First Aid Procedures

INTRODUCTION

The University, as an essential part of ensuring the health, safety and wellbeing of the entire University community, provides for the training of volunteers to be appointed First Aid Officers across the workplace. These First Aid Officers as well as University security personnel are provided with equipment and training to deliver a first aid response to a casualty suffering an injury or sudden illness.

For life-threatening or time critical medical emergencies the nearest person able to call emergency services, should do so immediately on ‘000’ (or ‘112’ from mobile phones).

Note – for internal telephones you must dial ‘0’ to get an external line then ‘000’ for emergency services.

COMPLIANCE

This is a compliance requirement under the Work Health and Safety (National Uniform Legislation) Act 2011.

INTENT

The intention of this document is to provide information on the roles and responsibilities of the various members of the University community in providing first aid or access to first aid equipment. It specifies the minimum requirements for the provision of first aid services within the University as informed by an appropriate risk analysis and includes:

- University provisions for trained First Aid Officers;
- Suggested location and content of first aid kits on campus;
- Minimum requirements for first aid kits and First Aid Officers travelling off-campus or to remote areas on University business; and
- Reporting and notification requirements.

RELEVANT DEFINITIONS

In the context of this document

Building/Zone Warden means volunteer staff members who are appointed to control an emergency response for each building or zone of the University in the event of an emergency (refer to the University Emergency Management Plan for further details);

Casualty means a person who has suffered an injury or sudden illness;

Emergency Management Group means a structured group of people employed within the University that takes command in the case of an emergency affecting a campus, building, area, or zone, pending the arrival of the fire brigade or other emergency services (refer to the Emergency Management Plan for further details);
First Aid Officer means any person holding, as a minimum, a current Australian certification in first aid, equivalent to the St John Ambulance Apply First Aid Certificate HLTFA301B and has been appointed by the University. First Aid Officers in remote locations may require additional training;

Health Care Professional means a doctor, registered nurse or ambulance paramedic;

Safety Emergency and Wellbeing (SEW) means the team situated in the Office of People and Capability that offers advice on the University’s overall safety emergency and wellbeing issues.

Senior Manager means a staff member of the University holding the position of Director or Head of School or equivalent;

Supervisor means the immediate day-to-day manager of an individual or group of staff, honours, postgraduate students, and/or for overseeing students in practical classes and on field trips;

University Community means officials and individuals carrying out University business. This includes, but is not limited to, all staff members, researchers, peer reviewers, students, volunteers, consultants, agents and contractors;

WAG means Workplace Advisory Group and is a consultative group, which advises the Pro Vice-Chancellor of a faculty or Regional Campus Manager on health and safety issues relevant to its workplace; and

Workplace means an area or place, vehicle or vessel whether on land or water, where a staff member performs his or her duties on behalf of the University and includes but is not limited to: laboratories, workshops, training rooms, on-site recreational facilities, on field trips, in teaching facilities, in offices, in rural environments and any area of industry operations.

PROCEDURES

The University provides training for First Aid Officers and maintains first aid kits and equipment across all campuses, regional training centres, within remote work areas and University vehicles.

First Aid

First Aid is the initial care provided to a casualty and is usually given by someone ‘on the spot’. A person administering first aid is often not a qualified health care professional and is not expected to perform the duties of one. People administering first aid are needed to provide immediate assistance until a qualified health care professional arrives and takes control of the situation or the casualty recovers.

Remember! Any attempt at providing first aid is better than no first aid at all.

A person providing assistance should:

- Assess the situation quickly – check for danger;
- Identify the nature of the injury or illness as far as possible;
- Arrange for emergency services to attend;
- Manage the casualty appropriately and promptly;
- Stay with the casualty until able to hand over to a health care professional; and
- Give further help if necessary or as directed.

For further information, refer to the University’s First Person on Scene (Accident/Injury) Procedures.

Notification and Reporting of Injuries and Illnesses
First Aid Officers are to keep a log of all treatment provided and first aid equipment dispensed. Any First Aid Officer who provides any first aid to a casualty must advise them that an Accident, Incident and Injury Report must be completed and given to their relevant supervisor, lecturer, University Security or the University’s Health Safety and Environment unit within 24 hours.

