



UNDERGRADUATE STUDENT PLACEMENT

Bendigo Health Mental Health Services: Orientation
Manual January 2023

Mental Health Professional Development Unit

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Table of contents

Welcome to Bendigo Health	5
Orientation Day program	5
Bendigo Health Mental Health Units	5
Mental Health Professional Development Unit	5
Preparing for Placement	6
Learning Support / Contact People whilst on Placement	6
Rosters for Placements	7
Role of the Preceptor / Buddy	7
Your Role as the Undergraduate Student	7
What to do when you have a problem	8
Other General Placement Expectations.....	9
Personal Leave days.	9
Covid.....	10
Make Up days.....	10
Professional Conduct and Boundaries	11
Professional Conduct Definition	11
Definition of Professional Boundaries	11
Communication Tools	11
Uniform on placement	12
Scope of Practice / Assessment	12
Digital Medical Records MH-DMR (CP-DMR).....	13
Documentation	13
Placement Objectives.....	14
Learning Opportunities	15
Mental State Examinations (MSE)	15
Risk Assessments.....	15
Tips for conducting a Risk Assessment	16
Your Responsibilities as a student if exposed to moderate to high risk.....	16
Community.....	16

Inpatient.....	16
Assessment of Suicide Risk	17
Safety Planning.....	17
Safety Plan Implementation.....	17
End of Placement Review.....	18
Student Access Swipes	18
Maps.....	19
Resources	19
Appendix A: Areas and start time for your first day of Placement.....	20
Appendix B – Key MHPDU Contacts.....	22
Appendix C: Unit Location Maps.....	23
Bendigo Hospital – AAU, ECU, OPU, PIU, ECAT.....	23
CASTLEMAINE AMHS.....	24
Kyneton AMHS	25
Maryborough AMHS	26
Swan Hill AMHS	27
Echuca AMHS	28
John Bomford Centre	29
YMHS, STTT, YPARC.....	29
DDU CCU	30
Mental Health Unit Pre Placement Information from the Unit Managers.....	31

Welcome to Bendigo Health

On behalf of Bendigo Health we wish to welcome you to your Mental Health Placement within our Mental Health Units. We are hoping to give you a wonderful experience working in the field of mental health and give you lots of learning opportunities.

We see you as a prospective employee, so we want your experience to be the best it can be. Our aim is to have you excited enough to consider the Bendigo Health Mental Health Graduate Nursing Program as your number one choice in the progression of your nursing career.

Orientation Day program

As you are all aware, the world today is ever changing due to the effects of Covid. Our aim is to provide you with a face to face orientation experience, however circumstances may occur where orientation is conducted on line. You will be sent a zoom / Microsoft Teams invite with links to the online session prior to the day of your orientation should this occur.

Our program for the orientation day will be dependent on the delivery of the Orientation and will be given to you on the day of your orientation.

Bendigo Health Mental Health Units

At Bendigo Health Mental Health Services there are a range of units that cater for the mental health needs of our patients, both in Hospital and in the community, we have satellite programs positioned throughout the region with centres based in Bendigo, Echuca, Swan Hill, Kyneton, Maryborough and Castlemaine.

Outlines of all Mental Health Units are contained in the document *“Mental Health Services Orientation Guide An introduction to Bendigo Health-Mental Health Services 8th Edition,”* which is available on request. This is a very comprehensive overview of the units and variety of career opportunities open to you if you choose a Mental Health career.

Mental Health Professional Development Unit

The Mental Health Professional Development Unit (MHPDU) provides professional leadership to the mental health staff by driving mental health workforce innovation in the areas of: lived experience, consumer and carer participation, clinical practice, education, training and research interests. The team develops and co-ordinates:

1. Education and professional development activities that are inclusive and relevant to clinical practice with a focus on mental health clinicians/workers of various disciplines and levels (undergraduate, postgraduate).
2. Clinical supervision processes that promote reflection on practice with the aim to improve outcomes for patients, clinicians and the organisation
3. Promote development speciality areas and lived experience initiatives and practical utilisation of mental health research as a mechanism to achieve improvement of mental health service delivery

Key Contacts are located in **Appendix A: MHPDU Contacts**

Preparing for Placement

You will receive placement information from the Clinical Placement team, along with the information provided alongside this guide. It is requested you read all material given to you prior to the commencement of your placement.

Learning Support / Contact People whilst on Placement

Bendigo Health Mental Health Service (MHS) aim to provide you, the student with a broad range of learning opportunities and a diverse set of skills and knowledge from a variety of staff.

To ensure your placements are well supported, there is a collaboration between Bendigo Health's Clinical Learning and Development, who co-ordinate all undergraduate student placements and the Mental Health Professional Development Unit (MHPDU) who provide direct support to oversee this program.

To assist you in your placement, each area will have a direct contact person for you to access to assist you, for the purpose of this document they will be referred to as your Preceptor / Buddy. In some units, that contact person will be your allocated Preceptor / Buddy, in others they will allocate you a preceptor / buddy. In the Inpatient setting (AAU, ECU, OPU), this may be one of the Clinical Specialist Nurses on the ward and in the Community settings it may be a Lead Clinician, Senior Clinician or Manager.

Added support will be given by one of the MHPDU Clinical Educators either be available for you to contact and will make contact with you at some time during your placement.

For further Contact details on the areas and start time of the first day of your placement, refer to **Appendix B: Areas and start time for your first day of Placement.**

Rosters for Placements

In regards to your student placement roster, you are not required to work Night Shifts or Weekends. In regards to your roster, those people who are in Acute Adult Unit, Community Care Unit, Dual Diagnosis Unit, Extended Care Unit, Older Persons Unit, YPARC are all required to do morning or afternoon shifts. Generally, where 2 people are rostered, one will be rostered to a morning shift and the other an afternoon. You will be given a roster by Clinical Placements prior to the commencement of your placements.

Other than your first day start time, shift and meeting locations are on the table in Appendix A, on that day they will advise you of your roster.

On the first day of your placement please arrive on time. Different locations have different options for car parking, the Bendigo Hospital being the most difficult to find a park. So allow yourself plenty of time to find a park before the start of your shift. We know it's new and we all feel anxious on our first day, but you will find all the workplaces warm and hospitable. Don't be too concerned at forgetting names just do your best and don't be afraid to ask. Make sure you bring all your paperwork with you and be yourself.

Role of the Preceptor / Buddy

- Provide you with a support person who will assist you in your learning through direct clinical supervision
- Complete your student assessment. Please discuss this with your Preceptor / Buddy and organise a time for this to be done
- Enable and encourage you through learning opportunities and to meet your placement objectives. Don't hesitate to speak about your objectives early in your placement
- To expand student clinical knowledge and skills that can encourage student to grow confidence, reflective practice and be proficient in duties
- Preceptor / Buddy's love questions and explaining how and why they do things. Be confident that they will be responsive so don't hesitate to ask them

Your Role as the Undergraduate Student

- To have a good understanding of what you would like to learn in your placement and to communicate that with your preceptor / buddy early in your placement
- To be open to learning and receptive to suggestions and feedback
- To be proactive in own learning and show enthusiasm to learn and be a part of a team
- To ask lots of questions
- To be prepared and ready for placement
- To be responsible for your assessments and work towards completing your assessment with your preceptor/buddy and discuss this within the first 3 days of commencing placement

What to do when you have a problem

Generally when there is a problem it happens early on in your placement and may involve access to buildings, technology issues or it may simply be where to have lunch. Contact the following for;

Swipe Cards or building and infrastructure issues, contact:

Judy Lock ph. 54546532 jlock@bendigohealth.org.au at Buildings and Infrastructure

IT e.g. password access, contact:

ICT service desk on ph. 5454 8470 or click on the link below

https://servicedesk.bendigohealth.org.au/HomePage.do?view_type=my_view

CP-DMR, the hospital software program, contact:

Contact : CP-DMR Project on 5452 8051 cpdmrproject@bendigohealth.org.au

Placement issue, contact:

Sarah Cunningham or Jessica Chapman at Clinical Learning & Development on 5454 6394 clinicalplacements@bendigohealth.org.au

If you're wanting general information on where to store your personal items, where to have lunch etc. then your preceptor / buddy is your "go to" person.

