

## First Aid Procedure

### 1. Purpose

Inala Community House (ICH) aims to provide a safe workplace for all persons at the site. The goal of first aid is to provide initial care and assistance to those who have been injured until a medically trained person can take over. First aid is a vital step in ensuring the health and safety of an injured person. At all times, workers are expected to prioritise their own safety first and to follow the instructions of emergency personnel.

This procedure operates pursuant to the ICH *Workplace Health and Safety Policy*.

### 2. Scope

This procedure applies to all employees, Board members, volunteers, students, trainees and contractors. For the purposes of this procedure, these persons shall be referred to as workers.

### 3. Definitions

**First aiders:** are people who are qualified to administer and are available to provide first aid.

### 4. Procedure

ICH will provide first aid assistance to any person who requires aid providing it is safe to do so. This may include workers, service users, contractors, volunteers, visitors and members of the public.

ICH will ensure that:

- First aid equipment is provided
- Workers have access to first aid equipment
- An adequate number of workers are trained to administer first aid, or workers have access to an adequate number of other people who have been trained to administer first aid

#### 4.1 Risk Assessment

A risk assessment is used to determine the number of first aiders, first aid kits and procedures required. Currently, all ICH buildings are deemed to be low risk based upon the following considerations:

- Access to medical care is not:
  - Far: The Queen Elizabeth II Jubilee Hospital in Coopers Plains is a 17 minute drive from Inala. Medical Centres are also close by including the Inala and Acacia Ridge Medical Centres
  - Remote: Phone reception is available so that workers can contact assistance if needed

- Assistance is available from nearby sites and all sites are within a 10 minute drive
- Work generally performed at these sites is low risk
- Generally, numbers attending sites are less than 50 people (comprising both workers and visitors). Note this does not include hall hirers who are responsible for their own first aid requirements (although assistance may be provided if necessary).
- Low number of incidents occurring over the past 3 years

Also factored into the risk assessment is any relevant pre-existing medical conditions of workers (where disclosed).

As a low risk workplace, one first aider is required for every 50 workers. It may not be possible to have a first aider available at all times however workers should have the means to communicate with emergency services.

These risks will be assessed every year or after significant changes occur in the workplace. This item will be placed on the Risk Register.

## 4.2 First Aid Personnel

ICH offers first aid training to all staff except where:

- The worker performs mostly administrative work
- The worker works limited hours; and
- Where access to other first aiders is close by

Managers will determine in consultation with their teams who will attend first aid training however it is strongly recommended that all workers conducting client visits and/or working regularly offsite maintain their first aid training.

ICH holds nationally recognised and accredited first aid and CPR training at least annually for workers. First aid training is required on a three yearly basis and a CPR refresher is required annually. Additional first aid training may be required if a worker has a medical condition which necessitates this.

Names of any designated first aid personnel will be available in the Emergency Management Plan for the site.

### 4.2.1 *Times When a First Aider May Not be Available*

There may be times where workers may not have access to a first aider. In these situations, workers must be able to access first aid assistance by ensuring that they have an effective means of accessing emergency services. ICH will ensure that workers are provided with information, instruction and training on how to respond if a serious injury or illness occurs and no first aider is available.

Situations where a first aider may not be available may include:

- Working alone in the office
- Working when a first aider is away
- Working offsite

For offsite work, the ICH *Personal Safety in the Community Policy* requires that all workers carry a mobile phone which is adequately charged. For those working in the office, all sites have phones available to conduct emergency services.

### 4.3 First Aid Kits

All workers must be able to access a first aid kit, therefore all sites will have at least one first aid kit available. Some offices may also have a separate portable first aid kit for offsite events or activities (where requested and approved). Each ICH vehicle also has a first aid kit.

The contents of the first aid kit are based upon the risk assessment. It includes basic equipment for administering first aid injuries including:

- Cuts, scratches, punctures, grazes and splinters
- Muscular sprains and strains
- Minor burns
- Amputations and/or major bleeding wounds
- Broken bones
- Eye injuries
- Shock

Medications such as paracetamol or aspirin, should not be included in the first aid kit because of their potential to cause adverse health effects for some people. Workers requiring prescribed and over-the-counter medications should carry their own medication (this should not be accessible to service users).

