For any queries or further information please phone the Broken Hill University Department of Rural Health on 08 8080 1200.

www.sydney.edu.au/medicine/drh
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Welcome

My name is Honor Beck and I am the Student Placement Services Manager for the Broken Hill University Department of Rural Health. I aim to assist you with various aspects of your stay during your placement in Broken Hill. This guide has been developed to provide you with valuable information about our town and your placement site.

The program provides a rare opportunity for students to experience the breadth of rural and remote practice found in our region and to interact with patients and community members, as well as participate in health care delivery.

I would encourage you to take full advantage of the educational and extracurricular activities during your time with us. We are keen to facilitate opportunities for mixing with students and qualified practitioners from different disciplines both professionally and socially. And there are a number of sporting, social and other community groups in Broken Hill that welcome new members.

The program also offers many “value adding” experiences through our partnerships with the Far West Local Health District, Royal Flying Doctor Service, NSW Ambulance and others. We encourage you to seek out experiences with our partners to complement your clinical placement so you can experience how our service providers work together to provide health care to rural and remote community members.

Whilst on placement you will meet many other students from different disciplines and education providers and there will be opportunities to learn with, from and about each other in various interprofessional settings. All students are encouraged to participate in the ENRICH program, which will provide unique perspectives of rural and remote healthcare.

As students, you are expected to be active learners. You will be required to be proactive and alert to the opportunities that present themselves within your learning environment. It is advisable that you make yourself well known to staff within local health facilities, familiarise yourself with all learning opportunities in your site, and ensure that others are aware of your enthusiasm and eagerness to be notified and involved in learning opportunities as they present. At the same time you are expected to be respectful of the needs of others, including clinicians, staff and patients.

Our task is to ensure the program runs smoothly, and that you have both an educationally rewarding and socially enjoyable experience.

Above all, make the most of the many opportunities here and enjoy yourself!

Regards

Honor Beck
Staff guide

Dr Malcolm Moore
Medical Director
Clinical Medical Stream

Mrs Honor Beck
Manager, Student Programs

Ms Danielle Keenan
Program Coordinator (Medicine, Pharmacy and ENRICH)

Miss Leah Sinclair
Student Programs Support Officer & Program Coordinator (Simulation)

Mrs Wendy Gleeson
Clinical Nurse Educator (Health Service) & UDRH Nurse Facilitator
Mrs Veronica Barlow
Librarian & UDRH Social Work contact

Mr Paul Bennett
UDRH Primary Health Care Nursing Supervisor & Registered Nurse
### Key Contacts

**Broken Hill University Department of Rural Health**  
**Corrindah Court, Morgan Street (On the hill behind the Health Service)**  
**PO Box 457, Broken Hill NSW 2880**  
**Reception: 08 8080 1200**

<table>
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<tr>
<th>Staff Name</th>
<th>Staff Role</th>
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<tbody>
<tr>
<td>Dr Malcolm MOORE</td>
<td>Director/Lecturer (RFDS Conjoint)</td>
<td>08 8080 1200</td>
</tr>
<tr>
<td>Danielle KEENAN</td>
<td>Education Programs Coordinator (Medicine, Pharmacy and ENRICH)</td>
<td>08 8080 1231</td>
</tr>
<tr>
<td>Honor BECK</td>
<td>Team Leader, Student Placement Service Manager (Currently on Extended Leave until July)</td>
<td>08 8080 1241</td>
</tr>
<tr>
<td>Leah SINCLAIR</td>
<td>Student Programs Support Officer And Acting Education Programs Coordinator (Simulation)</td>
<td>08 8080 1202</td>
</tr>
<tr>
<td>Paul BENNETT</td>
<td>Registered Nurse / Primary Health Care Education Officer</td>
<td>08 8080 1205</td>
</tr>
<tr>
<td>Wendy GLEESON</td>
<td>Clinical Nurse Educator</td>
<td>08 8080 1497</td>
</tr>
<tr>
<td>Veronica BARLOW</td>
<td>Librarian &amp; Social Work Coordinator</td>
<td>08 8080 1210</td>
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Important Staff
(As at January 2015)

Nursing
Medical Ward: Amy Lowe (NuM)
Emergency Department: Peter Ballard (NuM)
Ambulatory Care: Jan-Marie Pearce (NuM)
Surgical Ward: Nicole Lawler (NuM)
ICU: Peter Ballard (NuM)
Operating Theatre: Susan Beahl (NuM)
Paediatrics: Karen Harding-Smith (NuM)
Maternity: Elizabeth Bennett (NuM)
Mental Health: Marissa Zaknich (NuM)
Sub-Acute Rehab: Bonnie Tavian (Acting NuM)

Nurse Educators: Amy Milgate (CNE ICU/ED)
Kathryn Wallace (CNE Surgical)
Geri McGettigan (CNE Medical)
Carrie Burns (CNS)
Emma Howard (CNE Maternity)
Kellie Hammond (Nurse Educator)

Medicine
Emergency Department: Dr. Andrew Olesnicky (Resident)
Medical Ward: Dr. Komolafe (Resident)
Dr. Steve Flecknoe-Brown (Resident)
Surgery/ICU: Dr. Peter Tomlinson (Locum)
Paediatrician: Dr Ian Haines
Obstetrician: Dr. Cocks (Locum)
Dr. Rattray (Locum)

Allied Health & Primary Health
Allied Health: Sam Lazarus (Manager – Allied Health)
Medical Imaging: Samantha Gogler (Chief Radiographer)
Occupational Therapy: Louise Halford (OT Manager)
Physiotherapy: Matthew Whitland (Physio Manager) / Nerissa Morley-Coullis (Physiotherapist)
Speech Pathology: Patricia Holtze (Speech Pathology Manager)
Dietetics: Tracy Herlihy (Team Leader) / Heidi Drenkhan/Tami Moore
Pharmacy: Ruth Martin (Pharmacy Manager)
Broken Hill Health Service

Medical ward/team: The Medical ward is a 32-bed unit primarily catering for patients with medical conditions such as asthma, diabetes, cardiovascular disease, including stroke and mental illness. Two physicians provide medical care in conjunction with medical registrars and residents on rotation from Concord Hospital.

