



JJ Cleaning Services

Part of JJ Group UK LTD

First Aid Policy

No part of this documentation may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose without express written permission of the CEO or head of operation of JJ Cleaning Services.

© 2025, JJ Cleaning Services a trading name of JJ Group UK LTD. All Rights Reserved

1. Purpose and Scope

The purpose of this policy is to guide the provision of first aid to people suffering injury or illness.

First aid services are an important element of work health and safety, facilitating first initial treatment for:

- Injuries that may occur in the workplace (including fieldwork); and
- Acute personal sickness that may impact on staff members, consumers or others while at JJ Cleaning Service's premises or sites.

2. Definitions

First aid is the immediate, initial attention to a person suffering an injury or illness. The aims of first aid are to prevent the occurrence of further dangerous incidents, preservation of life, stabilisation of the person's condition, promotion of recovery and protection and comfort of the person.

First aiders are any people providing first aid.

Premises include offices and vehicles.

3. Principles

The aims of first aid are to preserve life, prevent harm and promote recovery.

First Aid requirements are determined by UK Work Health and Safety Regulation 2011.

JJ Cleaning Services is committed to access to high quality first aid.

4. Outcomes

Any person on JJ Cleaning Service's premises or sites (staff, Board members, consumers, volunteers, students, visitors) have reasonable access to first aid assistance should an injury or illness occur. First aid assistance is provided by trained first aiders, where possible.

5. Risk Management

First aid risks are regularly assessed, identified and managed.

Employees are educated in first aid awareness.

Appropriately qualified staff are trained first aid personnel.

Mechanisms are in place for monitoring compliance with first aid policies.

6. Policy Implementation

JJ Cleaning Services ensures effective implementation of first aid through:

- Staff having access to policies and procedures relating to first aid
- Provision of tailored training to persons with specific tasks

- Record of first aid activities, including first aid training provided and undertaken, information provided to consumers and use of PPE
- Mechanisms for monitoring compliance with first aid.

7. Policy Detail

JJ Cleaning Services is committed to providing a safe and healthy environment for all staff, Board members, students, visitors and consumers.

7.1 Assessing First Aid Requirements

Workplace activities influence potential harmful consequences for staff, consumers and others. Each worksite is likely to have different first aid requirements.

The Director will determine the number of designated First Aid Officers, the type of First Aid kit required and the organisation's approach to first aid response.

Staff are encouraged to disclose health information which may assist in prompt and appropriate first aid responses to foreseeable medical emergencies.

7.2 Designated First Aid Officer

Trained First Aid Officers include the following:

- A person who holds a current first aid certificate issued after successful completion of an approved first aid course; or
- A person who holds a current occupational first aid certificate issued after successful completion of an approved occupational first aid course; or
- A level 3 or greater UK ambulance officer; or
- A registered nurse; or
- A medical practitioner.

A person with one or more of the above qualifications is appointed by the organisation to be the designated First Aid Officer.

A designated first aid officer will be appointed when there are more than 5 employees and consumers at one site.

Appointed first aid officers are required to receive a weekly allowance as set out in their award.

7.3 First Aid Facilities

First aid facilities are provided that are adequate for the immediate treatment of injuries and illnesses that may arise at the workplace.

First aid kits supplied comprise items in accordance with UK occupational health and safety guidelines. First aid kits are maintained by the designated First Aid Officer. Emergency telephone numbers are clearly marked on each first aid kit.

7.4 First Aid Response

While on duty all staff have a duty of care to themselves and others to provide first aid assistance to the level of their competence, and to call on expert assistance if necessary.

The designated First Aid Officer is informed of the need for first aid, and will respond immediately if available.

Emergency medical care and/or an ambulance is to be called if required.

Staff trained in first aid provide first aid assistance if there is no designated First Aid Officer present and emergency medical care and/or an ambulance has not yet arrived.

7.5 Personal Protection

First aiders are to assume that all blood and other body fluids are infectious and are aware of standard precautions in relation to managing blood and other body fluids, including wearing gloves when administering first aid.

Cross infection is managed while providing first aid by wearing gloves and washing hands with soap and water:

- Before and after contact with an ill or injured person
- After contact with blood or and/or other body fluids or contaminated items
- When protective gloves are removed.

When soap and water are not available, first aiders will use an alcoholic based hand wash or equivalent.

JJ Cleaning Services provides personal protective equipment (PPE) to protect first aiders and ill or injured persons from risks of exposure to harm from sharp objects and blood or other body fluids. PPE complies with relevant Australian standards and includes:

- o Disposable PVC, latex, and/or heavy-duty gloves
- o Eye protection, such as goggles and safety glasses
- o Safety footwear
- o Resuscitation masks.

See [Infection Control Policy](#) for more information on the prevention and management of the spread of infection.

7.6 First Aid Records

First aid records are integrated with the organisations incident and accident reporting system. See [Work Health and Safety](#) Policy for more detail.

An Incident Report form is completed by the trained First Aid Officer and/or person providing first aid and includes:

- Date and time
- Name of person receiving first aid
- Description of symptoms
- Treatment provided
- Name of person providing first aid
- Referral arrangements (e.g. ambulance, hospital, medical service)
- Name of person completing Incident Report form.

The original copy of the Incident Report form is retained securely in the JJ Cleaning Services head office.

If a person is transferred to a medical facility, a copy of the Incident Report form is to accompany them.

All persons receiving and providing first aid have access to relevant Incident Report forms arising from first aid incident.

8. References + Resources

9.1 Internal

- Work Health and Safety Policy
- Infection Control Policy
- Incident Report Form

9.2 External

Legislation

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011