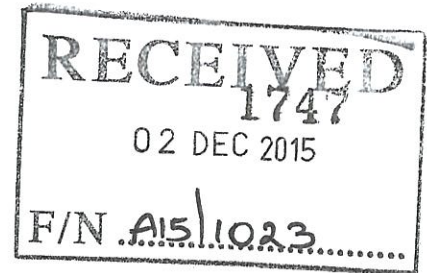




Education

**CORPORATE SERVICES  
WORK HEALTH AND SAFETY DIRECTORATE**

Ms Anne Gardiner  
General Secretary,  
Public Service Association of NSW  
GPO Box 3365  
SYDNEY NSW 2001



Dear Ms Gardiner

*Draft First Aid Procedures and Defibrillator Information and Support Program*

The NSW Department of Education has revised the current *First Aid Procedures* to ensure that they align to the WorkCover NSWs *First Aid Code of Practice* and changes to the Department's organisational profile and structure over the last two years.

A key addition to the draft procedures is the inclusion of advice in relation to defibrillator equipment within NSW government schools. Following discussions with schools and increasing requests from staff and the community to have defibrillation equipment included as part of first aid, the Department has developed a defibrillator information and support program for schools considering the purchase of a defibrillator, due for release during Term 1, 2016. As outlined in the draft first aid procedures, defibrillator equipment is not a mandatory component of first aid equipment in schools and other departmental locations.

We are seeking any comments and feedback from the Public Service Association on the draft first aid procedures and defibrillator information and support program prior to their implementation across the state. To facilitate consultation, I have scheduled a meeting time for Wednesday, 16 December from 2:00 pm to 3:00 pm.

Could you please confirm if this time is suitable with Deepika Kumar, R/ Executive Officer on telephone (02) 9707 6227. We are requesting that all comments or feedback are submitted by Friday 18 December 2015. Please provide feedback to Hugh Tranter, Senior Policy Advisor via email: [hugh.tranter@det.nsw.edu.au](mailto:hugh.tranter@det.nsw.edu.au).

Yours sincerely

Marnie O'Brien  
**Group Director, Work Health and Safety**  
27 November 2015

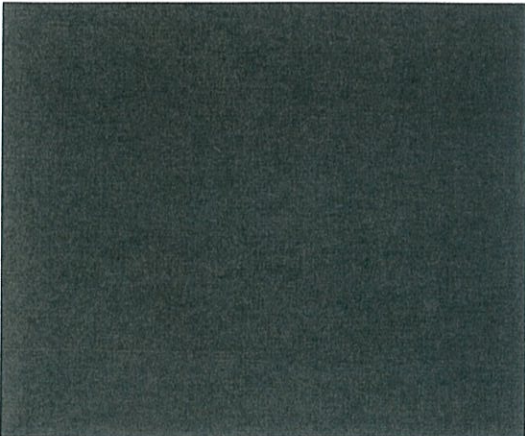
Enclosed: draft First Aid Procedures  
Enclosed: draft Defibrillator Information and Support Program  
Enclosed: draft Guide to First Aiders in the Department



Education

# Draft First Aid Procedures

Work Health and Safety Directorate



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## 1. Purpose and scope

These procedures provide workplace managers across the Department of Education with practical strategies for implementing first aid requirements in accordance with the [Work Health and Safety Act 2011](#), [Work Health and Safety Regulation 2011](#), the [Workcover Guide to First Aid in the Workplace](#) and the Department's [Work Health and Safety Policy](#).

The provision of immediate and effective first aid to staff and others who have become injured or ill at the workplace or on related activities may reduce the severity of the injury or illness and promote recovery. In some cases it could mean the difference between life and death.

### Scope

These procedures have been developed to provide specific guidance for all NSW Department of Education workplaces including NSW government schools and state office locations. They are intended for application within departmental workplaces as well as authorised off site activities such as excursions, field trips or other relevant activities.

## 2. Definitions

For the purposes of these procedures:

**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** includes first aid kits and other equipment used to treat injuries or illnesses.

**First aid officer** is a person who has been appointed <sup>volunteered</sup> as a first aid officer at a workplace and is in receipt of an allowance. A first aid officer holds a nationally accredited competency in first aid. For some facilities such as those with 200 workers or more, at least one first aid officer will be an Occupational First Aid Officer with appropriate qualifications.

**First aider** is defined as a person who has successfully completed a national training course or an equivalent level of training that gives them competencies required to provide administer first aid. Relevant national training courses include Provide First Aid (HLTAID003) and Provide Advanced First Aid Response (HLAID006).

**First aid facilities** are the location or facilities for supporting first aid and include first aid rooms or first aid bays in schools or other facilities for administering first aid.

**First aid plan** – the workplace first aid plan details the management strategies to be applied at each workplace to ensure the provision of appropriate first aid equipment, facilities, first aid officers, first aid training and protocols relative to workplace requirements.

**High risk workplace or activity** means a workplace or activity where a person may be exposed to hazards that could result in serious injury or illness that would require first aid. Examples include areas where hazardous machinery is used, areas where hazardous work is conducted (e.g. demolition or electrical work) or work areas in or around extreme heat or cold.

The majority of departmental workplaces are not considered high risk, however where a workplace assessment identifies areas of high risk, for example, some workshop areas in schools, first aid arrangements must take those risks into account.

**Local first aid response protocols** are the documented local first aid response protocols each workplace should have **as part of their first aid plan** to ensure that staff and others have a clear understanding of actions to be taken in the event of a first aid response in their workplace. Arrangements will vary across each workplace to meet local needs in consultation with staff, however the first aid response will generally include commonly understood first aid action steps.

**Low risk workplace or activity** means a workplace or activity where people are not exposed to hazards that could result in serious injuries or illnesses, such as classrooms, offices or libraries. Work related injuries and illnesses requiring first aid are normally minor in nature. The majority of departmental workplaces or activities are generally low risk.

