



Guide to First Aid in the Workplace

Maintaining a safe working environment

MAINTAINING A SAFE WORKING ENVIRONMENT IS CRITICAL FOR THE SAFETY AND WELLBEING OF EVERYONE

Some workplaces are higher risk than others; factories are more hazardous places than offices, it's a given; however, no workplace is ever truly free from hazards, risks, or illnesses.

It is a legal requirement of Safe Work Australia that each workplace must ensure the provision of first aid equipment and have fully trained staff ready to handle any situation. Assess your first aid protocols before they're needed.



HOW TO PERFORM A RISK ASSESSMENT

ULTIMATE GUIDE TO FIRST AID

Accidents can happen to anyone at any time, even in low-risk organisations with few employees. All organisations should undertake a risk assessment to determine their unique first aid needs.

The following risk assessment checklist can be used by your business to assess the type of first aid equipment that your business requires.

Example risk assessment.

Considerations	Questions to ask	First aid and health and safety provision	Notes
Hazards	What hazards does your workplace have? [This could be low-level, found in offices and shops, or high-level such as chemicals or dangerous machinery.]	<ul style="list-style-type: none"> • Appoint a person to take charge of first aid arrangements • Have a suitably stocked first aid kit • Provide first aiders • Ensure people know the location of first aid equipment • Inform emergency services in advance 	
	Housekeeping - are floor surfaces even, free of water or other fluids? And are stairways and work areas clear from obstruction and well-lit?	<ul style="list-style-type: none"> • Ensure appropriate cleaning processes are used • Ensure lighting is efficient 	
	Manual handling - are work items that are used regularly within easy reach?	<ul style="list-style-type: none"> • Ensure shelves are in appropriate places and machines or equipment are easily accessible • Conduct Manual Handling training sessions 	
	Hazards	<ul style="list-style-type: none"> • Ensure electrical appliances are checked, inspected, and maintained regularly 	
	Hazards	<ul style="list-style-type: none"> • Appoint a person to take charge of first aid arrangements • Stock first aid box • Provide first aiders • Provide additional first aid equipment 	

Considerations	Questions to ask	First aid and health and safety provision	Notes
	Are there inexperienced workers on site? E.g. people on work experience, or people that have disabilities or health problems?	<ul style="list-style-type: none"> • Provide first aiders with additional training • Provide additional first aid equipment • Ensure people know the location of first aid equipment 	
Accidents and ill-health records	What injuries and illness have occurred in your workplace and where did they happen?	<ul style="list-style-type: none"> • Ensure your first aid supplies cater for common types of injuries and illness that might occur in your workplace • Monitor accidents and ill health and review first aid provision regularly 	
Working arrangements	Do you have employees that travel a lot, work remotely or work alone?	<ul style="list-style-type: none"> • Issue personal first aid kits • Issue personal communicators / mobile phones to employees 	
	Do any of your employees work shifts or out of hours?	<ul style="list-style-type: none"> • Ensure there is adequate first aid provision at all times people are at work 	
	Are the premises spread out? E.g. are there several buildings on the site, or multi-floor buildings?	<ul style="list-style-type: none"> • Consider provision in each building or on each floor 	
	Is your workplace remote from emergency medical services?	<ul style="list-style-type: none"> • Inform emergency services of your location • Consider special arrangements with the emergency services • Consider emergency transport requirements 	
	Do any of your employees work at sites occupied by other employers?	<ul style="list-style-type: none"> • Make arrangements with other site occupiers to ensure adequate supplies of first aid • Create an agreement between employers 	
	Do you have enough provision to cover for your first aiders or appointed persons when they are absent?	<ul style="list-style-type: none"> • Consider what cover is needed for annual leave and other planned absences • Consider what cover is needed for unplanned and exceptional absences 	

Considerations	Questions to ask	First aid and health and safety provision	Notes
	Do members of the public visit your premises?	<ul style="list-style-type: none"> Under legal regulations, you have no duty to provide first aid for non-employees, but HSE recommends that you include them in your first aid provision 	
Mental health of employees	Are there signs that indicate an employee is becoming unwell?	<ul style="list-style-type: none"> Learn to identify symptoms and signs of anxiety, depression and other mental health issues 	
	Do you have remote, lone or workers who travel long distances?	<ul style="list-style-type: none"> Provide information and training for employees and managers on the subject of mental health so that people are aware of the dangers 	
	Are line managers prepared to deal with mental health issues as they arise?	<ul style="list-style-type: none"> If necessary, employ occupational health professionals to offer specialist treatment and coping strategies Appoint mental health-trained first aiders and implement employee support programmes – don't let people 'suffer in silence' 	

Common Workplace Risks

HAZARDS CAN BE AROUND EVERY CORNER, AND THERE ARE SEVERAL “COMMON” WORKPLACE RISKS TO BE AWARE OF

We’ve listed them below, to help you improve standards of safety in your organisation. Top six common first aid safety hazards:

1. Poor housekeeping

From clutter blocking fire exits, walkways and emergency exits to over-stacking office shelves or electrical rooms being used inappropriately for storage, general “housekeeping” can be a common safety hazard in many organisations.

