

First Aid Procedure

Section 1 - Purpose

- (1) This procedure supports the [Health, Safety and Wellbeing Policy](#) and:
- a. defines how, when and by whom first aid services will be provided on Charles Sturt University (the University) campuses
 - b. describes the system of notification to be used in the event of an injury requiring treatment
 - c. supports compliance with:
 - i. [Work Health and Safety Act 2011](#)
 - ii. [Work Health and Safety Regulation 2017](#)
 - iii. Code of Practice – First Aid in the Workplace, Safe Work Australia July 2019 [First Aid Code of Practice July 2019](#) and [NSW Government Code of Practice – First Aid in the Workplace, January 2020](#)
 - iv. Australian Resuscitation Council Policy Statement Manual

Note: Reference is to the NSW legislation and National Codes of Practice to address multi-state coverage and compliance.

Scope

- (2) This procedure applies to activities at all University campuses.

Section 2 - Policy

- (3) Refer to the [Health, Safety and Wellbeing Policy](#).

Section 3 - Procedures

First aid principles

- (4) First aid services are provided on University campuses in accordance with the following principles:
- a. Each University campus will have first aid facilities adequate to the level indicated by risk assessment, considering the nature of each campus, including the work carried out, hazards, size, location, and the number and composition of the employees, students and other persons. See the current First Aid Schedule – Risk Assessment for details.
 - b. A risk assessment will be conducted by a competent person every five years, or as the [NSW Code of Practice First Aid in the Workplace](#) is updated, to assess the first aid facilities required for each campus.
 - c. The names of the competent first aid officers will be displayed adjacent to first aid equipment or on the [First Aid Officers web page](#) page.
 - d. There will be at least two competent first aid officers on site while work or maintenance activities are being

conducted.

- e. Competent first aid officers provide first aid services to any injured person on site.
- f. First aid services will be kept strictly within the bounds of first aid training and knowledge. Any treatment or advice required outside the boundaries of first aid training must be referred to a medical practitioner and/or paramedic (as per Section 4).
- g. Competent first aid officers are authorised to decide if an injured person requires further medical services (ambulance or the person to be sent to a doctor) and are to initiate action as appropriate (as per Section 4).
- h. Infection control procedures are specified and voluntary hepatitis B vaccinations are offered to all first aid officers (as per Section 4).
- i. Mental health first aid training is offered to interested staff.

Risk controls

(5) The University has the following controls in place to mitigate the severity of first aid incidents:

- a. [First aid register](#)
- b. Incident reports
- c. First aid requirement assessments
- d. Training records
- e. Equipment audit records
- f. First aid kit refurbishment records
- g. Defibrillator equipment service records

First aid officers and first aid kits

Domestic workplaces

(6) Requirements of first aid officers and kits are based on the risk assessment for each workplace:

Workplace risk	Example	Allocation
Low	Offices and lecture rooms, meeting areas	One first aid officer for every 80 people Basic first aid kit (see Appendix 4)
Medium	Laboratories, grounds, food and beverage, fuels and chemical handling areas, animal handling and farm areas more than 30 minutes and less than one hour from the nearest medical support	One first aid officer for every 25 people Basic first aid kit plus additional supplies (see Appendix 4)
High	Construction sites, food and beverage after hours where alcohol is served, remote areas, with absent or limited phone coverage and medical support is more than one hour from the location of work	One first aid officer for every 10 people Basic first aid kit plus additional supplies (see Appendix 4)

International workplaces

(7) For international activities in urban, rural or remote areas, the requirements outlined for each workplace risk level in the table above applies. However, there is no requirement to provide a first aid officer from Australia and local competencies are to be adopted.

Remote workplaces/working from home

(8) Employees are responsible for their personal first aid arrangements and supplies for use when working from home.

University vehicles

(9) University vehicles will be provided with a first aid kit.

(10) Vehicle owners are responsible for ensuring that stocks are adequate and maintained in these vehicle kits, and employees who use the vehicles must return vehicle first aid kits to the Manager, Fleet for restocking as required.

Auditing and restocking

(11) First aid kits must be audited and restocked in accordance with information provided on the [Division of Safety, Security and Wellbeing First Aid website](#) (login required).

Accountabilities

First aid accountability - in the event of an incident

(12) First aid officer(s) have the following duties:

- a. Take control of incidents where a person requires first aid and direct other first aid officers to assist as necessary.
- b. Request support of another first aid officer and/or manager in the delivery of first aid as required or if unsure of what to do.
- c. Ensure 000 is contacted and an ambulance requested in an emergency situation or if in doubt.
- d. Ensure the injured person's supervisor is notified of the incident as soon as possible after the incident.
- e. Report details of the injury in the [Incident and Risk Management System \(IRMS\)](#).
- f. Advise, via the injury register report, of any first aid materials used.

