

2010

John Flynn Placement Program Student Booklet

An Australian Government Funded Initiative managed by



Australian College of Rural and Remote Medicine.



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Welcome to the Program

For those medical students who have recently been accepted into the John Flynn Placement Program (JFPP), congratulations and welcome! Places in the program are highly sought after, and this is a great achievement with fantastic personal and professional opportunities. You can get as little or as much out of the program as you wish. It is really what you make of it, and about your personal approach to the new challenges and experiences you will encounter. Hopefully you will find this book a valuable information tool and one that you will use throughout your time in the program.

Information about JFPP and ACRRM

The John Flynn Placement Program (JFPP) was established in 1997 and is an Australian Government initiative, funded by the Department of Health and Ageing (DoHA). The JFPP is an important part of a long-term strategy to increase the number of doctors in rural and remote communities to address the current workforce shortage and improve the quality of healthcare for local communities.

The program is managed by the Australian College of Rural and Remote Medicine (ACRRM). ACRRM administers and coordinates all aspects of the program including arranging placements, travel, accommodation and paying the stipend.

ACRRM will be your point of contact and are there to provide support and advice about the program. As there are close to 1,000 other students in the program we do ask that you email any request or questions to the JFPP team jfpp@acrrm.org.au. If the matter is urgent, please call our toll free number 1800 231 231. You will find all our contact information under the 'Other important information' section of this book.

By undertaking a placement in the same community for a minimum of two weeks per year, usually over a four-year period, you will gain first hand experience of community life and medical practice in rural Australia. You may undertake your placement in a variety of health settings including a general practice, hospital, Aboriginal Medical Service or other medical facility providing primary health care.

You are encouraged to become involved with the local community, as this is a vital part of this program and is what makes it unique. By interacting socially with local people this will assist you to have a positive experience and develop friendships and bonds with your placement community.



Can I Choose Where I go for my Placement?

Now comes the exciting part...choosing what type of rural experience you want.

Once the JFPP team have matched you to your mentor, you will be emailed all their details and will be required to call and introduce yourself as soon as possible. This is also an opportunity for you to arrange a suitable time to do your first placement. Your mentor will be there to provide you with one on one guidance and support for the eight weeks of your placement and will share their knowledge with you, both clinical and about living and working in a rural community. Use the learning planner found on RRME0 to ensure you and your mentor have a clear understanding of what is to be achieved whilst on placement.

In addition, where possible, you will be provided with the details of a local resident or representative of a local organisation that acts as your community contact. Their role is to assist you with social and cultural aspects of the community. They are there to answer any questions that you may have about the community and may be able to assist with transport. This is especially important when you first arrive and are unfamiliar with the local area. They will help you to feel part of the community.

There are also community hosts who are involved in providing 'home stay' accommodation and this is a great way to become a part of the local community. Your mentor or community contact may also act as your host. Students who have stayed with host families in the past say that this has enhanced their overall experience.

“Your mentor will be there to provide you with one on one guidance and support for the eight weeks of your placement.”

Before I Organise my Placement

PLACEMENT REQUIREMENTS

Hospitals and health care facilities in your community may require completion, and proof of, different background and health checks in order to gain entry.

For example:

- criminal record check;
- working with children check;
- an update of your immunisation status (including proof of previous vaccination to confirm immunity);
- current indemnity insurance cover and
- student university identification badge

While most universities will organise these checks as part of the requirements for your medical course, it is your responsibility to make sure that the requisite checks are undertaken and up to date before each of your placements. As the required checks differ slightly from state to state it is important that you clarify with your mentor what medical and background checks are required in your placement community. Copies of some of these documents will need to be provided to the JFPP staff also – please see the Placement Checklist at the back of this booklet.

Don't forget to bring the relevant documentation with you to your placement

STAYING AND WORKING IN THE PLACEMENT COMMUNITY

You must stay a minimum of 14 nights in your placement community – this is to allow you to have sufficient time to settle into your community and experience the social and clinical aspects of the placement. Generally you will spend your week days at the practice with your mentor and weekends socialising with the community. It is a requirement that you stay in your placement community, not a nearby area, unless there are no suitable accommodation options.

PERSONAL AND BANKING DETAILS

It is important that all your personal details are kept up to date. If there are any changes to your circumstance, such as change of address, change in bank details or your university enrolment, you are required to advise the JFPP team as soon as possible. We need to be able to contact you during business hours and while on your placement to keep you up to date with any important information or if there is ever an emergency situation.

If your bank account details change from the ones provided on the acceptance to the program form, you must notify JFPP of your new details via fax or email as soon as possible. This is to avoid any delays that may occur in depositing the stipend into your account.

“You will spend your week days at the practice with your mentor & weekends socialising with the community.”

PRIVACY LEGISLATION

JFPP and ACRRM are bound by the same Commonwealth privacy legislation as organisations such as banks. This means we cannot discuss your travel arrangements, payment information or details with anyone other than you and other parties related to the arrangements such as our travel agent, your mentor and community contact/host.

PRESERVING YOUR PRIVACY

The Australian College of Rural and Remote Medicine (ACRRM) complies with the federal Privacy Act 1988; in particular, the National Privacy Principles.

The information you provide to ACRRM will be used for record keeping purposes.

From time to time, ACRRM is required to report on program activities to responsible government agencies. Selected information used in these reports does not identify you or any other individual. It is deidentified and aggregated into statistical data and presented as group results.

