

# HLTAID010

## Provide Basic Emergency Life

### Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.
- Practical assessment instructions for learners.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink at the end of the document.

**See the 'Read Me First' document for a complete set of instructions on how to use these resources.**



# LEARNER GUIDE

# HLTAID010 Provide Basic Emergency Life Support

<b>Learner Name:</b>	
<b>Learner ID:</b>	
<b>Learner Contact Number:</b>	
<b>Learner Email Address:</b>	
<b>Date Training Commenced:</b>	

## This Book Contains:

- Course Information.
- Review Questions.
- Practical Assessment overview and Instructions.

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# 1.1 Introduction

This training course is based on the unit of competency **HLTAID010 Provide Basic Emergency Life Support**.

This course describes the skills and knowledge required by a worker to provide a first aid response to a casualty in a range of situations including community and workplace settings.

You will learn about:

- ◆ Responding to emergency situations.
- ◆ Applying appropriate first aid procedures.
- ◆ Passing on information about the incident to emergency services.
- ◆ Reviewing the response to the incident.



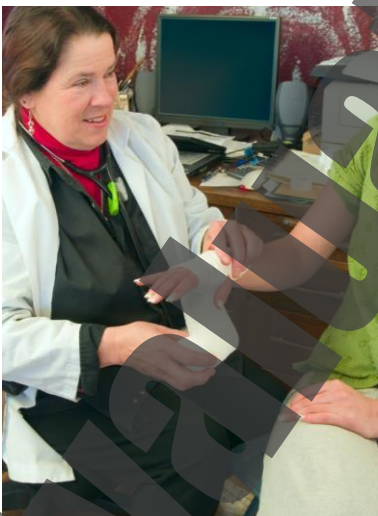
Through First Aid training you will learn the skills you need to respond to a medical emergency so you can save lives and reduce pain and injury until qualified medical help takes over.

## 1.1.1 What is First Aid?

First aid is the initial assistance or care of a suddenly sick or injured person or persons. It is the vital initial care given as soon as possible after an accident or illness.



### 1.1.1.1 Principles of First Aid



When providing first aid it is important to understand the established principles of first aid. This will help you to avoid harming the casualty further and assist their recovery.

The basic principles and concepts of first aid are to:

- ◆ Relieve pain and suffering.
- ◆ Avoid further illness or injury or worsening of illness or injury.
- ◆ Protect individuals who are unconscious.
- ◆ Encourage recovery.
- ◆ Prevent or reduce disability.
- ◆ Save lives.

When managing an emergency requiring first aid or CPR intervention the principles of first aid suggest the following process be followed:

1. Assess the situation.
2. Decide on an appropriate first aid response.
3. Arrange medical assistance.



## 1.1.2 First Aid Guidelines and Procedures



As someone who is trained in first aid there are a number of legal, workplace and community considerations and factors you need to think about.

The information here is meant as a guide – always make sure that you are familiar with the requirements of your state/territory and workplace.

You should always do what you can to help someone in need. You should also remember to keep yourself safe and well while doing so.

Legal and workplace factors you need to consider include:

- ◆ Duty of care requirements.
- ◆ Respectful behaviour towards a casualty.
- ◆ Privacy and confidentiality requirements.
- ◆ Your skills and limitations.
- ◆ The need for stress-management techniques and available support following an emergency.
- ◆ The importance of reviewing first aid incident response.



### 1.1.2.1 Australian Resuscitation Council (ARC) Guidelines

The Australian Resuscitation Council (ARC) is a voluntary coordinating body which represents all major groups involved in the teaching and practice of resuscitation.



The Australian Resuscitation Council is sponsored by the Royal Australasian College of Surgeons and the Australian and New Zealand College of Anaesthetists.

The Australian Resuscitation Council produces guidelines to meet its objectives in fostering uniformity and simplicity in resuscitation techniques and terminology. Guidelines are produced after consideration of all available scientific and published material and are only issued after acceptance by all member organisations. This does not imply, however, that methods other than those recommended are ineffective.

## Objectives of the ARC:

- ◆ Provide a forum for discussion of all aspects of resuscitation.
- ◆ Foster interest in and spread information regarding resuscitation.
- ◆ Gather and collate scientific information regarding resuscitation techniques; to recommend a modification of those techniques where appropriate on the basis of such information.
- ◆ Promote simplicity and uniformity in techniques and terminology regarding resuscitation.
- ◆ Provide an advisory and resource service regarding techniques, equipment, teaching methods and teaching aids.
- ◆ Foster research into methods of teaching and practice of resuscitation.
- ◆ Pursue the development of standards for training.
- ◆ Establish regular communications with other bodies with similar objectives both in Australia and overseas.
- ◆ Consider and advise on the means of preventing circumstances in which resuscitation may become necessary.
- ◆ Do all such acts and things as are incidental, or subsidiary to all or any of the above objectives.



