rural Referral Hospital has recently been completed. There is a new multi-level hospital building which provides a hub for clinical service priorities in medical; surgical; paediatrics; maternity and birthing; special care nursery; palliative care; emergency services; operating suites and recovery spaces; cardiac catheterisation laboratory; medical imaging; nuclear medicine and pharmacy. The facility also provides
consultancy outreach and support for chronic and complex disease management across the whole community.

For more information, visit the Tamworth Rural Referral Hospital website.

Identification Badges and Swipe Cards

Students must wear their University identification badge at all times while on placement at all sites. Additionally, HNELHD ID swipe cards may be required to access restricted areas. You will be notified at orientation if this is applicable to you.

Insurance

The University does not accept responsibility for any loss or damage to a resident’s personal property. You are advised to take out private insurance on your own possessions.

Further information on the University’s Insurance policies can be found at http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance

Library (02 6767 7985)

Library orientation will be conducted within the first week of your stay. Library orientation is essential before attending the library.

Library hours are 8.30am to 5.00pm, Monday to Friday

Mail

Students on placement at the UONDRH should have all mail directed to:

University of Newcastle Department of Rural Health
Tamworth Education Centre
STUDENT NAME
114-148 Johnston Street
Tamworth NSW 2340

UONDRH staff will then distribute relevant mail to you accordingly.

Maintenance Problems

Please report all maintenance through the UONDRH Placement Portal. If urgent, please contact.

- Emergency Services (life-threatening situation) 000
- Residential Assistant: 0417 477 472, 5pm to 8am Monday to Friday and all weekend (5pm Friday through till 8am Monday) and Public Holidays.

Meals

Residents are required to cater for themselves.

Self-Catering

In Tamworth, the nearest supermarket to the TEC student accommodation and Amberoo Apartments is Coles at Northgate (5-minute or 20-minute walk, respectively). Also located in Northgate are a number of speciality shops.

Staff Cafeteria/Kiosk

There is a cafeteria in the main hospital building near patient services. Opening hours are from 7.30am to 6pm Monday- Friday, 10am to 6pm weekends and public holidays and closed Christmas Day.
Motor Vehicles/Parking

Car parking at the Tamworth Rural Referral Hospital is at a premium and therefore students are to park their cars and motorcycles either in the designated staff car parks or at the TEC Education Centre/Student Accommodation in the student parking designated area. Students are also encouraged to utilise off-street parking where possible.

Printing and Photocopying

A printer/photocopier is located in the Library. Printing can be purchased only from the librarian (cash only).

Cards are to be returned to the librarian at the end of use/placement – failure to do so will result in a replacement fee charged to your university student account via the UONDRH Placement Portal.

A printer/photocopier is also located in the TEC, First Floor. This prepaid service is charged via the UONDRH Placement Portal. Instructions for obtaining printing credit is available at TEC reception.

Security

The unfortunate reality is that not all the people in the world are trustworthy, therefore, at the UONDRH we encourage you to be vigilant with your personal belongings, whilst on hospital grounds and within your accommodation.

Please exercise common sense when out after dark. Do not put yourself into situations where you may be at risk. If you are leaving the hospital grounds after dark the UONDRH recommends you ask security to escort you to your vehicle.

We also encourage you to be vigilant with your personal belongings whilst on the hospital grounds. Do not leave bags, laptops or mobile phones unattended.

Security is located in the Emergency Department.

In the event that Security is unmanned, contact numbers are as follows (from a HNELHD telephone):

- Switch 77700 and ask to be put through to Security;
- Extension 77470 (which will automatically switch to the mobile phone number if unanswered).

The local police phone number is 02 6768 2999 or 000 in an emergency.

Sports Facilities and Student Activities

Gym/Squash Court/Swimming Pool are available at Tamworth Rural Referral Hospital.

It is necessary for you to pay a membership fee if you wish to use the gym and squash courts (which are located in the Koolkuna building, on Dean Street). The squash court is only available outside normal business hours, public holidays and weekends. A security card is required to gain access to the building. This is obtained when you pay your membership fee (refer to membership forms and information). For further details, please contact Chris Marshall on telephone 02 6767 8330.

The Tamworth region is well-serviced by a huge variety of recreational facilities that cater for a wide spectrum of activities. With over 70 listed parks, gardens and reserves, four lookouts, six swimming pools, more than 40 sporting fields, three skate parks and over 150 sporting groups operating across the region, there is something for everyone. Sport is a major economic and social driver for the regional economy and attracts plenty of sports players and spectators each year. Paragliding and hang-gliding from Mount Borah, Manilla and the Marsupial Park in Tamworth are two of the more unusual pursuits catered for in the region.
For more information, please visit

- tamworth.nsw.gov.au/Recreation
- visittamworth.com

**Telephone**

**Accommodation:** Student Accommodation apartments have an incoming calls only telephone in the communal areas. Please refer to the handset for the number.

**Hospital:** To dial an internal number from the hospital (to another hospital department), pick up the phone and dial the required extension. If you are uncertain of the number ring the switchboard ‘99’ and they will assist you. A ‘0’ is required for an external line.

Internal calls cannot be made between Amberoo, TEC and/or the hospital.

**TEC:** External calls are permissible only for placement related calls relevant to your program. Such external calls may be made, after obtaining permission from staff located at the centre.
Armidale

Student Administration/Placement Contacts

<table>
<thead>
<tr>
<th>Armidale Education Centre</th>
<th>T: 02 6755 3555</th>
<th>F: 02 6771 1378</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tablelands Clinical School</td>
<td></td>
<td></td>
</tr>
<tr>
<td>110 Butler Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armidale NSW 2350</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**How to contact**

| 02 6755 3555 | studentplacementsarmidale@newcastle.edu.au | All placement, accommodation and general enquiries. |

**Office Hours:** 8.30am to 4.30pm, Monday to Friday

**Map of Armidale**

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**Emergency Contact Information**

**Emergency Services**

| Ambulance | 000 |
| Fire Brigade | 000 |
| Police | 000 |

**Note:** When working in a Public Hospital you need to dial 0 to get an outside line (e.g. 0,000 for Emergency Services).

| Police Station (non-emergency) | 02 6771 0699 |
| Hospital | 02 6776 9500 |
| Poisons Information Centre | 13 11 26 |

**Emergency Procedures**

The recommended action to be taken in the event of a fire is the same as in hospitals throughout New South Wales.

**R**

Remove patients/staff/students from immediate danger.

**A**

Alert other staff/students and the NSW Fire Brigade, advising exact location of the fire.

**C**

Confine the fire and smoke by shutting doors and windows.

**E**

Extinguish the fire if safe to do so. Use the correct extinguisher.

In the event of an emergency or fire, please follow the instructions of the Emergency/Fire Warden in your area.

*Please make yourself familiar with the WHS guidelines at your local site.*
**Student Residential Emergency Exits**

Please refer to the emergency evacuation plans located in each residential dwelling.

**Student Residential Emergency Assembly Areas**

<table>
<thead>
<tr>
<th>Residence</th>
<th>Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rusden House</td>
<td>Front of building in West Avenue grass verge area</td>
</tr>
<tr>
<td>Markham Street</td>
<td>Front of building in Markham Street grass verge area</td>
</tr>
<tr>
<td>Solomon Avenue</td>
<td>Front of building in Solomon Avenue grass verge area</td>
</tr>
</tbody>
</table>

**Tablelands Clinical School - Evacuation Points**

Emergency assembly point is at the front entrance courtyard.

**A - Z Guide to Accommodation, Hospitals and Education Centres**

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**IN SOME LOCATIONS WITHIN THE UONDRH FOOTPRINT, ACCOMMODATION IS NOT AVAILABLE. STUDENTS MAY BE ELIGIBLE FOR AN ALLOWANCE OF $70 PER PLACEMENT WEEK IF NO ACCOMMODATION IS AVAILABLE OR IF THE ACCOMMODATION IS FULL. STUDENTS ARE REQUIRED TO REGISTER THEIR PLACEMENT THROUGH THE UONDRH PLACEMENT PORTAL TO QUALIFY FOR THE ALLOWANCE. THIS ALLOWANCE IS AVAILABLE TO DOMESTIC STUDENTS ONLY.**

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**Accommodation Property Facilities**

<table>
<thead>
<tr>
<th>Property</th>
<th>Rusden House</th>
<th>Markham St</th>
<th>Solomon Ave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom</td>
<td></td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>Dishwasher</td>
<td>No</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Cooktop/hotplates</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Oven</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fridge</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freezer</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microwave</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washing Machine</td>
<td>On site laundry</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Dryer</td>
<td>On site laundry</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Iron</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Ironing board</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dining Room</td>
<td>Shared</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lounge Room</td>
<td>Shared</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recreation Room</td>
<td>Yes</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Linen provided</td>
<td>Yes</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Crockery &amp; cutlery</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooking utensils</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air conditioning</td>
<td>Heating only</td>
<td></td>
<td>Reverse Cycle</td>
</tr>
<tr>
<td>Property</td>
<td>Rusden House</td>
<td>Markham St</td>
<td>Solomon Ave</td>
</tr>
<tr>
<td>-----------------------</td>
<td>--------------</td>
<td>------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Bikes provided</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lockable room</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swimming Pool</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet Access</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>On site car parking</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Television</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video</td>
<td>Yes</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>DVD</td>
<td>No</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Accommodation Details**

All accommodation is fully self-contained (excluding linen/towels).

All accommodation has internet access available for study purposes. Please speak to local UONDRH staff for instructions on how to access the internet at your location.

**Markham Street**

Located a block away from both the Tablelands Clinical School and the hospital, this property is a 3 bedroom self-contained house.

**Solomon Avenue**

Located a block away from both the Tablelands Clinical School and the hospital, this property is a 3 bedroom, self-contained house.

