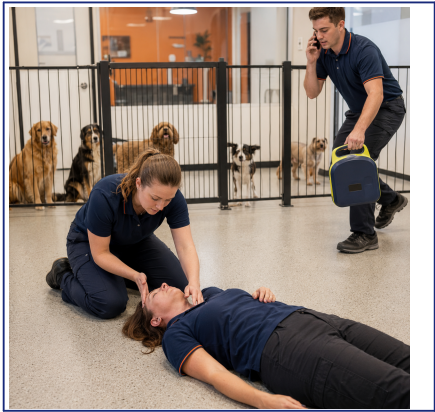


PROCEDURE 7

Human medical emergency

Purpose: Protect the patient and first aider, provide competent first aid, and prevent dogs obstructing care or emergency access.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Unresponsiveness, abnormal breathing, chest pain, stroke signs, severe bleeding, anaphylaxis, serious dog attack, seizure, collapse, major trauma, poisoning or any concern requiring urgent care.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1 Control danger.** Stop dog movement, secure all dogs in another area, use appropriate PPE and protect the patient and responders.
- 2 Use DRSABCD.** A trained first aider checks Danger, Response, Sends for help, manages Airway and Breathing, starts CPR if required and applies an AED as soon as available, following current ANZCOR guidance and training.
- 3 Call 000.** Call early for a life-threatening condition or serious injury. Give the exact address, entry point, hazards and dog-control status. Send a person to meet the ambulance.
- 4 Continue care.** Follow dispatcher instructions, monitor, protect privacy, and do not move a seriously injured person unless required for safety.
- 5 Notify and record.** Tell the manager, record times and treatment, keep witnesses available and check regulator/insurer notification duties.

Do not

- | | |
|-------------|--|
| STOP | Allow loose dogs near a casualty, first aider or ambulance crew. |
| STOP | Give food, drink or medication unless directed by an authorised clinician or the person's action plan and within training. |
| STOP | Photograph or share the casualty except for authorised clinical, legal or incident purposes. |

After the immediate danger

- Arrange relief for affected staff and confidential support.
- Preserve the site where required, without preventing lifesaving care or making the area safe.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	

Procedure readiness checklist

- ☐ Provide first-aid equipment and trained first aiders appropriate to the workplace risk and roster.
- ☐ Keep AED access, emergency numbers and human health plans known to all workers.
- ☐ Nominate a secure area for dogs so responders can work without obstruction or bite risk.
- ☐ Keep the ambulance entry and access route clear and assign a person to meet responders.
- ☐ Protect health information, witnesses and incident records from unnecessary disclosure.
- ☐ Review first-aid responses, worker support and notifiable-incident duties after serious events.

Site-specific arrangements

Human first-aid kit location	
AED location	
Trained first aiders	
Ambulance entry / meeting point	

Emergency contacts and notifications

Triple Zero / Healthdirect		Emergency contact / management	
WHS regulator if required		Primary / emergency vet	

Recommended drill: Secure dogs, perform a DRSABCD-based response and guide a simulated ambulance team to the patient.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

[3] [Safe Work Australia - First aid](#)
[5] [Triple Zero - Australia's emergency call service](#)
[15] [ANZCOR - Basic Life Support](#)
[19] [Safe Work Australia - Incident notification](#)
[22] [Healthdirect - 24/7 health advice](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.