If your experience is not positive or aspects of practice concern you, we really encourage you to

- Talk to your preceptor/other staff/peers
- Talk to the manager of the team/unit

- Talk to a member of the MHPDU
- Talk to your University Mental Health Unit Co-ordinator

The most important thing is that you **don't let things build up** and that you attempt to find a resolution as quickly as you can.

Students are encouraged to approach their preceptor in the first instance with any concerns that arise during placement. If the situation requires to be escalated, then the student and the preceptor are to inform the Unit manager and MHPDU.

If the matter is urgent or an emergency the preceptor is required to alert the area manager immediately and MHPDU educator/s. MHPDU will notify others as necessary such as Education Provider Coordinators and Clinical Placements.

Other General Placement Expectations

Our goal is for you to have a great learning experience and open your eyes to the value of being a Mental Health Nurse within Bendigo Health. We do not have high expectations of your knowledge and expertise but will give you every opportunity to further enhance your basic mental health skills.

Given this, you will have ample opportunity to work on skills such as developing rapport and engaging with our patients, enhancing your skills in regards to conducting mental state assessments and risk assessments and given time to be part of our patient planning.

We do have some expectations of you as a student, we encourage you to be enthusiastic and ask lots of questions, our clinicians have lots of expertise and love to explain what and why they do things in order to better prepare you for your nursing career. Here are a few other expectations of you whilst on placement.

Remember also that not all staff have experience with students. Please always defer to your preceptor / buddy if you are given conflicting information. **Always keep in mind your scope of practice** at the stage you are in your learning and defer to what the University has advised is within your scope of practice.

Personal Leave days.

As you are aware, your Education Institution has requirements around the number of hours you need to finish to successfully complete your clinical placement. We understand there will be times you may require to take personal leave.

If you are unwell, **do not attend placement** until you have fully recovered to reduce the risk of spreading illness. Please follow all Covid advice provided by the Department of Health.

If unwell, you **must ring** the department in which you are undertaking your placement and **you should** email the Clinical Educator at MHPDU and contact your Education Provider (see below). Your absence will be passed on to your supervisor for recording.

When taking any time absent from placement, you are required to do the following –

1. **Phone** the Unit or contact person for the Unit or ask the Unit Manager for their email address at the start of your placement
2. **Send an email** advising of your situation to:
 - The MHPDU Clinical Educator (see Appendix B MHPDU contacts)
 - The contact person in your Unit & Manager of the Unit
 - MHPDU MHPDUTraining@bendigohealth.org.au
 - Clinical Learning & Development clinicalplacements@bendigohealth.org.au
 - Your Education provider
3. If you know at the time, give an **estimate of how long you may be absent for**.

Covid

Bendigo Health is a Covid-19 Streaming Hospital. All staff are to follow the instructions provided by Infection Control under the “COVID-19 Bendigo Health Infection Control Advice” document that can be found on the Bendigo Health intranet page at [Infection Prevention Control Advice](#).

All students should take the time to familiarise themselves with this policy on the commencement of their placement. This advice changes regularly and as such cannot be reproduced in this document. Students are reminded to constantly check the latest advice around covid and its precautions and actions through this document.

Make Up days

In the unfortunate case where you may miss time due to unforeseen circumstances you may be required to make up time for the time you may have been absent. This decision is not made by Bendigo Health, it is made by your education provider. APRHA have regulations dictating the amount of clinical time you must complete to be eligible for registration, your Education Provider oversees this and makes the final decision in regard to the time you spend on placement.

Any make up days are negotiated between your Education Provider and Bendigo Health Clinical Placements. All queries in regards to make up time /days, **should be directed** to your Education Provider **not your** Preceptor / Buddy Nurse or Clinical Educator.

Professional Conduct and Boundaries

All workers in the Victorian Public Sector are bound by the Victorian Public Sector Code of Conduct. This can be located at: <http://vpssc.vic.gov.au/resources/codes-of-conduct/> while on clinical placement you are bound by the same Code.

At Bendigo Health we expect all our employees to work within a professional framework and maintain professional boundaries and encourage you to get a good understanding of the definitions on the following page.

Professional Conduct Definition

‘Professional conduct refers to the manner in which a person behaves while acting in a professional capacity’ (Code of Professional Conduct for Nurses in Australia).

Definition of Professional Boundaries

‘Boundaries are the borders or limitations that a professional establishes (or can assist other professionals or persons in their care to establish) in order to protect them and their clients from developing unprofessional, unethical, confusing or conflicting relationships’ (Nursing & Midwifery Council, NSW).

To assist you in your understanding we would encourage you to familiarize themselves with the following documents:

Professional Boundaries for Nurses Australia

Code of Professional Conduct for Nurses

<https://www.nursingmidwiferyboard.gov.au/codes-guidelines-statements/professionalstandards.aspx>

Bendigo Health Policy – Code of Conduct, Gift, benefits and hospitality framework <http://prompt1/Search/download.aspx?filename=1048009\1048229\35033668.pdf>

Communication Tools

Mobile Phones can be a big distraction, we ask you not to carry your personal mobile phones on you whilst working within clinical inpatient facilities. There are assigned locker areas to store bags and mobiles away, and you can check these on assigned breaks.

When assigned to community /residential setting are required to turn mobile phone on silent and some may prefer you leave them stored in personal bag.

Confidentiality is demanded in our workplace and as a student you are bound to the same rules around confidentiality. Please make yourself aware and review our social media and confidentiality policy:

Bendigo Health Confidentiality Policy
[Privacy and Confidentiality Policy](#)

Social Media Policy
[Social Media Use Policy](#)

Uniform on placement

Inpatient Settings: Uniforms are to worn in all inpatient settings. Shoes are required to be fully covered and jewellery to a minimum (studs or sleepers preferred).

Community / Residential Settings: Smart casual attire is preferred. Fully covered shoes is essential also. No blue denim jeans are to be worn or singlet tops. Attire must be professional and appropriate, minimal jewellery.

Student ID/name tags should be visible and your swipe card issued. Whilst it is illegal to withhold your fully name it is personal choice if you display your full name on card or name tag. Please understand that if you are asked for this information you are required to give supply this. If you have concerns it is encouraged that you always report back to your preceptor for further advice.

Please refer to the following Uniform policies on Prompt
[Personal Presentation and Uniform Protocol](#)
[Hand Hygiene, Glove Use & Staff Attire](#)

Scope of Practice / Assessment

It is important for you to discuss the scope of practice in regards to the year level currently in, also in regards to designation (RN/EN) and mental health modules completed or not completed within your curriculum. We want to set you up to succeed, not fail.

In order to achieve this, it is your responsibility to advise the preceptor/buddy if the clinical skill being offered is within your scope of practice for the level that you are currently at. For example: that medications can be dispensed (under supervision) or student can do venepuncture etc.

It is important that you and your preceptor/ buddy discuss an appropriate learning pace when setting objectives and discussing scope of practice. As individuals we all have different learning styles and levels of processing information given to us.

Remember your student assessment is based on current professional stage (that being year level in undergraduate course, RN or EN discipline).

Digital Medical Records MH-DMR (CP-DMR)

Here at Bendigo Health Mental Health Services we use a digital medical record system called MH-DMR. We will demonstrate how to use MH-DMR in our orientation session on your first day of placement. For those who are on the wards (AAU, ECU, OPAU) you will also use Medical Electronic Patient Record to record medications.

To sign in you **MUST** use your **student email address** to log into the system. If you are an employee at Bendigo Health **DO NOT USE** your work email address as **YOU WILL NOT HAVE ACCESS TO MH-DMR**.



To access MH-DMR, there is an icon on your desktop when you log in. If you press on this icon, it will open up MH-DMR.

If you do not have that icon on your desktop, you will need to access it through the Microsoft Edge

browser .

1. Once you open the Microsoft Edge Browser, it will open on the Bendigo Health Intranet Page.
2. Navigate to the 3 dots ... in the top right hand corner of the screen.
3. Click on the three dots. It will open a new menu.
4. Make your way down to the "Favorites" option and click on it. You will now have a new menu.
5. Make your way to the "Bendigo Health Apps" folder and click on it.
6. Scroll down until you see the "CP-DMR" folder, click on that and you will find the "CP-DMR" icon to enter MH-DMR.

