

1. Purpose

To ensure timely access to the provision of first aid management and treatment for all employees and general public suffering injury or illness at Greater Dandenong City Council (GDCC) facilities.

To ensure that the provision of first aid in the workplace satisfies the requirements of the *Compliance Code for First Aid in the Workplace*, 2021.

2. Scope

This procedure is intended for application in all areas of Council to ensure consistency of terminology, training, first aid management and the provision of appropriate first aid supplies.

3. Definitions

Automated External Defibrillator (AED): is a portable, electronic device that's used in a medical emergency to help someone who is suffering or experiencing a sudden cardiac arrest. It's a sophisticated, yet easy-to-use medical device that can analyse the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm.

Designated First Aid Officer (DFAO): A DFAO is a staff member who has been formally appointed after following an EOI process and appropriately trained to provide first aid to persons and employees injured or unwell at any of Council's workplaces. The duties carried out as a DFAO are in addition to the requirements of the staff member's substantive role at Council. The position of DFAO is appointed in consultation with the Manager People, Culture and Innovation.

A DFAO must have successfully completed and maintained a nationally-recognised training course that has provided the competencies required to recognise and respond to common life threatening injuries or illnesses, using Cardio-Pulmonary Resuscitation (CPR), AED and/or other first aid procedures as appropriate.

First Aid Certified Officer (FACO): Is a member of staff who is employed in a position which has a requirement to hold a first aid certificate due to the nature of the work being undertaken. In many cases there will be a requirement for the staff member to hold a current first aid certificate as part of their role duties (as per essential qualifications in 'Key Selection Criteria' of Position Descriptions).

FACOs require a minimum qualification of: HLTAID009 Provide CPR, HLTAID010 Provide Basic Emergency Life Support, and HLTAID011 Provide First Aid. Previously known as Level 2 First Aid.

4. Responsibilities

For general OHS responsibilities refer to the GDCC OHS Responsibility Procedure. Manager People, Culture and Innovation is responsible for:

- ensuring the Procedure is implemented and reviewed, as required.

Managers are responsible for:

- ensuring that there is adequate coverage for the provision of First Aid within their work area

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- providing for the continuity of training of DFAOs and FACOs

Designated First Aid Officers (DFAOs) are responsible for:

- recognising and responding to common life-threatening injuries or illnesses using the DRSABCD methodology.
- provide CPR, (and use of AED if required and available) and/or other appropriate first aid procedures.
- first aid administration including recording any treatment provided, on each occasion, and creating other records as needed
- managing first aid room/kits and ensure AED (if installed) is fully charged
- ensuring that first aid kits have adequate supplies
- treating minor injuries and wounds, such as applying dressings, stopping bleeding and treating wounds (according to the training undertaken)
- managing staff members who are ill or injured
- arranging ambulance or transportation for further medical attention as required
- advising senior management immediately of any serious or potentially serious accident for which treatment has been provided
- maintaining the confidentiality of any disclosed health information
- maintaining a current first aid qualification and participate in any refresher training as required
- advising management of any health conditions or any other reason that would impede their ability to retain their role as a DFAO
- the roles and responsibilities of a DFAOs will be delegated to another qualified officer during periods of annual leave or Rostered day days off

First Aid Certified Officers (FACOs) are responsible for:

- in accordance with their position description the FACO is required to administer first aid in line with the responsibilities of their role at Council and in accordance with their position description.
- where indicated by the nature of the duties performed or the environment in which they are performed, individual role statements will include specific first aid training needs.

5. Procedure / Administration

5.1 Appointment of Designated First Aid Officers (DFAOs)

In consultation with the Manager of the Department, the Manager People, Culture and Innovation is responsible for confirming the appointment of a DFAO.

The Manager of the named department will have the ultimate responsibility for the supervision and effective execution of DFAO duties

In making, these decisions the following issues are taken into consideration:

- the requirements outlined in the “WorkSafe’s First Aid in the Workplace Compliance Code” 2021.
- whether the staff member holds another role within Council which has the potential to cause a conflict of interest in relation to the provision of First Aid Officer (e.g., Fire Warden).

