

Northern Sydney Local Health District

Student Handbook

A resource for current and prospective students of NSLHD



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Acknowledgement of country

Northern Sydney Local Health District would like to acknowledge the Cammeraygal people of the Guringai nations, the Wallemedegal peoples of the Dharug nations to the west the Darkinjung peoples of country to the north and the clans of the Eora nations whose country and borders surround us. We acknowledge and pay our respects to the ancestors and elders, both men and women of those nations, and to all Aboriginal people past, present and future. We acknowledge that past, current and future Aboriginal people from those nations are the traditional and continuing custodians of the country upon which we work and meet and that it is from their blood, courage, pride and dignity that we are able to continue to work and meet on this ancient and sacred country.



Welcome to Northern Sydney Local Health District

Northern Sydney Local Health District (NSLHD) encompasses five hospitals and a variety of community health centres. NSLHD extends from Sydney Harbour to Sydney's upper north shore.

The region includes:

- Mona vale
- Hornsby & Ku-ring-gai
- Ryde
- Royal North Shore
- Macquarie Mental Health



NSLHD operates in accordance with the National Health and Hospital Agreement. Local decision making is led by a professional Health District Board and Local Health District (LHD) Chief Executive. NSLHD works closely with the Board to ensure our LHD delivers consistently high patient care, supported by input from clinicians and the community.

NSLHD offers multidisciplinary clinical placements throughout the year. Clinical opportunities and patient caseload will vary for each clinical placement. However, in NSLHD we strive to provide high quality healthcare for all patients and excellence in clinical education for all students at all times.

Key facilities within NSLHD

- NSLHD is comprised of the following key hospitals: Royal North Shore Hospital (RNSH), Ryde Hospital, Macquarie Hospital, Manly Hospital, Mona Vale Hospital, and Hornsby Ku-ring-gai Hospital. Information about the size of each hospital and the services provided can be accessed [here](#)
- There are also numerous [Community Health Centres and Early Childhood Centres](#) across the District which are active sites for student placements
- The key telephone number for NSLHD is **9926 7111**. This is the RNSH switch board and can be used to place a call anywhere within the LHD.

Affiliated Health Organisations

Royal Rehabilitation Centre Sydney, Greenwich Hospital and Neringah Hospital are affiliated health organisations which fall within NSLHD geographical bounds. These affiliated health organisations manage their own clinical placement programs and should be contacted directly for information.

Equal Employment Opportunity (EEO) and Diversity

Northern Sydney Local Health District (NSLHD) is committed to the development of a culture that is supportive of employment equity and diversity principles.

This includes improved employment access and EEO participation for following groups:

- Women
- [Aboriginal People and Torres Strait Islanders](#)
- People whose first spoken language as a child was not English
- People with a [disability](#)



Site amenities

Amenities	RNSH	Ryde Hospital	Macquarie Hospital	Hornsby Ku-ring-gai	Mona Vale Hospital	CHC facilities
Public transport	✓ Bus & Train	✓ Bus & Train	✓ Bus	✓ Bus & Train	✓ Bus	Check prior
Parking on street	✓ P, T, ^	✓ F, T	✓ F, T	✓ F, T	✓ F, T	Check prior
Parking off-street	✓ P ^	✓ F	✓ F	✓ F	✓ F	Check prior
Accommodation		✓ #	✓ #			
Food and beverage	✓	✓	Vending machines	✓	✓	
ATM	✓	✓		✓	✓	
Library & computer	✓	✓	✓	✓	✓	

Key: P = paid F = free T = time restrictions may apply ^ = public transport strongly advised

= contact secretary to the Director/s of Nursing and Midwifery.

Information on public transport services can be found at [Transport Info](#).

Internet access (Eduroam)

Eduroam allows users from participating institutions to gain secure access to wireless network access using their standard username (email format)/password credentials as they do at their home institution for wireless access.

