

# First Aid and Infection Control Procedure

**Procedure Code:** PR-063**Version:** 4.0**Effective Date:** 17 April 2023**Related Policy Code:** HR-015**Related Policy Name:** Work Health and Safety Policy

## Purpose

This document outlines details surrounding first aid facilities and personnel in the workplace and the procedure to be followed during a medical situation requiring first aid, to ensure that immediate, appropriate and adequate first aid treatment is provided for the person suffering injury or illness.

## Scope


- All workers, students and visitors

## Procedure

### First Aid

PROCEDURE STEPS		RESPONSIBILITY
1.	<b>Allocation and communication of Designated Workplace First Aid Officers (DWFAO) across Endeavour campuses</b>	
1.1	The provision of adequate numbers of on campus DWFAOs at Endeavour's campuses relies on the goodwill of people working across the college. All employees are encouraged to consider nominating themselves for a DWFAO role. The skills and experience acquired are nationally recognised and transferable.	All employees
1.2	A risk assessment will be completed as part of the National WHS Committee to identify the number of DWFAOs required on each site (generally two to three per campus location). Considerations will include; number of work areas; amount of time working on campus (preferably face to face staff members who are required to work on campus for the entire FTE), number of buildings/floors effected; number of workers, students and potential visitors on site.	National WHS Committee
1.3	Confirmation and approval of campus location DWFAOs are set up including the formal agreement between the College and the nominated DWFAO which includes the attendance of an accredited Provide First Aid course and additional online Anaphylaxis training which will be required to be uploaded in Technology and remain current for the duration of the agreement.	Local WHS Chairperson (or nominated)  HR  DWFAO
1.4	<u>Emergency &amp; Campus Contacts</u> are to be located on the Work Health and Safety Hub which includes the DWFAOs for each campus. This document must be maintained by the local campus team member.	Local Campus Team (or nominated)

1.5	The Emergency Contacts are to also be displayed in all classrooms as well as on the WHS Noticeboard. To be included on this list are: the nearest ambulance service, nearest hospital with an accident and emergency facility, and local police contacts information.	Local Campus Team
<b>2.</b>	<b>Assessment of First Aid Kit requirements</b>	
2.1	<p>For new, specialised or changed work locations / conditions, the National WHS Committee is to establish the first aid needs for each area using the below criteria:</p> <ul style="list-style-type: none"> <li>• The nature of the hazards present that could result in injury / illness and the likely severity of injury / illness to occur</li> <li>• Known occurrences of injuries, illnesses and incidents</li> <li>• Size and layout of the workplace</li> <li>• The number of workers, students and visitors on campus</li> <li>• The location of the workplace</li> </ul> <p>This criteria is in line with the <i>First Aid Kit Minimum Requirements / Checklist</i>. This will include details on:</p> <ul style="list-style-type: none"> <li>• Type of kit (Large, Medium, Small, Car kit)</li> <li>• Number of first aid kits for workplace</li> <li>• Location of kits to be kept</li> </ul>	National WHS Committee
<b>3.</b>	<b>Provision of First Aid Kits</b>	
3.1	<p>The <i>First Aid Kit Minimum Requirements / Checklist</i> will be kept in each First Aid Kit and outline the contents available within the individual first aid kit.</p> <p>Only a DWFAO is to take and use stock from a First Aid box (with the exclusion of band aids and if Epi-pens are used in an emergency).</p>	DWFAOs
3.2	The DWFAOs must ensure it is sufficiently stocked at all times and that the contents are current as per content checklists in the first aid kit by conducting an audit every six months and providing this to the local campus team member to procure and replenish.	DWFAOs Local Campus Team
3.3	<p>Where possible, single use disposable sterile items, such as disposal splinter forceps, should be used to minimise the risk of cross infection. Disposable items, used for first aid, should not be reused and should be disposed of accordingly.</p> <p>Provision of personal protective equipment (PPE) such as protective gloves, protective clothing and eye protection is available and should be worn by First Aid Officers when administering first aid treatment.</p>	DWFAOs
3.4	Signs should be placed in each work area to indicate where first aid kits are located. First aid signs should comply with AS 1319 – Safety Signs for the Occupational Environment e.g.	Local Campus Team