First Aid Officers should endeavour to record as much information as possible for each injury. This information is vital when handing-over the casualty to a health care professional.

Information that should be recorded includes:

- The name and contact number of the casualty;
- Details about the nature of the injury;
- Details of the time and date of the incident; and
- Details of treatment given.

This assists the University in meeting its legal obligation to retain first aid records. First Aid Officers are encouraged to report hazards via the Hazard Report form to the local Workplace Advisory Group (WAG) and to report problems associated with their duties as a First Aid Officer to the Safety, Emergency and Wellbeing team.

**NOTE:** ALL incidents involving or reported to staff, students, visitors, contractors or campus security, whether an accident, incident, hazard or sudden illness (potential or actual) must be reported to Safety, Emergency and Wellbeing team within 24 hours.

**First Aid Officer Role and Responsibilities**

Desirable qualities of First Aid Officers should include:

- Holding a current St John Ambulance Apply First Aid Certificate (or equivalent), or be willing to undertake relevant first aid training;
- Express willingness and enthusiasm to act in the capacity of First Aid Officer;
- Be able to relate well to other people;
- The ability to maintain confidentiality;
- Be in reasonable health;
- Be aware of the need for caution and use of support services;
- Be able to be called away from their ordinary work at short notice; and
- Be able to act calmly in an emergency.

**Duties of First Aid Officers are to assist in:**

- The provision of emergency first aid treatment of injuries or sudden illnesses;
- Arranging prompt and appropriate referral of casualties to medical aid as required; and
- Responding to University emergencies as required.

**First Aid Officers are responsible for:**

- Maintaining currency of First Aid qualifications;
- Maintaining the first aid kit;
• Ensuring a copy of their current first aid certificate is forwarded to Safety, Emergency and Wellbeing team;
• Provide treatment records to Safety, Emergency and Wellbeing team;
• Promptly notifying the Safety, Emergency and Wellbeing team of all injuries using the Accident, Incident and Injury Report or Witness to Accident/Injury Report form as necessary;
• Notifying Safety, Emergency and Wellbeing team of any changes in circumstances which may prevent the First Aid Officer performing their duty such as absence due to leave or resignation;
• Prominently displaying the list of First Aid Officers as supplied by Safety, Emergency and Wellbeing team in their work area; and
• Attending additional training as required, (First Aid Officers in remote locations may require additional training).

First Aid Officers are not to administer or dispense any medicines, including insulin injection devices (Auto Pens), paracetamol or other headache preparations.

It is essential that the majority of First Aid Officers for buildings be selected from those staff members who usually remain in these buildings and that First Aid Officers are readily available during business hours.

The First Aid Officer is responsible for keeping their qualifications current however the University will pay for training.

University Security Personnel

University Security personnel and contractors are able to provide assistance on certain campuses outside of normal work hours and when a First Aid Officer may be unavailable. All University Security personnel and security contractors are required to be trained in first aid and carry first aid equipment in their vehicles.

University Security must be notified of all emergencies as soon as possible so they can assist/direct to the scene, any emergency services personnel.

University Security personnel are required to notify the Safety, Emergency and Wellbeing team as soon as possible (no later than 24 hours) of any incidents requiring first aid.

First Aid Kits

Each kit will be assigned to the care of a First Aid Officer whose responsibility it will be to ensure that the kit is maintained fully stocked and that out of date stock is replaced as necessary. Kits must be accessible at all times. Purchasing of first aid kits and stock to replenish them is the responsibility of the relevant individual cost centre.

The number of kits required in a building or area is based on the number of staff and students working in the building and type of work carried out and will be determined in consultation with Safety, Emergency and Wellbeing team.

The contents of each kit may vary slightly from area to area depending on the potential requirements of that area, the number of staff or students served by each kit and the nature of the work in the area.

Each kit should be located close to running water, if possible, and in a readily accessible place, (kitchens or staff tearooms may be appropriate locations).
The location of first aid kits should be signposted with the appropriate safety sign (a white cross on green background) and displayed in the immediate vicinity. The locations should be on all building plans displayed throughout the University.

