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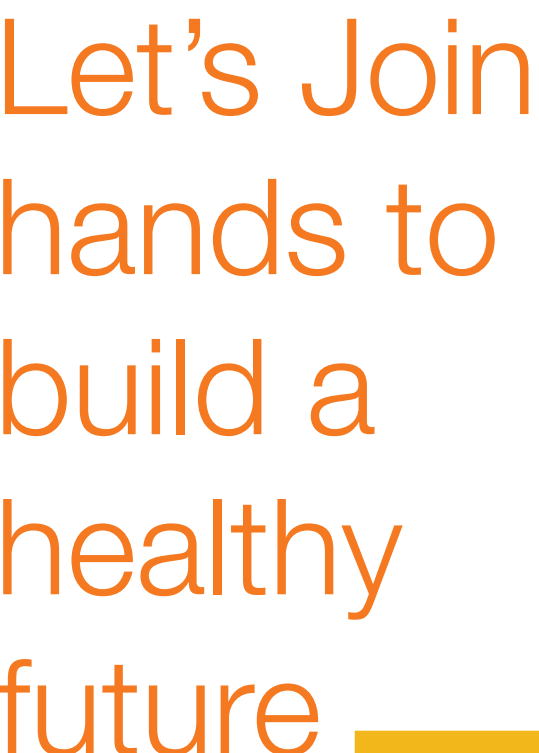
Domestic STUDENT HANDBOOK



www.ihm.edu.au



enquiry@ihm.edu.au



Let's Join
hands to
build a
healthy
future

Contents

How to use this Handbook.....	5
Welcome message from the Founder & Managing Director.....	6
Important Information & Emergency Contacts IHM Sydney Campus:.....	7
Important Information & Emergency Contacts IHM Melbourne Campus:	8
Important Information & Emergency Contacts IHM Perth Campus:.....	9
Introducing Institute of Health & Management	11

Studying at IHM 12

To Begin:	13
Unique Student Identifier (USI).....	13
Faculty/Course Orientation	14
Student 'Code of Behaviour'	14
Academic Policies and Procedures	14
Complaints and Appeals	14
Student Administration Information	17
Student Support Services	18
Ancillary Student Services	19
IHM Support Services	19
IHM Student Support Centre	20
Quick Guide to Key Personnel:.....	21
Melbourne Campus	22

Perth Campus	22
Sydney Campus	22
Campuses and Facilities:	22
Facilities	23
Academic Support and Expectations	24
Teaching and Learning at IHM.....	24
Plagiarism.....	24
Resources	25
Tutoring	25
Language and Literacy Support	25
Public Holidays and Special Celebrations:	26
Home Fire Safety:	28
Smoke Alarms	28
Electricity	29
Cooking.....	30
Plan Your Escape	30
Sun Safety:.....	31
Sun Protection.....	31
Beach Safety:	32
Remember the F-L-A-G-S and Stay Safe	32
In the Bush.....	34
Advice for Motorists Caught in Bush Fires	34
Bush and Outback Safety:	34
In the Outback.....	35
Storm Safety:	36
Dangerous Animals and Plants:	37

How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance

Example:
Immediate Priority



Colour Code

Information

	 <p>"I need to know IMMEDIATELY!"</p>
	 <p>"I need to know by the first week!"</p>
	 <p>"I need to know BEFORE classes begin!"</p>
	 <p>"I need to know by the end of WEEK 4!"</p>
	 <p>"I need to know by the end of WEEK 6!"</p>
	 <p>"I need to go back and remind myself of this as I go through my study!"</p>



Welcome message from the Founder & Managing Director

Welcome to the Institute of Health & Management (IHM). We are pleased you have chosen IHM as the institute at which you will continue your lifelong learning in healthcare.

IHM understands that its students are diverse and come from many areas including Australian and overseas trained healthcare professionals. Our student services team works closely with each student to provide a supported and positive learning experience. The Institute's approach is encapsulated in our core values of Innovation, Caring and Excellence – ICE.

IHM specialises in the delivery of higher and specialized education and the development of healthcare leaders. IHM has adopted the following values that will guide its growth as a higher education Institution in post graduate courses in health and management:

1. Perception in action that will guide the development of our postgraduate speciality courses
2. Passion for knowledge that has the capacity to transform individuals working in specialised areas in health and management
3. Perseverance that will provide the drive to achieve excellence in everything we do
4. Persuasion to engage in partnership collaboration as the basis on which to provide diversity in postgraduate speciality education.

Our mission is to serve the community, and the health industry through the provision of outstanding careers focused specialised postgraduate courses. IHM encourages its students and graduates to practice nursing to the highest standards and with the greatest professionalism.

We are proud of our on campus and off campus learning environments. The Institute's facilities include new classrooms, nursing laboratories with state-of-the art equipment, an on-line library, computer labs and e-learning systems. As nursing is a skills based profession, we encourage you to fully utilise these facilities to develop your nursing skills.

On behalf of the faculty, staff and administration of the Institute of Health & Management, we look forward to supporting you as you begin this exciting journey towards a successful future.

A handwritten signature in blue ink, appearing to read 'Kunnumpurath Bijo'. The signature is fluid and cursive.

