



ALL YOUR FIRST AID NEEDS

FOR WORK

First aid skills for those critical moments
before professional help arrives



St John

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Knowing what to do in those critical moments before professional help arrives may save a life. Every individual trained in first aid directly contributes to safer workplaces, families and communities.

** Did you know?*

Senior First Aid is St John's flagship two day course that, with our kits, provides the essentials that most people will need in an emergency situation – at work, at home or at play.



Under the Occupational Health Safety (OHS) Regulation 2001, employers are required to identify and manage the particular risks that apply to their workplace. The Regulation determines the minimum type of first aid kit you need, the number of first aiders you need to train and the minimum type of training they require. Additional First Aiders or the provision of first aid kits will be determined by the outcome of the risk assessment.

Employers have legal responsibilities for ensuring adequate first aid provisions for employees. In addition, Section 8(2) of the OHS Act (2000) requires that all persons in a workplace other than employees are not exposed to risks.

St John is the leading provider of first aid solutions in the workplace. All of our workplace first aid courses and kits comply with OHS Regulation 2001 – including our flagship Senior First Aid course.

WHAT ARE THE OHS REGULATION REQUIREMENTS FOR MY PLACE OF WORK?

NO. OF EMPLOYEES

OHS REGULATION REQUIREMENT



200 +	First Aid Room & A Kit & Portable B Kit	At least 1 Occupational First Aider
100 – 200	A Kit	At least 1 Senior First Aider
10 – 100	B Kit	25+ employees At least 1 Senior First Aider is required
Less than 10	C Kit	

However if you work in a *Construction workplace**, the following applies

100 +	First Aid Room & A Kit & Portable B Kit	At least 1 Occupational First Aider
25 – 100	A Kit	At least 1 Senior First Aider
Less than 25	B Kit	

* *Did you know?***St John is:**

- a Registered Training Organisation (RTO) which complies with the Australian Quality Training Framework Standards.

All of our workplace courses are nationally accredited.

ST JOHN ALSO RECOMMENDS

AED & Evacuation
First Aid Kit

AED & Evacuation
First Aid Kit

AED & Evacuation
First Aid Kit

At least 1
Senior First Aider

AED & Evacuation
First Aid Kit

AED & Evacuation
First Aid Kit

At least 1
Senior First Aider

First aid needs to be applied within minutes and we recommend that it should take you a maximum of 3 minutes to retrieve your kit if an accident happens. This also includes Automated External Defibrillators (AED) if someone is suffering from a cardiac arrest.

*Construction work is anything to do with the building, renovating, alteration, repair, maintenance and demolition of all types of buildings and also the supply of sewerage, drainage and water and energy supplies. (Source: OHS Regulation 2001 Chapter 1, Clause 3)

Flexible learning and recertification courses are available to keep your skills up to date.

** Did you know?*

If two days is too long to be away from work, do a Senior First Aid course using our flexible learning option.

Study at a time and place to suit you, using either our provided workbook, CD ROM or online. On completion of the theory component, you only need attend a one day interactive workshop to finalise the practical and assessment components of the program.

HOW CAN ST JOHN HELP ME WITH ALL MY FIRST AID NEEDS?

FIRST AID PROVISION

HOW ST JOHN CAN HELP YOUR ORGANISATION

OHS Risk Assessment

St John can do a full risk assessment to help you determine what your organisation needs.

Training

Recertification

Flexible learning option

St John offers a comprehensive range of practical first aid courses designed to meet OHS Regulation (2001). We also offer personalised training to suit your organisation's needs either onsite or at one of our venues across NSW. St John trainers are all skilled first aiders with national training qualifications.

Kits & Services

Replenishment

Our workplace kits are all OHS compliant. We can also replenish your kits as necessary or you can purchase replacement products online or fax back an order form.

Specialised products

St John have over 1,000 products from Automated External Defibrillators (AED) to stretchers and emergency oxygen.

* Did you know?

In NSW alone, the practice of first aid by our 3,400 volunteers make St John first aid courses and kits the most tested in the market.

* Did you know?

St John is a self-funded not-for-profit organisation. The proceeds we make from the sale of our first aid training, kits and services, directly fund our community activities.

