



AMBULANCE POLICY

CONTEXT

Sacred Heart College Senior has an obligation under the OHS&W Act to provide first aid services to staff, contractors, visitors, volunteers and students. There will be times where the support of the SA Ambulance Service will be required to deliver emergency medical care. This policy is designed to ensure that the despatch of an ambulance occurs quickly and efficiently.

PRINCIPLES

Ambulance cover will be provided for staff and students in the event of injury or illness.

If there is any doubt about the severity of the illness/injury or the need for an ambulance, this policy reinforces the need to err on the side of calling an ambulance.

In calling for an ambulance, the person concerned will attempt to keep the school personnel informed of information pertinent to the situation.

PROCEDURES

Staff must be familiar with the following so that you can respond effectively if asked to ring an ambulance or assist in an emergency.

1. When requested to call an ambulance, the caller is requested to remain with the person delivering first aid as they will need to relay information between them and the ambulance service.
2. Always dial 000 to ring for an ambulance in an emergency. Where possible use a land line to make the 000 call.
3. If calling from a mobile phone there are a range of issues that can interfere with a successful call to 000 from a mobile phone. If 000 cannot be reached from the mobile phone or it is blocked, locked or has no reception, dial 112. If there is a GSM network nearby the call will be redirected through that carrier.
4. The 000 connection will be answered by a Telstra operator who will ask which service is required. Answer Ambulance and stay on the phone. Stay calm and speak slowly.
5. Further information including the state and town from which the call is being made as well as details about the address and access to the site will need to be provided.
6. A standard set of questions will be asked by the Emergency Service operator about whether the casualty is breathing and conscious. This is why the caller needs to remain with the casualty and

nurse or first aid attendant. The call is not to be disconnected until instructed to by the ambulance service.

7. If an ambulance has been called, where possible arrange for someone to meet the ambulance at the entrance of the location to direct the ambulance to the casualty.
8. If the casualty is a student, a responsible adult is required to accompany them to hospital and stay with them until a parent or guardian arrives.
9. Who pays for the Ambulance and whether the person/family can afford it, is not a consideration in making the decision to call an ambulance in an emergency.

REFERENCES

OHS&W Act 1986
OHS&W Regulations 1995; Regulation 2.11
www.triplezero.gov.au

Approved on August 2011

Review date August 2014

ASKED TO CALL AN AMBULANCE? – QUICK TIPS

Stay with the casualty?

- Stay with the casualty/first aider
- Call **000** (from a landline where possible)
- If calling from a mobile and unable to reach operator, dial 112
- When asked by the telstra operator what service you require, say ambulance and stay on the phone.
- They will ask you to specify the state and city/town you are calling from

Stay calm and stay on the phone.

- Speak slowly
- Provide the phone number you are calling from when asked
- Provide address & nearest cross road when asked
- Provide campus entrance information if different to above
- Provide information about what happened when asked
- Provide details about the casualty's breathing and conscious state when asked
- Stay on the phone until instructed to hang up

Send someone to meet the ambulance

- Ask someone to go to the nominated campus entrance
- Instruct them to wait at the entrance until the ambulance arrives
- Ask them to personally direct the ambulance to the location of the casualty