Kunnumpurath Bijo

CEO & Managing Director
Institute of Health & Management

Important Information & Emergency Contacts IHM Sydney Campus:

Education Provider Main Contact Details:

Campus Address:

Ground Floor, 1 Wentworth Street,
Parramatta, NSW 2150, Australia
T: 1800 763 757
W: www.ihm.edu.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

Department of Home Affairs

9 Wentworth Street,
Parramatta, NSW 2150
Ph.: 131 881
Opening Hours: 9 am to 4 pm - Monday to Friday

Medical Centres:

Argyle Street Medical Centre

Shop 13, Westfields
Parramatta / Marsden St,
Parramatta, NSW 2150
Ph: (02) 9893 8733

Transport:

Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network

You can plan your trip by going to the following website

<http://www.transportnsw.info/>

Local Taxi Companies:

1. Premier Cabs
Ph: 13 10 17 or book your cabs by going to the website:
<http://www.premiercabs.com.au/>
2. Prestige Maxi Taxi
Ph: 0414 383 804

Public facilities:

Location of Banks and Automatic Teller Machines (ATMs):

Banks and ATM's are located in West Field Shopping Centre, Parramatta

Post Office

Westfield Shopping Town
Shop 1106 157-159 Church Street,
Parramatta, NSW, 2150

Opening hours:

Mon – Fri 9:00am - 5:00pm
Saturday 9:00am - 1:00pm
Sunday Closed

Important Information & Emergency Contacts IHM Melbourne Campus:

Education Provider Main Contact Details:

Campus Address:

Level 2/ 187, Boundary Rd, North Melbourne, VIC 3051, Australia

T: 1800 763 757

W: www.ihm.edu.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

Department of Home Affairs

808 Bourke St, Docklands VIC 3008

Opening Hours:

9 am to 4 pm - Monday to Friday

Medical Centres:

North Melbourne Family Medical Centre

452 Victoria St, North Melbourne VIC 3051

Ph: (03) 9328 1151

Royal Park Medical

Royal Park Medical, 243-251 Flemington Rd, North Melbourne VIC 3051

Ph: (03) 8301 5500

Transport:

Public Transport Victoria

Information about the fare and timings for buses, Trams and trains could be obtained from the following website.

<http://ptv.vic.gov.au>

Local Taxi Companies:

1. Maxi Cab Melbourne- Docklands
Ph: 0469283466
2. Diamond Valley Taxi Service -
Greensborough Ph: 0412 368 388

Public facilities:

Location of Automatic Teller Machines (ATMs):

Commonwealth Bank ATM

51-53 Errol St, North Melbourne VIC 3051

ANZ Bank ATM

150 Flemington Rd, Parkville VIC 3052

Post Office

72/82 Errol St, North Melbourne VIC 3051

Opening hours:

Mon - Fri 9:00 am - 5:00 pm

Saturday 9:00 am - 12:00 pm.

Sunday Closed

Important Information & Emergency Contacts IHM Perth Campus:

Education Provider Main Contact Details:

Campus Address:

Level 4, 12 St Georges Terrace,
Perth, WA 6000, Australia

T: 1800 763 757

W: www.ihm.edu.au

Emergency Telephone Numbers:

Police, Fire, Ambulance – 000

Department of Home Affairs

Ground Floor, Wellington Central
836 Wellington Street,
West Perth, WA 6005 Ph: 131 881

Opening Hours:

9 am to 4 pm - Monday to Friday

Medical Centres:

Royal Perth Hospital

197 Wellington Street
Perth CBD, WA 6000
Ph: (08) 9224 2244

After Hours GP – Royal Perth Hospital

Corner Lord and Goderich Streets
Perth, WA 6000
Ph: (08) 9202 1660

Transport:

Transperth

Information about the fare and timings for buses, and trains could be obtained from the following website

<http://www.transperth.wa.gov.au/>

Local Taxi Companies:

1. Awan Taxis
Ph: 13 13 30
2. Maxi Taxi
Ph: 0421 219 513

Public facilities:

Location of Automatic Teller Machines (ATMs):

Commonwealth Bank ATM

Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000

ANZ Bank ATM

Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall, Perth, WA 6000

Westpac

Level 1 (Hay Street) Carillon City Arcade
680 – 692 Hay Street Mall
Perth, WA 6000

Post Office

Shops 3 & 4, 3-7 Forrest Place
Perth WA 6000

Opening hours:

Mon - Tue 8:30 am - 5:00 pm
Wednesday Closed
Thu - Fri 8:30 am - 5:00 pm
Saturday 9:00 am - 12:30 pm
Sunday Closed



Introducing Institute of Health & Management

The Institute of Health & Management (IHM) is one of Australia's providers of comprehensive health and nursing education at several levels. IHM is fast-growing, dynamic, and quality-driven institution committed to continuous improvement; working hard to develop, implement and deliver courses and professional development programs.

Student welfare and administrative and educational support are paramount to IHM from the moment of application to the time of graduation – and beyond. Whatever the mode of delivery, face-to-face or e-learning, students are supported and motivated on a one-to-one basis by the institute's trainers.

Our students benefit from fully equipped campus with modern facilities and amenities including a state-of-the-art nursing and computer laboratories, a student library, highly equipped classrooms and student break out areas.

All of this combines to ensure IHM's significant contribution to Australia's health sector's much needed competent, confident, well rounded health professionals.

Head Office and Online Learning Centre

The Melbourne Head Office and Online Learning Centre is located in North Melbourne 4 kilometers from the Melbourne CBD, Suburbs close to Corporate Office include: Flemington, Travancore, Parkville, Kensington, North Melbourne, Carlton.