Documentation

Bendigo Health Mental Health Services (MHS) utilises the organization wide approach called Focus Documentation a brief outline of this is contained in the chart below.

ISBAR: A Clinical tool for communication / documentation

Using ISBAR for Documentation		
I	Identify	Who did you discuss issue with? Staff? Patient? Family?
S	Situation	What is the main focus?
B	Background	Diagnosis, co-morbidities, medications, allergies
A	Assessment Actions	What is your assessment? What have you done?
R	Request Response	What do you want from the next shift? How has the patient responded?

Bendigo Health Mental Health Services use online documentation programs these are referred to as CASP's and are located in the CP-CMR database. All clinicians use this database to record notes on each patient.

CP-DMR holds our online digital documentation suite and there are clear guidelines/policy available on documentation requirements.

Each unit has their own documentation related policies, students should be advised by their buddy's as to these requirements. The main document you will be exposed too will be a CASP 5 but there are many other documents within the document suite that you may or may not have the opportunity to see. A copy of a CASP 5 – Psychiatric Progress Note is contained in **APPENDIX C: CASP 5**

It is important for your learning to discuss the purposes of each document they come across during their placements. So simply ask your Buddy what the document is used for.

The Bendigo Health clinical Documentation Policy can be found using the following link

<http://prompt1/Search/download.aspx?filename=39835267\39836390\31942836.pdf>

Placement Objectives

Students would have received information prior to placement from Education provider around objectives to be met whilst on placement.

Regarding mental health placement these objectives are often related to:

- Mental State Examination
- Risk Assessment
- Understanding symptoms and the role they play in determining diagnosis and treatment
- Medication

Our biggest objective in Mental Health is to develop effective communication and establish rapport with our patients.

In order to do this effectively, you will need a range of skills such as being able to practice active listening, conduct difficult conversations, know when to validate and challenge, be careful not to invalidate. We ask you to consider these skills when identifying your placement objectives.

Validation is the recognition and acceptance of another person's thoughts, feelings, sensations, and behaviours as understandable.

Learning Opportunities

Working in mental health provides you with many unique opportunities to learn skills that will be vital to your career. Working within Mental Health allows you to use key skills such as listening, communicating, evaluating, consulting, formulating and contributing to the overall well-being of your patient.

It is very important that you meet with your preceptor / buddy and work through what is specific to your area you are located for placements and work on a plan with them if your preceptor/buddy gets busy with own paper work. There are a variety of learning opportunities to be had.

Please realise that your mental health placement is quite unique and quite different from any other placement you have been through.

Opportunities for your learning may include; mental state and risk assessments, medication management, engaging within the multi-disciplinary team, general nursing / mental health nursing skills, direct client communication, group therapy, clinical team meetings, ward rounds, admission / discharge planning, engagement with Psychiatrists, Registrars and Hospital Medical Officers, drug and alcohol assessments / interventions, housing support, food relief, visiting people in their homes, as well as using the CP-DMR patient records amongst many others.

Mental State Examinations (MSE)

One of the key skills you must gain when Mental Health Nursing is conducting mental state assessments. Each unit has a different policy for documenting Mental State Assessments (refer Documentation policy or ask your preceptor / buddy), however every time you see a patient face to face, you should be conducting a MSE, the skill is to know when to do it formally or informally.

To develop a better understanding of Mental State Assessments, please refer to the Document *"Mental State History and Mental State Examination."*

Risk Assessments

Risk Assessment covers comprehensive areas of concerns and assists with care and safety planning for the patient. It involves the risk to self and the risk to others and is an ongoing process when involved with your patient.

A Clinical Risk Assessment will be undertaken for each patient at required intervals and be used to help inform the treatment and care decisions, including escalation of care when required.

At this time Bendigo Health Mental Health Services are reviewing their Risk Assessment Policy. Below is a link with the current risk assessment policy. You are encouraged to sit with your preceptor / buddy to discuss how they conduct a risk assessment and what they use to guide their decision making.

[Psychiatric Clinical Risk Assessment Policy](#)

Tips for conducting a Risk Assessment

Conducting Risk Assessments can be a challenge and is very reliant on the experience, expertise and knowledge of the clinician as well as gaining an amount of trust with the Patient. Here are some tips to assist in your risk assessments.

1. Try to conduct your risk assessments are conducted in a safe environment to support engagement, privacy and open disclosure, such as time with the person on their own
2. Develop an understanding of the patients important historical risk events (Risk Status) and the current level of risk within the context of the patient's life (Risk State)
3. Document (and ensure you handover) any historical risk events in the Alert section of the patient's record, and updated as / if risk events occur
4. Conduct mental state examinations are an important information gathering tool that should accompany a risk assessment. Observable affect and reported mood state and thought content concerning ideas of self-deprecation and worthlessness, guilt and shame, or the presence of delusions are important in assessing risk. As is the patient's insight and judgement concerning their current problems and their engagement towards treatment.
5. Enquiry about suicidal or homicidal ideation
6. Review of significant factors including: personality, alcohol and other drug use, the effect of any psychiatric illness on the person's behaviour and thinking, and the consistency in presentation and information. Including consideration of functional impairment (current capacity compared to usual) in addition to symptomatic impairment (current level or reported acuity of symptoms)

Your Responsibilities as a student if exposed to moderate to high risk

Community

1. Alert your preceptor
2. Follow your preceptors prompts to alert the Teams Senior Clinician / HMO / Registrar / Psychiatrist / Manager
3. With your preceptor assist in the completion of risk assessment documentation
4. Assist your preceptor to address all the moderate to high risks identified through the planning section of the CASP Document

Inpatient

1. Alert your preceptor

2. Take instruction from your preceptor and alert shift manager if required
3. Assist your preceptor to complete relevant documentation ensuring describing the rationale for your ratings for every client who rates in the moderate to high rating
4. Assist your preceptor to address all the moderate to high risks identified through the planning section of the CASP document

Assessment of Suicide Risk

Assessing the risk of suicide is not expected of a student, however it is a process that requires the clinician to;

- Appreciate the complexity of multiple contributing factors
- Understand past history of suicidal behaviour
- Identify risk factors, protective factors, resources and distinguish modifiable factors
- Ask directly about suicide
- Informs suicide risk as both Risk status and Risk state

The Department of Health <https://www.health.vic.gov.au/practice-and-service-quality/suicide-risk-assessment> have produced some guiding principles for assessing suicide risk, this is a good guide to look at to give you some guidance.

Safety Planning

A safety plan is a prioritised written list of coping strategies and sources of support patients can use who are at risk of suicide.

Any patient at risk should have comprehensive risk assessment and a safety plan developed **with the patient and with consent family /carer/nominated person**.

During the Clinical process, clinician should listen to, empathise with, and engage the patient to promote the likelihood of its use.

Safety Plan Implementation

Safety Plans promote safety and support recovery and self-determination and must be developed for each consumer who has a suicide risk

- The Safety Plan can be incorporated as part of the treatment, support and discharge plan outlined in the Mental Health Act 2014

The Safety Plan must be revised and updated at points of significant transitions in care as these represent times of potential increased in risk.

End of Placement Review

As part of our commitment to your learning, you are required to attend an end of placement review with MHPDU educators. This review conversation is held on the last day of placement at the Ann Caudle Campus (room details will be advised at orientation, entry is via Hope Street) or via zoom if we are on Covid lockdown.

You will be sent an email to the email address provided by your placement organiser with an invite to this review. It is generally held in the West Wing Learning Spaces at the Bendigo Hospital.

Our review conversation will commence at 1400hrs and finish at approximately 1500hrs. Students can negotiate with the educators about travel allowances regarding attending debrief (this only applies to rural areas) or alternatively organise to have a review undertaken via zoom.

This conversation provides you with an opportunity to share your experiences whilst on placement in a group setting. On an individual level, you also have a chance to complete a placement evaluation to provide feedback.

We hope that your placement within our Bendigo Health Mental Health Service will assist you in your learning and skill development. As you can see Mental Health Nursing provides many diverse opportunities to develop skills and move around within the system. It provides many different locations, a variety of workplaces both Inpatient and Community and services multiple age groups.

