

INTERNAL ONLY
ISLHD PROCEDURE
COVER SHEET



Health
Illawarra Shoalhaven
Local Health District

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FUNCTIONAL GROUP OR HUB	ISLHD
NSQHS STANDARD	Standard 1
SUMMARY	To provide managers and their staff with guidance on how to determine and implement adequate and appropriate First Aid arrangements.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

Feedback about this document can be sent to ISLHD-CorporateGovernance@health.nsw.gov.au

1. POLICY STATEMENT

Illawarra Shoalhaven Local Health District (ISLHD) is committed to providing a first aid service that satisfies the organisation's obligations under the WHS legislation, which sets out minimum standards for first aid in the workplace and guides the workplace in determining appropriate first aid arrangements to suit the particular needs of the organisation, taking into account the:

- types of work performed;
- nature of hazards encountered;
- associated risks to identified hazards;
- likely injuries and illnesses that may result;
- number of people at the workplace;
- size, layout and location of the workplace;
- impact of first aid requirements on delivery of other services.

This procedure requires that all injuries or illnesses requiring the provision of first aid be treated and reported in the incident management system (ims+) as soon as reasonably practicable. This procedure has been developed to provide a safe system of work to manage first aid in the workplace; at an ISLHD site, service, facility, leased building or off-site; within the community or other location not previously specified.

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

- provisions for trained first aiders.
- content of first aid kits.
- Record keeping requirements.
- Reporting and notification requirements.

2. BACKGROUND

ISLHD has humane, legal and financial obligations to provide a first aid service for its staff, patients, clients and visitors. First aid refers to the initial attention to a person suffering an injury or illness. First aid in the workplace has a number of benefits:

- it can save lives.
- it can prevent permanent disablement.
- it places the incident on record for future reference if required.

3. RESPONSIBILITIES

3.1. Workers will:

- Notify the first aider, Line Manager, or other available person in a supervisory role of incidents which require first aid attention.
- Comply with any reasonable direction given in the provision of first aid.

3.2. First Aider will:

- provide initial treatment to injured or ill workers consistent with their level of training and competence. This may include emergency interventions while awaiting assistance from emergency services or other areas of support as required;
- hold a current First Aid Certificate; or relevant medical qualification i.e.: nursing;
- maintain currency of first aid qualifications;
- maintain the first aid kit, if nominated to do so. This may include checking first aid kits in fleet vehicles;
- facilitate the referral of casualties for further medical assessment as required;
- respond to emergency situations as required; and
- document first aid treatment provided.

3.3. Line Managers will:

- Ensure that a formal risk management approach, in consultation with workers, is taken to determine the level of first aid facilities and services, including the numbers of appointed first aiders and first aid kit contents that are to be provided at each worksite
- provide adequate support to the first aider within their delegation;
- ensure **First Aid Plans**, where appropriate, are maintained and up-to-date;
- review local first aid processes to ensure they meet the requirements of this procedure and workers are aware of and competent in their responsibilities;
- ensure First Aid facilities and equipment are adequate to the workgroup and work environment;
- ensure appropriate first aid equipment is provided to workers who work off site or in isolation;
- ensure the first aider maintains relevant qualifications;
- respond to first aid and emergency situations as required; and review recorded first aid treatments on a regular basis.
- ensure First Aider details and first aid kit locations are included in induction training.

3.4. General Managers/Service Director will:

- Ensure that first aid arrangements are reviewed on a regular basis; maintaining their effectiveness and suitability for the first aid needs of each worksite.

3.5. Chief Executive will:

- Ensure appropriate information, training, and education to ensure safe systems of work are developed and maintained.

4. PROCEDURE

4.1. Risk Management

The five basic steps in the workplace health and safety risk management process set out in the '*How to Manage Work Health and Safety Risks, Code of Practice 2011*' must be followed to determine how a first aid incident will be assessed and managed.

- Step 1 Identify all hazards.
- Step 2 Assess the risks these hazards create.
- Step 3 Decide on measures to control the risk.
- Step 4 Implement appropriate control measures.
- Step 5 Monitor the control measures and review the process.

4.2. Determining First Aid requirements

To ensure that the first aid arrangements are adequate for the immediate treatment of injuries and illnesses that may occur, a risk assessment must be conducted using the **ISLHD OPS F226 First Aid Risk Assessment** to determine and document:

- The type of first aid kit contents required based on the identified hazard/s
- whether the worksite is considered low or high risk
- the type and severity of injuries/illnesses that could be sustained.
- The number and location of first aid kits to ensure ease of access for all workers. This needs to take into consideration the location, size and layout of the workplace. This can be achieved by including staff in the consultation process.
- The number of trained first aid personnel required to be available, minimum and additional, based on the assessment of the number of people who work there, the work hours, operating hours and the type of work activities being conducted.
- The response procedures to be followed when an incident occurs which requires first aid.

