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1. OBJECTIVE

This process details provision for first aid to RMIT's community including visitors. The process aims to:

- provide direction for the implementation of first aid management within RMIT's Global Safety Model (GSM)
- enable compliance to legislative requirements with regards to first aid

2. BACKGROUND

Providing immediate and effective first aid to people who have been injured or become ill may reduce the severity of the injury or illness and promote quicker recovery. Trained first aiders, first aid equipment and first aid facilities appropriate to the nature of the identified hazards and their associated risks, need to be available in the work and learning environment.

3. SCOPE

This process applies to RMIT globally.

NOTE – Referenced legislation applies to Australian jurisdictions only. RMIT campuses in other jurisdiction must refer to local applicable legislation, where available.

4. WHAT MUST GO RIGHT?

The expected outcomes – known as 'what must go right' – will be that:

- Senior and Operational Leaders have considered all hazards and risks associated with their work and learning environment in consultation with staff, students and third parties
- Operational Leaders have ensured appropriate first aid arrangements are in place to address the hazards and risks.
- All staff, students and third parties are aware of the location of first aid equipment and facilities and who the trained first aider officers are in their area of work and learning.
- The way first aid is managed in the work and learning environment is documented, reviewed and updated as required.

5. PROCEDURE / IMPLEMENTATION

5.1. What is First Aid?

First aid is the provision of initial health care and basic life support for people who suffer an injury or illness. The goals of first aid are to preserve life, alleviate suffering, prevent further illness or injury, and promote recovery.

First aid arrangements include:

- first aid needs assessment
- first aid officers and their training requirements
- first aid kit contents, location and maintenance
- first aid rooms
- first aid equipment, and
- first aid procedures.

5.2. Identifying First Aid Requirements

It is a legislative requirement (**Occupational Health and Safety Act, Victoria (the OHS Act)**) that RMIT must provide adequate facilities for the welfare of people at any work or learning environment under RMIT's management and control. This includes ensuring appropriate first aid measures are in place. First aid measures include providing first aid kits and suitably trained first aid officers for the welfare of our RMIT community, including visitors.

To meet the duties in the legislation, Senior and Operational Leaders may follow either of the following options, after considering the recommendations in both and deciding which is the most appropriate for the work and learning environment under their control.

It must be noted that, once an option/approach is selected, it must be followed fully, and it is not possible to switch between options.

5.2.1. Option 1: Prescribed approach

This option provides detailed guidance on how to comply with the OHS Act, based on the local area's level of risk and size. The guidance includes the:

- number of first aid officers to be provided and their training requirements
- number of first aid kits to be provided and their contents
- number of first aid rooms to be provided and their contents

Refer to **HR – HSW-PR31-WI03 – First Aid – Prescribed Approach Guidelines** for details on the requirements if this approach is to be implemented.

5.2.2. Option 2: Risk assessment approach

This option guides Senior and Operational Leaders through the process of determining their first aid needs based on an assessment of the hazards and risks associated with the work and learning environments under their control.

Senior and Operational Leaders who manage and control large work and learning environments or a complex range of health and safety hazards should choose this option. However, it is open to any Senior or Operational Leader to choose this approach. Senior or Operational Leaders with sufficient expertise and resources may find that the risk assessment approach allows them to devise a 'tailor-made' solution for their specific circumstances.

Refer to **HR – HSW-PR31-WI04 – First Aid – Risk Assessment Approach Guidelines** for details on the requirements if this approach is to be implemented.

5.2.3. What is the effect of choosing one option over the other?

Both options are intended to provide Senior and Operational Leaders guidance on how to comply with duties under the **OHS Act** as they relate to providing first aid. While option 1 will generally be the most useful approach for small to medium-sized work and learning environments, option 2 provides a more flexible approach.

Option 1 provides a simple means of achieving compliance. However, if a Senior or Operational Leader chooses to follow option 1, they need to do everything detailed in the prescribed approach. Otherwise, they should choose option 2 and undertake a risk assessment.

