FAQ
A GUIDE TO YOUR FIRST TIME IN CLINIC
Q: What can I expect on my first day of clinic?
Your first day will be exciting and full of information, starting with a Clinic Orientation where you will learn all about how the Clinic runs and operates. This will be followed by meeting your friendly Clinic Team, Supervisors and other Student practitioners, where you will be allocated a partner and receive information regarding the Academic requirements and Assessments, along with a Clinic Roster for your Reception/Dispensary Duties. During the first couple of weeks, you will receive training on reception/customer service/ dispensary/file record keeping and discipline related equipment such as the Iridology Camera and BIA Scales.

Q: Where do I go for my first day at clinic?
There will be room schedules posted up at the campus reception and other prime locations throughout the College, but the best place is to head straight to your Clinic Reception.

Q: Is it ok to feel this nervous?
Yes, it is normal. All students will feel a little anxious; it is understandable to feel apprehensive when doing something for the first time. Remember that the clinic staff, other students & supervisors are all there to help support you and please feel free to ask lots of questions!

Q: Do I need to be there early?
Yes, clinic commences 15 mins prior to the scheduled starting time. So for an 8am clinic you need to be ready to start at 7.45am, this also ensures you arrive before your clients.

Note that you will not normally be required to stay back after a session has finished, unless your handing over to the next session/group of students (e.g. on Reception), or finishing up with a late client.

Q: What are the clinic hours?
The Clinic is open Monday to Saturday (note that not all Clinics will necessarily operate on Saturday), with clinic hours broken down into four sessions:

- 8:00am – 11:00am
- 11:30am – 2:30pm
- 3:00pm – 6:00pm
- 6:30pm – 9:30pm

Saturday sessions are:

- 8:00am – 11:00am
- 11:30am – 2:30pm

Q: Do I have to attend clinic orientation?
Yes, it is a prerequisite of clinic that all students attend Clinic Orientation every semester. This will also help settle any nerves and best prepare you for the semester ahead.

We have also created a number of short videos on key subjects such as customer service, dress standards and building your own client base. These will be available on the LMS for viewing throughout the semester.

Q: What should I wear?
All students are required to wear professional attire when practicing in clinic, including fully enclosed footwear for safety reasons, along with your white lab coat for Acupuncture, Naturopathy & Nutrition, or Endeavour Black Polo for Myotherapy and Tui Na. Please do not wear jeans, leggings, shorts/short skirts, sneakers, tee shirts or similar casual wear. As a rule of thumb, consider dressing in a way that is similar that of the clients who you would like to attract to your own clinic.

Q: What else do I bring to clinic?
Feel free to bring lunch, snacks and a water bottle as there are no scheduled breaks during the 3 hour session. Please ensure all food and drinks are kept and enjoyed in your meeting room (or designated kitchen area). You are able to take a closed water bottle into your consultation rooms, but please no hot drinks anywhere on reception.

Q: Will I see clients on my first day?
There is a possibility that you will get the opportunity to either treat clients or attend a consultation as an observer on your first day. Clinic will gradually increase in busyness after Week 1.
Q: Am I required to do anything prior to coming into clinic?

Yes, there are a few important areas you need to cover before attending clinic;

› Ensure that you have access to the Endeavour Learning Management System (LMS)
  https://learn.endeavour.edu.au/portal

› Prior to starting in clinic you need to have applied for and received your Working With Children Check (or State-based equivalent) and presented it to the local Student Services Team (note that it may take up to 48 hours after the Student Services Team have sighted your Check for it to appear as “approved” in the student management system).

Please also note that it can take up to 6 weeks in some jurisdictions for your application to be processed by the local authorities, so it is imperative that you are starting this process well before the start of the semester.

You will not be permitted to start in clinic, if your WWCC (or equivalent) has not been sighted and fully processed.