Surgical ward/team: Surgical Ward has 25 beds catering for patients admitted for elective and emergency surgery and other associated surgical conditions. The most common of these include trauma, skeletal pain, abdominal pain and cellulitis. The ward uses resident and locum surgeons and a number of visiting specialists and sub-specialists including ENT, Plastics, Urology, Ophthalmology and Orthopaedics.

ICU: The Intensive Care/Coronary Unit is situated within the surgical ward and contains 5 beds, including one ventilated bed.

Accident & Emergency: The Broken Hill Health Service is a regional hospital with a busy Accident & Emergency department. Approximately 60 patients are triaged, assessed and managed each day.

Staff includes two rostered doctors during the day and one at night. Consultant and Registrar/RMO doctors are always available for further consultation and advice. Experienced nursing staff completes the team.

Primary Health Care and Community Health: This includes women’s health, sexual health, community midwife, genetic counseling, child and family services including immunisation, school health and chronic diseases. Outreach clinics for some services are held in the smaller communities around Broken Hill on a regular basis.

Paediatrics: Four rotating paediatricians provide paediatric services to Broken Hill and surrounding communities (inpatients, outpatients and community). This also includes blood lead level screening and audiology clinics.

Sub-Acute Rehabilitation Unit: The SARU is a 12 bed facility with treatment areas, bedrooms, consult room, own reception, dining and lounge areas. Patients are moved into this area to receive ongoing treatment for up to 10 weeks. It is only a new feature of the hospital which officially opened in November 2013.

Mental Health: A 24-hour crises management service, ongoing case management for the mentally ill, as well as counseling and prevention services to Broken Hill and surrounding services are all offered through the Mental Health Service. The Hospital also operates a Special Care Suite for people requiring inpatient care. Counseling services also cater for sexual assault, domestic violence, corrections service and drug and alcohol.

Cafeteria: There is a volunteer run cafeteria in the Health Service which is opened during the day. If you are on evening shifts and wish to grab a meal from the staff cafeteria you must purchase a meal ticket from the volunteer run cafeteria prior to starting your placement and then you can present this ticket at the staff cafeteria on your break in the evening. Please speak with staff in your unit for more information.
Wilcannia

Wilcannia is an historic river town of around 700 people 200km north east of Broken Hill. Most of the population is Aboriginal. The health team operates out of a multipurpose centre providing a 24-hour primary health care service, including inpatient and emergency care. Resident staff includes registered nurses and primary health care workers.

The RFDS run general practice clinics three days per week. Patients requiring hospitalisation are evacuated by the RFDS to Broken Hill or Adelaide. A number of medical and health specialists visit from Broken Hill (drug & alcohol, mental health, women’s health, early childhood, diabetes, paediatrics, psychiatry, endocrinology, ENT, ophthalmology, physiotherapy and speech pathology).

Supervisor arrangements
Students are under the clinical supervision of the Health Service Manager (or delegate) or the RFDS clinician at all times.

The Health Service Manager is ultimately responsible for the work of students in the clinics. Students are supervised by a registered nurse or medical officer until the student demonstrates that they are adequate in history taking and examination. After this, students can see patients prior to presenting each case to a registered nurse or medical practitioner for confirmation of findings and discussion of management. However, the registered nurse is the person at the hospital responsible for patient care after hours.

Students are encouraged to ask for help and support at any time and are expected to discuss case problems, remote practice issues, and community & population health considerations

Information

Accommodation and Food
Accommodation provided.
Meals can be ordered at the hospital at a cost, however students may provide their own food. There is a mini-market and golf club restaurant nearby.

Transport:
Students will be assisted in arranging transport to Wilcannia. Your own car is preferable. However there is a bus service which goes through Wilcannia most days, and if circumstances permit, lifts with various health care workers can sometimes be arranged.

Websites:
Wilcannia community profile: (Wilcannia Health Service Development Transitional plan prepared in 2000)

Hospital architecture:

Area Health Service:
**Menindee**

Menindee is a river township of about 400 people located 110km south-east of Broken Hill. One third of the population is Aboriginal. The local primary health care facility is staffed by registered nurses and primary health care workers.

The RFDS runs general practice clinics on an average of three days per week. Patients requiring hospitalisation are transported to Broken Hill either by road ambulance dispatched from Broken Hill or by air (RFDS). A number of health specialists visit from Broken Hill (drug & alcohol, mental health, women’s health, early childhood, diabetes and oral health).

If you are placed in Menindee you will need to contact the health service on 08 8091 4209 on the Friday prior to your placement commencement to confirm your booking and arrival times.

**Supervisor arrangements**

Students are under the clinical supervision of the Health Service Manager (or delegate) or the RFDS clinician at all times.

The Health Service Manager is ultimately responsible for the work of students in the clinics. Students are supervised by a registered nurse or medical officer until the student demonstrates that they are adequate in history taking and examination.