Workers shouldn’t wait for housekeeping or maintenance people to take care of these issues and should clean up as necessary. Another issue can be leaks, spillages or standing water which can contribute to slips, trips, or falls.

However, if the clutter or spillage requires specialised training to clean up, then employees should alert managers, who can send the appropriate staff to deal with the issue.

2. Electrical - extension cords

Many electrical hazards are related to inappropriate use of extension cords.

This can be seen when multiple extension cords or power strips are used, and “chained” together.

Extension cords can be useful for temporarily supplying power but shouldn’t be looked upon as a permanent solution – which is when a cord is used for several weeks or months.

Extension cords lying on the ground for extended periods of time can be a trip hazard, and subject to traffic abuse if located in busy factories or warehouses that have machinery in operation such as forklifts. Regular footfall or machinery on extension cords can wear down the insulation around wires and create shock hazards.

In addition, multiple extension cords can cause fire risks.

3. Chemical substances

Workers can be exposed to chemicals in liquids, gases, vapours, fumes, and particulate materials.

Chemical hazards include acids, pesticides, carbon monoxide, flammable liquids, welding fumes, silica dust and fibreglass fibres.

If you purchase and use chemicals as part of your business, you must have a control system in place, to ensure that your employees know what the chemicals are for and why they were ordered.

4. Physical hazards

This focuses on factors in the environment that can harm the body and skin of your employees, without them touching it.

It can include issues such as radiation, exposure to sunlight or ultraviolet rays, extreme temperatures (hot or cold) and constant loud noise.

5. Biological hazards

These will be relevant for businesses that work with animals, people or infectious plant materials, and can often impact those that work in schools, day care facilities, colleges and universities, hospitals, laboratories, emergency responses, nursing homes and any outdoor occupations.

Hazards and things that your employees may be exposed to include blood and other body fluids, fungi / mould, bacteria and viruses, plants, insect bites and animal droppings.

Other hazards outside the first aid spectrum include:

Ergonomic - these occur when the type of work, body position and working conditions put a strain on your body.

Work organisation - this relates to hazards or stressors that cause stress from workplace issues such as workload, lack of control and/ or respect.

6. Mental health hazards

These are issues centering around how we think, feel and behave. The most

common mental health issues are anxiety and depression, with work-related stress considered a significant factor. As an employer, you can help manage and prevent stress by improving conditions in the workplace - simple acts such as improving the lighting, providing adequate back support for chairs and empowering workers to communicate can make a huge difference.



How to meet health and safety standards

Safe Work Australia requires that a person conducting a business or undertaking at a workplace must ensure:

- a. the provision of first aid equipment for the specific workplace; and
- b. that each worker at the workplace has access to the equipment; and
- c. access to facilities for the administration of first aid.

Failure to do this can result in a maximum penalty of \$6,000 for an individual or \$30,000 for a body corporate.

Safe Work Australia also requires that a person conducting a business or undertaking at a workplace must ensure that:

- a. an adequate number of workers are trained to administer first aid at the workplace; or
- b. workers have access to an adequate number of other persons who have been trained to administer first aid.

Failure to do this can result in a penalty of \$6,000 for an individual or \$30,000 for a body corporate.

Similarly businesses must also ensure that an emergency plan is prepared and maintained for the workplace, that includes:

- An effective response to an emergency
- Evacuation procedures
- Notifying emergency service organisations at the earliest opportunity
- Medical Treatment and Assistance
- Effective communication between the person authorised by the person conducting the business or undertaking to coordinate the emergency response and all persons at the workplace.

THE NUMBER OF WORKERS IN YOUR WORKPLACE

For the purposes of deciding who requires access to first aid, you should consider the maximum number of workers you may engage at one time. Generally, a larger workforce requires more first aid resources.

You should also consider:

- the particular needs of workers who have a disability or a known health concern for example asthma or allergies, and
- others at your workplace who are not your workers, for example:
 - students in schools and education facilities
 - clients under care, and
 - members of the public in places involving exercise, leisure and entertainment for example gyms, cinemas and shopping centres.



Selecting the best first aid kit for your organisation

WHAT TO INCLUDE IN YOUR FIRST AID KIT

To determine which first aid kit is most suitable to you and your business it is best to first complete a risk assessment. Once a risk assessment is undertaken you will have a clear understanding of the risks that your first aid kit should be capable of treating.