All bedrooms have built-ins, there is a combined lounge/dining area, kitchen, shared bathroom and laundry with additional toilet. There is also a paved outside courtyard.
Rusden House

Students on short placements in Armidale stay at Rusden House, which contains hostel-type accommodation located in West Ave about 200m from the both the Tablelands Clinical School and the hospital. The accommodation consists of single rooms with shared bathrooms, kitchen, laundry and common room. Each room has a fridge, desk and is centrally heated.

Check In – key collection (any time after 2pm on the registered day of arrival)
An envelope labelled with the student's name can be collected from the Emergency Department, Armidale Hospital, Barney Street, Armidale

Check Out – key return (by 10am on the date of registered departure)
Please clearly label your return envelope with “Administration Staff, UON”: and return all resources such as keys, print cards, access cards etc. to:

- Rusden House keys to Emergency Department, Armidale Hospital, Barney Street, Armidale.
- Markham Street & Solomon Avenue keys to be deposited into the mailbox in front of the Tablelands Clinical School, 110 Butler Street, Armidale. The grey, metal mailbox is located to the left of the main driveway, near the footpath.

Computer Facilities
When students use any computer on the HNELHD network, they will be required to use the appropriate University logon.

University students have their own HNE accounts (set to the applicable university homepage) this gives them basic access only.

For login details, check the UONDRH Placement Portal

Should a student require access to network shares, or any HNELHD Application, they will need to contact their local UONDRH Education Centre to complete the necessary form for their own individual account.

When using any of the student accounts, you are agreeing to adhere to the HNELHD Email and Internet Access Policy:

Should a student require access to network shares, or any HNELHD Application, they will need to contact their local UONDRH Education Centre to complete the necessary form for their own individual account.

When using any of the accounts listed above, you are agreeing to adhere to the HNELHD Email and Internet Access Policy:

- Hunter Area Health Service Policy – Use & Management of Misuse of NSW Health

In addition to the Health Service policy, students should also be aware of the University Computing and Communications Facilities Conditions of Use Policy:
• **University Computing and Communications Facilities Conditions of Use Policy**

The internet is for use for research, study, and email use. Please adhere to the HNELHD Internet Usage Policy. Inappropriate usage of the Internet will result in the access being suspended.

**All generic student accounts are restricted accounts which do not allow you to save any files locally. You will need to save all files to an external USB storage device. You can save files temporarily to the desktop. However, please note these files will be deleted as soon as you log off. Please save all data to your external USB drive!**

• Wireless internet access is available to students staying at all accommodation and also at the Tablelands Clinical School (via Eduroam and BYO device).

• Printing and copying facilities are available at the Tablelands Clinical School. Please see UONDRH staff for details.

**Activities around the region**

Armidale is set in the heart of the New England Tablelands and is home to museums and galleries and access to world heritage natural wonders. Armidale is a diverse community with a cosmopolitan atmosphere. The lively CBD offers a variety of shopping attractions as well as fine cuisine, bakeries and pubs. There are many short and long distance hiking trails nearby and beautiful camping locations within minutes of the township.

The Armidale Dumaresq area is rich in natural attractions and local history. From National Parks to the remains of old gold mining operations, there is plenty for the visitor (and locals) to see and do. For more information, please refer to the Armidale tourism site.

**Equipment and Other Facilities**

Photocopying and scanning facilities are available in the Hospital Library and at the Tablelands Clinical School (see UONDRH staff for details). The library staff are available to assist you with database searches.

**Hospital**

Armidale Hospital is an accredited hospital serving the community since 1858. Accommodation is provided for all types of medical services including medicine, surgery, obstetrics, paediatrics, geriatrics and accident and emergency as well as outpatient clinics. Ancillary medical services including radiology, pathology, occupational and speech therapy, social work, physiotherapy and pharmacy are an integral part of the organisation and contribute to the high level of patient care at Armidale Hospital.

For more information, visit the Armidale Hospital Website.

**Identification Badges and Swipe Cards**

Students must wear their University identification badge at all times while on placement at all sites. Additionally HNELHD ID swipe cards may be required to access restricted areas. You will be notified at orientation if this is applicable to you.

**Insurance**

The University does not accept responsibility for any loss or damage to a resident’s personal property. You are advised to take out private insurance on your own possessions.

Further information on the University's Insurance policies can be found at http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance
**Library**

The Dr Harold Royle Library at Armidale Hospital is available for use by students 24/7. Details on how to obtain access outside of business hours can be provided by the hospital. Computer, internet and photocopying are available. Please check with the librarian for details on charges.

The Armidale Dumaresq Council War Memorial Library is located at 122 Faulkner Street, Armidale and provides a wide range of resources for borrowing as well as internet and printing facilities. You will need to become a temporary member of the library to borrow materials and use any services. The library is open Monday to Friday 10am-6pm, Saturday 10am-1pm, and is closed on Public Holidays.

**Mail**

Students on placement at the UONDRH should have all mail directed to:

University of Newcastle Department of Rural Health
Tablelands Clinical School
**STUDENT NAME**
110 Butler Street
Armidale NSW 2350

UONDRH staff will then distribute relevant mail to you accordingly.

**Maintenance Problems**

Please report all maintenance through the UONDRH Placement Portal. If urgent, please contact:

- Emergency Services (life-threatening situation) 000
- Armidale UONDRH Staff

**Meals**

Residents are required to cater for themselves.

**Self-Catering**

In Armidale there are a number of food outlets and supermarkets within walking distance of the hospital and accommodation.

**Staff Cafeteria/Kiosk**

Armidale Hospital kiosk is located near the front entrance to the hospital and is open 8.30am – 4.00pm.

**Motor Vehicles/Parking**

Students staying at Rusden House, Markham Street and Solomon Avenue accommodation may park at the premises and walk to the hospital. Alternatively, there is some street parking available around the hospital and a hospital car park located on Butler Street with the entry in West Avenue.

**Printing and Photocopying**

Printing and photocopying charges apply at the hospital library $0.20 per page. Printing and photocopying facilities are also available at the Tablelands Clinical School (see UONDRH staff for details).
Security
The unfortunate reality is that not all the people in the world are trustworthy, therefore, at the UONDRH we encourage you to be vigilant with your personal belongings, whilst on hospital grounds and within your accommodation.

Please exercise common sense when out after dark. Do not put yourself into situations where you may be at risk. If you are leaving the hospital grounds after dark the UONDRH recommends you ask security to escort you to your vehicle.

We also encourage you to be vigilant with your personal belongings whilst on the hospital grounds. Do not leave bags, laptops or mobile phones unattended.

For hospital related issues, contact the Security Officer via Hospital Main Reception during business hours by phoning 02 6776 4777 or after hours on 0428 268 914.

Local police 02 6771 0699, or Emergency 000.

Sports Facilities and Student Activities
There are various sporting facilities in Armidale for both indoor and outdoor activities. You will find baseball, softball, cricket, hockey, netball and football are often in progress at the many ovals and all-purpose sporting fields. Two heated swimming pools, one at UNE and one at TAS offer limited public access. The city pool complex with two heated Olympic and children’s sized pool is open daily in the summer. Gym facilities are available at several locations with the UNE gym offering a sauna.

There are tennis courts, squash courts, an indoor cricket arena, skate arena and ten pin bowling, a golf course and golf practice ranges. A jogging and cycling track run through the centre of town along the creek and park area. Trout fishing, abseiling, canoeing, white water rafting, cycling, gliding, parachuting, horse riding, orienteering and bush walking are all available within an hour’s drive.

For more information, please visit armidaletourism.com.au

Telephone
Accommodation: Student Accommodation apartments have an incoming calls only telephone in the communal areas. Please refer to the handset for the number.

Hospital: To dial an internal number from the hospital (to another hospital department), pick up the phone and dial the required extension. If you are uncertain of the number ring the switchboard ‘69500’ and they will assist you.
Coffs Harbour

Student Administration/Placement Contacts

<table>
<thead>
<tr>
<th>Coffs Harbour Education Centre</th>
<th>T: 02 6755 3555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist Medical Centre</td>
<td></td>
</tr>
<tr>
<td>Suite 212, 343-345 Pacific Highway</td>
<td></td>
</tr>
<tr>
<td>Coffs Harbour NSW 2450</td>
<td></td>
</tr>
</tbody>
</table>

**How to contact**

<table>
<thead>
<tr>
<th>Contact for</th>
<th>02 6755 3555</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:studentplacementscoffs@newcastle.edu.au">studentplacementscoffs@newcastle.edu.au</a></td>
<td></td>
</tr>
</tbody>
</table>

**Office Hours:** 8.30am to 4.30pm, Monday to Friday

Map of Coffs Harbour

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**Emergency Contact Information**

**Emergency Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Fire Brigade</td>
<td>000</td>
</tr>
<tr>
<td>Police</td>
<td>000</td>
</tr>
</tbody>
</table>

**Note:** When working in a Public Hospital you need to dial 0 to get an outside line (e.g. 0,000 for Emergency Services).

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Station (non-emergency)</td>
<td>02 6691 0799</td>
</tr>
<tr>
<td>Hospital</td>
<td>02 6656 7000</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>13 11 26</td>
</tr>
</tbody>
</table>

**Emergency Procedures**

The recommended action to be taken in the event of a fire is the same as in hospitals throughout New South Wales.

- **Remove patients/staff/students from immediate danger.**
- **Alert other staff/students and the NSW Fire Brigade, advising exact location of the fire.**
- **Confine the fire and smoke by shutting doors and windows.**
- **Extinguish the fire if safe to do so. Use the correct extinguisher.**

In the event of an emergency or fire, please follow the instructions of the Emergency/Fire Warden in your area.

*Please make yourself familiar with the WHS guidelines at your local site.*
Student Residential Emergency Exits
Please refer to the emergency evacuation plans located in each residential dwelling.