After this students can see patients prior to presenting each case to a registered nurse or medical practitioner for confirmation of findings and discussion of management. Students are encouraged to ask for help and support at any time and are expected to discuss case problems, remote practice issues, and community & population health considerations.

**Information**

**Opening Hours:**
9.00am – 5.00pm Mon – Sat. 24 hour on-call cover for emergencies

**Accommodation & food:**

University accommodation is provided.

Students must provide their own food; there are mini-markets in Menindee. There is a small supermarket where you can buy groceries, a post office where you can pay bills etc, the local Maidens Menindee Hotel offer meals and Red Sand Takeaway offer fish, chicken and chips as well as some deli goods, newspapers and magazines

Accommodation provided.

**Transport:**

By the Mailman – all weekdays. Departs Broken Hill at 9:00am, departs Menindee at 12:30pm. Small fee applies ($5 each way)

**Web Sites:**

Menindee Tourist Site:

Area Health Service - Menindee

Menindee Health Services Directory:

Menindee/Broken Hill Bus:
Shift Times

You will receive a schedule from the Student Program team outlining your schedule whilst on placement. Please note, this is an overview only, for nursing students a more detailed roster will be provided by your Nurse Unit Manager or supervisor upon arrival.

7.00am – 3.30pm
- Nursing Students except Operating Theatre students: Morning or AM Shift

8.00am – 4.00pm:
- Medical Students: Morning or AM Shift.
*Medical students allocated to Surgery should present to the surgical ward reception at 7.45am for ward rounds prior to commencing placement in the surgery.
- Operating Theatre Nursing Students.*

8.30am – 4.30pm
- Dietetics
- Physiotherapy
- Medical Imaging
- Occupational Therapy
- Speech Pathology
- Pharmacy

2.00pm – 10.00pm
- Nursing Students: Afternoon or PM Shift
- Medical Students: Afternoon or PM Shift

Ward Rounds:
Medical Ward Rounds – Start in the Intensive/Coronary Care unit at 8.00am.
Surgical Ward Rounds – Start at the Surgical Ward reception at 8.00am.

Tutorial Sessions:
Grand Rounds – Local Grand Rounds are held in the SkyLab at 12.30pm on Fridays unless otherwise announced. (Lunch provided)
Journal Clubs are held weekly on Thursdays in the Health Service from 12.00-1.00pm. (Lunch provided)
Tutorials are held weekly on Wednesday in Meeting Room 2 of the Health Service from 12.30-1.30pm. (Lunch provided)
For further information regarding Health Service ran Education Sessions please contact the Medical Services Administration Assistant on 08 8080 1460.

Short Term Student Catch Up Sessions:
These sessions are scheduled to catch up on how you are doing and any queries you may have regarding your placement. These sessions are optional and you do not need to register to attend.

Medical: Dr Malcolm Moore runs a weekly informal catch up at the BH UDRH on Tuesday afternoons from 4.00pm.
Nursing: Paul Bennett, Registered Nurse, runs a weekly information catch up at the BHUHDRH on Friday afternoons at 3.30pm.
Specific Instructions for Units:

Operating Theatre/Surgery:

If you are a nursing student – it is important to note that the Surgical Ward and Operating Theatre are two separate placement sites. Please check with Leah Sinclair if you are uncertain of your placement site.

Students are required to sign in and out of the day surgery. The site will explain this in more detail upon commencement of your placement.

All students must present to the Day Surgery reception before entering the theatre complex. Upon entering the unit you must introduce yourself to the nursing staff working in the operating theatre room you will be observing.

Only one student (either nursing or medical) can be in the theatre at one time; one in the morning and one in the evening so this will need to be arranged between the students and unit on a case by case basis. If more than one student is found to be observing then all students will be asked to leave.

All students must introduce themselves to the patient before a procedure and let them know if they plan to do any examinations whilst the patient is asleep. It is absolutely inappropriate to examine patients whilst asleep without their consent.

If any of the above instructions are not complied with then students may be banned from observing.

Theatre List starts at 8.30am.

PART 3 – IMPORTANT GENERAL INFORMATION

Transport to and around Broken Hill

Broken Hill is well served by public transport and the BHUDRH has mountain bikes available for students’ use which is organised on a booking system.

If you bring your own vehicle, ensure it is mechanically sound to cover long distances, particularly if travelling during the summer periods. If travelling by car ALWAYS plan your journey to avoid driving from dusk to dawn due to the very active night wildlife and open range properties. However, it always pays to remain alert for wildlife at all times, even during the day. For example, wedgetailed eagles feed on carrion alongside roads, and do not always time their escape in time avoid being struck by vehicles. Being large birds, they can do a lot of damage!

Ensure you travel with plenty of water - summer and winter! And because of the large distances between towns, ensure that you have enough fuel to get you to the next service station. Take plenty of rest stops, and share the driving if possible.

If driving on unsealed roads, slow down as road surface conditions can change without warning. When following another vehicle or approaching an oncoming vehicle, NEVER drive through dust clouds – this is a common cause of major accidents in the Outback.
**Bikes & Swags**

The BHUDRH provides the option to hire bikes and swags. If you wish to hire either of these resources you will need to see Steve Fazulla or Karen Drust at their office at the Student Accommodation Site; this is the large shed located at the back of the Bromide Street student accommodation and next to the car park at 96 Morgan Lane. Their working hours are between 7.00am and 3.30pm and you can contact Steve on 0418 699 702 to arrange a time to collect the item.

Bikes are hired out at a deposit of $120 – on return of the bike in the condition it was lent, $100 will be refunded.

Swags are hired out for a refundable deposit of $50.