		
<b>4.</b>	<b>Contacting a Designated Workplace First Aid Officer</b>	
4.1	<p>In the event of an incident / injury occurring which requires first aid treatment, DWFAOs must be the first point of contact.</p> <p>This person can be contacted either by contacting them directly, asking a bystander to locate them, or asking any available staff member to contact an available DWFAO.</p>	All
<b>5.</b>	<b>Designated Workplace First Aid Officers</b> (also relevant for workers and students who hold a first aid certificate and who administer first aid while on a College campus when DWFAOs are not available or in case of a medical emergency)	
5.1	Only accredited first aid officers may administer first aid treatment following an accident / incident.	First Aid Officers
5.2	<p>The First Aid Officer, who becomes the designated officer, must determine which of the following actions are required:</p> <ul style="list-style-type: none"> <li>a. On site treatment and ambulance to be called</li> <li>b. On site treatment prior to being transferred to Doctor; or</li> <li>c. On site treatment and no further action.</li> </ul> <p>Should an ambulance or further medical treatment be required, the appropriate direct line Manager must be notified immediately. If it is a notifiable critical incident, contact a member of the Critical Incident Team immediately.</p>	First Aid Officers
<b>6.</b>	<b>Decision to call ambulance</b>	
6.1	As a general rule all persons should err on the side of caution. If ever in doubt about a patient's status, call an ambulance. Emergency personnel will ascertain over the phone or in person whether the patient needs to be taken to hospital.	DWFAO
6.2	A person has the right to refuse to go with paramedics in an ambulance, however once the person has made this decision against the advice of paramedics they are obligated to leave the College's premises. The designated officer shall arrange for their next of kin / friend or family member to be contacted to arrange a safe journey home.	DWFAO / Designated Officer
6.3	Under no circumstances should an Endeavour staff member / student / contractor, drive the person to a medical facility that is in need of further medical attention.	All
<b>7.</b>	<b>First Aid Reporting</b>	

7.1	For any incident where a DWFAO is required to provide treatment, an Incident / Accident Report form must be completed by the Designated Officer via the Safety Hub of TechnologyOne.	Designated Officer
7.2	Personal information about the health of a worker is confidential. This may include but is not limited to; details of medical conditions, treatment provided and the results of tests. Disclosure of personal information without the person's consent is unethical and may, in some instances, be illegal.	All
7.3	<p>In the event that a person requires further medical attention beyond that which can be provided on an Endeavour work site and the patient is not able to contact their family or nominee, the Designated Officer is responsible for arranging for the immediate family or nominee to be notified. This can be assisted through:</p> <ul style="list-style-type: none"> <li>The person advising the Designated Officer of the relevant person/s and their contact details and requesting the person/s be notified.</li> </ul> <p>If the patient is not conscious:</p> <ul style="list-style-type: none"> <li>The emergency contact information located within the student file in TechnologyOne / Direct Line Manager / or clinic client file can either be given to emergency service personnel or used directly by the Designated Officer to advise the emergency contact of the incident.</li> </ul> <p>If the person is a contractor, the relevant contact within the college is to contact the person's employer.</p>	DWFAO Designated Officer
<b>8.</b>	<b>Infection Control</b>	
8.1	<p><b>Blood or Body Fluid Clean Up</b></p> <p>Disposable gloves (available in the nominated PPE cupboard on each campus) must be worn at all times whilst dealing with blood or body fluid and contaminated waste bags and containers.</p> <p>All solid materials such as gloves, dressings and paper towels that have been contaminated with blood or body fluid must be placed inside a yellow BIOHAZARD bin found on campus.</p> <p>Hands must be washed with soapy water immediately after the clean-up process.</p> <p>Please refer to the <a href="#">Safe Work Procedure Sharps and bio-hazardous waste handling and disposal</a> for further information</p>	All
8.2	<p><b>Accidental Contact with Blood or Body Fluid</b></p> <p>If a person comes into contact with blood or bodily fluids other than their own (i.e. unprotected first aid treatment or penetration from a needle or syringe), the following process must be undertaken:</p> <ul style="list-style-type: none"> <li>Immediately wash the affected area with warm, soapy water and cover the wound with a dressing;</li> </ul>	All