IHM Sydney Campus

The Sydney campus is located in Parramatta in the culturally sophisticated state of New South Wales (NSW), 30 minutes away from west of Sydney CBD.

Neighbouring suburbs in Parramatta include: Northmead, North Parramatta, Westmead, Greystanes, Mays Hill, Harris Park, Rosehill and Oatlands.

IHM Melbourne

North Melbourne Campus is located 16.4 kms from Melbourne International Airport. North

Melbourne campus is well connected to public transport with a train station and tram stop 2 mins walk from the campus.

IHM Perth Campus

The Perth campus is conveniently located in the vibrant Perth CBD in Western Australia (WA), Australia's largest state. Suburbs close to campus include: West Perth, Northbridge, East Perth and Crawley. IHM Perth Campus is well connected to public transport.

IHM Values

Innovation

- Be creative innovate and forward thinking in the design of our programs and services.
- Adopt a culture of innovation in every aspect of the delivery of our programs and services.

Caring

- Be empathetic and maintain a primary focus on the welfare of our students.
- Understand the unique requirements of our students and celebrate their diversity.

Excellence

- Exceed expectations and strive to consistently deliver excellence in training delivery.
- Provide an educational environment that is inclusive and reflects the diversity of the communities it serves.

Honesty

- Be truthful and demonstrate fairness and truthfulness in your actions

Openness

- Be transparent open-minded and imaginative
- Try new things and be curious to learn more and to understand

Trust

Be trust-worthy by demonstrating:

- Consistency,
- Compassion,
- Communication,
- and Competency



Studying at IHM



To Begin:



Unique Student Identifier (USI)

A USI, or Unique Student Identifier, serves as your distinctive reference number throughout your educational journey in Australia. As of January 1, 2023, it is mandatory for all higher education students, including those who commenced their studies before 2021 and international students studying onshore, to possess a USI to successfully graduate and receive their academic credentials.

It is imperative to ensure that the personal details registered with the USI Registry Office align precisely with the information provided to the Institute of Health and Management (IHM) and the Australian Taxation Office (ATO). Consistency in information, such as your name and date of birth, across these platforms is crucial to prevent the risk of encountering an unverified USI. An unverified USI can adversely impact your enrolment and graduation process. Therefore, it is strongly advised to verify and synchronize your personal information to facilitate a seamless educational experience.

Student Orientation

Student orientation at all campuses is conducted in the first week of each new intake (course commencement).

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution.
 - » Campus Manager
 - » Course Coordinator
 - » Lecturers
 - » English Language Educators
 - » Student Support
 - » Student Administration and Support Officer
 - » Research and Learning Support Information Officer
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.

- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
 - » Library
 - » Computer rooms and facilities
 - » Recreation and eating areas
 - » Clubs and Associations
 - » Classrooms



Student 'Code of Behaviour'

Students are required to adhere to Institute of Health & Management Student Code of Behaviour at all times. A copy of IHM's policy on 'Student Code of Behaviour' is available from IHM website.

Academic Policies and Procedures

IHM's academic policies and procedures are accessible from the IHM website, under the 'About' tab as 'Our Policies and Procedures'. Please contact our administration staff or your course coordinator.

Complaints and Appeals

IHM takes complaints very seriously and respects the right of students to appeal decisions that are made in the course of academic and administrative procedures. The Student Complaints and Appeals Policy and Procedure set out the procedures and principles that govern how your complaint will be handled. You can also find information about making a complaint in the Student Handbook.

IHM staff will endeavour to address your needs if they are brought to their attention, so it is recommended that you discuss your complaint or grievance with a Student Support Staff, if you feel comfortable doing so. At the very least, they can give you information about how to have your complaint heard.

You will not be disadvantaged, provided your complaint is not knowingly false or vexatious. Complaints help us to improve our services.

Informal Complaints Process

- Students are encouraged to resolve complaints informally with the Lecturer/ Student Support staff before making a formal complaint.
- If not satisfied students are further encouraged to speak to the Course Coordinator of their enrolled course and present their complaint. The Course Coordinator will try and resolve the issue and come to a satisfactory solution.

Formal Complaints Process

- Students can access the 'Student Complaint Register' through the student portal or complete the ['Complaints and Grievances Form'](#) on the website.

- The Complaint will be recorded in the Student Complaints Register, in the 'Student Management System' and 'Student Profile'.
- IHM will investigate the complaint and provide a resolution. This resolution will be reviewed by the Quality Assurance team for opportunities for continuous improvement.
- During the investigation, the complainant will be given an opportunity to formally present their case and have the option of being accompanied/ assisted by a nominee (such as a family member, friend or counsellor) if they so desire. If the students are using a paid nominee, it will be at their own cost. The nominee must present their photo ID while accompanying the student at any of the appointments at IHM.
- The students are informed of the outcome of the complaint which will be recorded in the student portal.
- Students may use the Formal Appeals Process if they are not satisfied with the outcome of the complaint resolution process.
- If the student is dissatisfied with the resolution proposed by IHM, IHM can refer students to an independent mediator; Student Mediation Scheme provided by Resolution Institute.
- The students are informed by email of the outcome of the appeal and will be recorded in the student portal.
- If the student is dissatisfied with the appeals process by IHM, they can access the provision of an independent mediator; Student Mediation Scheme provided by Resolution Institute at no cost to the student.
- For international students, if not satisfied, students may take up the complaint with "OMBUDSMAN".

