



St John



ST JOHN QUEENSLAND

**Total First Aid
Solutions.**

Contents

Your partner in workplace health and wellbeing solutions	4
Services to keep you safe and compliant	5
Training	6
First Aid Products	18
Defibrillators	19
Health services and solutions	20
St John Ambulance QLD	24
Case Study	26



Your partner in workplace health and wellbeing solutions

Every year, organisations like yours enlist St John Queensland to safeguard their workforces and meet their health and safety obligations.

Keeping you St John Safe at work

At a time when workplace illnesses and injuries are estimated to cost the Australian workforce billions of dollars in revenue, St John QLD is comprehensively resourced to mitigate risk for your organisation. We support the physical and mental health of employees with first aid training, products, health services, workplace assessments, and more.

**WE PRIORITISE THE
HEALTH AND SAFETY
OF EVERY WORKER
AND SPECIALISE IN
HELPING BUSINESS TO
BE FIRST AID SAFE
AND COMPLIANT.**

Some organisations we support include:



Queensland
Ambulance Service



QueenslandRail



Services to keep you safe and compliant

Training courses

St John empowers businesses and communities to save lives knowing First Aid. We have locations all over QLD that you can come and train at our location, or we can come to you and tailor first aid training to your workplace with real-life scenarios. We cover a range of different nationally accredited certifications that meet industry needs. Every year, St John QLD delivers training solutions across all industries to more than 30,000 students.



Event health services

To ensure the safety of participants at your corporate events, St John QLD supports you with event safety organisation, resourcing and equipment, responders, and healthcare professionals.

Products and defibrillators

St John QLD draws on over 135 years of expertise to produce high-quality first aid products. When you purchase first aid supplies from St John QLD, you also help fund the life-saving activities of St John volunteers. Sudden cardiac arrest continues to be one of the leading causes of death in Australia. Ensuring your workplace and home are stocked with a defibrillator can mean the difference between life and death.



Workplace health solutions

St John QLD helps organisations replenish and restock their first aid kits, deliver workplace onsite training courses, introduce workplace health and wellbeing programs, and conduct health and safety assessments and audits.



First aid training with the experts

30,000+

Students trained
each year

20+

Training venues
across QLD

135+ years

Experience in the first aid
industry

WHY TRAIN WITH ST JOHN?

Experienced, Permanent Trainers – All our trainers are permanent employees with a combined 166 years of experience, ensuring consistency and quality in every course.

Nationally Recognised Training – Our courses meet industry standards, equipping you with the skills to respond confidently in emergencies.

Hands-On, Practical Learning – We focus on real-life scenarios to ensure you're prepared when it matters most.

Comprehensive Reporting – We can provide weekly course completion reports, including certification details, to help you track employee training compliance.

Supporting the Community – Every course helps fund our lifesaving programs,

"Over the years we have struggled to secure a trainer that takes the content seriously and does more than a tick and flick. Our students have said this is the best First Aid course they have ever attended. Thank you to the St John Queensland trainers". -

Riverside Christian College

St John Ambulance QLD delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).



Redefining the First Aid Training Experience

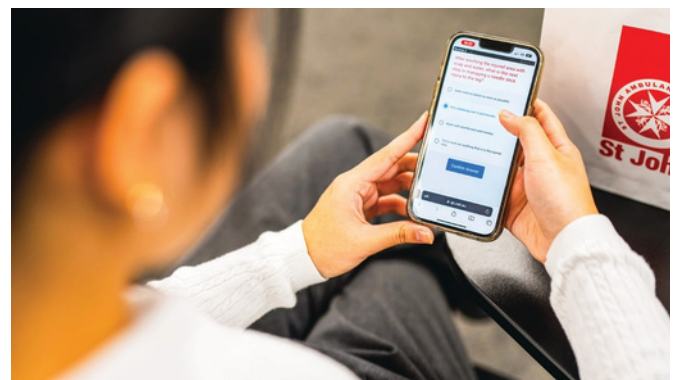
As Australia's largest provider of First Aid certification, we're thrilled to introduce SJx; our new immersive training experience.