We wish you all the best in your placement and encourage you to make contact with the MHPDU team if you are interested in continuing a career in Mental Health Nursing.

Student Access Swipes

As a student most of you will require a swipe access card to gain entry to, and around buildings (Except those on placement at Swan Hill and Echuca). You will be provided with your access swipe on the day of your orientation either at the Hospital or your physical place of placement.

Swipes **MUST BE** returned on the final day of placement.

You **MUST** place them in an **Internal Mail Envelope**, address it to the **internal mail address** located on the back of your card and **place it** in the **internal mailbox** at your placement location. To find out where these are located ask your preceptor and / or the Unit Manager / Senior Staff member.

Do not hand these to your preceptor as they may be misplaced.

The swipe card you use is the same for all your placements at Bendigo Health, if it is not returned, it may **impact your ability to gain access to the area you are placed.**

If the Swipe cards are not returned, you may be asked to pay a \$25 dollar fee for the lost card.

If you accidentally forget to hand it in on your last day, you must immediately post the card via Australia Post to the alternative address located on the back of your card. **This will be at your own expense.**

Maps

http://intranet/Assets/Files/patient_services_map_may_2017.pdf
http://intranet/Assets/Files/BendigoHospital_12.pdf

Resources

<https://www2.health.vic.gov.au/about/key-staff/chief-psychiatrist> <http://www.health.gov.au/http://intranet/>
<https://www2.health.vic.gov.au/mental-health/practice-and-service-quality/mental-health-act-2014>
<https://www.mhpod.gov.au/>
<https://mentalhealthcompass.com.au/glossary>
<https://www.euro.who.int/en/health-topics/noncommunicable-diseases/mental-health/data-and-resources/key-terms-and-definitions-in-mental-health>
<https://www1.health.gov.au/internet/publications/publishing.nsf/Content/mental-pubs-n-wkstd13-toc~mental-pubs-n-wkstd13-glo>

Book: WHO Management of Mental Disorders Volumes 1 & 2
DSM V: Diagnostic Services Manual

These are generally available in the area you are working in. Please ask your buddy if you are interested.

Appendix A: Areas and start time for your first day of Placement

NOTE: When Orientation is Face to face (not via Zoom due to Covid) all students will start at the Bendigo Hospital at 0830 hrs at the place you have been advised to attend.

Area of Rotation	Contact person	Where to go	Phone number
Adult Acute Unit (AAU)	<i>Claire Swanton (Manager)</i> <i>Emma Hodson / Emily Bird (Clinical Specialist)</i>	Meet at waiting / reception area at the front of the Psychiatry Precinct level 2 Bendigo Hospital. Unit educator will meet you there. Shifts 0700 / 1330 post first day	54547646
Older Persons Unit (OPU)	<i>Melbin Kottarathil Joy (Clinical Specialist)</i> <i>Fiona Hutchins (Manager)</i>	Meet at waiting / reception area at the front of the Psychiatry Precinct level 2 Bendigo Hospital. Unit educator will meet you there. Shifts 0700 / 1330 post first day	54548570
Extended Care Unit (ECU)	<i>Liz Tunn (Manager) (Clinical Specialist)</i>	Meet at waiting / reception area at the front of the Psychiatry Precinct level 2 Bendigo Hospital. Unit educator will meet you there. Shifts 0700 / 1330 post first day	54547660
Dual Disability Unit (DDU)	<i>Simon Guttridge (Manager)</i>	Vahland St (Now called Kurmala St although not listed on google maps) North Bendigo. Shifts 0700 / 1330 post first day	54546517
Community Care Units (CCU)	<i>Lorraine Flynn (Manager)</i>	Vahland St (Now called Kurmala St although not listed on google maps) North Bendigo. Shifts 0700 / 1330 post first day	54546510
ECAT/Triage	<i>Marty Andison (Manager)</i>	Wait at volunteer desk just inside entrance to Bendigo Hospital and ask them to ring for ECAT staff to come and get you. Shifts 0700 / 1330 post first day	54547870
Short Term Treatment Team (STTT)	<i>Marty Andison (Manager)</i>	Enter brown brick building on the corner of Havlin St East and White street and report to main desk. Shifts 0830 / 1330 post first day	54547201
Bendigo Adult Community Mental Health Team (BACMHT)	<i>Matt Gleisner (Manager)</i> <i>Brett Dodson</i> <i>Julie Hocking</i>	John Bomford Centre (JBC) Corner Condon and Crook St Strathdale Notify admin at waiting area of JBC and member of team will come and get you. 0830 start post first day	54406529

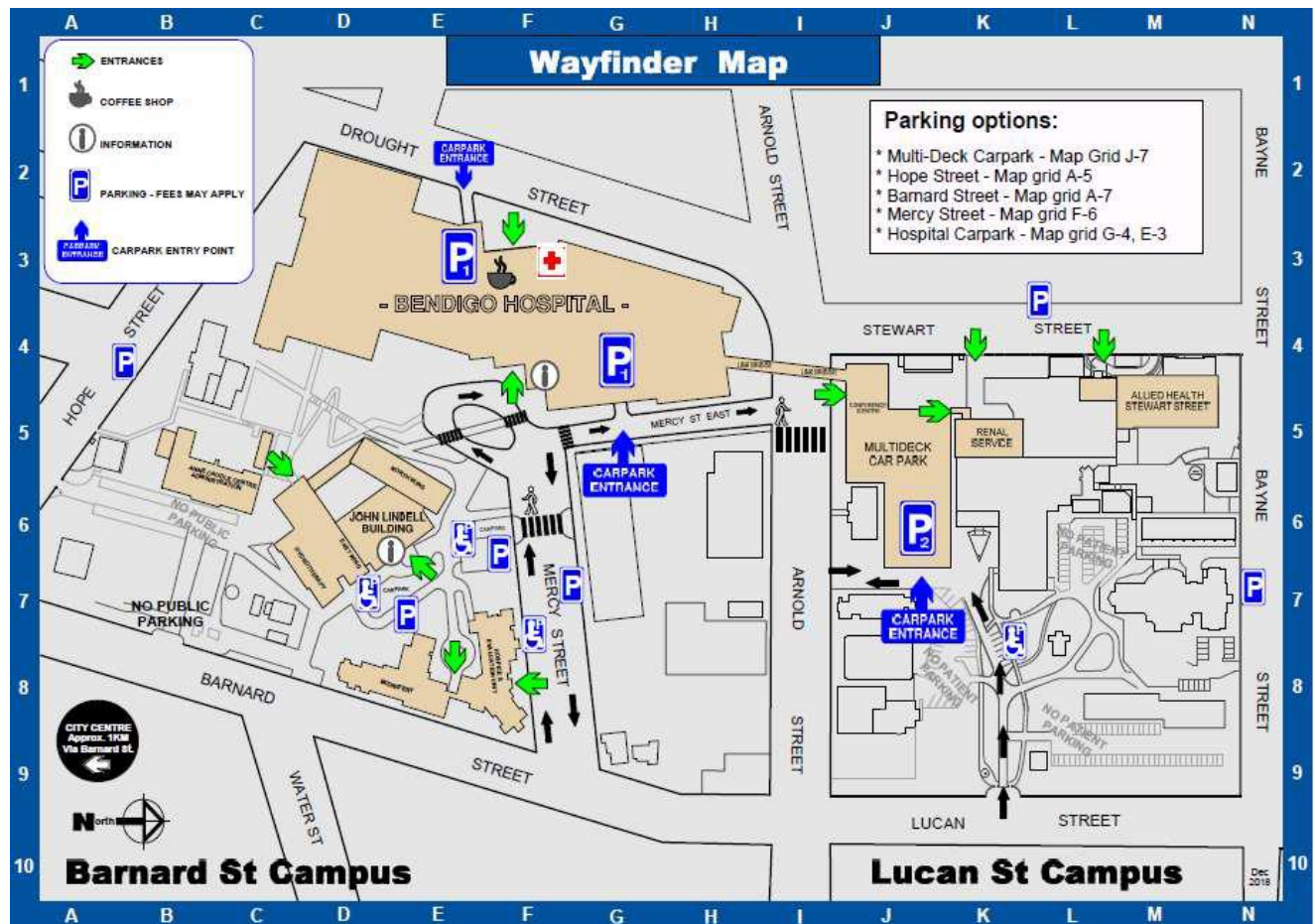
Older Person Community Mental Health Team (OPMHT)	<i>Eimear Rossiter (Manager)</i> <i>Alana McCulloch</i>	John Bomford Centre (JBC) Corner Condon and Crook St Strathdale Notify admin at waiting area of JBC and member of team will come and get you. 0830 start post first day	54547201
Swan Hill Community Mental Health Team	<i>Xavier Moloney (Manager)</i>	Go to reception at 369 Campbell St Swan Hill 0830 start post first day	50361900
Echuca Community Mental Health Team	<i>Brendan Watson (Senior Clinician)</i> <i>John Hermans (Manager)</i>	Go to reception at 214 Service St Echuca 0830 start post first day	54807419
Castlemaine Community Mental Health Team	<i>Geoff Gunstone (Senior Clinician)</i> <i>Marty Andison (Manager)</i>	Slater House on the Castlemaine Hospital Grounds 0830 start post first day	54711000
Maryborough Community Mental Health Team	<i>Marty Andison (Manager)</i>	Go to reception and ask for Maryborough Mental Health at 75-87 Clarendon St Maryborough 0830 start post first day	54610458
Kyneton Community Mental Health Team	<i>Cindy McKenzie (Senior Clinician)</i> <i>Marty Andison (Manager)</i>	Kyneton Hospital Caroline Chisholm Drive Kyneton Mental Health Team entrance is on right hand side of main entrance 0830 start post first day	54212100
YPARC/ Youth Services Community Mental Health Team <u>Note: Students to commence at youth team at Havlin St</u>	<i>Deb Bell (Manager)</i> <i>Amy Couper (RN (Senior Clinician)</i> <i>Regeena Torney (YPARC RN)</i>	YPARC Green Building with lots of grass 37 Havlin St East Bendigo Shifts 0800 / 13.30 post first day Youth Community Mental Health Team Enter brown brick building on the corner of Havlin st East and White street Bendigo and report to main desk 0830 start post first day	YPARC 54546270 Youth MH Services 54546298
Parent Infant Unit	<i>Sharna Togher (Manager)</i>	Meet at waiting / reception area at the front of the Psychiatry Precinct level 2 Bendigo Hospital. Unit educator will meet you there. Shifts 0700 / 1330 post first day	54547765

