



# THE JOINT MEDICAL PROGRAM®

RESPECTFUL JMP  
LEARNING ENVIRONMENTS



**Health**  
Hunter New England  
Local Health District



**Health**  
Central Coast  
Local Health District



# NO! TO BULLYING DISCRIMINATION HARASSMENT AND INCIVILITY (BDHI) IN JMP LEARNING ENVIRONMENTS

Students have the right to safe and respectful learning environments, and the JMP is committed to ensuring that this is the experience for all students. Bullying, discrimination, harassment and incivility in learning environments within the Joint Medical Program (JMP) will not be tolerated. The universities of Newcastle and New England strongly support the JMP by taking a strong stance on these issues. All concerns about inappropriate, concerning or worrying behaviours are taken seriously.

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## STANDING UP

### WHAT IS UNACCEPTABLE?

There is a wide range of unacceptable behaviour towards students ranging from behaviour which is clearly a criminal offence (such as threats of, or actual physical violence and sexual assault); to forms of discrimination (e.g. gender and race) which are contrary to human rights standards and laws, through to bullying, image-based abuse and sexual harassment (also against the law in most cases).

Intimidating behaviour such as sarcasm and belittling, racist or sexist comments (either to a student or about them in their absence) and lashing out verbally are all unacceptable. All of these unacceptable behaviours are hurtful and offensive to both students and to bystanders. They can occur in situations which can be complex and sensitive.

### WHAT CAN BE DONE?

Experiencing or witnessing BDHI can be overwhelming and stressful. We want to make it as safe as possible for students to get support and to have unacceptable behaviour addressed so that it ceases.

It is difficult to be prescriptive for every situation due to the wide range of behaviours which constitute BDHI. There are a number of options depending on the nature of the complaint and the wishes of the student. It is important that students choose the path that is right for them.

### COMMON CONCERNS

#### WHICH CAN LIMIT REPORTING AND TAKING ACTION

1. Is this unacceptable behaviour or not?
2. Am I overreacting?
3. Should I just ignore these behaviours?
4. What can I do about it?
5. Will my studies and career be adversely affected if I complain?

Initially students are encouraged to talk through their concerns with someone they trust within the JMP. A trusted support person can help answer the questions above. Course Co-ordinators, Clinical Deans, Year Managers, Associate Dean of Student Wellbeing, or any other university staff member or mentor can be approached to seek guidance.



## HOW CAN WE HELP?

- If a student decides that they want to take action, the student (or trusted support person on behalf of the student) should contact the Associate Dean, Interprofessional Learning and Student Wellbeing.
- Students may also choose to consult with an advisor within the Office of Student Advocacy at UON or the Student Grievance Unit at UNE. Both universities have services and processes in place to help students access appropriate pathways to resolve issues.
- Sometimes, a student may feel that they can discuss an isolated incident of concerning behaviour with the person involved. Support for this process can be provided. Sometimes, talking about misunderstandings or unintentional remarks of offense caused, can be a valuable learning experience for both parties. While this is the procedure encouraged in NSW Health, it is acknowledged that power imbalances can make this difficult.



FOR MORE DETAILED INFORMATION ON THE JMP VISIT:

[newcastle.edu.au/jmp](http://newcastle.edu.au/jmp) | [une.edu.au/jmp](http://une.edu.au/jmp)

Legitimate comment, criticism, advice and feedback to a student by an academic or clinical supervisor about a student's level of knowledge, standard of clinical skills or professional behaviour, is important in the process of learning to become a doctor. It is expected that all instruction and feedback in learning environments will be delivered respectfully.



## WHAT WILL HAPPEN

If a student has tried to resolve a concern with the person/s directly involved, and you are not satisfied with the outcome or process, or would prefer not to approach the person/s concerned, then other options for handling the matter are available.

An appropriate person i.e. Course Coordinator, Clinical Dean, Associate Dean or Dean of Students may bring the issue to the attention of the relevant member of staff or clinician. All JMP students on clinical placement (regardless of their university of enrolment) are able to contact the Dean of Students at UON. The Dean of Students may act as a support person or an intermediary, to help resolve any issues experienced while on placement.

Both universities recognise that students who feel that their concerns have not been satisfactorily resolved, may choose to lodge a complaint.

Students will be assisted in dealing with issues, concerns, grievances and complaints according to the processes explained on each university website.

Complaints are managed according to either the UON complaints resolution policy or the UNE grievance handling policy.

Advice, help and assistance on all issues, and in seeking information on how to proceed can be provided through UON Dean of Students, and the UNE Student Support Team.