First aid kits should be identifiable with a white cross on a green or red background and/or saying "First Aid Kit". Kits should be kept sealed to protect the contents from dust, moisture and contamination. A list of contents should be located in each kit.

Persons utilising the kit, should report any items that have been used (where no further supplies of that item are available or where stocks are low) to HR so that arrangements may be made for the kit to be restocked.

Kits will be maintained on at least an annual basis by HR or an external first aid company to ensure that:

- The kit is complete (checking off the inventory)
- Items are in working order, have not deteriorated, are within their expiry dates and sterile products are sealed and have not been tampered with

First aid signs should be used to assist people in locating first aid equipment. Designs for first aid signs must be in accordance with AS 1319: Safety Signs for the Occupational Environment.

### 4.4 Providing First Aid

#### 4.4.1 Ensuring Safety

The first and ultimate responsibility for first aiders or those responding is to ensure their own safety. Persons should assess the environment for any risks prior to rendering assistance and should not place themselves in danger. There may be different types of danger including

people, environmental or biological. Persons should look, listen and smell to identify any dangers present. This could include, but is not limited to, traffic, drug paraphernalia, weapons, chemicals, gas leaks, powerlines, animals, other people or the injured person.

#### 4.4.2 Duty of Care

When a first aider chooses to stop and assist a person, they have an assumed duty of care. The first aider is then obliged to continue providing assistance until:

- Someone with more qualifications arrives and takes over (e.g. doctor, nurse or paramedic)
- The person no longer requires treatment
- The first aider is no longer physically capable of providing first aid
- The scene becomes unsafe

#### 4.4.3 Infection Control

When providing first aid to an injured or ill person, first aiders could come into contact with blood or body substances. These can transfer infections to the first aider or other people they treat.

First aiders should assume they could be exposed to infection and take standard precautions when exposed to blood and body substances to protect themselves and others from infection risk. Standard precautions include:

- Hand hygiene - first aiders should wash their hands with soap and water or apply alcohol-based hand rub before and after administering first aid
- Use of appropriate PPE such as gloves and the CPR mask (if using CPR)
- Handling and disposal of sharps and waste – in accordance with the ICH *Sharps* and *Biological Waste Management Procedures*
- Cleaning techniques and managing spills of blood and body substances – in accordance with the ICH *Sharps* and *Biological Waste Management Procedures*

#### 4.4.4 Consent

A first aider must have consent of the person (or their parent/guardian) to provide first aid. Where a person is unconscious or if no parent/guardian is present there is assumed consent, and first aid can be provided (with appropriate consideration of the preferences of the individual).

For a conscious person, the first aider should first identify themselves as a first aider to the injured person. The first aider should then request permission to provide first aid, explaining what needs to be done (including touching the injured person).

If permission is not given, then first aid cannot be provided. Where a person does not give consent, the first aider can *talk* them through actions that they could take to treat their condition (i.e. instructing them to apply pressure on a wound).

It is important to recognise that people may not be comfortable with certain actions being taken (i.e. touching) this could be due to numerous factors including gender, ethnicity, culture, religion, etc.

If permission is not given due to a specified reason (i.e. gender difference), an alternative first aider if available can be requested, however they also would need to obtain consent from the injured party prior to providing first aid.

#### 4.4.5 Privacy and Dignity

At all times, the first aider should seek to protect the dignity and privacy of the injured person. This can include providing cover (where the person is exposed, has bodily fluids over them, etc.), encouraging staff or other bystanders to give the injured person some space or return to normal activities (except where they may provide some help).