A common list of frequently asked questions entitled Working with Children Checks FAQs, can be found at the below link, under the FAQs heading at the bottom of the page.

https://www.endeavour.edu.au/about/policies-procedures-and-forms

The Working with Children Checks Policy can also be found at the same link, under Higher Education Policies (right at the bottom of that list). This Policy includes information regarding any available WWCC exemptions.

There are some exemptions to having a WWCC and it is recommended that you review both the Working with Children Checks FAQs document as well as the Working with Children Checks Policy.

› Visit the LMS > My Courses > Clinic Hub > Orientation tab and ensure that your CURRENT First Aid Certificate has been uploaded and that you have completed the Clinic Handbook Orientation Quiz.

› Ensure you have purchased either your Wellnation Clinics lab coat or black Wellnation Clinics polo shirt via your local clinic team. These are available for purchase prior to starting your first day in clinic (extra discounts apply if you purchase prior to the start of semester… speak to your local clinic team for details!).

› Review two key documents via the LMS > My Courses > Clinic Hub > Reception Training tab:

  Reception Manual – an important reference tool for students for when they are rostered onto reception/dispensary.

  Wellnation v2.0 Training Documentation – this is where you will find information on Wellnation Next, our fully web-based client record and booking system, which you will be using frequently in clinic.

During your first week in clinic, you will also have access to the Wellnation Next training platform (this is not a live site and is intended for training purposes only) this can also be accessed via the following link: https://training-student.wellnationclinics.com.au

You will be asked to create a unique password when logging in for the first time.

Username: Your Student Number
Password: The word “password”

Q: What other resources can I find within the clinic hub?

Here at the clinic hub you will find many resources around your orientation, Clinic Handbooks, Reception Manual, clinic related forms, a guide on how to self-market & promote yourself as a student practitioner and even links to assist you in getting started in business!

Q: What to do if I am running late, or I’m unwell and can’t make it?

Contact the clinic on 1300 859 785 and email your clinic as soon as possible, on the zendesk emails below. You will then need to submit a Clinic Make Up form to your supervisor for approval, before it is given to your Clinic Manager, as any absences from Clinic require a Make-Up session to completed to ensure you adhere to your 100% attendance requirement.
Clinic Session Make-Up forms can be accessed via the LMS > My Courses > Clinic Hub > Attendance Tab. These Clinic Zendesk emails are monitored by the Clinic team and are only to be used to advise the team if you are unwell or running late for your clinic session. All other generic clinic enquiries can be directed to the emails under the Clinic Contact section.

- adelade.clinic@endeavour.edu.au
- brisbane.clinic@endeavour.edu.au
- goldcoast.clinic@endeavour.edu.au
- melbourne.clinic@endeavour.edu.au
- perth.clinic@endeavour.edu.au
- sydney.clinic@endeavour.edu.au

Q: Who should I contact if I need to change my subject/times?
Please contact Student Services as soon as possible as all requests must go through Timetabling. No changes can be made after Week Two of semester.

Q: How do I get a student card or a new one if I have lost mine?
Visit the library to obtain a student card and for any student card/log in related issue.

Q: How do I access the Wellnation Next system?
Firstly you must log into the computer at reception (i.e. Windows log in)

Username: Your Student Number
Password: your date of birth DDMMYYYY (e.g. 14101976)

Then, you can access the Wellnation Next web browser on the desktop (using the “Student Wellnation” icon) or via the following link https://student.wellnationclinics.com.au:

Username: Your Student Number
Password: Click on “Forgot password”
You will then be re-directed to a page to set up your own unique password. It is very important that this password remains confidential, as it is your individual access to the Wellnation system, as well as available client information.

NB: To access the printer, you need your Student card and must be logged onto the COMPUTER you are printing from; it is the computer that is linked to the printer, not the web browser.

Q: Can I bring my own device into clinic?
Yes, absolutely. You are able to access the Live Wellnation Next system during your rostered clinic session and use this during your consultations.