SJx immerses you in a simulated real-life situation

SJx uses cutting edge technology that puts you in the middle of realistic first aid scenarios. It delivers a superior training experience in a reduced amount of time, which means that your team gets:

- ✓ A course delivered in a faster time frame
- ✓ A superior, interactive experience
- ✓ Improved student outcomes and confidence
- ✓ Improved ability to recall training in a real-life emergency situation

- ✓ Time savings with no paper-based tests and concise delivery
- ✓ Full accreditation to Nationally Recognised standards



It's ideal for busy teams

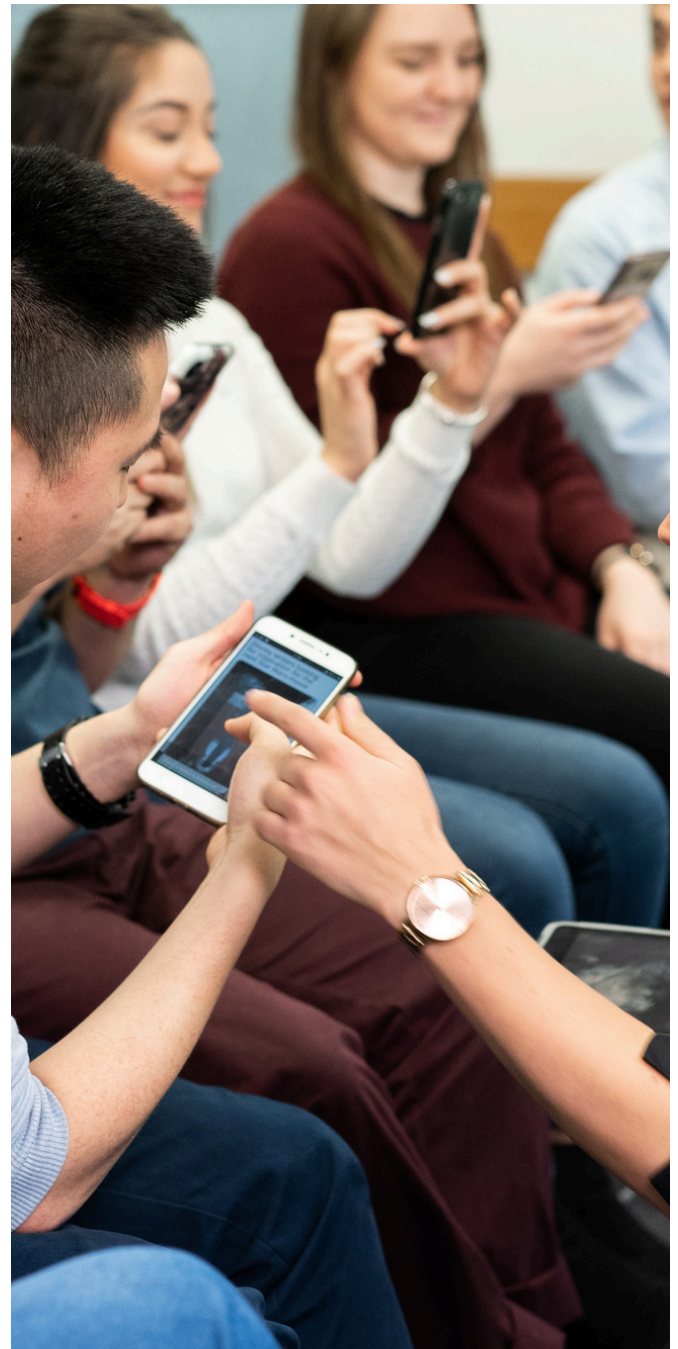
Many organisations need to schedule first aid training around the rosters of their staff. That's why, in addition to our existing training modules, we've also created shorter, and more intensive training programs.