**Notifiable incidents** means an incident defined under the Department's [Incident Reporting Procedures](#) which requires notification to the appropriate area of the Department, e.g. a serious injury or illness.

### 3. Responsibilities

3.1 The Secretary of Education will ensure that systems are in place for the provision of first aid in accordance with statutory and regulatory obligations.

3.2 Senior executives and workplace managers are required to:

- Ensure these procedures are implemented within their area of control;
- Ensure first aid plans and Local first aid response protocols relevant to workplace requirements are documented, communicated and prominently displayed;
- Review the first aid plan and procedures in consultation with staff and others at regular intervals (at least annually) to assess ongoing requirements for first aid in the workplace;
- Ensure requirements regarding hazard, injury and [incident reporting](#) are implemented;
- In joint occupancy working environments, ensure that common Local first aid response protocols are developed and coordinated across areas and communicated and displayed; and
- Ensure that employees maintain current competency in first aid training requirements

3.3 First aid officers are required to:

- Participate in the development of first aid plans and local first aid response protocols in accordance with local requirements, policy and guidelines;
- Provide initial treatment and first aid to injured or ill persons at the workplace, consistent with their level of training and competence;
- Use [standard precautions for infection control](#) during the provision of first aid and disposal of first aid waste;
- Report to a supervisor or manager if an ill or injured person will need to leave the workplace;
- Report incident or injury to the WHS Directorate Incident and Injury Notification Hotline on 1800 811 523 if appropriate;
- Ensure first aid documentation, including a *Register of Injuries* and the *Record First Aid Treatment* documents are completed; and
- Arrange for regular checking of all workplace first aid kits (after each use or at least once every 12 months) and replenish any out of date items.

3.4 Staff are required to:

- Administer first aid immediately as required, commensurate with their level of training and experience;
- Know and follow local first aid protocols;
- Complete a *Register of Injuries* form and *Record of First Aid Treatment* document after they have administered first aid to a student(s) or after they have received first aid treatment; and
- Report any hazard to your manager / supervisor in accordance with workplace protocols.

3.5 Students, visitors, volunteers and contractors are required to:

- follow local first aid protocols while visiting or conducting business in departmental workplaces or participating in authorised activities outside of departmental workplaces.

### Responsibilities of all staff in an emergency

In addition to the specific responsibilities of the first aid officer(s) at the workplace, all staff have a responsibility in accordance with their duty of care to administer first aid immediately as required in an emergency, commensurate with their level of training and experience.

For example, any staff member should contact an ambulance immediately when required or administer an adrenaline autoinjector immediately if they believe an employee, student or others in the workplace are suffering an anaphylactic reaction.

To support staff and students in schools in the event of an emergency, the Department has mandatory training requirements in place for school in relation to emergency care and CPR. Refer to Step 3.1 in the risk assessment process for details on mandatory training applicable to all school based staff.

If a student's parents or carers provide the school with a Do Not Resuscitate order for their child advice should be sought from the Legal Services Directorate about the impact of the order on any emergency response the school may need to provide the student.

#### 4. Developing and implementing a first aid plan

All workplaces are required to utilise a risk management approach to develop and implement a first aid plan. The first aid plan details the management strategies to be applied at each workplace to ensure the provision of appropriate first aid equipment, facilities, first aid officers, first aid training and local first aid response protocols relative to workplace requirements.

First aid requirements will vary from one workplace to the next, depending on:

- the nature of workplace hazards or potential causes of injury at the workplace,
- the size, location and hours of operation of the workplace, and
- the number of people at the workplace.

Multi-location sites such as those found in large schools may require several first aid plans to address the specific needs of each site.

First aid plans and local first aid response protocols are to be developed and reviewed in consultation with staff and others at the workplace. Where relevant, first aid plans and local first aid response protocols should also be developed in consultation with other duty holders. One example is in joint occupancy working environments such as the Educational Training Centres within Juvenile Justice Centres.

First aid plans and local first aid response protocols are to be documented, clearly displayed and communicated to all staff and others (including casual staff, contractors, visitors and volunteers) at the school, or other workplace to ensure that staff and others have a clear understanding of first aid in their workplace.

First aid arrangements should also be considered in specific risk management plans and be implemented for activities occurring offsite such as excursions, sporting events or other activities or programs.

Communication of first aid arrangements with students, parents and carers is also important to ensure they are well informed of the workplace's first aid and emergency care arrangements. Communication can be via bulletins, workplace meetings, classroom announcements, school assemblies, newsletters or other correspondence as appropriate.

Confidentiality should be maintained for injured or ill students and content should be age-appropriate and not generate undue anxiety.

#### 5. Risk management and first aid

Each workplace needs to consider the risk of injury and illness at the workplace, the controls in place to eliminate those risks and the first aid arrangements (first aid officers, first aiders, first aid kits, local first aid response protocols and first aid facilities) that will assist in responding to any potential incidents.

The four steps in the first aid risk management process are detailed below in table 1.

**Table 1: Risk management process for first aid**

<b>Step 1</b> →	<p>Identify hazards or potential causes of injury or illness for your workplace, including hazards associated with authorised off-site activities. Consult with staff and others.</p> <p>Document the results in your first aid plan.</p>
<b>Step 2</b> →	<p>Assess the risk of workplace injury or illness. Consider the size, location and hours of operation of your workplace in assessment of the severity and likelihood of injuries and illnesses arising in the workplace.</p> <p>Document the results in your first aid plan.</p>
<b>Step 3</b> →	<p>With reference to information collated in Steps 1 and 2, determine what first aid is required:</p> <div style="display: flex; justify-content: space-around; text-align: center;"> <div data-bbox="400 669 644 815" style="border: 1px solid black; border-radius: 10px; padding: 5px; background-color: #f4b084;"> <b>First aid officers / aiders*</b> </div> <div data-bbox="708 669 963 842" style="border: 1px solid black; border-radius: 10px; padding: 5px; background-color: #f4b084;"> <b>First aid kits and local first aid response protocols</b> </div> <div data-bbox="1015 669 1283 824" style="border: 1px solid black; border-radius: 10px; padding: 5px; background-color: #f4b084;"> <b>First aid facilities</b> </div> </div> <p>Document and communicate your first aid plan and local first aid response protocols.</p> <p><small>*Please refer to Section 3.1 and the <i>Guide to First Aiders in the Department</i>.</small></p>
<b>Step 4</b> →	<p>Undertake ongoing monitoring and review of the first aid plan and local first aid response protocols to ensure effectiveness.</p>

Further information on each step is detailed in the following sections.