Note: Where emergency departments or other treatment services are provided, including wards, clinics, outpatient areas or areas serviced by emergency trolleys or carts, these services and the first aid supplies available within them may meet the requirements of the WHS Regulations for the provision of first aid kits. However, managers/supervisors will need to ensure that they are appropriate to the needs of workers by conducting a risk assessment in consultation with them. In addition, the provision of first aid treatment for workers should not be delayed due to reliance on the use of worksite equipment or first aiders with other responsibilities ie: sending a worker with a minor injury or illness to a busy emergency department.

4.3. Number and Placement of Appointed First Aider

- Consideration should be given to: the types of hazards present/identified including the nature of the work, size and location of the workplace, number and distribution of workers present, the frequency of exposure that may cause an injury or illness, duration of this exposure and the expected consequential severity.
- An alternative arrangement must be in place if the delegated first aider is unavailable. This may be an appointed first aider from another workgroup. In addition to clinicians, all ISLHD security personnel are accredited first aiders.
- It is the responsibility of the workplace manager/supervisor to ensure that there is an adequate number of workers trained to be a first aider relative to the assessed risk of the workplace. In high risk areas, or isolated areas, additional first aiders may need to be appointed at the discretion of the workplace manager/supervisor.

4.4. First Aid Procedure Implementation

Once the first aid risk assessment for the workplace has been completed the following actions must occur:

- The first aid arrangements must be documented in the form of the First Aid Plan (ISLHD OPS F227 First Aid Plan) and communicated to workers outlining the first aid arrangements that have been provided for their workplace.
- An action plan should be developed to coordinate the implementation of any first aid arrangements identified in the risk assessment process that are not already in place or cannot be immediately put in place.
- The action plan must be kept under review to ensure that progress is being made by implementing the actions within the timeframes specified.
- Regular review of the risk assessment to ensure the first aid plan remains relevant and appropriately meets the needs of the workplace.

4.5. Communication of First Aid Requirements

Managers/supervisors must provide information about first aid to their workers so that they know what to do and who to contact if they are injured or ill. The first aid plan and associated information should be easy to understand, accessible and should take into account the language and literacy levels of their workers. Information may be given using verbal methods such as through safety huddles or other team meetings or visual methods such as videos or posters.

Information and instruction should be provided as part of any workplace induction training and refresher information should be provided when there are any changes such as the location of first aid equipment or in the names, locations or contact details of first aiders.

The information and instruction on first aid should include:

- the location of first aid equipment and facilities;
- the names and location of persons trained to administer first aid; and
- the procedures to be followed when first aid is required.

4.6. First Aid Requirements – Working in a Confined Space

- First aiders must be appointed to any persons who enter a confined space to conduct business activities;
- all other members of the workgroup should be trained in Cardiopulmonary Resuscitation (CPR) and basic first aid; and
- supervisors/managers shall take the requirement to work within Confined Spaces into consideration when determining the number of appointed first aiders within their area of responsibility.

4.7. First Aid Requirements – Working After Hours

It is a requirement to have first aid accessible to all workers at all times that work is conducted.

- For sites, facilities and services where 24-hour first aid is not available:
 - ISLHD Security Officers are required to hold a current nationally accredited first aid qualification and be available to attend any non-life threatening injuries or illness at that workplace. For any life threatening emergencies workers must dial Triple Zero (000) and follow the relevant emergency procedures.
 - where an appointed first aider is not available, medical assistance should be sought immediately, either by contacting security staff or dialling Triple Zero (000) for an ambulance.

