



JCU
CENTRAL QUEENSLAND
CENTRE FOR RURAL
& REMOTE HEALTH

Welcome to Biloela

Enjoy your stay at 5/21 Paroz Cres, Biloela



Student Handbook
PLEASE READ

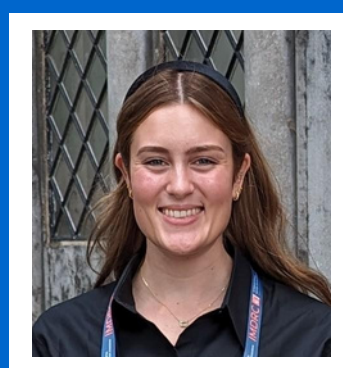
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5/21 Paroz Cres, Biloela, 4715

The Emerald Team



The Biloela Team



Welcome to JCU Central Qld Centre for Rural & Remote Health

Here at the JCU Central Queensland Centre for Rural and Remote Health, our aim is to attract, build, and retain a high-quality health workforce across Central Queensland. This in turn will lead to the delivery of better health, aged care, and disability services in regional, rural, and remote communities across Central Queensland.

The team at the Central Queensland Centre for Rural and Remote Health (CQCRRH) comprises clinical leads in Occupational Therapy, Social Work, Speech Therapy, Nursing, Dietetic, Pharmacy, and physiotherapy. Research, a Multidisciplinary Training Facilitator and the Operations team up the rest of the team.

The Biloela team consists of a Physiotherapist and Occupational Therapist

Orientation

Introduction

This handbook aims to assist students with the induction and orientation process.

It is important that you attend the orientation to Biloela as it will cover settling into your accommodation, along with a tour of the area.

The vibrant rural town of Biloela is nestled in the heart of the Callide Valley, a region known for its rich agricultural heritage. Biloela boasts a diverse and robust economy, supported by coal mining, power generation, and meat processing industries.

Acknowledgement of Country

JCU CQCRRH acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands, the Gangalu people, on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present.

JCU CQCRRH is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

We acknowledge the past and stand together for our future.



Welcome

Settling into rural life

LIBRARY FACILITIES

There is a local public library located at cnr Grevillea & Melton Street, Biloela. Opening hours: Monday to Friday – 9.00am to 5.30pm, Saturday – 9.15am to 1.00pm

MENTORSHIP and PASTORAL SUPPORT

While CQCRRH - Biloela is not able to provide specific clinical support in all disciplines, staff are on call to assist students should the need arise. Students are encouraged to contact the Centre if they are experiencing difficulties during their placement (Bush Crisis Line is available - please refer to page 10) or alternatively contact your universities for their allocated pastoral and well-being support program.

TRAVEL

Students are expected to organise travel to and from Biloela at the start and end of the placement.

OUTBACK DRIVING

Central Queensland has some beautiful towns and sightseeing opportunities. We encourage students with their own transport to explore the surrounding area. Please be careful of the local wildlife when driving out of town.

JCU STUDENT CONDUCT POLICY

<https://www.jcu.edu.au/policy/student-services/student-code-of-conduct>

JCU STUDENT RIGHTS & RESPONSIBILITIES

<https://www.jcu.edu.au/students/support/student-charter>

Check In / Out

Accommodation Bedroom 1 upstairs, Bedroom 2 downstairs, Bedroom 3 down stairs, Bedroom 4 -

Townhouse 5, 21 Paroz Cres, Biloela, 4715

Check In / Out Times

Check in from Midday on Sunday - Check out before Midday on Saturday.

If you require an earlier check in or later check out, please notify us and we will do our best to accommodate your request.

Key & Access - IMPORTANT READ CAREFULLY

Access to the house is through the Complex pedestrian entry gate - **key code is 6789.**

Access to the house will be with a digital key lock system.

You will be allocated a digital code for the duration of your placement.

The operations team will email your digital code to you before placement begins. This code will give you access to the front screen door, front door and your allocated bedroom.

Who to contact

Kali-Jean Duncombe - Multidisciplinary Training Facilitator

Kali-Jean will assist with your accommodation, and any concerns or issues you may have. She is located in Emerald.

P: 07 4781 3300 or 0400 230 383

E: students.cqcrh@jcu.edu.au

Operations Team

This team is also another point of contact for you during your stay. They can also assist with your accommodation, maintenance and any issues you have.

Call: 07 4981 3300 or 0436 279 297

Email: operations.cqcrh@jcu.edu.au

Christine Brough - AH Clinical Lead, Occupational Therapy

Christine is your main point of contact for you during your stay in Biloela. Christine is the clinical lead for OT & can assist you with immediate issues in Biloela.

