First Aid in the Workplace

1. Purpose
This procedure outlines a risk management approach for the application of first aid requirements in university workplaces. It also outlines how first aid is managed at the university and integrated into business processes. This procedure reflects the requirements of the WHS Regulations 2012 (SA) and the Safe Work Australia Approved Code of Practice for First Aid in the Workplace 2012.

2. Definitions
Designated First Aid Officer (FAO): a person who has been appointed by the workplace to administer first aid and possesses current competencies following completion of a nationally accredited training course or an equivalent level of training. A designated FAO should be available on a regular basis and at short notice, act calmly in an emergency and be physically able to attend to a casualty.

First Aid: is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.

First Aid Allowance: is an allowance payable to a designated FAO where the criteria within the Enterprise Agreement are met and a formal request for the allowance has been authorized.

First Aid Equipment: includes first aid kits, automatic defibrillators, eye wash and shower facilities and any other equipment used to treat injuries and illnesses.

High Risk Workplace: a workplace where workers are exposed to hazards that could result in serious injury or illness and would require first aid. For example; plant and machinery workshops, laboratories using chemicals, biological material or conducting other activities requiring ethics approval, working in confined spaces, working at heights, electrical work and isolated or remote workplaces.

Low Risk Workplace: a workplace where workers are not exposed to hazards that could result in serious injury or illness as a result of the work undertaken. For example; office environment and libraries.

Workers: includes employees, contractors, sub-contractors, volunteers, HDR students engaged in university work, students on placement and work experience students in accordance with Section 7(1) of the WHS Act 2012 (SA).

3. Responsibilities
Heads and Directors are responsible for:
- ensuring this procedure is communicated and implemented in their area of responsibility
- ensuring adequate FAOs are allocated and trained in accordance with the level of workplace risk
- ensuring adequate first aid equipment and facilities are provided
- consulting with designated FAOs, employees, HSRs (where applicable) and any other duty holders when making decisions about the first aid provisions required for their workplace.

Workers are responsible for:
- familiarizing themselves with the local first aid arrangements in their workplace
- following reasonable instruction to ensure first aid requirements are implemented.
4. **Procedure**

4.1 **Risk Management Approach**

First aid requirements will vary across workplaces due to:
- the nature and complexity of work that occurs across the university
- the type of hazards associated with work undertaken
- the size and location of workplaces (distribution of people across campuses or multi-storey buildings)
- the maximum number of people at a workplace at any one time.

All of these factors must be taken into account when applying the risk management approach in deciding what first aid arrangements need to be provided. A step by step process is provided below to guide university workplaces in establishing and/or reviewing existing first aid arrangements.

**Recommended ratios** for the number of trained designated FAOs in a workplace, *prior to applying the risk management approach*, are:

- **low risk workplaces** – one designated FAO for every 50 workers
- **high risk workplaces** – one designated FAO for every 25 workers

*Note:* at least one designated FAO for every 10 workers in high risk workplaces that do not have timely access to medical and ambulance services).

Using these ratios as a basis, the need for additional designated FAOs should be identified using guidance outlined in steps 1-3 below.

**NOTE:** Campus Security Officers are designated FAOs to assist with medical emergencies. They should not automatically be relied upon and should not be considered as part of applying the risk management approach to determine the number of FAOs required at the local workplace.

