



information
and privacy
commission
new south wales

IPC First Aid Plan and Procedure

February 2025



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Introduction

The Information and Privacy Commission NSW (IPC) aims to ensure the health, safety and welfare of all employees, visitors and contractors by adopting a proactive and holistic approach to injury prevention, injury management and wellness management. This plan deals with an immediate response and procedures to ensure that first aid is effective. This plan and procedure must also be considered in conjunction with the IPC's Work Health and Safety Plan together with related practices and policies. The Department of Customer Service (DCS) however, provides services to the IPC including the supply of first aid kits and regular maintenance of the contents of the kits.

First aid is the initial and immediate attention to a person suffering an injury or illness. The aim of first aid is to:

- reserve life
- reduce the severity of injury or illness
- reduce unnecessary stress and anxiety
- arrange for a referral to emergency services or medical treatment where appropriate.

The IPC developed the First Aid Plan (the Plan) to:

- maintain an appropriate level of first aid resources
- outline the steps to follow when first aid is required
- ensure that employees record injuries appropriately in the event that someone is injured
- support legislative compliance.

The Plan applies to management, employees and any other stakeholders on the premises.

The Plan covers:

- what to do when first aid is required
- the roles and responsibilities of employees when first aid is required
- how the IPC assesses first aid requirements in line with legislative requirements
- how to report incidents and treatment in line with legislative requirements.

1. First aid procedure

A First Aid Officer must be alerted when first aid treatment is required.

The First Aid Officer must provide treatment in line with their training and with the first aid procedure flowchart (**Appendix A**).

Emergency contact details are located in (**Appendix B**).

Instructions for calling an ambulance can be found in (**Appendix C**).

First Aid Officers can direct the casualty and other employees to assist in the provision of first aid.

In the event of an evacuation, First Aid Officers must continue to treat casualties at the evacuation point if it is safe to do so.

2. Roles and responsibilities

2.1 The IPC

The IPC is committed to:

- ensuring the IPC provided with first aid facilities appropriate for the size of the workplace.

- appointing First Aid Officers with current and accredited first aid training
- ensuring appointed First Aid Officers are paid the first aid allowance
- encouraging all employees to exercise a duty of care for the health and safety of their colleagues.

2.2 The Director, Corporate Services and Business Improvement

The Director, Corporate Services and Business Improvement:

- manages the risk of injury and illness in our workplace
- allocates resources for first aid
- ensures there is a current and effective First Aid Plan and Procedure
- coordinates awareness of the Plan and Procedure to all staff
- ensures that injuries and illness reported.

2.3 First Aid Officers

First Aid Officers provide first aid treatment to injured or ill employees and visitors.

The First Aid Officers:

- maintain a current First Aid Certificate (refresher should be carried out every three years)
- maintain current Cardiopulmonary Resuscitation (CPR) certificate (refresher should be carried out annually)
- deliver initial treatment in line with their level of training and competence
- record all treatment provided through mySafety (SAP) within 24 hours or as soon as reasonably practical
- ensure that first aid kits are tidy, stocked and do not contain unlabelled or expired items
- advise the Director, Corporate Services and Business Improvement of anything that may impact on their first aid duties
- provide treatment in line with their level of training and competence during emergency evacuation procedures.

The CEO/Information Commissioner has given the First Aid Officers the authority to take charge in a first aid emergency. They may direct other employees to assist in managing a first aid situation until or unless emergency services officers take over.

2.4 Employees

All employees support the First Aid Officers by:

- understanding and complying with the Plan and Procedure
- taking reasonable care for their own health and safety by notifying all hazards and incidents within 24 hours or as soon as reasonably practical
- referring employees or visitors requiring first aid treatment to an available First Aid Officer
- reporting incidents via mySafety (SAP)
- following any directions given by First Aid Officers when first aid treatment is required
- advise First Aid Offers when first aid kit supplies have been utilised
- exercising a duty of care for the health and safety of colleagues.

The IPC encourages employees to disclose known medical conditions to First Aid Officers. Any health information given will not be disclosed to other employees, except if required in a medical emergency. Records, if provided, will be kept in a secure location and will only be accessed by First Aid Officers and the Director, Corporate Services and Business Improvement.

Managers have the additional responsibility to promote awareness of the roles and responsibilities under this Plan.