**Arrival in Broken Hill & Accommodation (where available)**

Where possible, we provide accommodation to students for placements. Your acceptance letter received on confirmation of your placement will confirm if accommodation is available to you and if it has been booked.

The Department of Rural Health has a large student accommodation complex situated a short walk from the campus. Each student will have their own bedroom which can be secured, but bathrooms, living rooms and kitchens may have to be shared. Linen is provided, but you are requested to provide your own towels.

If you have been scheduled into our accommodation, **your room will be available from 10.00am on the Sunday prior to your placement. You will be required to vacate your room by 9.00am on the Friday of your last week.** If you arrive prior to the first Sunday or intend to stay in Broken Hill after your last Friday, you will need to advise the Student Coordinator prior to travel to the placement.

On occasion it may be necessary for you to stay one night in alternative accommodation (eg. motel) until your room is available in the student accommodation.

Rooms: You will be provided with clean linen, blankets and pillow. Each room has a single bed, table, chair, wardrobe and a clock radio/alarm. As towels are not provided, **you will need to bring your own towel.**
The student accommodation has full cooking, bath and laundry facilities. However, food is not included. You may purchase food at local supermarkets. There is a kiosk and cafeteria within the hospital, and they are open from 9.00am – 3.30pm daily. **HELPFUL HINT: Order groceries online & get delivered if you do not have a car.**

**What will it cost?**

You will need to purchase groceries, etc. There may also be some travel costs involved if your placement includes remote sites. Please see the Student Program Coordinator for further information.

**Other**

There is a written copy of the Accommodation Usage Policy in each room, and you are encouraged to acquaint yourself with this as early in your placement as possible.

Please consider the comfort and safety of other students and neighbors at all time, and treat the accommodation and its furnishings as if they were your own. After using them, it is important to leave the shared facilities as you would like to find them.

**DEPARTURE CHECK LIST**

If you are departing from the any of the Broken Hill University Department of Rural Health’s (BH UDRH) accommodation facilities this must be done so by or on the Friday of your last placement week. Please note this must be by 9am. Please ensure that you do the following:

1. Empty your bin
2. Make sure the floor is clean
3. Wipe down your desk
4. Take sheets and pillowcases off the bed and put in the laundry.
5. Put the cover back on the bed
6. Leave new sheets and pillowcases on the end of the bed
7. Check that the room looks neat – as you found it when you arrived
8. Leave keys in the kitchen when vacating.

Thank you for your assistance in preparing for the student who will come after you and we hope you enjoyed your time in Broken Hill.

**Orientation - UDRH and Health Service**

For placements in Broken Hill - The UDRH orientation will only run for about 30 minutes and will include identification and paperwork processing and you will then be asked to head to your placement area to begin placement.

Orientation is held at the University Department of Rural Health on the first Monday of your placement, or Tuesday if there is a public holiday on Monday. Orientation commences at 8.30am, Corrindah Court, University Department of Rural Health. This is the red roofed building, with large verandah, situated on the hill behind the hospital. It is across the car park from the four-storey building on the hill. You are required to wear your uniform on this day.

For placements in Wilcannia and Menindee – Orientation will be provided on site.

**Please bring a valid Driver’s Licence or passport for identification purposes.**
**Student behaviour**

Students are expected to demonstrate an advanced level of professional behaviour in the context of quality and safe care.

As a student you are expected to:

- Introduce yourself appropriately to staff and patients
- Identify yourself as a student who is working as part of the relevant team
- Follow hand washing protocols and other patient safety requirements
- Ensure that any written entry you make to medical notes is countersigned by your supervisor
- Attend all scheduled activities (unless appropriate permission has been sought and given for your absence)
- Are proactive in self-directed learning to maximize clinical learning opportunities

Always remember to learn what your professional boundaries are, and never exceed these. For example, if you are in a situation where you are asked to suture a laceration and you feel that it is outside your expertise, do not hesitate to say so and never feel pressured into something that you to not feel comfortable doing.

It is also important to remember that the same rules for students in a metropolitan setting apply to a remote setting. Because you may be working in a remote setting without a doctor or Registered Nurse present at all times, you are still not legally allowed to prescribe or dispense prescription medication or start any treatment regime without going through the proper procedures.

You are not permitted to commence treatment or examination of a patient without the presence of a supervisor and in the case of remote practice in Menindee or Wilcannia, a Registered Nurse.

**Weekly Debrief Session**

There are weekly debriefing sessions offered by the UDRH to Nursing and Medical Students. The Nursing sessions are held weekly by Paul Bennett or Wendy Gleeson at 3.30pm on Friday and Medical Sessions are held weekly by Dr Moore at 4.00pm on Tuesday. These sessions will be outlined on your weekly schedules provided prior to placement but please note, they are not compulsory. You will be advised via email if there are any changes to these sessions.

**Cultural Awareness**

Please be advised it is compulsory to complete this online cultural awareness module before arriving for placement. The web address is [http://lms.cucrh.uwa.edu.au/login/index.php](http://lms.cucrh.uwa.edu.au/login/index.php)

You will need to register to access the content. This is compulsory requirement of all students undertaking placement in Far West NSW.

We also offer face to face Cultural Education to students where possible so please check your schedules to see if you have been registered to attend a session. There is a maximum number allowed for these sessions so it is not always available to every student. If you have been registered, this session is compulsory. If unable to attend, please let the Student Program Team know via email or phone.
**Attendance and notification of absence**

All students are expected to have adopted professional values and behaviours. These include attendance at placement, organised sessions and earliest possible notification of non-attendance to all people (professionals, patients and/or administrative staff) affected by an inability to attend placement.