### Step 1: Identify potential causes of injury at the workplace

Different work environments have different hazards or potential causes of injury or illness, depending on the nature of activities and work being carried out in the workplace environment. There are many ways to identify hazards. Some ways may include:

- Reviewing records of injuries, illnesses, near miss incidents and other information already available about controlling risks in the workplace;
- Consultation with staff, including staff involved in the provision of first aid at the workplace;
- Review of previous risk assessments;
- Checking Safety Data Sheets (SDS) for chemicals handled, stored and used at the workplace; and
- Review of staff and student health conditions that may require first aid response, including emergency response and administration of medication.

Document these hazards in your first aid plan.

### Step 2: Assess the risk of workplace injury or illness

Once potential causes of injury or illness are identified, an assessment of the risk of workplace injury or illness requiring first aid is conducted. This assessment involves consideration as to the controls or strategies that are in place to eliminate or minimise risk, the likelihood of an incident to cause harm and the severity of potential injuries and illnesses. When considering how to provide first aid, the following should be considered as part of the risk assessment process:

#### a) The nature of work being conducted at the workplace and workplace hazards

Different work environments have varying risks of injury and illness due to the nature of the work, activities and programs being undertaken, both within the workplace and during authorised off-site activities or programs (e.g. excursions or field trips). The nature of the hazards within workplaces e.g. areas of increased risk will also vary. Records of the type of injuries and illnesses that have occurred over the past 12 month period and the areas where these have occurred will assist in making decisions about first aid requirements.

**b) The size, location and hours of operation of the workplace**

The location, layout and distance between work areas within a workplace e.g. the number of buildings on a site or multiple floors in an office building, as well as the proximity of the workplace or off-site venue/activity to medical facilities or emergency services should be considered when determining first aid arrangements.

Larger workplaces may require additional first aid equipment and facilities in each work area and workplaces providing out of hours services such as evening classes, sporting activities and educational programs will have additional first aid considerations at these times. In limited cases, additional first aid consideration such as aerial evacuation may be required for employees and others in remote or isolated areas.

**c) The number and composition of staff and others (including students, contractors, volunteers and visitors) at the workplace.**

The number and composition of employees and others at the workplace at any one time and their distribution across the workplace will affect the amount of first aid resources required. Additionally, the health care needs of employees and others who have a known disability or health condition and the effectiveness of current controls in the workplace should be considered.

Document the risk assessment in your first aid plan.

**Step 3: Determine first aid requirements**

The outcome of the risk assessment process is used to assist workplaces to determine what type of first aid arrangements they require, including first aid officers, first aiders, first aid kits, local first aid response protocols and first aid facilities. These arrangements are to be determined in consultation with staff and others at a workplace.

**3.1 First aid officers, first aiders and first aid training**

The first aid risk assessment assists in determining and refining the number and type of training required for first aid officers and first aiders within the workplace. A guide to the minimum number of *first aid officers* required within Department workplaces is a supporting resource available on the [WHS Directorate website](#).

The vast majority of departmental workplaces and activities are considered to be *low risk*. Where a workplace believes that a location or activity may be considered *high risk*, a risk assessment should be conducted in relation to the hazards at that site and submitted to your [local WHS Consultant](#). If it is confirmed that the workplace or activity is high risk (or part of the workplace is high risk) the first aid plan should reflect this in respect of the type of training and number of first aid officers and first aiders.

The names, locations and contact numbers of nominated first aid officers should be prominently displayed within the workplace so that staff and others know who to contact if they are sick or injured.

First aid training records must be maintained by the workplace. These records demonstrate the currency of staff in training courses recognised by the Department that give them competencies to administer first aid in departmental workplaces, particularly in an emergency situation.

**Cardiopulmonary resuscitation (CPR) training**



Resuscitation is the preservation or restoration of life by the establishment and / or maintenance of airway, breathing and circulation and related emergency care.

It is a mandatory requirement for each NSW government school to arrange annual face-to-face CPR training for staff. Each school is required to ensure that a significant proportion of staff attend the annual training, subject to essential student supervision arrangements.

This annual training can also be extended to regular casual staff working in the school, canteen staff and volunteers.

It is also a requirement for the Department's excursion procedures that for any overnight excursion or water related activity, that there must be at least one staff member with current CPR training.

### e-Emergency Care training

e-Emergency Care provides simple, effective treatment and management protocols to support staff to manage common emergencies. This training closely reflects the types of illnesses, incidents and accidents most commonly occurring in schools, school activities and on excursions.

This training is mandatory for all permanent, temporary and casual school based staff to complete at least once every three years.

A comprehensive list of all work health and safety training courses available for staff is outlined in the [WHS Training Courses](#) document.

### 3.2 First aid kits

All staff must be able to access a first aid kit. The first aid kit should be kept in a prominent, accessible, central location such as the sick bay, clinic or first aid room. **At least one adrenaline autoinjector (within its current shelf life) must be included within the first aid kit, alongside the ASCIA Action Plan for Anaphylaxis – General Use.** A first aid kit must be taken on all school excursions (refer to the Excursions Policy) and out of school activities. This kit must contain a general use adrenalin autoinjector.