The individual staff member or student should carry medications they may require on a regular basis, or may need, given the circumstances.

All University vehicles used in rural areas, remote locations and on off-campus trips, including farm vehicles and boats, should carry a first aid kit appropriate to the needs of the location and needs of the group accessing it.

**Other Safety Equipment**

In laboratory, kitchen and workshop areas, additional, specific safety equipment may be required for instance, emergency showers and eyewash stations. Care and maintenance of other safety equipment will usually be allocated to another staff member other than the First Aid Officer. Some safety equipment requires specialised training to use.

**Risk Assessments**

It is the responsibility of the person in charge of an off-campus trip to foresee possible first aid needs and ensure appropriate first aid equipment is provided. This should be done through a formal risk assessment for the field trip.

**Medical Conditions**

Some members of the University community may have medical conditions, which may impact on possible first aid treatment (e.g. epilepsy, diabetes, allergies, heart disease, etc.). All staff members and students, who suffer from potential life-threatening illnesses or allergies, should be encouraged to discuss any potential issues with the First Aid Officer. This may include the First Aid Officer nominated for their field trip, or a colleague before any remote training/teaching delivery, or the First Aid Officer in their work area, of such medical conditions, prior to the trip taking place, and to carry their own medication and wear a medic alert if appropriate.

Any information of such a nature voluntarily disclosed to a First Aid Officer will be kept strictly confidential and will not be used for any other purpose other than for the administration of first aid assistance should it become necessary.

**Field Trips/Remote Delivery**

All off-campus trips to non-urban areas (e.g. bush, outback, ocean or remote locations) should include at least one person trained in first aid to the appropriate level to act as the First Aid Officer. Depending on factors such as the size of the group, the duration of the trip and the remoteness of the location, additional persons trained in first aid may be required. The person planning/in charge of the off-campus activity, together with Safety, Emergency and Wellbeing team and other participants, as appropriate, must conduct a formal risk assessment to ensure adequate first aid provisions are made, including appropriate first aid equipment, number and training level of First Aid Officers and additional persons with first aid training.

Off-campus activities into environments such as factories and hospitals etc. do not require First Aid Officers to be present as emergency services should be readily available to attend if necessary. For other, non-remote, off-campus activities, it is desirable to have a First Aid Officer to accompany the group and to take a first aid kit. University vehicles utilised for travel off-campus must contain at least a St John Ambulance Off-road Kit or Outdoor Kit, or equivalent.
For travel/work in remote areas, it is essential to have appropriate communication equipment available (e.g. two-way radio, satellite phone, etc.) For further information, refer to the University’s Working Away from Base/Fieldwork Procedures for further information.

Do not transport a casualty by private or University vehicle to the hospital unless absolutely necessary and/or as instructed by a healthcare professional. The casualty’s condition may suddenly deteriorate even though he/she may initially appear to be fine. This is especially the case after an electric shock. In specific circumstances, usually in remote locations and as identified through the risk assessment, it may be necessary to transport the casualty by means other than ambulance, for instance to the local airstrip, in preparation for a medical evacuation by air.

**Senior Manager Responsibilities**

All Senior Managers are required to ensure staff and students in their area/faculty/division are aware of these procedures, the University [Work Health and Safety Policy](#) and encourage compliance.

**Supervisor Responsibilities**

All Supervisors are required to ensure staff members, students and authorised visitors in their care are aware of these procedures, the University [Work Health and Safety Policy](#) and encourage compliance.

This will be assisted by:

- Nominating appropriately qualified First Aid Officers for appointment;
- Ensuring appropriate first aid equipment is available in the workplace;
- Ensuring first aid equipment in the workplace is appropriate for the identified hazards and associated risks;
- Ensuring that, as part of the workplace specific induction, all staff and students are made aware of who the appointed First Aid Officer is and how to contact them;
- Ensuring that any First Aid Officer who is absent from the workplace is covered by another trained First Aid Officer for the duration and notifying staff and students;
- Ensuring First Aid Officer’s requests for restocking first aid kits are processed promptly;
- Ensuring that risk assessments are conducted for each remote or off-campus activity to determine the level of first aid provision and the level of proficiency required of the First Aid Officer involved; and
- Clear signage is prominently displayed in and around their area of responsibility.