Each year in NSW alone, this includes:

- supporting and training our 3,400 first aid services volunteers
- treating more than 30,000 first aid casualties
- providing over 480,000 hours of voluntary first aid and training services
- spending in excess of 100,000 hours refreshing volunteer first aid and advanced life support skills
- supporting an additional 500 volunteers who are actively involved in early literacy and immunisation community programs, providing 10,000 volunteer hours.

To book into a course see the contact details on page 39



DESCRIPTION



Senior First Aid: St John's most popular course. It is nationally accredited and recognised.



Occupational First Aid: For people employed as Occupational First Aiders.



Advanced First Aid: Provides you with advanced first aid skills.



Industrial First Aid: Provides you with advanced first aid skills in your workplace.



Remote Area First Aid: For people who work, live or are travelling to remote locations.



Analgesic Gases: For the administration of pain reducing agents such as inhaled gas.



Anaphylaxis Training: Provides you with skills to handle severe allergic reactions.



Advanced Resuscitation: Advanced skills including AED, mechanical resuscitation and oxygen delivery.



Advanced Life Support Recertification: Recertification of Advanced Resuscitation, Analgesic Gases, AED and CPR.



Automated External Defibrillation (AED): The skills necessary to use an AED.



Cardiopulmonary Resuscitation (CPR).



Low Voltage Rescue: For people who work with low voltage electricity.



OHS Consultation: For OHS committee and representatives.

EASY REFERENCE TABLE



COURSE

SUBJECT AREA

12		Senior First Aid	Comprehensive First Aid Skills
12		Senior First Aid Flexible Option	Comprehensive First Aid Skills

+

Take an advanced course

16		Occupational First Aid	Advanced First Aid Skills in the workplace
14		Advanced First Aid	Advanced First Aid Skills
15		Industrial First Aid	Advanced First Aid skills specific to your workplace
18		Remote Area First Aid	Comprehensive First Aid for Remote Areas











































OR

Take a specialised course

19		Analgasic Gases	*
22		Anaphylaxis Training	
20		Advanced Resuscitation	
21		Advanced Life Support Recertification	*
23		Automated External Defibrillation	
25		Cardiopulmonary Resuscitation (CPR)	
25		Low Voltage Rescue	
26		Occupational Health Safety Consultation	

Subject covered and attainment received

Subject covered but no attainment received

PREREQUISITES	DURATION	ATTAINMENT
14 yrs +	2 days	 
14 yrs +	1 day	 
18 yrs + 	4 days	     *
18 yrs + 	3 days	     *
18 yrs +	3 days	     *
14 yrs + 	2 days	
18 yrs + 	4 hours	 *
14 yrs +	1 day	
14 yrs +  or higher	4 hours	  
18 yrs +    *	1 day	    *
14 yrs +	4 hours	
14 yrs +	4 hours	
14 yrs +	1 day	 
	4 days	

* AG = Administration of analgesic gases including Methoxyflurane (and Nitrous Oxide if requested and authorised to use it)

It is recommended that certain components are recertified annually.



SENIOR FIRST AID

INC. RECERTIFICATION + FLEXIBLE LEARNING OPTION

STATEMENT OF ATTAINMENT



CPR

Senior First Aid is the flagship St John Ambulance course. It is a comprehensive course designed to give you the knowledge, skills and confidence to help manage most situations until medical aid arrives.

COURSE DURATION

Option 1 Senior First Aid Course		
• Face to face workshop	2 days	16 hours
Option 2 Flexible Learning		
• Self-study time <i>prior</i> to workshop		6 hours
• Face to face workshop	1 day	8 hours
Option 3 Recertification *		
• Face to face workshop	1 day	8 hours

CONTENT

- safety and hazards
- managing the unconscious casualty
- resuscitation techniques (including CPR)
- shock
- bleeding, wounds
- fractures, sprains and strains
- head, neck and spinal injury
- allergic reaction and anaphylaxis awareness
- eye, ear or mouth injury
- chest pain and injury
- breathing difficulties
- abdominal or pelvic injury
- poison, bites and stings
- exposure to heat and cold
- infection control
- first aid team work

PREREQUISITES

Minimum age for participants is 14 years.