If you have any questions about your personal information held by ACRRM, please contact the Prevocational Training Manager at ACRRM.

INSURANCE – INDEMNITY AND GENERAL

(Indemnity Insurance - Mandatory requirements for all students)

Indemnity Insurance protects you against possible liability claims and is a mandatory requirement of the program. Insurance policies will vary from state to state and university to university. The first step is to check with your University (Student Services) to verify if you are covered for your John Flynn placement under your University enrolment. If your university **does** cover you, request a letter outlining the details and send a copy via post, email or fax at the time of organising your placement.

If your university **does not** cover you, you can obtain cover from any of the following Medical Defence Organisations (MDOs):

- **Medical Indemnity Protection Society** – applications can be found at www.mips.com.au under the membership/students tab;
- **MDA National** – applications can be found at www.mdanational.com.au or call 1800 011 255 to request a copy

The above companies have indicated to ACRRM that they are willing to provide indemnity insurance for students. Please note that this is neither an exclusive list nor an endorsement of the company, products or services.

You must provide a copy of your policy to the JFPP team before you can go on placement and also take a copy with you.



Please note that if a copy of your current indemnity cover is not provided to the JPPP prior to your placement commencing, your placement will be cancelled as a result.

Students are responsible for making sure they have appropriate insurance.

GENERAL INSURANCE FOR TRAVEL/HEALTH

It is recommended that you consider arranging travel and health insurance to cover you for your placement period. As with the indemnity insurance it is your responsibility to source and fund as required.

Please note that some universities do cover students going on rural placements and you should check with your medical school to see if such coverage is applicable to you.

Remember that indemnity insurance is separate and will not be covered by travel insurance or similar policies.

Community Orientation and Cultural Awareness

FINDING OUT ABOUT YOUR PLACEMENT COMMUNITY

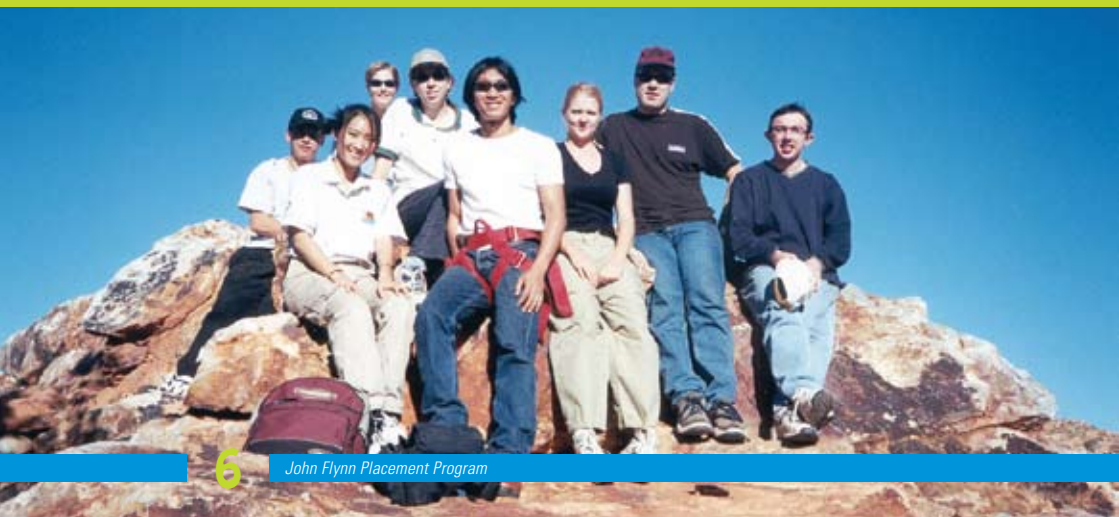
To ensure your placement is a positive experience and to help you make the most of your stay, you should find out as much as you can about your town before you go.

A good place to start is by contacting the local Tourist Centre, if one exists, or to search the internet for information. Find out about the population, the demographics of the town, availability of health services, and the geography. Try to familiarise yourself with a town map before you go. It is also important to research what services and recreational facilities are offered. You are encouraged to ask your mentor or community contact any questions that you may have if you can't find the information.

Things you may want to consider include:

- what bank facilities are there?
- what are the available food stores and how far are they from your accommodation/practice?
- what are the business opening hours for banks and shops?
- if you have any dietary requirements, such as gluten free, will you be able to buy this?
- what is the telephone coverage in your community? and
- is there a church in the town where I can go to pray?

If there are activities that are important to you or daily routines that you need to maintain, it's important to find out if you can continue with them while you are away.



“A general safety principle to keep in mind is not to do anything that you wouldn’t do at home.”

GETTING ABOUT IN RURAL AND REMOTE COMMUNITIES

Travelling around rural and remote Australia often presents specific challenges that are not encountered in a metropolitan setting. Before you head out on your rural placement there are several things you should look into, particularly the availability of transport at your placement site and driving on country roads.

Local Transport

Many country towns throughout Australia are without public transport facilities or taxi services. If you are not taking your own transport, this can make getting around your community a little more difficult. Before you go out on your placement, look into:

- the distance of your accommodation from your work site and other facilities;
- local transport facilities, such as buses and taxis; and
- alternative transport, such as bike hire, which is often a cheap option worth considering.

Let us know if you have not been matched with a community contact as they can possibly help out with transport.

