Operating Policies and Procedures No. 2—Role of the Nurses Centre

Date: 17 February 2011 **Expiry:** December 2012

Approved: Secretary **File No:** 10/3719

Contact: Assistant Secretary **Extn:** 4700

Building Services Branch

	_
Introduction	
Role of the Nurses Centre	
Operating hours	
Presiding Officers' approval	.2
Attachment A—First aid services	.3
Acute injuries	. 3
Unexpected illnesses	
Emergency equipment	.4
First aid services for children at the Parliament House Childcare Centre	
Attachment B-OHS services	
Accidents and Incidents	
Attachment C—Health support services	
C.1—Functions that may be performed by the Nurses Centre	
Non-acute conditions	
Dressings	
Blood pressure monitoring	
Monitoring of illness, injury or other medical conditions	
Overseas vaccinations	
Medical appointments	
Medication	
Physiotherapy/Remedial Massage	
, , , , , , , , , , , , , , , , , , , ,	
C.2—Functions that must not be performed by the Nurses Centre Dressings	
5	
Monitoring	
Heath advice	
Medication	
Attachment D—Summary table of Nurses Centre services	
Contact Numbers	
EMERGENCY (24 Hours): extn 7117	
Location1	
Operating hours	
Services available	
What the Nurses Centre can and can't do	12

Introduction

- 1 This policy sets out the role of the Nurses Centre in Parliament House, the services that are provided and the manner in which those services are provided.
- 2 In this policy:
 - (a) **interstate staff** are staff who work for Senators or Members, and who are based outside the Australian Capital Territory or Queanbeyan; and
 - (b) **Canberra-based staff** are staff based in the Australian Capital Territory or Queanbeyan.

Role of the Nurses Centre

- The role of the Nurses Centre at Parliament House is to:
 - (a) provide first aid services to occupants of, and visitors to, Parliament House in accordance with Part 2 of Comcare's *Occupational Health and Safety Code of Practice* 2008 and this policy (**Attachment A**);
 - (b) contribute to the OHS programs as supported by the various Departmental OHS committees, where that contribution falls within the agreed responsibility and restrictions of the Nurses Centre (Attachment B); and
 - (c) provide certain other health support services for Senators, Members and other building occupants in recognition of the demands imposed on them, both by the parliamentary workload and, for many of these people, the need to spend extended periods away from their home bases (**Attachment C**).
- A summary of the services that may and may not be provided by the Nurses Centre (**Attachment D**).

Operating hours

5 The operating hours for the Nurses Centre are as follows:

Sitting weeks Monday to Thursday 8:00am to 6:00pm

Friday 9:00am to 5:00pm

Non-sitting weeks Monday to Friday 9:00am to 5:00pm

Presiding Officers' approval

6 This policy was approved by the Presiding Officers on 7 February 2011.

Alan Thompson Secretary

Attachment A—First aid services

- The primary role of the Nurses Centre is to provide first aid for Senators, Members, other building occupants and visitors. In this role, the Nurses Centre is supported by first-aid trained Parliamentary Security Service (**PSS**) officers, who are available 24 hours a day, 7 days a week, including when the Nurses Centre is not open.
- As a first aid provider, the Nurses Centre is responsible for the initial assessment of acute injuries and illnesses of sudden onset that occur within Parliament House. The prime function of the Nurses Centre should be to assess these conditions and make a decision about referral to an Accident and Emergency Department of a hospital or to a medical practitioner. Where necessary, limited treatment may be given. This could consist of either definitive treatment or supportive treatment until referral can be arranged.

Acute injuries

- 3 The treatment provided in cases of injuries covers the following range:
 - (a) **Minor:** where only simple treatment is needed on immediately and no further medical treatment is necessary. Examples small lacerations not requiring suturing, small abrasions, superficial scalds or burns involving very small areas of the body, minor bruising of soft tissue.
 - Treatment offered may include a minor dressing or application of a cold pack.
 - (b) **Moderate:** where further medical attention is considered necessary although the client is not in immediate danger. Examples lacerations requiring suturing, head injuries where the client is conscious, injuries where an obvious minor fracture is suspected and partial or full thickness burns over a larger area.
 - Supportive treatment may be provided until such time as the client can be transported to a medical practitioner or hospital. This may include application of sling, supportive bandage or pressure dressing.
 - (c) **Severe:** (major trauma) where urgent medical attention is needed. Examples head injuries where there is a reduced level of consciousness, lacerations where there is difficulty controlling bleeding, serious fractures, internal injuries and penetrating injuries.

