

First Aid Policy

1. What is this policy about?

- 1.1. This policy frames the provision of first aid and first aid facilities in the Education Directorate (Directorate) workplaces, schools and office environments. The policy supports a range of further guidance material including for the management of students with known medical conditions.

2. Policy Statement

- 2.1. The Directorate will administer first aid treatment to injured or ill workers, students and others in its workplaces.
2.2. This policy should be read in conjunction with the *ACT Public Service First Aid in the Workplace Policy (WHS-04-2013)*.

3. Who does this policy apply to?

- 3.1. This policy applies to all ACT public schools, principals, Directorate workers, students, parents and carers.

4. Context

- 4.1. *The Work Health and Safety Act 2011 and the Children (Education and Care Services) National Law (NSW) No 104a*, and their associated regulations, provide specific requirements for the provision and management of first aid in the Directorate. Requirements include taking a risk management approach for the provision of, and access to, first aid facilities and resources and numbers of trained first aiders.
4.2. Specific requirements regarding first aid training, maintaining first aid records and the management of first aid emergencies are outlined in the *Children (Education and Care Services) National Law (NSW) No 104 and the Education and Care Services National Regulations 2011*. Further details are available in first aid procedures associated with this policy.

5. Responsibilities

- 5.1. Key responsibilities as they relate to the management of first aid in the Directorate are outlined below and should be considered in conjunction with the broader ACTPS Work Health and Safety Act 2011 - Responsibilities Policy and the First Aid General Procedure.
5.2. **Director-General:** The Director-General will exercise due diligence to ensure that directorate work environments are safe and healthy for workers, students and others and that the directorate complies with the *ACTPS First Aid in the Workplace Policy (WHS-04-2013)* In the context of first aid, due diligence means taking all reasonable steps to ensure:
- a risk management approach is used to identify and adequately resource the administration of first aid in workplaces
 - a system of regular monitoring of safe practices, procedures and controls in relation to first aid administration is implemented
 - systems are in place that facilitate consultation with workers when decisions are made about first aid requirements

Policy Identifier: FAP201512

Published: January 2017

Implementation Documents:

Hepatitis Guidelines for Schools (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/hepatitis-guidelines-for-schools>)

Asthma Management Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/asthma-management-procedure-internal-access-only>)

Managing Hepatitis Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/managing-hepatitis-procedure-internal-access-only>)

First Aid Training Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/first-aid-training-procedure-internal-access-only>)

First Aid Records Management Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and>

management/work.-health-and-safety/first-aid-policy/first-aid-records-management-procedure-internal-access-only)

First Aid Facilities Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/first-aid-facilities-procedure-internal-access-only>)

Epilepsy Management Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/epilepsy-management-procedure-internal-access-only>)

Diabetes Management Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/diabetes-management-procedure-internal-access-only>)

Anaphylaxis Management Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/anaphylaxis-management-procedure-internal-access-only>)

Administration of Student Medication and Complex Health Care Procedures (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/administration-of-student-medication-and-complex-health-care-procedures-internal-access-only>)

Administration of Analgesics Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/administration-of-analgesics-procedure-internal-access-only>)

- first aid facilities and equipment are available for all workers, students and others including those who work outside normal business hours (e.g. cleaners and contractors)
- first aiders, trained to administer first aid, are available for all workers and students, and to others where reasonably practicable.

5.3. **Executives:** will exercise due diligence in assisting the Director-General with their obligations including implementing the ACTPS and directorate first aid policies and procedures.

5.4. **Workers:** have a responsibility to ensure that while at work they:

- take reasonable care of their own health and safety, including disclosure of any medical condition that that may be potentially life threatening and may affect their ability to carry out their duties or may adversely affect the health and safety of another person (Ref: *Work Health and Safety Act 2011 Section 28*)
- comply with the ACTPS and directorate first aid policies, and procedures.

5.5. **First aid officers:** are responsible for providing first aid to workers, students, and others in accordance with their qualifications and the first aid policy and procedures.