### Assess what first aid arrangements are required at your workplace

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<tr>
<th><strong>STEP 1</strong></th>
<th><strong>Is your workplace high or low risk?</strong></th>
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<tbody>
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<td>Use your local hazard register (Form WHS01) as a guide. Consult with workers to determine the level of risk based on the nature of inherent hazards associated with the type of work undertaken (refer to low/high risk definitions on page 1).</td>
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<tr>
<th><strong>STEP 2</strong></th>
<th><strong>What injuries are common to these hazards?</strong></th>
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<td></td>
<td>Refer to safety data sheets where hazardous chemicals are used to check possible health effects and first aid requirements.</td>
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<td></td>
<td>Review local incident/injury data (available via Business Intelligence Reporting) to identify any common trends and severity of injury that has or may require immediate medical treatment.</td>
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<td>Consider any potential hazards from any new work practices.</td>
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<td>Also consider any known medical conditions (asthma, epilepsy, heart disease, allergies etc.) and particular needs of persons with a disability.</td>
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<th><strong>STEP 3</strong></th>
<th><strong>What is the size and location of your workplace?</strong></th>
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<tr>
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<td>Determine:</td>
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<td>distance between floors, buildings, campuses</td>
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<td>distance of the workplace from ambulance services, hospital or medical centres and response times for emergency services should a medical emergency occur</td>
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<td>if any shift work, seasonal work, remote or isolated work undertaken (remote or isolated areas may require aerial evacuation where access is difficult due to extreme weather conditions).</td>
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<td>the maximum number of workers and others at the workplace at any one time (including students, visitors, members of the public).</td>
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<td>the need for a contingency plan (back-up) should the designated FAO not be available for a period of time.</td>
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<td>if you have shared responsibilities with other business operators (duty holders) who are engaged to perform work at the university or at a host organisation (this includes contractors, sub-contractors, students on placement or work experience). Sharing of first aid equipment, facilities and access to trained first aiders should be established with other business operators and communicated to the personnel involved.</td>
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**ACTION:** Using the number ratio outlined above as the basis, provide additional designated FAOs where the need is identified following assessment in steps 1-3 above.
### Determine what first aid equipment and facilities are required

#### STEP 4

| What type of first aid kit is required? | ▪ A Standard Workplace First Aid Kit (WHS 2012 Code Compliant) is recommended for university workplaces. All workers must be able to access a first aid kit therefore; at least one first aid kit is required at a workplace. Additional kits may be required based on the level of risk. Kit purchases should be made through the University’s preferred supplier - Staples. |

#### STEP 5

| What should a kit contain? | ▪ The recommended contents for a Standard Workplace First Aid Kit are outlined in the Kit Contents List (Form WHS10). A copy of this form should be kept inside the kit.  
▪ The kit should be identifiable with a white cross on green background prominently displayed on the outside. If the kit is kept in a cupboard, a first aid sign should be displayed on the outside of the cupboard. |

| Do you need to include additional modules to your kit based on the level of workplace risk? | ▪ Additional modules may be required where certain hazards have been identified in steps 1-3 above. Examples of the types of additional kit modules (WHS Code Compliant) and their content can be located at the St John Ambulance SA Shop website (refer to the References Section). These include:  
   o portable kit for motor vehicles (where driving is a key task)  
   o burns module (treating chemical or electrical burns)  
   o remote module (work performed in remote locations)  
   o outdoor module (where risk of insect/plant stings or snake bites)  
   o asthma emergency (for known medical conditions) through Asthma Foundation SA. |

#### STEP 6

| Who should maintain and restock a kit? | ▪ The designated FAO should maintain the kit by:  
   o undertaking regular checks of the kit contents using the Kit Contents List (Form WHS10) to ensure any items used are replaced as soon as possible  
   o arranging the re-ordering of used items (preferably through the University supplier - Staples).  
   Kit maintenance may be undertaken to coincide with workplace inspection activities however the frequency of checks required will depend on how often the kit is used (i.e. high risk areas - quarterly, low risk areas - six monthly). Workplaces should establish a frequency that reflects use of local kits and the level of workplace risk. |

#### STEP 7

| Where should a kit be located? | ▪ First aid kits should be kept in a prominent, accessible location to all workers and able to be retrieved promptly in the event of a serious injury or illness.  
▪ First aid kits should be located within or close to high risk areas i.e. chemical laboratories, plant workshops or for low risk areas, in general purpose or kitchen areas.  
▪ Where a workplace occupies several floors in a multi-storey building, at least one kit should be located on every second floor.  
▪ Where kits are kept in security-controlled areas, access should be ensured in the event of a medical emergency. |

#### STEP 8

| What other equipment is required? | ▪ Eye wash and shower equipment should be provided where there is a risk of exposure to hazardous chemicals or infectious substances causing eye and burn injuries. Further information is available in AS 4775 – *Emergency eyewash and shower equipment*.  
▪ Automatic defibrillators can reduce the risk of fatality from cardiac arrest and are useful in a university setting where large numbers of people are present.  
Each university campus has an automatic defibrillator maintained in a secure location within FM Assist. Campus Security should be contacted in an emergency to deploy the defibrillator. Defibrillators are located in other areas of the university i.e. swimming pools, gyms and research areas based on the activities undertaken and level of risk. FAQs should be informed of the location of these units should they be required in a medical emergency.  
▪ Communication equipment and systems (i.e. satellite phones, GPS devices for fieldwork) should be available and maintained, particularly where first aid is required for individuals working in remote or isolated areas. |
### STEP 9

**What signage is required?**

Australian Standard AS1319 – *Safety Signs for the Occupational Environment* sets out standardized design specifications for safety signage. Symbolic safety signs for First Aid are designed to convey a message to people about the location of, or directions to, first aid equipment and facilities.

