



# **Student Placement Handbook**

***We care***

***We work together***

***We achieve***

***We learn***

***We innovate***



Gateway Health (GH) is committed to participating in the training and education of future health care professionals. As part of this commitment, students from a range of disciplines and education providers are able to undertake their practicum with Gateway Health. GH recognises that student placements encourage inter professional understanding and collaboration.

GH operates from a social model of health and quality placements provide students with the knowledge, understanding and appreciation of the principles and practices of community health and the benefits of working within a social model of health framework.

We hope your placement meets your learning objectives and Gateway Health objectives. Your placement with us will begin with an induction and orientation process, which will provide you with the information you require to work in the Gateway Health environment.

### **Induction and Orientation**

During this process, you will be asked to read and sign a number of forms, including:

1. GH Student Placement Registration Form
2. GH Student Placement Agreement
3. GH Privacy and Confidentiality Agreement
4. GH Student Placement Insurance Statement

Please bring with you to your first day of placement:

- Driver's licence
- Current police check certificate (no more than 12 months old)
- Current Victorian working with children check
- Attendance sheet (provided by your education provider)
- Any material pertaining to your learning outcomes (provided by your education provider)
- Nursing students: Hand Hygiene Australia Certificate

You will be provided with a tour of our building and undertake specific sessions for Information Technology orientation and OH & S orientation. You will be issued with a security swipe card and trained in its use. You must return this card on the last day of your placement, along with a photocopy of your completed attendance sheet (to the student placement coordinator). You will also be also to complete an online survey in regards to your placement here at Gateway Health.

## **Student Orientation Pack**

During your induction and orientation, you will be provided with a Student Orientation Pack which contains:

- Student Placement Handbook
- Gateway Health Services brochure
- Gateway Health Services Guide
- Gateway Health Super Clinic Information Sheet
- Gateway Health Mental Health Structure Guide
- Gateway Health Organisational Chart
- Gateway Health Student Placement Policy
- Gateway Health Grievance Policy
- Gateway Health Code of Conduct Policy
- Booklet on the local region

## **Supervision**

Whilst on placement you will be expected to participate meetings with your Gateway Health supervisor. This is to ensure that the placement is fulfilling both your goals and those of Gateway Health. At the end of your placement, you will be asked to provide feedback by completing an online survey. Students may also be asked to complete a suitable project during their placement which will include a presentation to staff/team meeting.

Your allocated supervisor is responsible for assisting you to meet the requirements of your placement. Any student requiring extra assistance will be directed back to their Education Provider. Students who are not performing to standard will be provided with feedback accordingly, and an action plan/learning contract may be developed in liaison with the education provider and the Gateway Health supervisor.

## **Bullying and Harassment Policy**

A detailed policy regarding Bullying and Harassment is available on the Gateway Health Intranet. Please notify your Gateway Health supervisor, Student Placement Coordinator, or Human Resources Manager if you feel you have any concerns relating to Bullying or Harassment.

## **Code of Conduct Policy**

There is a copy of the organisations Code of Conduct Policy in your Student Pack and the Gateway Health Intranet. It is the expectation that all students on placement at Gateway Health will behave professionally and with respect and consideration for others, including colleagues and clients, in accordance with the Code of Conduct Policy and Student Placement Agreement.

### **Privacy and Confidentiality**

Students must comply with the Gateway Health Privacy and Confidentiality Policy, and sign a privacy and confidentiality agreement upon commencing placement. No student shall access or release any information relating to clients or staff except in a way that is compliant with this policy. Failure to do so can result in disciplinary procedures and placement termination. The policy can be located on the Gateway Health Intranet.

### **Manual Handling Policy**

Students have an obligation to comply with the Manual Handling Policy and use aids as required. Offices are not traditionally associated with manual handling risks; however there are many heavy items such as computers and boxes of stationery or archive papers, which are heavy enough to present a potential risk when lifted. Poorly designed work practices with computer keyboard input can also present problems. Gateway Health will ensure that all staff and students who are engaged in manual handling activities are provided with appropriate supervision, equipment and training to provide them with an understanding of their legislative obligations, general risk assessment processes, hazard and incident reporting procedures and safe manual handling principles. The Manual Handling Policy can be located on Gateway Health Intranet.