Student Residential Emergency Assembly Areas

<table>
<thead>
<tr>
<th>Residence</th>
<th>Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Beach Road</td>
<td>Front of building in Park Beach Road grass verge area</td>
</tr>
</tbody>
</table>

Specialist Medical Centre - Evacuation Points
Rear of building/car park area.

A - Z Guide to Accommodation, Hospitals and Education Centres

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**IN SOME LOCATIONS WITHIN THE UONDRH FOOTPRINT, ACCOMMODATION IS NOT AVAILABLE. STUDENTS MAY BE ELIGIBLE FOR AN ALLOWANCE OF $70 PER PLACEMENT WEEK IF NO ACCOMMODATION IS AVAILABLE OR IF THE ACCOMMODATION IS FULL. STUDENTS ARE REQUIRED TO REGISTER THEIR PLACEMENT THROUGH THE UONDRH PLACEMENT PORTAL TO QUALIFY FOR THE ALLOWANCE. THIS ALLOWANCE IS AVAILABLE TO DOMESTIC STUDENTS ONLY.**

---

**Accommodation Property Facilities**

<table>
<thead>
<tr>
<th>Property</th>
<th>Park Beach Rd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom</td>
<td>Shared</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>Yes</td>
</tr>
<tr>
<td>Cooktop/hotplates</td>
<td>Yes</td>
</tr>
<tr>
<td>Oven</td>
<td>Yes</td>
</tr>
<tr>
<td>Fridge</td>
<td>Yes</td>
</tr>
<tr>
<td>Freezer</td>
<td>Yes</td>
</tr>
<tr>
<td>Microwave</td>
<td>Yes</td>
</tr>
<tr>
<td>Washing Machine</td>
<td>Yes</td>
</tr>
<tr>
<td>Dryer</td>
<td>Yes</td>
</tr>
<tr>
<td>Iron</td>
<td>Yes</td>
</tr>
<tr>
<td>Ironing board</td>
<td>Yes</td>
</tr>
<tr>
<td>Dining Room</td>
<td>Yes</td>
</tr>
<tr>
<td>Lounge Room</td>
<td>Yes</td>
</tr>
<tr>
<td>Recreation Room</td>
<td>No</td>
</tr>
<tr>
<td>Linen provided</td>
<td>No</td>
</tr>
<tr>
<td>Crockery &amp; cutlery</td>
<td>Yes</td>
</tr>
<tr>
<td>Cooking utensils</td>
<td>Yes</td>
</tr>
<tr>
<td>Air conditioning</td>
<td>No. Ceiling fan in bedrooms</td>
</tr>
<tr>
<td>Bikes provided</td>
<td>No</td>
</tr>
<tr>
<td>Lockable room</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Accommodation Details**

All accommodation is fully self-contained (excluding linen/towels).

All accommodation has internet access available for study purposes. Please speak to local UONDRH staff for instructions on how to access the internet at your location.

**Park Beach Rd**

Coffs Harbour accommodation was newly constructed in 2016. The accommodation is located a 12 minute walk from Park Beach Plaza and the beach is only one block away. The accommodation consists of six 3 bedroom apartments, each apartment has 2 bathrooms with shared living and kitchen areas. Students have their own private lockable room (with a unique key). Each bedroom is furnished with a king single bed, built in student desk/chair/lamp and wardrobe.

**Check In – key collection (any time after 2pm on the registered day of arrival)**

An envelope labelled with the student's name can be collected from the key collection safe (pin sent via email) which is located in the rubbish bin nook, behind the mailboxes at the second block of townhouses (10, 9, 8) at Park Beach Road.
Check Out – key return (by 10am on the date of registered departure)

Please clearly label your return envelope with “University of Newcastle Department of Rural Health”: and return all resources such as keys, print cards, access cards etc. to:

- The key return key box attached to the key collection safe which is located in the rubbish bin nook, behind the mailboxes at the second block of townhouses (10, 9, 8) at Park Beach Road.

Computer Facilities

- Coffs Harbour Education Centre, from 8.30am to 4.30pm, Monday – Friday. You can BYO device to the Coffs Harbour Education Centre and use the UON provided Wi-Fi. Printing is also available, see Printing and Photocopying on page 26.

- Coffs Harbour Hospital - if you are on placement in the hospital you will have a hospital log-in and be able to access the department and/or library computers when available – during office/library hours.

  Library staff also have a generic library log in if you request it.

  Students are asked to use the department computers for clinical work and use the library computers for research etc. We also ask students be mindful of staff needs.

  You cannot use Wi-Fi in the hospital to connect your own device.

Activities around the region

The friendly beachside city of Coffs Harbour is Coffs Coast’s vibrant heart. Surrounded by National Parks and facing the Solitary Islands Marine Park, the natural environment and uncrowded beaches are complemented by exciting activities and attractions, excellent shopping, fantastic accommodation and award-winning cafes and restaurants.

Coffs Harbour sits in a unique position where the Great Dividing Range meets the Australian east coast. The subtropical city lies between the forested hills and sparkling blue waters. Coffs Harbour is a modern city with a small-town atmosphere and the hub from which to explore Coffs Coast’s enormous selection of things to see and do. For further information, refer to the Coffs Coast site.

Equipment and Other Facilities

Photocopying and scanning facilities are available in each of the Hospital Libraries and/or UONDRH Education Centres. The library staff are available to assist you with database searches.

Hospital

Coffs Harbour Health Campus was built in 2001 and is the major referral hospital for the Coffs Network of the Mid North Coast Local Health District. It provides a broad range of specialist services to the residents of Coffs Harbour, Bellingen and Nambucca local government areas. With 292 beds, it provides the majority of specialist medical and surgical services for the Network.

Services include general medicine, surgery, day surgery, planned and emergency theatre service, coronary care (including coronary angiography unit), intensive care, obstetrics, paediatrics, 24-hour Emergency Department, oncology, palliative care, rehabilitation, stroke, acute renal dialysis, high dependency and mental health and an extensive range of outpatient clinics.
Allied health services, including occupational therapy, speech pathology, social work, physiotherapy, dietetics, radiology, pathology, and pharmacy, are an integral part of the organisation and contribute to the high level of patient care at Coffs Harbour Health Campus.

For more information, visit the Coffs Harbour Hospital Website.

Identification Badges and Swipe Cards

Students must wear their University identification badge at all times while on placement at all sites. Additionally, MNCLHD ID swipe cards may be required to access restricted areas. You will be notified at orientation if this is applicable to you.

Insurance

The University does not accept responsibility for any loss or damage to a resident’s personal property. You are advised to take out private insurance on your own possessions.

Further information on the University’s Insurance policies can be found at [http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance](http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance)

Library

There is no library (other than a small one run by the volunteers) at the hospital. However, Coffs Harbour City Library has public access computers, free internet access and wireless. See their website for more information.

Mail

Students on placement at the UONDRH should have all mail directed to:

University of Newcastle Department of Rural Health
Specialist Medical Centre
STUDENT NAME
Suite 212, 343-345 Pacific Highway
Coffs Harbour NSW 2450

UONDRH staff will then distribute relevant mail to you accordingly.

Maintenance Problems

Please report all maintenance through the UONDRH Placement Portal. If urgent, please contact.

- Emergency Services (life-threatening situation) 000
- UONDRH staff

Meals

Residents are required to cater for themselves.

Self-Catering

In Coffs Harbour, the nearest supermarket to the student accommodation is Aldi and Woolworths at Park Beach Plaza (10-minute walk). Also located in Park Beach Plaza are a number of speciality shops.

Staff Cafeteria/Kiosk

Coffs Harbour Hospital has a staff cafeteria which is also available to students. It is open for lunch from 12pm to 1.30pm and serves inexpensive hot lunches.

The Coffee Shop is operated by the Pink Ladies and is located to the left of the main entrance foyer. The Coffee Shop offers a range of healthy food options, hot and cold...
drinks, cakes and confectionery. Opening Hours: Mon - Fri 8:00am - 5:30pm (Hot drinks not available after 5.00pm) Sat & Sun 8:30am - 2:30pm (Hot drinks not available after 2.00pm).

The Rainforest Café is located in the Specialist Medical Centre (where the UONDRH Education Centre is located). It is open Mon-Fri 7.30am to 4.00pm. Closed Saturday/Sunday. The ‘Rainforest Café’ provides a true “Barista” style coffee using freshly roasted coffee beans from Bun Coffee in Byron Bay. The cafe has the capacity to seat 120 people and features freshly made sandwiches, wraps, Turkish breads, salads, fruit salads and flavoured yoghurts plus home-made meals that can be eat-in or take away.

**Motor Vehicles/Parking**

Car parking is available behind the Specialist Medical Centre. Staff in the Coffs Harbour Education Centre can assist you in validating your ticket for you before you leave (8.30am to 4.30pm Monday to Friday only).

**Printing and Photocopying**

Students have access to a printer/photocopier at the Coffs Harbour Education Centre (8.30am to 4.30pm). You are required to BYO device and printing is limited to PDF, JPG and TIFF files via a USB memory stick.

Photocopying services are available at the Coffs Harbour City Library. See their website for more details.

**Security**

The unfortunate reality is that not all the people in the world are trustworthy, therefore, at the UONDRH we encourage you to be vigilant with your personal belongings, whilst on hospital grounds and within your accommodation.

Please exercise common sense when out after dark. Do not put yourself into situations where you may be at risk. If you are leaving the hospital grounds after dark the UONDRH recommends you telephone security on 02 6656 7302 and ask them to escort you to your vehicle.

We also encourage you to be vigilant with your personal belongings whilst on the hospital grounds. Do not leave bags, laptops or mobile phones unattended.