SJx is especially suited for busy people, even if they can't all be in the same place at the same time. With SJx you can:

- ✓ Cater to the rostered hours of your staff
- ✓ Rotate your staff through the training at times that suit you
- ✓ Ensure a fast return to service of your staff
- ✓ Run the training at your workplace or our training centre

SJx is available for the following courses:

- HLTAID009 Provide cardiopulmonary resuscitation (CPR)
- HLTAID011 Provide First Aid



Agile and time efficient training

Screen Video Immersion technology

Using integrations with participants' own device and our digital technologies for up to 18 people.



Provide First Aid

For both members of the public and those in workplaces, this course is for those who want to do a comprehensive First Aid course.

Course Delivery Format

- 1 day face-to-face
- 5 hour face-to-face with pre-learning
- 100% online with pre-learning

Course Outline

This course covers the following:

- Roles and responsibilities of the first aider
- The DRSABCD action plan and responding to emergency situations
- Managing unconscious casualties
- Cardiopulmonary resuscitation (CPR)
- Using a defibrillator (AED)
- Legal issues in first aid
- Infection control
- Diabetes and seizures
- Asthma
- Allergic reactions and Anaphylaxis
- Wound and bleeding management
- Burns
- Fractures and dislocations
- Sprains and strains
- Hypothermia and hyperthermia
- Head, neck, and spinal injuries
- Medical emergencies
- Choking
- Abdominal and chest injuries
- Poisoning management
- Bites and stings
- Stroke
- Safety and risk management



Duration

- 1 day or 5 hour options

Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid

The SafeWork Australia *Model Code of Practice: First Aid in the Workplace* and the Australian Resuscitation Council recommend that first aid skills are renewed every three years, and resuscitation skills (HLTAID009/HLTAID0015) are renewed every 12 months. Please also refer to specific industry standards and guidelines.

Suitable For

This course is suitable for both people in workplaces and members of the public who would like a comprehensive first aid course.

CPR

Suitable for anyone wanting to learn the skills to perform CPR, maintain their competence, or refresh their existing skills.

Course Delivery Format

- 2.5 hours face-to-face
- 100% online

Course Outline

This course covers the following:

- DRSABCD action plan and responding to emergency situations
- Managing unconscious breathing casualties
- Cardiopulmonary resuscitation (CPR)
- Using a defibrillator (AED)
- Legal issues in first aid
- Infection control

Duration

- 2.5 hours

Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation

The SafeWork Australia *Model Code of Practice: First Aid in the Workplace* and the Australian Resuscitation Council recommend that first aid skills are renewed every three years, and resuscitation skills (HLTAID009/HLTAID0015) are renewed every 12 months. Please also refer to specific industry standards and guidelines.

St John Ambulance QLD delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).



Suitable For

This course is suitable for both people in workplaces and members of the public who would like a comprehensive CPR course.

Provide Advanced First Aid

Gain advanced knowledge and skills to respond to a range of first aid situations. The course covers a broad range of advanced skills and provides you with high-level capabilities for managing large incidents, major trauma, sudden cardiac arrest, and emotionally disturbed and drug-affected casualties.

Course Delivery Format

- 3 day face-to-face course with pre-learning

Course Outline

This course covers the following:

- Provide First Aid content
- Major trauma management
- Triage
- Use of spine boards and stretchers
- Managing emotionally disturbed casualties
- Medications
- Clinical assessments
- Body systems drug and alcohol affected casualties
- DRSABCD action plan
- Infection control
- Automated external defibrillation (AED)
- Soft bag resuscitation
- Post incident stress management

Duration

- 3 days plus pre-learning.



- Those participants who have completed HLTAID011 Provide First Aid in the last year may be entitled to an exemption from the first day.

Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID014 Provide Advanced First Aid
- HLTAID015 Provide advanced resuscitation and oxygen therapy

Suitable For

This course covers a broad range of advanced skills and provides people with high-level capabilities for managing large incidents, major trauma, sudden cardiac arrest and emotionally disturbed and drug affected casualties.



NATIONALLY RECOGNISED
TRAINING

St John Ambulance QLD delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).