- the availability of the staff member to carry out the required duties of the DFAO. (The staff member's substantive role at Council should be on site for an appropriate spread of working hours e.g., minimal travel requirements, conducive working hours etc).
- the staff member shows evidence of willingness and capacity to deal with injury and illness, relate well to other staff, is in reasonable health, and can be called away from ordinary work at short notice.

Council reserves the right to withdraw DFAO responsibilities and payments:

- if the staff member fails to adequately perform the functions of the position,
- during periods when the staff member's first aid qualification has lapsed,
- if the staff member transfers to another Department at Council for a period of 3 months or more, or permanently, and does not required to be a DFAO, or
- any leave undertaken for a period of 3 months or more

5.2 Payment for DFAO role

DFAOs are required to undertake additional responsibilities in relation to the provision of first aid which are outside the responsibilities of their substantive role with Council. As such, formally appointed DFAOs are entitled to the payment of a First Aid Allowance in accordance with the relevant clauses in Council's Enterprise Agreement.

(FACOs) are not entitled to payment as the first aid qualification is considered a requirement of their position. However, a FACO can also be appointed as a DFAO and receive DFAO entitlements.

5.3 Training

All GDCC First Aid Officers require a current *HLTAID009 Provide CPR, HLTAID010 Provide Basic Emergency Life Support, and HLTAID011 Provide First Aid certificate* (previously known as level 2 First Aid). All training must be conducted by Council's preferred first aid training provider.

In conjunction with our preferred training provider, the training program for a DFAO consists of:

- HLTAID009 Provide CPR, HLTAID010 Provide Basic Emergency Life Support, HLTAID011 Provide First Aid (2 days, no previous training provided)
- HLTAID010 Provide Basic Emergency Life Support, HLTAID011 Provide First Aid (1 day refresher)
- HLTAID009 Provide CPR and HLTAID010 Provide Basic Emergency Life Support (minimum 2 hours face to face refresher and includes AED refresher)

Note: Where staff are interested in attending First Aid training (outside of FACO or DFAO) this will be managed locally and where there is capacity in Corporate First Aid programs being conducted. Priority for training will be those staff who are designated or where it forms part of their role.

5.4 Funding of Training of DFAO

Funding for DFAOs and FACOs is provided as part of the Corporate Learning, People and Procurement Training Calendar. The budget is held by People, Culture and

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Innovation and these courses are conducted during normal working hours.

DFAOs and FACOs who are unable to attend a First Aid course offered by People, Culture and Innovation prior to their certificate lapsing, may be required to undertake training at an appropriately recognised public training course at the cost of their Department.

Access to first aid training provided under the People, Culture and Innovation Calendar will be allocated to DFAO and FACOs in the first instance.

5.5 Maintenance of DFAO Training Records

The staff identified and approved as a DFAOs will be managed by their immediate supervisor with respect to their execution of their duties.

Corporate oversight of these roles will be undertaken by the Manager People, Culture and Innovation with respect to the deployment of their first aid duties.

DFAO training records will be maintained by People, Culture and Innovation. Copies of the qualification will be stored on the employees' personnel file in Objective.

5.6 Indemnity and Insurance

All First Aid Officers offering emergency assistance in good faith to an injured person are protected under the *Wrongs Act 1958, Part VI A - Good Samaritan Protection*, where treatment administered is consistent with the scope and competence of the first aider's level of training.

All First Aid Officers are covered under Council's liability and professional indemnity policies for any claims alleging negligence in carrying out first aid treatment undertaken in connection with Council's activities, providing that the treatment falls within the scope and competence of the first aider's level of training.

