



First in First Aid



Proposal for Event First Aid and Medical Service

Future Music Festival

March 2013



St John Ambulance Australia (NSW)

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1.0 Organisational Profile – St John Ambulance Australia (NSW)

St John (NSW) is a self-funded charity that has been serving the community since 1883 and trains over 79,000 people in first aid annually. Our First Aid Services (*or commonly referred to as our 'black & white'*) volunteers provide event first aid and medical services at community gatherings and celebrations. In 2009, our first aid volunteers treated 30,523 casualties and logged over 483,000 hours of voluntary first service and skills development and they attended 5,852 events and emergencies.

St John (NSW) is the leading provider of event first aid and medical services in NSW and has provided coverage at a range of events across the NSW from small scale local events to major public gatherings including:

- World Youth Day
- FIFA Fan Fest
- Sydney World Masters Games
- Royal Easter Show
- New Years Eve celebrations
- City to Surf
- Sound Waves
- Repco International Car Rally
- Blues and Roots Festival
- ANZ Stadium

At most events across NSW, St John (NSW) is the sole provider in the field with significant integration with ASNSW.

2.0 Future Music Festival – Event First Aid and Medical Service Capabilities

St John (NSW) can provide Event Organisers with a number of specialised event first aid and medical services which include:

- Fully qualified First Responders
- Fully qualified Advanced Responders
- Fully qualified Bicycle Emergency Response Team (TEAM)
- Medical Emergency Response Teams
- Fully qualified Communication Operators
- Fully qualified and experienced Commanders

2.1 Fully qualified First Responders

St John (NSW) will provide a team of fully qualified First Responders. These members provide the initial first aid service to patrons in need.

Our First Responders hold current Advanced First Aid Qualifications as well as Advanced Life Support (ALS) qualifications which includes training in the use of the Oxygen Resuscitation Equipment and Semi Automatic External Defibrillation (AED) equipment and well as the administration of pain reducing medication

2.2 Fully qualified Advanced Responders

St John (NSW) will provide fully qualified Advanced Responders. These members hold the same qualifications as First Responders with some extra specialist training in:

- Spinal Injury management.
- Advanced vital signs/clinical assessment.

These members will provide extra clinical assistance to the First Responders at first aid posts and be able to quickly establish patients that require further or more specialist medical treatment and management.

2.3 Fully qualified Bicycle Emergency Response Officers

St John (NSW) will provide a fully qualified Bicycle Emergency Response Team (BERT) consisting of two members. This team usually patrol the outer perimeter of the venues and can rapidly respond to patients in need.

These members hold the same qualifications as First Responders and Advanced Responders with extra specialist training in bicycle operations consistent with the NSW Police Bicycle Team. All bike teams have advanced life support capability.

2.4 Medical Emergency Response Team

St John (NSW) will provide Medical Emergency Response Teams which includes First Responders and Advanced Responders qualified members as well as a combination of Health Care Professionals (Nurses, Paramedics and Doctors). These medical teams have response capabilities throughout the event venue.

2.5 Fully qualified Communications Operators and Supervisors

St John (NSW) operates and maintains its own secure radio network across NSW. This includes the maintenance of radio repeaters across the state. We are continually investing in upgrades to the network including microwave links, and VOIP networking which will enable us to communicate across our network nationally from the St John (NSW) Operations Centre

St John (NSW) will provide fully qualified Radio Operators who are supported by Communication Supervisors to service events. Our Radio Operators and Communication Supervisors undertake additional training before they undertake these technical roles.

All structural hardware is provided by St John (NSW) for the duration of any event. This includes, aerials, portable masts, cabling, radio consoles for posts and hand - held radios for members in the field.

2.6 Fully qualified and experienced Commanders

St John (NSW) will provide fully qualified and experience Commanders to service this event. Our Commanders undertake additional training and development opportunities that better prepares them for different situations that they may be confronted with at events.