Coffs Harbour Hospital phone number is 02 6656 7000 (non-emergency)

The local police phone number is 02 6691 0799 or 000 in an emergency.

**Sports Facilities and Student Activities**

Sports lovers rejoice – Coffs Coast offers a raft of activities for energetic bodies and minds! Whether you choose to participate or spectate, Coffs Coast is a sports mad destination and you can lap it all up.

Join the locals at a game of rugby or relax on a world-class golf course, take in the atmosphere of a world class event at the C.ex International Stadium or compete amongst the best.

Take a look also at some of our top sporting events too, from horse racing to ocean swims, triathlons to the World Rally, here is your chance to get off the side line and cheer on your favourites or jump into all the action.

For more information, check out [Coffs Coast See and Do](#).

Warm waters and a rich variety of sea life make Coffs Coast an underwater paradise for scuba divers and snorkelers. The Coffs Coast is the southern-most point where you will see sub-tropical fish.

For more information, check out [Coffs Coast Diving](#).
Telephone

Accommodation: There are no telephones at the student accommodation.

Hospital: Hospital internal numbers are 4 digits. To call from an internal phone you just dial the 4 digits. To dial any of these from an external number you just put the prefix 6656 in front. To dial an external number, dial ‘0’ for an external line. Some phones have long distance calls blocked. From these phones you need to ring switch on ‘9’, and ask to be connected to the number you want.

Specialist Medical Centre: External calls are permissible only for placement related calls relevant to your program. Such external calls may be made, after obtaining permission from staff located at the centre.
Moree

Student Administration/Placement Contacts

<table>
<thead>
<tr>
<th>Moree Education Centre</th>
<th>T: 02 6755 3555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria Terrace, Moree NSW 2400</td>
<td>F: 02 6757 3655</td>
</tr>
<tr>
<td>PO Box 138, Moree NSW 2400</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How to contact</th>
<th>Contact for</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 6755 3555 <a href="mailto:studentplacementsmoree@newcastle.edu.au">studentplacementsmoree@newcastle.edu.au</a></td>
<td>All placement, accommodation and general enquiries.</td>
</tr>
</tbody>
</table>

Office Hours: 9am to 5pm, Monday to Thursday
Map of Moree

Emergency Contact Information

Emergency Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>Fire Brigade</td>
<td>000</td>
</tr>
<tr>
<td>Police</td>
<td>000</td>
</tr>
</tbody>
</table>

Note: When working in a Public Hospital you need to dial 0 to get an outside line (e.g. 0,000 for Emergency Services).

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Station (non-emergency)</td>
<td>02 6757 0799</td>
</tr>
<tr>
<td>Hospital</td>
<td>02 6757 0000</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>13 11 26</td>
</tr>
</tbody>
</table>

Emergency Procedures

The recommended action to be taken in the event of a fire is the same as in hospitals throughout New South Wales.

R Remove patients/staff/students from immediate danger.

A Alert other staff/students and the NSW Fire Brigade, advising exact location of the fire.

C Confine the fire and smoke by shutting doors and windows.

E Extinguish the fire if safe to do so. Use the correct extinguisher.

In the event of an emergency or fire, please follow the instructions of the Emergency/Fire Warden in your area.

Please make yourself familiar with the WHS guidelines at your local site.
Student Residential Emergency Exits

Please refer to the emergency evacuation plans located in each residential dwelling.

Student Residential Emergency Assembly Areas

<table>
<thead>
<tr>
<th>Residence</th>
<th>Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albert Street</td>
<td>Moree Public School sporting oval directly across from student accommodation</td>
</tr>
<tr>
<td>Moree Hospital Nurses Quarters</td>
<td>Helipad, Moree Hospital</td>
</tr>
</tbody>
</table>

Moree Education Centre - Evacuation Points

Front of building/car park area directly across from Moree Education Centre.

A - Z Guide to Accommodation, Hospitals and Education Centres

In some locations within the UONDRH footprint, accommodation is not available. Students may be eligible for an allowance of $70 per placement week if no accommodation is available or if the accommodation is full. Students are required to register their placement through the UONDRH Placement Portal to qualify for the allowance. This allowance is available to domestic students only.

Accommodation Property Facilities

<table>
<thead>
<tr>
<th>Property</th>
<th>Albert Street</th>
<th>Moree Hospital Nurses Quarters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom</td>
<td>Shared</td>
<td>Shared</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Cooktop/hotplates</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Oven</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Fridge</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Freezer</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Microwave</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Washing Machine</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Dryer</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Iron</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Ironing board</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Dining Room</td>
<td>Shared</td>
<td>Shared</td>
</tr>
<tr>
<td>Lounge Room</td>
<td>Shared</td>
<td>Shared</td>
</tr>
<tr>
<td>Recreation Room</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Linen provided</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Crockery &amp; cutlery</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cooking utensils</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Air conditioning</td>
<td>Reverse Cycle</td>
<td>Yes and Ceiling fan</td>
</tr>
<tr>
<td>Property</td>
<td>Albert Street</td>
<td>Moree Hospital Nurses Quarters</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Bikes provided</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Lockable room</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Swimming Pool</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Internet Access</td>
<td>Yes</td>
<td>No – but access to the Moree Education Centre Internet/Wi Fi is provided during office hours</td>
</tr>
<tr>
<td>Telephone</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>On site car parking</td>
<td>Lockable garage &amp; carport</td>
<td>Secured undercover parking (Refundable deposit required for access key)</td>
</tr>
<tr>
<td>Television</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Video</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>DVD</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**Accommodation Details**

Albert Street accommodation is fully self-contained (excluding linen/towels).

Moree Hospital Nurses Quarters are single rooms with shared facilities. Albert Street accommodation has internet access available for study purposes. Please speak to local UONDRH staff for instructions on how to access the internet at your location.

Moree Hospital Nurses Quarters does not have Internet access however during your placement you will be able to access Internet/Wi Fi at the Moree Education Centre, during office hours. The Moree Education Centre is located directly beside the Moree Hospital Nurses Quarters. Please speak to local UONDRH staff for instructions on how to access the internet at your location.

Free student accommodation is provided to all University of Newcastle domestic students in Moree.

Travel assistance will be granted (to UON students only) to assist in attending your placement in Moree. You are entitled to claim travel expenses to and from Moree (up to $200) and will be reimbursed according to the University of Newcastle student reimbursement process, at the completion of your placement. An online form is required to be completed and submitted with scanned copies of your tax invoices relating to the travel expenses. If students elect to car pool, payment will be made only to the owner of the vehicle. Further details will be provided during orientation. Please retain your original tax invoices.

**Albert Street**

This accommodation consists of two fully furnished two bedroom apartments. It is located a 5 minute walk to the hospital, and also within close walking distance to the shops, medical centres and sporting facilities.
Each bedroom contains a double bed, wardrobe and student desk.

Moree Hospital Nurses Quarters

This accommodation is traditional Nurses Quarters style accommodation consisting of a single room with a bed, desk and wardrobe. There is a shared bathroom, kitchen and living arrangement.

This accommodation is conveniently located directly beside the Moree Hospital and the Moree Education Centre, and is within close walking distance to the shops, medical centres and sporting facilities.

Check In – key collection (any time after 2pm on the registered day of arrival)

An envelope labelled with the student's name can be collected from the Emergency Department, Moree Hospital, Alice Street, Moree.

Check Out – key return (by 10am on the date of registered departure)

Please clearly label your return envelope with “University of Newcastle Department of Rural Health” and return all resources such as keys, print cards, access cards etc. to UONDRH internal mail distribution point, Ground Floor, Moree Hospital, Alice Street, Moree.

Computer Facilities

When students use any computer on the HNELHD network, they will be required to use the appropriate University logon.

University students have their own HNE accounts (set to the applicable university homepage) this gives them basic access only.

For login details, check the UONDRH Placement Portal

Should a student require access to network shares, or any HNELHD Application, they will need to contact their local UONDRH Education Centre to complete the necessary form for their own individual account.
When using any of the student accounts, you are agreeing to adhere to the HNELHD Email and Internet Access Policy:

Should a student require access to network shares, or any HNELHD Application, they will need to contact their local UONDRH Education Centre to complete the necessary form for their own individual account.

When using any of the accounts listed above, you are agreeing to adhere to the HNELHD Email and Internet Access Policy:

- Hunter Area Health Service Policy – Use & Management of Misuse of NSW Health

In addition to the Health Service policy, students should also be aware of the University Computing and Communications Facilities Conditions of Use Policy:

- University Computing and Communications Facilities Conditions of Use Policy

The internet is for used for research, study, and email use. Please adhere to the HNELHD Internet Usage Policy. Inappropriate usage of the Internet will result in the access being suspended.

All generic student accounts are restricted accounts which do not allow you to save any files locally. You will need to save all files to an external USB storage device. You can save files temporarily to the desktop. However, please note these files will be deleted as soon as you log off. Please save all data to your external USB drive!

- Moree Education Centre, from 9am – 5pm, Monday - Thursday
- Albert Street Units – 24 hr wireless access.

Activities around the region

The Shire of Moree Plains is located in the fertile Gwydir Valley and McIntyre River Valley, in north western NSW. It is a progressive dynamic community, boasting strong agricultural industries in cotton, grain and oilseeds and, with its Mediterranean style climate, is highly adaptable to alternative farming enterprises, the largest pecan nut orchard in the Southern Hemisphere is located within the Shire. For further information, refer to the Moree Plains Shire Council site.

Equipment and Other Facilities

Photocopying and scanning facilities are available in each of the Hospital Libraries and/or UONDRH Education Centres.