Appendix B – Key MHPDU Contacts

Mental Health Nurse Educators	Phone Numbers	Email
Timothy Lauder	0427 273 375	TLauder@bendigohealth.org.au
Christine Cummins	0418 177 939	ccummins@bendigohealth.org.au
Marty Ryan	54547031 0421210141 (Private)	mjryan@bendigohealth.org.au
Claire Allan	54546582	callan@bendigohealth.org.au
Anthony Lunney	0438 551 848	alunney@bendigohealth.org.au
Samantha Johnson	5454 7032	SJOHNSON@bendigohealth.org.au
Shereen Mannathur Jose		SMannathurJose@bendigohealth.org.au
MHPDU – Admin Support Sam Crothers - Thu Fri Jacinta Rodier - Mon Tue Wed	54547612	SCROTHERS@bendigohealth.org.au JRodier@bendigohealth.org.au

Appendix C: Unit Location Maps

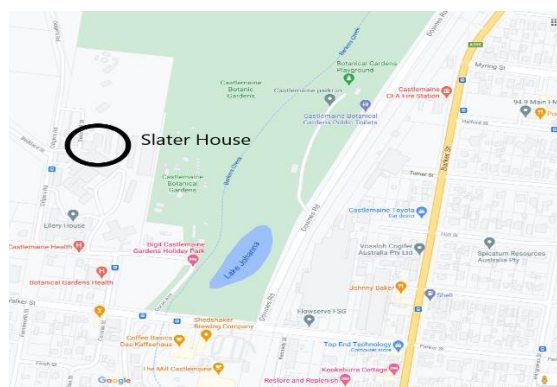
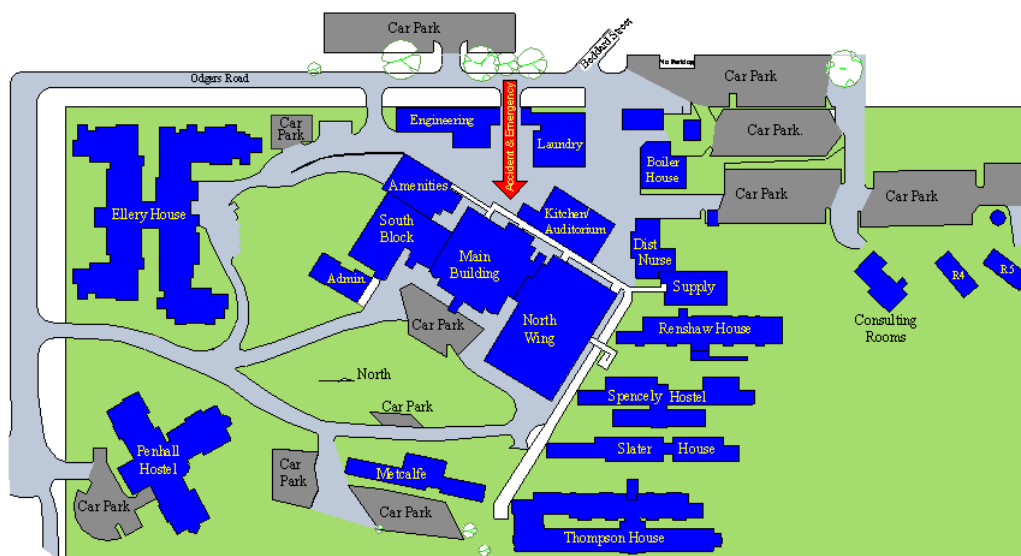
Bendigo Hospital – AAU, ECU, OPU, PIU, ECAT



The Bendigo Hospital has a Psychiatric Precinct located on level 2. You can walk up the stairs from the Atrium or catch the lift to level 2 and follow the signs.

ECAT are located at the Emergency Department on Drought St. On the first day of placement meet at the Psychiatric Precinct located on level 2 and you will be taken to the ECAT Triage office.

CASTLEMAINE AMHS



Turn Right onto Cornish street from Walker Street, drive past Botanical Gardens Health, and turn left to stay on Cornish Street.
Turn right to remain on Cornish street at the Castlemaine Health sign (pictured to the left).



Continue up the driveway (steep hill), and follow it around past the hospital entrance, around past the fleet car park and the Austin health pathology building, and on your left there is a dirt car park for staff (pictured above circled in red).
From here you can walk up to Slater House [\[2\]](#)