- Workplaces should display a first aid sign to identify where each kit is located (see step 7).
- Signage to identify first aid facilities such as emergency eye wash stations or emergency showers should also be displayed (these are incorporated in the fit out of new or refurbished buildings).

Names and contact details of local designated FAOs should be communicated to staff and others in the workplace. For guidance on standardized first aid safety signage contact your campus Facilities Coordinator.

### STEP 10

**Is a first aid room required?**

- A first aid room should be established if the level of risk has identified that it would be difficult to administer appropriate first aid unless a first aid room is provided. For example, serious injuries or illness that occur in high risk workplaces may require further treatment by an emergency service and may benefit from having a dedicated first aid room. Further guidance on the requirements for first aid rooms is available in the *Approved Code of Practice for First Aid in the Workplace 2012*.
- Alternatively, a clean quiet area within the workplace that affords privacy to an injured or ill person may be suitable and practicable for some workplaces based on the level of risk and known medical conditions.

### STEP 11

**Recording first aid treatment**

**What records are required?**

- First Aid Treatment Register (Form WHS11) - or equivalent should be maintained by the FAO (either electronically in a local shared folder or hard copy file) to record treatment provided (treatment records must be retained for 7 years after last action in accordance with the State Records Act).

- Treatment records should be reported to managers periodically (depending on the frequency and type of injuries sustained) and reviewed in conjunction with the review of the workplace hazard register to assist with managing risk and ensuring existing first aid arrangements continue to be adequate.

**Note:** Disclosure of health information by persons with a known medical condition is encouraged where specific treatment has been recommended to assist them in a medical emergency. Health information disclosed by an individual must be kept in a confidential and secure manner (i.e. personnel file) and only provided to first aiders with the person's consent.

In the event of a medical emergency of a personal nature, treatment records may be maintained separately on the individuals personnel file for confidentiality purposes.

### STEP 12

**Determine what first aid training is required**

**What first aid training is required?**

- A university appointed designated FAO should hold a nationally recognised Statement of Attainment in ‘Provide First Aid’ (previously known as Applied First Aid) or possess health professional qualifications i.e. paramedic, registered nurse or medical doctor.

- Additional training may be required based on the workplace risk identified in steps 1-3 above. This may include:
  - first aid in remote situations
  - asthma first aid
  - anaphylaxis training
  - mental health first aid

- Designated FAOs should attend an annual CPR refresher to confirm their competence to provide first aid.
- First aid qualifications should be renewed every three (3) years.
- The university engages an external registered training provider to facilitate in-house first aid training (Provide First Aid & annual CPR - refer to the Safety & Wellbeing website training page). Training completed by other registered training organisations is recognised by providing a copy of the Certificate of Attainment to the local workplace and HR officer for recording in the HR system.
4.2 Managing First Aid at the University

Role of the FAO at the University
On appointment to the position, the designated FAO should be informed of this procedure and the requirements of the role at the university. The role includes:

1. Providing immediate treatment or care to a person suffering from an injury or illness until more advanced care is provided or the person recovers.
2. Ensuring a 000 call is made where emergency medical services are required and Campus Security are called to provide assistance (including deploying the defibrillator where necessary).
3. Following standard precautions to prevent infection control i.e. proper hand hygiene before and after administering first aid; wearing of gloves, protective clothing, eye protection when cleaning surfaces or spills; proper disposal of contaminated items.
4. Ensuring the first aid kit is periodically checked (including items that have expiry dates) and maintained ready for use.
5. Recording first aid treatment provided in the treatment register (electronic or hard copy). This includes treatment provided to other workers where a university agreement has been made to provide first aid in a shared workplace arrangement (i.e. the university hosting a work experience student or volunteer, or a shared workplace with other business operators).
6. Maintaining personal health information disclosed to them in a confidential and secure manner.
7. Reporting any hazardous situations that result in first aid treatment to the local manager and initiating logging of injury/illness details in the University Online Hazard/Incident Reporting & Investigation system. This will initiate early medical intervention and the University Injury Management Program to assist the injured/ill person where applicable.
8. Evaluating and reporting treatment records to managers periodically for review in conjunction with the review of the workplace hazard register to assist with managing risk and ensuring existing first aid arrangements are adequate.
9. Attending training including annual CPR refresher and any other additional training identified as necessary based on the level of workplace risk.
10. Following the instructions of their Building Evacuation Officer (BEO) in an emergency evacuation.

