



# First Response Australia

## Capability Statement



## Table of Contents

|   |          |
|---|----------|
| <b>Introduction .....</b>                               | <b>3</b> |
| <b>Contact Details.....</b>                             | <b>4</b> |
| <b>Credentials.....</b>                                 | <b>4</b> |
| <b>WHS and Environmental Policies.....</b>              | <b>4</b> |
| <b>Work Cover Registration Number .....</b>             | <b>4</b> |
| <b>Working with Children .....</b>                      | <b>4</b> |
| <b>Insurance Details .....</b>                          | <b>4</b> |
| <b>Pre-qualification.....</b>                           | <b>4</b> |
| <b>Quality Assurance.....</b>                           | <b>5</b> |
| <b>Accreditation and Certification of Courses .....</b> | <b>5</b> |
| <b>Director's Profile .....</b>                         | <b>5</b> |
| <b>Current Clients: .....</b>                           | <b>7</b> |
| <b>Scope of Works/Services.....</b>                     | <b>8</b> |





## Introduction

First Response Australia Pty Ltd is a medium size registered training organization, which provides an integrated proactive approach to the issues of First Aid, Emergency Care and Workplace Health & Safety. Our market segments include Marine, Medical, Aviation, Mining, Tourism, Government, Aged Care, Education and Child Care, Retail, Sporting Clubs, variety of small to large Businesses and the General Public to name a few.

The company began operations in Cairns in 1989 to provide a variety of Emergency Care and Pre Hospital Care programs and courses and has expanded nationally and internationally to facilitate the unique and individual programs of our key client's businesses along with providing Specialist Emergency Care and Medical Equipment to meet every situation.

First Response Australia Pty Ltd is approved by Queensland Health to carry a range of paramedical drugs under protocol and operate a paramedical service (approval PAR004912615) for on-site medical coverage and services. Our Paramedics and Emergency Medical Technicians (EMT's) are fully trained and accredited and have extensive experience in an industrial and public environment. Protocols and procedures are reviewed and governed by a Medical Advisory Panel and a Medical Director.

FRA currently holds Operator Accreditation under the Transport Operations (Passenger Transport) Regulation 2005 from the Department of Transport and Main Roads, Queensland, for the operation of a Hospital Approved Patient Transport (HAPT) service.

Our strategy of providing skilled Workplace Health, Safety and Environmental Consultants who can design, implement and communicate basic to specialist WHS service has enabled us to build relationships with our clients that have ensured our growth and capabilities.

First Response Australia Pty Ltd provides services depending on the requirements of the client. We have extensive experience in the following areas:

- \* **Emergency Care Training** - all levels from First Aid to Paramedic
- \* **Specialised Emergency Care Training adapted to specific industry** –  
Emergency Care First Responder / Remote Area Emergency Care / Low Voltage Switchboard Rescue
- \* **Specialist Emergency Care Equipment** – Oxygen / Defibrillation / Stretchers /  
Medical Kits / Trauma Hospital Equipment
- \* **After Sales Service** - all major brands of Emergency Medical and Trauma equipment
- \* **On-Site Emergency Medic Support** – Paramedics and EMT's to cover a wide range of needs
- \* **Workplace Health, Safety and Environmental Consultancy** -  
Our skilled HSE Consultant has designed, implemented and communicated basic to specialist WHS both nationally and internationally.



## Contact Details

Head Office: 201 – 205 Bunda Street, Cairns Qld 4870  
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Tel: (07) 4047 7700  
Fax: (07) 4041 5361  
[www.FirstResponseAustralia.com.au](http://www.FirstResponseAustralia.com.au)

## Credentials

ABN: 79 066 469 163

## WHS and Environmental Policies

We have in place compliant Workplace Health and Safety and Environmental Policies and Procedures that are implemented throughout the company and on all of our training sites. These procedures represent a significant investment by the company for our goal to meet our client needs in all aspects of WHS.

## Work Cover Registration Number

QLD WPA941106222

## Working with Children

Our staff are approved / cleared for working with children.

## Insurance Details

|                                  |              |
|----------------------------------|--------------|
| Public Liability Insurance       | \$20,000,000 |
| Professional Indemnity Insurance | \$ 5,000,000 |

## Pre-qualification

First Response Australia Pty Ltd is a nationally Registered Training Organization RTO 5919 that operates under the scope of health.

All our trainers are qualified to the standards of the Australian Quality Framework (AQF) and the current or equivalent in the training they are providing. The trainer to student ratios will be appropriate for the level of course training that is being offered.



## Quality Assurance

We operate a Business Management System that complies with the Australian Quality Framework QA system.