It is your responsibility to check with your university around their requirements for leave. Approval for leave will not be negotiated by the UDRH. The Emergency Department at the Health Service offer GP Fast Track Services if a medical certificate is required otherwise, the GP Super Clinic located across the road from the Health Service is your next best option – please note that they will not bulk bill on your first consultation.

**ENRICH Interdisciplinary Learning Sessions**

Students coming to Broken Hill have opportunities to participate in learning that exceeds the requirements of their individual curricula, especially in the areas of rural and remote health, Indigenous health and aeromedical medicine. In addition, there will be many opportunities to interact and learn together with students and graduates of other health disciplines.

A specific program has been designed to maximise these opportunities that will enhance the learning experience. Weekly emails regarding the next session are sent by Danielle Keenan so please check your emails if you think these session may be of interest to you.

*It is your responsibility to register for these sessions and gain approval from your placement site to attend these sessions. These sessions can count towards your clinical hours but not your clinical competencies and it is your responsibility to manage this.*

**Value Adding Experiences – Medical & Nursing Students Only**

_*These experiences can only be arranged upon commencement on your placement so please do not email prior to placement to express interest._*

**Royal Flying Doctor Service (Nursing Students Only):**
The South Eastern Section of the RFDS offers the opportunity for Nursing students to register their interest for a flight opportunity. You will have received an information brochure and registration form in a separate document providing more detailed information regarding this opportunity. Please contact the Student Program Team if you have not received this form.

**Royal Flying Doctor Service (Medical Students Only):**
Medical students will be advised via email prior to placement if an RFDS GP Clinic Day has been scheduled. Please contact Danielle Keenan for more information.

**NSW Ambulance Ride along Experience (Medical & Nursing Students only):**
The team at the NSW Ambulance offer the opportunity for a one day ride along experience shadowing the team on a day in their life. These opportunities are only appropriate for Medical and Nursing students. Please contact the Student Program Team for more information.
Diabetes Educator:
Peter Prime offers students the opportunity to spend a day with him during his one on one patient sessions in our local General Practices. Peter is a wealth of knowledge in this area. Please contact the Student Program Team for more information.

Miraga:
Miraga is a Uniting Care Community Care Provider who provides in home care services and a day care facility to their clientele. This opportunity provides a unique experience into the fantastic services provided by this organisation through shadowing a Registered Nurse providing in home care services. Please contact the Student Program Team for more information. [http://www.unitingcareageing.org.au/](http://www.unitingcareageing.org.au/)

**IMPORTANT NOTES:**
- It is the responsibility of the student to let their host site know if they have been scheduled for a value adding experience.
- These sessions can count towards your clinical hours but not your clinical competencies and it is your responsibility to manage this.

### Community contact and engagement

It is important to recognise that the social learning aspects of learning are especially important in rural settings, and that members of the community contribute significantly to the education of students in these settings.

Students are encouraged to find opportunities to mix socially with the community, not only in Broken Hill, but also while on placement in more remote communities. It is by doing this that students will find the ‘pulse’ of the community and thus making their clinical contacts more meaningful.

In addition, opportunities will arise to engage with and contribute communities more formally, such as the UDRH health careers program for high school students, and this is encouraged. Where possible, you will be notified of these opportunities when they occur.

### Student Support

While self-reliance and resilience is admirable, it is always advisable that students plan ahead and seek assistance before problems escalate to the point where academic performance could be adversely affected.

Assistance may be required for non-academic matters such as living arrangements, roster difficulties, travel requests, or for academic matters such as deferral of examinations or meeting assessment requirements. The first point of contact in Broken Hill is the UDRH Student Program Team.

From time to time, other student matters arise that are outside of the sphere of living and learning arrangements, such as issues relating to the emotional or physical wellbeing of a student. See below for information on how to deal with these.

Failure to be able to resolve any issue locally should be followed by a request for assistance from the relevant academic or administrative leaders at your home university.
Non-academic matters (impacting on academic performance)

Debriefing after critical incidents
Distressing situations occur in the practice of health care and can require debriefing to prevent consequences that can distract from study and student progression.

Debriefing should in the first instance be done by your clinical supervisor. However, trained counselors are available and this can be arranged by the local student program manager coordinator, the local academic supervisor, or by your home university if necessary.

Alternatively, students can access the free Department of Health funded Bush Crisis Line (BCL) that has been established to assist Rural and Remote practitioners to deal with distressing clinical situations on:

1800 805 391

All students are encouraged to visit the Bush Crisis Line website prior to their rural placements at http://www.bcl.org.au/pdf/oc3_PTSD_BestPrac.pdf

Compassionate leave
It is essential when applying for leave on compassionate grounds to discuss this as early as possible with the local student program manager, who will in turn pass on information to your home university.

You are responsible for the consequences of the leave you are requesting in relation to your capacity to complete the requirements of the program.

Sick leave
See under attendance above.

Personality issues
You will spend a considerable amount of time with those fellow students who have been placed in the same location as yourself. These students could be from your university or other universities, and many will be from other health science disciplines.

Should issues arise please notify the student coordinator as soon as possible, but be aware that relocation is not always possible or an appropriate solution.

Living and learning matters
You will have been provided with a pre-placement package relating to your placement, from the BHUDRH. Please refer to your packages for details. If you are unsure, please contact the local student placement team.

Identification
Patients often mistakenly think that students are qualified health professionals, and it is easy to let them continue in this belief by not correcting them. However, this must not be encouraged, and students should always clearly introduce themselves as students, and not give the wrong impression.