Driving

Driving on country roads is quite different from driving around the city. While there is less traffic, there are other hazards that you should keep in mind, for example:

- dirt and gravel roads are widespread in country areas and the traction on these roads is often poorer than sealed surfaces;
- livestock and wildlife are common on country roads, particularly at dusk and dawn and animals, such as kangaroo and cattle, can cause massive damage to a vehicle;
- distance and isolation are common features of driving in the country.

To be safe, when driving through isolated areas make sure you do the following:

- always tell someone where you are going, and roughly what time to expect you back;
- invest in a reputable up to date road map that covers the areas in which you are travelling;
- always carry plenty of water and food, just in case; and
- if you do break down, never leave the vehicle.

The distance between petrol stations is often great. Always make sure your fuel tank is full and you have sufficient petrol to reach the next petrol station.

PERSONAL SAFETY

When on a rural or remote placement, it is important to consider your personal safety just as you would anywhere. This is important both in clinical and non-clinical situations. As you will be staying in an area that, in most cases, you aren't familiar with, it is important that you do not place yourself and others at risk. The most effective way to find out about the local area and any safety issues that you may need to be aware of is to speak to your mentor, community contact or the local police. If you do have any safety concerns or identify any possible risks, you need to advise your mentor and the JFPP team immediately.

A general safety principle to keep in mind is not to do anything that you wouldn't do at home. Also, follow the local rules – there will be a reasonable rationale for them.

The following are some hints that may be useful, not only on placements but anywhere. Also, it is important to consider that at some point in your career you may encounter an aggressive patient.

Some important tips:

- don't walk around the town or community by yourself at night, in unlit areas, or in isolated locations;
- ask your mentor or community contact about what places should be avoided in the community for cultural or safety reasons;
- lock your accommodation at night or when out during the day;
- if leaving the community for sightseeing etc, tell someone where you are going and when you expect to be back (even by SMS to a friend); and
- ask about safety procedures, personal alarms and location of a 'safe room' or location in the event of an aggressive patient.

CULTURAL AWARENESS

All communities have their own culture, whether mining, tourist or Indigenous. It is likely that while on your placement you will be required to interact with people who have different cultural backgrounds from your own. These differences in cultural systems may mean a difference in attitudes and understandings towards:

- concepts of health and illness, healing and care;
- medical intervention, disability and rehabilitation;
- methods of communication; and
- social conventions.

Undertaking cultural awareness training before going on your first placement is a great way to help you gain an understanding of cultural beliefs and avoid errors that may offend community members, which can in turn negatively impact on the provision of health care. You are required to complete a cultural awareness training module delivered by ACRRM on the Rural and Remote Medical Education Online (RRMEO) before you can go on your first placement.

“it is recommended that students, mentors and community contacts start planning the placement as soon as possible.”

Indigenous cultural awareness means having the knowledge and understanding of Indigenous people's history, values, belief systems, experience and lifestyles. It is not about being an expert in Indigenous culture. However it is about being aware of the differences that exist and appreciating and having an understanding of those differences. While on your placement, and in your future practice it is important to keep in mind the potential ways in which cultural differences can impact health service delivery. Your placement is an opportunity to become more flexible in the ways in which you respond to such situations.

How do I Organise my Placement?

PLANNING YOUR PLACEMENT

To make the most of your JFPP placements, it is recommended that students, mentors and community contacts start planning the placement as soon as possible. A telephone call to your mentor and community contact prior to your placement to discuss your mutual interests is a useful way of getting started. A brief planning session with your mentor and community contact at the beginning of each placement is also advisable. This session does not have to be formal, but simply sufficient to provide an opportunity for you to discuss and agree on your learning and experiential goals as well as the corresponding activities that will enable these goals to be achieved. To assist with this planning process ACRRM has developed a Learning Planner for you to complete for each placement – This can be found on RRMEO. This can also be a useful tool in keeping a record of your experiences and as a reference for assisting with completing your placement reports.



Obtain an overview of the practice and the other health services in the community. If possible, arrange a tour with the nurse or practice manager/community contact. Find out the rules and regulations of the practice or health service. Clarify how you will ask questions of your mentor. Some mentors allow this as the day progresses, others do not want questions asked in front of patients, and some may need to be encouraged to consider how they are going to work with the students to answer any questions.

Determine formal discussion times with your mentor – ideally, mentors and students should have a brief progress discussion every 2 to 3 working days.

Past and current students, mentors and community contacts have indicated that the most beneficial and rewarding placements comprise a balance of both experience of rural and/or remote medicine and social activities. In planning each placement, you may need to consider:

- your level of medical skills and knowledge;
- any interests you and your mentor may have in common;
- opportunities to work with other health professionals and providers in the community; and
- any social events already organised by your community contacts. It is important to ensure there is a balance of both clinical and social activities.

It is extremely helpful for many students to have a brief chat with their mentor on their last day. This conversation should examine how the placement has worked from the perspective of both parties, and look at possible improvements for the next year.

WHAT THE JFPP COVERS?

The exact value of your placement will vary, depending on the cost of travel to, and accommodation in, your placement location.

Your placement covers:

- your stipend of \$500/week;
- travel to and from the placement community;
- accommodation in your placement community;
- honorarium for your mentor of \$300/week; and
- honorarium for your community contact of \$175/week; and
- honorarium for your community host of \$100/week if allocated one.