Occupational First Aid

Designed to equip participants with the skills and knowledge needed to provide first aid in the workplace. The course addresses common workplace injuries and medical emergencies in a safe and efficient manner, ensuring compliance with workplace health and safety regulations.

Course Delivery Format

- 3.5 days face-to-face with pre-learning

Course Outline

This course covers the following:

- Provide First Aid content
- Resuscitation including using a soft bag resuscitation.
- Oxygen therapy and application of an AED, including equipment maintenance
- Clinical assessment in detail
- Basic anatomy of all body systems
- Triage
- Risk assessment
- Managing all aspects of a first aid room
- Documentation
- Management of: eye injuries, lifting and moving of a casualty, head, neck and spinal injuries.
- Casualties who are emotionally disturbed and under the influence of drugs and alcohol
- Post incident management
- First aid in the context of the workplace
- Relevant first aid legislation
- Planning a response to a major incident
- Evaluating provision of first aid



St John Ambulance QLD delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).



Duration

- 3.5 days

Those participants who have completed HLTAID011 Provide First Aid in the last 12 months may be entitled to an exemption from the first day.

Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID014 Provide Advanced First Aid
- HLTAID015 Provide advanced resuscitation
- HLTAID016 Manage first aid services and resources

St John Ambulance advises, in accordance with The Safe Work Australia model Code of Practice: First Aid in the Workplace and the guidelines of the Australian Resuscitation Council, first aid skills are renewed every 3 years and resuscitation skills are renewed every 12 months.

Suitable For

This course is suitable for individuals who are responsible for providing first aid in the workplace, especially in environments where there is a higher risk of injury or medical emergencies.

Education and Care First Aid

This course specifically designed to meet the needs of people working in the childcare and early childhood learning industry. It is tailored towards anyone working with children.

Course Delivery Format

- 1 day face-to-face course with pre-learning

Course Outline

This course covers the following:

- CPR techniques on infants, children, and adults
- DRSABCD action plan
- Managing the unconscious breathing casualty
- Incident reporting in a childcare setting
- Using AED's on adults and children
- Allergic reactions and anaphylaxis
- Asthma and breathing difficulties
- Managing medical conditions such as epilepsy
- Managing shock, seizures, bites, stings
- Head, neck and spinal injuries
- Chest and abdominal injuries
- Facial and eye injuries
- First aid procedures for bleeding, burns and fractures
- Infection control procedures
- Legal responsibilities of a first aider
- Safety and risk management

Duration

- 1 day plus pre-learning



Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting

The SafeWork Australia *Model Code of Practice: First Aid in the Workplace* and the Australian Resuscitation Council recommend that first aid skills are renewed every three years, and resuscitation skills (HLTAID009/HLTAID0015) are renewed every 12 months. Please also refer to specific industry standards and guidelines.

Suitable For

This course is specifically designed to meet the needs of people working in the childcare and early childhood learning industry. It is tailored towards anyone working with children.

Remote Area First Aid



Learn the first aid knowledge and skills needed to provide care. This course is designed for those who are in remote, isolated areas where medical care is not as easily accessible.



Course Delivery Format

- 3 day face-to-face course with pre-learning

Course Outline

This course covers the following:

- Provide first aid content
- Prolonged care
- Clinical assessment
- Sudden illness
- Managing injuries using improvisation
- Communication
- Asthma, allergic reactions and Anaphylaxis
- Burns, wounds and bleeding
- Fractures & dislocations / sprains & strains
- Head, neck & spinal injuries
- Facial and eye injuries
- Hyperthermia and hypothermia
- Rescue preparation and evacuation
- Poisons, bites, and stings
- Diabetes and seizures
- Remote area first aid
- Two-rescuer resuscitation
- Planning, preparation, and communication
- Triage, advanced bleeding
- Managing environment-induced illness'
- Lifting and moving casualty

Duration

- 3 days plus pre-learning

Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID013 Provide First Aid in remote or isolated sites

The SafeWork Australia *Model Code of Practice: First Aid in the Workplace* and the Australian Resuscitation Council recommend that first aid skills are renewed every three years, and resuscitation skills (HLTAID009/HLTAID0015) are renewed every 12 months. Please also refer to specific industry standards and guidelines.