- First aid officers must not administer first aid beyond the level of their qualification.
- Before starting to treat a casualty, the first aid officer should receive consent for the treatment unless there is a circumstance where consent can be assumed i.e. the casualty is unconscious, or unable to give consent due to their injuries, or where there is an anaphylaxis or asthma emergency.
- A designated first aid officer, who, in the course of their employment, renders first aid assistance to another worker or member of the public, is acting on behalf of the Territory. The Territory will assume liability and meet any damages and legal costs in the event that a claim arises out of the provision of that assistance.

5.6. **Health and Safety Representatives:** In the context of first aid, Health and Safety Representatives represent the interests of a particular work group in relation to any health and safety matter arising in relation to the local provision, management and monitoring of the first aid system. Their roles and responsibilities are governed by the *Work Health and Safety Act 2011*.

5.7. **Parents and carers:** In the school context, parents and carers will take all reasonable steps to ensure the principal or delegate is informed of any specialist medical condition and the medical requirements for its management on student enrolment by completion of the *Known Medical Condition Response Plan* provided by the school or, on diagnosis of the condition.

5.8. **Policy Owner:** The Director People and Performance Branch is responsible for this policy.

6. Monitoring and Review

6.1. The Director People and Performance Branch will monitor this policy including an annual scan and review. A full review of the policy will be conducted within a three year period.

7. Contact

7.1. For support contact People and Performance Branch on 6205 9150 (tel:0262059150) or email etdhealthandwellbeing@act.gov.au (<mailto:etdhealthandwellbeing@act.gov.au>).

8. Complaints

8.1. Any concerns about the application of this policy or the policy itself, should be raised with:

- the school principal in the first instance;
- contact the Directorate's Liaison Unit on (02) 6205 5429 (tel:0262055429).
- online at https://www.education.act.gov.au/about-us/contact_us (https://www.education.act.gov.au/archived/about-us/contact_us_archived).
- see also the *Complaints Policy* on the Directorate's website.

9. References

9.1. Definitions

- **Directorate workplace:** includes all venues used by workers in the course of their normal duties, including schools and venues where school activities take place, office buildings and storage units, and excursion venues.
- **Executive:** is a term that includes executives, school principals, managers and supervisors.
- **First aid:** is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.
- **First aid officers:** are designated directorate workers who have been appointed on the basis of their qualifications and availability to perform the duties of a first aid officer. They receive a first aid allowance.
- **Others:** include clients, volunteers, visitors and workers under the Work Health and Safety Act 2011 that are not on the directorate payroll.
- **Parent or carer:** is a person having parental responsibility for a child or young person under the Children and Young People Act 2008, including a carer under that Act.
- **Parental responsibility:** in relation to a child, means all the duties, powers, responsibilities and authority that, by law, parents have in relation to children.
- **Reasonably practicable:** as defined by the Work Health and Safety Act 2011-Section18, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including:
 - the likelihood of the hazard or the risk concerned occurring
 - the degree of harm that might result from the hazard or the risk
 - what the person concerned knows, or ought reasonably to know, about:
 - the hazard or the risk
 - ways of eliminating or minimising the risk
 - the availability and suitability of ways to eliminate or minimise the risk, and after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.
- **Worker:** includes directorate employees, volunteers, students gaining work experience and others including contractors and sub-contractors.

9.2. Legislation

- *Children and Young People Act 2008* (<http://www.legislation.act.gov.au/a/2008-19/default.asp>)

RECORD 1
First Aid General Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/first-aid-general-procedure-internal-access-only>)

Sharps and Bio-Hazardous Waste Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/sharps-and-bio-hazardous-waste-procedure-internal-access-only>)

Standard Precautions for Infection Control and Safe Work Procedure (Internal access only)
(<https://www.education.act.gov.au/publications-and-policies/implementation-documents/school-and-corporate-policies/school-administration-and-management/work.-health-and-safety/first-aid-policy/standard-precautions-for-infection-control-and-safe-work-procedure-internal-access-only>)

Related Policies and Information:

