

First Aid Procedure

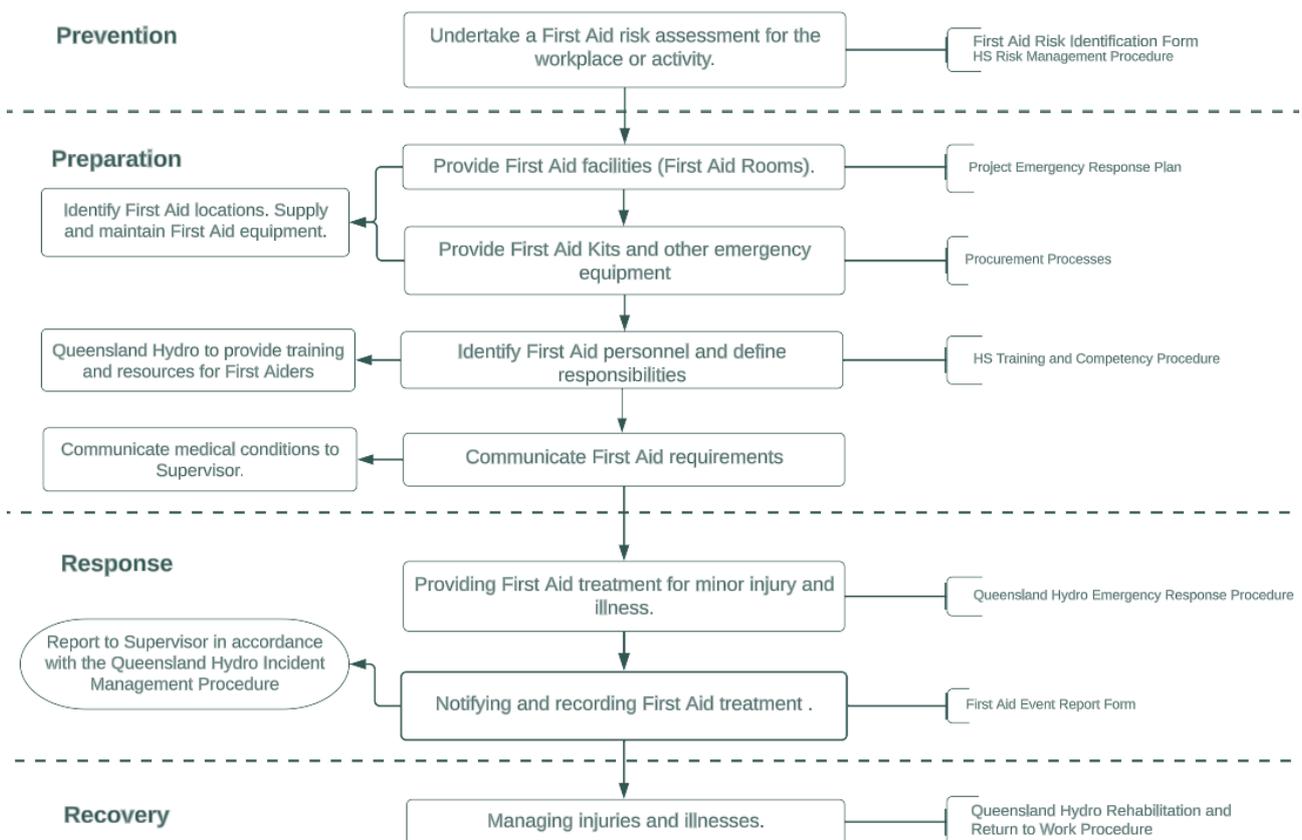
Purpose

The purpose of this Procedure is to define the process for identifying risks requiring first aid and managing the first aid facilities, equipment, personnel, training, and response capabilities at Queensland Hydro.

Scope

This Procedure applies to Queensland Hydro for all office and field-based activities. This Procedure also applies to Contractors when working under the Queensland Hydro Health and Safety Management System or when directed under Contract.

Process Map



Queensland Hydro First Aid Procedure

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Procedure

1 Prevention

1.1 Assess First Aid Requirements

The number and type of first aid facilities required in a building or work area will be determined considering the number of Workers in the building/ work area and the type of work carried out. These requirements will initially be determined through a risk assessment conducted by the Responsible Manager with assistance from the Health and Safety team.

The workplace first aid requirements will be reviewed and documented by the Health and Safety team in consultation with workplace representatives whenever significant workplace changes occur, such as:

1. Changes in length of shift, process or workplace layout and arrangements;
2. The identification of hazards that may have the potential to impact first aid requirements; or
3. Temporary, new or significantly altered workplaces.