- * A current Senior First Aid certificate is needed for a recertification course.

MATERIALS PROVIDED

Australian First Aid manual, bandages.

For the flexible learning option, a self-paced workbook, CD or online is available.

CLASSES

Conducted regularly at all St John training venues and at your place of work on request. Please refer to the contacts section of this guide or the website for details.

CERTIFICATE VALIDITY

Three years.

- * The Australian Resuscitation Council recommends that CPR skills are refreshed annually.

ASSESSMENT

Theory: 20 multiple choice questions, pass mark is 80%

Practical: resuscitation skills, casualty management skills

NATIONAL ACCREDITATION

Complies with requirements of the Occupational Health Safety Regulation 2001.

Statement of Attainment:

HLTFA301B – Apply first aid

HLTCPR201A – Perform CPR



+ RECERTIFICATION

STATEMENT OF ATTAINMENT



*

This course is specifically designed for people employed as Occupational First Aiders and those aspiring to be employed in this role.

COURSE DURATION

Occupational First Aid Course	4 days	32 hours
Recertification	2 days	16 hours

CONTENT

- State/Federal legislation
- documentation
- Occupational First Aider responsibilities
- first aid rooms & kits
- resuscitation techniques (including CPR)
- moving a casualty & evacuation
- automated external defibrillation
- safety hazards
- treatment of wounds & injuries
- major trauma
- infection control
- clinical assessment of casualties
- administering medication
- advanced resuscitation
- administration of analgesic gases (where authorised)

PREREQUISITES

A current Senior or Advanced First Aid certificate is needed.
A current Occupational First Aid certificate is needed for recertification.

MATERIALS PROVIDED

St John Occupational First Aid manual, St John Australian First Aid manual

CLASSES

Conducted at Burwood, branch offices or at your place of work on request

CERTIFICATE VALIDITY

Three years.

One year for Advanced Resuscitation, AED, Analgesic Gas Administration and CPR.

ASSESSMENT

Theory: 40 multiple choice questions, pass mark is 80%

Practical: CPR and advanced resuscitation skills, casualty management skills, administration of methoxyflurane, use of automated external defibrillator, use of oxygen delivery systems and major workplace incidents.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTFA402B – Apply advanced first aid

HLTFA403A – Manage first aid in the workplace

HLTFA404A – Apply advanced resuscitation techniques

80871ACT – Course in analgesic administration (Methoxyflurane)

22101VIC – Course in automated external defibrillation

** Administration of Nitrous Oxide can be taught on request to authorised persons.*



ADVANCED FIRST AID

STATEMENT OF ATTAINMENT



Advanced First Aid provides those who have prior first aid skills with refresher and advanced skills, including advanced life support, to help the ill or injured until medical aid arrives.

COURSE DURATION

Advanced First Aid Course

3 days 24 hours

CONTENT

- Senior First Aid curriculum
- advanced resuscitation
- automated external defibrillation
- drug and alcohol misuse
- emotionally disturbed casualties
- lifting and moving a casualty
- first aid records
- trauma management
- multiple injuries
- multiple casualties
- first aid team work
- administration of analgesic gases (if authorised to use it)

PREREQUISITES

A current Senior First Aid Certificate is required.

Minimum age for analgesic gases component is 18 years.

MATERIALS PROVIDED

Australian First Aid manual, bandages.

CLASSES

Conducted at most St John training venues.

CERTIFICATE VALIDITY

Three years.

One year for Advanced Resuscitation, AED, Analgesic Gas Administration and CPR.

ASSESSMENT

Theory: 30 multiple choice questions. Pass mark is 80%

Practical: CPR and advanced resuscitation skills, casualty management skills, administration of methoxyflurane, use of automated external defibrillator, use of oxygen delivery systems.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTFA301B – Apply first aid

HLTFA402B – Apply advanced first aid

HLTFA404A – Apply advanced resuscitation techniques

80871ACT – Course in analgesic administration (Methoxyflurane)

22101VIC – Course in automated external defibrillation

* *Administration of Nitrous Oxide can be taught on request to authorised persons.*



INDUSTRIAL FIRST AID + REFRESHER

STATEMENT OF ATTAINMENT



This course is designed for those who work in heavy industry where there are risks of serious and potentially life threatening injuries. The course is tailored to meet individual worksite needs.