To order additional or replacement general use adrenaline autoinjectors for your workplace, please email [epipen@det.nsw.edu.au](mailto:epipen@det.nsw.edu.au) For further information, go to: <https://detwww.det.nsw.edu.au/workhealthandsafety/risk-management-student-services/anaphylaxis>

The first aid risk assessment process will assist in determining whether additional first aid kits are required, the contents of these kits, and their location. For example, additional first aid kits may be required at specific locations around a workplace e.g. where there is increased risk or history of injury or illness such as within science laboratories or workshops.

Portable first aid kits must be available for offsite programs and activities (such as excursions and sporting activities) or emergency evacuations. The requirement for additional adrenaline autoinjectors is also considered through the risk assessment process. An adrenaline autoinjector should be included within first aid kits for offsite activities and programs.

First aid kits can be of any size, shape or type to suit the workplace, but each kit should be:

- large enough to contain all the necessary items;
- be identifiable with a white cross on a green background that is prominently displayed on the outside;
- contain a list of the contents for that kit and dates for restocking; and
- be made of material that will protect the contents from dust, moisture and contamination.

**Note: With the exception of an adrenaline autoinjector, no medication, including paracetamol and over-the-counter medicines are to be stored in first aid kits.** Schools do not generally supply or administer medications in an emergency unless they have been provided by parents as part of the

negotiated individual health care plan for a specific student.

Displaying well-recognised, standardised first aid **signage** will assist in easily locating first aid equipment and facilities. First aid signs may be constructed to suit individual requirements but should comply with AS 1319:1994 - *Safety Signs for the Occupational Environment*. Signage can be purchased through the Department's DET Buy system at: [Procurement](#)

### 3.3 First aid equipment

In addition to first aid kits, consideration should be given as to whether other first aid equipment is necessary to treat the injuries and illness that could occur in the workplace.

#### **Defibrillators**

These procedures do not include defibrillators as part of the first aid kit or equipment in workplaces. This decision is based on formal advice from NSW Ministry of Health. Schools are required to train staff annually in CPR and all schools have ambulance cover in place for all students which meets the requirements for first aid.

Where a student is identified as requiring access to a defibrillator through their individual health care plan the parent or carer is responsible for this equipment. A risk assessment should be completed and provided to the WHS Directorate in order for advice and support to be provided to the school to ensure an appropriate program is in place.

In 2016, schools will be able to elect to include defibrillators into their first aid plan based on a formal risk management process. This program is under development and will be available from Term 1 2016.

### 3.4 First aid facilities

The type of first aid facilities and contents of a first aid room required will be determined through the first aid risk assessment. A checklist for items to be provided in a first aid room is available as a supporting resource on the [WHS Directorate website](#).

A first aid room should be established at the workplace if a risk assessment indicates that it would be difficult to administer appropriate first aid unless a first aid room is provided. For low risk workplaces, a rest area within the workplace that affords privacy may be suitable to assist an injured or ill person. Where a risk assessment considers that it would be difficult to administer appropriate first aid and further treatment by an emergency service e.g where there is a higher risk of serious injury or illness occurring, these workplaces may benefit from having a dedicated first aid room.

Subject to risk assessment, a first aid room is recommended for low risk departmental workplaces where there are 200 or more employees on site and for high risk workplaces with 100 employees or more. A First Aid Officer who has competency in Occupational First Aid (HLTAID008) should be allocated responsibility for maintaining a first aid room. Schools are required to have an area set aside for use as a sick bay or clinic that is properly maintained.

### 3.5 Local first aid response protocols

Each workplace must have a documented local first aid response protocols as part of their first aid plan to ensure that staff and others have a clear understanding of actions to be taken in the event of a first aid response in their workplace. Arrangements will vary across each workplace to meet local needs in consultation with staff, however the first aid response will generally include commonly understood first aid action steps such as:

- Immediate notification of an accident or incident to the first aid officer and relevant supervisor;
- A first aid officer, or first aider providing immediate response to the injured or ill person according to their level of qualification and competence;
- A first aid officer or first aider and supervisor coordinate medical assistance. Note that the ambulance should be called immediately by any staff member or other person if one is needed, even if there is doubt about whether this response is required;

- Supervisor coordinates the accident or incident site;
- Workplace manager (or delegate) contacts nominated emergency contact; and
- Workplace manager (or delegate) follows [incident reporting policy](#) and procedures.

In respect of schools, the first aid officer should not be required to accompany a student to a hospital unless special circumstances exist. Refer to the SchoolBiz article [Accompanying students transported by Ambulance](#) for further information.

Local first aid response protocols may be incorporated into emergency management planning procedures.

#### Step 4: Monitoring and review of first aid

First aid plans should be reviewed by the workplace annually or after a major incident in the workplace. Changes may be necessary following, for example, a first aid emergency in the workplace or when a student enrolls with a medical condition which can be life-threatening such as being diagnosed with severe asthma, diabetes, epilepsy or anaphylaxis.

Students diagnosed as being at risk of anaphylaxis or who require the administration of health care procedures need to have their own [individual health care plan](#).

Workplace managers must review the effectiveness of the first aid plan, consult with staff and communicate the revised plan.

#### 6. Providing and recording first aid information

Workplace first aid arrangements, including the location of first aid equipment and facilities, the names and locations of persons trained to administer first aid including the first, second and third contacts for first aid at the workplace and the local first aid response protocols to be followed when first aid is required are to be prominently displayed within the workplace and provided to employees and others at induction and when changes are made.

Records of first aid treatment and training must be kept by the workplace and reported to workplace managers on regular occasions to assist in review of first aid arrangements and management of workplace hazards.

Legislation requires a *Register of injuries* form to be completed for all injuries sustained at the workplace. Additionally, the administration of first aid should be recorded in the *Record of First Aid Treatment* document.