1.2 Provide First Aid Facilities

The following are general guidelines for the provision of first aid facilities and first aid kits within Queensland Hydro worksites:

Workplace Type	Number of employees	First Aid Facility
Construction site	100+	First aid room
Workplaces	200+	First aid room
Workplaces	25 - 199	Type 'A' kit (s)
Workplaces	<25	Type 'B' kit (s)
Company Vehicles	All	Type "C" kit

Additional contents can be added to Type A, Type B and Type C first kits if additional hazards are identified for the work being performed. The table below shows examples of additional first aid items considering the nature of the work being performed:

Hazard	First Aid Requirement
Remote or isolated area	Standard First Aid kit + <ul style="list-style-type: none"> • Tick removal kit • Snake bite kit
Heat/Outdoors	Standard First Aid kit + <ul style="list-style-type: none"> • Tick removal kit • Snake bite kit • Burns kit • Sting relief spray • Portable fridge/esky, ice, towels
Hazardous Chemicals	Standard First Aid kit +

	<ul style="list-style-type: none"> • Portable or fixed eye wash station • Burns kit
Electrical Work	Standard First Aid kit + <ul style="list-style-type: none"> • Automated External Defibrillator (AED) • Burns kit
Anaphylactic shock (bees, wasps, nettles, allergies)	Standard First Aid kit + <ul style="list-style-type: none"> • Automated External Defibrillator (AED) • Epi-Pen
Workers with medical conditions requiring assistance with self-medication (e.g. Insulin, Panadol)	<ul style="list-style-type: none"> • Workers are to supply own medication and advise first aider of treatment

Where additional items have been added to the kit, these items should be added to the inventory checklist.

1.3 Identify Location of First Aid Facilities

The location of first aid facilities and contact details of appointed First Aiders must be clearly identified, displayed and kept up to date. The following will occur:

- Workers will be advised upon induction of the nature of first aid facilities in the workplace; the location of first aid facilities; nominated First Aiders and the procedures to be followed when first aid is required;
- First Aid Officers will be identified by a displayed photo on notice boards where located and or a first aid sticker located on the individual's hard hat;
- The location of first aid kits will be shown on the site Emergency Evacuation Plan diagrams signposted at the premises; and
- The location of first aid kits within Queensland Hydro vehicles shall be identified using a sticker on the vehicle.

The location of first aid kits will be signposted with a standard safety sign consisting of a white cross on a green background. Signage must comply with *AS1319 Safety Signs for the Occupational Environment*.

1.4 First Aid Rooms

Where the workplace first aid assessment defines the need for a first aid room, the first aid room will:

- Be accessible during working hours and not used for any other purposes other than that outlined in this procedure;
- Be under the supervision of a person holding a current Occupational First Aid qualification or higher;
- Be situated close to toilets and a sink / basin with hot and cold water and have access to a means for boiling water;
- Offer privacy via screening or a door;
- Have an appropriate floor area (refer the Building Code of Australia);
- Have an entrance that is clearly marked with first aid signage;
- Be well lit and well ventilated, and have a wide enough door for entry and exit of a person on a stretcher; and
- Contain items which suit the hazards specific to the workplace.

The following items must be provided in the room:

- A first aid kit appropriate for the workplace;
- Hygienic hand cleanser and disposable paper towels;
- An examination couch with waterproof surface and disposable sheets;
- A cupboard for storage, a chair and a table or desk;
- A container with disposable lining for soiled waste and a container for the safe disposal of sharps;
- A bowl or bucket (minimum two litres capacity);
- Electric power points; and
- A telephone and/or emergency call system, the names and contact details of first aiders and emergency organisations.

Designated first aid rooms may be used as a 'rest' room by workers who feel unwell. However, in such circumstances the person must notify a First Aider and / or their Manager that they intend to rest in the first aid room and someone, preferably a First Aider, will be assigned to regularly check on the person to ensure their condition does not deteriorate.

1.5 First Aid Kits

The type, number of and location of first aid kits will be determined considering factors including the nature of work being undertaken, the size of the workforce and the location of the worksite (e.g. proximity to emergency medical services).

Each first aid kit is to have an inventory checklist that lists the minimum contents for that kit .

Analgesics such as Panadol or Aspirin must **not** be added to first aid kits, as such medications have the potential to cause adverse health effects in some people.

To prevent possible cross-infection first aid kits should not contain creams, lotions or other preparations such as antiseptic creams where the sterility of such items cannot be maintained. If these items are to be included in kits they should be in single-use only tubes / containers and disposed of once opened.

1.5.1 Vehicle First Aid Kits

Vehicle first aid kits must be stored in a location that is easily accessible (e.g. glove box) and safely located so as not to become a projectile in the event of an accident.