Hospital

The Moree Plains Health Service is located in Alice Street, adjacent to the Tourist Information Centre and the Ambulance Station. The facility comprises of 52 beds which include 2 operating theatres, recovery ward, 6 bed non-acute renal day dialysis unit and a surgical ward with 2 palliative wards. The Ground floor consists of a medical ward with a 4 bed acute care ward and a children’s ward. An obstetric unit is also located on the Ground floor. The accident and emergency ward is situated at the main entrance of the hospital. There are also the radiology, pathology and sonography C/T scan departments attached to the Ground floor at the main entrance. The doctors within Moree provide a 24 hour on call emergency service to the hospital, on a rotational basis.

The Moree Plains Health Service also boasts a large Community Health section. Included are support areas of mental health, drug and alcohol, early childhood centre, Aboriginal
maternal health, diabetes support, physiotherapy, audiology, speech therapy, dental health, domiciliary nursing team, occupational therapy and dietician services.

Other relevant health institutions in Moree are the Pius X Aboriginal Medical Centre and HealthWise.

There are two Medical Centres in Moree, one located on each side of town. The Moree Medical Centre is located at 342 Frome Street, Moree and the Balo Street Medical Centre is located opposite the Coles shopping centre in Balo Street.

For more information, visit the Moree Hospital Website.

Identification Badges and Swipe Cards

Students must wear their University identification badge at all times while on placement at all sites. Additionally, HNELHD ID swipe cards may be required to access restricted areas. You will be notified at orientation if this is applicable to you.

Insurance

The University does not accept responsibility for any loss or damage to a resident’s personal property. **You are advised to take out private insurance on your own possessions.**

Further information on the University’s Insurance policies can be found at [http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance](http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance)

Library

You have access to two libraries within Moree. The local town library, Northern Regional Library, is located at the Moree Memorial Town Hall, Balo Street Moree.

The second library for your use is located within the Moree Education Centre. This library has been established by resources provided by the UONDRH and the UON. Please adhere to all borrowing guidelines and ensure that all books and materials are well looked after and returned promptly as all students have access to this library.

**Note:** This library operates on an honesty system and is there is no library staff assistance provided. If you require any assistance regarding the library please contact local UONDRH staff on 6757 0090.

Mail

Students on placement at the UONDRH should have all mail directed to:

University of Newcastle Department of Rural Health
Moree Education Centre
**STUDENT NAME**
PO Box 138
Moree NSW 2400

UONDRH staff will then distribute relevant mail to you accordingly.

Maintenance Problems

Please report all maintenance through the **UONDRH Placement Portal**. If urgent, please contact:

- Emergency Services (life-threatening situation) 000
- **UONDRH staff**
Meals
Residents are required to cater for themselves.

Self-Catering
In Moree, the main shopping area is located along Balo Street. Most shops are open Monday – Saturday, with limited shops open on Sundays. The main supermarkets are Coles and Woolworths which have extended trading hours (6am – 10pm). Coles is located at the northern end of Balo Street, within Balo Square Shopping centre. Woolworths is located on the northern side of the main bridge.

Staff Cafeteria/Kiosk
Moree Hospital Kiosk is located in the centre of the hospital grounds which operates from Monday to Friday from 9am – 2pm.

Motor Vehicles/Parking
The Moree Plains Health Service has a car park attached to the hospital grounds and is available for you to park your vehicle. There is also ample street parking in Alice Street, if the hospital car park is full. Please take care not to park in designated disabled parking spots or doctor/nurse parking spots which are clearly marked.

Printing and Photocopying
Photocopying services are available at the local Northern Regional Library which is located at the Moree Memorial Town Hall, Balo Street, Moree. A small fee applies. See library staff for details.

Security
The unfortunate reality is that not all the people in the world are trustworthy, therefore, at the UONDRH we encourage you to be vigilant with your personal belongings, whilst on hospital grounds and within your accommodation.

Please exercise common sense when out after dark. Do not put yourself into situations where you may be at risk. If you are leaving the hospital grounds after dark the UONDRH recommends you ask security to escort you to your vehicle.

We also encourage you to be vigilant with your personal belongings whilst on the hospital grounds. Do not leave bags, laptops or mobile phones unattended.

The Security Officer is located in the Emergency Department at the main entrance of the Moree Hospital.

The student accommodation must be locked at all times, by ensuring the screen doors are locked and all windows and doors are closed when the unit is unattended. It is also strongly recommended that the screen doors be locked while you are in the unit, as it only takes a few seconds for someone to enter an unlocked door.

Please ensure that the garage and rear laundry is kept locked at all times.

The local police phone number is 02 6757 0799 or 000 in an emergency.

Sports Facilities and Student Activities
There is a cycle track that commences opposite the student accommodation. Sporting ovals, Golf club, Tennis courts, Art gallery, Library, Supermarkets and Cafes are a leisurely stroll from the student accommodation. The famous Moree Hot Mineral Baths and Olympic pool are only 2kms from the student accommodation and are open 7 days week. There are three fitness gymnasiums in Moree both offering a variety of fitness equipment and programs.
A monthly market (1st Sunday of each month) operates in Jellicoe Park. There are guided tours that operate from the Moree Tourist Information Centre and there are various self-drive tours around the Moree Plains district such as The Mt Kaputar National park which is 2 hours' drive south and includes many unique rock structures and spectacular views over the black soil country.

For more information, please visit moreetourism.com.au

**Telephone**

**Accommodation:** Student Accommodation apartments have an incoming calls only telephone in the communal areas. Please refer to the handset for the number.

**Hospital:** To dial an internal number from the hospital (to another hospital department), pick up the phone and dial the required extension. If you are uncertain of the number ring the switchboard ‘70000’ and they will assist you.

**Education Centre** External calls are permissible only for placement related calls relevant to your program. Such external calls may be made, after obtaining permission from staff located at the centre.
# Port Macquarie

## Student Administration/Placement Contacts

<table>
<thead>
<tr>
<th>Port Macquarie Education Centre</th>
<th>T: 02 6755 3555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Health Research and Education Centre (SHREC)</td>
<td><a href="mailto:studentplacementsport@newcastle.edu.au">studentplacementsport@newcastle.edu.au</a></td>
</tr>
<tr>
<td>PO Box 5328, Port Macquarie BC 2444</td>
<td>All placement, accommodation and general enquiries.</td>
</tr>
<tr>
<td>20 Highfields Circuit, Port Macquarie NSW 2444</td>
<td></td>
</tr>
</tbody>
</table>

### How to contact

- **Office Hours:** 9am to 5pm, Monday to Friday
- [Map of Port Macquarie](#)

### Emergency Contact Information

#### Emergency Services

- **Ambulance:** 000
- **Fire Brigade:** 000
- **Police:** 000

**Note:** When working in a Public Hospital you need to dial 0 to get an outside line (e.g. 0,000 for Emergency Services).

- **Police Station (non-emergency):** 02 6583 0199
- **Hospital:** 02 5524 2000
- **Poisons Information Centre:** 13 11 26

#### Emergency Procedures

The recommended action to be taken in the event of a fire is the same as in hospitals throughout New South Wales.

- **R** Remove patients/staff/students from immediate danger.
- **A** Alert other staff/students and the NSW Fire Brigade, advising exact location of the fire.
- **C** Confine the fire and smoke by shutting doors and windows.
- **E** Extinguish the fire if safe to do so. Use the correct extinguisher.

In the event of an emergency or fire, please follow the instructions of the Emergency/Fire Warden in your area.

*Please make yourself familiar with the WHS guidelines at your local site.*
Student Residential Emergency Exits
Please refer to the emergency evacuation plans located in each residential dwelling.

Student Residential Emergency Assembly Areas

<table>
<thead>
<tr>
<th>Residence</th>
<th>Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highfields Circuit</td>
<td>Front of buildings, at the address - street kerb</td>
</tr>
</tbody>
</table>

SHREC - Evacuation Points
Front of building/car park area.

A - Z Guide to Accommodation, Hospitals and Education Centres

IN SOME LOCATIONS WITHIN THE UONDRH FOOTPRINT, ACCOMMODATION IS NOT AVAILABLE. STUDENTS MAY BE ELIGIBLE FOR AN ALLOWANCE OF $70 PER PLACEMENT WEEK IF NO ACCOMMODATION IS AVAILABLE OR IF THE ACCOMMODATION IS FULL. STUDENTS ARE REQUIRED TO REGISTER THEIR PLACEMENT THROUGH THE UONDRH PLACEMENT PORTAL TO QUALIFY FOR THE ALLOWANCE. THIS ALLOWANCE IS AVAILABLE TO DOMESTIC STUDENTS ONLY.

Accommodation Property Facilities

<table>
<thead>
<tr>
<th>Property</th>
<th>Highfields Circuit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom</td>
<td>Shared</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>No (Units)/Yes (House)</td>
</tr>
<tr>
<td>Cooktop/hotplates</td>
<td>Yes</td>
</tr>
<tr>
<td>Oven</td>
<td>Yes</td>
</tr>
<tr>
<td>Fridge</td>
<td>Yes</td>
</tr>
<tr>
<td>Freezer</td>
<td>Yes</td>
</tr>
<tr>
<td>Microwave</td>
<td>Yes</td>
</tr>
<tr>
<td>Washing Machine</td>
<td>Communal laundry facilities available on-site</td>
</tr>
<tr>
<td>Dryer</td>
<td>Communal laundry facilities available on-site</td>
</tr>
<tr>
<td>Iron</td>
<td>Yes</td>
</tr>
<tr>
<td>Ironing board</td>
<td>Yes</td>
</tr>
<tr>
<td>Dining Room</td>
<td>Shared</td>
</tr>
<tr>
<td>Lounge Room</td>
<td>Shared</td>
</tr>
<tr>
<td>Recreation Room</td>
<td>Shared recreation room on-site</td>
</tr>
<tr>
<td>Linen provided</td>
<td>No</td>
</tr>
<tr>
<td>Crockery &amp; cutlery</td>
<td>Yes</td>
</tr>
<tr>
<td>Cooking utensils</td>
<td>Yes</td>
</tr>
<tr>
<td>Air conditioning</td>
<td>No. All bedrooms have a ceiling fan.</td>
</tr>
<tr>
<td>Bikes provided</td>
<td>No</td>
</tr>
<tr>
<td>Lockable room</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Accommodation Details

All accommodation is fully self-contained (excluding linen/towels).
All accommodation has internet access available for study purposes. Please speak to local UOND RH staff for instructions on how to access the internet at your location.