P: 0473 508 625

E: otbiloela.cqcrh@jcu.edu.au

House Basics

MAINTENANCE

All requests for repairs or replacements in the house should be made via email and will be addressed Monday - Friday. If something urgent arises during business hours, you are encouraged to call the office. If the request is something more specialised, we may need to engage a contractor, which means the solution can take a little longer. For maintenance issues that arise at night or over the weekend, email **students.cqcrh@jcu.edu.au** and we will authorise a repair.

Please do not try to fix anything yourself. We encourage residents to report any maintenance issues as soon as possible so that we can attend to them promptly.

GARBAGE COLLECTION

The garbage collection day is **Friday**. Please put the bin out the evening before. It is the occupants' responsibility to place the wheelie bin on the footpath to be emptied. The bin is to be placed with the lid opening to the street

Recycling is every fortnight.

GAS CYLINDERS & LIGHT BULBS

If the BBQ gas runs out please make sure you notify the office so we can arrange a replacement of the empty cylinder.

Spare light bulbs can be found in the cupboard. We encourage you to change bulbs if it is safe to do so and can be easily reached from the floor.

PEST CONTROL

Our location means pests such as ants, spiders and other insects can become a problem from time to time. Each year, the houses undergo pest control treatments, however, you are welcome to report any concerns about pests to us. You can help minimise pests through high standards of hygiene and cleanliness in your living areas, including your bedrooms. Easy ways to do this are by storing food properly, throwing away scraps immediately, wiping down kitchen benches and taking rubbish to the outside bins.

House Basics

CLEANING

You are encouraged to keep your room and the communal areas clean and tidy. This includes washing towels and bedding weekly, cleaning the bath, shower and kitchen with appropriate cleaning products, and vacuum & mop the floors. You will find the necessary equipment in the cupboards (please replace cleaning product as necessary).

AIR-CONDITIONING

Please DO NOT use the timer on the air-conditioners. They are to remain on 24 degrees or above. Please turn them off when you leave the house.

YOUR BEDROOM

Welcome to your personal space. On arrival you will find clean bed linen and towels inside the bedroom cupboard. The linen is allocated per room, and we ask that at the end of your stay you wash and dry the linen and towels and return them to the cupboard shelf for the next resident to use. Stained linen will need to be replaced at your own cost.

Please use the 'Student Communication' board on your bedroom door to assist your housemates with communication.

Take good care of your keys. If you lock yourself out of the house please contact Ruswin Locksmiths to organise a replacement, at your own cost. After hours call out Ruswin Locksmiths.

While we allow the occasional day visitor, we do not allow overnight visitors. This includes family, friends, and partners. Pets are not allowed at the property, and smoking, vaping, or drugs are not permitted anywhere on the property.

INSPECTIONS

Our operational team & contractors visit the property regularly. This is to fix issues and make sure the house is fit for purpose and being well maintained. CQCRRH Staff will conduct random accommodation inspections any day or at any time. This includes checking bedrooms. We are always mindful of privacy during our visits.

House Basics

BBQ USAGE

The BBQ is supplied with the understanding that it is respected and left CLEAN for the next guests. Please replace the cover when cooled. FOR SAFETY: Please ensure that the grease tray is emptied and do not leave the BBQ unattended whilst in use. Please switch Gas bottle off whilst not in use. Please notify staff when gas bottle is low.

POOL USAGE

There is a complex communal pool that is available for residents to use. Please be respectful that this is a communal space.

SEVERE WEATHER EMERGENCY

It is encouraged to monitor any weather emergencies that may be in your area. In each house there is a battery operated torch.

It is encouraged that you have drinking water, non-perishable food, chargers, blankets ready if a weather emergency takes arises.



KNOW YOUR RISK

Knowing what weather happens where you live is key to preparing your property.



BUSHFIRE

Fires can happen anytime, with peak season from July – February. Your Rural Fire Service and council will have your local fire information.



FLOODING

Floods happen everywhere in Queensland. Think about the creeks, rivers, dams and low-lying areas on your property and on the roads you regularly use.



STORMS

Storms can happen anywhere, anytime. Know what can be impacted by strong winds and hail and be prepared to secure property from damage.



HEATWAVE

Heatwaves can be deadly to people and stock. Track your dam levels and/or other water sources, and make sure stock have access to water and shade.