Schools should also consider whether the [reporting accidents policy and support material](#) need to be implemented following the incident.

The Department's [incident reporting](#) policy and procedures must be followed where a workplace hazard, injury or illness is identified. Staff or their manager must ensure that workplace injuries or illnesses are notified to the WHS Directorate Incident and Injury Notification Hotline on 1800 811 523 as soon as possible, but at worst within 24 hours of the incident occurring.

Notifiable incidents should be reported to the Hotline immediately.

The contents of the first aid kit should be checked after each use or at least once every 12 months to ensure that all items are in good working order, have not deteriorated and are within their expiry dates. A first aid kit inventory should be maintained with each first aid kit that is signed and dated after the kit is checked. The first aid officer should arrange for the regular checking of all first aid kits and replenishment of any out of date items.

#### 7. Legal liability for staff administering first aid

In the unlikely event that a student is injured in some way as a result of the administration of first aid by a staff member, the staff member is protected by the legal principle of vicarious liability.

This means that unless the staff member has deliberately injured the student, or behaved with reckless

disregard for the student's safety in the administration of first aid, the Department will be liable for any injury caused by the negligence of the employee.

Of course, if there is no negligence neither the staff member nor the Department is liable. The same principles apply where first aid is rendered to another staff member or a member of the public.

Please also refer to Legal Issues Bulletin No 46, *Legal issues concerning the administration of prescribed medications, health care procedures and medical emergencies in schools and TAFE NSW*  
<https://detwww.det.nsw.edu.au/media/downloads/directoratesaz/legalservices/lis/legalissuesbul/bulletin46.pdf>

## 8. Supporting resources

The following supporting resources are available on the intranet:

- *Guide to First Aiders in the Department*
- *Checklist for items to be provided within first aid facilities*
- *List of items for first aid kit*
- *Register of Injuries*
- *Record of First Aid Treatment*
- *First aid allowance form for state and network offices*
- *First Aid Plan Template*

Additional resources may be added as they are developed.

## 9. Further information and support

For further information and support please contact the WHS Directorate Incident and Injury Notification Hotline on 1800 811 523 or your [local WHS Consultant](#).

## Guide to First Aid Officers in the Department

The following document provides guidance to the provision of first aid officers within the department.

A separate table is included for state office and other administrative offices and NSW Government schools.

### State office and other administrative locations:

Number of employees	Guide to the provision of First aid Officers in State Office and other administrative locations
Less than 25	There is no requirement for a first aid officer to be appointed. Workplace managers should arrange for a number of employees to complete training courses recognised by the Department that give them competencies to administer first aid in departmental workplaces, particularly in an emergency situation.
25 or more	A first aid officer should be appointed. Workplace managers should arrange for a number of employees to complete training courses recognised by the Department that give them the competencies required to administer first aid in departmental workplaces, particularly in an emergency situation.
200 or more employees	An Occupational First Aid Officer is to be appointed and trained to be in charge of the first aid room.
Other circumstances	Workplace managers can apply to the WHS Directorate for additional first aid officers to be appointed where there are compelling reasons identified through a risk assessment.

## Guide to First Aid Officers in the Department

### NSW Government Schools:

A first aid allowance is paid to school administrative and support staff who undertake the first aid role and are appropriately trained as per the *Crown Employees (School administrative and support staff) Award*. The conditions for payment of the allowance as well as application form is available at [First Aid Allowance Info/Forms](#)

The following provisions are made for first aid allowances in NSW Government Schools:

Number of students and employees	Table 2: Guide to the provision of First aid Officers in NSW Government Schools
For schools with up to 500 students	<p>A first aid officer must be appointed to manage the day to day first aid requirements of the school.</p> <p>School principals must ensure that staff maintain currency in departmental training courses that give them competency to administer first aid in departmental workplaces, particularly in an emergency situations. A comprehensive list of departmental training courses, including mandatory emergency care and anaphylaxis e-training courses for school based staff, is outlined on the <a href="#">WHS Training Courses</a> document.</p> <p>Additionally, school principals must ensure that there are a sufficient number of employees trained in Cardio Pulmonary Resuscitation (CPR) to meet Departmental requirements for <a href="#">excursions</a>. All school staff are encouraged to complete annual CPR training.</p>
For schools with 500 students or more	<p>Two first aid officers are to be appointed to manage the day to day first aid requirements of the school.</p> <p>School principals must ensure that staff maintain currency in departmental training courses that give them competency to administer first aid in departmental workplaces, particularly in an emergency situations. A comprehensive list of departmental training courses, including mandatory emergency care and anaphylaxis e-training courses for school based staff, is outlined on the <a href="#">WHS Training Courses</a> document.</p> <p>Additionally, school principals must ensure that there are a sufficient number of employees trained in Cardio Pulmonary Resuscitation (CPR) to meet Departmental requirements for <a href="#">excursions</a>. All school staff are encouraged to complete annual CPR training.</p>
Other circumstances	Principals may make application for additional first aid allowances on the basis of need through the Employee Services Unit in Bathurst. For example, a large split site requiring additional first aid resource. A risk assessment must be completed and provided with the request.

## Guide to First Aid Officers in the Department

### Schools: Appointed First aid officers

First aid duties are contained in statements of duty for school administrative and support employees in the *Non-teaching Staff in Schools Handbook*. These duties include administering first aid subject to the school administrative and support staff member having a current St John First Aid Certificate or equivalent and receiving the first aid allowance.

### Schools: Support for employee undertaking the role(s) of first aid officer

Principals are to ensure that the first aid officer receives appropriate support to ensure other work tasks are not affected in undertaking this responsibility. This is particularly relevant in larger schools.

In order to assist in effectively managing the provision of first aid, the principal is to ensure that all employees are aware that an assessment should be undertaken to determine whether a student needs to be sent to the first aid room or whether it is a matter of care and comfort.