(13) The supervisor or manager of an injured employee has the following duties:

- a. Assist the first aid officer as appropriate or directed.
- b. Organise transport for the injured person if necessary.
- c. Ensure first aid is carried out quickly and, if the injured person needs to be referred for medical advice, see that it is done as soon as possible.
- d. Ensure an incident report is completed as soon after the incident as possible, including notifying in the [IRMS](#) of any injured employees being transported off site.
- e. Assist the duty first aid officer by keeping control of any situation. For example, on lookers should be controlled and sent back to work, and ensuring the injured person is protected.
- f. Contact the Manager, Health Safety and Wellbeing if debriefing for first aid officers and co-workers may be required.

(14) For contractors (as per the [Contractor and Visitor Safety Management Procedure](#)), the contractor principal has the following duties:

- a. Report the incident and injury to their site contact.
- b. Transport their injured employee off the University's site for medical attention after consulting with the first aid officer, contract supervisor or Manager, Health Safety and Wellbeing.
- c. Where an injured person requires ambulance transport to hospital, the same procedure will be followed as for staff or students, with the notification of all parties.
- d. Advising the contract supervisor and WHS manager of the outcome of the consultation in respect to any lost time and or rehabilitation, as the injury could be notifiable to the regulator (eg SafeWork NSW).

(15) University employees and other workers have the following duties:

- a. If injured, co-operate with the first aid officer in receiving treatment or in being referred for further medical support.
- b. Following all directions from first aid officers, managers, or other emergency control personnel who are managing the incident.
- c. Protect the privacy of the injured persons.

First aid accountability - general

(16) The University, as a person conducting a business or undertaking under the [Work Health and Safety Act 2011 \(NSW\)](#), has the following first aid obligations:

- a. Ensure the provision of first aid equipment and that each worker has access to the equipment.
- b. Ensure there is an adequate number of workers trained to administer first aid at the workplace, or that workers have access to an adequate number of other persons who have been trained to administer first aid.
- c. Have regard to all relevant matters, including the:
 - i. nature of work being carried out
 - ii. hazards at the workplace
 - iii. size and location of the workplace
 - iv. number and composition of the workers and other persons at the workplace.

(17) The Executive Director, Safety, Security and Wellbeing (or their nominee) has the following obligations:

- a. Manage and monitor first aid services to ensure injured workers receive good quality, efficient first aid and are referred to medical treatment quickly, if necessary.
- b. Ensure the first aid equipment is kept clean and tidy.
- c. Follow up injured workers to ensure appropriate documentation has been completed, commence a rehabilitation program if necessary and liaise with managers about injured workers' progress.
- d. Conduct or initiate an assessment of site first aid every five years, or when the [First Aid in the Workplace Code of Practice](#) is updated.
- e. Check the incident/hazard reports for new entries and follow up with the appropriate manager, if required.
- f. Ensure first aid officers check and restock first aid kits/boxes as necessary.
- g. Ensure first aid equipment is checked and tested (including defibrillators) and this is tracked for compliance.
- h. Plan and implement training courses for first aid officers and maintain training records to ensure the currency of certificates and skills.

(18) The first aid officers have the following obligations:

- a. Maintain a good working knowledge of the location of first aid kits, defibrillators and the location of other emergency equipment and resources (such as Campus Alerts, What3words, and the [Emergency flip chart](#)).
- b. Maintain a good knowledge of the University's emergency procedures, including how to call for emergency assistance through the Campus Alerts application to contact Campus Security.

Indemnification

(19) Employees who hold current first aid certificates and who render first aid assistance during the course of their University duties shall be indemnified by the University in respect of legal actions taken against them, provided such assistance or lack of assistance is not proven to be the result of wilful negligence. Permission to treat an injured

person must always be obtained prior to treatment unless the person is unconscious.

(20) Staff and student Residential Advisors who suffer a personal injury or illness in their role as a first aid officer will be covered by workers' compensation and rehabilitation processes.

