

Event / Onsite Paramedical Services

Capability Statement



www.FirstResponseAustralia.com.au

Tel: +61 7 4047 7700
201 Bunda St, Cairns
PO Box 81, Cairns North, QLD



Points of Difference

First Response Australia Pty Ltd (FRA) offers an Onsite Paramedical Service for sporting, commercial, industrial and public event activities in order to provide a dedicated and prompt emergency care service to meet public and organisational expectations.

This is different from first aid organisations that can only provide basic first aid; the difference being that under normal circumstances they are limited in their response and service delivery to a consistent high level.

The State Ambulance Services are in demand to respond to public emergency calls in the first instance and do not usually stand by at sporting and other events. If they were available to stand by and they received a public call, they would have to leave the event unattended. Some activities would not be able to continue if the ambulance or onsite medic services were withdrawn. When booked for a job, we guarantee that we will always be there with qualified Pre-Hospital Emergency Care (PHEC) personnel.



First Response Australia (FRA) is approved by Queensland Health for the provision of Emergency Medical Treatment for acute health conditions (approval PAR009801921).

Our Advanced Care Practitioners, both Paramedics (ACPs) and Advanced Emergency Medical Technicians (AEMTs) are fully trained and accredited and have extensive experience in the public and industrial environment. Their qualifications and skills are very similar to State Ambulance Services and they go through extensive training and skills maintenance to maintain their accreditation.

The Clinical Practice Guidelines that they use are reviewed and governed by an FRA Medical Advisory Panel including an Emergency Medical Physician who is our Medical Director supporting FRA with medical consultation during the events that we cover.

FRA Paramedics and AEMTs can work from fully equipped onsite Emergency Response vehicles, other means of transport, site facilities and on foot if required. Our range of emergency care equipment is the same as a State Ambulance Service and includes: full spinal immobilisation; advanced bleeding control and fluid resuscitation; burns treatment; advanced splinting; cardiac monitoring and defibrillation; advanced airway and breathing support, mechanical CPR devices to name a few.

As a provider of Onsite Paramedic Services we are approved by Queensland Health to carry a range of emergency medications to be used under our Clinical Practice Guidelines. This means that we can quickly reduce pain from accidents and other causes and treat a full range of respiratory, cardiac and medical emergencies according to approved protocols.

We work in conjunction with State Ambulance Services and call them early if required to ensure we have ongoing support and transport to hospital. This allows us to stay onsite so that the event or service can continue with minimal interruptions.



Each event is costed according to the individual requirements of the organisation. FRA can guarantee its rates are competitive and are commensurate with the quality service it provides.

- *First Response Australia (FRA) is an approved onsite Paramedic Service by Queensland Health (approval **PAR009801921**)*
- *FRA provides Advanced Care Paramedics (ACPs) and / or Advanced Emergency Medical Technicians (AEMTs) according to job requirements*
- *FRA provides fully equipped Emergency Response Vehicles onsite in the FNQ Region*
- *FRA Paramedics and Advanced Emergency Medical Technicians are approved to administer if required, a range of medications under Clinical Practice Guidelines that are governed by a Medical Advisory Panel and Emergency Medical Specialist (Medical Director)*
- *FRA works in conjunction with the State and Territory Ambulance Services so that transport to hospital can be organised if required. This allows FRA to stay onsite so that the event can continue*

Events that may require an Onsite Paramedical Service

Event organisers usually know from previous experience why they need a higher level of emergency care onsite. This need is reflected in the activity or risk of the event and the likelihood of accidents and/or illnesses. Previous events can be a guideline as to this likelihood but it is best to cover all possible or projected risks by having a professional service onsite who can handle any emergency and call in further state resources if required.

FRA professional Paramedics and AEMTs are highly trained and fully equipped to cope with higher-level emergencies and should be considered in the first instance in the Event Planning Stage.

Events requiring an Onsite Paramedical Service include:

- *Land based, motorised sporting or racing events, including motocross, car rallies, car racing, 4WD events and quad bikes*
- *Triathlons, Marathons and other running events*
- *Mountain Biking events, especially downhill racing*
- *Music festivals and outdoor carnivals*
- *Film Sets*
- *Horse riding/racing events and rodeos*
- *Cycling events*
- *Many other sporting events*



By arrangement, FRA Advanced Care Paramedics and Advanced Emergency Medical Technicians can travel to other destinations across Australia and the Asia Pacific Region, to provide onsite services at industrial and commercial sites, including mine sites, oilrigs and large construction sites.