2.7 Assumptions for the 2013 Future Music Festival

Based on previous experience with Future Music Festival we understand that the following event first aid and medical service model will comprise of our:

- Command Team and EOC Representative
- Communications – UHF Network and Dedicated Sydney Operations Staffing.
- 3 x First Aid Posts with capability to manage serious cases
- 2 x Medical Emergency Response Teams
- 1 x Patient Transport Medicab (for internal patient transport)
- 1 x BERT for external venue response

3.0 The St John (NSW) - Value Add Offering

3.1 Other service integration

St John (NSW) has a long history of close integration with all Emergency Service Organisations and Health Care Agencies. During emergency/disaster deployments and major incident, St John (NSW) works under the direction of the Ambulance service of New South Wales (ASNSW) and is specifically written into the Department of Health (DoH) State Disaster plan (DISPLAN).

3.2 Event First Aid Knowledge

St John (NSW) has been providing first aid to the public for over 125 years. During this time, things have obviously changed. St John (NSW) has been at the forefront of the First Aid field and has proven itself to be not only a market leader but a change agent. We continued this recently with becoming the first event first aid provider to have a dedicated Bicycle Emergency Response Team (BERT) with ALS capability.

3.3 Command Team

St John (NSW) has a proven training program to give members the skills to command. This is not an easy task considering the conditions that our volunteers work under which can at times be stressful. Our leadership programs and Team Leader training give our members knowledge to command and our integrated command mentor systems ensure that this knowledge can be put into action under the oversight of experienced commanders, to pass down on the ground, skills that can only be learnt on the job.

3.4 Vehicle Support

St John (NSW) has the largest fleet of dedicated patient and member transport vehicles. The variety of vehicle capability gives St John (NSW) the flexibility of deploying the right vehicle for the right purpose this is a very unique position to be in and something other organisations are envious of.

The vehicles tentatively considered necessary for your event include:

- 1 x Command support vehicle
- 2 x Enclosed Patient Retrieval vehicles
- 2 x Stores support vehicles
- 1 Medicab Patient Retrieval vehicle.
- 1 x BERT bikes (2 operators).
- 1 x Personnel transport.

3.5 Equipment and Member Welfare Support

St John (NSW) has a diverse range of emergency medical equipment that is deployed to events to enable our members to provide the best possible care to the sick and injured. We are constantly upgrading our equipment to ensure the highest possible standards are met. This equipment ranges from bandaids and bandages to advanced life support Automatic External Defibrillators (AEDS) and Oxy Viva Resuscitation units. For Future Music, St John will provide all necessary medical equipment to support the service model proposed at the beginning on this section.

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Ambulance Deployment Plan

**Future Music Festival
2010-2014
Randwick Racecourse**

**Release 1.1
July 2009**

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Executive Summary

This plan outlines the deployment of Ambulance resources at Future Music Festival from 2010-2014.

The Ambulance commitment to this event consists of six ambulance paramedics, an intensive care paramedic responder, and one intensive care paramedic supervisor of SO or inspector rank.

Ambulance resources will be staged at the two medical centres located at the north and south ends of the event respectively.

Communication with the Ambulance Service Operations Centre will be via radio or phone by the Ambulance Commander at the discretion of the Commander.

The Ambulance Commander will be deployed to the Medical Command Centre or EOC as appropriate. The Ambulance Responder, operating at a Supervisor Level is deployed to provide field and incident leadership of Ambulance Resources.

An Ambulance crew is allocated to each medical centre. The role of these crews is to assist in the provision of high level clinical care, organise the effective handover of patients awaiting ambulance transport, and to provide local ambulance response and transport within their sector, especially outside the event perimeter.

In the event of a major incident, the Ambulance Services is placed in command of the incident under the Future Music Festival Medical Major Incident Plan. The Ambulance Commander will undertake the statutory role of incident commander for all health resources. In the event of a major incident, the Ambulance Commander will allocate major incident roles.

1.0 Event Background & Risk Assessment

Future Music Festival is a major music festival with an expected attendance of 50,000 patrons. The event has nine performance areas. The event is expected to have around 1000 first aid service presentations with 250-330 fully assessed and treated patients and 7-20 patients transported by ambulance. In 2010 the event had 13 ambulance transports.

2.0 Ambulance Service Commitment

The Ambulance Service will be deploying three ambulance crews, a responder/supervisor and a Commander.

3.0 Ambulance Service Access and Staging

There will be two routes into the event for responding ambulances. One will access the Infield Area and Future stage and the other will access the Pavilion Area.