3. First aid provisions

The [First Aid in the Workplace Code of Practice 2020](#) (SafeWork NSW) is a practical guide on how to comply with first aid requirements under the *Work Health and Safety Act 2011* and *Work Health and Safety Regulation 2017*. The IPC has followed this guide to assess the appropriate level of first aid care to provide for our workplace within the context of the DCS service provision.

3.1 First Aid Kits

A First Aid Risk Assessment undertaken to determine the appropriate number and type of kits to be made accessible in the workplace. The IPC has access to the first aid kit in the main kitchen area of Level 15, McKell Building. The first aid kit content is also based on the First Aid Risk Assessment and contains the following as per Appendix E of the First Aid in the Workplace Code of Practice:

Item	Quantity
Instructions for providing first aid—including cardiopulmonary resuscitation (CPR) flow chart	1
Notebook and pen	1
Resuscitation face mask or face shield	1
Disposable nitrile examination gloves (nitrile is a latex-free rubber suitable for people with latex allergies)	5 pairs
Gauze pieces 7.5 x 7.5 cm, sterile 3 per pack	5 packs
Saline, 15 ml	8
Wound cleaning wipe, single 1% Cetrimide BP	10
Adhesive dressing strips—plastic or fabric, packet of 50	1
Splinter probes, single use, disposable	10
Tweezers/forceps	1
Antiseptic liquid/spray 50 ml	1
Non-adherent wound dressing/pad 5 x 5 cm (small)	6
Non-adherent wound dressing/pad 7.5 x 10 cm (medium)	3
Non-adherent wound dressing/pad 10 x 10 cm (large)	1
Conforming cotton bandage, 5 cm width	3
Conforming cotton bandage, 7.5 cm width	3
Crepe bandage, 10cm, for serious bleeding and pressure application	1
Scissors	1
Non-stretch, hypoallergenic adhesive tape - 2.5 cm wide roll	1
Safety pins, packet of 6	1
BPC wound dressings No. 14, medium	1
BPC wound dressings No. 15, large	1
Dressing - Combine Pad 9 x 20cm	1
Plastic bags - clip seal	1
Triangular bandage, calico or cotton minimum width 90cm	2
Emergency rescue blanket for shock or hypothermia	1
Eye pad, single use	4
Access to 20 minutes of clean running water or, if this is not available, hydrogel 3.5gm sachets	5 sachets
Instant icepack for treatment of soft tissue injuries and some stings	1

Additional items as at:

Medication including analgesics like paracetamol and aspirin should not be included in first aid kits because of their potential to cause adverse health effects in some people including pregnant women and people with medical conditions like asthma. The supply of these medications may also be controlled by drugs and poisons laws. Workers requiring prescribed and over-the-counter medications should carry their own medication for their personal use as necessary. However, workplaces may consider including an asthma-relieving inhaler and a spacer to treat asthma attacks and epinephrine auto-injector for the treatment of anaphylaxis or severe allergies. These should be stored according to the manufacturers' instructions and first aiders should be provided with appropriate training.

3.2 First Aid Officers

A First Aid Risk Assessment is completed for every office and reviewed annually. The IPC's First Aid Risk Assessment has determined that our workplace is a low-risk office environment and has appointed two First Aid Officers (SafeWork NSW recommends 1 first aider for every 50 staff for low risk workplaces) and provided them with accredited training through a qualified Registered Training Organisation (RTO).

Name	Contact number	Certificate expiry
[REDACTED]	[REDACTED]	May 2025
[REDACTED]	[REDACTED]	April 2027

The IPC has the discretion for the appointment of first aid officers. The IPC bases appointment on:

- possession of or ability to gain current accreditation from a qualified RTO
- reliable attendance at the workplace and availability to provide first aid at short notice
- reasonably good health and capacity to deliver first aid
- ability to communicate and relate well with employees and visitors
- ability to maintain the confidentiality of disclosed medical conditions of employees
- awareness and understanding of the responsibilities of a First Aid Officer (including appropriate use of referral and support services).

If there are fewer than two First Aid Officers at our workplace but there are no interested employees, the Director, Corporate Services and Business Improvement will make arrangements to nominate a First Aid Officer.

The IPC encourages employees to consider first aid training as part of their development, subject to the agreement and support of their supervisor.