The JFPP pays for travel to and from your placement community via the most economical means of transport which includes plane, bus, train or ferry. If you decide to drive to your placement so that you have transport during your stay, you will be reimbursed a petrol allowance. Further information about the petrol allowance is covered below in the 'Driving to your placement' section of this book.



Once you have organised your placement and JFPP has received your Travel Request Form, your stipend can be processed. You will receive your stipend of \$500 approximately 45 days before you arrive on your placement. This amount is to cover groceries and travel whilst on placement and any other activities.

Accommodation during the placement will be with a host or at a hospital/nurses quarters **or budget accommodation such as backpackers and in caravan parks.**

Host Families are paid \$100/week by JFPP. This payment covers accommodation only and you will need to pay the host an additional \$100 per week, in advance, as a contribution towards food.

PROVISION OF RENTAL CARS TO STUDENTS

JFPP does not cover the cost of hire cars while on placement due to insurance reasons. If you do require a hire car it will be at your own cost. The car hire companies will require you to be over 25 years of age to hire a vehicle. While you are on placement, in some instances, your mentor or community contact may be able to provide transport.

Part of the challenge of being placed in a rural and remote community is to overcome any transport restrictions as this is something that locals encounter everyday.

TRANSPORT/TRAVEL

ACRRM works with a travel management agency to organise your travel and accommodation.

You will need to complete a travel booking form a minimum of six weeks prior to departure online at www.acrrm.org.au - click Programs/Prevocational/JFPP/Student: What you should know/Insurance & Travel.

Students may nominate preferred flights/modes of travel and accommodation options and the JFPP will strive to meet requests within constraints of budget and availability always selecting the most economical means of transport and accommodation.

Please note that the booking form is confirmation of your travel requirements and will be regarded as approval to book and purchase your ticket for travel. This means that you'll need to be certain of your travel requirements prior to booking. Once booked, any changes will incur additional charges at your own expense. All changes must be authorised by an ACRRM JFPP project officer.

The travel management agency will email you an itinerary confirming your booking. Please ensure you take the itinerary with you on placement. It is also advisable that you provide a copy of your confirmed itinerary to your mentor as well as to your community contact (if applicable) and host. This is for several reasons: firstly it is a safety measure to ensure that your mentor, community contact and host are aware of your whereabouts in the event of an emergency crisis situation. Secondly if your mentor, community contact or host has offered to transport you to and from the airport, bus or train station it is a means of making them aware of your travel times.

Please make adequate and appropriate arrangements in order to arrive at the airport at least 1 hour prior to departure for check in. In some instances the assistance of the travel management agency to get to and from the airport may be required and appropriate arrangements may include using airport shuttle buses or airport train links. You may need to meet these costs and apply for reimbursement by completing a travel reimbursement form on the ACRRM website

In emergency circumstances affecting your capacity to travel (for example, local floods, natural disasters) it is essential that you contact the travel management agency to have your booking changed/cancelled. Please note that you will need to identify yourself as a John Flynn Student.



Travel Management Agency
CTM Travel Solutions Consultants are available 24 hours, 7 days a week:
Business hours phone: 1800 663 622
After hours phone: 1800 663 622

TRAVEL MANAGEMENT AGENCY

Corporate Travel Management Pty Ltd

27A/52 Charlotte Street, Brisbane, QLD 4000
P O Box 12005, Brisbane, QLD 4003

CTM Consultants are available
24 hours, 7 days a week:

Business hours phone: (07) 3211 2400
After hours phone: 1800 663 622

DRIVING TO YOUR PLACEMENT

If you choose to drive your car to and from a placement, you are entitled to request petrol allowance in lieu of other forms of transport.

Petrol allowance is calculated using the current government rate per kilometre travelled. This is then compared with the cost of travelling using other modes of transport e.g. plane, bus or train. The cost for travelling using the most economical mode of transport will be reimbursed to you. Any additional expenses incurred are to be covered by your stipend.

Providing all appropriate details are filled in on the travel booking form, monies will be paid to students prior to departure.

Please note that JFPP does not reimburse petrol receipts. Students must notify the JFPP of their intention to drive prior to departure.

ACCOMMODATION

The JFPP covers accommodation costs (room only) while on placement. ACRRM will organise the most suitable option to ensure that your experience is a positive one.

In some instances the mentor or community contact will have suitable accommodation at their practice or home where you can stay. There are also community hosts in some communities that can accommodate students during their stay. This is covered in further detail below.

If no host accommodation is available, accommodation at the local hospital nursing quarters may be organised. If staying at the nurses quarters you may need to take your own linen, pillow and blankets and will need to contact the hospital prior to departure to find out what items to take with you.

Commercial accommodation will be used only as a last resort, with backpackers and caravan park style options.

COMMUNITY HOSTS

Some communities offer JFPP students hosted accommodation. The program pays for your accommodation, while students are required to pay the host directly for food, at \$200 per fortnight, in advance, for breakfast and dinner. Your stipend is intended to cover the cost of food and living expenses.

A welcoming and happy host accommodation experience will enrich your understanding of rural life and provide a true sense of belonging to the community.

“Many students have found host accommodation to provide a rewarding experience and a great way to be included in the local community.”