4.0 Communications

It is recommended that the ambulance crews deployed to Future Music Festival operate on an incident channel allocated by the service. Requests for additional resources will be made by the Ambulance Commander by radio or phone at his discretion. The event ECC will have access to landline phones if required.

The event first aid provider will have radio communications with all first aid teams and the first aid tent. Requests from the first aid provider to Ambulance will come through the Ambulance Commander.

5.0 First Aid Services

St Johns is the lead first aid provider. Between the two organisations, a team of 48-55 first aiders (medics) will be deployed. This includes ten response teams (of two), sixteen first aid station staff, four supervisors, two operations staff, and a commander. There will also be four to five doctors deployed on the event.

In addition to the first aid team, there will also be 12 harm minimisation volunteers from KIS.

6.0 Deployment of Ambulance Teams

Eight Ambulance Service of NSW Paramedics are tasked to this operation. They will be deployed as follows:

6.1 Commander

The Commander is based at the Medical Command Centre or ECC. The Commander is responsible for:

- Liaising with the event first aid provider, organisers and other emergency services on behalf of the Ambulance Service of NSW
- Supervising the deployment of both internal and external Ambulance Service resources
- Providing clinical leadership and support to the event first aid team
- Requesting additional Ambulance Service of NSW resources as required

6.2 Responder/Supervisor

The Commander is tasked to the Resuscitation Area but will have access to the Medic Commanders area next to resuscitation. The Commander is responsible for:

- Liaising with the event first aid provider, organisers and other emergency services on behalf of the Ambulance Service of NSW
- Providing clinical leadership and support to the event first aid team
- Requesting additional Ambulance Service of NSW resources as required in consultation with the Ambulance Commander

6.3 Patient Care Teams

The Patient Care Team is a team of two officers who are deployed to the Resuscitation Area of each of the Event Medical Centres. The role of this team is to:

- Assist with the clinical care of patients in the resuscitation area and assessing, in conjunction with the event doctors, Ambulance Commander/Supervisor and St Johns supervisors if patients are likely to require transfer to hospital
- Ensure the continuity of care of patients from the first aid areas and resuscitation to ambulance care including handover to incoming transport ambulance crews
- Providing clinical support to the event first aid provider
- Ensure access and egress of transport first aid teams
- Respond with the first aid provider to critical incidents if required
- Act as a reserve transport vehicle in the event of a critical patient or in the event that external vehicles cannot attend the site within required patient transport timeframes
- Provide transport for patients back to the event first aid centres which may be more safely accessed by road. (eg patients in remote parts of the event or on the event perimeter)

The Ambulance Commander or Supervisor may deploy ambulance paramedics as required to address particular operational requirements at the time.

7.0 Mass Casualty Incident

In the event of a Mass Casualty Incident, the Ambulance Service of NSW will be the principal support agency involved in the management of patient care and casualty transport. Ambulance service staff will be assisted by St Johns medics as per the Future Music Festival Medical Major Incident Plan. Unless the event is remote, the event first aid centre will be used as a Casualty Clearing Post.

The Ambulance Commander will deploy Ambulance Service staff as required to meet operational requirements of major incidents. The roles designated for staff deployed to the event operation include:

7.1 Commander

The commander will be responsible for coordinating the ambulance response with the first aid provider (St Johns), police, Centennial Parklands, and security as well as the Sydney Operations Centre.

7.2 Triage Officer

The Triage Officer will be responsible for triaging patients as per Ambulance Service of NSW Protocol 5. They will work with the St Johns incident supervisor to control the medical response to an MCI scene.

7.3 Scene Transport Officer

The Scene Transport Officer will supervise the extrication of patients from the scene to the Casualty Clearing Post with security, first aid and other responding Ambulance staff.

7.4 Casualty Clearing Post Officer

The CCP Officer is responsible for ensuring a solid flow of patients through the CCP, that they have been triaged, that they are receiving adequate treatment, and the order in which they will be transported. The CCP Officer will have St Johns volunteers to assist in these tasks.

7.5 Staging Officer

The Staging Officer is responsible for organising incoming Ambulance resources, ensuring access and egress for ambulance to the Casualty Clearing Post and that the correct patients are transported. They are also responsible for recording which patients are taken by which crews.

St Johns has a similar structure for its medics and this will compliment the Ambulance Service deployment. Ambulance Officers are reminded to use event medics as a resource when managing major incidents.