Suitable For

This course is designed to meet the first aid needs of bushwalkers, wilderness guides, and people who work or live in remote locations. The course covers everything from comprehensive first aid treatments to aeromedical evacuation, long-term care, self-care, and contingency planning. This course is focused on the safety of the first aider and extended care of an ill or injured casualty where help is likely to be delayed or inaccessible.

St John Ambulance QLD delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).

Low Voltage Rescue with CPR

Learn the skills to manage common first aid situations that can arise in an electrical services industry environment. It is suitable for people employed as electricians and others employed in the electrical services industry.

Course Delivery Format

- 5 hours face-to-face

Course Outline

This course covers the following:

- Introduction to low voltage principles
- Managing the unconscious, breathing casualty
- Cardiopulmonary resuscitation (CPR)
- DRSABCD action plan
- Burns
- Legal issues
- Defibrillation awareness
- Infection control
- Defibrillation awareness
- Hazards and risk management
- Identifying and labelling the isolation point
- Performing a rescue from a low voltage (LV) panel



St John Ambulance QLD delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).



Certification

On successful completion of this course, you will be issued a statement of attainment in:

- HLTAID009 Provide cardiopulmonary resuscitation.
- UETDRRF004 Perform rescue from a live LV panel.

Suitable For

This course is suitable for experienced first aiders who use specific equipment and often work in high-risk environments.

Duration

- 5 hours

The SafeWork Australia Model Code of Practice: First Aid in the Workplace and the Australian Resuscitation Council recommend that first aid skills are renewed every three years, and resuscitation skills (HLTAID009/HLTAID0015) are renewed every 12 months. Please also refer to specific industry standards and guidelines.

First Aid for the Mind

Mental health issues can be difficult to recognise and frightening to deal with. Our courses are delivered by experienced professionals who give you strong skills to recognise the signs of mental disorders early, effective strategies to assist, and the confidence to use them.

Course Delivery Format

- 1 day face-to-face

Course Outline

This course covers recognising and responding to:

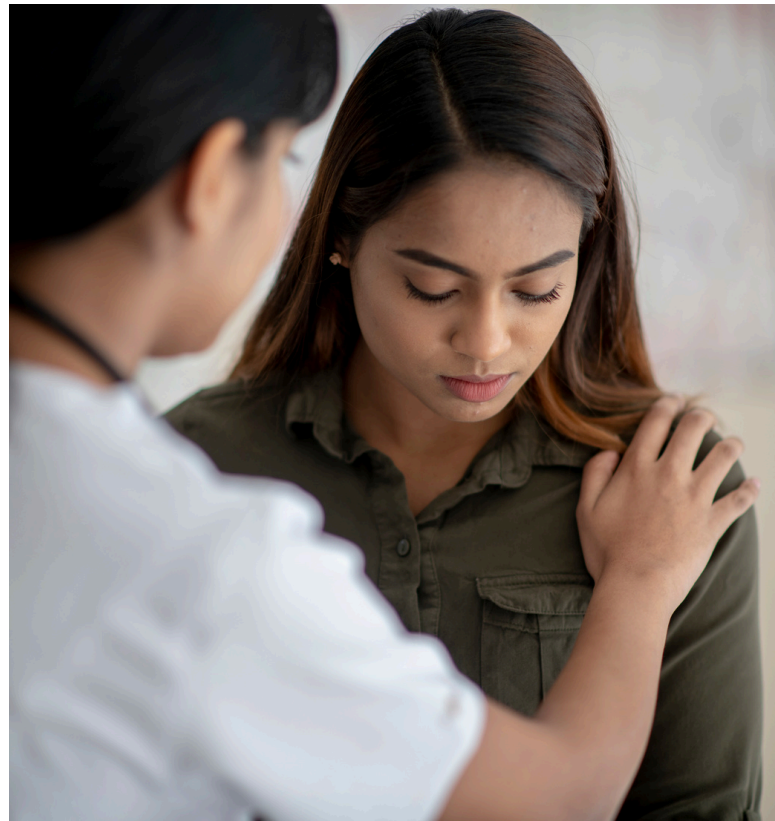
- Depression
- Anxiety
- Suicidal thoughts and behaviours
- Trauma and stressors
- Substance misuse