At Aero Healthcare we recommend following Safe Work Australia's guidelines for what to include in your

first aid kit. Our prepacked First Aid Kits are designed in accordance with these guidelines, giving you the confidence that your first aid kit will be suitable for its intended usage.

Workplace	First Aiders	First Aid Kits	First Aid Rooms
Low Risk Work-places	One first aider for every 50 workers	Basic First Aid Kit	Recommended for 200 workers of more
High Risk Work-places	One first aider for every 25 workers	Basic first aid kit plus additional equipment identified for specific risks	Recommended for 100 workers of more
Remote High Risk Workplaces	One first aider for every 10 workers	In addition to the basic first aid kit <ul style="list-style-type: none"> • A heavy duty 10cm crepe bandage for snake bites • Large clean sheeting, for covering burns • Thermal blanket, for treating shock • Whistle for attracting attention • Torch/flashlight and • Any equipment identified for specific risks 	N/A

ALL WORKERS MUST HAVE ACCESS TO A FIRST AID KIT

This requires at least one first aid kit be provided in the workplace.

The first aid kit should 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, and
- Shock.

The contents of first aid kits should be based on a risk assessment. For example, there may be higher risk of eye injuries and a need for more eye pads in a workplace in which work involves machinery or chemicals. For example, where:

- chemical liquids or powders are handled in open containers
- spraying, hosing or abrasive blasting operations are carried out
- there is a possibility of flying particles causing eye injuries
- there is a risk of splashing or spraying of infectious materials, or
- welding, cutting, or machining operations are carried out.

Extra equipment may be needed in remote workplaces, for example for serious burns, breathing difficulties or allergic reactions.

Some types of workplaces may require extra items to treat specific types of injuries or illnesses. These may also require your first aiders to have additional training.

Safe Work Australia outlines the additional requirements needed for these particular workplaces:



Outdoor module

If work is performed outside and there is a risk of insect or plant stings or snake bites, assess whether a first aid kit should include:

- A heavy duty 10 cm crepe bandage for snake bites
- Sting relief cream, gel or spray.



AFAKRW

Remote module

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

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

The appropriate contents will vary according to the nature of the work and its associated risks.



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Burn module

If workers are at risk of receiving burns, a first aid kit should include:

- Burn treatment instructions on two waterproof 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
- Hydrogel, 8 x 3.5 gram sachets
- Hydrogel dressings
- Clean polythene sheets, small, medium and large, and
- 7.5 cm cotton conforming bandage.



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FIRST AID KIT LOCATION IN THE WORKPLACE

Quick access to a first aid kit is essential in the event of a serious injury or illness. First aid kits should be kept in a prominent, easily accessible location where they can be retrieved quickly. All workers must have access to first aid equipment including in security-controlled workplaces.

Areas where there is a higher risk of injury or illness should always have a first aid kit located nearby. For example, a school with a science laboratory or carpentry workshop should have first aid kits located in these areas. Emergency floor plans should include the location of the first aid kits in the workplace. If the workplace covers several floors, or is in a highrise building, at least one kit should be located on every second floor.

A portable first aid kit should be provided in the vehicles of mobile workers if that is their workplace, for example couriers, taxi drivers, remote workers, sales representatives and bus drivers. These kits should be safely located so as not to become a projectile in a collision.

FIRST AID KIT MAINTENANCE REQUIREMENTS

It's essential to ensure your first aid kit is kept in good condition, within the expiry date and replenished when used. At Aero Healthcare we have two main methods for maintaining your first aid kits:

Managed

In "high risk" industries such as manufacturing and food preparation, we provide a first aid program through carefully selected partners who visit their customers' sites to ensure kits are stocked correctly.

This provides product modules for each type of injury including burns, eye wounds, major wounds, minor wounds and hygiene products such as body fluid clean up. And, our partners offer rental and refill services in addition to washroom products, work clothing and defibrillators.

Self-managed

The Aero Healthcare Surefill™ Instant Refill Program offers excellent, quality first aid products that comply with Australian Workplace standards for a self-managed first aid solution. Surefill™ ensures workplace compliance is maintained and expiry date management is made simple.

A first aid kit is only as good as its contents and Surefill™ gives users the confidence their kit is always ready for action. Available in a range of case types to suit your aesthetic or environmental needs, this range utilises our proprietary four pouch refill system and premium products including AeroPlast® plasters – one of the world's stickiest, best performing plaster.

This range is supplied through an extensive distributor network covering all geographic areas and industry sectors.

Get in touch with us today and we will provide you a partner that best suits your business requirements.



Other First Aid equipment for the workplace

AUTOMATED EXTERNAL DEFIBRILLATORS

Providing an automated external defibrillator (AED) can reduce the risk of fatality from cardiac arrest. While cardiopulmonary resuscitation (CPR) can prolong life, defibrillation is the only way to restore a heart with a fatal heart rhythm back to a normal heart rhythm.

