

First Aid Management Procedure

Section 1 - Purpose and Scope

- (1) This Procedure outlines requirements for the management of first aid at The University of Queensland (UQ).
- (2) This Procedure supports UQ's [Health, Safety and Wellness Policy](#), which outlines UQ's commitment to the continuous improvement in the prevention of injuries, illness and incidents through an effective health and safety management system.

Context

- (3) UQ is legally obliged under the [Work Health and Safety Act 2011](#) (the WHS Act) and the [Work Health and Safety Regulation 2011](#) (the WHS Regulation) to comply with duties to provide adequate first aid and first aid facilities in the workplace. In addition to this Procedure, guidance for Organisational Units on how to determine first aid requirements and information on first aid equipment, facilities and training is provided by the Queensland Government's [First Aid in the Workplace Code of Practice 2021](#).

Section 2 - Process and Key Controls

- (4) Heads of Organisational Units are responsible for:
- a. assessing and managing risk related to the hazards that are present in the workplace, taking into account the duties and activities of the workplace as a whole;
 - b. ensuring adequate first aid resources and facilities in the workplace are provided and maintained; and
 - c. requiring UQ staff as First Aid Officer (FAO), qualified in the provision of first aid and cardiopulmonary resuscitation (CPR), to oversee the maintenance and management of first aid arrangements in Organisational Units.
- (5) Incidents requiring first aid must be reported in [UQSafe](#).

Section 3 - Key Requirements

Part A - Risk Assessment and management

- (6) First aid requirements will vary across campuses and workplaces according to the nature of hazards, tasks, the size and location of the workplace which must be considered when deciding first aid arrangements. First aid requirements must be implemented in accordance with the [First Aid in the Workplace Code of Practice 2021](#) (First Aid COP).
- (7) Key requirements of the First Aid COP include:
- a. first aid equipment and facilities are provided and accessible; and
 - b. an adequate number of workers, or other persons, have been trained to administer first aid.

(8) A risk assessment must be completed in [UQSafe](#) to ensure first aid arrangements are appropriate for the actual risks in the workplace and are capable of effectively responding to injuries or illness.

(9) This is achieved by:

- a. Identifying hazards to understand workplace activities, past incidents, and worker needs, and determine what injuries or illnesses could occur.
- b. Assessing the risk by considering how likely incidents are and how serious the outcomes could be, as well as workplace factors like size, location, workforce and any remote or after-hours work.
- c. Implementing controls in the form of appropriate first aid arrangements including trained first aiders, suitable kits, and required facilities.
- d. Monitoring and reviewing first aid procedures to ensure arrangements remain effective and continue to meet workplace needs.

(10) Appendix B of the First Aid COP provides additional guidance on the first aid risk management process, and further information about assessing workplace risks at UQ.

Assessing workplace risks at UQ

Nature of the work and hazards of the workplace

(11) Certain Organisational Units have greater risks of injury and illness due to the nature of work being carried out and the nature of the hazards at the workplace. For example, laboratories, workshops and animal facilities have a greater risk of physical injury that would require immediate medical treatment than office-based environments. These workplaces may therefore require different first aid arrangements.

(12) Records of injuries, illnesses, near miss events and other information that have been reported in the workplace can assist Organisational Units to make appropriate decisions about first aid requirements.

Size, location and nature of the workplace

(13) In relation to the size and location of the workplace, the following should be taken into account:

- a. distance between different work areas; and
- b. response times for emergency services.

(14) UQ first aid equipment and facilities should be located at points in the workplace that are easily accessible, clearly visible and in areas where there may be a higher risk of an injury or illness occurring.

Number and composition of the workers at the workplace

(15) When considering the composition and size of the workforce, contractors, subcontractors, volunteers, students, visitors, and members of the public must be included. Consideration should also be given to the particular needs of workers, such as those who are elderly, who have a disability or known health concerns (e.g. asthma, allergies or cardiac conditions).

Part B - First aid equipment and facilities

(16) Organisational Units must have displayed in the workplace the following first aid information:

- a. up-to-date emergency contact details;
- b. location of first aid equipment and facilities;
- c. name(s) and location(s) of the Organisational Unit's FAOs;

- d. names and location of other UQ workers in the Organisational Unit trained to administer first aid; and
- e. procedures to be followed when first aid is required.