The IPC will fund first aid training for appointed First Aid Officers and for other employees who wish to undertake first aid training, subject to support from their manager and approval by the Director, Corporate Services and Business Improvement.

The first aid allowance is payable to the two appointed First Aid Officers. In the event where a designated officer is on leave or absent from the IPC for one week or more, GovConnect and DCS (safetyandwellbeing@customerservice.nsw.gov.au) must be notified. Information regarding the first aid allowance can be found in the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009* (clause 51).

Appointed First Aid Officers are entitled to the First Aid Officer allowance. Please visit DCS's intranet webpage – [First Aid](#) and follow the steps to obtain the allowance.

For more information about becoming a First Aid Officer, contact DCS's Safety and Wellbeing team at safetyandwellbeing@customerservice.nsw.gov.au.

[DCS's First Aid Standard](#) is also available to provide further information on first aid and claiming the allowance.

3.3 First aid area – Shared kitchen

The IPC is not required to have a dedicated first aid room. The shared kitchen on Level 15, McKell Building can be used as a first aid area if required as it meets the following key requirements of a first aid room:

- close to toilets and hot, cold and boiling running water

- disposable paper towels
- an electric power point
- cupboards for storage.

3.4 Precautions for infection control

First Aid Officers must take all reasonable precautions to avoid becoming exposed to infection when rendering first aid. The IPC must provide First Aid Officers with appropriate first aid equipment to prevent unnecessary exposure to contaminated material and possible subsequent infection. If any worker is exposed to a potential source of infection, they must seek medical attention.

4. Mental Health First Aid Officers

Our Mental Health First Aid Officers (MHFAOs) are volunteer employees available to everyone at the IPC. MHFAOs are an avenue of support where you can confidentially discuss your issues and receive advice on potential next steps.

MHFAOs are not a substitute for professional help but can help connect you to help you need.

It is common for workplaces to appoint physical first aid officers. Now, lots of workplaces are also seeing the value of appointing skilled individuals to provide mental health first aid.

Appointing MHFAOs is one way that the IPC is caring about individual wellbeing. MHFAOs are trained to provide initial, informal support to other employees in the workplace, outside of People & Culture and Workplace Health & Safety departments. They can complement formal support services, like [TELUS](#), our Employee Assistance Provider.

MHFAOs are

- Formally appointed and supported by IPC
- A confidential peer support for initial contact, assistance and referrals
- An informal way of seeking support, outside of P&C and/or your manager
- A valuable complement to other support services such as, TELUS

MHFAOs are **NOT**

- A substitute for professional support such as the EAP
- Counsellors or a mediation or dispute resolution mechanism
- A replacement for People and Culture
- A “fixer”, rather they empower, triage, and assist employees to seek further support

The benefits of having a network of MHFAOs include:

- Improved workplace culture
- Increased employee support
- Improved knowledge, attitudes, and skills around mental health and wellbeing
- Complements existing support services

To support you, MHFAOs will use the following approach when talking with you:



Approach, assess and assist with any crisis
Listen non-judgmentally
Give support and information
Encourage appropriate professional help
Encourage other supports

3.5 List of Mental Health First Aid Officers at IPC

Whether you need help or you're concerned about someone else and want some advice, reach out to a MHFAO today:

Name	Contact number	Certificate expiry
[REDACTED]	[REDACTED]	May 2025
[REDACTED]	[REDACTED]	April 2027
[REDACTED]	[REDACTED]	May 2027

4. Incident reporting and record-keeping

All employees are obliged to report and record incidents within 24 hours or as soon as possible after the event, no matter how trivial the injury or illness may initially seem.

Reporting of incidents, injuries, near misses and hazards information is by submission through mySafety (SAP).

5. Assessment of first aid requirements

The First Aid Officers consider the following factors to help determine the appropriate first aid facilities and the number of trained First Aid Officers required for our workplace by way of DCS's First Aid Risk Assessment

- the location of the workplace (the office and external work environments if applicable)
- the size and layout of the workplace and physical environment
- the type of work undertaken in the workplace
- any possible injuries and potential hazards (e.g. cuts, burns, sprains, strains or crush injuries)
- the maximum number of employees and visitors to the workplace at any one time
- the particular needs of employees with a disability or known health concern.

The first aid requirements are reviewed when circumstances change.