To meet these objectives the ARC:



- ◆ Develops and publishes guidelines.
- ◆ Reviews and updates guidelines by consultation with member bodies and other experts.
- ◆ Reviews world literature and research in resuscitation.
- ◆ Acts as a resource for anyone wanting authoritative material on resuscitation.

### 1.1.2.2 Guidelines from Australian National Peak Clinical Bodies

Peak bodies are not-for-profit non-government organisations who represent the knowledge and interests of groups specific to their area of expertise.

In Australia there are several clinical (medical) peak bodies. The government consults with these representative organisations when adjusting or introducing new first aid practices.



Some of these bodies, their websites and some useful resources they provide are detailed in the table below.

Peak Body	Website	Resources
<b>Australasian Society of Clinical Immunology and Allergy (ASCIA)</b>	allergy.org.au	<ul style="list-style-type: none"> <li>◆ First Aid Plan for Anaphylaxis.</li> <li>◆ Action Plan for Allergic Reactions.</li> </ul>
<b>Australian and New Zealand Burn Association (ANZBA)</b>	anzba.org.au	<ul style="list-style-type: none"> <li>◆ Burn First Aid Fact Sheet.</li> <li>◆ Prevention of Sunburn Fact Sheet.</li> </ul>
<b>Epilepsy Foundation</b>	epilepsyfoundation.org.au	<ul style="list-style-type: none"> <li>◆ Seizure First Aid.</li> </ul>
<b>Heart Foundation</b>	heartfoundation.org.au	<ul style="list-style-type: none"> <li>◆ Heart Attack Warning Signs Factsheet.</li> </ul>
<b>National Asthma Council</b>	nationalasthma.org.au	<ul style="list-style-type: none"> <li>◆ First Aid for Asthma.</li> <li>◆ Kids First Aid for Asthma.</li> </ul>
<b>St John Ambulance</b>	stjohn.org.au	<p>Fact sheets with response information for incidents including:</p> <ul style="list-style-type: none"> <li>◆ Bites and stings.</li> <li>◆ CPR.</li> <li>◆ Diabetic emergency.</li> <li>◆ Fainting.</li> <li>◆ Stroke.</li> <li>◆ Spinal or neck injury.</li> <li>◆ Severe bleeding.</li> </ul>

You can access their websites to obtain printable resources providing information on how to respond to different incidents that may occur in the workplace. These resources are often available in more than one language which allows the information to be easily understood by diverse groups within the workplace.

Many peak bodies offer a free update service which you can sign up to on their website. If you are a first aid officer, then this is a good way to ensure your knowledge is current and responses in the workplace are appropriate for the situation.

Peak bodies may run events throughout the year either online in a webinar style, or in person. These often form part of the peak body's consultation process.

The information gained from these events helps them provide the government with informed advice when shaping any new first aid processes.



### 1.1.2.3 Risk Minimisation Procedures

When responding to an emergency, it is very important that you maintain personal safety. Always follow standard procedures for emergency response. These are designed to limit the risks involved with emergency situations.

Risk minimisation requires you to act in a way that reduces the chance or impact of injury to either yourself, bystanders or the casualty.

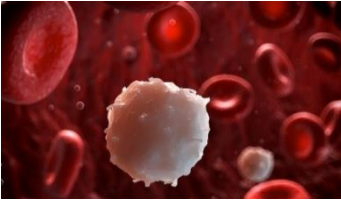
This is achieved through:



- ◆ The use of personal protective equipment.
- ◆ Training and preparation for administering first aid.
- ◆ Removing dangerous items from the area.
- ◆ Moving the casualty to a safer position before continuing with first aid.



### 1.1.2.4 Infection Control Procedure



When providing first aid you may come into contact with human bodily fluids like saliva or blood. Bodily fluids can carry viruses or bacteria, which cause diseases. Protect yourself from infection or disease by practicing proper hygiene and standard infection control procedures.

Standard infection control procedures may include:

- ◆ Wearing protective gloves to maintain personal hygiene and to act as a physical barrier between you and the casualty.
- ◆ Covering any cuts, abrasions or skin conditions you may have.
- ◆ Cleaning away blood and other bodily fluids.
- ◆ Not touching your face, especially your mouth, ears and eyes. Also, avoid eating and drinking until you have properly washed and sanitised your hands.
- ◆ Washing your hands thoroughly. Use soap and water or an antibacterial hand gel, both before and after providing first aid, even if gloves were used.
- ◆ Disposing of contaminated waste in biohazard containers. If these are not available put waste in a leak-proof/sealable bag or container and dispose of it carefully.
- ◆ Correctly disposing of contaminated sharp objects (such as needles). If possible, use tongs to pick them up and put them into the 'sharps' container.
- ◆ Using a protective mask (resuscitation barrier) and following infection control best practice (ARC guidelines 9.6.2) before you perform CPR.