Ombudsman

Complaints about IHM administrative actions and decisions can be made to the applicable state Ombudsman (VIC, NSW, WA) no cost. If students have not followed the steps in these guidelines, the Ombudsman may ask that they do so before accepting their complaints.

VIC: <https://www.ombudsman.vic.gov.au/>

NSW: <https://www.ombo.nsw.gov.au/>

WA: <http://www.ombudsman.wa.gov.au/>

Timeframes

IHM considers complaints and grievances in a timely manner, the acknowledgement of receipt of complaint will be sent within five (5) working days and the outcome of the complaint/appeal must be sent to the student within thirty (30) working days from the initial response.

Record Management

IHM will maintain records of all complaints and appeals from the students and the assessment of, and decision, for 2 years.

Confidentiality

Confidentiality complaints will be investigated at IHM's discretion. This is dependent upon the nature of the complaint and there is sufficient information for the investigation.

IHM is not required to send a response to an Confidentiality complainant.

Formal Appeals Process

- Students can access the 'Student Complaint Register through the student portal or complete the 'Complaints and Grievances Form' on the website. A paper form is available at the IHM campus.
- The Appeal is recorded in Student Complaints and Appeal in the Student management system and Student Profile.
- IHM will convene a panel (someone more senior and not previously involved in the case added to the panel for appeals) that will investigate the appeal and make a decision.
- The appellant will be given an opportunity to formally present their case to the panel and have the option of being accompanied/ assisted by a nominee (such as a family member, friend or counsellor) if they so desire.



Academic Progress

Students are obligated to uphold their commitment to maintaining satisfactory course progress by successfully completing a minimum of 50% of the units scheduled for each study period.

It is essential to engage proactively with your Course Coordinator, lecturers and student support services to help you achieve and maintain satisfactory course progress throughout your studies. By doing so, you can avoid potential academic challenges and enjoy a successful educational experience.

Support for student at-risk

A student who is concerned about his or her progress in the course is encouraged to contact the lecturer, Course Coordinator or and Student Support Services to seek assistance. IHM will offer support and give the student an opportunity to meet the performance and/or progression expectations.

Our goal is to work closely with at-risk students to address their specific challenges and help them get back on track. This may involve academic support, counselling, or referrals to relevant support services. We believe that early intervention and personalised support are key to helping students overcome difficulties and succeed in their studies.



Student Administration Information

Enrolment

As a condition of enrolment, the student agrees to abide by all IHM policies referred to below for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. These could include:

1. Student Complaints and Appeals Policy and Procedure
2. Student Academic Progression Policy and Procedure
3. Attendance Policy and Procedure
4. Student Misconduct Policy and Procedure
5. Student Code of Conduct
6. Changes to Enrolment Policy and Procedure

For details

Please refer to IHM's Fee Payment Policy in IHM Website.

- Students should maintain full time enrolment in a course.
- Non-payment of fees will mean you will not be able to continue to be enrolled
- Any changes to enrolment such as deferment, withdrawal must be notified / requested in writing.

ID Cards

IHM will issue Individual ID Cards for all IHM students. This could be obtained from the IHM Administrative Office, on the first week of the course commencement.

Refund and Cancellation Policy

Please refer to Fees, Charges and Refund Policies and procedures on IHM website

Attendance

You have an obligation to attend at least 80% of scheduled classes in each study period. Failure to achieve attendance may require a revision of your enrolment load and also an extension to your enrolment, which in turn has significant cost implications.



Textbooks

Suggested list of text books will be provided by IHM. It is student's responsibility to purchase text books.

Student Support Services

Academic Skills Assistance

IHM is committed to the delivery of high quality training outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Some or all of the following support mechanisms may be identified for the student to assist them meet their learning objectives:

1. A recommendation that the student seek appropriate personal and/or academic support from within or outside of IHM.
2. Regular feedback from teaching staff that may include discussion, continuous (perhaps informal) assessment to track progress, model answers, lists of common mistakes.
3. Regular contact with the student by the Admin Coordinator and Course Coordinator in person or via e-mails
4. Identification and implementation of other additional support strategies to enhance the student's progress as identified by the student.

Key Personnel: Educators/ Course Coordinator/ Counsellor/ Student Administration and Support Officer

Academic Counselling

IHM students have access to staff for counselling and advice on appointment. An External counselling service is available for staff and students of IHM to access as required on referral to talk about:

- Stress and depression
- Relationships and family matters
- Sexual assault
- Identity issues
- Study issues
- Suicidal thoughts or self-injury
- Homesickness
- Adjusting to the new environment or the Institute
- Motivation issues
- Exam stress
- Any other matters you would like to talk about in confidence.

The course coordinator and lecturers or the delegated personnel will be available to provide additional learning support during the course duration. Students could contact the concerned person through e-mails, teleconference, telephonic discussions and by the person (on appointment). Students can also use any of the Community counselling services available. Arrangements for such counselling services may be coordinate by IHM at no cost to the students.

Personal Counselling

IHM provides flexibility in arranging counselling sessions including telephone counselling services. The number of counselling sessions/sittings required for the student will be identified by the counselling service. IHM will be responsible for payment to the counselling services.

Key Personnel: Student Administration and Support Officer

Disability Services

IHM is committed to provide education services and a learning environment that is free from discrimination, harassment and victimisation. IHM will act to provide an accessible and supportive learning environment for students with disabilities and will provide access insofar as reasonably practicable to any service provided by IHM to its students.