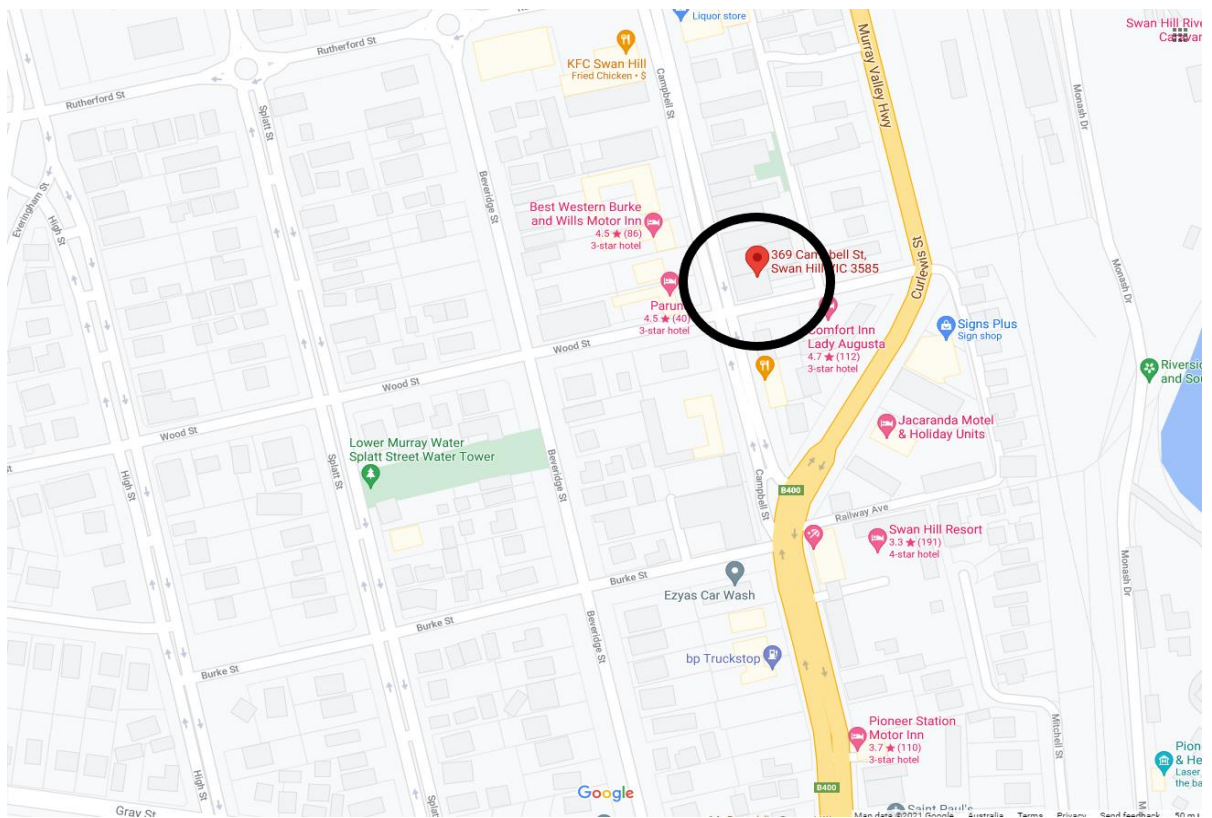
Kyneton AMHS



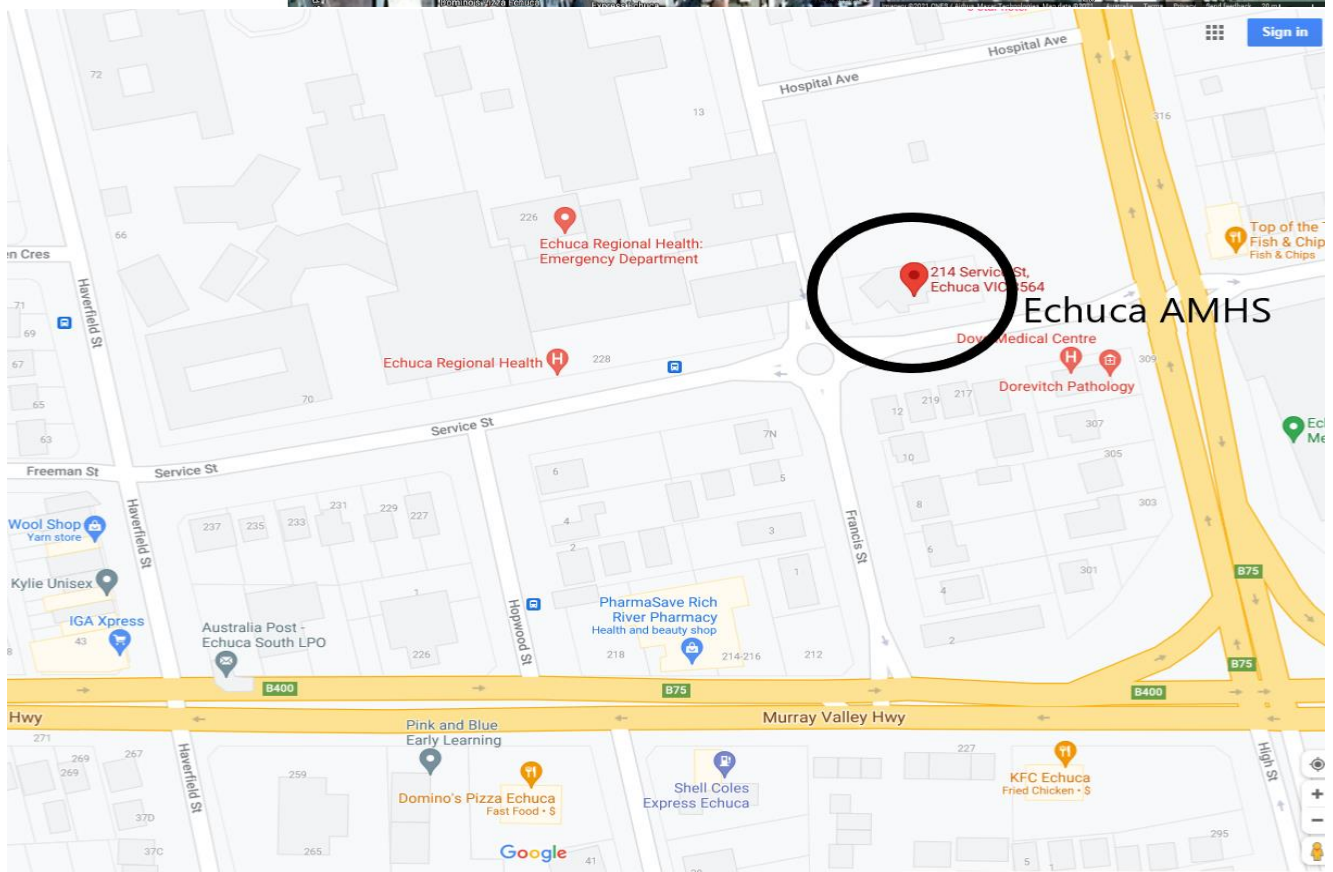
Maryborough AMHS



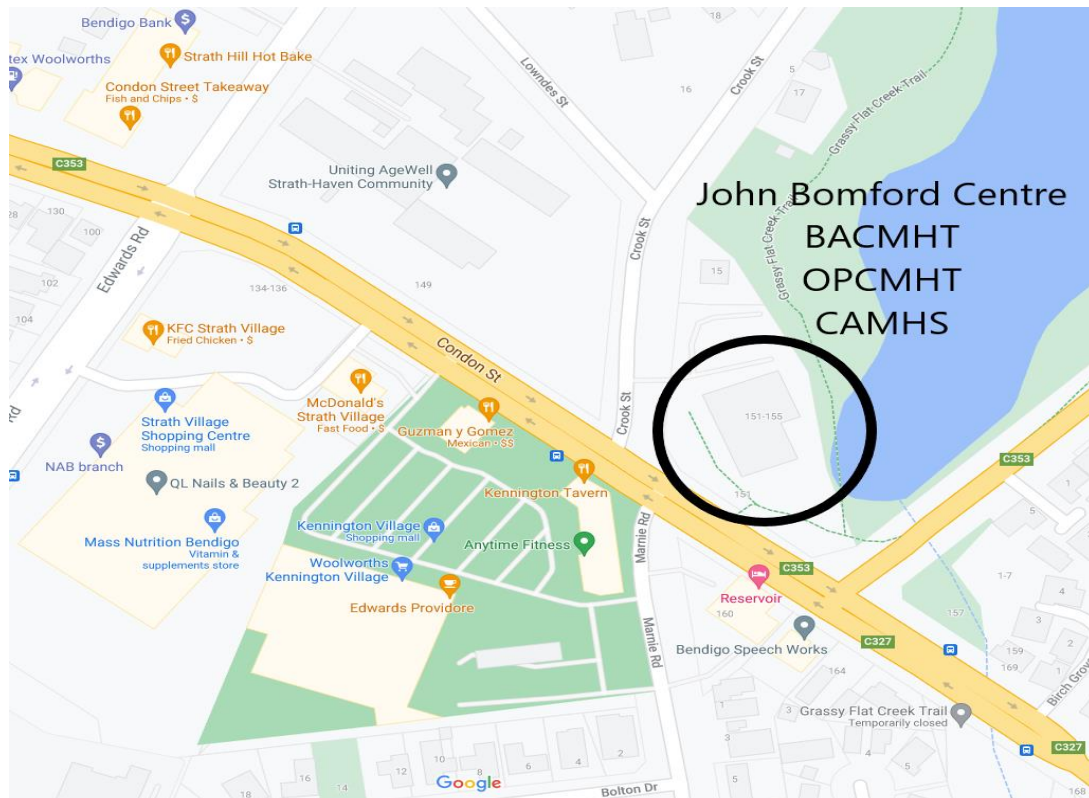
Swan Hill AMHS



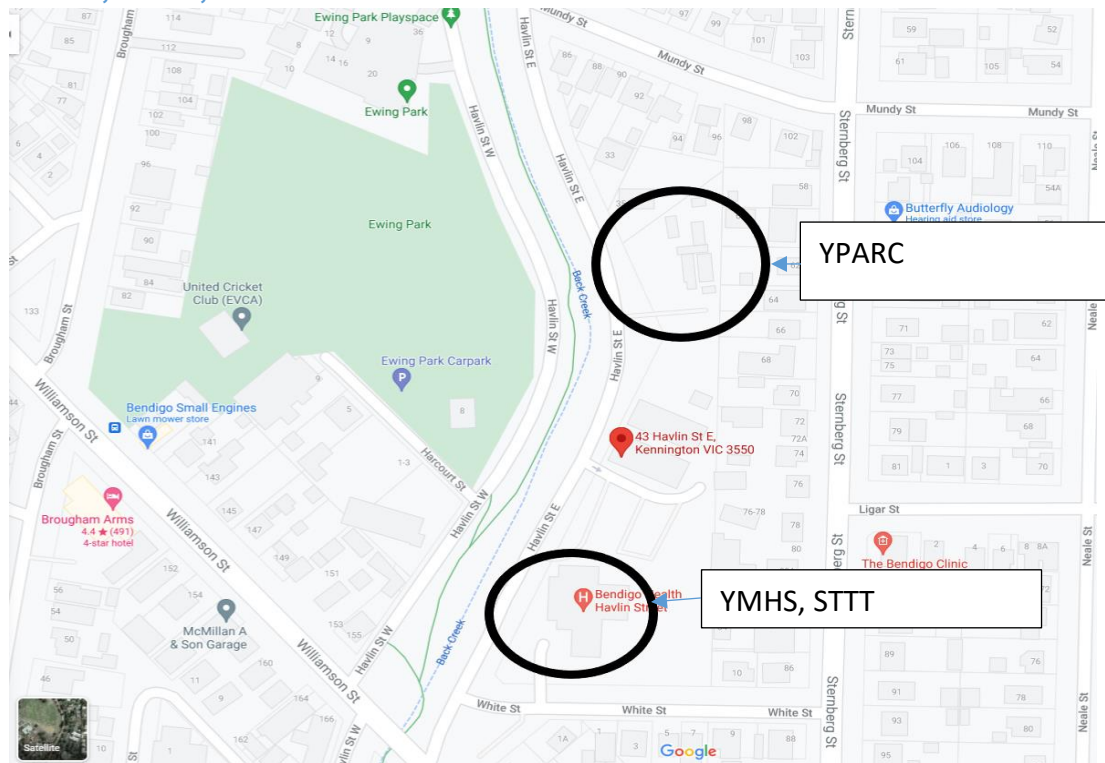
Echuca AMHS



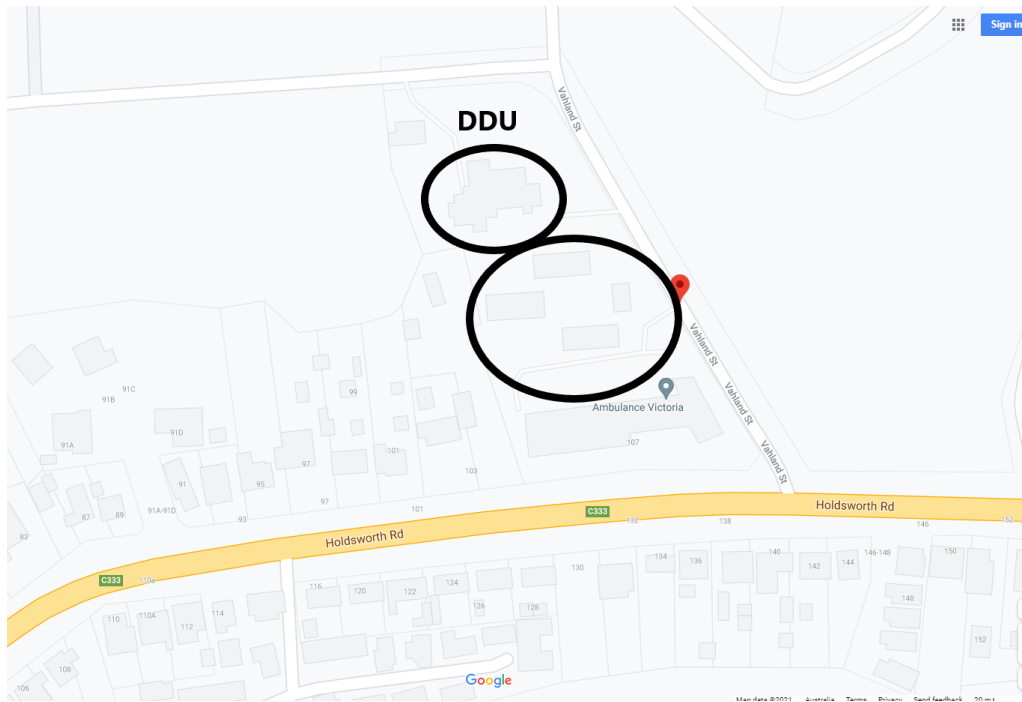
John Bomford Centre



YMHS, STTT, YPARC



DDU CCU

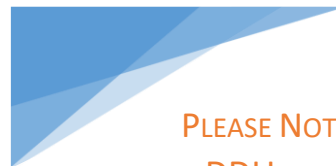


DDU Entry



CCU Entry

Enter in the front of the White Building



PLEASE NOTE: CCU AND
DDU ARE LOCATED ON
KUMALA ST BUT ON GOOGLE
MAPS IT WILL APPEAR AS
VAHLAND ST

[Click here to view map](#)

Mental Health Unit Pre Placement Information from the Unit Managers

Unit	Unit Expectations
Youth Mental Health Service (YMHS)	<p><i>Hi, I'm Deb Bell and I am the manager of the YMHS.</i></p> <p><i>When you are allocated to Youth MHS will spend most of your placement at YMHS but can choose to do some shifts at YPARC. YMHS work from 8.30 – 5pm, YPARC Shift times are 0800-1630 for day and 1330-2200 for an evening.</i></p> <p><i>If you start on a Monday you will mostly be observing Psychiatrist reviews. If you start on a Tuesday you will be guided by the clinician on duty who will provide them with orientation. You can wear neat, casual clothing in line with BH Personal Presentation and Uniform Protocol.</i></p> <p><i>When you have days in the community, Amy Couper will be the contact person and will link you with a clinician during your time. Regeena Torney or Bryony Lynch will look after you, but you may have other clinicians you are working with during your time.</i></p> <p><i>YPARC is the big lime green building just near the portables on Havlin St, and YMHS is brown Building on the corner of White and Havlin St.</i></p>