Host accommodation requirements include:

- willingness to answer questions and provide support and assistance;
- a clean private bedroom with bed, desk and chair (adequate lighting and ventilation);
- access to a clean bathroom;
- access to a washing machine, clothes line or dryer and iron;
- use of house keys for day and night access;
- some kitchen and refrigerator space for food storage;
- provision of basic breakfast (self-service) and dinner, when students have advised that they will be home (lunch is not included); and
- liaison with the community contact to ensure student access to accommodation on arrival.

When staying in host accommodation students are required to:

- pay the host \$200 per fortnight, in advance, as a contribution towards food;
- request usage and pay host for telephone and/or internet access, as available / required;
- advise host with reasonable notice if/when breakfast and dinner are required; and
- enter and leave the host accommodation quietly and considerately.

You do not have to stay with a community host if alternative accommodation at the hospital is available. However, you must recognise that because of the remoteness of some areas, a community host may be the only option. Many students have found host accommodation to provide a rewarding experience and a great way to be included in the local community.

ADDITIONAL REIMBURSEMENTS

If you need to be reimbursed for any reasonable cost that you may incur while travelling to and from your placement, such as shuttle bus, taxi or train to airport, you will need to check with the JFPP team to see if you will be covered for this expense. If you are going to be reimbursed, you will need to go online to the ACRMM website and complete a “Student Expense Reimbursement Form”. The completed form along with copies of your tax invoices/receipt must be printed and forward to JFPP via fax, email or post.

Your stipend is to cover any living expenses such as food, utilities or transport while on placement.

The JFPP are unable to process a reimbursement if copies of the tax Invoice/receipts are not provided.

What to Expect once I Arrive?

WHAT TO EXPECT ON PLACEMENT

Like all new experiences, a rural placement presents both opportunities and benefits, as well as challenges. It's in these challenges and opportunities that we expand our professional boundaries, learn new skills, learn more about ourselves and become a more competent professional.

Some of the opportunities, benefits and challenges to consider before you undertake a rural placement include:

Community and Personal Challenge

Reduced access to services

Isolation from friends and family

Professional Challenge

Wide variety of work

Limited access to equipment and resources

Cultural differences

Opportunity and Benefit

More time to enjoy the relaxed country lifestyle and explore the surrounding area.

A chance to engage in community life and social activities.

An opportunity to learn more about your new town and its particular culture.

Freedom to meet new people and develop new friendships.

A chance to be more independent.

Opportunity and Benefit

Increase skill set and flexibility of service delivery.

Development of interest in potential future career paths.

Discovery of strengths and weaknesses.

Becoming innovative and flexible in your practice.

The opportunity to try new things.

An opportunity to learn about different cultural practices.

Learn how to be flexible in service provision that best suits the cultural needs of clients.

You will experience a 'culture shock' to some degree while you are living in a town or community that is different from your own. This is normal and everyone who travels experiences this – it may be more profound in the more isolated communities in Australia.



Some students undertaking a rural or remote placement may feel a little homesick being away from family and friends. It is important to recognise that this could occur and try to develop strategies for coping with it before you leave. Make sure you know how you will keep in contact with your family, partner and friends as internet facilities may not be available.

While you may miss your loved ones, you can still enjoy your country experience by becoming involved as much as possible. Go out and join in community events and meetings, sporting activities and markets while you are there. Accept social invitations from colleagues and people that you meet outside of work. Take time to explore the local area.

WHAT TO EXPECT FROM YOUR MENTOR?

Students are assigned to a mentor for each placement. The mentor acts as a role model and introduces students to rural/remote practice and local health facilities in their region.

Mentoring is a relationship in which one person shares his/her professional knowledge, skills, attitudes and experiences, to assist the learning and career development of another. The mentoring process provides opportunities for both the student and the *mentor to grow and develop*.

The following attributes contribute to an effective mentoring relationship:

- willingness to learn and share;
- active listening;
- constructive comments;
- encouragement;
- empathy;
- reliability; and
- flexibility.

Your mentor has undertaken to:

- provide work experience which is appropriate to your level of knowledge and skills;
- create opportunities for you to interact with other local health providers; and
- provide clinical guidance and social support.

You may have the opportunity to enrich your experience of rural practice and health services by working with clinicians and medical site staff, in addition to your mentor. However, JFPP placements are not designed to provide the same level of clinical training as a university accredited clinical attachment.

Please be mindful that your mentor might be the only doctor in the practice, and perhaps the entire community. As such s/he may be time poor and not always able to give you optimal time and attention. In some circumstances mentors also fulfil the role/s of community contact and/or host accommodation provider.



“The mentor acts as a role model and introduces students to rural/remote practice and local health facilities.”

It is important to approach your placement with an open mind, to be patient, and willing to embrace personal and clinical challenges – use your learning planner to ensure both you and your mentor understand your expectations.

WHAT TO EXPECT FROM YOUR COMMUNITY CONTACT?

Community service organisations and individual community contacts registered with the JFPP will welcome you into their rural communities and give you an authentic taste of country life.

Community Contacts support you before and during your placements and help you arrange social interaction and activities. Following are some of the ways Community Contacts may help you:

- answer questions about the community/area;
- identify your interests and begin planning social activities for your visit;
- provide arrival and departure greetings;
- provide and/or arrange arrival and departure local transport to/from your accommodation;
- show you your medical site, and brief you about local shops, services, opening hours etc.;
- advise local transport options;
- provide local orientation and cultural awareness information;
- invite you to social activities; and
- introduce and show you around the community.