# SUPPORT CONTACTS

## THE UNIVERSITY OF NEWCASTLE

### DEAN OF STUDENTS

Assistance with complaint enquiries or conflict resolution  
[newcastle.edu.au/current-students/support/solving-issues/dean-of-students/office-of-student-advocacy](http://newcastle.edu.au/current-students/support/solving-issues/dean-of-students/office-of-student-advocacy)

### DROP IN

Upstairs Hunter Hub Student Services Mon-Fri 9-5

**CALL:** 02 4921 7820.

**EMAIL:** [dean-of-students@newcastle.edu.au](mailto:dean-of-students@newcastle.edu.au)

### IN BUSINESS HOURS

Callaghan 4921 6622 • Central Coast 4348 4060

### COUNSELLING SERVICES

**Out of hours support line:**

**CALL** 1300 653 007

**TEXT** 0488 884 165 for sms chat option

For students located off campus online services are available either via Skype or BlackBoard.

Instant Messenger and additional information and resources are available online through the Online Counsellor Blog: [uonblogs.newcastle.edu.au/onlinecounselling](http://uonblogs.newcastle.edu.au/onlinecounselling)

### CAMPUS CARE

For information, advice and support in managing inappropriate, concerning or threatening behaviours.  
[newcastle.edu.au/current-students/support/solving-issues/campus-care](http://newcastle.edu.au/current-students/support/solving-issues/campus-care) [newcastle.edu.au/current-students/support/solving-issues/managing-allegations-of-sexually-based-assault-and-harassment/talking-to-someone](http://newcastle.edu.au/current-students/support/solving-issues/managing-allegations-of-sexually-based-assault-and-harassment/talking-to-someone)

### CONTACT UON CAMPUS CARE

[campuscare@newcastle.edu.au](mailto:campuscare@newcastle.edu.au)

**CALL:** 02 4921 8600

### SEXUAL MISCONDUCT

[newcastle.edu.au/current-students/support/solving-issues/managing-allegations-of-sexually-basedassault-and-harassment/reporting-sexual-misconduct](http://newcastle.edu.au/current-students/support/solving-issues/managing-allegations-of-sexually-basedassault-and-harassment/reporting-sexual-misconduct)

## UNIVERSITY OF NEW ENGLAND

### STUDENT SUPPORT TEAM

[une.edu.au/current-students/support/student-support](http://une.edu.au/current-students/support/student-support)

Where: West Wing, TC Lamble Building

Phone: 02 6773 4430

Email: [studentsupport@une.edu.au](mailto:studentsupport@une.edu.au)

### COUNSELLING SERVICES

**Out of hours support line:**

**CALL** 1300 661 927

**TEXT** 0488 868 771

**CALL:** 02 6773 2897

**Or visit:**

[une.edu.au/current-students/support/student-support/counselling](http://une.edu.au/current-students/support/student-support/counselling)

### STUDENT GRIEVANCE UNIT

**CALL:** 02 6773 4260

[une.edu.au/current-students/support/student-support/complaints-compliments-and-feedback](http://une.edu.au/current-students/support/student-support/complaints-compliments-and-feedback)

### RESPECT. NOW. ALWAYS.

Sexual Assault: [une.edu.au/connect/respect-now-always](http://une.edu.au/connect/respect-now-always)

## OTHER USEFUL CONTACTS AND LINKS

### DOCTORS HEALTH ADVISORY SERVICE

For doctors, medical students and their families  
[dhas.org.au/contact/contact-dhas-in-nsw.html](http://dhas.org.au/contact/contact-dhas-in-nsw.html)  
02 9437 6552

### 24 HOUR CRISIS AND SUPPORT

BeyondBlue 1300 22 4636 [beyondblue.org.au](http://beyondblue.org.au)  
Lifeline 13 11 14 [lifeline.org.au/](http://lifeline.org.au/)



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## FURTHER INFORMATION



Visit the JMP website

[une.edu.au/jmp](http://une.edu.au/jmp) | [newcastle.edu.au/jmp](http://newcastle.edu.au/jmp)

### University of New England

Future Students Team  
Armidale NSW 2351



1800 818 865



To ask a question 24/7 or  
to request a chat session,  
visit [une.edu.au/askune](http://une.edu.au/askune)

### The University of Newcastle

Enquiry Centre  
Callaghan NSW 2308



02 4921 5000



02 4921 2020



[newcastle.edu.au/askuon](http://newcastle.edu.au/askuon)

UON CRICOS Provider 00109J

UNE CRICOS Provider 00003G

Disclaimer: The University of Newcastle and University of New England have made every effort to ensure that the information provided in this booklet is accurate as at August 2018. The universities reserve the right to alter or amend program details and/or selection procedure described in this publication. Prospective students disadvantaged by any such change may seek advice on their options from the Academic Registrar, Faculty of Health and Medicine, the University of Newcastle.