	<ul style="list-style-type: none"> <li>Immediately notify the DWFAO or a Manager of the situation;</li> <li>Contact a Doctor for advice and/or seek medical attention if recommended; and</li> <li>Add details outlining the above steps to the accident/incident ticket via TechnologyOne</li> </ul>	
8.3	<b>Sharps</b>  Disposable gloves must be worn at all times whilst dealing with sharps which may or may not have been contaminated with blood or body fluid.  Tongs or a similar item should be made available for safe picking up of sharp items.  Sharps must be disposed of in a puncture resistant sharps container and sharps containers should be located as close as possible to the area where sharps are used.	All
<b>9.</b>	<b>First Aid Training</b>	
9.1	DWFAOs administering first aid must undertake the accredited first aid qualification which is valid for three years from date of issue. Further refresher training may be required if further hazards and risk are identified on site.  Annual CPR training is an imperative requirement.  Online Anaphylaxis training must also be done every 2 years via <a href="https://etraining.allergy.org.au/">https://etraining.allergy.org.au/</a>	DWFAO
9.2	Those nominated as DWFAO shall have the cost of their training and or refresher courses paid for by Endeavour. Time off to attend the training sessions will also be granted.	DWFAO Local Campus Team
9.3	Information about first aid facilities, services and emergency procedures should be provided to all workers, students and visitors to the site through various mechanisms such as; workplace inductions, training courses, policies/procedures, notice boards etc.	National WHS Committee HR Direct Line Managers
9.4	Upon completion of all formal requirements there is a small allowance paid for being a DWFAO, as outlined in the First Aid Agreement provided by HR.	DWFAO HR
<b>10.</b>	<b>Legal Liability of Endeavour's DWFAOs</b>	
10.1	DWFAOs and other individuals who attend to an emergency and render first aid assistance are protected under law from legal actions and claims so long as they act with due care and skill and according to their level of training.	DWFAO First Aid Officers
<b>11.</b>	<b>Support to Endeavours DWFAOs</b>	
11.1	Any Endeavour DWFAO who may be affected by their duties as a DWFAO can seek counselling and support through:	DWFAOs Managers

	<ul style="list-style-type: none"> <li>• Employee Assistance Program</li> <li>• Human Resources department</li> <li>• Direct Line Manager</li> </ul>	
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## Responsibilities

### National and Local WHS Committee

- Assist Managers and DWFAO in the implementation of this procedure through support and guidance
- Provide adequate resources for first aid training and equipment
- Maintain a register of DWFAO and certificate details

### Designated Workplace First Aid Officers

- Being the first point of contact should an injury / illness occur
- Undertake the initial management of injuries and illnesses in accordance with training
- Provide information and instructions on injury reporting via My Safety in TechnologyOne
- Informing Management of any serious work related injuries or illnesses as per the *Critical Incident Policy*
- Participating in courses to maintain first aid skills including anaphylaxis training at an acceptable level, for example, attend annual refresher course in cardiopulmonary resuscitation (CPR)
- Be willing to have their name, location displayed at the workplace
- Monitor / audit stock levels of the kit in their designated area twice a year to maintain required levels of stock and to ensure that items have not deteriorated and are within the 'use-by' dates.

## Employees

- Contacting the DWFAO in their area in the event of an injury occurring. If a DWFAO is not contactable, please nominate someone to contact the relevant DWFAO or available person to conduct First Aid. **First Aid Officers must be the first point of contact**
- Submit a Work Health and Safety Ticket via TechnologyOne as soon as able to (within 48hrs if possible)
- Participate in incident investigation process where necessary.

## Definitions

**BIOHAZARD** – is waste which has the potential to cause injury, infection or public offence and can include, but is not limited to:

- Human tissue;
- Materials which contain blood or bodily fluids;
- Any other article or matter that is discarded in the course of clinics on site and that poses a significant risk to the health of a person who comes into contact with it.

**College** – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this procedure, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

**DWFAO - Designated Workplace First Aid Officer** – A person who has completed the appropriate training and has been appointed by the employer for that role in the workplace

**First Aid** – The immediate care given to an ill or injured person until more advanced care arrives or the person recovers.

**First Aid Qualification** – Current First Aid or Occupational First Aid qualification or equivalent recognised competencies.

## Further Information

### Related Policies

*Critical Incident Policy*

*Work Health and Safety Policy*

### Related Procedures

*Anaphylaxis Management Procedure*

*Critical Incident Procedure*

*Incident Reporting and Investigation Procedure*

*Safe Work Procedure: Sharps and bio-hazardous waste handling and disposal*

### Related Documents

*First Aid Kit Minimum Requirements / Checklist*

*Incident Reporting Process Flowchart*

### Guidelines

Not Applicable

### Benchmarking

Griffith University

Swinburne University of Technology

### Supporting Research and Analysis

Queensland – *First aid code of practice 2021*

Victoria – *First aid in the workplace 2021*

South Australia – *First aid in the workplace 2020*

Western Australia – *First aid in the workplace 2016*

New South Wales – *First aid in the Workplace 2020*

### Related Legislation

Not Applicable

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## Review and Approval

### Procedure Author

National WHS Chairperson

### Procedure Owner

Director of Clinic and Campus Operations

### Contact

Director of Clinic and Campus Operations

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### Approval Body

Director of Campus and Clinic Operations

Date: 22 March 2023

### Procedure Status

Revised

### Responsibilities for Implementation

- All workers, students and visitors

### Key Stakeholders

- All Managers
- Campus Managers / Coordinators
- Director of Clinic and Campus Operations
- DWFAOs
- HR Department
- National and Local WHS Committees
- National HR Manager
- National Quality, Governance & Compliance Manager