



Couple of takeaways

- First aid facilities are to be available at all Hydro Tasmania group workplaces, sites and vehicles to ensure adequate response to emergencies and incidents.
- First aid kits are to be regularly checked by either the first aider or service provider to ensure the content is complete and in date.



What is this procedure for?

This procedure sets out Hydro Tasmania group expectations to ensure that first aid is readily accessible at a workplace and the facilities provided are consistent with the potential hazards and risks a worker may reasonably encounter at that workplace.

The procedure applies to all Hydro Tasmania workplaces and Hydro Tasmania group workers (including contractors) and visitors. Where a member of the public is seeking first aid in a public setting, Hydro Tasmania group encourages the worker to render assistance, however the decision to render assistance resides with the worker.



What are the roles and responsibilities?

Site manager shall

- As far as reasonably practical, ensure that resources are provided for the administration, maintenance and management of effective First Aid that reduces the severity potential of a work-related injury.

Work planner shall

- Ensure that the current minimum standards outlined within this Standard are met leading up to the initiation of the work and / or project
- Ensure that workers are scheduled for first aid training events as outlined within this standard

Manager/ worker with direct control of workplace shall

- Ensure the provision of first aid services as appropriate to their workplace and the activities undertaken there
- In the event of an incident, communicate with family members in consultation with a people and culture advisor and this standard

Note: This may include roles such as line managers, asset owners and their delegates, job managers, site managers and project managers, and Authorised Issuing Officers (AIOs).

First Aid

Workers shall

- Adhere to reasonable instruction provided by a first aider and Hydro Tasmania group as outlined within this and supporting standards and procedures

People and culture shall

- Arrange and ensure training of first aiders
- Maintain training records
- Manage first aider allowance if required

Occupational first aider shall

- Provide first aid to sick and injured workers (including contractors), visitors and clients appropriate to the level of the first aid qualifications held
- Avoid risk to themselves and others through adherence to safe procedures in all treatment situations, including the management of communicable diseases
- Attend training to maintain competency
- Maintain the designated first aid facility (post)

WHS team shall

- Provide advice and support to first aiders.
- Maintain and review WHS documentation
- Communicate and provide training in the application of WHS processes



How is the process managed?

General principles

First aid facilities are available at all Hydro Tasmania group workplaces including the power stations, project offices, office building, work sites and Hydro Tasmania group vehicles.

- First aid facilities will be appropriate to the work being performed
- All Hydro Tasmania group vehicles shall contain a first aid kit
- First aid attendants will be trained to a minimum standard
- First aid materials shall be disposed of responsibly and must not be reused.

First aid services

Any additional assessment for the provision of additional first aid services and / or equipment as detailed within this standard shall be performed in accordance with the HSE hazards, risks and opportunities procedure.

Designated first aid facility (post)

Hydro Tasmania group shall provide access to first aid facility (post) at all Hydro Tasmania group managed workplaces and assets. First aid facility (post) shall be established for:

- Low risk workplaces with 200 workers or more
- High risk workplaces with 100 workers or more
- As otherwise identified by a risk assessment

The type and size of facilities and services will be determined in accordance with the First aid in the workplace code of practice.

First aid kits

Basic first aid kits

All first aid kits shall provide basic equipment for administering first aid for injuries including:

- Cuts, scratches, punctures, grazes, and splinters
- Muscular sprains and strains
- Minor burns
- Amputations and / or major bleeding wounds
- Broken bones
- Eye injuries
- Shock

The basic first aid kit shall be in all Hydro Tasmania group owned and operated vehicles and operating plant. Basic first aid kits may also be required for hire and / or vehicles and operating plant. Hydro Tasmania group workers shall have access to supplementary first aid equipment where additional hazards within the workplace are present. This is covered in the following paragraphs.

Outdoor work

If work is performed outside and there is a risk of insect or plant stings or snake bites, assess whether the following items should also be included in the first aid kit:

- A heavy-duty crepe bandages
- Sting relief cream, gel or spray

Remote work

Where people work in remote locations, a first aid kit should include:

- A heavy-duty crepe bandage 10 cm (for snake bites)
- Large clean sheeting (for covering burns)
- Thermal blanket (for treating shock)
- Whistle (for attracting attention)
- Torch / flashlight

Burn / arc flash injuries

- Burn treatment instructions on two water-proof instruction cards: one for the first aid kit and the other to be located on the wall next to the emergency shower or water supply
- Hydro gel (8 x 3.5-gram sachets)
- Hydro gel dressings
- Clean polythene sheets (small, medium, and large)
- 7.5cm cotton conforming bandage such as burns dressing within Low Voltage Rescue Kits.

First aid kit maintenance

First aid kits shall be kept current and complete of content by the designated first aider or service provider and must:

First Aid

- Be immediately accessible to all workers
- Have emergency contact numbers (phone & radio) located in the kits along with resuscitation charts, a content list, response log and pen

The assigned worker (first aider) and or service provider is responsible for checking the contents of the kit, cleaning the outside and inside of the kit and tidying up the contents and checking everything is in date.

Records shall be maintained of the content checks indicating the kit number, location, date, by whom it was checked and the replacement of any items.

Appointed first aider ratios

The number of first aiders required for first aid facilities (post) shall be one appointed first aider for every 50 workers permanently based at the workplace (1:50).

High risk work performed in remote or isolated locations and where reasonable first responder medical response times will be exceeded (>15 minutes), there shall be at least one appointed first aider in place for every ten workers (1:10).