Eduroam is based on a federated authentication model where your username and password are validated at your home institution (identity provider) and access to authorised network services are controlled by the visited institution (service provider).

Everyone who is studying through an Australian university can connect to the Eduroam wifi - students on placement and also staff members who are studying.

Eduroam is available at most of RNSH and various parts of Hornsby, Manly, Mona Vale, Macquarie, RNS and Ryde Hospitals as well.

Below are the details of how to connect depending on your institution:

- [Australian Catholic University](#)
- [Macquarie University](#)
- [University of New South Wales](#)
- [University of Sydney](#)
- [University of Tasmania](#)
- [University of Technology Sydney](#)

For other universities, check this page <https://www.eduroam.edu.au/eduroam-for-users/>, or contact your university for help.



Student Verification

As a student wishing to undertake clinical placement in a NSW Health facility, there are a number of requirements to be met before you are able to become 'fully verified.'

- Your education provider will be able to assist you with advice on how you can become 'fully verified'.
- Most students undertake the process of verification well in advance of their clinical placement (at compliance checking days) on their campus
- You cannot commence placement at NSLHD if you are not fully verified
- It is in your best interests to address this as soon as possible and cooperate fully with your education provider and NSLHD
- Students are ultimately responsible for ensuring they meet the requirements for verification.

You will not be able to commence your placement with us if you are not fully verified.

Presenting for clinical placement

- On your first day of clinical placement, you will need to ensure that you:
 - Present at the appropriate location, appropriately dressed and on time
 - Bring your photo student identification card with you
- You will have been advised by your education provider where to present and who your contact person is
- Your student identification card will be used to identify you and record your initial attendance in ClinConnect
- In some instances, you may be advised by your education provider or NSLHD that you need to present other specific documentation on your first day
- You should also bring with you any documentation provided to you by your education provider that relates to undertaking your clinical placement (i.e. learning objectives, clinical experience book, unit summary etc)
- If you are sick on your first day, please ensure that you inform your NSLHD contact and your education provider as soon as possible
- If you remain unwell beyond the first two days, your placement may need to be rescheduled to ensure that you have adequate opportunity to meet your learning objectives. You will need to discuss this with your education provider and negotiate with your NSLHD supervisor.

Hours of work

- Your education provider will advise you what hours you are required to work on placement
- Prior to the placement you may only be given a start time for your first day. If this is the case, you will be advised what your subsequent work hours are on your first day.

Your Supervisor/ Clinical Educator/ Contact

- Your education provider will provide you with supervisor/clinical educator details
- You may only be advised who your contact person is for your first day. If this is the case, you will be advised who your subsequent contact person will be on your first day.



e-Learning for students - Mandatory training

Whilst on placements, students must comply with relevant policies, guidelines and procedures. Relevant policy directives may identify a mandatory training requirement applicable to students. Students must complete their mandatory training in accordance with these policy directives where relevant to their level of supervision / exposure to patients.

The e-Learning modules are available on the 'My Health Learning' (MHL) system. Students will automatically be provided with a StaffLink ID on commencement of their clinical placement, which they will use to log into My Health Learning to complete the eLearning modules. Access to My Health Learning will be terminated fourteen days after the end of each placement. Access will continue to be reactivated for each subsequent placement.

eMR training

Nursing and Midwifery students are also able to complete the module titled 'Overview of the eMR for Nursing and Midwifery Students'

There are a number of resource guides that can help you with questions regarding MHL [Help resources](#)

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For other universities, check this page <https://www.eduroam.edu.au/eduroam-for-users/> , or contact your university for help.



