

# First Aid and Infection Control Procedure

**Version:** 1.0      **Effective Date:** 14 May 2012  
**Related Policy Code:** HR-015      **Related Policy Name:** [Health Safety and Environment 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.

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, FIAFitnation and Wellnasion. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each and any of these respective trading names and accordingly, the College you are attending.*


**Scope:**      • All workers, students and visitors

## Procedure

### First Aid

Procedure Steps		Responsibility
1.	Allocation and communication of Designated Workplace First Aid Officers (DWFAO) across Endeavour campuses	
1.1	The provision of adequate numbers of DWFAO at Endeavours work sites relies on the goodwill of people working across the college. All employees are encouraged to consider nominating themselves for a	All employees

	DWFAO role. The skills and experience acquired are nationally recognised, transferable and apply to a person's personal life.	
1.2	A risk assessment will be completed as part of the National HSE Action plan to identify the number of DWFAO required on each site. Considerations will include; number of work areas; number of buildings/floors effected; number of workers, students and potential visitors on site.	National HSE Co-ordinator
1.3	A list of DWFAO must be displayed in the workplace on noticeboards and a central register must be maintained by the State HSE Committees and a national register kept by the National HSE Coordinator.	State HSE committees and National HSE Coordinator
1.4	A list of telephone numbers of emergency personnel and organisations should be clearly displayed near reception and within all main work areas. To be included on this list are; the nearest ambulance service, nearest doctor, nearest hospital with an accident and emergency facility, Poisons Information Centre and local police contacts information.	State HSE committees
2	Assessment of First Aid Kit requirements	
2.1	<p>For new, specialized or changed work locations / conditions, the state HSE 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>Once a preliminary risk assessment is completed the HSE committee is to consult with the National HSE Coordinator to determine the appropriate first aid kit type required for each area in line with the <a href="#">First Aid Kit Minimum Requirements/Checklist</a>. 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>	State HSE committees National HSE Coordinator
3	Provisions of First Aid Kits	

3.1	<p>The <a href="#">First Aid Kit Minimum Requirements / Checklist</a> will be kept in each First Aid Kit and outline the contents available within the individual first aid kit. When stock is used, this form is to be highlighted to indicate stock usage and what stock needs to be replenished.</p> <p>Only a DWFAO is to take and use stock from a First Aid box (with the exclusion of band aids).</p>	DWFAO
3.2	Each Kit will also include the name of the responsible DWFAO/s for that area and their work telephone number/s.	DWFAO State HSE committees
3.3	The DWFAO responsible for the first aid kit in their area must ensure it is sufficiently stocked at all times and that the contents are current as per content checklists in the first aid kit.	DWFAO
3.4	A complete audit of each first aid kit needs to be completed every 3 months (March, June, September and December) by using and signing the <a href="#">First Aid Kit Minimum Requirements / Checklist</a> as acknowledgment that this has been conducted. This form then needs to be forwarded to the National HSE Coordinator via <a href="mailto:hr@endeavour.edu.au">hr@endeavour.edu.au</a> for ordering of stock.	DWFAO National Coordinator HSE
3.5	<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>	DWFAO National Coordinator HSE
3.6	<p>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.</p> <div style="text-align: center;">  </div>	State HSE committees
4	Contacting a Workplace Designated First Aid Officer	
4.1	<p>In the event of an incident/injury occurring which requires first aid treatment, DWFAO's must be the first point of contact.</p> <p>This person can be contacted either by telephoning</p>	All

	<p>them directly, asking a bystander to locate them, or asking reception staff to contact an available WDFAO.</p> <p>Details of emergency personnel (including WDFAO) are posted around each site in main work areas and main exits.</p>	
5	Designated Workplace First Aid Officers (also relevant for workers and students who hold a first aid certificate and who administer first aid while on an Endeavour campus)	
5.1	Only accredited first aid officers may administer first aid treatment following an accident.	
5.2	<p>The First Aid 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 Manager must be notified immediately. If it is a notifiable incident, contact the Director Human Resources immediately.</p>	First Aid Officers
6	Decision to call ambulance	
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 patient has the right to refuse to go with paramedics in an ambulance, however once a patient has made this decision against the advice of paramedics they are obligated to leave Endeavours premises. The manager shall arrange for a taxi or family member to be contacted to arrange a safe journey home.	DWFAO / Manager
6.3	Under no circumstances should an Endeavour staff member / student / contractor, drive a patient in their personal car or an Endeavour vehicle that is in need of further medical attention.	DWFAO / Endeavour workers
7	First Aid Reporting	
7.1	For any incident where a WDFAO is required to provide treatment, an Incident/Accident Report form must be completed by the WDFAO (in particular reference to Section 5 Treatment Administered) in conjunction with the injured party and forwarded to the individuals relevant manager / State HSE committee chair. The WDFAO is also required to take and keep notes on the incident details including what happened;	Reporting individual, WDFAO or Individuals Manager