Highfields Circuit

The accommodation is a five-minute walk from the Port Macquarie Base Hospital. It consists of two blocks including 5 x two bedroom units, each with one bathroom and shared living and kitchen areas, a two bedroom unit designed for disabled access and shared living and kitchen areas and an eight bedroom house with three bathrooms and shared living and kitchen area. Lake Innes shopping complex (Coles) is a 10 minute walk from the accommodation.

Students have their own private lockable room (with a unique key). Each bedroom is furnished with a bed, built in student desk/chair/lamp/fan and wardrobe.

Check In – key collection (any time after 2pm on the registered day of arrival)

An envelope labelled with the student's name can be collected from the key collection safe (pin sent via email) located adjacent to the back door at the kitchen at Highfields Circuit.
Check Out – key return (by 10am on the date of registered departure)

Please clearly label your return envelope with “University of Newcastle Department of Rural Health” and return all resources such as keys, print cards, access cards etc. to the key return box located adjacent to the back door to the kitchen at Highfields Circuit.

Computer Facilities

- There is currently 24 hours wireless available outside the library at Port Macquarie Hospital (Eduroam/BYO Device). This will soon change to a hospital wide system (Eduroam).
- During business hours, students can use Eduroam in the SHREC (BYO Device).

Activities around the region

Port Macquarie is the vibrant coastal city at the heart of the Greater Port Macquarie area. Seaside villages include Laurieton and North Haven, while Wauchope and Kendall are just two of the rural communities in this beautiful coastal region of NSW that is packed with stunning natural attractions - beaches, lakes and rivers, rainforests, national parks and nature reserves.

The best way to appreciate the beauty of natural landscapes in this region is by getting out and enjoying the diverse range of activities, ranging from sports to adrenalin-pumping adventure. Air sports include skydiving and paragliding, and you will be wowed by the sight of beautiful beaches, rivers, lush farming country and forests. Enjoy horse riding, surfing, boating, cycling, water skiing, kayaking and wake boarding. For people who enjoy outdoor sports try golf, tennis, bowls and fishing. For more information, refer to the Port Macquarie site.

Equipment and Other Facilities

Photocopying and scanning facilities are available in each of the Hospital Libraries and/or UONDRH Education Centres. The library staff are available to assist you with database searches.

Hospital

Port Macquarie Base Hospital is a major referral hospital for the Hastings Macleay Network. The hospital provides high level care for the population of Port Macquarie-Hastings and Kempsey Local Government Areas (LGAs), as well as for those of the Greater Taree and Great Lakes LGAs in HNE LHD. With 195 beds, it provides the majority of specialist medical and surgical services for the Network.

The hospital includes specialist wards/units for general medicine, surgery, day surgery, planned and emergency theatre service, coronary care, intensive care, obstetrics, paediatrics, 24-hour emergency department, oncology, palliative care, rehabilitation, stroke, acute renal dialysis, high dependency and mental health and an extensive range of outpatient clinics.

Allied health services, including occupational therapy, speech pathology, social work, physiotherapy, dietetics, radiology, pathology, and pharmacy, are an integral part of the organisation and contribute to the high level of patient care.

For more information, visit the Port Macquarie Hospital Website.
Identification Badges and Swipe Cards

Students must wear their University identification badge at all times while on placement at all sites. Additionally, MNCLHD ID swipe cards may be required to access restricted areas. You will be notified at orientation if this is applicable to you.

Insurance

The University does not accept responsibility for any loss or damage to a resident’s personal property. You are advised to take out private insurance on your own possessions.

Further information on the University’s Insurance policies can be found at http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance

Library

Students (UON and non-UON enrolled) should present to Port Macquarie Hospital Library (08:30-17:00 Monday-Friday) on the first day of placement to become a library member. At this time you will receive a username and password for the Wi-Fi available at Port Macquarie Hospital Library. The Port Macquarie Hospital Library also has Wi-Fi available via Eduroam.

The Port Macquarie Library is located on the corner of Gordon & Grant Streets. It is open Monday to Friday:9.30am-6pm and Saturday:9am-12noon (P: 65818755/ E:portlib@mnclibrary.org.au)

Port Macquarie Shire Library provides computer access, including broadband internet and the Microsoft Office suite of programs. Computer use is free to library members for a maximum of two hours per day. Fees & Charges for computer charges apply to non members.

Wireless access: Wireless internet access is available at Port Macquarie Library during library hours.

More information is available on the Mid North Coast Library Service website.

Mail

Students on placement at the UONDRH should have all mail directed to:

University of Newcastle Department of Rural Health
STUDENT NAME
PO Box 5328
Port Macquarie BC 2444

UONDRH staff will then distribute relevant mail to you accordingly.

Maintenance Problems

Please report all maintenance through the UONDRH Placement Portal. If urgent, please contact.

- Emergency Services (life-threatening situation) 000
- UONDRH staff

Meals

Residents are required to cater for themselves.

Self-Catering

In Port Macquarie, the main shopping streets are Horton and Clarence Streets. Also in the heart of town are Settlement City and Port Central, both open 7 days a week.
Staff Cafeteria/Kiosk

Port Macquarie Hospital has both a Coffee Shop and Cafeteria. The Coffee Shop is located on Level 2 eastern end of the main corridor and is open Mon – Fri 6:30am to 3pm, closed on Sat/Sun. The cafeteria located down stairs on Level 1, midsection of main corridor adjacent to ward 1C and is open Mon – Fri 7am to 7:30pm, Sat & Sun 7am to 7:30pm.

Motor Vehicles/Parking

Parking for patients and visitors is available at the hospital. No student parking is available at the SHREC. As the student accommodation is located in close proximity to the hospital and the SHREC, students should leave their vehicle parked at the accommodation.

Printing and Photocopying

Photocopying services are available at the Port Macquarie Library (see http://mnclibrary.org.au/ for more details).

Security

The unfortunate reality is that not all the people in the world are trustworthy, therefore, at the UONDRH we encourage you to be vigilant with your personal belongings, whilst on hospital grounds and within your accommodation.

Please exercise common sense when out after dark. Do not put yourself into situations where you may be at risk. If you are leaving the hospital grounds after dark the UONDRH recommends you ask security to escort you to your vehicle. Speak to your supervisor/other hospital staff for contact information.

We also encourage you to be vigilant with your personal belongings whilst on the hospital grounds. Do not leave bags, laptops or mobile phones unattended.

Port Macquarie Hospital phone number is 02 5524 2000 (non-emergency)

The local police phone number is 02 6583 0199 or 000 in an emergency.

Sports Facilities and Student Activities

Surrounded by national parks and rainforests, Greater Port Macquarie offers walking trails for people of all ages and fitness levels, catering for those looking for the mildest of strolls or the most challenging of hikes.

Whether you enjoy the relaxed pace of casting a line or the thrill of a ride in a purpose built jet boat, sport and adventure enthusiasts will love their visit to Greater Port Macquarie. Abseiling, skydiving, horse riding, canoeing, surfing, climbing and go-karting will satisfy those looking for some action, while others will prefer a friendly game of tennis or round of golf at one of our beautiful courses.

The Foreshore Market - Hastings Farmers and Artists Markets has fresh local produce and fine food product combined with a regular artists market. The market is located at Westport Park Buller and Parks Streets, Port Macquarie on the 2nd Saturday of each month from 8:00am-1:00pm.

The Artist Market in the Vines is held in the gardens of Cassegrain Winery. Works of art by local artisans and artists together with stalls featuring locally grown, made or baked, farm fresh produce and fine food products. Cassegrain Winery, 764 Fernbank Creek Rd, Port Macquarie. Fourth Sunday of each month from 9:00am-3:00pm.

For more information, please visit portmacquarieinfo.com.au
Telephone

Accommodation: There are no telephones at the student accommodation.

Hospital: To dial an internal number from the hospital (to another hospital department), pick up the phone and dial the required extension. A '0' is required for an external line.

SHREC: External calls are permissible only for placement related calls relevant to your program. Such external calls may be made, after obtaining permission from staff located at the centre.
Taree

Student Administration/Placement Contacts

Manning Education Centre (MEC)
69A High Street
Taree NSW 2430

T: 02 6755 3555
F: 02 4055 1901

<table>
<thead>
<tr>
<th>How to contact</th>
<th>Contact for</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 6755 3555</td>
<td>All placement, accommodation and general enquiries.</td>
</tr>
<tr>
<td><a href="mailto:studentplacementtaree@newcastle.edu.au">studentplacementtaree@newcastle.edu.au</a></td>
<td></td>
</tr>
</tbody>
</table>

Office Hours: 8am to 5pm, Monday to Friday
Map of Taree

Emergency Contact Information

Emergency Services

Ambulance 000
Fire Brigade 000
Police 000

Note: When working in a Public Hospital you need to dial 0 to get an outside line (e.g. 0,000 for Emergency Services).

Police Station (non-emergency) 02 6552 0399
Hospital 02 6592 9111
Residential Assistant 0417 126 774
Poisons Information Centre 13 11 26

Emergency Procedures

The recommended action to be taken in the event of a fire is the same as in hospitals throughout New South Wales.

R Remove patients/staff/students from immediate danger.

A Alert other staff/students and the NSW Fire Brigade, advising exact location of the fire.

C Confine the fire and smoke by shutting doors and windows.