4.8. First Aid Requirements – Working Off-Site in Isolation

- First aid kits should be readily available within all ISLHD fleet vehicles.
- The first aider and department manager/supervisor should ensure that first aid provisions are available to workers who travel as a requirement of their role.
- The following information should be made available to workers who travel in ISLHD fleet vehicles:
 - For emergencies dial Triple Zero (000)
 - poisons Information Line: 13 11 26
 - State Emergency Service (SES): 132 500
 - Relevant ISLHD contact: (*workplace specific*)

4.9. Recording First Aid Treatment

- A record of any first aid treatment given should be kept by the first aider and reported to managers/supervisors on a regular basis to assist reviewing first aid arrangements. The following details must be recorded:
 - the name of the injured worker
 - the worker's address
 - the worker's age at the time of injury
 - the worker's occupation at the time of injury
 - the industry in which the worker was engaged at the time of injury
 - the time and date of injury
 - the nature of the injury
 - the cause of the injury.
- privately purchased first aid kits may come with a first aid treatment register, however ISLHD CORP F16 - First Aid Treatment Register can also be used.
- If the injury/illness is work-related, the injury must also be recorded in ims+.
- first aid records must be kept for seven (7) years in accordance with the *Health Records and Information Privacy Act 2002 No 71*, and be made readily accessible to SafeWork NSW Inspectors on request.
- A copy of the first aid treatment register is to be filed into TRIM (IS/2176) each time it is updated by a person nominated by the manager/supervisor.

4.10. Maintenance of First Aid Kit contents

- The first aid kit should be maintained by the nominated first aider unless otherwise specified. This includes checking and replenishing contents and ensuring kits are available and not locked away whenever workers are at work. The manager/supervisor is responsible for reassessing the first aid risk assessment regularly to ensure the kit content remains adequate.
- The contents of the first aid kit must be inspected at least monthly using the ISLHD OPS F228 First Aid Kit Inspection Checklist with a copy maintained in trim. These records must be able to be produced when requested by internal/external auditors/inspectors, HSRs or relevant worker representatives such as unions or SafeWork NSW.

4.11. Trained First Aider

- A trained first aider can be:
 - A person who holds a current first aid certificate issued after successful completion of a SafeWork NSW approved first aid course.
 - A qualified paramedic.
 - A registered nurse, or medical practitioner.

Note: Workers assigned as first aider' on the **First Aid Plan** must be consulted with when developing the **First Aid Plan**.

- first aiders are required to renew their first aid qualification every three years and undertake Cardiopulmonary Resuscitation and/or Advanced Resuscitation training annually. First aiders are required to have prior approval from their manager/supervisor to attend this training.
- First aiders will use an Australian Nationally Recognised Training provider to gain their accreditation. ISLHD will be responsible for all costs associated with the provision of first aid training as per the staff development process.

4.12. Review of the First Aid procedures

- A regular review, in line with the documented review process, should be conducted, in consultation with workers, to ensure that the first aid arrangements are effective and adequate to address the hazards and associated risks identified in the first aid risk assessment. The review should involve:
 - Checking first aid kit contents or a review of the system for ensuring adequate first aid supplies are always available where the contents of the first aid kit form part of the clinical area stock.
 - A review of the **First Aid Risk Assessment** and **First Aid Plan** to ensure that the first aid arrangements are still suitable for providing initial first aid treatment for the type of injuries/illness that could occur.
- In addition, the first aid arrangements should be reviewed whenever there is:
 - evidence that the first aid arrangements are inadequate.
 - A significant change proposed to the workplace or work activities which may impact on the validity of the first aid arrangements.

5. DOCUMENTATION

- ISLHD OPS F226 – First Aid Risk Assessment
- ISLHD OPS F227 – First Aid Plan
- ISLHD OPS F228 – First Aid Kit Inspection Checklist
- ISLHD CORP F16 – First Aid Treatment Register

6. AUDIT

Compliance with this procedure will be audited through internal and external review mechanisms at least every two years.

7. REFERENCES

- [NSW WHS Act 2011](#)
- [NSW WHS Regulation 2011](#)

- [SafeWork NSW Code of Practice – First Aid in the Workplace 2020](#)
- [NSW Health Policy Directive Work Health and Safety: Better Practice Procedures PD2018_013](#)
- [Work Health and Safety Policy](#)
- [Injury Management – Return to Work Policy](#)

8. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval
May 2009	0	P Oppel, Manager WSIMS Approved by CE at Area Executive meeting 11 May 2009
April 2010	1	T Williams – minor alteration of key terms Approved by P Oppel, Manager WSIMS
March 2011	2	Troy Williams, WHS Officer, Area Workforce Safety & Injury Management Service. Amended to reflect change to Local Health Network.
September 2014	3	Jared Lucas – Safety & Well-Being Manager ISLHD Safety Management System review and implementation.
September 2015	4	Brendan Delaney – Manager Work Health and Safety Approved by Executive Management Committee April 2015
April 2017	5	Joanne White – Safety Coordinator ISLHD Safety Management System Review
August 2022	6	Author: Safety Coordinator Approval / Date: Director, Corporate Governance & Risk Management / August 2022