Remember to wear your home university student ID card at all times while on clinical placement, regardless of whether you are in the hospital, or on remote placement. It will identify you to both
the patients and to the health professionals that you will be working with. Rapport is easier to establish when others can identify who you are and why you are there.

**Patients**

Most patients enjoy interaction with students, and often learn from the discussion between health professional and student. Occasionally patients will request that the student not be present or be involved in their care – this is their choice and it must be respected.

**Dress code**

If your university has provided a uniform then please wear it. If one has not been provided, there are basic rules of professionalism as to how to conduct yourself and how to dress when involved in patient care. While you may feel some rules are merely derived from conservatism and/or the views of your older colleagues, the major driver behind this dress code is the expectation of our patients (published), paired with evidence-based recommendations in regard to infection control or Occupational Health & Safety rules.

A significant proportion of our patients are older than 70 years. Patients and relatives are anxious about what is going to happen to them in hospital (if they were well they would not be there!). It has been estimated that it takes patients on average only 15 seconds to form an initial opinion regarding the competence of their health care professional, mainly through non-verbal cues.

Thus, in order to maximize patient perception of us it is mandatory to dress appropriately. Obviously it is difficult to be ‘black and white’ and what counts is the overall picture. Nevertheless, here are some examples:

<table>
<thead>
<tr>
<th>Acceptable</th>
<th>Not acceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal attire</td>
<td>Track suits, board shorts, jeans</td>
</tr>
<tr>
<td>Smart casual</td>
<td>Street wear (including large logos)</td>
</tr>
<tr>
<td>Buttoned business shirts/blouses</td>
<td>T-shirts, fleeces, “hoodies”</td>
</tr>
<tr>
<td>Dresses</td>
<td>Sand shoes, sneakers, thongs</td>
</tr>
<tr>
<td>Business trousers</td>
<td>Hot pants</td>
</tr>
<tr>
<td>Tidy hair</td>
<td>Dread locks</td>
</tr>
</tbody>
</table>

A generally unkempt appearance and/or offensive body odour are also unacceptable.

Considerable argument always arises about how short is too short for skirts, or in general, how much ‘flesh’ is acceptable to be exposed. Polls of patients clearly indicate what they and their relatives do not wish to see during their patient-doctor experience:

- Exposed abdomen, as often occurs with so-called ‘hipsters’ or ‘muffin-tops’
- Deep, ‘plunging’ neck lines
- Mini skirts
- Rucksacks
- Water bottles

There are areas where there is definitely no room for discussion because of issues surrounding patient or staff safety. These include:

- No open footwear and high-heeled shoes
- Long hair needs to be restrained.
CIAP

CIAP, which is accessed via the NSW Health website, provides a wealth of valuable electronic resources such as Therapeutic Guidelines, a range of medical journals and electronic medical texts, and students are encouraged to use it throughout their placement.

An introduction to CIAP, including how to access the website can be provided with assistance from the librarian.

Computers and IT

Students will have access to computers and printers, including broadband internet connection, in both the accommodation and the UDRH library, to which you can be given 24 hour access. These facilities are provided for educational purposes, and for limited personal use such as sending or receiving emails. Downloads are limited, and if these are exceeded you disadvantage yourself and others. Please to not use this facility for heavy personal use such as downloading music or movies.

If you are interested in after-hours access to the computer lab please contact the student program team for more information.

Videoconference facilities

The BHUDRH has videoconference facilities for educational purposes. If these are required, they will need to be booked well in advance. Please ask for help prior to using them for the first time.

Library services

The BHUDRH has a small but comprehensive library which is available for student use. If particular texts are not available, the librarian can organise for them to be borrowed from elsewhere. The librarian can also assist with literature searching if required.
PART 5 – TOWN GUIDE

BROKEN HILL RESTAURANTS

Royal Exchange Hotel
Restaurant & Piano Bar
320 Argent Street (corner of Chloride and Argent Streets)
Ph: 08 8087 2308
www.theroyalexchange.com.au

The Astra Restaurant
393 Argent Street (corner of Oxide and Argent Streets)
Restaurant access Oxide Street
Ph: 08 8087 5428
www.theastra.com.au

Bettina’s Restaurant (Comfort Inn Hilltop Motel)
271 Kaolin Street
Ph: 08 8088 2999

Palace Hotel Restaurant
227 Argent Street (corner Sulphide and Argent Streets)
Restaurant and bar access from Bromide Street
Ph: 08 8088 1699 (bookings strongly recommended)
www.thepalacehotelbrokenhill.com.au

S-Que Restaurant (Ibis Styles Motel)
120 Argent Street
Ph: 08 8088 4044
www.accorhotels.com.au

The Haven Restaurant (Silver Haven Motel)
577 Argent Street (corner of Argent and Iodide Streets)
Ph: 08 8087 2218
www.silverhaven.com.au

Alfrescos Café
397 Argent Street
Ph: 08 8087 5599

Mr Pickwicks Restaurant (Old Willyama Motor Inn)
30 Iodide Street
Ph: 08 8088 3355
Restaurant access from Argent Street
www.oldwillyama.com.au

JJ’s Restaurant (Legion Club)
170 Crystal Street
Ph: 08 8087 7983

Junction Hotel Restaurant
560 Argent Street (corner of Argent and Silver (McCulloch) Streets)
Ph: 08 8088 4380

Dunes Restaurant (Southern Cross Hotel)
357 Cobalt Street (corner of Oxide and Cobalt Streets)
Ph: 08 8087 3679
BISTROS/SOCIAL CLUBS