In addition to the specific provision of first aid allowances, a component of the duties of all school employees (including teachers) relates to the caring for and comforting of sick or distressed students. It should be noted that care and comfort refers to offering support, reassurance and assistance such as providing a glass of water, a blanket or escorting a student to a sick bay or clinic if this is warranted. It does not include providing any treatment for injuries.

### Schools: Allowances for first aid officers

A first aid allowance is paid to school administrative and support staff who undertake the first aid role and are appropriately trained as per the *Crown Employees (School administrative and support staff) Award*. The application form is available at: [First Aid Allowance Form](#)

The following provision is made for first aid allowances:

- One full time allowance is paid where the enrolment of the school is 500 students or less
- Two allowances are to be paid where enrolment exceeds 500 students.

### Schools: Application for additional First Aid Officer allowances

Principals may make application for additional first aid allowances on the basis of need through the Employee Services Unit in Bathurst. A risk assessment must be completed and provided with the request. Please forward requests to:

Leader, Employee Services  
Bathurst State Office, 140 William Street  
Bathurst NSW 2795.

### Schools: Cost of training for first aid officers

Schools should organise training for first aid officers and maintain details of their qualification and its currency with their first aid plan.

## Guide to First Aid Officers in the Department

### Schools: Cardio Pulmonary Resuscitation (CPR) training

Consistent with the Department's [Excursion Policy Implementation Procedures](#) schools should have as many employees as possible trained in cardio pulmonary resuscitation (CPR).

The *First aid in the workplace code of practice* recognises that staff trained to administer CPR and treat minor illnesses and injuries can provide first aid in most situations.

All school staff are encouraged to undertake annual CPR training, so that that staff can provide first aid where required, particularly in an emergency situation.

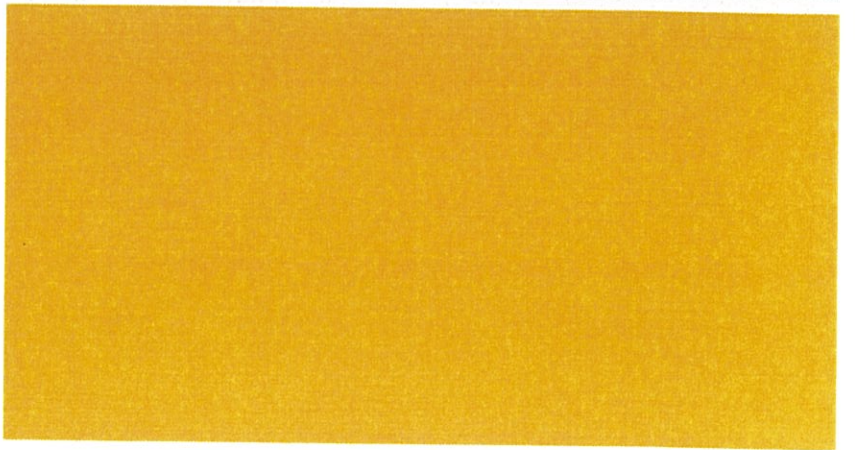
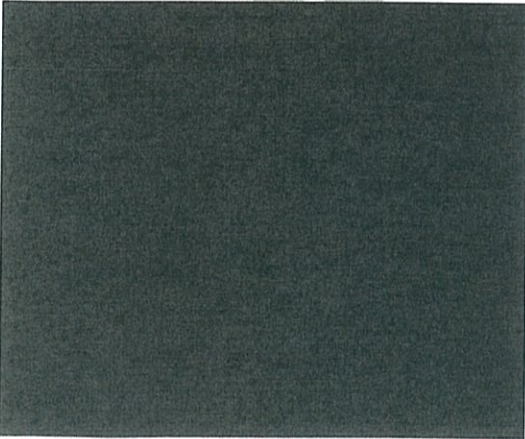
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Draft Defibrillator Information and Support Program

Work Health and Safety Directorate



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DRAFT

## 1. Definitions

What is an Automated External Defibrillator (AED)?

An automatic External Defibrillator (AED) assesses the rhythm of the heart and, if appropriate, provides audio commands to the rescuer to activate the device. An AED is used in the event of a cardiac arrest where the heart has a disorganized, or fibrillating, cardiac rhythm. Fibrillating heart muscles twitch randomly, rather than contracting in unison. This results in ineffective pumping of blood to the body and brain. The AED provides a 'shock' to a heart in cardiac arrest to help the heart muscles regain a normal rhythm. This is known as defibrillation. The AED will not apply a shock to a heart in a 'non-shockable' rhythm.

## 2. Introduction

These procedures provide workplace managers across the Department of Education with practical strategies for assessing their potential need to install and implement a defibrillator and its associated programs in their workplace. Further to that it will afford managers strategies to implement a program of training and upkeep of records and maintenance.

These procedures have been developed to provide specific guidance for all NSW Department of Education workplaces including NSW government schools and state office locations. They are intended for application with in departmental workplaces. The *Defibrillator Information and Support Program* procedures are to be read in conjunction with the department's *First Aid Procedures*.

Where available, defibrillation makes up a part of the resuscitation protocol of a cardiac arrest victim. However, it is important to note that the use of an AED is only one part of the emergency response for the person and does not negate the need for other priority actions. The steps in responding to the person are:

- Early access to ambulance by calling 000
- Early CPR e.g. CPR must not be delayed by attempts to locate an AED
- Early defibrillation e.g. use of an AED
- Early advanced life support

It is important to note that the use of an AED is only one part of the emergency response for the person and does not negate the need for other priority response actions. But is part of the DRSABCD action plan (summarised below):

D- Danger – In the approach to any emergency, the emergency carer must assess danger to themselves, bystanders and the patient.

R- Response – The purpose of finding a response is to see if the patient is conscious. To establish a response the emergency carer must squeeze the shoulders and shout simple commands at the collapsed person.