5.7 Emergency Instructions by Emergency Call Taker

Ambulances are not automatically dispatched at the start of every Triple Zero call. Call-takers will ask a series of specific questions to triage the event, which will then be resourced according to Ambulance Victoria's guidelines. Some cases will obviously trigger an immediate response and may involve other services like Fire and Police, but other cases may be further triaged before any response is dispatched.

In the case of an emergency dial **000** [triple zero] and ask for ambulance. When dialling triple zero for an ambulance, the following questions should be anticipated and answered as fully as possible:

- what is the exact location of the emergency (**street number, street name and suburb**)?
- what is the phone number you are calling from?
- what is the problem, what exactly happened?
- how many people are hurt?
- how old is the person?
- is the person conscious (awake)?

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- is the person breathing?

The answers to these questions help prioritise your request promptly and determine whether the patient requires additional services such as a Mobile Intensive Care Ambulance (MICA) paramedic skills or other services.

Do not hang up!

Follow the instructions offered by the emergency services call taker whilst awaiting the arrival of the ambulance. Doing so will help the patient and the ambulance paramedics.

As soon as the **000** operator has the location and type of emergency, an ambulance will be dispatched by a separate person.

In the event a First Aid Officer is instructed by Emergency Services to respond to a medical emergency e.g., use of an Epi Pen for an Allergic Reaction, administering prescribed angina medication etc, this does not compromise the staff member's duty under internal local guidelines to not administer medications in their specific roles.

Note: For more detailed information, check the Emergency Services Telecommunications Authority (ESTA) website: [Making a Triple Zero \(000\) call | Emergency Services Telecommunications Authority \(esta.vic.gov.au\)](https://www.esta.vic.gov.au/making-a-triple-zero-000-call/emergency-services-telecommunications-authority)

5.8 First Aid Emergency Response

If the injury or illness appears to be life-threatening, the staff member witnessing the incident must:

- call an ambulance immediately
- DO NOT place self in any DANGER and warn others
- seek assistance from DFAOs in the building – follow their directions, and
- contact reception (if in a Council building) or assist with or request another person or Staff member to assist with the expected arrival of emergency services.

If the injury or illness does not appear to be life threatening call a DFAO, who will assess the situation and provide initial treatment and direction.

If the DFAO assesses that the injured or ill person needs further medical treatment following first aid treatment, they will refer the person for medical attention.

Details of the names, locations and contact numbers for DFAOs will be provided to building occupants and included in emergency signs in each building.

5.9 Interaction with building emergency control (Emergency Wardens)

DFAOs should be prepared to render first aid whenever a building emergency occurs. DFAOs are not to take on other warden roles that could conflict with this. When a building emergency occurs:

- DFAOs should follow instructions from Building Emergency Wardens
- evacuate as directed

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- report to the Building Emergency Wardens ready to treat injured people
- building emergency planning and post-emergency de-briefing should involve the building's DFAOs

See Evacuation and Emergency Procedures on Councils Intranet [Occupational Health and Safety \(OHS\) and Risk Management | The Source \(greaterdandenong.vic.gov.au\)](http://greaterdandenong.vic.gov.au) for further information.

5.10 Debriefing following first aid treatments

First aid treatment may be traumatic or confronting for the person providing the treatment and or for bystanders witnessing the incident or injury.

Anyone involved in a first aid incident who feels uncomfortable with the experience should be given the opportunity to de-brief after the incident and offered access to Council's Employee Assistance Program (EAP).

5.11 First Aid Risk Assessment

In accordance with the Compliance Code for First Aid in the Workplace, 2021, all factors have been considered by the Health and Safety Committee and Health and Safety Representatives to ensure timely access to appropriate levels of medical and /or first aid treatment is available to all staff.

This includes that a first aid risk assessment has been undertaken to determine the first aid and medical treatment requirements for GDCC.

