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Date of Review	24 November 2024	

1. Background

N/A

2. Purpose

This procedure outlines the workplace first aid requirements for Ipswich City Council.

3. Regulatory Authority

First Aid in the Workplace Code of Practice 2014

Safe Plan 3

Work Health and Safety Act and Regulation 2011

4. Human Rights Commitment

Council has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when approving and/or amending this procedure. When applying this procedure, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

5. Roles and Responsibilities

Chief Operating Officers are responsible for ensuring this procedure is implemented.

Managers/Supervisors are to ensure in their area of responsibility that:

- workers comply with this procedure
- first aid provisions are provided and maintained
- workers know what to do in a medical emergency.

First Aid Personnel undertake initial first aid treatment for injuries and illnesses occurring at the workplace and record details of treatment given.

Workers must follow safe work practices, report any injuries to their supervisor and seek first aid treatment when necessary.

6. Key Stakeholders

The key stakeholders within this procedure includes management, workers, and contractors within OR working on behalf of ICC. All stakeholders have clear responsibilities and accountabilities for WHS, this is outlined in the ICC Safety Management Framework. These responsibilities and accountabilities are non-transferable and critical to achieving ICC objectives and targets related to risk and hazard management, and general safe operation.

7. Education and Training Requirements

Free intermediate first aid training and refresher courses are available to all staff of Ipswich City Council. Obtain approval from management and contact the Organisational Training and Development team.

Information about first aid equipment and services shall be provided to all workers on commencement of employment as follows:

- general information about first aid through the WHS general induction; and
- specific information on first aid equipment via the department “buddy” system.

8. Procedure

Provision of First Aid Requirements

Under the *Work Health and Safety Regulation 2011* Council must ensure the provision of first aid equipment for the workplace and that each worker at the workplace has access to the equipment and access to facilities for the administration of first aid. It is the responsibility of area managers to ensure compliance with this requirement.

First Aid Personnel

Workers should have access to trained first aid personnel. A register of first aid personnel is to maintained and available on the intranet (Workplace Health and Safety page). It can also be found by searching in the Directory for “first aid”.

Under some industrial awards there is a provision for an employer to appoint a "First Aid Officer" if they choose. Ipswich City Council has chosen to move away from this by offering the course free to everyone, rather than just a select few. This results in a higher number of trained persons across the organisation.

However, in certain high risk situations the Health, Safety and Environment Board may approve an appointed first aid position in accordance with Council’s First Aid Policy. In selecting this person consideration will be given to their ability to remain calm in an emergency, reliability and ability to use the knowledge and skills gained. Written advice should be given to this person about their role. The person should be willing to participate in Hepatitis A and B immunisation if required.

First Aid - Risk Assessment

In determining what is appropriate and adequate first aid, the area manager should conduct a risk assessment using the following steps:

1. Identify the hazards that may cause injury or illness in that workplace.
2. Assess the risk, type and extent of work injuries and work caused illnesses that may occur.

3. Decide on appropriate first aid equipment, facilities and services (including first aid personnel) taking into account the size, layout and location of the workplace.
4. Implement the chosen first aid provisions.
5. Monitor and review these provisions to ensure they continue to meet requirements.

First Aid Equipment

First aid equipment will vary depending on the outcomes of the risk assessment. A basic contents list is attached as Attachment A for a low risk kit; additional items may be required depending on the outcome of the risk assessment.

In some instances it may be necessary to have a dedicated first aid room. This decision may be a result of the risk assessment or requirements of the Building Code of Australia (where there are more than 200 workers for low risk work environment or more than 100 workers in high risk work environment). Refer to the First Aid in the Workplace Code of Practice 2014 for what the first aid room should contain.

What to Do in a Medical Emergency

Take safety precautions

Ensure the safety of the victim, yourself and bystanders.
Be alert to possible dangers at the scene.

Call for help

Contact the nearest first aid trained person so they can render first aid assistance.

If required ring emergency services - dial 000 or if ringing from a mobile and 000 does not work call 112. Tell the operator you need an ambulance. You will be connected to the ambulance service where a trained communications officer will ask you a number of questions. Remain calm while answering these questions and ensure your responses are clear and concise. The ambulance communications officer will provide you with first aid instructions and dispatch the paramedics. Do not end the call until you are told to do so by the officer.

Communicate effectively

Reassure the patient and others at the scene.
Gather information from the patient, family or bystanders.
Provide necessary information to emergency personnel.