COURSE DURATION

Industrial First Aid Course	3 days 24 hours
Refresher *	1 day 8 hours

CONTENT

- major trauma
- automated external defibrillation
- administration of analgesic gases (where authorised)
- advanced resuscitation
- extraction of casualties and treatment of serious injuries (eg. crush injury, burns, abdominal or pelvic injury)

PREREQUISITES

Nil for full course.

* A current Industrial First Aid Certificate is needed for the refresher.

MATERIALS PROVIDED

Australian First Aid manual, bandages.

CLASSES

Conducted at worksites on request.

CERTIFICATE VALIDITY

Three years.

One year for Advanced Resuscitation, AED, Analgesic Gas Administration and CPR

ASSESSMENT

Theory: 30 multiple choice questions, pass mark is 80%

Practical: CPR and advanced resuscitation skills, casualty management skills, administration of methoxyflurane, use of automated external defibrillator, use of oxygen delivery systems.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTFA301B – Apply first aid

HLTFA402B – Apply advanced first aid

22101VIC – Course in automated external defibrillation

80871ACT – Course in analgesic administration (Methoxyflurane)

HLTFA404A – Apply advanced resuscitation techniques

* *Administration of Nitrous Oxide can be taught on request to authorised persons.*



REMOTE AREA FIRST AID

STATEMENT OF ATTAINMENT



Remote Area First Aid is designed for travellers, outdoor enthusiasts or if you live or work in remote areas. It is designed for remote areas where access to medical aid is difficult.

COURSE DURATION

Remote Area First Aid Course

2 days 16 hours

CONTENT

- first aid management in remote areas
- common ailments
- prolonged care
- contingency planning
- casualty assessment
- protection from the environment
- musculoskeletal injuries
- wound care
- assessing the scene
- exposure to heat and cold
- rescue preparation

PREREQUISITES

A current Senior First Aid Certificate is required.
Minimum age for participants is 14 years.

MATERIALS PROVIDED

Australian First Aid manual and St John Ambulance Australia Remote Area First Aid: Field Guide booklet and bandages.

CLASSES

Conducted at Bundilla and Blaxland or at your place of work on request.

CERTIFICATE VALIDITY

Three years.

ASSESSMENT

Theory: 30 multiple choice questions, pass mark is 80%

Practical: resuscitation skills, casualty management skills.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTFA302A – Provide first aid in remote situations

STATEMENT OF ATTAINMENT



This course is designed for first aiders whose role may include the administration of pain reducing agents as inhaled gas. Participants must be authorised by a medical practitioner.

COURSE DURATION

Administration of Analgesic Gases Course

2 hours

CONTENT

- appropriate administration of analgesic gases
- assembly of equipment for administration of analgesic gases
- care of equipment
- indications and contraindications for use

PREREQUISITES

A Senior First Aid Certificate is required.

Minimum age for participants is 18 years.

CLASSES

Conducted at St John training venues or at your place of work on request

CERTIFICATE VALIDITY

One year.

ASSESSMENT

Practical assessment in the administration of methoxyflurane and/or nitrous oxide.

NATIONAL ACCREDITATION

Statement of Attainment:

80870ACT – Course in analgesic administration (Nitrous Oxide)

80871ACT – Course in analgesic administration (Methoxyflurane)

STATEMENT OF ATTAINMENT

CPR

O₂

This course is designed for first aiders to advance their skills to include automated external defibrillation, mechanical resuscitation and oxygen delivery.

COURSE DURATION

Advanced Resuscitation Course

1 day 8 hours

CONTENT

- one and two person resuscitation techniques
- oxygen safety precautions
- selecting and 'cracking' an oxygen cylinder
- checking and assembling an oxygen cylinder and equipment
- administering oxygen with a face mask
- selection of appropriate oropharyngeal airway
- inserting an oropharyngeal airway
- suction equipment
- using a mechanical resuscitator
- two person mechanical resuscitation
- safe procedure and effective use of automated external defibrillator

PREREQUISITES

A current Senior First Aid or higher certificate is needed.