E Extinguish the fire if safe to do so. Use the correct extinguisher.

In the event of an emergency or fire, please follow the instructions of the Emergency/Fire Warden in your area.

Please make yourself familiar with the WHS guidelines at your local site.
Student Residential Emergency Exits
Please refer to the emergency evacuation plans located in each residential dwelling.

Student Residential Emergency Assembly Areas

<table>
<thead>
<tr>
<th>Residence</th>
<th>Assembly Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wynter Street</td>
<td>Front of building in Wynter Street grass verge area</td>
</tr>
<tr>
<td>Flett Street</td>
<td>Front of building in Flett Street grass verge area</td>
</tr>
<tr>
<td>Victoria Street</td>
<td>Front of building in Victoria Street grass verge area</td>
</tr>
<tr>
<td>High Street</td>
<td>Front of building in High Street grass verge area</td>
</tr>
<tr>
<td>Cornwall Street</td>
<td>Front of building in Cornwall Street grass verge area.</td>
</tr>
</tbody>
</table>

MEC - Evacuation Points
Front of building/car park area.

A - Z Guide to Accommodation, Hospitals and Education Centres

In some locations within the UONDRH footprint, accommodation is not available. Students may be eligible for an allowance of $70 per placement week if no accommodation is available or if the accommodation is full. Students are required to register their placement through the UONDRH Placement Portal to qualify for the allowance. This allowance is available to domestic students only.

Accommodation Property Facilities

<table>
<thead>
<tr>
<th>Property</th>
<th>Flett/High Streets</th>
<th>Cornwall Streets</th>
<th>Wynter Street</th>
<th>Victoria Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom</td>
<td></td>
<td></td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>Dishwasher</td>
<td>No</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Cooktop/hotplates</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oven</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fridge</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freezer</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microwave</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washing Machine</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dryer</td>
<td>Yes¹</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iron</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ironing board</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dining Room</td>
<td></td>
<td></td>
<td>Shared</td>
<td></td>
</tr>
<tr>
<td>Lounge Room</td>
<td></td>
<td></td>
<td></td>
<td>Shared</td>
</tr>
</tbody>
</table>

¹ Flett Street has a dryer room. There is no dryer in the laundry.
<table>
<thead>
<tr>
<th>Property</th>
<th>Flett/High Streets</th>
<th>Cornwall Streets</th>
<th>Wynter Street</th>
<th>Victoria Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation Room</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Linen provided</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crockery &amp; cutlery</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooking utensils</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air conditioning</td>
<td>No</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Bikes provided</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lockable room</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swimming Pool</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet Access</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On site car parking</td>
<td>Limited</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Television</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video</td>
<td>Some</td>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>DVD</td>
<td>Some</td>
<td></td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**Accommodation Details**

All accommodation is fully self-contained (excluding linen/towels).

All accommodation has internet access available for study purposes. Please speak to local UONDRH staff for instructions on how to access the internet at your location.

At all of our accommodation in Taree students have their own private bedroom.

**Flett St Units**

These apartments are situated a 5 minute walk from the hospital. There are twelve x 2 bedroom apartments. A small convenience store is located a 10 minute walk away.
High Street
High Street is a 4 bedroom self-contained cottage.

Cornwall Street
Cornwall Street is a 4 bedroom self-contained house with 3 bathrooms. Off street parking is available.
This accommodation is a 3 minute walk from the hospital and a 5 minute walk from the town centre complex.

Victoria Street
Victoria Street is a complex of units. We have two units in this complex.
One is a 4 bedroom unit which has 2 bathrooms and an additional toilet located in the laundry. The other is a 3 bedroom unit which has 2 bathrooms.
Off street parking is available but limited.
This accommodation is a 10 minute walk from the hospital and is located within the town centre complex.
Wynter Street

Wynter Street is a complex of 3 units. Each unit has 3 bedrooms, one bathroom and a lock up garage.

Check In – key collection (any time after 2pm on the registered day of arrival)

An envelope labelled with the student's name can be collected from the (Dark Grey) key safe located in the breezeway at the MEC 69A High Street Taree. Details regarding how to access this safe are included in your welcome email. **Remember to sign out the keys on the register in the safe.**

Check Out – key return (by 10am on the date of registered departure)

Return all resources such as keys, print cards, access cards etc. to the MEC reception desk during office hours (M-F, 8am to 5pm) or leave them in the (Dark Grey) key safe located in the breezeway at the MEC 69A High Street, Taree. Details regarding how to access this safe are included in your welcome email. **Remember to sign in the keys on the register in the safe**

Computer Facilities

When students use any computer on the HNELHD network, they will be required to use the appropriate University logon.

University students have their own HNE accounts (set to the applicable university homepage) this gives them basic access only.

For login details, check the [UONDRH Placement Portal](#)

Should a student require access to network shares, or any HNELHD Application, they will need to contact their local UONDRH Education Centre to complete the necessary form for their own individual account.

When using any of the student accounts, you are agreeing to adhere to the HNELHD Email and Internet Access Policy:

- Hunter Area Health Service Policy – [Email and Internet Access Policy](#)

In addition to the Health Service policy, students should also be aware of the University Computing and Communications Facilities Conditions of Use Policy:

- [University Computing and Communications Facilities Conditions of Use Policy](#)

The internet is for used for research, study, and email use. Please adhere to the HNELHD Internet Usage Policy. Inappropriate usage of the Internet will result in the access being suspended.

**All generic student accounts are restricted accounts which do not allow you to save any files locally. You will need to save all files to an external USB storage device. You can save files temporarily to the desktop. However, please note these files will be deleted as soon as you log off. Please save all data to your external USB drive!**
• MEC, open 8am until 5pm (Monday to Friday) has a student lounge, computer room and wireless internet available. There is also a small library upstairs for all students to use (please see administration staff for key).

• Computer facilities are available at Manning Hospital 24/7 for students. The room is located next door to the Library in the Administration Block. Internet and intranet is available from this site and access is available via the generic logon. Wireless access is available to all students in the Library via the eduroam network. Use your university credentials to log in (remembering to add @newcastle.edu.au after your student number).

• Wireless internet is available at all student accommodation, details of how to connect are included in your accommodation package. Students must not download movies, music, large files or undertake streaming as this will slow Internet access, use up the monthly plan and disadvantage other students.

• In Taree should you require assistance, please contact your local IT Support Officer on 02 4055 1900 or call the IT Service Desk on 492 17000.

Activities around the region
Taree is located on the Mid North Coast of New South Wales, less than 3 hours north of Sydney, 2 hours north of Newcastle and 1 hour south of Port Macquarie. Greater Taree encompasses an area of 3,752 sq km and a population of approximately 45,000 residents. For more information regarding the Taree area, please refer to the Greater Taree/Manning Valley website.

The beautiful landscape surrounding the Mid North Coast area offers a range of options for outside placement hours when students need to relax and unwind. Beautiful beaches, lakes and national parks offer endless options for outdoor activities while the many tourist attractions from fun parks to galleries and wineries provide an option to suit all interests.

Equipment and Other Facilities
Photocopying and scanning facilities are available in each of the Hospital Libraries and/or UONDRH Education Centres. The library staff are available to assist you with database searches.

Hospital
Manning Rural Referral Hospital, Taree provides a broad range of specialist services to the residents of Greater Taree, Great Lakes and Gloucester Local council areas.

The hospital has specialist wards/units for Surgery, Day Surgery, General Medicine, Critical Care, Obstetrics, Paediatrics, Emergency Services, Oncology, Palliative Care, Rehabilitation, High Dependency Nursing and Mental Health.

These facilities are backed up by a broad range of diagnostic and allied health services including Radiology, Ultrasound, Physiotherapy, Pharmacy, Pathology, Occupational Therapy, Social Work, ECG and Discharge Planning, in addition to Administration and Hotel Services support.

Co-located with the health service is the Taree Community Health Centre, Public Dental Clinic, Mental Health Service and Drug and Alcohol Service incorporating the Methadone Treatment Unit.

The health service operates 197 beds including 20 Mental Health beds and treats approximately 15,000 inpatients and 22,000 Emergency Department patients each year.

For more information, visit the Manning Hospital Website.
Identification Badges and Swipe Cards

Students must wear their University identification badge at all times while on placement at all sites. Additionally, MNCLHD ID swipe cards may be required to access restricted areas. You will be notified at orientation if this is applicable to you.

Insurance

The University does not accept responsibility for any loss or damage to a resident’s personal property. You are advised to take out private insurance on your own possessions.

Further information on the University's Insurance policies can be found at http://www.newcastle.edu.au/current-students/learning/work-experience-and-volunteering/insurance

Library (02 6592 9352)

The library is open Monday to Wednesday (12.30pm to 4.30pm), Thursdays (8.00am to 12.00pm) and Fridays (7.00am to 11.00am). Library cards are available on application and all books and journals can be borrowed and removed from the library within certain guidelines. Photocopying, computer access and tea and coffee making facilities are available within the library.

- You must have a current Manning Rural Referral Hospital Library card to borrow from the Library. Forms are available in the Library.
- There are 4 computers and a printer available for use in the 24/7 room along the corridor next to the Library. Room 214
- Please enter your selection of books into the folder provided for borrowing when Librarian not present in the Library.
- Journals cannot be removed from the Library but can be photocopied. A Copyright form must be signed. These are available near the Photocopier.
- CIAP and OVID are available on all computers. Training is available.
- UpToDate (medical search web address) can be found through the Intranet>Gardiner>and then UpToDate.
- Eduroam - Wifi for is also available for students to access to use you must have your UON ID to log on.

There is an OUT OF HOURS returns box located next to the door of the hospital's Education Centre (NOT THE MEC) along the corridor.