A Senior or Operational Leader who follows the guidance in option 1 may still need to assess the need for additional first aid officer training, first aid kit modules and first aid equipment, where there are particular first aid needs or specific hazards exist in the local area.

Senior or Operational Leaders who choose option 2 will be considered to have complied with the OHS Act if they make reasonable decisions about first aid needs, based on what is reasonably practicable in the specific circumstances.

Senior and Operational Leaders who tailor a first aid solution for the work and learning environments under their control can best demonstrate compliance through a documented risk assessment. Information obtained from any risk assessments that may have already been completed could provide information needed to make appropriate decisions about first aid requirements and the completion of a first aid risk assessment. Operational Leaders need to retain any documents created in determining adequate first aid arrangements (the completed risk assessments) to demonstrate how compliance has been achieved when choosing option 2.

5.3. Risk Assessment

A first aid risk assessment must be completed regardless of the first aid approach option chosen for the applicable work and/or learning environment. This is because even if the prescribed approach is chosen, a first aid risk assessment will help inform and determine whether the applicable work and/or learning environment is low or high risk. Other applicable risk assessments must also be reviewed when determining risk levels.

The risk management approach involves the following four steps:

- Identifying the hazards that could result in work or learning-related injury or illness;
- Assessing the type, severity and likelihood of injuries and illness;
- Providing the appropriate first aid officers, qualifications/training and facilities
- Reviewing the management of first aid on a regular basis or where circumstances change.

Certain work and learning environments have greater risks of injury or illness due to the nature of work and the nature of hazards at the workplace.

Consideration may be given to the following hazards and potential harm scenarios:

Hazard	Potential Harm Scenario
Allergies and Food Sensitivities	Not known who has allergies or food sensitivities People may have not disclosed their allergies or food sensitivities People may not know they have allergies or food sensitivities
Animals	Bites, stings, kicks, scratches
Biological	Allergens, exposure to infectious agents and sharps injuries can cause severe allergic reaction, skin rash/irritation, lacerations and infection
Electricity	Contact with electrical current can cause shock, burns, loss of consciousness and cardiac arrest
Extreme Temperatures	Hot surfaces and materials can cause burns. Exposure to heat can cause heat stress and fatigue. Exposure to extreme cold can cause hypothermia and frost bite
Hazardous Substances	Toxic or corrosive chemicals may be inhaled, contact skin or eyes causing dizziness, vomiting, skin allergies, respiratory problems, poisoning, chemical burns or irritation
Manual Handling Tasks	Overexertion / repetitive movement can cause muscular strain
Occupational Violence	Behaviours including intimidation and physical assault can cause nausea, shock and physical injuries
Plant and Equipment	Being hit by moving vehicles, or being caught by moving parts of machinery can cause fractures, amputation, bruises, lacerations, eye trauma and dislocations
Radiation	Welding arc flashes, ionizing radiation and lasers scan cause burns

Hazard

Potential Harm Scenario

Slips Trips and Falls

Slips, trips and falls can cause fractures, bruises, laceration, dislocations, and concussion

All risk assessments are to be conducted in consultation with staff, students, ongoing long term third parties and the HSR (where one exists) and must be documented using the **HR – HSW-PR31-TM01 - First Aid Risk Assessment Template** or equivalent electronic version, with reference to the principles detailed in **HR – HSW-PR09 - HSW Risk Management**.

All risk assessment documentation must be retained and managed by the applicable local area as per **HR - HSW-PR04 - HSW Records Management**.

5.3.1. Consultation

Operational Leaders must consult with staff, HSRs (if one exists), researchers and third parties when doing certain things, including identifying and assessing hazards and risks to health and safety in the work and learning environment, making decisions about measures to control such hazards and risks, making decisions about the adequacy of facilities for the welfare of staff, students, researchers and third parties and proposing changes that may affect the health or safety of staff, students, researchers and third parties in the work and learning environment. That is, when completing a first aid risk assessment.