**All Staff Responsibilities**

All staff members should:

- Comply with all related University policies and procedures and report any breaches;
- Be aware of the name, contact number and work location of their appointed First Aid Officer;
- Ensure that any member of the University community under their care or in their workplace is aware of:
  - University policies and procedures;
  - Who the First Aid Officer is;
  - Where the nearest first aid kit is located;
  - How to use any first aid or safety equipment correctly; and
  - Notification and reporting procedures.
• Notify any campus or remote centre when travelling to the area to enable a quick response should an emergency occur;
• Display and discuss with any member of the University community in their workplace, the procedures to be followed in the event of a medical emergency; and
• Notify the First Aid Officer as soon as practicable of any first aid supplies used or medical condition that may require specialist assistance or medication.

If, during normal working hours, in a non-emergency situation, staff are unsure where to find the nearest First Aid Officer, Safety, Emergency and Wellbeing team should be contacted.

University Security Responsibilities

University Security will:

• Comply with all related University policies and procedures and report any breaches;
• Display and discuss with any member of the University community in their workplace, the procedures to be followed in the event of a medical emergency;
• Ensure their first aid certification and training are current;
• Ensure that all first aid kits within their care are well maintained, stocked and easily accessible;
• Ensure that appropriate paperwork is completed about all incidents involving security staff and this paperwork is forwarded to Safety, Emergency and Wellbeing team within 24 hours.

Safety, Emergency and Wellbeing team Responsibilities

Safety, Emergency and Wellbeing team plays a coordinating role in the implementation of the University’s First Aid Procedures. This includes:

• Coordinating and funding training of First Aid Officers;
• Coordinating notification and reporting of injuries, sudden illnesses and first aid treatments;
• Consulting with/providing support for First Aid Officers concerning first aid arrangements including:
  o Regularly auditing and coordinating the restocking of first aid kits;
  o Maintaining a register/inventory of first aid equipment used;
  o Ensuring information on what to do in a medical emergency is prominently displayed around the workplace;
  o All first aid kits are easily accessible and signage indicating their location is clearly and prominently displayed;
• Ensuring compliance with and awareness of legislative changes; and
• Integrating first aid into the University’s overall workplace health and safety program.

Safety, Emergency and Wellbeing team is also responsible for:

• Assisting cost centres and senior managers with conducting risk assessments for each remote or off-campus activity to determine the level of first aid provision and the level of proficiency required of the First Aid Officer involved;
• Maintaining and making available a register of First Aid Officers;
• Conducting and regularly reviewing, in consultation with staff, the relevant Health and Safety Representative (HSR) and Workplace Advisory Group (WAG), a risk analysis of all potentially higher-risk areas of the University, such as laboratories, farm activities, kitchens and workshops, to determine/review the level of first aid provision and the level of proficiency required for the First Aid Officers in those areas;
• Quality control of first aid equipment; and
Ensuring consistency of practices and first aid equipment across the workplace.

**Cost Centre Responsibilities**

Cost Centres will be responsible for:

- Allowing staff time off to attend first aid training courses;
- Purchasing first aid kits appropriate to the area’s needs;
- Restocking first aid kits;
- Covering the cost of the first aid allowance for the First Aid Officers; and
- If requiring additional staff to be trained in first aid, as a result of a risk assessment for a particular activity, will be required to fund the training.

**ESSENTIAL SUPPORTING INFORMATION**

**Internal**

- Accident, Incident and Injury Report form
- Emergency Management Plan
- First Person on Scene (Accident/Injury) Procedures
- Hazard Report form
- Witness to Accident/Injury Report form
- Work Health and Safety Policy

**External**

- A Guide to First Aid in the Workplace Code of Practise (NT WorkSafe)
- NT WorkSafe
- St John Ambulance Australia
- Work Health and Safety (NUL) Act 2011 (NT)
- Work Health and Safety (NUL) Regulations 2011 (NT)
### Document History and Version Control

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<thead>
<tr>
<th>Version</th>
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