MATERIALS PROVIDED

Advanced resuscitation booklet.

CLASSES

Conducted at most St John training venues.

CERTIFICATE VALIDITY

One year.

ASSESSMENT

Practical: CPR, advanced resuscitation skills, use of automated external defibrillator, use of oxygen delivery system.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTFA404A – Apply advanced resuscitation techniques

22101VIC – Course in automated external defibrillation

HLTCPR201A – Perform CPR



STATEMENT OF ATTAINMENT



This course is designed for participants to recertify in the administration of analgesic gases, advanced resuscitation and automated external defibrillation to maintain an Advanced Life Support certificate.

COURSE DURATION

Recertification Course	1 day 8 hours
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CONTENT

- assembly of equipment for administration of analgesic gases
- safe administration of an analgesic gas
- care of equipment after use
- safe and effective use of a mechanical resuscitator to administer oxygen using a training manikin
- safe and effective administration of oxygen therapy
- selecting and assembling equipment for oxygen use
- safe procedure and effective use of the automated external defibrillator

PREREQUISITES

Current Analgesic Gases, Advanced Resuscitation and Automated External Defibrillation certificates are needed for recertification.

MATERIALS PROVIDED

Advanced Resuscitation Booklet.

CLASSES

Conducted at St John training venues or your place of work on request

CERTIFICATE VALIDITY

An Advanced Life Support Certificate valid for one year.

ASSESSMENT

Practical: CPR and advanced resuscitation skills, administration of methoxyflurane, use of automated external defibrillator, use of oxygen delivery system.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTCPR201A – Perform CPR

80871ACT – Course in analgesic administration (Methoxyflurane)

22101VIC – Course in automated external defibrillation

HLTFA404A – Apply advanced resuscitation techniques

** Administration of Nitrous Oxide can be taught on request to authorised persons.*





ANAPHYLAXIS TRAINING

STATEMENT OF ATTAINMENT



This training session teaches you to recognise and manage an anaphylactic reaction using an adrenaline auto-injector (eg. Epipen).

COURSE DURATION

Anaphylaxis Training Course

2 hours

CONTENT

- identification of the signs and symptoms of an anaphylactic reaction.
- avoidance and preventative measures to take for children with severe allergies
- management of a severe allergic reaction including the use of an adrenaline auto-injector (eg. Epipen)
- risk management planning

PREREQUISITES

Nil.

Resuscitation training including CPR is recommended either before or after this training.

CLASSES

Conducted at Burwood, Gosford and Newcastle or on request for group bookings.

ASSESSMENT

Practical: use of an adrenaline auto-injector (eg. Epipen).
Risk management planning.

NATIONAL ACCREDITATION

Statement of Attainment:

22099VIC – Course in first aid management of anaphylaxis



AUTOMATED EXTERNAL DEFIBRILLATION

STATEMENT OF ATTAINMENT



This course equips individuals, who have access to an Automated External Defibrillator (AED), with the skills necessary to use it as part of a resuscitation attempt.

COURSE DURATION

AED Course

4 hours

CONTENT

- management of an unconscious casualty
- resuscitation techniques including CPR
- safe use of an automated external defibrillator
- test and maintenance of machine
- charge and change battery

PREREQUISITES

Minimum age for participants is 14 years.

CLASSES

Conducted at Burwood, branch offices or at your place of work on request.

CERTIFICATE VALIDITY

One year.

ASSESSMENT

Practical: use of an automated external defibrillator.

NATIONAL ACCREDITATION

Statement of Attainment:

22101VIC – Course in automated external defibrillation

+ REFRESHER

STATEMENT OF ATTAINMENT



This course is designed to provide the knowledge, skills and confidence necessary to perform CPR.

COURSE DURATION

CPR Course	4 hours
Refresher *	2 hours

CONTENT

- management of the unconscious casualty
- resuscitation techniques
- infection control

PREREQUISITES

Minimum age for participants is 14 years.

* A current CPR certificate is required for the refresher course.

MATERIALS PROVIDED

Emergency First Aid: A Quick Guide booklet.

CLASSES

Conducted at Burwood, branch offices or at your place of work on request.

CERTIFICATE VALIDITY

One year.