(17) FAOs are responsible for monitoring and maintaining first aid equipment for the Organisational Unit including first aid kits and automated external defibrillators (AEDs).

First aid kits

(18) Organisational Units must maintain first aid kits with contents appropriate to the activities being conducted in the workplace. The contents of first aid kits will depend on:

- a. size, layout and location of the workplace;
- b. number of UQ workers;
- c. types of hazards; and
- d. likelihood and type of injury.

(19) First aid kits can be any size, shape or type to suit the workplace. The recommended content of a first aid kit is provided in Appendix E of the First Aid COP. First aid supplies can be ordered from UQ eMarket at the expense of the Organisational Unit.

(20) Organisational Units can send expired first aid supplies to the School of Veterinary Science Clinical Studies Centre (Gatton) or the Animal Ethics Unit (St Lucia) for use with animals.

Automated external defibrillator (AED)

(21) An AED may reduce the risk of fatality from cardiac arrest. Organisational Units that identify the need for an AED through a risk assessment are responsible for:

- a. the purchase, installation and ongoing maintenance of the AED; and
- b. notifying the Health, Safety and Wellness Division (HSW Division) of the installation and location of the AED to update the website.

(22) AEDs must be adequately signed and should be located in areas that are clearly visible, accessible and not exposed to extreme temperatures. A list of AED locations across UQ campuses is available from [UQ's first aid website](#).

Part C - First Aid Officers (FAOs)

(23) Heads of Organisational Units are responsible for conducting a risk assessment to determine the Organisational Unit's requirements for FAOs and for formally requiring FAOs in the Organisational Unit. Consideration must be given to appropriate first aid coverage on campus/site, therefore where first aid officers have working from home/working off campus arrangements in place, the risk assessment must consider this to determine if coverage is adequate. The requirement of FAOs is at the discretion of the Head of Organisational Unit as determined through the risk assessment. The following FAO ratios are recommended:

- a. Lower risk workplaces – one FAO for every 50 UQ workers.
- b. Higher risk workplaces – one FAO for every 25 UQ workers.
- c. Remote higher-risk workplaces – one FAO for every 10 UQ workers.

(24) FAOs take on the responsibilities set out in this Procedure and are eligible to apply for the first aid allowance.

(25) UQ may also make available FAO training to other staff on a voluntary basis. These staff may not be formally

required by the Head of Organisational Unit and are not eligible for the FAO allowance. They may decide to voluntarily provide first aid services if they are competent to do so.

(26) Heads of Organisational Units should consult with staff and/or the local Health, Safety and Wellness (HSW) Team to determine the FAO needs of the Organisational Unit. UQ staff can enrol in training through [Workday](#) with authorisation from the Head of Organisational Unit.

(27) To be qualified as a FAO, UQ staff must complete the following training:

- a. Provide First Aid (HLTAID0011), which must be renewed every three years with a Registered Training Organisation; and
- b. Provide Cardiopulmonary Resuscitation (CPR) (HLTAID009), which must be renewed annually with a Registered Training Organisation.

FAO allowance

(28) As per the [Enterprise Agreement](#), the FAO allowance is only an entitlement for professional staff. Academic staff do not have this entitlement.

(29) UQ professional staff who are required by the Head of Organisational Unit to hold a First Aid Certificate:

- a. are eligible to apply for payment of the first aid allowance in accordance with the [Enterprise Agreement](#); and
- b. must apply for the allowance by submitting a request through [Workday](#).

(30) FAOs who receive the allowance are obliged to respond promptly to any requests for first aid assistance and the application of first aid within the scope of their certified training at any UQ workplace.

(31) The allowance is funded by the Organisational Unit and may be applied for annually by the required FAOs who have met the qualification requirements as outlined in this Procedure. Further information about applying for the allowance is available from local Human Resources Professional Services Teams.

(32) Some UQ professional staff may be required to hold a first aid qualification and be required to provide first aid for certain tasks / activities for short periods of time during the year, such as field work. In these circumstances, the FAO is entitled to receive the FAO allowance for this period and can apply for this through [Workday](#).