Some of the activities which students have attended and/or participated in during JFPP placements have included BBQs, farm visits, horse riding, social sports of every imaginable type, pottery and reading groups, dinners, festivals, and all kinds of social events. The possibilities really are endless.

In the event that you find a local community member particularly helpful during your placement, please advise the JFPP team on 1800 231 231. We can then approach this person and invite him/her to participate as an official JFPP community contact in the future.

ACRRM makes every effort to ensure that each community has a JFPP community contact. However, this is not always possible.

HAVING A DAY OFF FOR FUN AND SOCIAL ACTIVITIES

A key component of the placement is for the student to experience living and working in a rural or remote community. Students are therefore encouraged to participate in social activities during normal working hours, whenever appropriate. However, such activity should only be undertaken with the prior permission of the mentor. Neither the student nor the mentor needs to contact ACRRM to seek permission for time off for social or cultural activities, providing such events take place within the designated placement community.

The community contact is well positioned to advise the student and to introduce them to the social and cultural life of the community. Students are reminded that taking time off for social and cultural activities is only permissible when such activities are within the defined placement community.

POLICIES AND PROCEDURES

Specific policies and procedures will vary from location to location. When on placement ensure you ask your mentor or practice supervisor what is required of you. These are some generic policies that you should be aware of:

Conduct and Behaviour

While on placement, students are expected to comply with the standards of behaviour (clinical and non-clinical) that have been set by their medical schools. If the JFPP team receives a report or becomes aware that student conduct or behaviour is inappropriate, they may, depending on the situation, take any of the following actions;

- obtain feedback from relevant parties regarding the behaviour;
- counsel the student regarding the behaviour and suggest more appropriate behaviours; and
- change the student's placement location.

In the event that all the above avenues have been exhausted, and the student continues to demonstrate inappropriate conduct, the JFPP team will remove the student from the program. The student's university may also be advised depending on the severity of the behaviour.

Complaints Management

You may at times have a complaint or concern regarding a work colleague, supervisor or host family's actions. The John Flynn Placement Program is committed to effective complaints management with the objective of:

- providing fair, effective and open organisational response to complaints.
- minimising personal and organisational dysfunction arising from unresolved complaints.
- ensuring that complaints are addressed according to the principles of procedural fairness, in a timely and confidential manner at the lowest appropriate management level.

Complaints will be managed with common sense, respect, fairness, efficiency, confidentiality and in a manner which affords procedural fairness to all parties.

What happens if you have a complaint?

If you would like to make a formal complaint you will need to put this in writing within 14 days of the incident occurring.

“While on placement, students are expected to comply with the standards of behaviour that have been set by their medical schools.”

The John Flynn Program Coordinator will then investigate the matter by contacting all parties, identify what action is to be taken, and will clarify the process if a formal complaint is to proceed. The Program Coordinator will then adjudicate the situation and make recommendations. The coordinator may seek the support of the Manager, Operations or other central office staff.

Accident/Incident reporting

An accident is an unplanned event or series of events which causes or has the potential to cause injury to people and/or damage to property and or equipment. “Incident” means any unplanned event within the scope of the procedure that causes, or has the potential to cause, an injury or illness and or damage to equipment, buildings, plant or the natural environment. Incidents range from ‘near miss’ incidents to serious incidents and emergencies.

It is a legal requirement under Occupational Health, Safety and Welfare legislation to report all work related injuries.

If an incident or accident occurs (e.g. client/patient injuries, you injure yourself etc.), you should contact your supervising health professional immediately and advise JFPP of the incident. They will then advise you of the best course of action.



Occupational Health and Safety

To ensure the safety of yourself and your clients/patients:

- you are required to observe and follow safe work practices;
- you need to ensure your own health and safety and that of others; and
- you should report hazards and incidents.

When in doubt, it is best to consult your mentor or supervising health professional who will then advise you of the most appropriate course of action.

Managing Disclosures

While on placement, students can sometimes be in the position of having a patient or community member disclose an incident of serious nature such as abuse, violence or rape to them or someone else. Each state and territory has different laws and practices which may require you to report such an incident to an authority (e.g. the police or child protection agency depending on the locality). These are known as mandatory reporting obligations.

It is important to know what to do in these situations and that you know the mandatory reporting requirements and local protocols that apply where you are working. You should ensure that you talk with your mentor or supervisor when you first start your placement and are fully aware of the process in the service and state or territory in which you are working.

The information below is meant to be a starting point – it is not a substitute for following the mandatory reporting obligations.

It is essential that you immediately tell your mentor about the event reported by a patient. You should explain to the patient that you are required to disclose this. Your mentor has the advanced skills and professional contacts necessary to deal with these situations, which as a student, you have probably not yet acquired. They will also be trained in the implementation of local protocols for dealing with such a situation.

If you are in a situation where you are required to report a situation to the authorities, it is best not to ask leading questions but let the patient tell the story in their own words, as this can influence further investigation. Document the conversation in your notes using an “I said”, He/She said” format if possible, trying to use their exact words. This should be countersigned by your mentor.

These situations can be extremely distressing for everyone involved, including you! Make sure you debrief with your mentor and skilled professionals and use the support services listed in this booklet. They are there to help you. Your mentor and university should provide strong support if you do find yourself in a situation like this.