It is important to consult with staff, HSRs (where one exists), researchers and third parties as early as possible at each step of the first aid provision process. This includes, but not limited to, consultation on:

- first aid needs, including first aid facilities and first aid officers
- first aid training
- changes to any procedures related to first aid

Further information on consultation is available in the **HR-HSW-PR07 – Consultation and Communication** process.

5.4. **First aid officers**

The number of first aid officers required for a local work and/or learning area will be determined by the approach option chosen by Senior and Operational Leaders.

For areas where a prescribed approach has been chosen, the number of first aid officers required is based on the number of people in the area *and* the level of risk associated with the area. The **HR – HSW-PR31-WI03 – First Aid – Prescribed Approach Guidelines** document provides full details.

For areas where the risk assessment approach has been chosen, the number of first aid officers required is based on the level of risk associated with the area. The **HR – HSW-PR31-WI04 – First Aid – Risk Assessment Approach Guidelines** document provides full details.

First aider officers should be staff of RMIT and should be appointed taking into account the following attributes:

- A genuine interest in first aid;
- Voluntarily appointed to the role;
- Able to be called away from their ordinary work at short notice;
- Free to carry out the role as necessary;
- Spend the majority of their time in their specific work area;
- Able to be released to undertake training in order to maintain skill levels;
- Have the capacity to deal with injury and illness; and
- Should be prepared to be immunised against Hepatitis B (paid for by the work and learning environment).

- Available on campus (establish a minimum – Manager and staff to determine)

Given the hybrid and flexible ways of working at RMIT, Operational Leaders must consider that some staff may wish to be first aid officers but are on campus for limited number of days. Additional first aid officers will need to be provided in order to ensure first aid coverage at all times the work and/or learning environment is being used.

Note: All RMIT Security staff are qualified in First Aid (**Provide First Aid (HLTAID011)**) and can respond to incidents regardless of location or College / Portfolio and will do so as per the **RMIT Campus Emergency Plan**. However, RMIT Security must not be relied upon as the primary First Aid responders for high-risk areas. In cases of high-risk tasks and activities, schools or departments should address the need for, and provision of, First Aid officers locally in the first instance, with RMIT Security acting as backup only.

5.4.1. First aid officer training

As a minimum, first aid officers must hold a nationally recognised statement of attainment issued by a Registered Training Organisation for the nationally endorsed first aid unit of competency **Provide First Aid (HLTAID011)**, or a course providing equivalent skills.

For higher risk work and learning environments, there may be a need for first aid officers who have completed **Provide Advanced First Aid (HLTAID014)** or a course providing equivalent skills.

Senior and Operational Leaders need to assess whether they need to provide specific and specialised training for first aid officers, in addition to **Provide Advanced First Aid**, where there are particular work and learning environment hazards or needs.

Examples could include where:

- work/learning is remote or isolated
- there are risks from hazardous substances such as arsenic, ammonia or cyanide, or from dangerous goods
- the work and learning environment have specialist first aid equipment or a first aid room
- staff, students and researchers have existing medical conditions which may require first aid
- work and learning involve diving or hazardous atmosphere environments where advanced resuscitation and oxygen may be needed.

Every first aid officer must also hold a nationally recognised statement of attainment for **Provide cardiopulmonary resuscitation (CPR) (HLTAID001)**.

All costs associated with the required level of first aid training is the responsibility of the relevant school or department.

The completion of training must be recorded, retained locally and maintained in accordance with **HR – HSW-PR06 – HSW Training, Competence and Awareness** and **HR – HSW-PR04 - Records Management**.

5.4.2. First aid officer records

A list of trained first aid officers is managed centrally by the HSW Team.