1967 Bistro (Tydvil Hotel)
318 Oxide Street (corner Thomas and Oxide Streets)
Ph: 08 8088 1296

Southern Cross Hotel
357 Cobalt Street (corner Oxide and Cobalt Streets)
Ph: 08 8087 3679

Muso's Bistro (Musicians Club)
276 Crystal Street
Ph: 08 8088 1777

Mulga Hill Tavern
264 Oxide Street
Ph: 08 8087 7138

Junction Hotel
560 Argent Street
Ph: 08 8088 4380

Broken Hill Sturt Club
321 Blende Street
Ph: 08 8087 4541

Barrier Democratic Social Club
218 Argent Street
Ph: 08 8088 4477

Silver City Workingman’s Club
402 Argent Street
Ph: 08 8087 5337

Tin Shack Bistro (Rising Sun Hotel)
2 Beryl Street
Ph: 08 8087 4856

Alma Tavern
212 Hebbard Street
Ph: 08 8087 3260
Wednesday – Sunday
(Lunch and Dinner)

Red Lush Wine Bar and Cocktail Lounge
393 Argent Street (part of the Astra Building)
Ph: 08 8087 5428

TAKEAWAY

Golden Lotus Chinese Restaurant and Take Away
328 Crystal Street
Ph: 08 8087 2656

Silver City Chinese Restaurant and Take Away
1 Oxide Street
Ph: 08 8088 5860

Masalla's Indian Take Away
38 Chloride Street
Ph: 08 8087 7405

Capers Takeaway
397 Argent Street (part of Alfrescos building)
Ph: 08 8088 1727
Champion Pizza
27 Sulphide Street
Ph: 08 8088 2452

Temptations Café & Dessert Bar
Pizza takeaway
39 Oxide Street
Ph: 08 8087 1342

Domino’s Pizza
143 Oxide Street
Ph: 08 8080 3088

Noodle Sushi Bar
351 Argent Street
Ph: 08 8087 6734

Excelsior Seafood
Fresh Seafood and takeaway
314 Brookfield Avenue
Ph: 08 8087 7951

Bernel’s Fish and Chips
139 Oxide Street
Ph: 08 8087 2952

Annexe Fish and Chips
185 Argent Street
Ph: 08 8087 3167

Ben’s Rainbow Snack Bar
Variety of takeaway foods
39 South Street
Ph: 08 8087 5042

Lancey’s Takeaway
Variety of takeaway foods
282 McCulloch Street
Ph: 08 8088 7788

Rag’s Takeaway
Chicken and chips
167 Oxide Street
Ph: 08 8087 7786

Chicken Coop
181 Argent Street
Ph: 08 8087 4555

CAFES

The Caff
235 Thomas Street (located in the GP Super Clinic)
Ph: 08 8080 3232

Bell’s Milk Bar, Café & Museum
160 Patton Street
Ph: 08 8087 5380

Temptations Café & Dessert Bar
39 Oxide Street
Ph: 08 8087 1342
Charlotte's Café at the Grand
317 Argent Street (on the Town Square)
Ph: 08 8087 2230

Thom, Dick and Harry Café and Gourmet Grocer
354 Argent Street
Ph: 08 8088 7000

Alfrescos Cafe
397 Argent Street (corner of Oxide and Argent Street)
Ph: 08 8087 5599

Silly Goat
360 Argent Street
Ph: 08 8088 4774

Cafe Lanas
198 Argent Street
Ph: 08 8087 8344

The Poet and The Peasant Coffee Lounge
326 - 330 Argent Street
Ph: 08 8087 9997

Argent Street Café
360 Argent Street
Ph: 08 8088 4774

Gourmet Crib Tin
322 Argent Street
Ph: 08 8088 5888

The Royal Exchange
Coffee Window
320 Argent Street (corner of Chloride and Argent Streets)
Coffee window access Chloride Street near Lane
Ph: 08 8087 2308

Gloria Jeans
23 – 37 Bromide Street (Located in Tourist Information Centre)
Ph: 08 8087 9272

McCafe
Galena Street
Ph: 08 8088 3332

GROCERY STORES

Woolworths
Shop 7, Centro Westside
Ph: 08 8089 0602

Coles
The Village
Corner of South Road & Gossan Street
Ph: 08 8080 0101

Foodland/ IGA
347 Beryl Street
Ph: 08 8087 2657

IGA Fresh
652 Williams Street
Ph: 08 8087 4806
Schinellas Friendly Grocer  
135/137 Argent Street  
Ph: 08 8087 4806

Schinellas Fruit Shop  
336 Argent Street  
Ph: 08 8087 3416

El Mar Bulk Grocer  
5 Calcite Street (off of Silverton Road entrance, Brookfield Avenue)  
Ph: 08 8087 4489

MEDICAL PRACTICES

Super Clinic – Outback Family Practice  
235 Thomas Street  
Ph: 08 8088 7044

Super Clinic – South Medical Centre  
202 – 206 Patton Street  
Ph: 08 8088 3350

Broken Hill Medical Centre  
181 Thomas Street  
Ph: 08 8087 1240

Maari Ma Primary Health Care Service  
428 Argent Street  
Ph: 08 8082 9777

Nachiappan Surgery  
4 Chloride Street  
Ph: 08 8087 3620

Williams Street Surgery  
139 Williams Street  
Ph: 08 8087 5522

Health Service Fast Track Clinic  
Access granted via the Broken Hill Hospital Emergency Department
PHARMACIES