ASSESSMENT

Practical: resuscitation skills.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTCPR201A – Perform CPR



LOW VOLTAGE RESCUE

STATEMENT OF ATTAINMENT



CPR



This course is designed for people who work with low voltage electricity. It provides participants with the skills and knowledge to perform a low voltage rescue and CPR.

It will assist employers in meeting the electrical safety recommendations of the WorkCover Low Voltage Electrical Work – Code of Compliance 2007.

COURSE DURATION

Low Voltage Rescue Course

1 day

CONTENT

- management of the unconscious casualty
- resuscitation techniques
- infection control
- burns and gas inhalation
- risk assessment
- safety rescue from low voltage apparatus

PREREQUISITES

Minimum age for participants is 14 years.

MATERIALS PROVIDED

Emergency First Aid: A Quick Guide booklet.

CLASSES

Conducted at Newcastle or at your place of work on request

CERTIFICATE VALIDITY

One year.

ASSESSMENT

Practical: resuscitation skills, checking LVR kit, performing a low voltage rescue.

NATIONAL ACCREDITATION

Statement of Attainment:

HLTCPR201A – Perform CPR

80838ACT – Course in electrical safety and low voltage rescue

STATEMENT OF ATTAINMENT



This course is designed for OHS committee members and representatives to meet the requirements of the OHS Regulation 2001. It provides participants with the knowledge and skills to effectively carry out their functions in accordance with OHS legislation.

COURSE DURATION

Full course

4 days 24 hours

CONTENT

- Topic 1 - Workplace Health and Safety
- Topic 2 - The Role of OHS Consultation in the Workplace
- Topic 3 - Effective OHS Consultation in the Workplace
- Topic 4 - Systematic Management of Health and Safety
- Topic 5 - Action Learning Exercise
- Topic 6 - Continuous Improvement of OHS Systems
- Topic 7 - Summary and Conclusion

PREREQUISITES

Nil (There are no provisions for recognition of prior learning).

MATERIALS PROVIDED

Participant's handbook.

CLASSES

Available on request for groups.

ASSESSMENT

Course attendance, participation in activities and an action learning exercise.

NATIONAL ACCREDITATION

Statement of Attainment:

90502NSW – Course in OHS consultation



TRAINING

HOW TO ENROL IN A CLASS

You can enrol in a class by mail, telephone, fax, email, or online.

You will need:

- The full name, address and phone details of those attending
- Course name, date and venue you would like to attend
- Purchase order number (corporate customers only)
- Credit card details, cheque or cash.

TELEPHONE

Call our customer service staff on 1300 360 455, and have your credit card details ready.

ONLINE

Visit our website at www.stjohnnsw.com.au for more information on our courses, kits, venues and bookings.

EMAIL

You will need to send your booking details to customer_service@stjohnnsw.com.au or your nearest St John office (page 39).

MAIL

Complete a course enrolment form and mail, with your payment or payment details, to your nearest St John Office a minimum of three weeks in advance of the course.

Confirmation will be forwarded within two working days of receipt.

FAX

Please complete a course enrolment form (available by calling 1300 360 455) and a purchase order (if relevant) and fax to your nearest St John office (page 39) a minimum of two weeks in advance of the course.

**To find the best class for you,
call us on 1300 360 455 or visit
www.stjohnnsw.com.au**



Be more than a
VOLUNTEER
Be a St John
volunteer

1300 360 455
www.stjohnnsw.com.au

Which St John First Aid equipment do I need?

NO. OF
EMPLOYEES

OHS REGULATION REQUIREMENT



200 +	First Aid Room & A Kit & Portable B Kit	At least 1 Occupational First Aider
100 – 200	A Kit	At least 1 Senior First Aider
10 – 100	B Kit	25+ employees – At least 1 Senior First Aider is required
Less than 10	C Kit	

However if you work in a *Construction workplace**, the following applies

100 +	First Aid Room & A Kit & Portable B Kit	At least 1 Occupational First Aider
25 – 100	A Kit	At least 1 Senior First Aider
Less than 25	B Kit	

All our workplace kits are compliant with the OHS Regulation 2001. We are able to restock all first aid kits.