Key Personnel: Student Administration and Support Officer

Ancillary Student Services

Student Notice Boards

Student notice boards are used in IHM campus to inform students about the upcoming social activities, course related information and updates and Student's achievements. Student Notice boards also have a section for students to post / share any useful information among other students within the campus.

IHM Support Services

IHM offers support services to help students to succeed with their study at the Institute of Health & Management. IHM also provides support services for students who may require assistance in non-academic related areas. Some programs or support services are applicable for particular groups of students while others are for all students.

Students of IHM will have access to our comprehensive student support services to make sure they have every chance possible of successfully completing their course.

[Student Support and Services - IHM](#)

Online payment

IHM offers online payment via website (<https://ihm.edu.au/payment-options/>) for convenient and secured payment for our students. Students are required to enter "Student ID", Invoice Number and Amount for valid transaction. Once the payment is successful, we will send you a payment receipt. Your payment status will be also available through your student login within 24 hours.

Online Library

IHM's online Library promotes cutting-edge research and extends a memorable on-campus experience for students who rely on analog and technological tools to study in-depth. You can quench your thirst for learning with our resources which include:

- EBSCOhost
- The Joanna Briggs Institute
- PubMed
- Nursing Reference Centre Plus
- EMIMS online
- Google Scholar
- Research Gate
- Trip Database
- Informit
- Mosby's Nursing Skills
- Cochrane Library

Clinical Placements

IHM has a network of over 300 clinical partners from Health Services, Hospitals and Aged Care facilities and Clinics around Australia. Our clinical partners are a vital part of our training and education programs and provide students access to a wide variety of clinical learning experiences and provide inputs to our courses and participate in regular reviews with our students.

We want you to learn the best practices and understand the real life scenarios. Hence, we are here to provide assistance regarding your clinical placements.

IHM Student Support Centre

All IHM students are encouraged to submit all requests regarding system access, academic support and all requirements through this student service portal.

<https://student.ihm.edu.au/#/login>

Administrative Support:

You can raise your concerns related to course extension , assessment extension , withdrawals, deferrals etc.

E-Learning Support:

We are doing our best to deliver a wholesome virtual learning experience to you. Your feedback is valuable to us. You can share your concerns and feedback here.

Finance:

We try our best to clarify your queries regarding fee and other financial schedules. You can get in touch with us regarding these questions here.

Academic Support:

To help us ensure satisfying academic accomplishment, we welcome you to share your inputs and concerns.

IT Support:

Our team is here to ensure the best course delivery enabled through our IT initiatives. You can raise your concerns regarding login or any other access issues.

Testamur Application:

Your academic accomplishment is our goal too. Get in touch with us for testamur application and issuance.

Complaints :

You can get assistance if you are not satisfied with your marks, assessment and any other area of your studies.

Appeals:

If the resolution to your complains are not satisfactory, you can put forward your appeal.

Quick Guide to Key Personnel:

WHO TO SEE	ISSUES
ACADEMIC	
Lecturer	Questions about content of units, teaching procedures, assessment.
Course Coordinator	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study
STUDENT SUPPORT SERVICES	
Student Administration	<ul style="list-style-type: none"> • Financial problems, enrolment and short term accommodation. • Health care/ insurance problems, academic progression, accommodation, understanding of how to utilize institution processes effectively. • Timetable, registration in subject units, change of address.
PERSONAL	
Campus Manager/Registrar	Problems with relationships, home-sickness, gambling, depression, relationship issues, personal problems.
Campus Manager	Sexual harassment, discrimination issues.
Course Coordinator	Examination / study adjustments.

Campuses and Facilities:



Our campuses feature state of the art facilities which enable technology enhanced learning and growth. Our facilities include wireless internet, advanced computer and simulation labs, libraries, student lounges and recreational areas for you to unwind, interact and build relations – personal and professional.

Melbourne Campus

Well known as Australia's sporting and cultural capital, Melbourne is a city with a touch of class. As Australia's second largest city, it is a potpourri of cultures, cuisines and ideas and is a city known for the diversity of its style, fashion, food, architecture, theatres, galleries, and gardens.

Campus Address and Location

North Melbourne Campus

Level 2 /187, Boundary Rd, North Melbourne, VIC 3051, Australia

Perth Campus

Nature's bounty is evident in Perth, famous for its gorgeous beaches with endless stretches of sand, sea and sky. Due to its great outdoorsy weather, WA is a haven for activities such as kayaking, surfing, diving, sailing and more.

Campus Address and Location

Level 4,12 St Georges Terrace
Perth, WA 6000, Australia

Sydney Campus

The oldest among Australia's capital cities, Sydney is known around the world for its iconic Opera House. A popular go-to port for the summer, Sydney's sunshine and golden beaches attract flocks of tourists of all ages.

Campus Address and Location

Ground Floor, 1 Wentworth Street,
Parramatta, NSW 2150, Australia



Facilities

Modern Classrooms

The modern, technology-enabled classrooms at IHM are fully equipped with audio-video capture to engage students with experiential learning and pedagogical strategies in higher education.

Research Centre & Library

IHM's Research Centre and Library promotes cutting-edge research and extends a memorable on-campus experience for students who rely on analog and technological tools to study in-depth.

Simulation Labs

High-fidelity simulation technologies, complete with mannequins and real-life scenarios are available at IHM to extend world-class health care education to students and make them industry-ready.

Computer Labs

Public PC workstations located at the IHM library and elsewhere on campus are available to the student community round-the-clock with wireless connectivity throughout the IHM campus.