Automated external defibrillators (AED's)

The AED machines are to be used in conjunction with cardio-pulmonary resuscitation (CPR). The AED is not to be used on patients weighing less than 25 kg or less than eight years of age. A response time of six minutes from time of incident to first shock is the ideal time frame in order to increase likelihood of the patient's survival. AED's shall be located so as to:

- Ensure a rapid response (< 3 minutes)
- Areas where many people work closely together, such as office buildings or warehousing operations
- Close to a confined space
- Areas where electric-powered devices are used. Training shall be kept up to date.

Oxygen administration

Remote work locations may require additional first aid requirements such as the provision of oxygen. Where access to medical assistance for an injured worker is likely to be longer than one hour (ambulance services, hospital and medical centres), oxygen administration equipment may be required.

The oxygen administration equipment shall be:

- Administered by trained and competent persons
- Routinely inspected to ensure its contents:
 - oxygen cylinder (at least 80% full)
 - pressure gauge, pressure regulator, flow meter
 - non-rebreathing mask
 - oropharyngeal airway kit
 - manually operated self-inflating bag-valve mask unit with an oxygen reservoir

How is the first aid administration managed?

Infection control

Universal Standard precautions in first aid response is an assumption that all blood and bodily fluids are a potential source of infection, independent of diagnosis or perceived risk. All first aiders are required to adopt the universal precaution approach as prescribed in their training:

- Face masks are available in each first aid kit and are to be used to provide Emergency expired air resuscitation. When a face mask has been used first aiders should contact the nominated worker to arrange a replacement for the first aid kit
- First aiders should be aware of what to do if they have accidental contact with blood or body substances, or a sharps injury contact with a person known to have a contagious illness. Any part of the body meets blood or body substances should be washed with soap and water immediately. Prompt medical advice should be obtained
- All First aiders should be offered hepatitis B virus vaccination
- All items that are soiled with blood or body substances should be placed in plastic bags and tied securely. Sharps, including scissors and tweezers, that have become contaminated with blood or body substances should be disposed of in a rigid-walled, puncture-resistant sharps container
- If a first aider sustains a sharps injury or thinks they are at Risk of infection from blood or bodily fluid contamination, they should seek prompt medical advice
- As a rule, all first aider should err on the side of caution. If ever in doubt about a patient's status, call an ambulance. Emergency

personnel will ascertain over phone or in person whether the patient needs to be taken to hospital.

Decision to call ambulance

A patient has the right to refuse to go with paramedics in an ambulance, however once a patient has made this decision against the advice of paramedics, they are obligated to leave the Hydro Tasmania group premises. The **Manager/PIC or worker with direct control of workplace** shall arrange for a taxi or family member to be contacted to arrange a safe journey home. Under general circumstances a Hydro Tasmania group worker should not drive a patient in their personal car or company vehicle unless advised by medically qualified and / or emergency services personnel. (e.g. meeting emergency personnel at a pre-determined place due to the remoteness of the workplace)

Administrative review

For any first aid response which requires significant support and care of the patient, or which occurs during extenuating circumstances, a debrief of the event will take place as part of the incident / investigation process. The aim of any debrief is to identify the strengths, and deficiencies of the response plan as revealed by the incident. The following workers should be involved in the evaluation:

- People and culture manager
- First aider who responded
- Work support officer

How is the communication managed?

Reporting and confidentiality

All First Aid incidents shall be reported by using Incident management and investigation procedure and the incident management module of MySap. Medical records and details of treatment are confidential and shall be treated as such.

Notifying injured person's family of injury/illness

In the event that a person requires further medical attention beyond that which can be provided at a Hydro Tasmania group workplace and the patient is not able to contact their family or nominee, the **Manager/PIC or worker with direct control of workplace** to which the patient is associated is responsible for arranging for the immediate family or nominee to be notified.

This can be assisted through:

- The patient advising a Hydro Tasmania group representative of the relevant persons and their contact details and requesting that those person/s be notified.

If the patient is not conscious:

- The emergency contact information located within the workers personnel file can either be given to emergency service personnel or used directly by the **Manager/PIC or worker with direct control of workplace** or to advise the family of the Incident

If the patient is a Contractor, the relevant Hydro Tasmania group Contract contact is to contact the patient's employer. If the patient is a member of the public, the **Manager/PIC or worker with direct control of workplace** shall, at their discretion, contact the injured person's nominated next of kin. Alternately Emergency Services personnel can be requested to make this contact.

What training is required?

Appointed first aiders

The following activities define where a worker must hold a nationally recognised unit of competency for first aid which is issued by a recognised training organisation (e.g. provide first aid)

- Trade, operations, maintenance, and construction work within the operational environment
- Where access is required to hazardous and restricted areas to perform work
- High risk work
- Appointed first aiders appointed first aiders may also require additional training and awareness where supplementary first aid equipment is utilised.

Office based workers

All office-based workers are not required to have first aid training unless otherwise identified by a risk assessment.

Occupational first aid

First Aid

The worker allocated the responsibility for maintaining and provision first aid services for a designated first aid facilities (post) must hold a nationally recognised unit of competency for occupational first aid which is issued by a recognised training organisation (e.g. Occupational First Aid Skill)

First Aid Awareness

First Aid arrangements and procedures at Hydro Tasmania group shall be communicated to workers (including contractors) and visitors. This may be achieved by:

- Induction
- Posters of appointed first aiders with names and pictures
- Signage of first aid kits and first aid rooms
- Emergency management documentation and drill