Treatment – transport to hospital is a priority. Life support treatment may be commenced while awaiting transport. This may include measures to control bleeding and maintenance of airway and breathing.

Unexpected illnesses

- 4 The treatment provided in cases of unexpected or sudden illnesses covers the following range
 - (a) **Minor:** can be treated by simple means. Examples fainting, headache, hyperventilation.

- Treatment might include allowing the client to rest for a short time, rebreathing and minor analgesia.
- (b) **Moderate:** requires further medical treatment. Examples diarrhea, vomiting, panic attack.
 - Supportive treatment can be offered while awaiting transport. This might include giving fluids by mouth, reassurance.
- (c) **Severe:** requiring urgent medical attention. Examples include collapse, chest pain, severe abdominal pain, florid psychiatric disturbance, disorientation/confusion, severe headache, breathing difficulties.

Definitive treatment may be provided or supportive treatment should be offered until an ambulance arrives. This may include defibrillation, cardiopulmonary resuscitation, ventilation, sugar for hypoglycemia or asthma reliever medication.

- 5 First aid does not normally include the injection of any substance into the body, however the use of a controlled single-dose Epipen during an anaphylactic reaction is permitted.
- Any other injections that may be required will be carried out by ambulance officers in specific circumstances.

Emergency equipment

7 Emergency equipment will only be retained in the Nurses Centre so long as staff receive annual training in the use and maintenance of the equipment.

First aid services for children at the Parliament House Childcare Centre

The Nurses Centre will not provide first aid to children who attend the Parliament House Childcare Centre—where this service is required, it shall be provided via the Childcare Centre, and in accordance with its own operating procedures.

Attachment B-OHS services

- Subject to resources the Nurses Centre may provide or manage health promotion programs that are approved by the Secretary and supported by the DPS OHS committee.
- The Nurses Centre may, if approved by the Secretary for the year concerned, facilitate the annual Influenza Vaccination program which is open to all occupants of Parliament House. The program will be run in accordance with the recommendations of the Australian Immunisation Handbook.

Accidents and Incidents

- If Nurses Centre employees are made aware of an incident or accident that they believe should be notified to Comcare, they should report the incident or accident to the Assistant Director, OHS & Injury Management (DPS). The Assistant Director will then be responsible for reporting the incident or accident to Comcare if required.
- If the incident or accident involves an employee from one of the other parliamentary departments, the Nurses Centre should notify the OHS representative from that department. The decision to notify Comcare of the incident will be the responsibility of the parliamentary department concerned.

Attachment C—Health support services

This attachment identifies the health support services that may be provided by the Nurses Centre and those services that must not be provided by the Nurses Centre.

C.1—Functions that may be performed by the Nurses Centre

Non-acute conditions

- 2 The Nurses Centre is permitted to manage non-acute conditions:
 - (a) only for Senators and Members and their interstate staff; and
 - (b) only with the written approval of the client's medical practitioner.
- These include conditions for which the client is already receiving treatment, or for which the treatment, monitoring or assessment by a medical practitioner would be the norm. For example, the administration of medication, monitoring of blood pressure/sugar or blood tests and other diagnostic functions.

Dressings

- 4 The Nurses Centre may dress wounds, ulcers or lesions but only if that wound, ulcer or lesion is not infected.
- This service is for Senators, Members and their interstate staff and may only occur with the written or verbal permission of the client's medical practitioner. Treatment records will be notified to the medical practitioner on the day of treatment or as soon as practicable.

Blood pressure monitoring

The Nurses Centre may monitor blood pressure for Senators, Members, interstate staff and other building occupants, but only with the written permission of the client's medical practitioner. All "referrals" from the client's medical practitioner must specify a time limit. Results of monitoring will be notified to the medical practitioner on the day of treatment or as soon as practicable.

Monitoring of illness, injury or other medical conditions

The Nurses Centre may assist in the monitoring of illness, injury or other medical conditions for Senators, Members and interstate staff, but only under instructions from the client's medical practitioner. This may include taking blood on the basis of a medical practitioner's referral and sending to a pathology service for testing. The Nurses Centre will not monitor conditions that require knowledge of advanced therapeutic responses (eg asthma).