CYCLONE

Cyclones mainly impact northern and coastal areas, but all of Queensland can have wind and rain from cyclones. Secure equipment



Student Code of Conduct

All students should be aware of their home Universities Code of Conduct and any other associated policies. All students must remember that while attending a placement in Biloela District you are a representative of your university and as such you are expected to continue to adhere to their policies.

In addition, your presence in Biloela and surrounding placement sites are sponsored by Central Qld Centre for Rural & Remote Health (CQCRRH). This means that your conduct also reflects upon the Centre. This includes behaviour at our accommodation which is recognised by the community as a CQCRRH/JCU facility.

Given the size of Biloela and surrounding communities it is inevitable that any poor behaviour will be reported back to Centre staff. As such the Centre has developed the following Code of Conduct which seeks to compliment equivalent policies provided by your home university.



Code of Conduct

1. Respect all people with whom you come in contact during your placement.
2. Respect different values, beliefs, cultures and religions.
3. Value the contribution made by people willing to give their time and knowledge to assist you during your placement. This includes, but is not exclusive to, health profession preceptors, co-workers, patients and the public.
4. Be punctual for all placement and CQCRRH organised activities.
5. Abide by the dress code established by your University.
6. Avoid conduct which might reasonably be perceived as discriminating, harassing, bullying or intimidating to others.
7. Conduct yourself in a professional manner whilst undertaking your placement.
8. Maintain the highest standards of academic integrity during your placement.
9. Observe confidentiality of all patients or clients and familiarise yourself with the confidentiality requirements of the organisation where the placement is being undertaken.
10. Respect CQCRRH property and the facilities, such as accommodation, library, computing and laboratory resources.

Students must not engage in any conduct that:

1. Impairs the reasonable freedom of other persons to pursue their placement or studies.
2. Is otherwise detrimental to the operation of CQCRRH or causes damage to CQCRRH property or reputation.
3. Contravenes federal, state or local law.
4. Reflects badly upon CQCRRH or the student's home university.

Wifi Connection

House Internet Dongle located in right hand side of TV Cabinet in lounge room

Dongle Name: JCU Netgear 3

Connection name: NTGR_8B7E

Wifi Password: 14621898

Emergency Contacts

Immediate Emergency	000
Police	07 4932 3900
Ambulance	07 4992 4139
Fire	07 4979 6581
Biloela Hospital	07 4992 7000
RFDS Rockhampton	07 4921 2221

At times during your placement you may experience isolation, loneliness and frustration with the unpredictability of working and travelling in rural and remote areas. The Bush Crisis Line is a national 24 hour telephone support and debriefing service for multidisciplinary rural and remote health practitioners and their families and is answered by qualified psychologists with rural, remote and cross- cultural experience.

Useful Contacts

Bush Crisis Line	Freecall 1800 805 391
Lifeline	131 144
Telstra	132 200
Ergon Energy	131 046
JCU CQCRRH Office	07 4781 3300
Ruswin Locksmiths	07 4987 5735

BILOELA

THINGS TO DO

- Queensland Heritage Park
- Spirit of the Land Murals
- Greycliffe Homestead
- Kroombit Park - quad riding, mustering, horse riding
- Bille Brown's Big Director Chair
- Biloela Water Tank Art
- Mount Scoria Conservation Park - The Musical Mountain
- Callide Dam and Callide Lookout - 12 km (10 mins) excellent for boating, fishing and swimming
- Callide Power station
- Callide Mine Lookout – 18 km (15 mins) north east passed the dam takes in views of Biloela, the mine and dam
- Kroombit Tops National Park – 25 km (20 mins) to the turn off on Valentine Plains Rd
- Local Markets - Every 3rd Sat of the month
- Go fishing
- The lions park - a beautiful park
- Explore surrounding areas - Carnarvon George, Cania Gorge, Blackdown Tablelands

Town Map



Cleaning Checklist



Departing Check - list

Kitchen:

- Empty the dishwasher/sink
- Clean all the surfaces
- Take out the rubbish
- Clean & Empty the fridge
- Clean the oven
- Vacuum and mop the floor

Living Room:

- Vacuum the couch
- Vacuum the floor
- Wipe surfaces
- Arrange the couch pillow
- Clean the TV
- Turn off Appliances

Bathroom:

- Clean the Shower/Tub
- Clean the toilet
- Change & wash towels
- Replenish toiletries
- Clean Mirrors
- Mop the floor

Bedroom:

- Wash Bed Linen & return
- Vacuum the floor
- Clean all the surfaces
- Check cupboards
- Dust pillows
- Turn appliances off





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Thank you for
staying with us!