Student Lounges and Recreational Areas

IHM's student lounges and other recreational areas provide the opportunity to students to unwind , interact and build strong connections.

e-Learning

To widen educational opportunities, IHM allows students the innovative e-Learning benefits of attending several study programs without having to be physically present at the campus.

Meeting Rooms

IHM features full-service meeting rooms and additional spaces that can be utilized for conducting high-end video conferences with virtual guest faculties or a quick sharing of knowledge.



Academic Support and Expectations

Teaching and Learning at IHM

IHM will monitor record and assess the progress of each student. IHM has in place the following Strategies to identify students at risk of not making satisfactory progress and those with special language and literacy needs.

1. The trainer/assessor records attendance of each class as per the Daily Students Attendance Records for on campus mode of delivery
2. Participation and progress on campus mode of delivery will also be monitored through participation in classroom activities and completion of assessments
3. Participation and progress in self-paced learning such as e-learning or distance learning courses will be monitored through the activity report recorded online.

Students identified as having attendance issues, at risk behaviour or not making satisfactory progress will be contacted and counselled by the Training Manager or Course Coordinator. If required, additional learning support will be made available to the students making unsatisfactory progress.

The Australian Government promotes and supports teaching and learning in higher education institutions for the enhancement of students' needs. Generally – and especially at IHM – learning culture consists of a supportive environment where individual students are given every opportunity to excel in their chosen study. As a student of IHM you have the following academic rights and responsibilities:

Plagiarism

Students are required to submit their own work for assessment. The presentation of someone else's work, words or ideas as one's own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from. Various forms of plagiarism as follows:

- Downloading or copying any materials/ ideas or part of it from an online source and submitting it as your own work with acknowledging
- Buying, stealing or borrowing any materials/ ideas and submitting it as your own work

Cheating: 'Cheating' is to act dishonestly or unfairly to gain advantage. It can also be defined as completing an assessment without a student's own effort and getting someone else to do the work. This is not an acceptable practice and will affect the progression of the course.

Resources

IHM will provide appropriate resources to you. We offer:

- a wide range of books and audio-visual materials for you to borrow
- access to online facilities and an e-learning portal
- friendly personal service
- staff expertise and experience in each area of study
- practical facilities where you can learn in a safe environment

IHM has well-equipped, simulated laboratories ensure clinical skills teaching is achieved in a realistic and effective manner. Lab sessions typically involve use of clinical equipment, practice models and manikins, clinical tools, role plays and simulated activities reflecting real time events in clinical settings to facilitate learning. As a part of quality improvements in service delivery, IHM's laboratories are continuously updated and improved with new equipment and facilities to accommodate relevant learning needs and provide the opportunity to practice and test commonly used nursing skills and interventions in a non-threatening environment.

IHM campus have Library and Resource Centres where students can find extra resources to help with their learning and chosen career path.

IHM campuses have significant Computer Laboratories with computer lines and provided terminals so that students are able to use for their own computers. Each connection gives access to MIMS on line, EBSCO reference centre and IHM's e-learning resources.

IHM provides students access to the e-learning platform throughout their studies at IHM. E-Learning enables students to access to course materials as soon as they are enrolled. It also assists students identify the areas they have trouble understanding and to catch-up on classes they missed.

Tutoring

At the commencement of the course, students will be introduced to their educators via email who will continue to give support as they progress through their studies through email and/or telephone calls.

Language and Literacy Support

IHM will monitor record and assess progress of each student. Students requiring Language and Literacy support will be provided support in this regard. Course Coordinators will help students having difficulties with the units in a course. They will assist students to develop a better understanding of the class work and a learning plan to help students successfully complete the course.



*Happy
Australia Day*



Public Holidays and Special Celebrations:

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

Australian public holidays

Get the full list of Australian public holidays and Australian bank holidays.

Australia celebrates a number of public holidays throughout the year when banks, offices and some shops are closed. If you are planning to travel to Australia during these peak periods it's wise to book interstate flights, tours and accommodation well in advance, to avoid missing out.

Our National Public Holidays are New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Christmas Day and Boxing Day.

2024

National Public Holidays:

- » Monday, 1 January: New Year's Day
- » Friday, 26 January: Australia Day
- » Friday, 29 March: Good Friday
- » Saturday, 30 March: Easter Saturday
- » Sunday, 31 March: Easter Sunday
- » Monday, 1 April: Easter Monday
- » Tuesday, 25 April: Anzac Day
- » Wednesday, 25 December: Christmas Day
- » Thursday, 26 December: Boxing Day

Other public holidays declared by the state and territory governments:

Australian Capital Territory

- » Monday, 11 March: Canberra Day
- » Monday, 27 May: Reconciliation Day
- » Monday, 10 June: Queen's Birthday
- » Monday, 7 October: Labour Day

New South Wales

- » Monday, 10 June: King's Birthday
- » Monday, 7 October: Labour Day

Northern Territory

- » Monday, 6 May: May Day
- » Monday, 10 June: Queen's Birthday
- » Friday, 5 July*: Alice Springs Show Day
- » Friday, 12 July*: Tennant Creek Show Day
- » Friday, 19 July*: Katherine Show Day
- » Friday, 26 July*: Darwin Show Day
- » Monday, 5 August: Picnic Day
- » Friday, 16 August*: Borroloola Show Day