Dress requirements

Students are required to wear a uniform whilst on placement (with exception of some areas). For students and facilitators who are not required to wear a uniform, the following requirements are taken from [Uniform Policy and Dress Code – Clinical Staff Northern Sydney Local Health District \(NLSHD\) \(PO2013_001\)](#):

Unacceptable clothing

The following items are examples of unacceptable clothing:

- Halter and low cut tops
- Bare midriffs
- Strapless tops
- Singlet tops
- Clothing bearing inappropriate slogans
- Beach shorts
- Thongs or “croc’s”
- Conspicuous undergarments
- Lower garments of inappropriate length (NB. skirts should be knee length)
- Jeans
- Shorts

Footwear

- Footwear must be safe, sensible, non-slip, clean, closed toe, and made of sturdy appropriate material to avoid injury in be in line with Health and Safety considerations.

Name badge

- Your name badge (identification) must be worn at all times in the top right quadrant at chest height
- Those staff who work in high risk clinical areas (Emergency Departments and Mental Health wards) are permitted to have only their first name and initial of their surname displayed on their name badge.

Jewellery

- Wearing of rings in clinical areas must be limited to a plain band on the finger and all other hand, wrist or forearm jewellery must not be worn by healthcare professionals providing direct patient care. The exception to this is if the jewellery is required for patient care (e.g. watch) or medically essential (e.g. medical alert bracelet). These must be removable and able to be cleaned. Earrings should be restricted to a stud or small sleepers style only.

Nails

- Nail polish, artificial nails and nail art and technology must not be worn by healthcare professionals providing direct patient care



- Natural nail tips must be less than 0.6 centimetres (1/4 inch) long.

Clothing

- All clothing must be regularly laundered
- Outer garments (e.g. jackets, cardigans) must not be worn in clinical areas
- Ties and scarves should not hang loosely. Sleeves must be rolled up to above the elbow level.

Hair

- Hair (including facial hair) should be neat and clean, and worn in a manner that does not impede work duties or affect hand hygiene

Emergency situations

NSLHD has Emergency Procedure management plans. It is an expectation that all students and facilitators familiarise themselves with these emergency responses on commencement of clinical placement. Emergency Procedure flipcharts can be found near telephones in clinical areas.

- If you discover an emergency, you must notify staff of an internal emergency
- To notify the emergency response team of the emergency, you should phone the emergency number for your facility
- You must also notify a NSLHD staff member of the emergency as soon as possible
- At all times during an emergency, you must follow the directions of NSLHD staff members.

The following outlines the appropriate number to dial

CODE RED - Fire	Facility	Internal emergency number
CODE BLUE - Medical	Royal North Shore Hospital	2222
CODE PURPLE – Bomb Threat	Ryde Hospital	
CODE YELLOW - Internal	Macquarie Hospital	
CODE BLACK – Personal Threat	Manly Hospital	
CODE ORANGE - Evacuation	Mona Vale Hospital	
CODE BROWN - External	Hornsby Ku-ring-gai Hospital	
	Community settings	000

Work Health and Safety

NSLHD must use all means practicable to reduce the risk to employees and the public, including students. WHS is everyone's business and employees have a personal responsibility to keep their workplace safe.

- Employees, including students and facilitators have a duty to:
([Work Health and safety: Better Practice Procedures PD2018_013](#))



- Take reasonable care for their own health and safety
- Take reasonable care that own actions do not harm the health and safety of others
- Follow any reasonable instruction that is given to ensure health and safety
- Cooperate with any policy or procedure they have been made aware of
- Report all incidents and unsafe conditions
- If you identify a hazard whilst on placement, please notify your placement supervisor or NUM immediately. Do not wait for a hazard to cause an accident.