Manage bystanders

Some actions you can delegate to bystanders:

- call emergency services;
- determine best access to site for ambulance and meet and direct them in;
- comfort the victim and other bystanders;
- help obtain supplies;
- keep the area free of unnecessary traffic;
- help protect the victim from possible dangers.

Workplace incidences, medical emergencies and first aid treatment are to be reported in SafeTsmart as per Incident Reporting Procedure FCS-107.

Managing the risk of exposure to Biological Hazards

Wear disposable gloves when providing first aid treatment. Ensure good hygiene – wash hands in soap and water before and after contact with patient. In emergency or field situations when hand washing facilities are not available an alcoholic chlorhexidine hand wash or equivalent should be used.

Where possible, single use disposable sterile items should be used to minimise the risk of cross infection. Non-disposable items should be disinfected thoroughly after each use.

Clean up blood or bodily substance spills as soon as possible wearing protective gloves. Use absorbent material, such as paper towel to clean up the bulk. Any waste material that is capable of inflicting a skin penetrating injury must be disposed of in a sharps container. All other waste material, including gloves, should be placed in a leak-proof, sealed waste bag. Where significant amounts of first aid waste are generated, contaminated items should be placed in clinical waste bags (yellow with biohazard sign). Departments without ready access to such a bin should contact Ipswich Waste Services.

If a skin penetrating injury occurs encourage the wound to bleed by gently squeezing. Wash with cold running water if available, apply an antiseptic and cover with a dressing or bandaid. Refer individual to doctor for medical assessment.

Signage

First aid equipment and any first aid rooms need to be clearly marked with a white cross on a green background so they can be quickly located. Where practicable, the names of first aid personnel in the area are to be displayed near kits. A list of emergency contacts should also be displayed (see Attachment C).

Confidentiality of Information

Personal information about the health of a worker or other person is confidential. Disclosure of first aid administered shall be on a need-to-know basis, normally restricted to health professionals, and the Workplace Health and Safety Section for purposes of incident investigation and statistics.

9. Monitoring and review

First aid equipment must be maintained in a hygienic, safe and serviceable condition. Kits should contain a contents list and be checked regularly to ensure they are fully stocked – a prompt for this to occur is included in Hazard Inspection Checklists. The area manager is responsible for ensuring this happens.

A 12 monthly review of first aid equipment should be undertaken by the area manager to ensure it continues to be appropriate and adequate. Attachment B can be used for this purpose.

10. Related documents

Workplace Safety and Wellbeing Framework – Safety Standard No. 6.

11. Definitions

Biological hazards mean substances which consist of, or which may contain micro-organisms or non-viable products of living matter, which can create a risk to health eg. blood.

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

First Aid Personnel means a person with a “first aid qualification”.

First Aid qualification means a current Apply First Aid or Occupational First Aid qualification or qualifications which provide for equivalent competencies.

