

INTERNAL ONLY
ISLHD PROCEDURE
COVER SHEET



Health
Illawarra Shoalhaven
Local Health District

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FUNCTIONAL GROUP OR HUB	District Wide
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.
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COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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

1. POLICY STATEMENT

The 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.
- Likely injuries and illnesses that may occur.
- Number of people at the workplace.
- Size, layout and location of the workplace.

This procedure requires that all First Aid injuries be treated and reported in the Incident Information Management System (IIMS). This procedure has been developed to provide a safe system of work to manage First Aid in the workplace, either at an ISLHD site, service, facility, leased building or off-site.

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 Aider.
- Content of First Aid kits.
- Minimum requirements for First Aid kits and First Aider travelling off-site or to remote areas on ISLHD business.

- 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 provides 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 can improve safety awareness and thereby prevent injury and illness in the workplace.
- It places the incident on record for future reference if required.
- It can assist early return to work and rehabilitation.

3. RESPONSIBILITIES

3.1. Employees 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 employees consistent with their level of training and competence.
- Hold a current First Aid Certificate (or equivalent).
- Maintain currency of First Aid qualifications.
- Maintain the First Aid Kit, if nominated to do so.
- Provide emergency First Aid treatment of injuries or sudden illnesses.
- Facilitate the referral of casualties to medical aid as required.
- Respond to emergency situations as required.
- Document First Aid treatment provided.

3.3. Line Managers will:

- Provide adequate support to the First Aider within their delegation.
- Ensure **First Aid Plans** (where appropriate) are maintained and up-to-date.
- Review the First Aid procedure for the area in line with the document review process.
- Ensure First Aid facilities are adequate to the workgroup and work environment.

- Ensure the First Aider maintains current qualifications.
- Respond to First Aid and emergency situations as required.

3.4. General Managers/Service Director will:

- Ensure that First Aid arrangements are reviewed on a regular basis to ensure that they are effective and appropriate for the First Aid treatment needs of the workplace.

3.5. Chief Executive will:

- Ensure appropriate information, training and education to ensure safe systems of work are developed and maintained.
- Ensure that ISLHD First Aid Procedures are current and revised according to changes in legislation, NSW Health Policy Directives or as a result of internal and external audits and continuous improvement activities.

4. PROCEDURE

4.1. Risk Management

- ISLHD managers/supervisors will adopt a formal risk management approach, in consultation with workers, 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 in each workplace.
- 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 manage exposure to risks.
 - 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 arise at each place of work, 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 risk assessment, the type of workplace it is (low or high risk) and the type of injuries/illnesses that could be sustained.
- The number of First Aid kits required, if applicable, and the location so that all employees have easy access. 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 may meet the requirements of the WHS Regulations for the provision of First Aid kits. However, managers will need to ensure that they are appropriate to the needs of staff by conducting a risk assessment in consultation with employees.

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 severity of the consequences.
- An alternative arrangement must be in place if the First Aider is unavailable. (This may be the appointed First Aider from another workgroup.) Remember all ISLHD security personnel are accredited First Aiders.
- It is the responsibility of work area managers/supervisors to ensure that there is an adequate number of staff trained to be First Aider in relation to the risk of the work area. In high risk areas, or isolated areas, additional First Aiders may need to be appointed at the discretion of the area 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 staff 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.

4.5. Communication of First Aid Requirements

Managers must provide information about First Aid to their staff so that they know what to do and who to contact if they are sick or injured. Information should be easy to understand, accessible and should take into account the language and literacy levels of their staff. Information may be given using verbal methods (e.g. explanations and demonstrations) or visual methods (e.g. videos and posters).

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
- The procedures to be followed when First Aid is required
- Information and instruction should be provided as part of local site induction training and when there are any changes, for example in the location of First Aid facilities or in the names, locations or contact details of First Aiders.

4.6. First Aid Requirements – Working in a Confined Space

- First Aiders must be appointed to any persons which 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.
- 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 Emergency is not available:
 - ISLHD Security Officers are required to hold a current nationally accredited First Aid qualification.
 - Where an appointed First Aider is not available, medical assistance should be sought immediately, either by contacting security staff or the NSW Ambulance Service.

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 personnel who travel as a requirement of their role.
- The following information should be made available to personnel who travel in ISLHD Fleet Vehicles:
 - Police Fire Ambulance: 000 (112 from mobiles) ○
 - Poisons Information Line: 13 11 26 ○ State
 - Emergency Service (SES): 132 500 ○ ISLHD
 - Contact: (*work location 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 on a regular basis to assist reviewing First Aid arrangements. The following details must be recorded:
 - name of the injured person ○ the type of injury/illness
 - the First Aid treatment administered and details on any referral for further medical treatment
 - the name of the person administering the First Aid.
- First Aid kits may come with a First Aid treatment register, however First Aid Treatment Register (ISLHD CORPS F16) can also be used.
- If the injury is a work related injury the manager is to complete an Injury Notification form (ISLHD OPS F 258).
- The 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.
- First Aid treatment registers are to be kept securely, in the same location where the First Aid is administered.

- First Aid treatment register is to be filed into TRIM (IS/2176) annually by a person nominated by the manager.
- All incidents (including Needle Stick Injuries, and Blood and Body Fluid Exposures) are reported through IIMS.

4.10. Maintenance of First Aid Kit contents

- The First Aid kit should be maintained by a nominated person in the workplace, this could also be the First Aider. This person should be responsible for assessing kit requirements, checking and replenishing contents and ensuring kits are available and not locked whenever employees are at work.
- The contents of the First Aid Kit must be inspected at least monthly using the ISLHD OPS F228 First Aid Kit Inspection Checklist, and the checklists must be able to be produced when requested by internal/external auditors/inspectors.

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 person who holds a current occupational First Aid certificate issued after successful completion of a SafeWork NSW approved occupational First Aid course.
 - A level 3 or greater New South Wales ambulance officer.
 - A registered nurse, or medical practitioner.

Note: Personnel 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 the Cardio Pulmonary Resuscitation and/or Advanced Resuscitation component of their 'Apply First Aid Certificate' 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 for the First Aid treatment needs of the workplace. 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 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-F-227-First Aid Plan](#)
- [ISLHD-OPS-F-228-First Aid Kit Inspection Checklist](#)
- [ISLHD-CORP-F16 First Aid Treatment Register](#)
- [ISLHD OPS F 258 – Injury Notification](#)

AUDIT

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

6. REFERENCES

- [NSW WHS Act 2011](#)
- [NSW WHS Regulation 2011](#)
- [SafeWork NSW Code of Practice – First Aid in the Workplace 2015](#)
- [NSW Health Policy Directive Work Health and Safety: Better Practice Procedures PD2013_50](#)
- [Work Health and Safety Policy](#)
- [Injury Management – Return to Work Policy](#)

7. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval
May 2009	0	Manager WSIMS Approved by CE at Area Executive meeting 11 May 2009
April 2010	1	Minor alteration of key terms Approved by Manager WSIMS
March 2011	2	WHS Officer, Area Workforce Safety & Injury Management Service. Amended to reflect change to Local Health Network.
September 2014	3	Safety & Well-Being Manager ISLHD Safety Management System review and implementation.
September 2015	4	Manager Work Health and Safety Approved by Executive Management Committee April 2015
April 2017	5	Safety Coordinator ISLHD Safety Management System Review