(33) UQ workers who have first aid qualifications but are not formally required by the University to hold such qualifications are not eligible for the First Aid Allowance.

Applying for the allowance

(34) Applying for the FAO allowance is an online process through [Workday](#) and must be discussed with the person's direct Supervisor prior to applying.

(35) The FAO must upload their current First Aid Certificate into [Workday](#) (see [Workday Guide - Add Certifications](#)) to begin the process. The certificate will then appear in the Supervisor's staff profile. There are no notifications in [Workday](#) for this process. The applicant must notify their Supervisor that the certificate has been uploaded and that the Supervisor must initiate the process.

(36) The Supervisor must submit a request to have the first aid allowance paid to the applicant in [Workday](#) (refer [Workday Guide - Payments](#), quick reference guide [Submit Off Cycle Compensation Change Request](#)). Once submitted, the Supervisor should notify the applicant and their local Work Health and Safety Coordinator (WHSC) that this has occurred.

(37) Once the allowance has been approved, the applicant will receive a notification.

(38) Additional information and any further queries can also be sought from AskHR (askhr@uq.edu.au).

Vaccine Preventable Diseases (VPD)

(39) FAOs are recommended to have completed the standard Australian National Childhood Immunisation Schedule and be immunised against Hepatitis B. Organisational Units may require FAOs to have immunisation for Hepatitis B as a result of the risk assessment process. FAOs can obtain vaccination (and screening to confirm Hepatitis B immunity) by contacting the Occupational Health Nurse Advisor in the HSW Division. If vaccinations are a requirement, costs will be met by the Operational Unit. For more information on vaccine preventable diseases, refer to [Vaccinations and Immunisation Procedure](#).

Part D - Additional first aid training

(40) Heads of Organisational Units may require FAOs to undertake additional, or more extensive, first aid training in workplaces. This is determined by a risk assessment where there may be a higher risk of serious injury occurring or for specific projects involving higher risk activities (e.g. boating/diving and some types of field trips).

(41) Managers and Supervisors of the activity are responsible for determining any additional first aid training requirements and ensuring that UQ staff have undertaken the appropriate training. The cost of any additional first aid training will be met by the Organisational Unit.

Part E - Reporting incidents

(42) All injuries, illnesses and near misses must be reported in [UQSafe](#). If the injured person has not reported the incident or is unable to do so, the FAO can complete this on their behalf.

Section 4 - Roles, Responsibilities and Accountabilities

Heads of Organisational Units

(43) The Head of Organisational Unit is responsible for the ongoing review of the Organisational Unit's first aid management, including:

- a. an annual review of the adequacy and availability of first aid facilities and resources;
- b. reviewing the risks of the workplace, tasks and activities to determine first aid requirements (in consultation with relevant UQ workers, taking into account the size, location, risk profile of the workplace and response times for UQ security and emergency services);
- c. ensuring adequate budget allocation in the Organisational Unit for the management of first aid facilities and requirements including:
 - i. purchase and ongoing maintenance of first aid kits and supplies;
 - ii. battery and pad replacement for AEDs;
 - iii. additional first aid training requirements specific to the Organisational Unit; and
 - iv. resourcing of FAOs (e.g. vaccines and allowance costs).
- d. appointing FAOs;
- e. undertaking a risk assessment prior to appointing new FAOs or the reappointment of an existing FAO (with the assistance of the local Safety Team);

- f. liaising with Supervisors and Managers to ensure the number of FAOs adequately cover the risks of the Organisational Unit;
- g. ensuring [immunisation](#) status of FAO is suitable to the risks they may be exposed to; and
- h. ensuring FAO names and contact details are prominently displayed in the workplace.