List of Services and Procedures Provided by FRA

1. Provision of an Onsite Paramedical Service including Advanced Care Paramedics (ACPs) and/or Advanced Emergency Medical Technicians (AEMTs)
2. Provision of Onsite Emergency Response Vehicles in the Cairns region that are fully equipped and staffed by trained personnel
3. Advanced Spinal Injury Management with cervical splints and full body mattresses
4. Modern heart monitors and defibrillators to manage cardiac arrest and other heart problems
5. Advanced Bleeding management with Haemostatic agents and military tourniquets
6. Advanced airway devices, for example, Supraglottic airways
7. Treatment for respiratory emergencies including medications, nebulisers and oxygen
8. Treatment of traumatic injuries from accidents, including effective pain relief and fluid therapy if required
9. Advanced Fracture management
10. Intravenous and Intraosseous Vascular Access
11. Pain Management
12. Advanced Life Support treatment for a range of medical and trauma emergencies
13. Mechanical CPR Device and Resuscitation with team approach
14. Full communication and support with the Event Organisers
15. Gauge and provide emergency requirements from a review of possible risks





Is First Aid Enough?

The first question that needs to be addressed is whether basic First Aid, such as that provided by volunteer and charity organisations is enough for major events and venues around Australia.

First Aid only encompasses Basic Life Support (or BLS), including very basic CPR (Cardio Pulmonary Resuscitation) and the treatment of minor aches, pains, scratches, bruises and bleeding. First aiders have a basic understanding of common medical emergencies and can only offer “first aid” which may be adequate under limited circumstances, but not for many Events.

*When an Event Organiser is planning an event and there are higher elements of risk, dictated by the event activities, a high level of Pre-Hospital Emergency Care is required, for example, an **Onsite Paramedic Service**, including an ambulance where indicated.*

***Onsite Paramedic Service** provided by Paramedics and AEMTs, includes airway management utilising oxygen therapy, Advanced Airways and sophisticated procedures such as Supraglottic Airways (as used in anaesthesia and intensive care environments). Other **Onsite Paramedic Service** skills include the use of more advanced Defibrillators, mechanical CPR devices, placement of Intravenous (IV) lines, Acute Spinal Injury Management and a range of medications and procedures under Clinical Practice Guidelines (CPGs).*

*State and Territory Ambulances respond to public calls as a priority. Even in urban events/venues, State Ambulance services may be over 20 minutes away (especially given the traffic congestion accompanying such events) and so it is now appropriate to supply an **Onsite Paramedic Service** to respond and treat immediately while the Ambulance is on its way.*

*The **FRA Onsite Paramedic Service** can respond within the event grounds utilising Response Vehicles, other means of transport or on foot if the going is rough. They will be fully equipped and trained to treat the patient immediately to Advanced Life Support (ALS) standard.*

Non-paramedical organisations sometimes broadly generalise that “some of” their members are doctors, nurses or even paramedics” in their day to day jobs, but event and venue organisers should be conscious that there is never any guarantee that this standard of responder will turn up on the day. Regardless of the qualification of the responder, without emergency medications and advanced emergency medical equipment, these responders are simply first aiders.

The usual feeling amongst venue/event managers is that the standard of care is actually quite low and seldom what was promised or envisaged.

Non-paramedical organisations often boast of equipment such as defibrillators and oxygen systems, but if their staff are not sufficiently trained or experienced in its use, this equipment may be ineffective or even detrimental in their hands.

*A professional **Onsite Paramedic Service** is indicated for many events because of the probability of some accidents, injuries or illnesses. Event organisers realise that they are covering the risk more effectively by employing a private **Onsite Paramedic Service** that can guarantee a higher level of care, as opposed to standard first aiders.*





Event Organiser Checklist for Emergency Medical Services

This checklist is provided for Event Organisers who may wish to compare a short list of contractors to provide event medical coverage to a higher level, consistent for the event proposed because the activity and the likelihood of injuries and/or illnesses.

EVENT ORGANISER CHECKLIST FOR ON-SITE EMERGENCY MEDICAL SERVICES

First Response Australia meets the following criteria for its Emergency Medical Services.

- ✓ Qld. Health Approval to carry and administer a suite of emergency medications
- ✓ Fully equipped Emergency Response Vehicle/s to remain onsite the entire event
- ✓ Clinical Practice Guideline with Emergency Physician Medical Director Approval
- ✓ Highly trained and experienced Advanced Care Paramedics and/or Advanced Care Emergency Medical Technicians
- ✓ Onsite professional Paramedical Service rather than an individual or first aid only organisation
- ✓ Cardiac Monitoring / Defibrillation to manage cardiac emergencies and cardiac arrest situations
- ✓ Treatment of Respiratory Emergencies including medications, nebulisers and oxygen
- ✓ Treatment of Traumatic Injuries from accidents, including effective pain relief and fluid therapy if required
- ✓ Advanced Bleeding Control with tourniquets and haemostatic agents
- ✓ Advanced Fracture Management with specialised limb and whole body immobilisation equipment
- ✓ Full Spinal Immobilisation equipment
- ✓ Burns - both Thermal and specialist Chemical treatment
- ✓ Intravenous and Intraosseous vascular access
- ✓ Mechanical CPR Device and Resuscitation with team approach
- ✓ Advanced Life Support treatment for a range of medical and trauma emergencies
- ✓ Public Liability and Professional Indemnity Insurance
- ✓ Medical Director (emergency physician) always available for clinical governance and onsite consultation
- ✓ Risk analysis to gauge and provide appropriate emergency requirements