Duration

1 day

Industry Specific Courses

Our standard First Aid for the Mind course can be contextualised for a variety of industry sectors so that workers and associates from various occupational, professional and industry backgrounds receive training that has more relevance and focus for their particular environment and needs.



Certification

On completion of the course, participants will receive a Certificate of Attendance.

Suitable For

This course is suitable for anyone wanting to understand more about mental health issues and how to provide help to those in need.

Industry sectors that St John has already developed courses for include – Construction, Education, Rail and Disaster & Recovery. On demand from major clients or industry bodies, St John can contextualise this course for any of the other major industry sectors, including Financial Services, Retail, Manufacturing, Mining, Energy, Community Services, Agriculture, Hospitality & Tourism, Marine, Transport, Defence and Government.

Standard Mental Health First Aid

The 12-hour Standard Mental Health First Aid course teaches any adult (18 years and over) how to provide initial support to someone who is experiencing a mental health problem or crisis.



Course Delivery Format

- 2 days face-to-face



Course Outline

Learn how to apply mental health first aid to adults across a range of common mental health problems and crisis situations, including:

- Anxiety
- Depression
- Psychosis
- Substance use problems
- Suicidal thoughts and behaviours
- Panic attacks
- Non-suicidal self injury
- Traumatic events



Duration

- 2 Days



Certification

Adults who complete the course become Mental Health First Aider's (MHFAider's) equipped with the knowledge, confidence and skills to provide someone with mental health information when it matters most.

Complete a short assessment at the end of the course to become an accredited Mental Health First Aider (MHFAider). Accreditations are valid for 3 years.



Suitable For

This course is suitable for individuals, workplaces of all sizes and volunteer and community based groups. Any adult aged 18+ can attend.



**MENTAL HEALTH
FIRST AID®**
Australia

Licensed Instructor



Health services and solutions

Protecting your people and community

Workplace health solutions

A partner of choice for government and corporate organisations, St John QLD keeps your organisation compliant with the following support:

- Restocking services
- Onsite training
- Workplace health and wellbeing programs
- Workplace health and safety assessments and audits

Event first aid and medical services

Safety-focused organisations enlist St John QLD to provide first aid and medical staff and services at their events. This includes:

- Harm minimisation and first aid
- Advanced care medical centres
- Pre-hospital medical teams
- Mass casualty and incident management

Health staffing solutions

St John QLD can supply you with highly skilled healthcare personnel for peak periods, as well as short-term and long-term projects. Our specialist teams are fully credentialed to offer assistance in the following environments:

- Healthcare settings
- Onsite healthcare service settings
- Emergency services settings

Did you know?

Regulations under the Work Health and Safety Act 2011 (WHS) require workplaces to have fully stocked first aid kits and equipment appropriate to their specific risk level.



First aid products

Making your workplace first aid-ready

St John QLD's comprehensive first aid product range equips your staff to act in the event of an emergency.

- ✓ **First Aid Kits:** Extensive range of workplace and personal kits to accommodate diverse workplaces.
- ✓ **Supplies and Refills:** Everything you need to keep your kits stocked and ready.
- ✓ **Dressings and Bandages:** High-quality wound management products.
- ✓ **Signage:** Informative and durable signage for clear guidance during emergencies.
- ✓ **Protective Equipment:** Essential PPE items to mitigate potential hazards.
- ✓ **Specialised medical equipment:** A wide range of specialised medical equipment for your needs.