Overseas vaccinations

8 The Nurses Centre may arrange an appointment at a specialised Travel Vaccination centre for Senators, Members and their interstate staff.

Medical appointments

9 The Nurses Centre may arrange a medical appointment at a local medical practice:

- (a) for Senators, Members and interstate staff on request; and
- (b) for Canberra-based staff as part of the response to a first aid incident.

Medication

10 The Nurses Centre may arrange to procure scheduled drugs for Senators, Members and interstate staff through a local pharmacy, but only on presentation of a prescription from a medical practitioner.

Physiotherapy/Remedial Massage

- 11 The Nurses Centre may arrange provision of physiotherapy services through the physiotherapist that currently holds the licence agreement with DPS. The physiotherapist's rooms are located in the Nurses Centre.
- C.2—Functions that must not be performed by the Nurses Centre

Dressings

- 12 The Nurses Centre will not dress wounds, ulcers or lesions for Canberrabased staff.
- 13 The Nurses Centre will not dress infected wounds, ulcers or lesions.

Monitoring

- 14 The Nurses Centre will not undertake ad-hoc monitoring of blood pressure except as part of a first-aid response.
- 15 The Nurses Centre will not monitor conditions that require knowledge of advanced therapeutic responses (eg asthma).

Heath advice

- The Nurses Centre will not provide health advice except in connection with OHS programs.
- 17 The Nurses Centre may provide health related brochures and leaflets on request.

Medication

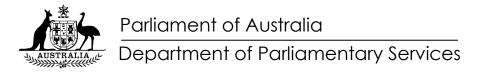
- 18 The Nurses Centre will not provide analgesics or other minor medications except on a "single dose" basis (in an emergency a repeat dose may be provided).
- 19 The Nurses Centre is licensed by the Chief Health Officer of ACT Health to stock and administer certain "Pharmacy only", "Pharmacist Only" and "Prescription Only" medicines. The Nurses Centre will not:
 - (a) stock or administer any other restricted medicines; or
 - (b) stock homeopathic drugs.

Attachment D—Summary table of Nurses Centre services

Service	Permitted activities	Specific activities that are not permitted		
A—First aid services				
First aid	Provision of first aid for Senators, Members, Parliament House staff and visitors.	Provision of first aid for children attending the Parliament House Childcare Centre.		
B-OHS services				
Health promotion programs	Provide, or manage, health promotion programs that have been approved by the Secretary and supported by the DPS OHS committee.			
Influenza vaccinations	If approved by the Secretary, facilitate the Influenza Vaccination program to all occupants of Parliament House in accordance with the recommendations of the Australian Immunisation Handbook.			
Health advice	Provision of advice in connection with OHS programs.	Interpretation of test results requested by a medical practitioner.		
Incident and accident reporting	Advise Assistant Director, Working Environment Unit (DPS) or relevant parliamentary department OHS representative.	Direct reporting to Comcare.		
C—Health support services				
Dressings	Dressing of wounds, ulcers or lesions for Senators, Members and interstate staff with permission from the client's medical practitioner.	Dressing of wounds, ulcers or lesions for Canberra-based staff. Dressing of infected wounds, ulcers or lesions.		

Service	Permitted activities	Specific activities that are not permitted
Blood pressure monitoring	Blood pressure monitoring for Senators, Members and interstate staff with the written permission of the client's medical practitioner.	Ad-hoc blood pressure monitoring (except as part of a first-aid response).
	Blood pressure monitoring for Canberra-based staff with the written permission of the client's medical practitioner.	
Monitoring of illness, injury or other medical conditions	Monitoring of illness, injury or other medical conditions for Senators, Members and	Interpretation of test results requested by a medical practitioner.
	interstate staff under written instructions from the client's medical practitioner.	Monitoring of any condition that requires knowledge of advanced therapeutic responses (eg asthma).
Immunisations and vaccinations	Facilitate an annual Influenza Vaccination program if approved by the Secretary, DPS.	Administration of any immunisation, vaccination or injection by an unaccredited nurse.
	Arrange an appointment for Senators, Members and interstate staff with a specialised travel vaccination centre or medical practitioner.	
Medical appointments	Arrange a medical appointment at a local medical practice for Senators, Members and interstate staff on request.	
	Arrange a medical appointment at a local medical practice for Canberra-based staff, contractors or visitors as part of the response to a first aid incident.	