This register (**First Aider Register**) is available on the **Health, Safety and Wellbeing Community** SharePoint page. The register details of all current first aid officers, including the area they provide first aid coverage and the qualification period for the level of first aid training completed by each first aid officer.

First aid officers will be reminded when their qualifications are about to expire, and refresher training is required.

Operational Leaders must ensure that first aid officers providing first aid coverage, for places under their control, hold first aid qualifications that are current. First aid officers whose qualification has lapsed cannot and are not considered to be first aid officers.

First aid officers must advise their Operational Leaders of fresher training reminders so that appropriate time is allocated for the training.

Operational Leaders and first aid officers are responsible for advising the HSW team of any changes, updates, additions, or errors associated with information in the Register.

5.5. First Aid Kits and Facilities

The requirements for providing first aid kits, first aid rooms and first aid equipment will be dependent on which approach option is chosen by Senior and Operational Leaders to determine first aid arrangements for areas under their control.

Further guidance and detail are provided in *HR – HSW-PR31-WI03 – First Aid – Prescribed Approach Guidelines* and *HR – HSW-PR31-WI04 – First Aid – Risk Assessment Approach Guidelines*.

Additional and specific requirements encompassing first aid kits and first aid facilities is detailed in *HR – HSW-PR31-WI05 First Aid Kits and Facilities*. First aid facilities include Automated External Defibrillators (AEDs), safety showers and emergency eye wash stations and first aid rooms.

Operational Leaders must ensure staff are informed of all first aid equipment and facilities for their areas of control. This will usually be conducted through the induction and on-boarding process.

5.6. First Aid Treatment and Management

First aid officers should consider their own safety and the safety of others prior to providing first aid treatment to an injured or ill person. The first aid officer should only proceed with first aid treatment when it is safe to do so and only provide treatment within the bounds of their training.

First aiders must ensure that any treatment given is recorded on the First Aid Treatment Form. This form is generally found in First Aid kits. The incident must also be entered into the on-line incident reporting system.

5.7. Calling an Ambulance

First Aid Officers have the authority to call an ambulance for a sick or injured staff member or student, even if treatment is refused. If it is believed that the assistance of paramedics is needed, then there should be no hesitation in calling an ambulance. The same authority is extended to those in charge of a class if there is not a First Aid Officer immediately available. Other members of the RMIT community can also call for an ambulance if required.

Delays in calling an ambulance in an emergency can lead to fatal consequences.

REMEMBER: A first aid officer should consider only the medical condition of the ill/injured person when deciding whether to call an ambulance. The issue of payment of the ambulance should not be a factor in the decision.

5.7.1. Ambulance attendance and payment

It is recommended that staff and students have their own insurance which incorporates Ambulance cover. Note that the RMIT recommended Overseas Student Health Cover currently includes Ambulance cover (when unable to be transported any other way) and that all insurances are subject to approval of claim by the insurer.

There are various situations where an ambulance may be called to render assistance. The responsibility for payment will depend on the situation. The table below is a summary of the advice on the **Ambulance Victoria** website regarding examples of situations that can occur. Please see the **Ambulance Victoria** website for current advice and more information on responsibilities for payment.

<https://www.ambulance.vic.gov.au/transport/transport-faqs/>

Example	Payment Avenues
A staff member involved in a work-related incident (emergency)	RMIT through WorkCover (subject to claim)
Staff/student involved in motor vehicle accident travelling to/from work/learning	Transport Accident Commission (TAC), Private Health Cover.
Student (international or domestic) with personal medical illness	Student pays (if not ambulance member or insured)
Student involved in accident in class	Student pays a deductible of \$50, and after any recoveries have been made from private health cover (if not ambulance member or insured)
Staff member with personal medical illness	Staff member pays (if not ambulance member or insured)
Health Care Card Holder (emergency/non-emergency)	Covered automatically for clinically necessary transport

5.8. Immunisation for first aid officers

Where there is a risk of vaccine-preventable disease, first aid officers need to be offered vaccinations in line with *The Australian Immunisation Handbook*.