If Things Go Wrong

Despite the best planning and intentions, sometimes things don't always go as planned. You may not get along with your mentor, your accommodation might not be what you expected, you may not be achieving what you wanted from your placement, and you might be feeling lonely or missing home, friends and family. The good news is that your problems can usually be sorted out and a successful placement next time can still be achieved.

The first thing to do is to establish what is not going right and the reason/s why.

Always try to discuss any problem with your mentor or the JFPP team. They may be able to rectify the situation or have ideas to overcome the issue. It may be a miscommunication, misunderstanding or different interpretation of an event that can be resolved by open and honest discussion. This is good practice for when you graduate and will help you to develop new skills.

If you are not able to speak to your mentor, you might be able to discuss it with other staff members or other students who have had similar experiences in the past may be able to offer advice.

If you are feeling lonely or things are not going well personally, then contacting family or friends might help. The names of some support services are also listed in this booklet.

The most important thing to remember is to seek help or advice if things do start to go wrong.

Emergency Situations

In any emergency situation, while on placement, students are urged to contact the mentor, community host, or community contact for instructions on what to do and where to go in a crisis situation.

Other emergency contacts include:

JFPP Team at ACRRM Free call: 1800 231 231

Corporate Travel Management: CTM Travel After hours: 1800 663 622

Bush Crisis Line: 1800 805 391 Life Line: 13 11 14

What Happens Now That I Have Finished my Placement?

STUDENT EVALUATION AND REPORTING

As part of your placement commitments you are required to complete an electronic placement evaluation survey **within six weeks** following completion of each placement (a link will be sent to you around the time of your placement). Your placement evaluations enable ACRRM to monitor how you are finding your placements and to identify possible opportunities for improvement in the program.

You are also required to submit to ACRRM either an electronic journal or short report post placement. The purpose of these reports is to inform the JFPP team on the progress of your placements and to provide other students with information about your community and your placement experiences. These reports are posted on a secure internet site within the JFPP RRMEO community to enable student access.



“Your placement evaluations enable ACRRM to monitor how you are finding your placements.”

These placement reports need only be a few pages long, and include your contact and placement details. While there is no set format for placement reports, you may want to set it out using the following headings as a guide:

- Introduction
- Description
- Analysis and evaluation
- Conclusions
- Outcomes and recommendations

Suggested topics to be addressed in your report may include:

- Provision of health services in rural and remote Australia;
- The extended skill set required by rural and remote health practitioners;
- The importance of the multidisciplinary team in rural and remote health;
- Health of Aboriginal and Torres Strait Islander people living in rural, regional and remote Australia;
- Recognition of rural, regional and remote health as an important component of the Australian health system; and
- Recognition of the unique skill set which defines effective Rural and Remote Medicine.

Other Important Information

HOW DO I CONTACT THE JFPP TEAM AT ACRRM?

You can contact the John Flynn Placement team at ACRRM on:

Tel: 1800 231 231 or (07) 3105 8200 **Fax:** (07) 3105 8299 **Email:** jfpp@acrrm.org.au
Or visit our website at www.acrrm.org.au (under 'Programs then Prevocational')

Australian College of Rural and Remote Medicine

Level 4/410 Queen Street, GPO Box 2507, Brisbane, QLD, 4001 Australia

ONGOING ELIGIBILITY

In order to remain in the JFPP program you must:

- continue to be an Australian citizen or permanent resident;
- remain enrolled in an accredited medical course;
- undertake the agreed placements on an annual basis (unless there are extenuating circumstances and approval is granted);
- participate in activities arranged by your community contact;
- continue your commitment to contribute to your medical school's rural health club (where there is one);
- continue to provide ACRRM with your evaluation surveys and placement reports;
- contribute to evaluation surveys conducted by ACRRM or on behalf of the Australian Government; and
- not be in receipt of a grant/scholarship which includes funding for community bonding or other community placement experiences.

WHAT HAPPENS IF YOU DEFFER OR WITHDRAW FROM THE PROGRAM?

Deferred Students

Students may defer their placements for up to one year, if they are granted a deferral from their studies by their University. Students must notify ACRRM in writing accompanied by a letter from their university as confirmation. Requests for deferrals for other reasons may be considered by ACRRM. Students are not permitted to undertake any placements while deferred.

Withdrawn

If for whatever reason, you decide you are unable to complete the program (e.g. unable to complete 4th placement in the allocated time period) you will be required to withdraw from the program. ACRRM will require written correspondence from you stating that you are unable to complete the program and the reason you need to withdraw. There are no financial penalties incurred for withdrawing from JFPP.

Students will be withdrawn from the program if they don't comply with the ongoing eligibility criteria.

Please note: If you decide to Defer or Withdraw from JFPP, you won't be penalised for this decision. As a matter of courtesy you are required to notify your Mentor and Community Contact of your decision once you've notified the JFPP team.

“You can look through the various self-paced online modules or check out some of the education on offer using the RRMEO Educational Inventory.”

RURAL AND REMOTE MEDICAL EDUCATION ONLINE (RRMEO)

RRMEO provides you, as a John Flynn student, free access to a portable set of clinical guidelines that you can view online or download to your Pocket PC or iPhone. You also have the ability to obtain free diagnosis and management advice on dermatology conditions, and the ability to chat online to peers, GPs and specialists on diverse topics like toxicology, retrieval medicine and radiology.

You can look through the various self-paced online modules, or check out some of the education on offer using the RRMEO Educational Inventory. You can also record your educational activities in your own personal learning planner.