Service	Permitted activities	Specific activities that are not permitted
Medication	Procure scheduled drugs for Members, Senators and interstate staff through a local pharmacy service on presentation of a prescription from a medical practitioner. Provide analgesics and other minor medications on a one-off single-dose basis (except in an emergency when a second dose may be provided).	Routine provision of analgesics or other minor medications. Stocking of unlicensed drugs or homeopathic drugs.
Physiotherapy/remedial massage etc	Arrange provision of physiotherapy or remedial massage through the physiotherapist that holds the licence agreement with DPS.	Provision of physiotherapy or remedial massage.



Nurses Centre—Information Sheet

Contact Numbers

EMERGENCY (24 Hours): extn 7117

General enquiries: extn 5314 Fax: extn 5009

Location

The Nurses Centre is situated on the ground floor of Parliament House, Senate side, adjacent to Aussie's and the Health and Recreation Centre.

Operating hours

Sitting weeks Monday to Thursday 8:00am to 6:00pm

Friday 9:00am to 5.00pm

Non-sitting weeks Monday to Friday 9.00am to 5.00pm

Services available

The Nurses Centre provides:

- (c) **first aid** for Parliament House occupants and visitors (when the Nurses Centre is closed, first aid is provided by Parliamentary Security staff, all of whom hold first aid certification);
- (d) **OHS services** for building occupants (including facilitating an annual Influenza Vaccination program to all occupants of Parliament House—cost recovery charges may apply); and
- (e) other **health support services** for Senators, Members and other building occupants, in recognition of the demands imposed on them, both by the parliamentary workload and, for many of these people, the need to spend extended periods away from their home bases.

See over for details of the specific health support services which the Nurses Centre can and cannot provide.

The Nurses Centre may provide **health advice** in connection with OHS programs.

But must not interpret test results requested by a medical practitioner (this is the responsibility of the requesting medical practitioner).

The Nurses Centre may **dress wounds, ulcers or** lesions for Senators, Members and interstate staff with the written or verbal permission of the client's medical practitioner.

But must not provide this service for Canberra-based staff, and **must not** dress infected wounds, ulcers or lesions for anyone (these are the responsibilities of the client's medical practitioner). Where the client does not have a Canberra-based medical practitioner, the Nurses Centre will make an appointment with a local medical practitioner client.

The Nurses Centre may **monitor blood pressure** for Senators, Members, interstate staff and Canberra-based staff with the written permission of the client's medical practitioner.

But must not monitor blood pressure on an adhoc basis for anyone except as part of a first aid response (this is the responsibility of the client's medical practitioner).

The Nurses Centre may **monitor illness**, **injury or other medical conditions** for Senators, Members, and interstate staff under instructions from the client's medical practitioner (this may include, for instance, taking blood on the basis of a medical practitioner's referral and sending to a pathology service for testing).

But must not provide this service for Canberrabased staff, and **must not** interpret test results requested by a medical practitioner for anyone, and **must not** monitor any condition that requires knowledge of advanced therapeutic responses (eg asthma) for anyone (these are the responsibilities of the client's medical practitioner).

The Nurses Centre may arrange an appointment with a specialised **travel vaccination** centre for Senators, Members, and interstate staff.

But must not provide this service for Canberrabased staff, and **must not** provide any immunisations, vaccinations or injections for anyone (these are the responsibilities of the client's doctor).

The Nurses Centre may **arrange a medical appointment** at a local medical practice for Senators, Members and interstate staff on request, and for Canberra-based staff as part of the response to a first aid incident.

The Nurses Centre may **procure scheduled drugs** for Members, Senators and interstate staff through the local pharmacy service on presentation of a prescription from a medical practitioner, and may provide **analgesics and other minor medications** on a one-off singledose basis (except in an emergency when a second dose may be provided).

But must not routinely provide analgesics or other minor medications and **must not** stock unlicensed drugs or homeopathic drugs client.

The Nurses Centre may **arrange provision of physiotherapy** through the physiotherapist under licence to DPS.

But must not provide physiotherapy.

- **interstate staff** are staff who work for Senators or Members, and who are based outside the Australian Capital Territory or Queanbeyan; and
- Canberra-based staff are staff based in the Australian Capital Territory or Queanbeyan.