6. Communication of the Plan

The IPC advises all employees of the location of the First Aid Plan & Procedure (EDRMS) and introduces them to the First Aid Officers during their induction. The IPC also displays the following posters prominently in the workplace:

- first aid procedures (**Appendix A**)
- First Aid Officers and emergency contact information (**Appendix B**).

The IPC raises awareness of the Plan through periodic presentations in staff meetings and WHS training. Managers help to ensure their teams are aware of their responsibilities.

7. Legislative requirements and liability

Clause 42 of the *Work Health and Safety Regulation 2017* requires the IPC to provide first aid facilities for the workplace.

The IPC is responsible and may be held to be liable for the actions of its employees.

The First Aid Officers are protected from claims of negligence provided that they provide a reasonable standard of care and their actions do not result in loss or damage. This protection may not extend to employees:

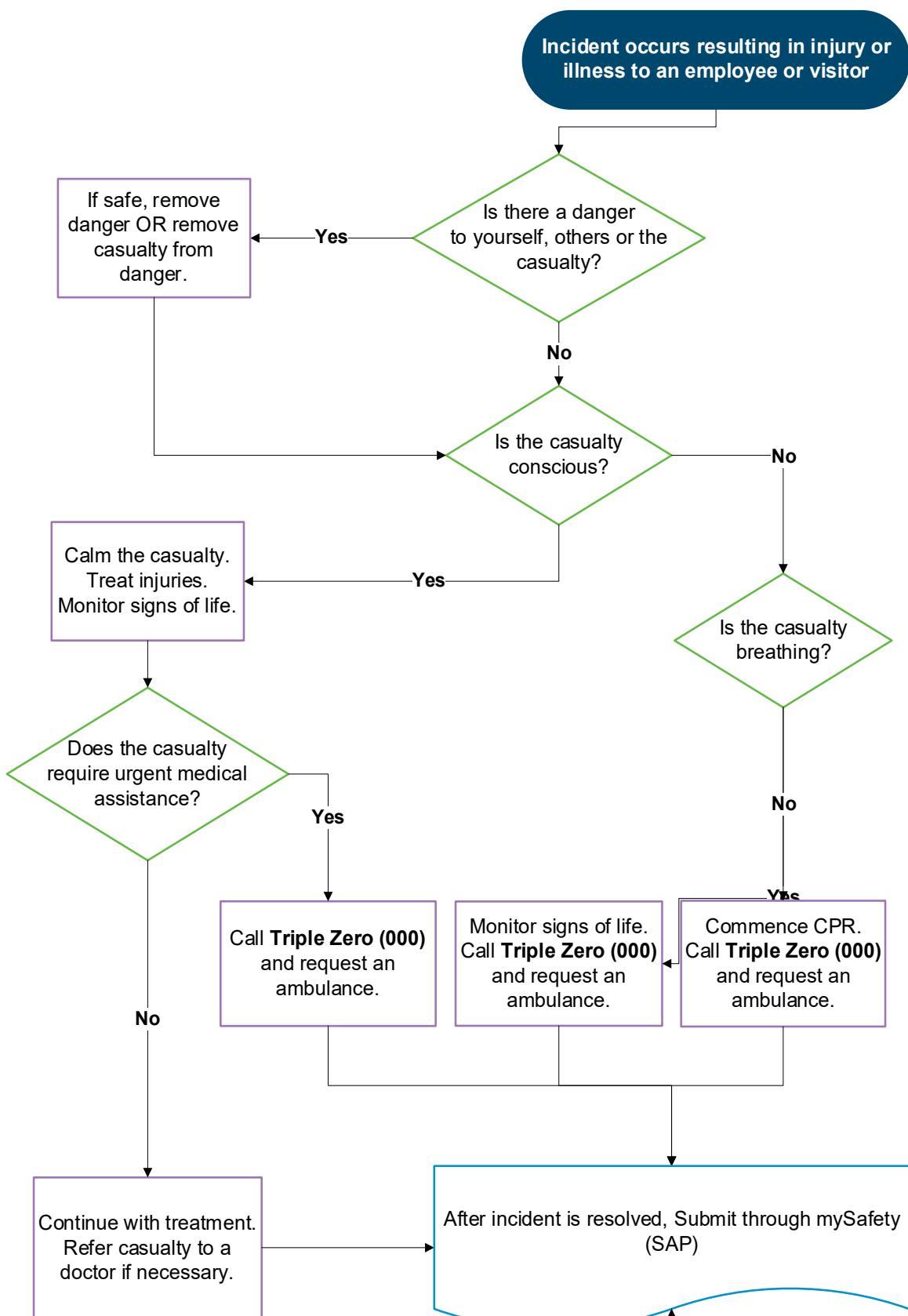
- whose training has lapsed
- are considered to be outside of First Aid in the Workplace Code of Practice 2020 (SafeWork NSW)
- administer first aid recklessly
- act beyond their level of training or competence.