### **Email and Internet Access**

All computers on the network have Internet and e-mail access. Students will receive their own log in and password. Your email address will be added to the appropriate distribution lists and you will be trained in the electronic patient file system, Trakcare, if required. For IT assistance, an email can be sent to IT Support (preference) or phone on (02) 60228864. No software of any sort is to be loaded or installed on any Gateway Health computer without the approval of an IT officer. Also please note that downloading of inappropriate content/material is not accepted at Gateway Health and will result in the termination of your placement.

### **Public Statements**

All requests for comment from the media and must be directed to the Communications and Marketing Coordinator, phone (03) 57232208. No staff member or student must make any comment without the express authorisation and to do so may result in the termination of a student placement.

### **Notification of Absence**

If you are ill, or some emergency arises which prevents your attendance at placement, please notify the reception staff as soon as possible. You will need to inform them of the name of the team in which you are undertaking your placement. Missed hours/make up hours will be organised in line with the education provider's regulations. If you become sick or suffer injury during your normal working hours, please notify your Gateway Health Supervisor or Human Resources Manager.

## **Hours of Work**

Most student placements operate between the hours of 8.30am – 5pm, (unless otherwise directed by their supervisor). Please talk with your supervisor if you have any issues regarding this. Some students may be required to commence at 9am, depending on the placement discipline.

## **Smoking**

Gateway Health is a smoke free workplace. Smoking is not permitted in or near the building. Smoking is only permitted off campus in designated breaks.

## **Alcohol and other drugs**

Students on placement with Gateway Health will not take illegal drugs or consume alcohol whilst on placement, or be under the influence of the same whilst undertaking placement duties. To do so will result in the termination of the placement.

## **Clothing**

Gateway Health and staff recognise that appropriate clothing presents a professional image to clients and other agencies. Please present in clothing that is in good repair, clean and to a standard that is acceptable to both management and clients of Gateway Health. Depending on your placement, your supervisor may advise that you bring specific clothing items such as old clothes, gym clothes, work boots or jeans. If so, it is advisable that you bring these items to GH separately rather than wearing them to the office.

## **Recycling**

At Gateway Health we have implemented strategies to reduce our waste. You can assist by placing any recyclable items in the appropriate bins as marked. Each student and staff member is responsible to emptying their own waste bin into the appropriate bins located throughout the building.

## **Meal Breaks**

Your Supervisor / Team Leader will allocate your times for meal and tea breaks; 15 minute morning break and half hour lunch break. The lunch break is not included in your placement hours.

## **Kitchen Facilities**

Gateway Health is proud of the excellent staff kitchen facilities that are located in each building. Staff are provided with tea and coffee making facilities. There are fridges / freezers where staff and students can store their lunch. Staff and students are responsible for placing used cutlery, cups and plates into the dishwashers and are asked not to leave dishes in the sink, as a courtesy for others.

## **Workplace Healthy Catering Policy**

Healthy eating is essential for good health and wellbeing. As a health provider, GH strongly encourages and supports a healthy lifestyle for our staff and clients through the provision of and promotion of healthy foods and drinks at all meetings and events where catering is provided. GH will support and promote good health behaviours by improving access to good nutritious food and beverages while reducing food wastage and expenditure.

Evidence shows that workplaces that support health can contribute considerably to improving the health and wellbeing of staff by reducing health risk factors. Increasing the availability of fruits and vegetables, and limiting the availability of high fat, high sugar, high salt and nutrient-poor foods and drinks (such as deep-fried foods and soft drinks) are key components of GCH's workplace healthy catering policy. The policy is available on the intranet under policies and procedures (human resources).

## **Parking**

Car parking is available within close proximity of the Health Service. Parking is not permitted in any areas designated for specific vehicles, such as client parking. Such areas are marked accordingly. In Wangaratta, students and staff are encouraged to park in the top car park above Hilltop in Kiel Street. In Wodonga, there is all day parking to the rear of the building (please check the signs).

## **Locations**

The addresses of our sites: (see maps in Student Pack)

### **Wangaratta**

90-100 Ovens Street,  
Wangaratta, 3677  
P: (03) 5723 2000

### **Wodonga**

155 High Street  
Wodonga, 3690  
P: (02) 60228888

### **Myrtleford**

32 Smith Street  
Myrtleford, 3732  
P: (03) 57313500

## **Quality Report**

Please refer to our website <http://gatewayhealth.org.au> if you would like access to our current Quality Report.