Each workplace should consider providing an AED to employees. Sudden Cardiac Arrest can strike anyone anywhere, it is important to reduce this risk in the workplace by providing an AED. An AED is especially important if there would be a delay in ambulance services arriving at the workplace, or where there are large numbers of members of the public.

AEDs are designed to be used by trained and untrained people. They provide audible step-by-step instruction on how to use them and how to perform CPR. They can detect whether they have been applied correctly and will instruct whether defibrillation is required. Most AEDs will also keep records once they are activated including some vital signs and whether shocks have been recommended and administered.

They should be in a central, and clearly visible location that is easily accessible to all employees. They should be clearly signed and maintained according to the manufacturer's specifications.

Aero Healthcare sells a range of defibrillators to suit most workplaces. We recommend the HeartSine range of defibrillators due to their ease of use in an emergency. Contact our team today to discuss an AED suitable for your business.



EYE WASH AND SHOWER EQUIPMENT

Emergency eye wash equipment should be provided where there is a risk of hazardous chemicals or infectious substances causing eye injuries.

Immediate access should be provided to emergency shower equipment in workplaces where there is a risk of:

- Exposure to hazardous chemicals resulting in skin absorption or contamination from infectious substances, or
- Serious burns to a large area of the face or body, including chemical or electrical burns or burns that are deep, in sensitive areas or larger than a 20 cent piece.

Shower facilities can consist of:

- A deluge facility
- A permanently rigged hand-held shower hose, or
- A portable plastic or rubber eyewash station such as the Drop® Eyewash Station.

Eye wash and shower equipment may be permanently fixed or portable, depending on the workplace. Portable, self-contained eye wash or shower units have their own flushing fluid to flush chemicals, foreign objects or substances from the eyes or body. They need to be refilled or replaced after use.

Further guidance is available in AS 4775–2007: Emergency eyewash and shower equipment.



First Aid Requirements Checklist

AERO SUPPLY EXCLUSIVELY THROUGH DISTRIBUTORS, SIMPLY GET IN TOUCH WITH A MEMBER OF OUR TEAM WHO WILL CONNECT YOU TO YOUR SPECIALIST DISTRIBUTOR. CALL 1800 628 881

When reviewing your workplace first aid always consider if changes in the way work is conducted has occurred recently, and review your risk assessment. If an incident has occurred requiring first aid, evaluate the effectiveness of your response and make changes where necessary.

Regularly review the safety of your workplace to reduce unidentified hazards.

Use the checklist below when reviewing your First Aid Requirements in the workplace:

	Yes	No
Do all workers have access to first aiders and first aid kits?		
Are more first aid kits required?		
Are more first aiders needed?		
Do workers have access to first aiders at all times?		
Do the first aid kits and modules suit the hazards at your workplace?		
Are first aid kits well maintained and identifiable to workers?		
Is a first aid room or health centre required?		
Are first aid facilities well maintained?		
Do first aiders have skills, training and competencies to provide first aid in your workplace and are their skills up to date?		
Do workers know how to access first aid?		
Is there easy access for emergency services, like parking for an ambulance?		

How Aero Healthcare can help?

WE'RE PASSIONATE ABOUT BECOMING THE GLOBAL LEADER IN THE FIRST AID AND CONSUMER WOUND CARE SECTOR.

We manufacture products that deliver superior outcomes, generate strong brand loyalty and answer your businesses' first aid needs.

But what makes us different from other first aid suppliers?

- We manufacture our own proprietary branded products
- We have control over R&D and the supply chain allowing us to expand our sourcing.
- We embrace new technologies
- We introduce new compliant products quickly into local markets
- Product selection is based on extensive R&D and market research
- We listen to our customers, evaluate their needs, and use it to inform product decisions
- We package products in the most user friendly and sustainable way
- We sell exclusively through our distribution partners

GET IN TOUCH WITH AERO HEALTHCARE TODAY

Ensure your team members receive the first aid attention they need if they are injured at work. Aero Healthcare have a range of suitable products available for any workplace first aid emergency.

For more information about our range of first aid supplies and how you could benefit, simply get in touch with a member of our team who will connect you to your nearest distributor.

Contact Us on 1800 628 881 or visit www.aerohealthcare.com/contact and send us a message

Disclaimer: For further information on safe work practices and first aid regulations in the workplace, please review the Safe Work Australia Guidelines. The information provided is sourced from Safe Work Australia, First Aid in the Workplace Code of Practice. Everything in this document is to be used as a guide only. All information in this guide is provided in good faith, we under no circumstance shall have any liability to you for any damage or loss incurred as a result of the use of this document. For legal advice regarding safe work practices it is best to consult with Safe Work Australia and other government bodies.



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