**Regional observance only*

Queensland

- » Monday, 6 May: Labour Day
- » Wednesday, 14 August*: Royal Queensland Show
- » Monday, 7 October: Queen's Birthday

**Brisbane only*

South Australia

- » Monday, 11 March*: Adelaide Cup Day
- » Monday, 10 June: Queen's Birthday
- » Monday, 7 October: Labour Day

**Subject to proclamation*

Tasmania

- » Wednesday, 10 January*: Devonport Cup
- » Monday, 12 February*: Royal Hobart Regatta
- » Wednesday, 28 February*: Launceston Cup
- » Tuesday, 5 March*: King Island Show
- » Monday, 11 March: Eight Hours Day

- » Tuesday, 2 April**: Easter Tuesday
- » Friday, 3 May*: AGFEST
- » Friday, 4 October*: Burnie Show
- » Thursday, 10 October*: Royal Launceston Show
- » Friday, 18 October*: Flinders Island Show
- » Thursday, 24 October*: Royal Hobart Show
- » Monday, 4 November*: Recreation Day
- » Friday, 29 November*: Devonport Show

Regional observance only* **Restricted public holiday in Tasmania. Observed by some awards/agreements and the State Public Service**

Victoria

- » Monday, 11 March: Labour Day
- » Monday, 10 June: King's Birthday
- » Tuesday, 5 November: Melbourne Cup Day

Western Australia

- » Monday, 4 March: Labour Day
- » Monday, 3 June: Western Australia Day
- » Monday, 23 September*: King's Birthday

**Regional areas in Western Australia may celebrate the King's Birthday Public Holiday on an alternative date*

2025

National Public Holidays:

- » Wednesday, 1 January: New Year's Day
- » Monday, 27 January: Australia Day holiday
- » Friday, 18 April: Good Friday
- » Saturday, 19 April: Day following Good Friday
- » Sunday, 20 April: Easter Sunday
- » Monday, 21 April: Easter Monday
- » Friday, 25 April: Anzac Day
- » Thursday, 25 December: Christmas Day
- » Friday, 26 December: Boxing Day

Other public holidays declared by the state and territory governments:

Australian Capital Territory

- » Monday, 10 March: Canberra Day
- » Monday, 2 June: Reconciliation Day
- » Monday, 9 June: King's Birthday
- » Monday, 6 October: Labour Day

New South Wales

- » Monday, 9 June: King's Birthday
- » Monday, 6 October: Labour Day

Northern Territory

- » Monday, 5 May: May Day
- » Monday, 9 June: King's Birthday
- » Friday, 4 July: Alice Springs Show Day*
- » Friday, 11 July: Tennant Creek Show Day*

- » Friday, 18 July: Katherine Show Day*
- » Friday, 25 July: Darwin Show Day*
- » Monday, 4 August: Picnic Day
- » Friday, 15 August: Borroloola Show Day*

**Regional observance only*

Queensland

- » Monday, 5 May: Labour Day
- » Wednesday, 13 August: Royal Queensland Show*
- » Monday, 6 October: King's Birthday

**Brisbane area only*

South Australia

- » Monday, 10 March: Adelaide Cup Day
- » Monday, 9 June: King's Birthday
- » Monday, 6 October: Labour Day
- » Friday, 26 December: Proclamation Day

Tasmania

- » Wednesday, 8 January: Devonport Cup*
- » Monday, 10 February: Royal Hobart Regatta*
- » Wednesday, 26 February: Launceston Cup*
- » Tuesday, 4 March: King Island Show*
- » Monday, 10 March: Eight Hours Day
- » Friday, 2 May: AGFEST*

- » Monday, 9 June: King's Birthday

- » Friday, 3 October: Burnie Show*

- » Thursday, 9 October: Royal Launceston Show*

- » Friday, 17 October: Flinders Island Show*

- » Thursday, 23 October: Royal Hobart Show*

- » Monday, 3 November: Recreation Day*

- » Friday, 28 November: Devonport Show*

**Regional observance only*

Victoria

- » Monday, 10 March: Labour Day
- » Saturday, 19 April: Saturday before Easter Sunday

- » Monday, 9 June: King's Birthday

- » TBA: AFL Grand Final Friday

- » Tuesday, 4 November: Melbourne Cup Day

Western Australia

- » Monday, 3 March: Labour Day

- » Monday, 2 June: Western Australia Day

Monday, 29 September: King's Birthday



Home Fire Safety:

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms



When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire.

You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.

Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.

Electricity

The safe use of electricity assists in preventing house fires.

- **Improper use of power boards and double adaptors can lead to fires.**



A double adaptor or a powerboard plugged into another double adaptor or powerboard creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.

- **Be careful to keep electrical appliances away from water.**



A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.

- **Computers, monitors and TVs can overheat and cause fires even when not in use.**



They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.

- **Light globes can become very hot.**



It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.

Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.



Candles, Oil Burners and Cigarettes



Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

Cooking



Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
 - » DO NOT use water to put out an oil fire.
 - » Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.

Plan Your Escape

In a Fire:

1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call 000.

(Source: Metropolitan Fire Brigade, Melbourne.
www.mfb.vic.gov.au)



Sun Safety:

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.





Beach Safety:

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe



F Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.



And remember – **NEVER**

Never swim at unpatrolled beaches

Never swim at night

Never swim under the influence of alcohol

Never run and dive into the water

Never swim directly after a meal

The Surf Environment

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

Surf Skills

Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duckdive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell.