First Aid Information and Instruction
Information on the provision of first aid at the university should be incorporated into induction programs. A systematic approach for ensuring local first aid arrangements are communicated to new or transferred employees and others is through the local induction checklist WHS23 & WHS28 (Contractors). Details of newly appointed FAOs should be communicated to the workplace through existing processes i.e. email, staff meetings, signage etc.

Health information relating to individual first aid needs that may require specific treatment should be requested from new or transferred employees at the time of induction to the workplace. Existing employees should also be encouraged to inform their designated FAO of any new first aid needs when they become aware.

First Aid Allowance
A designated FAO for the workplace is entitled to claim a fortnightly allowance. The designated FAO must show evidence of their current Statement of Attainment and meet the criteria outlined in the University Enterprise Agreement to receive the allowance. An Appian online form must be completed and submitted by the designated FAO to receive the allowance. Refer to the Quick Guide link for instructions on how to access Miscellaneous Allowances.

Managing a Medical Emergency
Campus security officers can provide first aid or assist with help in an emergency situation.

Call Campus Security:
- **Use a security phone:** Several locations on all campuses are equipped with emergency wall phones for direct contact with security staff. These are distinguished by a sign overhead (pictured above right). They will automatically dial security.
- **Call 55555** from internal University telephones
- **Call 1800 500 911** (24-hours, free call)

For life threatening medical emergencies call 000.
Persons with a hearing or speech impairment can call an ambulance through the National Relay Service:
- by TTY(teletypewriter) - dial 106
- by Speak and Listen – dial 1800 555 727.
- by internet relay and ask for Triple Zero (000).

The University indemnifies designated FAOs who act in good faith in the event of an emergency. A person who calls the ambulance is not responsible for the costs unless they are the person being transported. Ambulance costs are usually met by the injured/ill person however this must not be a consideration when making a decision to call an ambulance. Ambulance costs are met by the university where an employee suffers a work-related injury/illness and a worker’s compensation claim is lodged.

Information regarding ambulance insurance cover is available on the SA Ambulance Service website and the University Safety & Wellbeing website outlining BUPA’s Corporate Health Insurance Plan available to employees. All other enquiries on claims for students and other persons should be directed to the University Consultant: Insurance Risk Compliance.

Where a medical emergency does not require transportation to hospital by ambulance, other arrangements may be required to transport the person home or to a medical practitioner. In these circumstances, a colleague, friend or relative may assist or a Hughes car or taxi may be called at the discretion of the local area and with approval from the injured/ill person. A person whose physical or mental capacity is impaired should not drive a vehicle as they may be placing themselves and others at risk. This may lead to insurance implications in the event of an accident.

5. Performance Measures
- FAO’s are designated in all university workplaces based on the level of risk
- Designated FAO’s possess current nationally accredited competencies
- All university workplaces have provided first aid equipment based on the level of risk
- All university workplaces conduct periodic checks of first aid kit contents based on the level of risk
- First aid treatment records are kept.

6. Documents/Forms
Further advice on managing risks in university workplaces, including supporting documents and training courses are available on the Safety & Wellbeing website.

- WHS10 First Aid Kit Contents List
- WHS11 First Aid Treatment Register
- WHS23 Induction Checklist
- WHS28 Contractor Safety Induction Checklist
- WHS16 Workplace Inspection General Environment
- WHS17 Workplace Inspection Laboratory Environment
- Online Hazard/Incident Reporting & Investigation System
- HRIS019 Miscellaneous Allowance Form
- University Emergency Management
- University Insurance Risk Compliance
- Enterprise Agreement
- Quick Guide for online FAO allowance application on Appian

7. References
- Work Health and Safety Act & Regulations 2012 (SA)
- SafeWork SA Australia Code of Practice for First Aid in the Workplace
- AS 4775 – Emergency eyewash and shower equipment
- St John Ambulance SA Shop
- Asthma Foundation SA
- BUPA Ambulance Cover
- SA Ambulance Service