Outback Pharmacies
C.P. Peoples Pharmacy
323 Argent Street
Ph: 08 8087 3326

South Pharmacy
140 Patton Street
Ph: 08 8087 2266

Temby’s Pharmacy
235 Thomas Street Located in the GP Super Clinic on Thomas Street
Ph: 08 8087 3452

Chemart
Netting Chemist
274 McCulloch Street
Ph: 08 8087 4283

Priceline
Priceline Pharmacy
Shop 28, Centro Westside
5 Galena Street
Ph: 08 8088 4800

SPORTING & FITNESS CLUBS

Broken Hill Cricket Association
North Broken Hill Cricket Club
West Cricket Club
South Broken Hill Cricket Club
Warriors Cricket Club

Broken Hill Soccer Association
Alma Soccer Club
West Panthers Soccer Club
Celtic United Soccer Club
St Joes Soccer Club

Broken Hill Football Association
West Broken Hill Football Club
North Broken Hill Football Club
South Broken Hill Football Club
Central Broken Hill Football Club
Shinglebacks Football Club

Broken Hill Rugby Association
Geebungs Rugby League Club
NSW Country Rugby League
Menindee Rugby League Club
Saints Rugby League Club

Broken Hill Netball Association

Broken Hill Basketball Association

Broken Hill Tennis Association

Broken Hill Hockey Association

Broken Hill Mountain Bike Club
Broken Hill Roller Derby League
Broken Hill Gymnastics Club
Broken Hill Darts Association
Broken Hill Golf & Country Club
Broken Hill Greyhound Racing Club
Broken Hill Harley Riders Association
Broken Hill Harness Racing Association
Broken Hill Hash House Harriers Association
Broken Hill Snooker and Billiards League
Broken Hill Speedboat Club
Broken Hill St Patricks Race Club
Broken Hill PCYC
Silver City Roller Skating Club

Dancing
Old Time Dancing
Silver City Dance Academy
Silver City Line Dancers

Yoga

YMCA Fitness Centre
YMCA Aquatic Centre

Anytime Fitness

Temple of Fitness

Squash Association

Broken Hill Roller Derby League

Bowling Clubs

Italo International Bocce Club

Swimming Clubs
Alma Amateur Swimming Club
Broken Hill Swimming Club
Silver City Swimming Club

Les Mills Classes
YMCA
Temple of Fitness

Please visit Active Broken Hill website: www.activebrokenhill.org.au for further contact information.
PARKS/RECREATION

Zinc Lakes
Sturt Park
Picton Oval
Apex Park
Queen Elizabeth Park
Jubilee Oval
Memorial Oval
Alma Oval
Norm Fox Sporting Complex
Girl Guides
Boy Scouts
Army Reserves
Speedway
Penrose Park
Copi Hollow Caravan Park and Speedboat Club
Menindee Lakes
Sunset Strip
Umberumberka Reservoir picnic area
Steven’s Creek Reservoir picnic area
Mundi Mundi Lookout
Living Desert
Sculptures

TRANSPORT

Broken Hill Airport 08 8080 3300
Broken Hill Yellow Taxi 13 10 08
Independent Taxi 08 8087 7744
Murton Town Bus 08 8087 3311
Greyhound Pioneer 13 20 30
Country Link (Bus & Rail) 08 8087 1400
A/H 13 22 32
Great Southern Railways (Indian Pacific & The Ghan) 13 21 47
Regional Express 13 17 13
Jetset Travel 08 8087 3310
Buses R Us 08 8088 6900

Community Buses
Menindee 08 8091 4392
Wilcannia 08 8083 8916

TOURS
Please visit the Broken Hill Tourist Centre on the corner of Blende and Bromide streets or phone 08 8080 3560. The following web page lists the tour companies and available tours as this changes seasonally.
http://www.visitnsw.com/destinations/outback-nsw/broken-hill-area/tours

ACCOMODATION

BCA House - Neville Naden, Phone: 0425 387 402, Email: nedann@westnet.com.au

Broken Hill Hospital Staff Quarters - Robyn Stewart, Phone: 08 8080 1566, Email: Robyn.Stewart@health.nsw.gov.au

Grand Guest House - Mandy, 313 Argent Street, Phone: (08) 8087 5305

Heather’s Home Units – Heather, 103 Mica Street, Ph: 0417 869 687, Email: th264477@bigpond.net.au, Website: www.heathers.com.au

The Palace Hotel - 227 Argent St, NSW 2880. Phone: (08) 8088 1699

The Lodge Outback Motel - 252 Mica St, Broken Hill, NSW 2880. Phone: (08) 8088 2722

Day Dream Motel - 77 Argent St, NSW 2880. Phone: (08) 8088 3033

Ibis Styles - Dana & Mick, 120 Argent Street, Ph: (08) 8088 4044

Red Earth Motel – Micheal and Michele, 469 Argent Street, Ph: (08) 8088 5694, Email: stay@redearthmotel.com.au

Royal Exchange Hotel - 320 Argent St, Broken Hill, NSW 2880. Phone: (08) 8087 2308

Caravan Parks Lakeview Caravan Park - 1 Mann St, Broken Hill, NSW 2880. Phone: (08) 8088 2250

Broken Hill City Caravan Park - Rakow St, Broken Hill, NSW 2880. Phone: (08) 8087 3841

For further information please visit Trip Advisor Website: http://www.tripadvisor.com.au/Hotels-g255318-Broken_Hill_New_South_Wales-Hotels.html

Please refer to the Student Accommodation Guide for further information regarding the Broken Hill University Department of Rural Health Accommodation Facility.