Mail

Students on placement at the UONDRH should have all mail directed to:

University of Newcastle Department of Rural Health
Manning Education Centre
STUDENT NAME
69A High Street
Taree NSW 2430

UONDRH staff will then distribute relevant mail to you accordingly.

Maintenance Problems

Please report all maintenance through the UONDRH Placement Portal. If urgent, please contact.

- Emergency Services (life-threatening situation) 000
• Residential Assistant: 0417 126 774, 5pm to 8am Monday to Friday and all weekend (5pm Friday through till 8am Monday) and Public Holidays.

**Meals**
Residents are required to cater for themselves.

**Self-Catering**
In Taree, the nearest shops are a 5-minute walk from the accommodation, Taree City Centre.

**Staff Cafeteria/Kiosk**
Taree Hospital Cafeteria is open from 9.30am to 6.30pm Monday to Friday. Weekend opening times are 11.00am to 6.00pm.

**Motor Vehicles/Parking**
There is street and hospital car parking available at no charge however this is a busy area and can often be unavailable. Ample parking is available one to two streets away. There is no charge for parking in Taree but some areas are time limited.

Students are not to park their cars in the MEC car park as parking space is limited. All day parking is available in High Street and students are encouraged to utilise this parking.

**Printing and Photocopying**
Copying is free at Manning Base Hospital, although a unique code needs to be entered and it is monitored by the librarian.

**Security**
The unfortunate reality is that not all the people in the world are trustworthy, therefore, at the UONDRH we encourage you to be vigilant with your personal belongings, whilst on hospital grounds and within your accommodation.

Please exercise common sense when out after dark. Do not put yourself into situations where you may be at risk. If you are leaving the hospital grounds after dark the UONDRH recommends you plan accordingly (park in a close, well lit area/arrange for a friend or colleague to walk back to your car with you).

We also encourage you to be vigilant with your personal belongings whilst on the hospital grounds. Do not leave bags, laptops or mobile phones unattended.

For Hospital related issues the Security Officer is located in the Emergency Department after hours. During business hours there are also staff on duty who are Health & Security Assistants. They can easily be identified by the security uniform. They can be contacted via two-way radio as all wards have access to this equipment and all security staff carry radios.

The local police phone number is 02 6552 0399 or 000 in an emergency.

**Sports Facilities and Student Activities**
Whilst there are no sporting facilities on the grounds of the Manning Hospital, there are numerous private and public facilities within Manning Valley. In the Manning Valley we are proud to hold our doors open to you all, to showcase what we experience every day, the natural beauty, clean air and the lush landscapes of our stunning region. Swim, surf or fish your way across our 45 kilometres of pristine coastline and freshwater streams. Eat at one of our award winning cafes and restaurants. Shop at one of our colourful local markets Watch Whales and dolphins from the historic location of the Crowdy Head lighthouse. Take a stroll or drive through one of our 9 National Parks and Reserves. Be amazed by Ellenborough Falls, one of the longest single drop waterfalls in the southern hemisphere.
For more information, please visit [manningvalley.info/](http://manningvalley.info/)

**Telephone**

<table>
<thead>
<tr>
<th>Accommodation:</th>
<th>There are no telephones at the student accommodation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital:</td>
<td>To dial an internal number from the hospital (to another hospital department), pick up the phone and dial the required extension a list of which is in the yellow emergency handbook beside every hospital telephone. If you are uncertain of the number ring the switchboard ‘99’ and they will assist you.</td>
</tr>
<tr>
<td>Education Centre:</td>
<td>External calls are permissible only for placement related calls relevant to your program. Such external calls may be made in your local UONDRH Education Centre, after obtaining permission from staff located at the centre.</td>
</tr>
</tbody>
</table>
**Student Charter**

**Student Rights**

Every student has the right to:

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

**Student Responsibilities**

Every student has a responsibility to:

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

Living Together

Living together well can be fun and you can make lifelong friendships. It can also ease the stresses of your demanding tertiary course and help you feel more at home in your new environment.

The following Residential Agreements are available at the UONDRH website. These agreements detail the expectations, and Terms and Conditions of staying in UONDRH provided accommodation;

- Residential Community Standards
- Residential By-Laws
- Residential Licence to Occupy.

What to do outside of Teaching Times

We hope you are looking forward to your placement with the UONDRH.

To make your stay more enjoyable, we encourage you to become involved with the local community as much as your placement permits.

With this in mind, we post weekly updates on our Facebook page of events and happenings in the respective areas. We encourage you to ‘like’ us at www.facebook.com/UONDRH.

Environmental Health & Safety

Policies

All policies from the University of Newcastle, or your university, NSW Health, and UONDRH Residential Agreements need to be adhered to.

Any non-urgent issues can be reported through the UONDRH Placement Portal.

Workplace Safety

Good health and safety practice form an integral part of each activity at the UONDRH, whether it involves teaching, research or administrative functions. Whilst operating with the HNELHD you will be required to comply with their safety standards and guidelines.

Accident and Incident Reporting

Depending on where the accident/incident occurs, you may be required to complete a University of Newcastle Incident Report Form, a HNELHD/MNCLHD Incident Report Form or both. Please ensure that you contact one of the UONDRH Contacts for guidance (Tamworth, Armidale, Coffs Harbour, Moree, Port Macquarie or Taree).

Hazard Reporting

To protect yourself and other employees, patients and visitors to the HNELHD/MNCLHD area, you are required to report anything that you consider could cause an accident, or that appears unsafe. Report hazards through the UONDRH Placement Portal.
Infection 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 a hospital you will be required to practice infection control measures to reduce the rate of nosocomial infections.

Remember to observe signs on wards or directions from hospital staff, guiding you to appropriate use of PPE (personal protective equipment - gowns/gloves/face shields) for specific patients or hospital areas.

Enquiries can be directed to the relevant HNELHD/MNCLHD Infection Control department as listed below:

**Tamworth**
Clinical Nurse Consultant: 02 6767 7185 (ext. 77185) or on pager 29405
Hours: 8:00am - 4:30pm, Monday - Friday
Out-of-Hours: Nursing Supervisor Pager 29032

**Armidale**
Clinical Nurse Consultant: 02 6776 9667 (ext. 69667)
Hours: 8:00am - 4:30pm, Monday - Friday
Out-of-Hours: Page through Switchboard

**Coffs Harbour**
Infection control (Lindy Ryan) 026656 7517
Email: Lindy.Ryan@ncahs.health.nsw.gov.au

**Moree**
Clinical Nurse Consultant: 02 6797 0050 (ext. 70050)
Hours: 7.00am – 3pm, Monday – Friday

**Port Macquarie**
Clinical Nurse Consultant: 02 6588 2750
Taree
Clinical Nurse Consultant: 02 6512 3951 (ext. 29351)
Hours: 8:00am - 4:30pm, Monday - Friday
Out-of-Hours: Nursing Supervisor Pager 29260

**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, and 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 vaccinations and follow up are current.

**Hand washing**
- The most effective and efficient form of infection control
- Commencement of duty, completion of duty, between each patient, personal hygiene, after removal of gloves and when visibly soiled

**Body substance isolation**
All body substances should be handled with care. Protective clothing and equipment should be used when handling all patients’ blood and body fluids. Gloves, aprons, eyewear and masks are available for use in all patient areas.

**Sharps**
- Dispose of all sharps into the appropriate containers. These are situated in treatment rooms and on IV trolleys.
- Use kidney dishes to carry sharps.
- Do not re-sheath needles.
- You are responsible for disposing of your own “sharps”. DO NOT expect anyone else to do so.

**Needle stick injury**
Needle stick injury must be immediately notified to the Infection Control nurse, or if he/she is unavailable, to the Nursing Supervisor. Do not just ask a fellow resident for a pathology form for HIV, Hep B, Hep C serology. If you require HIV testing because of needle stick, blood splash or other injury you will need pre-test counselling [a legal requirement] and be given information and access to Zidovudine if you have had a high risk injury from a known HIV positive patient.
- Hepatitis B status will need to be assessed as a booster and/or immunoglobulin
- An incident form must be completed, please contact both your immediate supervisor AND your local UONDRH Education Centre (see page 6 of this document).

**Counselling Services**
Counselling Services are available to students free of charge, on a confidential basis.
Counselling Service staff are available to clarify and resolve a range of issues, which might otherwise interfere with academic or personal effectiveness.
Such issues include - adjustment to University life, personal and family difficulties, anxiety, depression, bereavement, relationship problems, situational stress, and course-related problems such as examination anxiety, motivation, etc.
For more information, visit the Counselling Services page of the University’s website.

External Counselling Services
For crisis counselling you may call the following service, which is available 24 hours:
Lifeline  131 114

UONDRH Policies and Guidelines
Key Policies for Students
Residential Agreements: Residential Community Standards, Residential By-Laws and Residential Licence to Occupy are all available on the UONDRH website.
All students are bound by the Key Policies for Students which can be found on the University’s website.
You are especially asked to note the policy on Student Misconduct Rules.
The policy refers to student misconduct, breach of discipline or good order, appeals and penalties.

Payment of Accounts
Payment of accounts for student accommodation and other costs will be billed and processed through the UONDRH Placement Portal.
Payments can be made with Visa or Mastercard debit/credit card.
You will be advised of your individual log-in ID and password when you register your placement through the UONDRH Placement Portal. This log-in ID and password is to be kept in a secure manner and will be used throughout your residency to access the UONDRH Placement Portal, including viewing and paying your accommodation account.
The UONDRH Placement Portal, including the on-line payment facility, is available 24/7. Payments are processed through a Bank Secure Payment Server and you will receive a response to your payment at that time. Card details are processed by the bank and not retained by the University.
Fees and charges must be paid by the due date. Any costs incurred in the collection of outstanding fees will be charged to the resident. Failure to pay fees and charges as required will cause examination results to be withheld.