	what first aid was administered and what first aid supplies were used.	
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 manager to which the patient is associated with 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 patient advising an Endeavour representative 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; workers personnel file; or clinic visitors file can either be given to emergency service personnel or used directly by the manager to advise the emergency contact of the incident.</li> </ul> <p>If the patient is a contractor the relevant contact within the college is to contact the person's employer.</p>	WDFAO, Manager, HR
8	<b>Infection Control</b>	
8.1	<p><b>Blood or Body Fluid Clean Up</b></p> <ul style="list-style-type: none"> <li>Disposable gloves (available in first aid kits) must be worn at all times whilst dealing with blood or body fluid and contaminated waste bags and containers.</li> <li>All solid materials such as gloves, dressings and paper towels that have been contaminated with blood or body fluid must be placed inside a BIOHAZARD bag found inside all first aid kits.</li> <li>BIOHAZARD bags are to be placed in the appropriate bin located on each campus</li> <li>Hands must be washed with soapy water immediately after the clean-up process.</li> </ul>	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> <li>Immediately notify the DWFAO or a Manager of</li> </ul>	All

	<p>the situation;</p> <ul style="list-style-type: none"> <li>• Contact a Doctor for advice and/or seek medical attention if recommended; and</li> <li>• Complete the Incident/Injury Report form.</li> </ul>	
8.3	<p><b>Sharps</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Tongs or a similar item should be made available for safe picking up of sharp items.</li> <li>• 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.</li> </ul>	All
9	<b>First Aid Training</b>	
9.1	DWFAO 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.	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 National coordinator HSE
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, newsletters, notice boards etc.	Management
9.4	There are no additional allowances paid for being a DWFAO, as this forms part of the salary/wages of the individual as outlined in their contract of employment and is of mutual benefit to both the employer and employee.	
10	<b>Legal Liability of Endeavours DWFAO</b>	
10.1	DWFAO 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.	
11	<b>Support to Endeavours DWFAO</b>	
11.1	DWFAO should be offered hepatitis B vaccination if they are likely to have contact with blood or body fluids. This will be offered on an annual basis and it is the responsibility of the DWFAO to accept this offer,	DWFAO National coordinator HSE

	<p>organise the immunisation and seek reimbursement.</p> <p>To assist and support Endeavour's DWFAO in their role an information session may be held during the year. Such sessions will be delivered in house and coordinated by each state HSE committee and/or the National HSE Coordinator. The focus of these meetings will be to:</p> <ul style="list-style-type: none"> <li>- Allow DWFAO to meet each other and share their experiences</li> <li>- Keep Endeavour's DWFAO up to date with developments or changes in the delivery of first aid</li> <li>- Provide Endeavour's DWFAO with support and guidance</li> </ul>	State HSE committees
11.2	<p>Any Endeavour DWFAO who may be affected by their duties as a DWFAO can seek counseling and support through:</p> <ul style="list-style-type: none"> <li>- Employee Assistance Program</li> <li>- Human Resources department</li> <li>- Student Assistance Program</li> </ul>	

## Responsibilities

### State HSE Committee / National Health Safety and Environment Coordinator

- 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 a copy of the [Incident/Accident Report Form](#) to the injured/ill employee and complete relevant section (section 5 – treatment administered)
- Provide information and instructions on injury reporting
- Informing Management of any serious work related injuries or illnesses
- Participating in courses to maintain first aid skills at an acceptable level, for example, attend annual refresher course in cardiopulmonary resuscitation (CPR)
- Be willing to have their name, location and work telephone number displayed at the workplace
- Monitor /audit stock levels of the kit in their designated area at least 4 times a year to maintain required levels of stock and to ensure that items have not

deteriorated and are within the 'use-by' dates

### Employees/Contract Academics

- Contacting the DWFAO in their area in the event of an injury occurring. If a DWFAO is not contactable, please contact reception. **Reception will then contact all DWFAO and any worker that has a current First Aid certificate, until one is found that can assist. First Aid Officers must be the first point of contact**
- Fill in the [Incident/Accident Report Form](#)
- Participate in incident investigation process where necessary
- Do not remove first aid supplies without a DWFAO being notified. The only exceptions to this are band aids. However if band aids are removed, please notify the DWFAO when stocks are getting low

### 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.

**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.

**HSE** – Health, Safety and Environment

## Further Information:

**Related Policies:** [Health, Safety and Environment Policy](#)  
[Hazardous Substances Policy](#)

**Benchmarking:** Swinburne University of Technology  
Griffith University



**Related Procedures:**     *[Incident Reporting and Investigation Procedure](#)*  
                                  *[Injury Management and Workplace Rehabilitation Procedure](#)*

**Related Documents:**    [First Aid Kit Minimum Requirements / Checklist](#)  
                                  [Incident/Accident Report Form](#)

**Guidelines:**            **Queensland** – First aid code of practice 2004  
                                  **Victoria** – First aid in the workplace; Compliance code 2008  
                                  **South Australia** – Approved code of practice for first aid in the  
                                  workplace 2009  
                                  **Western Australia** – First aid-workplace amenities-personal  
                                  protective clothing code  
                                  **New South Wales** –First aid in the Workplace guide

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