For RMIT staff members or post-graduate students, the school or department will pay for any immunisations or screening required if exposure to the risk is related to their role or research.

Further information on immunisation is available in *HR – HSW-PR56 - Immunisation*

5.9. Information, instruction, training

Operational Leaders must ensure that information on first aid arrangements, for areas under their control, is provided to staff, students, researchers and third parties. General information, instruction and training provided to all staff, students, researchers and third parties on first aid arrangements in the work and learning environment must cover:

- the location and type of first aid kits
- the names and locations of trained first aid officers
- procedures to be followed when first aid or further assistance is required

It is important that staff, students, researchers and third parties know how to recognise their first aid officer(s) (e.g., by organising an in-person introduction, using desk flags or having the officer provide an identifying photo). Local areas should utilise *HR – HSW-PR31-TM02 – First Aid Officer Template* to identify First Aid officers.

The information, instruction and training delivered to staff, students, researchers and third parties in relation to first aid needs, to be provided:

- as part of staff, students, researchers and third parties' induction training
- if there is a change in the location of first aid facilities (e.g., first aid room)
- if there are any changes in the names, locations or contact details of first aid officers
- at appropriate intervals or as determined by a risk assessment (if the option 2 approach is chosen)

Training should be practical and 'hands on' where appropriate.

The completion of induction and training must be recorded, retained locally and maintained in accordance with *HR – HSW-PR06 – HSW Training, Competence and Awareness* and *HR – HSW-PR04 - Records Management*.

5.10. Monitoring and Evaluation

Senior and Operational Leaders are responsible for reviewing the effectiveness of First Aid arrangements in consultation with staff, students, third parties and HSRs (where they exist).

Existing measures in place must be reviewed and, if necessary, revised:

- If changes to the work and learning environment are made or new or additional information becomes available;
- In the event of reviewing incident reports, in particular the immediate treatment provided;
- In relation to any incident notifiable to WorkSafe Victoria or other Regulator(s);
- Where, for any reason, the measures do not adequately control risk; and
- Following a reasonable request from a member of staff, student, third party or HSR.

Other methods and forums for periodic review and consultation include but are not limited to:

- Direct discussions with relevant staff, students, third parties or members of a designated work group;
- Local area meetings;
- Health and Safety committee meetings; and
- When conducting health and safety reviews and audits (including third party).

5.11. Records

All records of hazard identification and risk assessment, information, instruction and training must be maintained in accordance with **HR – HSW-PR06 – HSW Training, Competence and Awareness** and **HR – HSW-PR04 - Records Management**.

6. Responsibilities

6.1. Senior and Operational Leaders

- Ensure first aid reviews/ assessments have been conducted in their areas of control.
- Ensure appropriate numbers of trained first aid officers and adequately stocked first aid kits are available and purchased where necessary.
- Ensure first aid officers are trained at the level determined by the risk assessment and currency is maintained.
- Ensure first aid officers are adequately supported in their activities by incorporating the role into their annual work plans, attending required training and provision of network opportunities within their area of control.
- Review performance against this process on a regular basis.
- Advise the HSW team of any changes, updates, additions or errors in the First Aider Register

6.2. First Aid Officers

- Hold current and relevant first aid qualifications to fulfil the duties of their role.
- Respond promptly to provide first aid treatment service to an injured or ill staff member, student, third party or other persons where RMIT is present
- Arrange prompt and appropriate referral as required.
- Ensure that any treatment given is recorded – either electronic or manual record
- Keep confidential all information received in the course of duty
- Attend new / refresher first aid training as required.

- Advise their Operational Leader and HSW team of any changes, updates, additions or errors in the First Aider Register, as it applies to the first aid officer

6.3. Staff, students, researchers and third parties

- Assist in first aid risk assessments where required.
- Follow this process and all reasonable instructions relating to HSW and first aid in the work and learning environment.