Vehicle first aid kits are to be inspected and maintained by the custodian of the vehicle in accordance with section 1.7 Maintaining First Aid Kits.

1.6 Eye Wash and Emergency Shower Facilities

Emergency eyewash and emergency shower facilities will be provided in work areas where it has been determined that a risk exists of burns or chemical exposure to the eyes, face or body.

Emergency eye and shower wash facilities shall comply with *AS4775 Emergency Eyewash and shower equipment*.

1.7 Maintaining First Aid Kits

Each Queensland Hydro Project team is responsible for maintaining first aid facilities at their local sites.

First aid kits are to be reviewed every 12 months by a designated person to ensure stock levels remain adequate as per kit inventory, have not deteriorated and are within date.

A review will be required outside the annual review cycle when:

- the contents are used in the administration of first aid; or
- the tamper seal is found broken outside of approved process outlined in this procedure. Used items are to be replaced and the First Aid Kit Register updated as soon as possible.

1.8 Maintaining First Aid Rooms

First aid rooms are to be routinely inspected and maintained by a designated person. This includes:

- Monitoring access to first aid facilities and ensuring used items are replaced as soon as possible;
- The rooms are kept neat and tidy;
- Ensuring that items are in good working order, have not deteriorated and are not outside of expiry dates.

2 Preparation

2.1 Selection of 'Appointed' First Aid Personnel

The number of appointed First Aiders is governed by assessment of the workplace requirements. The following ratios of trained first aiders for the workplace are recommended:

- Low risk workplaces – one first aider for every 50 Workers;
- High risk workplaces – one first aider for every 25 Workers; and
- Remote high-risk workplaces - one first aider for every 10 Workers.

For remote and isolated work sites, refer to the requirements in **Lone, Remote and Isolated Work Procedure (HS-PRO-0017)**.

Although the role of 'Appointed First Aider' is voluntary, when selecting First Aiders the following should be considered:

- The individual's interest and aptitude for rendering assistance in an emergency situation;
- The individual's ability to cope with potentially stressful and physically demanding emergency procedures;
- Any conflict with the individual's availability to go immediately and rapidly to render first aid assistance.

Appointed First Aiders must at all times have an approved current senior first aid certificate or higher.

2.2 Infection Control

First Aiders should complete, or have completed, a Hepatitis A and B immunisation course, as they may be inadvertently exposed to risk while assisting an injured/ ill person.

First aiders must ensure they follow standard precautions for infection control, as taught during first aid training, to minimise their exposure to human blood and body fluids, including:

- Washing their hands before and after administering first aid;
- Wearing personal protective equipment to prevent contact with blood and body substances, including disposable gloves and eye and face protection in instances where splashing of blood or body substances is likely to occur;
- Ensuring used sharps (e.g. splinter probes) are disposed of appropriately;
- Ensuring any items soiled with blood or body substances are placed into a designated medical waste container, or into plastic bags and tied securely;
- Thoroughly cleaning reusable items, such as scissors and tweezers, with warm soapy water and disinfected with alcohol wipes or an appropriate disinfectant;
- Wiping down surfaces contaminated with blood or body substances with paper towelling and cleaned with warm soapy water.

If a First Aider sustains a sharps injury or thinks they have been exposed to blood or bodily fluid contamination, they must seek appropriate first aid and medical treatment and report the incident to their Manager and record the incident in the Incident Management System.

2.3 Queensland Hydro to provide training for First Aid personnel

The Responsible Manager must nominate personnel to receive appropriate First Aid training.

First Aiders must hold nationally recognised statement/s of attainment issued by a registered training organisation (RTO) for the nationally endorsed first aid unit/s of competency. Refer to Table 2 for included First Aid training competencies at Queensland Hydro.

TABLE 2 – Training available and Competency refresher period

Competency	Required by	Refresher training
Provide First Aid	All nominated first aiders	3 Years
Low Voltage Rescue / CPR	Electrical workers	12 months
Remote Area First Aid	First aiders required to respond in remote or isolated locations	3 years

The First Aider is responsible for keeping their qualifications current, however, Queensland Hydro will pay for training and recertification.

3 Response

3.1 Providing First Aid treatment for injuries or illness

First Aiders must administer first aid treatment for injuries and illnesses in accordance with their training.

When providing First Aid assistance the First aider must:

- Assess the situation quickly;
- Check if there is any danger to themselves, the injured worker or others before rendering any assistance;
- Identify the nature of the injury or illness as far as possible;
- Check if the injured worker is conscious/unconscious;
- Assess the need for urgent medical attention;
- Arrange for immediate notification of emergency services to attend where required;
- Obtain consent to apply treatment;
- Manage the person as per First Aid training and within the bounds of competency and experience;
- Stay with the person until able to hand over to emergency services or health care professional; and
- Give further help if necessary or as directed by emergency services or health care professional.