*Construction work is anything to do with the building, renovating, alteration, repair, maintenance and demolition of all types of buildings and also the supply of sewerage, drainage and water and energy supplies. Source: OHS Regulation 2001 Chapter 1, Clause 3.

**ST JOHN ALSO
RECOMMENDS**

AED & Evacuation
First Aid Kit

AED & Evacuation
First Aid Kit

AED & Evacuation
First Aid Kit

At least 1
Senior First Aider



AED & Evacuation
First Aid Kit

AED & Evacuation
First Aid Kit

At least 1
Senior First Aider



FIRST AID KITS



A Kits

Occupational + Industrial Kits

For workplaces with more than 100 employees, construction sites with 25 employees or more.

These kits are a must for industrial and construction workplaces. They have metal cabinets for easy wall mounting, and emergency key windows.

B Kits

Occupational + Industrial Kits

For standard workplaces with 10 – 100 employees or construction sites with fewer than 25 employees.

These kits are easily identifiable and lightweight, for responding to minor workplace accidents and injuries. Extra strong containers are suitable for heavy duty workplaces. Industrial kits (pictured) are equipped to deal with trauma response.

C Kits

Portable Occupational Kits

For workplaces with less than 10 employees.

Suitable for minimum first aid requirements, this kit can be easily stored in any environment with minimum space and is ideal for company vehicles.

This kit is perfect for co-branding with your company logo for staff incentives.

AUTOMATED EXTERNAL DEFIBRILLATORS (AED)



Cardiac arrest is the most common cause of death in this country, with approximately 20,000 Australians dying each year.

According to the Australian Resuscitation Council (guideline 10.1.3), “survival from out of hospital sudden cardiac arrest in Australia remains poor with approximately less than 10% of victims leaving hospital alive”.

Numerous studies have demonstrated that time to defibrillator has been shown to be a factor that influences survival. When someone suffers from a cardiac arrest, for every minute that passes their chance of survival decreases by 10%.

First aid needs to be applied within minutes and we recommend that it should only take you a maximum of 3 minutes to retrieve your kit and AED.

Source: *Australian Resuscitation Council Guideline 10.1.3*



CODE OF PRACTICE

St John Ambulance Australia (NSW) will ensure that qualified and experienced trainers are used to conduct all training courses. Trainers will present approved course material to meet the appropriate standards. Assessments will be conducted in a fair, objective and consistent manner to determine a person's level of competency. Course content and learning outcomes will vary according to the course type and duration.

If required, this information may be obtained by contacting our Customer Service Department

WORKPLACE HEALTH AND SAFETY

St John Ambulance Australia (NSW) has a responsibility to provide a safe and healthy environment for their employees, customers and visitors.

Under the Occupational Health and Safety Act 2000 course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Following instructions provided for safety
- Not putting themselves or anyone else at risk
- Reporting an injury/illness or "near miss" to an appropriate person.

PRIVACY POLICY

Your privacy is respected by St John Ambulance Australia (NSW). Information provided may be used in course administration and provided to training staff. You will normally be reminded when your current certificate expires and may also be provided with information about other St John Ambulance Australia (NSW) services. If you do not want to receive this information, or have privacy concerns or would like to verify information held about you, please contact the Privacy Officer on 02 9745 8888 or email to customer_service@stjohnnsw.com.au

ENROLMENT CONDITIONS

Access to all courses is subject to:

- Availability of classes
- Sufficient enrolments in the class
- Course entry requirements being met
- Course fees being paid in advance

FLEXIBLE DELIVERY

St John Ambulance Australia (NSW) will offer flexible delivery including:

- Alternative course times, dates and modes of delivery
- A second assessment of competencies which were not achieved at the first assessment
- Client support arrangements for persons with language

or literacy difficulties can be negotiated prior to the commencement of the course.

ASSESSMENT

Assessments will be conducted in accordance with Australian Quality Training Framework (AQTF) Standards as required by Registered Training Organisations. Trainers will inform participants of assessment requirements and procedures at the beginning of each program. Details on assessment are also available by contacting Customer Service on 1300 360 455.

Any appeal related to assessment must be lodged within five (5) days of course completion.

