

# MADEC Quality Procedure



<b>Title:</b> <b>First Aid</b>	<b>Document Number: MQPR 4-4</b> <b>Custodian:</b> <b>Infrastructure and OH&amp;S Manager</b>
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## Purpose

- To describe MADEC's management commitment to occupational health and safety
- To ensure that all staff members receive appropriate information, instruction, training and supervision regarding occupational health and safety
- To ensure that people with disadvantages are provided assistance and support enabling them to enjoy the same basic rights and opportunities generally available to all Australians
- To promote MADEC's quality management system and encourage people with disadvantages to participate in improvement processes

## Scope

- All staff members employed at MADEC

## References

- Australian Quality Training Framework June 2010 Essential Conditions and Standards for Continuing Registration
- Disability Services Act 1986
- Disability Services Standards and Key Performance Indicators 2003, Evidence Guidelines Disability Employment Services (July) 2007
- Disability Employment Services Quality Framework 2010
- Job Services Australia Quality Framework 2010
- Job Services Australia Quality Assessment Instructions Measure 1 JSA Provider Capability
- First Aid in the Workplace Code of Practice 1995
- ISO 9001:2008 Standard 6.2 – Human Resources
- Security Services Contract
- VET Quality Framework / Standards for NVR Registered Training Organisations 2011
- Victorian Occupational Health and Safety Act 2004 and OHS Regulation 2008
- Work Health and Safety Act 2011

## Definitions

Disease – means illness, sickness, ailment, virus, infection, disorder or syndrome

Emergency –any event resulting from internal or external sources which endangers or threatens to endanger the safety or health of any person, or which destroys or threatens to destroy or damage property

Emergency Control Team – staff members responsible for administering the warden system, and plans for the management of emergencies at MADEC

First Aid – a treatment to preserve life and minimise the consequence of injury until help from a doctor or nurse arrives

Hazard – is a source or situation with potential to cause injury, illness or damage to persons, property or the environment

Incident – is an unplanned occurrence that causes or could have caused injury and/or damage to property and or equipment. Incidents range from a near-miss to serious accidents and emergencies

Near Miss / Near Hit – is also an incident but no injury or damage to property has occurred

Occupational Health and Safety – is the condition in which persons are protected from the risk of work injury so far as is practicable in the light of current knowledge through the control of the work environment, machinery and equipment and work behaviour

Risk – the combination of the frequency, or probability of occurrence, and consequence of a specified hazardous event

Risk Assessment – the overall process of estimating the magnitude of risk and deciding whether it is tolerable

Safety Audit – is a management tool to measure the occupational health and safety performance of the organisation, an objective way of determining how well MADEC is performing in occupational health and safety and or identify areas of poor performance within MADEC, analysing the entire occupational health and safety program. During safety audits a Site Hazard Checklist is used as the auditing tool

Site Hazard Checklist – a vital management tool in recognising existing and potential hazards in the workplace that have the capacity to cause incidents, generally looking at the physical features of the workplace and MADEC's work practices

Visitors – include volunteers, contractors, suppliers and persons not classified as staff member or customers

Workplace – a place, whether or not in a building or structure, where employees or self-employed persons work

Workplace Inspection – a vital management tool in recognising existing and potential hazards in the workplace that have the capacity to cause incidents, generally looking at the physical features of the workplace and MADEC's work practices with a view to continuous improvement

## Acronyms

ASQA – Australian Skills Quality Authority  
CEO - Chief Executive Officer  
DES - Disability Employment Services  
DESQA – Disability Employment Services Quality Assurance  
DSS - Disability Services Standards  
NVR – National Vocational Regulator  
OHS - Occupational Health and Safety  
SM - Infrastructure and OH&S Manager  
VET – Vocational Education and Training

## Procedure

### Roles and Responsibilities

A1 The Infrastructure and OH&S Manager shall ensure that there are First Aid Officers designated in each of MADEC's sites and branches

- A2 First Aid Officers shall
  - A2.1 Be contacted in the event of an injury or accident
  - A2.2 Be responsible for assessing the extent of the injury
  - A2.3 Treat minor injuries with appropriate supplies from the nearest first aid kit
- A3 First Aid Officers shall contact the Ambulance for injured parties if paramedic attention is deemed necessary
- A4 First Aid Officers shall contact the ambulance if any of the following conditions exist
  - A4.1 Poisoning
  - A4.2 Severe bleeding
  - A4.3 Vomiting blood or passing blood
  - A4.4 Breathing problems
  - A4.5 Unconsciousness or altered conscious rate
  - A4.6 Injuries to the head neck or back
  - A4.7 Possible broken bones
  - A4.8 Persistent chest or abdominal pain
  - A4.9 Severe headache or slurred speech
  - A4.10 Seizures
  - A4.11 Any other circumstances that has potential to result in a serious condition
- A5 First Aid Officers shall contact the ambulance if
  - A5.1 They are faced with a crisis they are not able to deal with
  - A5.2 The injured person has an impaired capacity to make judgement
  - A5.3 The injured person persistently refuses to follow recommended actions
- A6 First Aid Officers shall take steps to protect the injured person and others against possible consequences of their actions by
  - A6.1 Contacting emergency services against the will of the injured person
  - A6.2 Physical coercion in the most extreme situations to protect life
- A7 First Aid Officers shall complete the Incident- Hazard Report Form (also refer MQPR 4-2) for all accidents, injuries and disease and forward copies to the Infrastructure and OH&S Manager or delegate
- A8 The Infrastructure and OH&S Manager or delegate shall
  - A8.1 File the Incident - Hazard Report Form on the person's file
  - A8.2 Forward all completed Incidents - Hazard Report Forms to the Corporate Services Manager
  - A8.3 The Chief Financial Officer shall forward serious reports to the Corporate Management Team to ensure corrective and preventive actions are implemented appropriately

- A9 The Infrastructure and OH&S Manager or delegate is responsible for
- A9.1 Informing all staff members of the location of first aid facilities and procedures
  - A9.2 Maintaining a current list of first aid officers and contact numbers
  - A9.3 Ensuring that all first aid kits have a current list of first aid officers and contact numbers
  - A9.4 Providing ongoing training and recruitment of first aid officers (also refer MQPR 3-6)
  - A9.5 Maintaining a register of all past and present first aid officers
  - A9.6 Ensuring that first aid kits in all sites and branches are maintained in proper condition
  - A9.7 Ensuring that the contents of first aid kits are replenished as necessary
  - A9.8 Coordinating with an independent contractor to ensure replenishment of all first aid kits

## **Records**

Incident - Hazard Reports  
First Aid Officers Register

## **Associated Quality Documents**

First Aid Kit Contents – Vehicle  
First Aid Kit Contents – Office  
First Aid Kit Contents – Industrial

## **Authority**

Chief Financial Officer

## **Reviewed By**

Custodian of this Procedure