



First Aid Procedure

Purpose

This procedure sets out the steps that need to be taken when a student or staff member becomes unwell at La Trobe College Australia's campus.

Scope

This procedure covers first aid for all staff, students and visitors at La Trobe College Australia.

Context

The procedure covers staff, students and visitors during normal business hours, 8 am to 5 pm Monday to Friday. Outside of those hours, La Trobe University Security should be contacted for advice on X2222.

Legislation

This procedure is covered by the following legislation and regulations:

Occupational Health and Safety Act 2004 (the Act)

Occupational Health and Safety Regulations 2007

Principles

- La Trobe College Australia is responsible for providing first aid care to staff, students and visitors during office hours.
- First Aid Officers receive training and re-training as per the first aid requirements as per the Worksafe: *First aid in the workplace* Compliance Code 2008.
- There are sufficient trained first aid officers to handle most situations.

Responsibility

The College Director/Principal (CDP) has overall responsibility for the safety of staff, students and visitors. The Manager, Student and Academic Services (SASM) is delegated to ensure the safety and well-being of students. The Student Counsellor is responsible for the general well-being of students and for identifying students who may need more specialised mental health care. All staff are responsible for identifying students, staff or visitors, who may be in need of first aid and informing Reception in the first instance.

Procedure

1. Staff member rings Reception (X2417) and identifies issue.
2. Reception finds available First Aid Officer (FAO), notifies Student Counsellor and directs to situation.
3. Reception contacts a member of the Executive Committee to assist in the following order of priority:
Manager, Student and Academic Services
College Director/Principal
Academic Director
Director of Studies
Marketing Director
If none of these people are on site, any of the managers may be contacted – IT, Admissions, Finance.
4. FAO and SASM attend situation and assess patient.
5. FAO and Student Counsellor take care of patient care and assessment until patient is in the care of either ambulance, security, hospital or a medical practitioner or has gone home to rest.
6. SASM handles communication, crowd control and makes overall decisions.
7. Under -18 students must be accompanied by a staff member until the situation is resolved.
8. The attending FAO, Manager or staff member must ensure that an Incident/Hazard Report form is completed and forwarded to the Quality & Compliance Manager within 24 hours of

the initial report. For complicated cases involving multiple carers and/or patients, a separate form should be completed by all those who assisted during the incident. If infrastructure is involved, for example if injury is sustained due to an accident in the building, the case is reported online to LTU Health and Wellbeing.

Note: Incident/Hazard Reporting is done through the Navitas DoneSafe portal.

There are several categories of first aid which may be dealt with in the La Trobe College Australia workplace:

1. Life-threatening illness
2. Serious illness but not life-threatening
3. General feeling of being unwell
4. Mental health illness

These will be dealt with separately.

Life-threatening illness

1. FAO or Manager rings ambulance and provides details of patient symptoms and location. Security is also contacted.
2. The patient is not to be moved unless the surroundings are likely to lead to further harm. If necessary, the class or staff are moved away from the location to provide quiet and privacy, if possible.
3. The case is handed over to ambulance on their arrival.

Serious illness (non-life-threatening)

1. FAO or Manager rings ambulance and provides details of patient's symptoms and location.
2. Where ambulance staff deem illness to be non-life-threatening, Security is contacted.
3. Where patient cannot move or cannot be moved due to FAO assessment of situation, the case is to be handed over to Security.
4. The patient is not to be moved. If necessary, class or staff are moved away from the location to provide quiet and privacy, if possible.
5. If patient can move, La Trobe Medical Centre (General Practice) on 9473 8885 is to be contacted and an early appointment made.
6. The patient is sent to the medical centre in a taxi, with taxi vouchers. Patient is accompanied by another adult where this is deemed necessary.
7. Alternatively, the patient is taken by car to medical centre.

General illness

1. Where patient is well enough to go home, a taxi voucher may be provided, and the patient asked to ring when they arrive to ensure that all is well. Under-18 students must be accompanied home by a staff member or friend.
2. Where patient is not well enough to go home, they are sent to La Trobe Medical Centre (General Practice) on 9473 8885, after an appointment is made.
3. A taxi is to take patient to medical centre. Taxi vouchers may be provided.
4. Alternatively, patient is taken by car to medical centre. Where patient needs extra assistance, FAO or Manager should accompany the patient.

Mental health illness

1. Where a patient wishes to discuss his/her mental health concerns, they are to be taken immediately to the College Student Counsellor and/or Manager, Student Services, for assessment.
2. The College Counsellor or Manager, Student Services, will determine if the LTU Crisis Assessment and Treatment Team (CATT - <https://www.latrobe.edu.au/students/support/wellbeing/services/counselling/emergencies>) need to be contacted, or whether the patient needs to be seen by a GP or by the LTU Wellbeing Services depending on the severity of how the student presents

3. Some circumstances may require the College Counsellor to additionally undertake a verbal consultation with the LTU Wellbeing Services team to gain advice or support, and this will also inform whether a referral of the student to LTU counselling service is necessary
Contact Wellbeing Services intake via (03) 9479 2956 or wellbeing.checkin@latrobe.edu.au
4. If patient is dangerous, the area is to be cleared and Security called immediately.

Policy Title	First Aid Procedure	
Policy Owners	College Director, Manager Student and Academic Services	
Key Stakeholders	Staff Students Visitors to the College	
Approval Body	LTM Executive Committee	Approval Date: September 13 2012
	LTM Executive Committee	Approval Date: January 18 2017
	LTCA Senior Management Team	October 31 2018
	LTCA Senior Management Team	October 2024
Relevant Legislation	Occupational Health and Safety Act 2004 (<i>the Act</i>) Occupational Health and Safety Regulations 2007	
Related Policies	Critical Incident Policy; Student Safety Policy, OH & S Policy	
Related Guidelines	Worksafe: <i>First aid in the workplace</i> Compliance Code 2008	
File information		Version number V1.2
Date Effective	August 15 2012	Next Review Date: January 2019
Amendment History		
Date	Version	Summary of changes
15/8/12	1.0	Original document
5/1/17	1.1	Procedure 8: added report to La Trobe University. Life-threatening illness: Added condition for when a patient would need to be moved.
31/10/18	1.2	College name change to La Trobe College Australia (LTCA)
14/10/2024	1.3	Added reference to Student and Academic Services Manager. Removed redundant information
20/10/2025	1.4	Finalised process with LTU stakeholders to update mental health illnesses section in the document.