The use of personal protective equipment (PPE) is important when providing first aid. PPE provides a physical barrier between yourself and the casualty. Items such as gloves, masks, face shields, protective glasses and resuscitation masks are all considered PPE and assist with maintaining a high standard of hygiene when providing first aid and/or CPR.



Your workplace will provide you with training for any specialised infection control measures including the use of and location of PPE. It is your responsibility to maintain the highest standards of personal hygiene while you are providing first aid. This will help to protect you and the casualty.

### 1.1.2.5 Training and Currency of Skills and Knowledge

First aid should only be administered by qualified personnel. Providing first aid when you are not qualified to do so could result in further injuries or harm to the victim.



If the person providing first aid is not trained, qualified or authorised to carry it out, it is important they are aware that they may be sued by the victim for negligence. Negligence is a failure to properly care for the individual requiring first aid.

The threat of negligence should not stop you from trying to help by providing first aid. The Good Samaritans (or Civil Liability) Act aims to protect anyone who is trained to perform first aid from being sued on the grounds of negligence if something goes wrong and the casualty ends up with injuries caused by the actions of the first aider.

Undergoing refresher training at regular intervals ensures that first aid and CPR responders remain up to date with official guidelines and procedures. The Code of Practice for first aid recommends all employers should have their nominated first aiders attend refresher training for CPR every year, and first aid refresher training every three years. These timeframes are consistent with the advice provided by both the Australian Resuscitation Council and Safe Work Australia.

### 1.1.2.6 First Aid Code of Practice

If operating as a first aid officer in the workplace the “Code of Practice: First aid in the workplace” provides further information about workplace requirements, processes and procedures. The Model Code of Practice, available from the Safe Work Australia website, provides information and guidance on:

- ◆ First aid responsibilities.
- ◆ First aid requirements.
- ◆ First aid equipment (including PPE and first aid equipment such as AEDs).
- ◆ Training requirements.



### 1.1.2.7 Workplace or Site Procedures Relevant to First Aid



Work Health and Safety (WHS) guidelines for preventing accidents in the workplace can be found in the company’s policies and standard operating procedures. These may include instructions on how to use Personal Protective Equipment (PPE), which can improve safety and prevent infection from spreading.

If in doubt about following any of the WHS policies and procedures at your workplace talk to your WHS officer. WHS policies and procedures must be followed at all times to ensure the safety of all workers.

### 1.1.2.8 First Aid Kits

First aid kits must be provided in the workplace and their location clearly signed. They can vary depending on the nature of work completed but generally include:

- ◆ Bandages of different sizes and styles.
- ◆ Wound dressings of different sizes and styles.
- ◆ Antiseptic liquids or creams.
- ◆ Disinfectant/cleaning wipes.
- ◆ Saline solution vials.
- ◆ Disposable gloves.
- ◆ Emergency/thermal blanket.
- ◆ Instant ice pack.
- ◆ Scissors.
- ◆ Pad and pen.



First aid kits should be checked regularly to ensure there are no missing supplies and that they can be used at a moments notice. The last thing you want in an emergency is an empty first aid kit. You are required to report the use of any supplies from a first aid kit so that they can be resupplied.

### 1.1.3 Considerations When Administering First Aid



WHS legislation is the laws and guidelines designed to help keep public spaces and workplaces safe. WHS legislation and regulations outline the responsibilities of a person conducting a business or undertaking (PCBUs) to provide first aid facilities and workers trained in first aid.

You should be familiar with the WHS laws that exist in your state or territory as they relate to your responsibilities in the provision of first aid.

#### 1.1.3.1 Duty of Care

All people at work have a Duty of Care. This is a legal responsibility which requires you to take all reasonable steps to ensure your actions don't knowingly cause harm to another individual.

Once you start responding to an emergency by providing first aid the law says you must continue until:

- ◆ Vital signs return.
- ◆ Paramedic assistance arrives from emergency response services.
- ◆ Exhaustion makes it impossible to continue.
- ◆ Authorised personnel declare the casualty as officially deceased.





Some examples of where a duty of care to provide first aid exist include cases where:

- ◆ You are a worker who is trained, qualified and designated as a first aid officer in a company.
- ◆ You are responsible for the person injured.
- ◆ You are an official first aid volunteer at a public event.
- ◆ You have started giving CPR or first aid in an emergency.

Once the casualty regains consciousness, you should complete your duty of care responsibilities by handing them over to a medical practitioner. If this is not possible, you must advise the casualty to seek professional medical assistance/advice.