First Aid Officers (FAOs)

(44) FAOs that are required by the Head of Organisational Unit are responsible for:

- a. administering first aid wherever it may be required;
- b. maintaining current first aid training competencies, vaccinations and immunisations throughout their appointment;
- c. monitoring the adequacy of first aid facilities in the workplace, including first aid kits and AEDs;
- d. ensuring the location of first aid kits and facilities is adequately signposted (first aid signs must comply with [AS 1319:1994 Safety Signs for the Occupational Environment](#), access via [Standards Databases through UQ Library](#));
- e. maintaining the workplace first aid kit on a regular basis (at least monthly for higher-risk workplaces and three monthly in lower risk areas), including:
 - i. recording use of its items;
 - ii. removing expired items;
 - iii. replenishing items as required; and
 - iv. ensuring it remains fit for purpose.
- f. arranging for additional security, ambulance or medical assistance for a casualty where required;
- g. maintaining records of all injuries and treatments under health records legislation (e.g. name, address and contact details, nature of the problem, treatment and possible diagnosis, family history) and ensuring an incident report on [UQSafe](#) has been completed; and
- h. completing the injury report in [UQSafe](#) if the injured party/parties are unable to complete the report themselves.

(45) Further guidance on first aid responsibilities is available from the First Aid COP.

Managers and Supervisors

(46) Managers and Supervisors are responsible for:

- a. advising workers of this Procedure and its requirements through induction processes and periodically to all staff through local communication means;
- b. providing workers with access to first aid facilities and first aid kits in the workplace;
- c. ensuring that relevant corrective action is implemented following an incident requiring first aid;
- d. ensuring all first aid incidents are recorded in [UQSafe](#); and
- e. UQ workers receive appropriate induction on the local provision of first aid, e.g. the location of first aid kits, AEDs (if available in the work area) and the identity of the FAOs.

UQ Workers

(47) UQ workers are responsible for taking reasonable care of themselves and others in the workplace, including:

- a. familiarising themselves with the name and location of the local FAO from the list of [Local Safety Network Contacts and Support](#);

- b. participating in induction and first aid training programs as instructed by their Supervisor;
- c. participating in the development of risk assessments for the provision of first aid as required; and
- d. being aware of the correct emergency and first aid procedures associated with the work activities they undertake.

Section 5 - Monitoring, Review and Assurance

(48) The Director, Health, Safety and Wellness (Director, HSW) is responsible for the broad communication of this Procedure. Local Safety Teams must review the workplace and its first aid kits as part of the annual workplace inspections.

(49) The HSW Division will review this Procedure periodically to ensure its currency and relevance to the management of first aid at UQ.

Section 6 - Recording and Reporting

(50) The HSW Division maintains [UQSafe](#) which includes incident, hazard and risk management modules:

- a. to meet legal obligations under the [Work Health and Safety Act 2011](#); and
- b. as an important component in hazard control, risk management and incident prevention.

(51) Collection of first aid information by UQ assists in the protection of UQ workers from the risks of VPD exposure or transmission due to the inherent requirements of their work, study or research activities. The information provided, as a requirement of the [Public Health Act 2005](#), may be disclosed to Queensland Health or other placement organisations where the disclosure is authorised or required by law.

(52) Human Resources Division will update an individual's first aid training records in the HR system upon evidence of the first aid qualification.

Section 7 - Appendix

Definitions, Terms and Acronyms

Term	Definition
Enterprise Agreement	The University of Queensland Enterprise Agreement 2021-2026 or as amended or replaced.
Higher Risk Workplace	A workplace where workers are exposed to hazards that could result in serious injury or illness and would require first aid. Examples of workplaces that may be considered higher risk are ones in which workers: • use hazardous machinery (e.g. mobile plant, chainsaws); • use hazardous substances (e.g. chemical manufacture, laboratories, horticulture); • are at risk of falls that could result in serious injury; • carry out hazardous forms of work (e.g. working in confined spaces, electrical work, welding); • are exposed to the risk of physical violence; or • work in or around extreme heat or cold.
Lower Risk Workplace	A workplace where workers are not exposed to hazards that could result in serious injury or illness such as offices, shops or libraries. Potential work-related injuries and illnesses requiring first aid could be minor.

Term	Definition
UQ Workers	For the purposes of this Procedure includes: • Staff - continuing, fixed-term, research (contingent funded) and casual staff; • Undergraduate, masters and Higher Degree by Research students; • Contractors; and • Volunteers where required and approved by the Organisational Unit.
Workplace	For the purpose of this Procedure, a workplace is any place where work is undertaken by UQ, including field sites and other off-campus locations.

Status and Details

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