6.4. HSW Team

- Facilitate first aid risk assessments where required.
- Maintain First Aider Register
- Liaise with Operational Leaders and first aid officers on matters relating to the management first aid
- Regularly review this process in consultation with relevant stakeholders.
- Develop and report on KPIs relevant to this process.
- Monitor compliance with this process and report on outcomes.

7. Definitions

Defines any key terms and acronyms relating to the process where they apply.

Term / acronym	Definition
DWG	Designated Work Group: A group of employees of the employer at one or more workplaces. The particulars of the DWG are determined by negotiation between the employer and the employees and should consider the number of employees, the location and the types of activities conducted in the workplace. A DWG is formed for the purpose of electing an HSR
First aid facilities	Includes first aid kits, first aid rooms and associated first aid equipment such as AED's
First aid in the workplace	The provision of emergency treatment and life support for people suffering injury or illness at work
First aid officer	A member of RMIT staff who volunteers to provide emergency treatment and life support in accordance with the level of first training undertaken
Higher-risk workplace	Higher-risk workplaces are those where employees may be exposed to hazards that could result in serious injury or illness that would require immediate medical treatment. Higher risk workplaces include workshops, laboratories, and any areas where hazardous machinery or materials are used. Examples of serious injuries requiring immediate medical treatment are: <ul style="list-style-type: none"> • The amputation of any part of the body • A serious head injury • A serious eye injury • Degloving or scalping • Electric shock • A spinal injury • The loss of a bodily function • Serious lacerations.

Term / acronym	Definition
HSR	Health and Safety Representative: An employee who is a member of the DWG and elected by its members to represent them in relation to health and safety matters, risks, or concerns
HSW	Health, Safety and Wellbeing
Low-risk workplace	<p>Low-risk workplaces are those where:</p> <ul style="list-style-type: none"> • Employees are not exposed to hazards that could result in serious injury or illness that would require immediate medical treatment such as those associated with plant, hazardous substances, dangerous goods, confined spaces and hazardous manual handling • The business is located where medical assistance or ambulance services are readily available to the community and to the workplace where the business operates. • Low-risk workplaces include offices, libraries and most retail operations.
Operational leaders	<p>Any staff member with direct reports or supervision over a cohort, including:</p> <ul style="list-style-type: none"> • Deans and Associate Deans • Directors, Deputy and Associate Directors • General Managers and Managers • Coordinators and Supervisors • Teachers
Senior Leaders	<ul style="list-style-type: none"> • Deans and Associate Deans • Directors, Deputy and Associate Directors • General Managers and Managers • Chief Investigators

8. Supporting Documents

Lists the supporting and related Processes and Guidance Material, Legislative references, Australian and International Standards etc. that may be useful references for process users

- RMIT Health Safety & Wellbeing Policy
- HR - HSW-PR09 - HSW Risk Management
- HR - HSW-PR07 - Consultation & Communication
- HR - HSW-PR04 - HSW Records Management
- HR - HSW-PR10 - Incident Management & Investigation
- HR – HSW-PR31-WI01 – First Aid Guidance
- HR – HSW-PR31-WI03 – First Aid – Prescribed Approach Guidelines
- HR – HSW-PR31-WI04 – First Aid – Risk Assessment Approach Guidelines
- HR – HSW-PR31-WI05 – First Aid Kits and Facilities
- HR – HSW-PR31-CL01 – Checklist for Applying First Aid Arrangements – Prescribed Approach
- HR – HSW-PR31-TM01 – First Aid Risk Assessment Template
- Occupational Health and Safety Act (Victoria)
- Compliance Code - First Aid in the Workplace (WorkSafe Victoria)

- AS/NZS 4261: Reusable containers for the collection of sharp items in human and animal medical applications.
- Australian guidelines for the prevention and control of infection in healthcare.