Workplace injury, needlestick injury and blood and body substance exposure (BBSE)

- For needle stick injury and BBS exposure, you should follow the first aid procedures on your BBS card and seek immediate medical treatment, notify your manager and complete IIMs

IMMEDIATE FOLLOW-UP ACTION

STEP 1. First Aid
Needlestick/Laceration –allow to bleed freely. Wash with soap & water
Skin – wash with soap & water
Eye Splash – rinse well with water or saline
Mouth Splash - spit out & rinse with water several times

STEP 2. Report incident to supervisor. Complete IIMs on return to dept

STEP 3. Contact
 - Workforce Staff Health 7:30-3:30 Mon to Fri
 - Emergency department – After hours/Public Holidays
 - For additional information & support contact NSW Health Needlestick Hotline – 1800 804 823 24 hours

BLOOD OR BODY SUBSTANCE EXPOSURE PROCEDURE

- Report all exposures to blood or body substances
NO MATTER HOW TRIVIAL THEY SEEM!
- **CONFIDENTIAL** Hepatitis B, Hepatitis C and HIV risk assessment, counselling, treatment & follow-up provided (as required) immediately upon you reporting the incident.

SEE REVERSE FOR IMMEDIATE FOLLOW-UP

- Students can obtain a BBSE card from all NSLHD security offices at the commencement of their placement
- If you obtain a workplace injury whilst on placement you need to contact your manger and seek medical treatment and complete an IIMs
- In the event that a workplace injury occurs after hours, contact your nearest emergency department for treatment. Please make sure you notify your LHD supervisor and advise your University/Facilitator as soon as possible
- For any WHS work place concerns speak to your Student Supervisor and University/Facilitator.

The following key contacts are available to assist you during business hours.

Facility	Position	Phone	Fax
Hornsby Ku-ring-gai Hospital	WHS Consultant	9477 9875	9477 9944
	WHS Manager	0421 583 426	



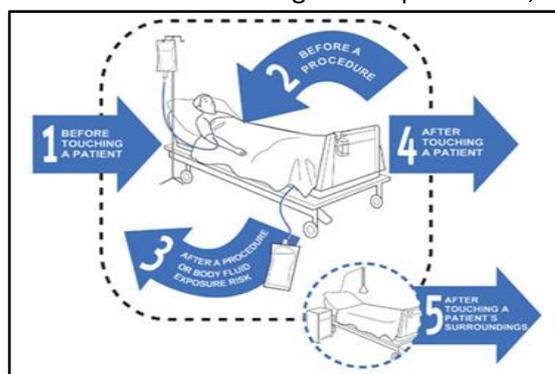
Macquarie Hospital	WHS Consultant	9887 5683 0422005569	9477 9944
Mona Vale Hospital	WHS Consultant	9998 0792 0422005568	9998 0788
Royal North Shore Hospital	WHS Manager	94629418 0421583426	9462 9062
	WHS Consultant	94629436 94631655 0411554654	9462 9062
Ryde Hospital	WHS Consultant (Mon-Wed)	9858 7650	9858 1374

Security & Personal Safety

- Security services are available 24hrs a day at all main campuses within NSLHD available to meet the security needs of staff, patients, students, facilitators, contractors and visitors
- Security at satellite or off-site facilities is provided by NSW Police Force
- Security services can be contacted via your facility's switchboard. A NSLHD staff member will be able to assist you with this number.

Infection Prevention and Control (IPAC) & Personal Protective Equipment (PPE)

- NSLHD provides PPE for all staff, students and facilitators. At all times during clinical placement, students and facilitators are to utilise the PPE available and follow the instructions of NSLHD staff on its appropriateness and use
- Hand hygiene must be performed by all healthcare workers (including students and facilitators) on the following occasions (see image), commonly referred to as the '5 Moments' of Hand Hygiene
- Soap and water or alcohol based hand rub are made readily available for your use
- Facilitators and Students are required to adhere to the uniform and dress code in the interests of IPAC
- For further information please refer to [NSW Health Infection Prevention and Control Policy PD2017 01](#).



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Smoke free workplace

- Smoking is not permitted anywhere on any campus within the NSLHD, unless in an exempted designated and signposted outdoor smoking area.