S- Send for help – If the patient does not respond, call or ask a bystander to call an ambulance (000 – triple zero). If available, also ask a bystander to gather a first aid kit.

A- Airway – Leave the unconscious patient lying on their back to check their airway. If there is a foreign object in the mouth, roll the patient into the recovery position to clear the airway. Once the airway is clear, tilt the patient's head back to remove the tongue and open the airway.

B-Breathing – To assess for breathing the emergency carer must: a) Look for the rise and fall of the chest and listen for the breath from the mouth and nose b) Feel for breathing and the rise and fall of the chest.

C- If there is no breathing present commence CPR. Locate the compression point by visualizing the centre of the chest. Give 30 compressions, one third the depth of the chest. Following the 30 compressions, commence 2 rescue breaths. Compression rate should be at a speed of 100 compressions per minute.

D- Apply defibrillator, if available – follow voice prompts.

Refer to the [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au) for further information (e.g. CPR fact sheet)

## 3. Responsibilities

Please refer to the department's First Aid procedures for information about responsibilities for the provision of first aid.

## 4. Developing and implementing a defibrillator program

The NSW Department of Education's *First Aid Procedures* set out the requirements for NSW government schools and other Departmental workplaces to have a defibrillator in place. Schools are considered to be an unusual location for cardiac arrest. However, workplaces may make a decision to purchase and maintain a defibrillator as part of their first

aid equipment if there is an identified risk. Refer to **Section 5 – Risk Management** for an assessment guide that schools and other departmental workplaces should use.

Based on formal advice from the NSW Ministry of Health, **there is no requirement** for NSW Department of Education schools or other workplaces to have a defibrillator in place. Schools are considered to be an unusual location for cardiac arrest. However workplaces may make a decision to purchase and maintain a defibrillator as part of their first aid equipment if there is an identified risk.

The following factors should be considered during the decision making process regarding the purchase of an AED. The workplace will be responsible for all the following elements related to the appropriate management of the AED:

- Initial purchase cost
- Initial training costs
- Ongoing training costs e.g. refresher or due to staff turn over
- Record keeping e.g. training, maintenance, incidents and investigations
- Service and maintenance costs

### *Cost*

The cost of purchase is to be met by the workplace through available funds.

WHS and PSD are looking at setting up a standing offer arrangement with one of the suppliers on Contract 956 to facilitate the purchasing for schools at competitive pricing.

In the interim schools should be considering the following items when looking at purchase:

- Do they cater for children (under 8 less than 25kg) and also for adults (or which models do)
- What is the price(s)
- What is the battery life
- How portable are they
- Do they come with a wall mounting bracket and Signage – or are those purchased separately
- Are they fully automated or semi automated

(This section is currently being developed in consultation with Procurement Directorate to include information about purchase of government contract)

### *Training*

Recent advances in defibrillation technology have enabled AEDs to be operated with relatively minimal or no-prior instruction. However, it is important that training is conducted to ensure that staff are aware of the proper application of the AED and how this is incorporated into other workplace emergency planning.

If an AED is purchased the workplace will need to establish and maintain a record keeping system of staff qualifications, competencies and training undertaken. These records would outline how the elements listed below have been addressed and include workplace based elements such as incorporation of the use of the AED into emergency plans.

Comprehensive training of persons in the operation of an AED should include the following elements:

- Development and testing of on-site action plans for response to cardiac arrest, including: calling for an ambulance, basic life support, and safe use of an AED
- Correct measures to minimise risk of cross infection during skills training and rescue procedures
- Incident recording, data collection and notification of each incident requiring deployment of an AED
- How to access the department's Employee Access Program (EAP)
- AED storage and maintenance.
- Access to re-certification training.

## 5. Risk management

### Risk assessment

NSW Department of Education workplaces, including schools, should conduct a risk assessment and forward the assessment to their Work Health and Safety Consultant for review and advice.

Refer to **tables and checklists below** for a risk assessment guide that schools and other departmental workplaces should use.

The following factors should be considered during the decision making process regarding the purchase of an AED. The workplace will be responsible for all of the following elements related to the appropriate management of the AED:

- Initial purchase cost
- Initial training costs
- Ongoing training costs e.g. refresher or due to staff turn over
- Record keeping e.g. training, maintenance, incidents and investigations
- Service and maintenance costs

Considerations for the purchase and use of AEDs

**Important note:** Defibrillators are not required under the Department's *First Aid Procedures*. There is no need to complete this risk assessment unless you believe that a defibrillator may be required for your workplace

### Risk Assessment Questionnaire for Automated External Defibrillator

Name of workplace	
Address of workplace	
Date of assessment	
Contact person	
Contact phone number(s)	

Due to the relatively low likelihood of cardiac arrest in a workplace (1.5%) and public places (12%)\*, the following assessment criteria are recommended for review to help determine the benefits of having an AED available in a particular location/facility. The risk of cardiac arrest from cardiovascular (e.g. heart) disease does increase with age and is generally higher for males than females. This should be taken into consideration in the assessment.

### Existing controls

The purchase of a defibrillator needs to be reviewed in the context of existing first aid and emergency care arrangements of a workplace. Maintaining first aid arrangements in accordance with the Departments first aid Procedures is a priority. This is because your first aid plan forms the basis for the school's response in an emergency. It needs to be considered in the context of other key arrangements eg first aid training, and the risk profile for your school.

Existing first aid controls	Yes	No
Do you have an existing and up to date first aid plan?		
Does you plan factor in time for emergency services to arrive at		

your workplace following contact?		
Do you have an appointed first aid officer(s)?		
[For schools] Have employees completed CPR training?		
Do you maintain a first aid or first aid kits in accordance with the First Aid Procedures?		
[For schools] Have employees completed emergency care training?		
Do you report all incidents and injuries?		
Do you maintain and update individual health care plans for students, with emergency response plans?		