In low risk workplaces, that include public interaction, compliance is achieved by providing;

- one first aid kit for 10-50 people
- one additional kit for every additional 50 employees up to 200
- one additional kit for every 100 employees above 200
- two DFAOs per site (where practicable)

In high risk workplaces, that include public interaction compliance is achieved by providing;

- one first aid kit, including specific first aid kit modules, for up to 25 employees
- two kits, including specific first aid kit modules, for up to 50 employees
- one additional kit, including specific first aid kit modules, for every additional 50 employees
- three DFAOs per site (where practicable)

Additional first aid kits are required where particular hazards exist. Examples of commonly needed additional modules are those dealing with eyes, burns and remote workplaces. Paragraphs 125–137 of the Compliance Code for First Aid in the Workplace, 2021 provides examples of additional first aid kit modules. These include:

Eye Module

- instructions for use
- eye wash (for single use)
- sterile eye pads
- adhesive tape

Burns Module

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- instructions for use
- sterile hydrogel sachets
- sterile hydrogel dressings
- clean sheeting (for covering burns)

Remote Locations (Sites that are isolated from the main activity centre)

- emergency reference manual
- broad crepe bandages (for snake bites)
- large clean sheeting (for covering burns)
- thermal blanket (for treating shock)
- whistle (for attracting attention)
- torch / flashlight
- limb splint

A first aid kit's contents will vary and reflect the nature of the work and its associated risks and possible types of injury / illness that may occur.

5.12 First Aid Kits

First aid kits, labelled with a standard first aid symbol, shall be provided so that all Staff have ready access to first aid supplies.

- all Council's vehicles will be provided with a glove box first aid kit.
- kit contents are to comply with the lists in paragraph 124 of the *Compliance Code for First Aid in the Workplace, 2021*.
- contents list is to be affixed to the inside of the kit.

First aid kits and contents are the responsibility of the First Aider identified on the front of the kit (where applicable).

- contents should be replenished as soon as possible after use. Contact OHS & Risk Management Unit.
- vehicle kits will be checked by the usual driver of the vehicle or by a nominated First Aider where the pool vehicle has more than one regular occupant.
- regular review of kit contents will be undertaken by an accredited First Aid equipment supplier at least 6 monthly, or when required by the Health & Safety Consultant.
- recording and reporting of Injuries and Treatment
- all First Aid injuries and treatments should be recorded by the attending First Aider and reported immediately to the relevant supervisor.
- the Incident, Near Miss and Hazard Report form must be filled in by the injured staff member and completed by the supervisor in accordance with the OHS Hazard, Near Miss and Incident Reporting and Investigation Procedure

5.13 Designated First Aid Officers

A list of current DFAOs will be displayed on noticeboards throughout GDCC workplaces and on Council's intranet 'The Source'.

6. References

Occupational Health and Safety Act 2004

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Occupational Health and Safety Regulations 2017
 AS/NZS ISO 45001:2018 Occupational Health & Safety Management Systems
 Compliance Code for First Aid in the Workplace 2021
 Wrongs Act 1958
 Greater Dandenong Enterprise Agreement
 Emergency Services Telecommunications Authority (ESTA)

7. Related Documents

GDCC OHS Policy
 OHS Hazard and Incident Reporting and Investigation Procedure
 Incident, Near Miss and Hazard Report Form
 Injury Management Occupational Rehabilitation and Return to Work Procedure
 OHS Consultation and Communication Operational Procedure
 OHS Responsibility Procedure

8. Document History

Version Number	Issue Date	Description of Change
0.1	November 2022	1 st Draft from Risk & OHS Unit. Previous version of Procedure was under old document control process: COS0008 Version "H" Last Review: April 2015
0.2	March 2023	Accepted by OHS Policy Sub-Committee
0.3	April 2023	14 Day Employee Consultation complete
0.4	May 2023	Amendment to Section 5.7 accepted by OHS Policy Sub-Committee following staff feedback
0.5	May 2023	Amendment to First Aid Certified Officer (FACO) definition and inclusion of a 'Note' under section 5.3 has been accepted by OHS Policy Sub-Committee
1.0	June 2023	Approved by OHS Committee