## Accreditation and Certification of Courses

All training is accredited to Australian Quality Framework (AQF) Standards. Participants who attend and complete satisfactory course assessments will be awarded the relevant certification. First Response Australia is a Registered Training Organization and under Commonwealth Law complies with the Standards laid down and governed by the Australian Quality Framework.

## Director's Profile

### Charles Makray – Managing Director

charlie@firstresponseaustralia.com.au

Charles Makray commenced First Response Australia Pty Ltd over 20 years ago, and since then, First Response Australia has issued qualifications to over 60,000 participants. Charles Makray's passion and commitment to delivering community and industry first aid and emergency care training has led to the building of a dynamic qualified and committed team of over 15 professionals.

First Response Australia Pty Ltd found that rescue emergency personnel had inadequate skills in the initiation of primary treatment and management to the sick and injured prior to the arrival of the recognized clinical professionals. First Response Australia also recognized that many primary response units had personnel in dangerous and precarious situations during the day-to-day operations of their organization especially in remote areas.

Under the guidance of Charles, his team has created programs, which have focused on meeting the needs of workgroups, community groups and individuals domestically and internationally. The pinnacle course being the Certificate IV in Emergency Medical Response 10367NAT.

The Certificate IV in Emergency Medical Response 10367NAT is the only 'Emergency Medical Technician' program that is accredited to Certificate IV level in Australia. To achieve this accreditation, FRA had to undergo the most rigorous process including the development of unique industry based competencies in consultation with expert groups from:

- Aviation
- Maritime
- Resource
- Mining
- Paramedical
- Tourism



Over the last 20 years, First Response Australia has listened to the needs of the industry and as a result, a selection of courses have been created to provide participants with a range of knowledge, skills and generic and specific competencies for the provision of required emergency care management of patients in many environments.

Competency comprises the demonstration of the knowledge, values and skills and the application of these cognitive, affective and psychomotor components to the standard of performance required of emergency care personnel.

In Charles' determination to provide a quality service to the industry, he also recognized that many of these environments require emergency care equipment, which is current, internationally recognized, quality ensured and specific to the requirements of the users. Charles and the team at First Response Australia travels extensively throughout the year to research and test a selection of emergency care equipment to distribute to various organizations.

To further meet the needs of the industry, First Response Australia are also providers of Medic Services for Industry and Events throughout North Queensland.

### **Trainers/Facilitators:**

Experienced and professionally recognised trainers, medical personnel and administration officers complement our Cairns office.

Our trainers all hold qualifications and industry experience in the programs they deliver as well as the training qualifications of the Certificate IV in Assessment and Workplace Training or higher. They all participate in regular professional development and have demonstrated comprehensive knowledge of the programs in which they training and assess in.

Trainers participate in program validation at regular intervals to ensure materials are of a high standard and meet industry benchmark requirements. Program evaluations are provided to all participants seeking feedback on the course material and outcomes.



## Current Clients:

### *Mining*



### *Government*



### *Tourism*



### *Other Industries*





## Scope of Works/Services

First Response Australia has the most extensive range of Emergency Care programs available. These programs can be delivered both domestically and internationally.

Tailor-made programs can be developed to suit your organisation's requirements. All programs consist of "Nationally Recognised Training" units of competency in accordance with the Australian Skills Quality Authority (ASQA).

Programs include but are not limited to:

### First Aid Programs:

- CPR / Defibrillation
- Anaphylaxis Emergency Management
- Asthma Emergency Management
- Low Voltage Switchboard Rescue (LVR)
- Advanced First Responder (Advanced Resuscitation)
- Senior First Aid
- First Aid for Education and Care Environments
- Remote Area First Aid
- Advanced First Aid
- Emergency Care First Responder
- Pain Management
- Spinal Injury Management

### Pre-Hospital Care Programs:

- Smart Triage
- Intravenous Cannulation & Fluid Therapy
- Intraosseous Vascular Access
- Cyanide Poisoning Emergency Management
- PHERT - Pre-Hospital Emergency Resuscitation & Trauma (Incorp. PHTLS - Pre-Hospital Trauma Life Support)
- Certificate IV in Emergency Medical Response (EMT)
- Certificate IV in Health Care (Ambulance)
- Diploma of Paramedical Science (Ambulance)

Recognition of Prior Learning is available for all programs.

### Specialised Emergency Care Training adapted to specific industry

Emergency Care First Responder / Isolated Area Emergency Care / Low Voltage Switchboard Rescue / First Aid for Education and Care Environments

### Specialist Emergency Care Equipment

Oxygen / Defibrillation / Stretchers / Medical Kits / Trauma Hospital Equipment

### On-Site Emergency Medic Support

Paramedics and EMT's to cover a wide range of needs.

### Workplace Health, Safety and Environmental Consultancy

Our skilled Workplace Health, Safety and Environmental Consultant has designed, implemented and communicated basic to specialist WHS both nationally and internationally.