(Source: Surf Lifesaving Australia)



Bush and Outback Safety:

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

In the Bush

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.

- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
- Do not feed or play with native animals. You might get bitten or scratched.
- Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
- Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Advice for Motorists Caught in Bush Fires

Bush fires are common occurrences in Australia during our often long hot summers. If you are in smoke and fire-affected areas, you should stay off the roads. If you must get in the car, put your headlights on, dress in protective clothing and footwear and make sure you

take food and water - you could be stuck for long periods if your journey is blocked by road closures. Turn the car radio on and keep it tuned to local stations for bush fire updates

- If you are caught in the middle of a bush fire, park the car immediately and remain calm
- Look for a clear area, preferably off the road. Areas clear of grass or bush are safest - they will not sustain fires of high intensity
- Do not leave the vehicle. Many people have lost their lives by exiting the vehicle only to be trapped on foot in the open. Your vehicle will help protect you from radiant heat, the chief danger
- Switch the ignition off. It is unlikely that a vehicle's fuel tank will explode from the heat of a passing bush or grass fire
- Close all windows and vents or turn vents to recycle
- Put the headlights on so that the car is as visible as possible, especially to fire tankers
- Everyone must get down on the floor, below window height and cover all exposed skin with a wool or cotton blanket. Do not use synthetics, which may give off toxic vapours or melt
- Stay in the vehicle until the fire front has passed. Generally this will take between 30 seconds and one minute. During this time it will be hot, noisy and frightening. It will last a short time even though it may seem longer
- If you have water, drink it
- Never attempt to drive through smoke or flame. Crashes can occur when drivers run off the road, striking trees or other cars
- Once the fire front has passed, exit the vehicle and inspect it for damage before proceeding
- Do not proceed until you are satisfied that the fire has passed and that you are not likely to be trapped a second time
- Falling trees and branches are a hazard during and after intense fires. Do not park or drive under trees

- Exit the area as quickly as possible. Remember fire vehicles may be trying to enter the area and your presence may hinder fire fighting operations.

(Source: NRMA)

In the Outback



Australia's outback is vast. Our remote wilderness areas have few towns and facilities, often with large distances between them, so be aware and plan your trip.

- When planning each day of travel spend some time to calculate how long it will take to drive between destinations. Be realistic about how far you can drive in a day.
- Inform family and friends or the local police of your travel plans. The local police can also provide helpful advice on facilities and road conditions.
- Always carry a current road map.
- Make sure your vehicle is in good working order and has been serviced recently.
- Use a four-wheel drive vehicle on unsealed roads in remote areas. Take extra care when driving these vehicles. For example, drive at reduced speeds on unsealed roads.
- Always carry a spare tyre, tools and water. If travelling to remote areas off major highways take extra food, water, fuel and tyres. Do not overload your vehicle and never carry spare fuel inside an enclosed vehicle.
- If you have trouble with your vehicle, don't leave your vehicle because it will provide you with shade and protection from the heat. Wait for help to come to you.

- Hire appropriate emergency communication equipment, such as a satellite phone or an Emergency Position Indicating Radio Beacon device (EPIRB).
- Obey road closure signs and stay on recognised routes.
- Fires in desert and bush areas can spread very quickly. If required, be prepared to evacuate the area immediately.
- Australian wildlife and livestock often graze on the roadside and can stray onto the road.

Be very careful when driving at sunrise, sunset and at night, when animals are most active. If an animal crosses in front of you brake gently, do not swerve wildly to avoid it.

- During daylight hours always drive with your headlights on low beam, as outback conditions can make it difficult to see oncoming vehicles.

(Source: Visit Victoria. com)



Storm Safety:

Storms can happen anywhere and at any time of the year. Storms are more common during storm season – from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings, and damage trees and powerlines.

You can also be indirectly affected by storms even if your property is not damaged; such as losing power, or access roads being cut.



The SES is responsible for managing the clean-up and helping people during and after a storm.

During a storm, there are some things you can do to stay safe:

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.

- Listen to your radio for weather updates.
 - Don't use a landline telephone during an electrical storm
 - If no shelter is available, crouch down, with your feet close together and head tucked in.
 - If in a group – spread out, keeping people several metres apart.
- If you are caught outside during storm
- Get inside a vehicle or building if possible.



Dangerous Animals and Plants:

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them - they are not used to close contact with humans and may hurt you

If you are visiting any of Australia's beautiful parks or forests:

- **Be wary of animals in their natural habitat.** Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animal, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.

- **Never feed or play with wildlife.** Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may get bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- **Take care to avoid marine stingers.**
- **Do not enter water where crocodiles may live.**

Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance, or **000**.

Anaphylaxis – allergic reactions

Anaphylaxis is a severe allergic reaction that can occur in sensitive individuals from exposure to any chemicals foreign to the body, including bites and stings, plants, or medications. Parts of the body, for example the face or throat swell up so much that the patient can't breathe. In severe cases the patient may go into shock within a few minutes and the heart can stop.

For any patient who shows signs of anaphylaxis, call 000 for an ambulance, and have the patient taken immediately to the emergency department of the nearest hospital.

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away, stay calm, and as immobile as possible.

- all species of Australian snakes, including sea snakes
- funnel web spiders
- blue ringed octopus
- cone shell stings

For all other bites and stings: Seek or apply basic first aid.

- Wash with soap and water and apply an antiseptic if available
- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required eg. paracetamol or an antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.
- <https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service>

Policies & Procedures

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