#### 4.4.6 Transporting

In the event that a person is too ill or injured to remain at the site, they may require transporting to a medical service, home or somewhere else to rest and recover. Transporting ill or injured persons should always be done with extreme caution. This should always consider factors such as:

Who is the ill or injured person?	<ul style="list-style-type: none"><li>• Workers – yes with a Manager's approval</li><li>• Service users and other stakeholders– only permitted in limited circumstances and with Manager's approval (e.g. where the worker is already out with the person)</li><li>• Members of the public or visitors – not permitted</li></ul>
How severe is the condition of the person?	<ul style="list-style-type: none"><li>• Does the person require immediate emergency assistance? If so, an ambulance is more appropriate and transportation should only be provided where directed by emergency services</li><li>• Could transporting make the condition of the person worse? Consider risk of injuries that may be undetected (e.g. internal) or whether movement could exacerbate an injury (some injuries may not be visible)</li><li>• Can they independently (or with limited assistance) move to a vehicle and get in?</li><li>• Can they sit properly in the seat and use the seatbelt appropriately?</li><li>• Would the person be safe (e.g. at home)?</li></ul>
What would happen if they required assistance while travelling?	<ul style="list-style-type: none"><li>• How could first aid be provided?</li><li>• Would access to a kit be available?</li></ul>

Managers must consider the risks of transporting a person to a medical service, home or somewhere else in accordance with this section before giving approval.

Workers should not drive the other person's vehicles where transport does occur. This presents a risk of insurance coverage and excess costs.

#### 4.4.7 Scope of Assistance

People responding in an emergency should only respond within the scope of their training.

A person who is not trained in first aid, should call the designated first aider to do so and/or emergency services.

A person who is trained in first aid should only render assistance in accordance with their training or if instructed by emergency services.

#### 4.5 Confidentiality

First aiders may become aware of personal medical information in the course of providing first aid or having knowledge of it for the purpose of providing appropriate assistance if necessary. First aiders must maintain the confidentiality of that information at all times except where authorised to disclose it.

#### 4.6 Reporting

The first aider shall advise the person of the requirements to complete an incident report. If the person is unable to complete it, the first aider or another person may do so. For incidents involving persons other than workers, it may be appropriate for the worker to complete the report in accordance with ICH and Service requirements.

The first aider should document what first aid was provided, any equipment used and any residual hazards at the scene which may pose a danger.

The first aider should report an incident in accordance with the *ICH Incident Management Procedure*, this will vary depending upon whether the incident is deemed critical or non-critical.

#### 4.7 Persons with Medical Conditions

All persons with medical conditions are encouraged to report to HR any medical conditions which may require any specific first aid treatment. These medical conditions should be documented in the Personnel Information form.

Information about a workers' health is kept confidential and only provided to first aiders with the worker's consent or where it is required in order to provide first aid (to ensure the safety of the injured person or the first aider).

#### 4.8 Worker Training

Workers will be given information about first aid through:

- Induction or after significant changes
- This procedure being available on the ICH Portal
- The Emergency Management Plan
- Team meetings

#### 4.9 Support

ICH will seek to provide appropriate support to those witnessing or involved in incidents, this includes those providing first aid. This may include debriefing, encouraging access to the EAP or other support services.

#### 4.10 Responsibilities

Chief Executive Officer shall:

- Ensure that there are an appropriate number of first aiders and kits for the workplace which is based on a risk assessment

Managers shall:

- Consult with teams to determine first aid requirements
- Appropriately support those involved in incidents, including people responding to incidents
- Allocate time for workers to complete required first aid training
- Determine if it is appropriate for transporting to occur

Designated first aiders shall:

- Maintain their qualifications

All first aiders shall:

- Ensure their own safety and that of others where possible
- Act within the scope of their training
- Maintain confidentiality
- Meet reporting requirements including keeping a record of first aid provided
- Uphold the privacy and dignity of an injured or ill person where possible

#### 5. Review

This procedure shall be reviewed every 3 years or it may be reviewed after an incident involving first aid.

#### 6. Related Documents

##### **Policies**

ICH Workplace Health and Safety Policy  
ICH Risk Management Policy  
ICH Personal Safety in the Community Policy  
ICH Confidentiality Policy

##### **Procedures**

ICH Sharps Procedure  
ICH Incident Management Procedure  
ICH Biological Waste Management Procedure