Our Vision: To develop the talent of each employee for the benefit of the individual, patients, community and the organisation

Policies and Procedures

- All policies and procedures, including NSW Health policies, are stored on the Intranet
- Policies and procedures may be accessed electronically at any networked computer terminal
- Please ask a staff member for assistance if you are unsure how to locate policies or procedures.

Code of conduct

- All students and facilitators in NSLHD will have signed a *Code of Conduct Agreement*, agreeing to abide by the NSW Health [NSW Health Code of Conduct 2015](#)
- Should you breach the code of conduct at NSLHD, your placement will be terminated and your employer will be informed.

CORE values

NSLHD adhere to the NSW Health's core values of Collaboration, Openness, Respect and Empowerment. Our CORE Values & Behaviours Charter is a true celebration of the positive



behaviours our staff identify with every day in the workplace.

It provides some practical examples, described by staff in different disciplines and workplaces, of how our interactions with each other can make life a little easier, work more enjoyable and ultimately achieve better outcomes for patients and consumers.

For further information and to view the CORE Values & Behaviours Charter [CORE Values and Behaviours Charter](#)

Privacy and confidentiality

- NSLHD takes patient/ staff privacy and confidentiality seriously. Students and facilitators are required to maintain privacy and confidentiality as set out in [NSW Health Privacy Management Plan](#)
- Breaches to patient/staff privacy and/or confidentiality are taken very seriously at NSLHD. Your placement will be cancelled and your facilitator and educational provider will be informed.

Incident notification (IIMS)

- All NSW Health facilities, including those in NSLHD, utilise the online *Incident Information Management System (IIMS)*
- IIMS is available on every computer and a NSLHD staff member can assist you in lodging an incident notification.



Bullying and harassment

- Bullying and harassment or encouragement of bullying and harassment will not be tolerated within the NSLHD
- NSLHD adheres to the [Prevention and Management of Workplace Bullying in NSW Health](#) and the NSLHD [Respect and Dignity in the Workplace PO2009_006](#)
- What to do if you believe you are being bullied or harassed:
 - If you can, tell the other person that you find their behaviour bullying or harassing and that you want the behaviour to stop. Do not bully or harass them back
 - If this does not stop the behaviour, or you don't feel able to say anything to the person or people doing it, report the matter to your supervisor or clinical facilitator so that they can do something about it. The person you report the matter to will tell you who can provide you with support and/or counselling.

Mobile phone usage

- Mobile phones may be used in certain areas of our hospitals
- Use of mobile phones during face-to-face interactions or the delivery of care to patients/relatives/visitors is unacceptable
- Mobile phone use is discouraged in critical areas, such as *Intensive Care Units, Operating Theatres, Special Care Nurseries*, as they may cause interference with electrical equipment ([Mobile Phones and Wireless Communication Devices – Interference with Medical Equipment - Use of \(GL2005_045\)](#)).

Social media

It is important for students and facilitators to be familiar with the requirements set out in the [Social Media Policy- NSLHD \(PO2010_007\)](#)



This policy covers staff, students, facilitators and contractors. Key principals are:

- Staff must not use social media to comment or post material that may be considered detrimental or inappropriate to NSW Health, NSLHD, individuals or staff of NSLHD
- The Australian Medical Association and the Royal College of Nursing Australia do not recommend accepting 'friend requests' (or similar actions on other social media websites) from former or existing patients as this can breach professional boundaries
- The NSW Health Code of Conduct and Privacy Act states that all staff keep confidential all personal information and records, and do not use or release official information without proper authority, such as discussing or providing information on social media that could identify patients or divulge patient information.

If you are found to breach the Social Media Policy, your facilitator and educational provider will be informed and your placement may be cancelled



Car usage

- NSLHD fleet vehicles are only available for use by employees of NSLHD. Students and facilitators are not permitted to drive NSLHD fleet vehicles; however Students and facilitators may be a passenger in a NSLHD fleet vehicle that is being driven by a NSLHD staff member ([Motor vehicles - Use of Within NSW Health](#)).