### Risk assessment criteria

Risk Assessment Criteria		Yes	No
1	(a) Estimated more than 50,000 visitors to site per year, and/or (b) Major public gathering where on-site first aid is provided, and /or (c) Specific locations/events of high risk due to age (>50) or activity levels.		
2	Identifiable persons able to: (a) Undertake appropriate first aid training including AED. (b) Be available for response to the victim within four minutes. (c) Be available during operational / opening hours		
3	Isolation from emergency services response due to distance or potential access delays e.g. large crowds (>10 minutes)		
4	You have confirmed there is no access to an AED from neighbouring building that is readily accessible?		
5.	a. Have you consulted with relevant users for your workplace e.g. P & C b. Have you consulted with your employees where you believe a defibrillator may be required and if yes, c. Are they supportive of the purchase of the defibrillator and are they confident and willing to use it in an emergency		

Other relevant comment/information (e.g. community views)

Where required, workplace should use the [risk management tools](#) on the WHS Intranet to complete the risk assessment.

If all the answers in the assessment table were 'Yes', there is a strong case for the purchase of AEDs for your workplace. If a decision is made to purchase an AED the criteria provided in the checklist below should be actioned

**Recommendation**

A defibrillator is / is not required for the workplace (circle the applicable statement)

**Signature (workplace manager)**

Date:

**Comment of WHS Consultant:**

**Checklist criteria**

AED Checklist Criteria		Yes	No
1	Update your first aid plan to incorporate defibrillator location, use, training, maintenance and communication protocols		
1	Program is integrated with community medical and emergency services authorities' response.		
2	Responders have CPR, first aid, and AED knowledge and skills verified through assessment.		
3	Systems to document, review, and collect data on each 'incident'. Each incident must be reported to the WHS Hotline		
4	A system to provide post-incident support to the responder such as counselling and debriefing.		
5	On-site action plans for response to cardiac arrest incorporated into workplace emergency response plans.		
6	A system for on-site AED storage and maintenance, including ensuring that the		

	AED will be serviceable whenever needed, e.g. battery charged, pads not old/dry.		
7	Weekly check that Defibrillator has not failed its self-test (Recommended)		

## Security

Consideration is to be given to securing the AED in such a way as to minimise risk of machine theft whilst also allowing immediate access to the machine when required.

## 6. Providing and recording information

### Notification to WHS Directorate

It is important that the Department of Education maintains records of defibrillators kept in workplaces. If school/workplace purchases a defibrillator, please contact the WHS hotline on 1800 811 523 or email the WHS Directorate on:

[safeworking.learning@det.nsw.edu.au](mailto:safeworking.learning@det.nsw.edu.au)

### Record Keeping

Incident reporting: Please note, as the use of defibrillators is a new requirement and training and incident management needs to be monitored in order to improve systems and protocols, please report any use of the defibrillator to the WHS Incident Reporting Hotline on 1800 811 523.

In addition to training records, each workplace would need to establish and maintain a reporting system to:

- document each incident requiring AED deployment – **in addition to local records, all defibrillator uses must be reported to the WHS Directorate hotline on 1800 811 523 or email the WHS Directorate on:** [safeworking.learning@det.nsw.edu.au](mailto:safeworking.learning@det.nsw.edu.au)

### Service and Maintenance

Like any piece of plant or equipment, an AED is to be maintained in accordance with the manufacturer's specifications. The requirements of the *Work Health and Safety Act 2011* and *Managing Risks of Plant in the Workplace 2012*.

Based on recommendations of a number of first aid providers, it is recommended that a weekly inspection be performed on the machine to ensure the machine has not failed a self-check; this inspection only takes a minute to complete.

This includes checking:

- electrode pads are updated and within their use by date
- Batteries are replaced in accordance with manufacturer advice
- Weekly checks** are conducted on machine to ensure it has not failed a 'self-check'

### Signage

A defibrillator sign should be purchased and displayed at the point where the defibrillator is located.



### Students and defibrillators

**It is important to be aware that there are separate pads required for children who are less than 8 years of age and/or less than 25 kg, for defibrillator use. You will need to check the manufacturer's instructions for the**



**use of pediatric defibrillation electrode pads. This should be addressed in first aid planning and training.**

If a student's parents or carers provide the school with a Do Not Resuscitate order for their child advice should be sought from the Legal Services Directorate about the impact of the order on any emergency response the school will need to provide the student.

Update to the workplace First Aid Plan and treatment protocols

First aid plans and protocols must be updated to include defibrillators when they are purchased. It is important to note that the use of defibrillators should not take place in isolation from CPR. Staff should follow the emergency protocols established through their first aid training including e-emergency care, following the Doctors ABCD protocol.

**7. Legal liability for staff administering defibrillator**

In the unlikely event that a student is injured in some way as a result of the administration of first aid by a staff member, the staff member is protected by the legal principle of vicarious liability.

This means that unless the staff member has deliberately injured the student, or behaved with reckless disregard for the student's safety in the administration of first aid, the Department will be liable for any injury caused by the negligence of the employee.

Of course, if there is no negligence then neither the staff member nor the Department is liable. The same principles apply where first aid is rendered to another staff member or a member of the public.

Please also refer to Legal Issues Bulletin No 46, Legal issues concerning the administration of prescribed medications, health care procedures and medical emergencies in schools and TAFE NSW

[Legal issues Bulletin No 46](#)

**8. Supporting Resources**

Support and Information

WHS Consultants can provide support and assistance in relation to first aid management and defibrillators. Please contact your WHS Consultant if you would like assistance or contact the WHS Hotline on 1800 811 523

Guiding Principles for the deployment of AED in public/work places

See section 5 – risk assessment

Assessment Criteria

See section 5 – risk assessment

AED Checklist Criteria

See section 5 – risk assessment

**9. Further information and support**

For further information and support please contact the WHS Directorate Incident and Injury Notification Hotline on 1800 811 523 or your local WHS Consultant