3.2 Notifying and recording First Aid treatment

Notification of the incident necessitating first aid treatment is to occur as per the requirements in the **Incident Management Procedure (HS-PRO-0026)**.

First Aiders must record all incidents where treatment is provided, using the Incident Management System. As a minimum the record is to include:

- Name of First Aider;
- Name of patient;
- Date and time of treatment;
- Type of treatment provided.

Responsibilities

Who	What
First Aider	<ul style="list-style-type: none"> • Have an approved current senior first aid certificate or higher • Maintain the currency of First Aid qualifications; • Forward a copy of their current First Aid Certificate to the HR/Training Team; • Maintain the first aid kit and first aid rooms; • Notify the Responsible Manager of any restocking or replacement requirements for the first aid rooms; • Provide initial first aid attention as required; • Remain with injured / ill person until no further treatment / assistance is required or until the person is handed over to ambulance / other medical personnel; • Record incidents where first aid treatment was provided using the Incident Management System; • Complete, or have completed, a Hepatitis A and B immunisation course.
HS Team	<ul style="list-style-type: none"> • Assist reviewing first aid arrangements.
Training Team	<ul style="list-style-type: none"> • Coordinate First Aid training for nominated first aiders; and • Maintain records of first aid certificates for trained first aiders.
Responsible Manager	<ul style="list-style-type: none"> • Ensure systems are in place and first aid is managed and conducted by trained and competent people in accordance with this procedure; • Nominate appropriately qualified First Aiders for appointment and ensure they receive training and remain current; • Ensure first aid equipment is available in the workplace and is appropriate for the identified hazards and associated risks; • Must make certain that AS 1319 Compliant First Aid Signage, identifying the First Aid kit location is displayed in and around their area of responsibility; • As part of the workplace specific induction, ensure workers are made aware of who the appointed First Aider/s are and how to contact them; • Ensure First Aid Kits are inspected 12 monthly; • Must make certain that any First Aider who is absent from the workplace is covered by another trained First Aider for the duration and notifying workers of the change; • Process first aider's restocking requests promptly; and • Conduct risk assessments for each remote or isolated work activity to determine the level of first aid provision and the level of proficiency required of the First Aider involved.
Worker	<ul style="list-style-type: none"> • Comply with the requirements of this Procedure; • Must discuss any medical condition with the First Aider prior to any treatment.

Defined Terms

Terms	Definition
First aid	First aid is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.
First aid equipment	First aid equipment includes first aid kits and other equipment used to treat injuries and illnesses.
First aid facilities	First aid facilities include first aid rooms, health centres, clean water supplies and other facilities needed for administering first aid.
Health Care Professional	Means a doctor, registered nurse or ambulance paramedic.
High risk workplace	<p>High risk workplace means a workplace where Workers are exposed to hazards that could result in serious injury or illness and would require first aid. Examples of workplaces that may be considered high risk are ones in which Workers:</p> <ul style="list-style-type: none"> • Use hazardous machinery (e.g. mobile plant, chainsaws, power presses and lathes); • Use hazardous substances (e.g. chemical manufacture, laboratories, horticulture, petrol stations and food manufacturing); • Are at risk of falls that could result in serious injury (e.g. construction and stevedoring); • Carry out hazardous forms of work (e.g. working in confined spaces, welding, demolition, electrical work and abrasive blasting); • Are exposed to the risk of physical violence (e.g. working alone at night, cash handling or having customers who are frequently physically aggressive); • Work in or around extreme heat or cold (e.g. foundries and prolonged outdoor work in extreme temperatures).
Low risk workplace	Low risk workplace means a workplace where Workers are not exposed to hazards that could result in serious injury or illness such as offices, shops or libraries. Potential work-related injuries and illnesses requiring first aid would be minor in nature.
Remote or isolated area	<p>Remote work is work that is isolated from the assistance of other people because of the location, time or nature of the work being done. Assistance from other people includes rescue, medical assistance and Emergency Services.</p> <p>A Worker may be isolated even if other people may be close by, for example, network controller on night shift. In other cases, a Worker may be far away from populated areas, for example, on easement patrols.</p>
Worker	Any person who carries out work for Queensland Hydro Queensland, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, an employee of a labour-hire company placed with a 'host employer' and volunteers.

References

Document code	Document title
HS-PRO-0026	Incident Management Procedure
HS-PRO-0017	Lone, Remote and Isolated Work Procedure
AS 1319	Compliant First Aid signage