Q: Who are my clinic team?
You can find out more about your friendly Clinic team on the Wellnation Clinic website https://www.wellnationclinics.com.au/meet-the-team

- Associate Director – Clinical Services
  Dr Graeme Hodges (Melbourne)

- Adelaide Clinic Manager
  Natalie Rowland

- Adelaide Clinic Services Coordinator (CSC)
  Emily Alver

- Brisbane Clinic Manager
  Carly McDougal

- Brisbane Clinic CSC 1
  Catherine McClintock

- Brisbane Clinic CSC 2
  Catherine O’Neill

- Gold Coast Clinic Manager
  Sandra Powell

- Melbourne Clinic Manager
  Carol Beckwith

- Melbourne Clinic CSC 1
  Sian Morris

- Melbourne Clinic CSC 2
  Catherine Standley

- Perth Clinic Manager
  Santina Carlino

- Sydney Clinic Manager
  Hannah-Kate Freeman

- Sydney Clinic CSC 1
  Mercedes Diverio

- Sydney Clinic CSC 2
  Sarah Woolner
**Clinic Locations & Contacts**

Clinic Phone Number: 1300 859 785

**Adelaide Clinic**  
G/F, 88 Currie Street, Adelaide SA 5000  
✉️ Adelaide.Clinic@endeavour.edu.au

**Brisbane Clinic**  
Level 4, 269 Wickham Street, Fortitude Valley QLD 4006  
✉️ Brisbane.Clinic@endeavour.edu.au

**Gold Coast Clinic**  
G/F, 105 Scarborough Street, Southport QLD 4215  
✉️ GoldCoast.Clinic@endeavour.edu.au

**Melbourne Clinic**  
G/F, 368 Elizabeth Street, Melbourne VIC 3000  
✉️ Melbourne.Clinic@endeavour.edu.au

**Perth Clinic**  
Level 1, 170 Wellington Street, East Perth WA 6004  
✉️ Perth.Clinic@endeavour.edu.au

**Sydney Clinic**  
Level 3, 815 George St, Sydney NSW 2000  
✉️ Sydney.Clinic@endeavour.edu.au

**Endeavour Students on Social Media**

Many of our students and alumni connect and engage on social media.

Follow the main Wellnation page – [facebook.com/wellnationclinics](http://facebook.com/wellnationclinics) for updates and trends in the health and wellness space.

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**Q: Are there special benefits for students of Endeavour?**

Certainly are! Endeavour College students pay reduced rates for all Wellnation Clinic treatment types. Why not try a treatment this week and see a Student Practitioner in action?

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Rate</th>
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<tbody>
<tr>
<td>Naturopathy</td>
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<td>Myotherapy</td>
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<td>Seated Massage</td>
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<td>Relaxation Massage</td>
<td>$20</td>
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<tr>
<td>Remedial Massage</td>
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Check treatment availability at [wellnationclinics.com.au](http://wellnationclinics.com.au) or call 1300 859 785. Please note that priority is given to full fee paying clients.

**In-clinic Dispensary and Over The Counter Retail Range**

15% off dispensary purchases and the retail range for all Endeavour Students.

Ask your Clinic Manager about our preferential dispensary pricing for our Endeavour Graduates!

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**Testimonials**

I was so nervous and unsure of my skills coming into clinic, but I learnt so much from my supervisors and peers. If I had known just how much my knowledge I would gain over the year I’d have been less worried coming in.

_Nutrition Student 2017_

The best thing about the clinic is exposure, to everything. Seeing different types of people, conditions, pulses, faces, tongues etc. Watching other students treat and seeing changes in clients. Watching your own change and how other people show you how to better treat your clients.

_Acupuncture Student 2017_

“The best thing about clinic...” is that the whole experience, from practicing with patients and running reception to restocking the shelves and clearing a room, gave me confidence and perspective in a clinical environment.

_Acupuncture Student 2017_

Seeing clients, interacting with them, developing treatment plans for them is a wonderful way to pull together all of our knowledge and have a taste of what it is like to practice.

_Nutrition Student 2017_