The SafeWork Australia Model Code of Practice: First Aid in the Workplace and the Australian Resuscitation Council recommend that first aid skills are renewed every three years, and resuscitation skills (HLTAID009/HLTAID0015) are renewed every 12 months. Please also refer to specific industry standards and guidelines.



Defibrillators

Life-saving devices

A defibrillator is the only device that improves survival odds following sudden cardiac arrest

St John QLD's range of ready-to-use semi- and fully automatic defibrillators are simple and effective to use in all types of environments.

St John QLD stocks wall mounts, batteries, pads, and everything you need to ensure your defibrillator is always ready to use.

St John QLD can help you install your defibrillator and provide ongoing maintenance.

Employees who complete first aid training with St John QLD acquire the skills they need to confidently use a defibrillator.

Did you know?

- According to the Victor Chang Cardiac Research Institute, around 20,000 Australians suffer a sudden cardiac arrest outside a hospital every year
- A defibrillator assists people who are unconscious and breathing abnormally to regain a normal heartbeat
- Every minute without defibrillation decreases the chance of survival by 10%
- Defibrillators are easy to use; simply turn on and follow the voice/video prompts



First aid and medical services for events

For events big or small, we've got you covered

With our signature green uniforms, our event health service teams are a familiar and assuring presence at events. You'll find us everywhere, from regional junior football matches to major state events. St John QLD provides immediate on-the-ground care to those in need.

Our Services

Organisations running events want access to advanced first aid and medical care services for peace of mind. St John QLD collaborates closely with you to ensure you have the cover you need at your event.

Our Resources

St John QLD uses an extensive range of medical equipment, infrastructure, vehicles, and people to respond immediately to issues and incidents.

Our Teams

Our team consists of doctors, registered paramedics, registered nurses, and advanced responders who are able to help with any incidents that may occur.

Our Assurance

With over 135 years' experience at high-profile events across QLD, St John QLD knows how to deliver the first aid solutions you need to provide best-practice 'duty of care' to your patrons.



Workplace health solutions

Is your workplace first aid compliant?

To help you look after your people and stay compliant under the WHS Act, St John QLD offers your organisation workplace assessments and compliance checks, first aid kit restocking, training, and more.

Restocking services

Your first aid provisions enable you to act quickly and confidently in the event of injuries, accidents, and emergencies. St John QLD offers quick and easy restocking services for your workplace. In the last 12 months, we replenished more than 23,939 first aid kits and serviced more than 3,100 defibrillators.

Workplace medical and welfare needs

St John QLD's growing range of specialised programs in workplace health and wellbeing offer new training and health solutions in ever-changing work environments.

Work health safety assessments and audits

St John QLD's highly trained teams tailor workplace health and safety risk assessments unique to your organisation's needs. Adopting a holistic approach, we work with you to identify gaps in your plan, potential hazards, and solutions to mitigate risks.

Workplace training

St John QLD can support your organisation by offering flexible training options, enabling you to train a group of staff together at your workplace at a time that suits your schedule and operational needs. You also have the option to complete any of our courses onsite or online via a virtual classroom.



Health staffing solutions

How St John QLD can help

St John QLD recruits healthcare personnel with high-quality skills and aligned values. Each team member goes through a rigorous recruitment, onboarding, and training program. This ensures you receive top-quality health staffing.

In a healthcare setting

St John QLD supplies health care professionals and administrative support personnel to bridge skills gaps in healthcare settings. Whether you are looking for surge capacity or long-term solutions, our people support your healthcare team with St John values when you need it.

Emergency services

St John QLD are part of the QLD State Emergency Management Plan, with volunteers readily mobilised in times of disaster. We are always ready to respond, with health professionals and administrative support that can be deployed quickly, even at short notice.

Onsite health and medical services

St John QLD deploys specialist teams to critical locations. We provide rapid support and surge capacity in high-risk or high-density situations.





St John Ambulance is an Australia-wide organisation.

Each state and territory provides services and products to the community and clients of the state.

