



# 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 La Trobe Operations (LOPS) has overall responsibility for the safety of staff, students and visitors. The Director, Student Services 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 FAO 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 Director attend situation and assess patient.
5. FAO takes 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. Director 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, Director 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 Report forms are located **on the Intranet under 'Forms'**.

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 Director 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 Director 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 rung 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 is to 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 are provided.
4. Alternatively, patient is taken by car to medical centre. Where patient needs extra assistance, FAO or Director should accompany the patient.

#### Mental health illness

1. Where patient is able to discuss his/her mental health issues, they are to be taken immediately to the Student Counsellor or Director, Student Services, for assessment.
2. Counsellor or Director, Student Services, will determine if the Crisis Assessment and Treatment Team (CAT) need to be contacted or whether the patient needs to be seen by a GP or by LTU Counselling.
3. Where patient is not well enough to discuss issues, Reception is to contact La Trobe University Counselling on **X 2956**. Two Mental Health First Aiders are to be contacted. They will offer mental first aid assistance until a Counsellor arrives.
4. If patient is dangerous, the area is to be cleared and Security called immediately.

Policy Title	First Aid Procedure	
Policy Owners	College Director, Director Student 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	
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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