Managers and other employees who deliver first aid in the event of a First Aid Officer being unavailable are also protected by the IPC as long as they do not act recklessly or do anything beyond their level of first aid competence.

8. References

- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2017](#)
- [First Aid in the Workplace Code of Practice 2020 \(SafeWork NSW\)](#)
- [Crown Employees \(Public Service Conditions of Employment\) Reviewed Award 2009](#)

Appendix A – First aid procedure

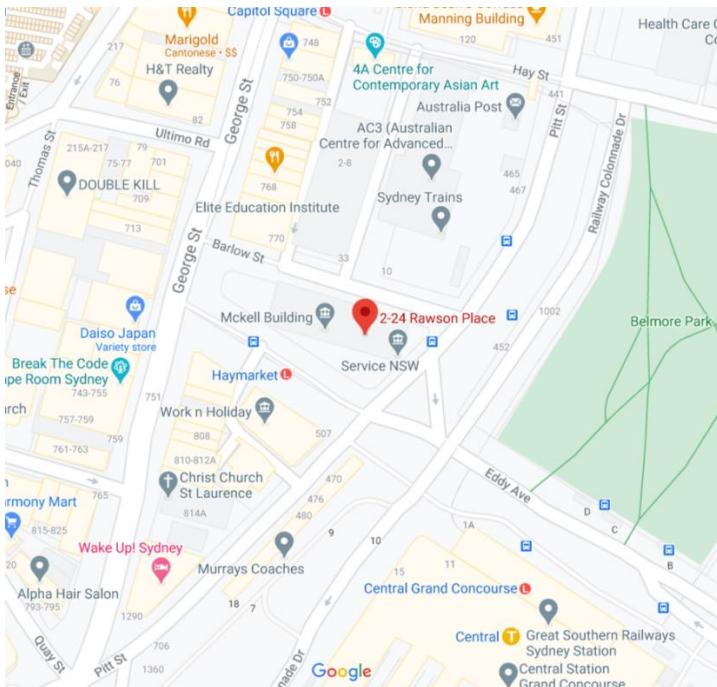


Appendix B – Emergency contact information

Name	Contact number
Emergency (fire, police, ambulance)	Triple zero (000)
First Aid Officers: 1. [REDACTED] 2. [REDACTED]	[REDACTED] [REDACTED]
Building Manager, Workplace Services	9372 7333
NSW Poisons Information Centre	131 126
Alcohol and Other Drugs Information Service (ADIS)	1800 250 015
NSW Sexual Violence Helpline	1800 424 017
Employee Assistance Program (EAP)	TELUS 1300 360 364
Closest hospital	St Vincent's Hospital 390 Victoria Street Darlinghurst NSW 2010 02 8382 1111
Closest doctor	Sydney Central Medical Centre 306/451 Pitt Street Haymarket (350m) Ph: 02 9212 3953

Appendix C – Requesting an ambulance

1. Dial Triple Zero (000) from a phone near the casualty.
2. Ask the operator for AMBULANCE.
3. Give our location: Level 15, McKell Building, 2-24 Rawson Place, Haymarket NSW 2000 (or alternative location if applicable)



4. Advise operator that an employee will be out the front of the building to direct ambulance officers, and that a lift will be waiting.
5. Provide direct contact number.
6. Give details of the problem, including:
 - exactly what happened
 - age of casualty
 - whether casualty is conscious and breathing
 - any treatment administered
 - whether a First Aid Officer is on site.
 - Remember to stay calm and stay on the phone as long as needed.
7. Contact the Workplace Services on 9372 7333 (or Security on 9219 3834 or 0411 791 756) to arrange a lift to be held for the ambulance officers.

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6.0	04/02/2025	Updated First Aid officer details and included a section on Mental Health First Aid Officers in the IPC and their details