12. Process Model

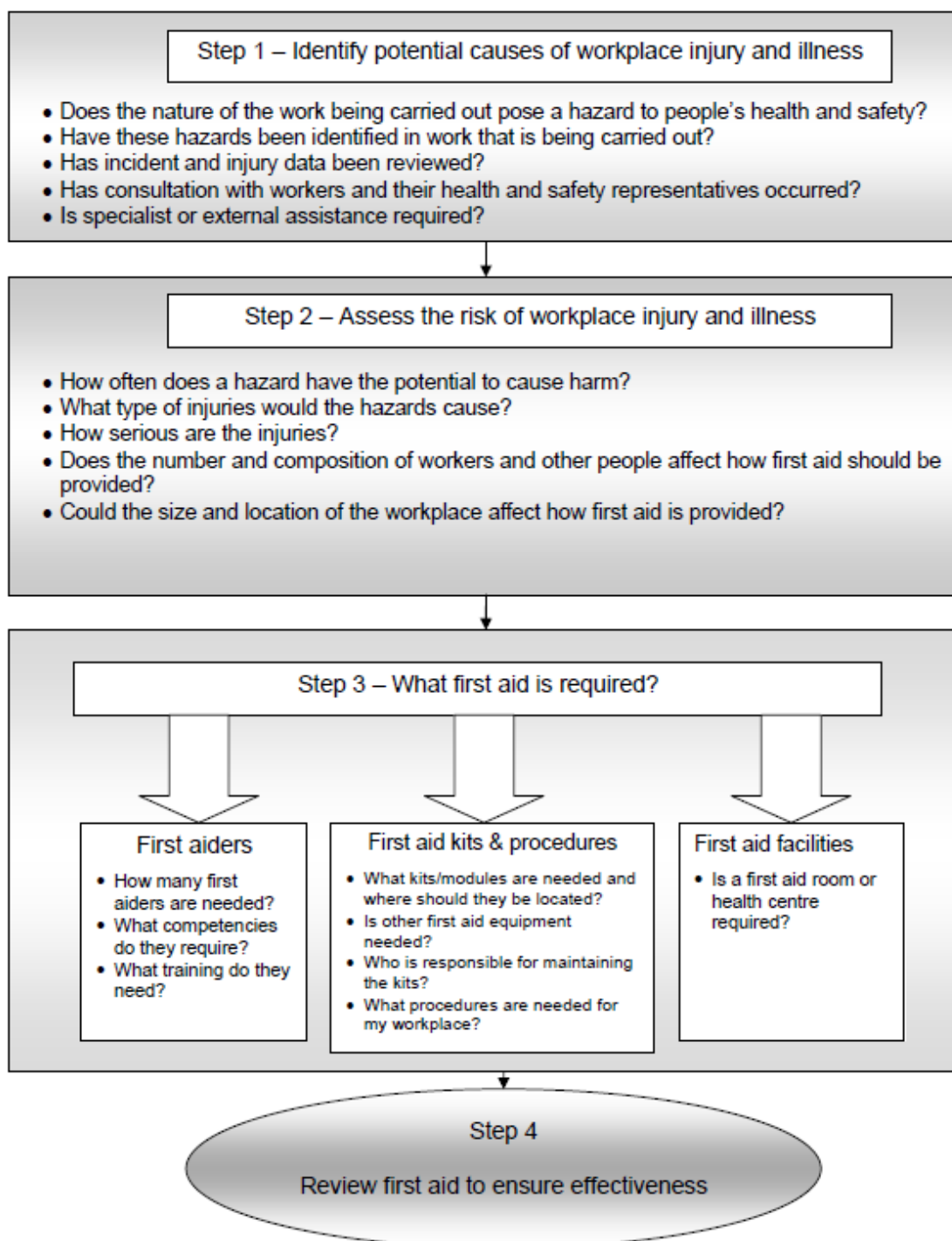
N/A

13. Procedure Owner

The General Manager (Corporate Services) is the procedure owner and the Workplace Safety and Wellbeing Manager is responsible for authoring and reviewing this procedure.

9. First Aid and the Risk Management - Flow Chart

APPENDIX A – FIRST AID AND THE RISK MANAGEMENT PROCESS



BASIC FIRST AID KIT CONTENTS LIST

Each kit should contain a Contents List that can be used for restocking. This list can be used as a guide to the contents for a low risk kit. Kit items should be disposable sterile items such as single use forceps and single dose applications. Reusable items must be cleaned, sterilised and disinfected after each use.

A first aid kit for a workplace where the risk of injury or illness is low should include at least the following:

- **instructions for providing first aid** – including cardio-pulmonary resuscitation (CPR) flow chart
- **adhesive strips** (assorted sizes) for minor wound dressing
- **splinter probes** (single use, disposable)
- **non-allergenic adhesive tape** for securing dressings and strapping
- **eye pads** for emergency eye cover
- **triangular bandage** for slings, support and/or padding
- **hospital crepe or conforming bandage** to hold dressings in place
- **wound/combine dressings** to control bleeding and for covering wounds
- **non-adhesive dressings** for wound dressing
- **safety pins** to secure bandages and slings
- **scissors** for cutting dressings or clothing
- **kidney dish** for holding dressings and instruments
- **small dressings' bowl** for holding liquids
- **gauze squares** for cleaning wounds
- **forceps/tweezers** for removing foreign bodies
- **disposable nitrile, latex or vinyl gloves** for infection control
- **sharps disposal container** for infection control and disposal purposes
- **sterile saline solution or sterile water** for emergency eye wash or for irrigating eye wounds. This saline solution must be discarded after opening
- **resuscitation mask** to be used by qualified personnel for resuscitation purposes
- **antiseptic solution** for cleaning wounds and skin
- **plastic bags** for waste disposal
- **note pad and pen/pencil** for recording the injured or ill person's condition and treatment given
- **re-usable ice-pack** for the management of strains, sprains and bruises.

Medication, including analgesics such as paracetamol and aspirin, should not be included in first aid kits because of their potential to cause adverse health effects in some people including asthmatics, pregnant women and people with medical conditions. The supply of these medications may also be controlled by drugs and poisons laws. Workers requiring prescribed and over-the-counter medications should carry their own medication for their personal use as necessary.