St John Ambulance QLD is a certified Social Enterprise and registered charity. That means all commercial profits go to support our volunteers and community programs.

St John QLD's latest impact statistics

115

Events made possible by St John QLD medical services

35,000+

People trained in first aid

12,000+

Volunteer hours dedicated to keeping Queensland community events safe.

14,000+

School children taught First Aid in Schools

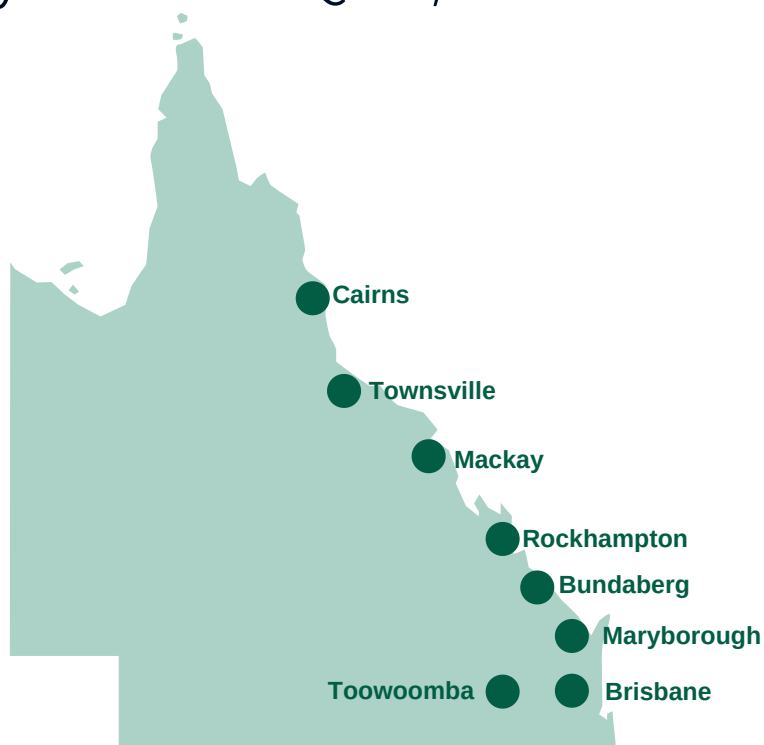
1,000

Workplace AED's serviced across Queensland.

22,000+

First Aid kits sold

Wherever you are in QLD, we can come to you



You can come to us, here are our training locations around QLD:

South-East QLD

- Brisbane CBD
- Yeerongpilly
- Beenleigh
- Nundah
- Gold Coast
- Sunshine Coast
- Caboolture
- Helensvale
- Ipswich
- North Lakes
- Logan
- Victoria Point
- Wynnum

Regional QLD

- Townsville
- Rockhampton
- Bundaberg
- Cairns
- Gladstone
- Mareeba
- Maryborough
- Mackay
- Toowoomba

We have 20+ training venues across QLD and are continually expanding, opening new locations to make attending our courses more convenient for you.



140 years of trusted expertise

In 1877 the Order of St John established the St John Ambulance Association in England. St John Ambulance Association originated to address the growing need for first aid treatment in response to an increased number of incidents sparked by industrialised society.

St John Ambulance in Queensland dates back to 1889. St John Ambulance Queensland was established by the History and Heritage Committee during its centenary year in 1989 to conserve and maintain its historical records, memorabilia and a small library.

The heart of St John QLD beats for the community we serve.

As a registered charity we also accept donations.

Every \$1 invested through St John QLD more than triples in economic and social benefits for the QLD community.

We are passionately profit-for-purpose. By investing in our first aid courses, purchasing first aid essentials or engaging our Event Health Services, you are investing in our community.

St John QLD works to empower communities with the skills and confidence to save a life. Our mission is to be with you in times of need, we sustainably serve our community by building capacity, resilience, and wellbeing.





St John

St John Ambulance QLD

www.stjohnqld.com.au | 1300 785 646 | ABN 74 264 019 231