### 1.1.3.2 Recognising Your Own Skills and Limitations

Before taking any action to respond to an emergency you should consider your skills and limitations.

As a first aid provider, you are not expected to be a medical expert. Paramedics have advanced skills in first aid and when they arrive to treat the casualty, they can apply advanced life support procedures that they are qualified to administer.



Your role in providing first aid is to respond promptly and be proactive.

Be aware of your limitations including:

- Readiness to perform first aid.
- Level of physical fitness.
- General health.
- Disability.
- Barriers to actions (fear of failure or litigation).
- Motivation to perform first aid.

It is also a good idea to keep trying to improve your first aid skills. Your organisation might provide training so you can keep your skills up to date. There will always be something that you can learn to improve your first aid skills and therefore be a more effective medical emergency responder.

### 1.1.3.3 Consent



To gain consent to do something is to have permission to do it. When responding to an incident requiring first aid you must seek consent from the casualty. You must also stop if they ask you to as this means they no longer give permission to receive first aid.

If the person doesn't give consent and you touch them or they think you will touch them you could be charged with assault or battery.

In cases where the casualty is unconscious, the law assumes that the person would have consented if they had been able to, but only if their life and/or future health was in danger.

Where the injured person is a minor (child) you should get consent from the child's parent or guardian. If they are not available it can be assumed that consent for first aid would be given.

If you can't be sure that the injured individual has consented to receive first aid you may go ahead with the treatment if there is no outright refusal of assistance.



### 1.1.3.4 Respectful Behaviour



Be aware that individuals may have differing views and beliefs which may influence their preferences when it comes to receiving treatment for an injury or illness.

It is much easier to gain consent from someone requiring first aid if you demonstrate respect for their beliefs or views.

When the casualty regains consciousness, they will likely feel scared, confused and very vulnerable. Showing respect will help build a supportive and trusting relationship between yourself and the casualty in this difficult time.

To make the casualty feel at ease, it's important to give them information about what has happened, when it happened and what you are going to do to help them.

For example, if the person has had a car accident, tell them, "Your car rolled over, and you've been injured".

Once you are sure that an ambulance is arriving, you could say, "Don't worry, an ambulance will be coming soon to take you to a hospital."

It may help to speak slowly and calmly to reassure the casualty.

Other ways to show respect and reassure the casualty include:



- ◆ Making a personal introduction (tell them your name, confirm you hold first aid certification).
- ◆ Show empathy (use a caring tone of voice and volume).
- ◆ Maintain constant communication with the casualty (tell them what you are doing before and during treatment).
- ◆ Do not make assumptions about the casualty based on preconceived ideas.
- ◆ Demonstrate cultural awareness.

Your first aid skills should be applied to the casualty in a way that does not force first aid procedures and respects the individual's beliefs. You should follow the guidelines for consent with every casualty.

Also check the casualty for medical identification tags such as a bracelet or necklace. These will give you information like the name of the casualty, emergency contact, medical illnesses, allergies, and even what medical treatment they would refuse.



### 1.1.3.5 Privacy and Confidentiality



You should be aware of privacy and confidentiality legislation. This protects medical data from being circulated to the general public and ensures it is only handled by authorised workers and on a 'need to know' basis.

There is a risk of legal action being taken against you if the casualty holds you responsible for leaking any personal information. Each state/territory in Australia has its own privacy legislation and regulations that must be followed.

Each organisation will have policies and procedures for safeguarding sensitive medical information, including first aid details. Remember, if any patient information is made available to unauthorised parties, there are serious consequences and legal action could be taken.

### 1.1.3.6 Personal Wellbeing and Mental Health

After an emergency you should take part in any debriefing sessions or stress management support offered by your organisation. This is for the purpose of improving the way first aid duties are carried out, but also providing an opportunity for persons involved to reflect on how they are feeling now that the incident is over.

If you are experiencing stress or anxiety, these debriefing sessions can be helpful as they provide a space to talk about what happened, what you did, and share the experience with others who may be feeling the same.

During these sessions your workplace should provide you with information on services available to help you manage stress or trauma associated with the incident.



## Review Questions

<b>1.</b>	What is the focus of the Australian Resuscitation Council (ARC) guidelines?	<input type="checkbox"/>

**2.**

List three (3) examples of peak bodies who the government may consult with when adjusting or introducing new first aid practices.



1.

2.

3.

**3.**

Why should you always follow the standard procedures for emergency response?



**4.**

List three (3) standard infection control procedures.



1.

2.

3.

**5.**

From a legal perspective, what does a person providing first aid who is not trained, qualified or authorised to carry it out need to be aware of?

**6.**

What are three (3) things the Model Code of Practice provides information and guidance on?

1.

2.

3.

**7.**

When should Work Health and Safety policies and procedures be followed?

**8.**

Why should first aid kits be checked regularly?