Some types of workplaces may require additional items to treat specific types of injuries or illnesses.

Outdoor work

If work is performed outside and there is a risk of insect or plant stings or snake bites, assess whether the following items should also be included in the first aid kit:

- a heavy duty crepe bandage;
- sting relief cream, gel or spray.

Remote work

Where people work in remote locations, a first aid kit should include:

- heavy smooth crepe roller bandages, 10cm wide and sufficient quantity to bandage lower limbs to immobilise limb after a snakebite
- splint to immobilise limb after a snake bite or fractures
- hydrogel burn dressings if there is no cool water supply
- large clean sheeting (for covering burns)
- thermal/emergency blanket for the management of shock and to assist portability of a patient
- first aid manual or book
- whistle (for attracting attention)
- torch and/or flashlight for use at night and for attracting attention.
- note pad and pen/pencil for recording the injured or ill person's condition, and treatment given.

The appropriate contents will vary according to the nature of the work and its associated risks.

Burn injuries

If your workers are at risk of receiving burns, you should include the following items:

- burn treatment instructions on two water-proof instruction cards: one for the first aid kit and the other to be located on the wall next to the emergency shower or water supply
- hydro gel (8 × 3.5 gram sachets)
- hydro gel dressings
- clean polythene sheets (small, medium and large)
- 7.5cm cotton conforming bandage.

Kit Location.....

Date.....

ATTACHMENT B

12 MONTHLY REVIEW OF FIRST AID KITS

A more formal review of first aid arrangements needs to be undertaken on an annual basis to ensure they continue to be adequate and appropriate.

Department:..... Date of Inspection:/...../.....

Inspected by: Kit No./Location:

Questions to be addressed		YES	NO
1.	Location and Position		
a	Is the first aid kit located in a prominent and accessible position?	<input type="checkbox"/>	<input type="checkbox"/>
b	Are workers informed and aware of the location of first aid kits?	<input type="checkbox"/>	<input type="checkbox"/>
c	Do all workers have access to first aid during all work shifts?	<input type="checkbox"/>	<input type="checkbox"/>
d	If a first aid room is provided is it kept clean and clear and does it contain the items recommended in the First Aid Code of Practice 2004?	<input type="checkbox"/>	<input type="checkbox"/>
2.	Clearly Identifiable		
a	Can the first aid kit be clearly identified as a first aid kit?	<input type="checkbox"/>	<input type="checkbox"/>
b	Is the first aid kit clearly marked with a white cross on a green background?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Contents		
a	Are the contents appropriate to the injuries and illness at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>
b	Does the first aid kit contain sufficient quantities of each item?	<input type="checkbox"/>	<input type="checkbox"/>
c	Is the first aid kit content regularly inspected?	<input type="checkbox"/>	<input type="checkbox"/>
d	Is a worker responsible for maintaining the first aid kit?	<input type="checkbox"/>	<input type="checkbox"/>
e	Are the contents appropriately labelled?	<input type="checkbox"/>	<input type="checkbox"/>
f	Are the contents within their "use-by" dates?	<input type="checkbox"/>	<input type="checkbox"/>
g	Are the contents adequately stored?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Relevant information		
a	Is there a list of contents provided in the kit?	<input type="checkbox"/>	<input type="checkbox"/>
b	Are emergency telephone numbers clearly displayed?	<input type="checkbox"/>	<input type="checkbox"/>
c	Are the extension numbers, names and locations of the nearest first aid personnel clearly indicated (if practicable)?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Training		
a	Is there a sufficient number of workers available who have first aid qualifications?	<input type="checkbox"/>	<input type="checkbox"/>

EMERGENCY CONTACT NUMBERS

Contact	Phone Number
Ambulance Police Fire and Emergency Rescue	000 or 112 if calling from a mobile and 000 does not work
Ipswich Hospital Chelmsford Avenue, Ipswich	(07) 3810 1111
Grange Road Medical Centre 92 Grange Rd Eastern Heights	(07) 3281 9133
Poisons Information Centre	13 11 26
IPSWICH CITY COUNCIL	
WH&S Manager	3810 7924 or 0447 200 056
WH&S Advisors	0417 615 758 0417 771 598 0447 200 073
WH&S Administration	3810 7920
WORKPLACE HEALTH & SAFETY QUEENSLAND	
Electrical Safety Infoline	1300 650 662
Infoline	1300 369 915