Swan Hill Community Mental Health Team	<p><i>Hi my name is Xavier Maloney and I am the Manager of the Swan Hill Unit of our Mental Health Service. I will be the contact person for you for Swan Hill, I can be contacted on 52361900 or xmoloney@bendigohealth.org.au and you are welcome to contact me if you have any questions prior to starting.</i></p> <p><i>Your placement will see you with the adult team around 50% of the time with the other time split between Youth and Older persons. We try make up a roster (of who you will be with each day) in the week prior to the placement that is provided to the clinicians of the 3 teams. This is so the clinicians can possibly schedule in some more interesting things or to make sure they are not just doing a paperwork day when you are with them.</i></p> <p><i>The roster is very flexible and may change depending leave and what is going on clinically particularly in relation to duty work which can be more interesting.</i></p> <p><i>Your preceptor will almost always be me, only not if I am on more than 1 weeks leave during the time you are here.</i></p> <p><i>Hours are 0830-1700. They just come to our front door at 0830 on the first day and we'll take it from there.</i></p> <p><i>Dress: neat casual, no denim. We still have the odd student turn up in their Uni nursing uniform so getting this information out to you will be helpful to avoid this. You need to make sure you have your Uni name badge</i></p>

**Parent
Infant Unit
(PIU)**

Hi my name is Sharna Togher and I am the Acting Manager of the Parent Infant Unit and the Consultation Liaison Service at Bendigo Health. I can be contacted on 54548567. Our team is fantastic and very supportive of students. We deal with antenatal women in their third trimester of pregnancy and primary caregivers (mum, dad or carer) of infants up to the age of 12 months (unless walking). We expect you to come dressed in your uniform, be punctual and to ask lots of questions and participate in all the assessments / activities with our patients. Number of Patients can vary but we have a real commitment to bettering the lives of our patients and having their hospital stay as stress free as possible.