Section 4 - Guidelines

Communication process - external emergency services

(21) The following process applies when communicating with external emergency services, where an ambulance is required:

- a. Dial 000. Mobiles can call 000 or 112.
- b. Ask the operator to connect you to the ambulance service.
- c. Advise the operator of:
 - i. your name
 - ii. calling from Charles Sturt University [Campus]
 - iii. nature of the injury (for example, chest pain, burn, severe wound etc.)
 - iv. required ambulance transportation to hospital
 - v. [address of campus](#)
 - vi. nearest cross street
 - vii. any other information requested by the operator.
- d. Ensure the message is understood correctly.
- e. Do not hang up the phone until instructed to do so by the operator.
- f. Advise Campus Security (1800 931 633) that an ambulance will be arriving and where it is to be directed.
- g. Have someone meet the ambulance at the gate to direct them to the emergency location if Campus Security are not able to do this.
- h. Once the employee is transported offsite, their supervisor should contact:
 - i. next of kin and/or listed emergency contact
 - ii. WHS Manager via [IRMS](#) incident report
 - iii. Wellbeing advisor via [IRMS](#) incident report ***[is this the Advisor, Injury Management?]

External medical providers

(22) The First Aid Schedule – External Medical Providers provides a list of medical practitioners in each of the University's Australian campus locations.

Infection control measures

Providing first aid safely

(23) First aid officers should wash their hands with soap and water or apply alcohol-based hand rub before and after administering first aid. First aid officers should also wear personal protective equipment, including disposable gloves, to prevent contact with blood and body substances. Eye protection, a mask and protective clothing may also be necessary if splashes of blood or body substances are likely to occur.

(24) First aid officers should be aware of what to do if they have accidental contact with blood or body substances, a sharps injury or contact with a person known to have a contagious illness. Any part of the body that encounters blood or body substances should be washed with soap and water immediately. Prompt medical advice should be obtained.

(25) Where there is a risk of disease, first aid officers should be offered vaccinations in line with the [Australian Immunisation Handbook](#).

(26) If a first aid officer encounters body fluids (for example, blood or saliva), barrier precautions should be used, such as the following:

- a. Disposable gloves – when blood is present or handling soiled dressings or clothes
- b. Wash hands – after removing gloves
- c. Goggles and mask or face shield – where facial splattering is likely
- d. Apron – where soiling of clothing is likely
- e. Sharps – dispose of sharps (e.g. splinter removers) in an approved hazardous waste container. When full, these containers can be taken to any pharmacy and swapped for an empty new container.
- f. Dressings – all dressings and bandages are to be disposed of in an approved hazardous waste container

(27) Further infection control methods include:

- a. Soiled clothing – should be sealed in a plastic bag and labelled to inform laundry service (where used) of contaminated clothing. Gloves should be worn when handling soiled uniforms.
- b. Blood spills – should be cleaned with disinfectant, which should be used as per manufacturer's instructions.
- c. First aid utensils – non-single-use items to be soaked in disinfectant for one hour after scrubbing away any obvious blood. Rinse in hot soapy water.
- d. Training manikins – wipe over with an antiseptic solution (e.g. chlorhexidine 0.5% w/v in 70% alcohol solution).

Vaccination

(28) Vaccination is voluntary. However, all workers and students directly caring for patients, or handling human tissue, blood or body fluids, are recommended to receive vaccines against:

- a. hepatitis B
- b. influenza
- c. MMR (if non-immune, see the entry for Measles*)
- d. pertussis (dTpa [diphtheria-tetanus-acellular pertussis])
- e. varicella (if non-immune, see the entry for Varicella*)

*In the [Australian Immunisation Handbook](#).

Section 5 - Glossary

(29) In this procedure:

- a. Competent first aid officer – means a person who successfully completes a nationally accredited Apply First Aid course and attends refresher training as per the training recommendations of the Australian Resuscitation Council.
- b. Contractor supervisor – means the person who engages or supervises a contractor working on site.
- c. First aid – means help given to a sick or injured person until full medical treatment is available.
- d. First aid register – means a record of first aid officers and the areas managed, and locations of first aid kits and defibrillators.
- e. Hazard – means a situation or thing that has potential to cause harm to a person.
- f. Incident – means something happening; an injury, near miss, hazard, illness.

- g. Incident report – means a report used to record and collect information on injuries or illnesses in the workplace
- h. Person conducting a business or undertaking (PBCU) – means Charles Sturt University.
- i. Supervisor – means someone who supervises a person or activity.
- j. WHS manager – means the person responsible for ensuring an organisation’s health and safety compliance.

Status and Details

Status	Not Yet Approved
Effective Date	To Be Advised
Review Date	To Be Advised
Approval Authority	
Approval Date	To Be Advised
Expiry Date	Not Applicable
Unit Head	Stacey Jenkins Executive Director, Safety, Security and Wellbeing
Author	Andrea Bishop
Enquiries Contact	Health, Safety and Wellbeing