ACCESS AND EQUITY

St John Ambulance Australia (NSW) actively encourages the participation of a cross section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community. All persons must successfully demonstrate the required competencies to receive a first aid certificate. If a person is unable to physically do this a Letter of Attendance will be given.

REFUND POLICY

A full refund of fees paid will be given if:

- St John Ambulance Australia (NSW) cancels a class
- The course participant/organisation gives notice in writing that they will not be attending the class, fourteen (14) days before the commencement date for that class.

A 50% refund on fees paid will be given when a course participant/organisation withdraws from the class within fourteen (14) days of the commencement date.

No refund will be given after the class has commenced.

To request a refund, a course participant/organisation should apply in writing to St John Ambulance Australia (NSW) at the centre where the booking was made, stating the amount sought and the reason why the refund should be made. A copy of the receipt for the amount paid must accompany the request. Refunds will not be made to any party other than the person/organisation making the original payment.

A transfer fee of \$20 may apply.

All courses must be completed within (3) months of the original booking date. No refunds or transfers will be made after this date.

RECOGNITION OF PRIOR LEARNING

St John Ambulance Australia (NSW) recognises first aid qualifications or certificates issued by other Registered Training Organisations (RTO) for the certificate's remaining period of currency.

Current qualifications issued by St John Ambulance or other RTOs in Senior and Occupational First Aid will allow entry into Senior and Occupational Recertification courses, which are shorter in duration.

GRIEVANCES

Customers have the right to seek redress if they feel they have cause for complaint or have been unfairly treated by St John Ambulance Australia (NSW).

The procedure to follow is:

- Discuss the grievance with the trainer of the first aid course. If the resolution is unsatisfactory or requires further action:
- Send the grievance, in writing, to the General Manager (Training). All grievances/complaints are attended to through our Quality System for Continual Improvement. Notification of the outcome will be given.

CLIENT CONDUCT

While in attendance at St John Ambulance Australia (NSW) courses, participants are expected to behave in a courteous manner at all times.

In the event a client exhibits behaviour which is disruptive, inappropriate or disturbing to other course participants and/or the trainer, disciplinary action will be implemented in accordance with our Client Conflict Resolution Procedure.

Failure to behave in an appropriate manner may result in a participant's expulsion from current and/or future courses.

ADVERTISING POLICY

Our privacy policy ensures that written permission is obtained from course participants before any information about them is used in any marketing or promotional material.

BRANCH OFFICE DETAILS

ST JOHN HOUSE

9 Deane Street, Burwood, NSW 2134
T 02 9745 8888 F 02 9745 8777
E customer_service@stjohnnsw.com.au

BATHURST

Shop 4, 213 – 217 Howick Street,
Bathurst, NSW 2795
T 02 6331 9691 F 02 6332 4316
E bathurst@stjohnnsw.com.au

GOSFORD

Suite 2, 88 Mann Street, Gosford, NSW 2250
T 02 4324 6047 F 02 4324 6303
E gosford@stjohnnsw.com.au

LISMORE

Lismore Professional Centre,
103-105 Molesworth Street, Lismore, NSW 2480
T 02 6621 8044 F 02 6621 8038
E lismore@stjohnnsw.com.au

NEWCASTLE

Court Street, Adamstown, NSW 2289
T 02 4952 8188 F 02 4956 2247
E newcastle@stjohnnsw.com.au

WOLLONGONG

30 Kenny Street, Wollongong, NSW 2500
T 02 4229 2788 F 02 4227 3463
E wollongong@stjohnnsw.com.au

TRAINING CENTRE DETAILS

LIVERPOOL

Level 1, 64 Macquarie Street, Liverpool, NSW 2170
T 02 9821 4045 F 02 9601 7768
E liverpool@stjohnnsw.com.au

PENRITH

Suite 11, 86 Henry Street, Penrith NSW 2750
T 02 4732 1318 F 02 4721 0189
E penrith@stjohnnsw.com.au

Toll free 1300 360 455 www.stjohnnsw.com.au

Courses are held in various locations not limited to the above. Contact your nearest office for locations, timetables and bookings.



Contact our customer service staff
on **1300 360 455** for more information
or visit the St John website
www.stjohnnsw.com.au

The information in this booklet is correct at the time of printing.

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