**Community
Care Units
(CCU)**

Hi my name is Lorraine Flynn and I am the manager of the CCU. I am happy to let you know that I will be your contact person for your placement and can be contacted on 03 5454 6510 (Option 1). Staff who will assist you on your placement include Katie Canterford ANUM, Martin Cliff ANUM, Linda Stagg ANUM, Donna Breewel ANUM, Donna Scrivener ANUM, Jacki Perryman ANUM and Tracy Lees ANUM

Our Expectations include:

- Attend Community Care Units, Kurmala (Vahland St on google Maps) Street, North Bendigo*
- After you First day orientation Morning shift 0700-1530 hours (a mix of Morning and Evening Shifts during placement- TBC during first week)*
- Weekly Clinical Team Meeting are on Fridays 9.30-11.15am*
- Dress: Smart, comfortable, casual wear*
- BYO lunch for first day (then get a feel for where places are to eat or buy food)*
- Ask questions, volunteer/request to attend groups, meetings, outings etc*
- Bring some Uni work to do during quieter/downtime*
- Bring enthusiasm and interest!*

**Extended
Care Unit
(ECU)**

Hi, I'm Liz Tunn and I am the Nurse Educator and Acting Manager on ECU. I will be your contact person and can be contacted through ECU on 54547660.

On your first day I will meet you at reception on level 2 of the Hospital and I will have an orientation manual for you to get more of an idea of what ECU is and What ECU does, following your MHPDU Orientation.

Come dressed in your uniform and please adhere to the Bendigo Health Uniform Policy in regards to jewellery etc.

**Dual
Diagnosis
Unit
(DDU)**

Hi, my name is Simon Guttridge and I am the manager of DDU.

I am pleased to be the contact person for you as I am here Mon – Fri, 9 to 5. On your first day, come to the DDU and either press the buzzer and someone will let you in. Make your way to the nurse’s station and introduce yourself, we’ll get you sorted from there.

Expectations:

- *Casual but smart clothing as per Bendigo Health protocols. There is not a requirement to wear a uniform.*
- *Start times Day shift 07:00 and Evening shift 13:30 hrs. However I am happy to be flexible with start times and negotiate with students if alternate start times suit.*
- *First few days will be targeted towards physical orientation of the ward, staff, programme and residents.*
- *Choose a mentor for their placement. I always suggest the student select a snr. staff member*
- *Work out with their mentor their learning requirements*
- *From a DDU perspective we would be asking students to include an AOD perspective for their learning and we would be able to provide resources for this.*

On a side note I am happy to receive enquiries from students which will then help me formulate a more comprehensive “first few days expectations list”.

**Kyneton
Community
Mental
Health
Team**

The person you will be guided by in Kyneton is Cindy McKenzie. Cindy is very experienced and will show you around and give you a great experience of the Kyneton team.

After your orientation with MHPDU on your first day, then come down to Kyneton, drive to our location and see reception, in the left hand building. Just follow the signs to Mental Health. Advise them who you are and they will contact Cindy to meet with you.

They will do an orientation to the site and advise you what you will be doing during your placement. Shifts are 830-5 Monday to Friday. The Manager at Kyneton is Marty Andison

**Castlemaine
Community
Mental
Health
Team**

The person you will be guided by in Castlemaine is Geoff Gunstone. Geoff is very experienced and will show you around and give you a great experience of the Castlemaine team.

After your orientation with MHPDU on your first day, then come down to Castlemaine, it can be a bit tricky to find so refer to your Map or ask a staff member who will direct you where to go to find Slater House. The best place to park is off Odgers Rd. Go to reception and advise them who you are and they will contact Geoff to meet with you.

They will do an orientation to the site and advise you what you will be doing during your placement. Shifts are 830-5 Monday to Friday. The Manager at Castlemaine is Marty Andison

**Adult
Acute Unit
(AAU)**

The AAU floor Manager is Claire Swanton and the Clinical Specialists are Emily Bird and Emma Hodson. On your first day following your MHPDU Orientation, Emily or Emma will meet with you at the reception area in the Psych precinct located at the top of the stairs on Level 2. They will take you around and orient you to the ward and give you the expectations of the ward whilst you are on placement.

Emma and Emily have provided the following information to help you prepare for your placement.

*Staff are usually allocated 5-6 patients each, once you are settled in and comfortable, please try to take on at least 2-3 (more in the latter part of your placement if you feel confident to do so) patients per day as your own. You will complete the following tasks **under the supervision of your buddy nurse and these will be dependent upon your scope of practice;***

- *Ensure that you are taking on responsibility for administering your patients medications (regular and PRN)*
- *Attending to physical observations of your patients at least once per day (unless frequency is determined otherwise by the Treating Team) and recording these in ePR*
- *Attending to pathology requests for your patients such as blood collection and sending these to Pathology*
- *Attending to other physical monitoring tasks such as BSL's etc.*
- *Completing Mental State Examinations and Risk Assessments and documenting these in CP-DMR*
- *Attending to your patients requests/needs*
- *Helping patients complete ADL tasks such as washing clothes and changing bed linen etc. (if they require assistance)*

- *Attending Medical/Psychiatric reviews with your patients and the Treating Team and implementing any requests from the Treating Team*
- *Spending therapeutic time with your patients engaging in conversations or recreational activities (games, puzzles, conversations etc.)*
- *Completing visual sighting rounds of all patients on the ward (sighting each patient and recording this in the visual observations book)*
- *Wherever possible we will arrange for you to administer IMI medications such as depots (long acting injectable medications)*

Please remember that you won't be completing these tasks on your own and that you will be supported by your buddy nurse to do these as you feel comfortable and that I am always around to support you also.

**Older
Persons
Unit
(OPU)**

The OPU Manager is Fiona Hutchins and the Specialist Nurse who you will be linked with is Melbin Kottarathil Joy (Clinical Specialist).

On your first day following your MHPDU Orientation, Melbin will meet with you at the reception area in the Psych precinct located at the top of the stairs on Level 2. Melbin will take you around and orient you to the ward and give you the expectations of the ward whilst you are on placement. Melbin will speak to you about shifts so please advise him if you have any issues.

**Bendigo
Adult
Community
Health
Team
(BACMHT)**

The Manager at BACMHS is Matt Gleisner. At BACMHT, they have a rotational system of preceptors / buddy's within their teams, this is done with consideration of capacity of each clinician and or the sub team so it changes.

Each Nurse member preceptor's students throughout the year. BACMHT have a large team so please consider that all nursing staff support students. This has been working well within the team for a number of years now.

We do a thorough orientation on the first day in particular and then through the placement. The working hours are 830-5pm and on your first day head over to John Bomford and at reception tell them you are a student on placement and Rachel will organise for someone to meet you.

**Older
Persons
Community
Health
Team
(OPCMHT)**

The Manager at Older Persons Community is Eimear Rossiter. At OPCMHS they have a number of staff who may be involved in being your preceptor / buddy. After your MHPDU orientation come to John Bomford and at reception tell them who you are and that you are on placement and we will meet with you and orient you to the unit.

Our working hours are 8.30 to 5pm.

**Echuca
Community
Mental
Health
Team**

Hi Brendan Watson is a Senior Clinician at Echuca AMHS. He will be your preceptor whilst you are on placement. If he is not there then John Hermans, the manager, will allocate someone to look after your needs.

After your orientation with MHPDU on your first day, then come up to Echuca, drive to our location on service St and see reception. Advise them who you are and they will contact Brendan or John to meet with you.

They will do an orientation to the site and advise you what you will be doing during your placement. Shifts are 830-5 Monday to Friday.