If you are a John Flynn Placement Program student, we sign you up to RRMEO automatically. Once you log in you will have the same online access as all ACRRM members (as well as a few add-ons). All of this is at no cost to you.

To access RRMEO simply go to www.rrmeo.com and login using the username and password you have been supplied with via email. Once logged in you will see that we have also enrolled you in the 'JFPP online community on RRMEO'. Simply click this link and it will take you to a secure community where you can interact with the JFPP team, and of course other JFPP participants. You can also view other students' placement reports to see what experiences they are having in their communities.

CENTRELINK PAYMENTS

If you are in receipt of Youth Allowance or AUSTUDY payment through Centrelink, you are obliged to notify Centrelink of your acceptance to the John Flynn Placement Program as it may affect your entitlement to payment. Call 13 24 90 or visit your local Centrelink Office for more information.

JFPP NEWSLETTER

The John Flynn newsletter will be published four times a year and distributed to mentors and community contacts by mail. John Flynn students are able to download a copy via the ACRRM website i.e. www.acrrm.org.au. The purpose of the newsletter is to keep students, mentors and community contacts informed about any developments within the program and about current issues relating to medical practice in rural and remote Australia.

We actively seek contributions from students, mentors and community contacts for the newsletter.

It is important to note that your report, or extracts from it, may be published in the JFPP Newsletter, on the ACRRM website.

USEFUL WEBSITE AND CONTACT NUMBERS

- JFPP Travel management Agency (CTMTravel) Freecall business hours 1800 663 622 or after hours emergency 1800 663 622
- Bush Crisis 1800 805 391 or www.bcl.crana.org.au
- Beyond Blue 1300 224 636 or www.beyondblue.org.au .For information on depression and where to get help.
- Lifeline-Just Look 131114 or www.justlook.org.au Lifeline Service finder which is a database of health and community services.
- National Rural Health Students Network www.nrhn.org.au Links to the rural health clubs based at universities throughout Australia plus useful publications such as "When the Cowpat Hits the Windmill".



PLACEMENT CHECKLIST

PLANNING YOUR PLACEMENT

1. Have you contacted your Mentor to discuss your placement and what is expected?
2. Have you contacted your Community Contact to discuss the community and what to expect?
3. Has your Indemnity Insurance been organised?
4. Have you sent through your Travel Booking Form to JFPP a minimum of six weeks prior to departure?
5. Have you provided your mentor and your community contact with a copy of your travel itinerary?
6. Have you clarified with your mentor what medical and background checks are required in your placement community?

GENERAL

7. What facilities will be available to you in your placement community e.g. Internet, ATMs, supermarkets?
8. Are you required to bring anything with you e.g. towel, linen, food, medication etc?
9. What Immunisation Papers are required?
10. Do you have a copy of your Indemnity Insurance Cover Letter?
11. Working with Children Check, if required?
12. Criminal Record Check, if required?
13. Do you have a copy of your itinerary and travel details with you?
14. Money – don't always rely on ATM/EFTPOS machines to be readily available.
15. Camera – take lots of happy snaps of all the wonderful experiences you'll encounter and to send to the JFPP team and your mentor.

TRANSPORT

16. Do you know what type of transport is available in your community? E.g. taxis, buses etc.
17. If driving, is it safe for you to drive to your placement and are all roads accessible?
18. Have you investigated how far the practice is from your accommodation?

ARRIVAL

19. Have you notified your Mentor and Community Contact of your travel details?
20. How will you be travelling to your accommodation from the airport/bus or train station?
21. Have you received all relevant information in relation to your accommodation (key pick up etc)?



“If the JFPP ignites your interest in rural medicine you may wish to consider rural placements following medical school.”

ACCOMMODATION

22. Do you know the address and contact details for your accommodation?
23. Do you know where it is located in relation to the practice?
24. What type of facilities does your accommodation offer (fridge, microwave, oven, washing facilities)?

CLOTHING

25. Does your practice have a dress code?
26. What clothing will you be required to wear while you are on placement (consider weather, different cultures, activities etc)? If you are placed in an Indigenous community you will need to check with your mentor what the dress requirements are for that particular culture.

MEALS

27. Are your meals provided with your accommodation?
28. Are there cooking facilities at your accommodation?
29. What shopping facilities are in your community?
30. What sort of groceries do these facilities have available and will they cater to any dietary requirements?

CONTACT DETAILS

31. Do you have your Mentor, Community Contact, accommodation, JFPP and emergency contact details?

COMMUNITY

32. Have you researched your community so you are aware of what is available (football clubs, Rotary, Bushwalking, etc)?
33. Have you discussed possible recreational activities with your Community Contact or your Mentor?

LAST BUT NOT LEAST.....

34. ***Are you organised, excited and ready to go???***

Placement Contacts

MENTOR DETAILS

Name:

Contact person:

Contact phone number:

Contact email:

Address:

Placement Dates:

COMMUNITY CONTACT DETAILS

Name:

Contact person:

Contact phone number:

Contact email:

Address:

TRAVEL DETAILS

CTM Travel after hours emergency contact number: 1300 663 622

JFPP Team Freecall: 1800 231 231

Accommodation:

Accommodation Phone:

Notes:

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Australian College of Rural and Remote Medicine

GPO Box 2507 Brisbane Qld 4001 Freecall: 1800 231 231 Fax: (07) 3105 8299 www.acrrm.org.au