- *ACT Public Service First Aid in the Workplace Policy*
(<http://www.cmd.act.gov.au/employment-framework/wpsafety/WHSPolicies>)
- *ACT Public Service Workplace Health and Safety Policy Statement*
(<http://www.cmd.act.gov.au/employment-framework/wpsafety/WHSPolicies>)
- *ACT Public Service Work Health and Safety Act 2011 - Responsibilities Policy*
(http://www.cmd.act.gov.au/_data/assets/pdf_file/0)
- *Australian Guidelines for the Prevention and Control of Infection in Healthcare (2010)*
(<https://www.nhmrc.gov.au/guidelines-publications/cd33>)
- Excursions Policy
- Known Medical Condition Response Plan

- Children (Education and Care Services) National Law (NSW) No104a (<http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>)
- Education and Care Services National Regulations 2011 (<http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>)
- Work Health and Safety Act 2011 (<http://www.legislation.act.gov.au/a/2011-35/default.asp>)
- Work Health and Safety Regulation 2011 (<http://www.legislation.act.gov.au/sl/2011-36/default.asp>)

9.3. Implementation Documents

- First Aid General Procedure
 - Administration of Analgesics Procedure
 - Administration of Student Medication and Complex Health Care Procedures
 - Anaphylaxis Management Procedure
 - Asthma Management Procedure
 - Diabetes Management Procedure
 - Epilepsy Management Procedure
 - First Aid Facilities Procedure
 - First Aid Records Management Procedure
 - First Aid Training Procedure
 - Managing Hepatitis Procedure
 - Sharps and Bio-Hazardous Waste Procedure
 - Standard Precautions for Infection Control and Safe Work Procedure

9.4. Related Policies and Information

- ACT Public Service First Aid in the Workplace Policy (<http://www.cmd.act.gov.au/employment-framework/wpsafety/WHSPolicies>)
- ACT Public Service Workplace Health and Safety Policy Statement (<http://www.cmd.act.gov.au/employment-framework/wpsafety/WHSPolicies>)
- ACT Public Service Work Health and Safety Act 2011 - Responsibilities Policy (http://www.cmd.act.gov.au/__data/assets/pdf_file/0010/489097/2013_whs_03_responsibilities.pdf)
- Australian Guidelines for the Prevention and Control of Infection in Healthcare (2010) (<https://www.nhmrc.gov.au/guidelines-publications/cd33>)
- Excursions Policy
- Known Medical Condition Response Plan
- Model Code of Practice First Aid in the Workplace
- Outdoor Adventure Activities Policy
- Responding to Student Accidents/Incidents Policy and Procedures

- Model Code of Practice First Aid in the Workplace
- Outdoor Adventure Activities Policy
- Responding to Student Accidents/Incidents Policy and Procedures

Policy A - Z
(https://www.education.act.gov.au/publications_and_policies/policies/A-Z)

Search all ACT Education Directorate policies
(https://www.education.act.gov.au/publications_and_policies/policies)



Acknowledgement of Country (<https://www.communityservices.act.gov.au/atsia/indigenous-protocols>)

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

[Feedback \(<https://www.accesscanberra.act.gov.au/s/feedback-and-complaints>\)](https://www.accesscanberra.act.gov.au/s/feedback-and-complaints) [Contact us \(<https://www.act.gov.au/directorates-and-agencies/education-directorate>\)](https://www.act.gov.au/directorates-and-agencies/education-directorate)

CRICOS Registration Number:00643J [Jobs \(<http://www.jobs.act.gov.au>\)](http://www.jobs.act.gov.au) [Emergency Services \(<http://www.esa.act.gov.au>\)](http://www.esa.act.gov.au)



(<https://www.facebook.com/ACTPublicSchools/>)



(<https://twitter.com/ACTEducation>)



(<https://www.instagram.com/actpublicschools/>)



(<https://www.linkedin.com/company/act-department-of-education-and-training?trk=tyah>)

[Accessibility \(<https://www.act.gov.au/accessibility>\)](https://www.act.gov.au/accessibility) [Sitemap \(<https://www.act.gov.au/sitemap.xml>\)](https://www.act.gov.au/sitemap.xml) [Privacy \(<https://www.act.gov.au/privacy>\)](https://www.act.gov.au/privacy) [Copyright \(<https://www.act.gov.au/copyright>\)](https://www.act.gov.au/copyright)

(<https://www.canberra.com.au/>)

(<https://yoursayconversations.act.gov.au/>)

(<https://www.accesscanberra.act.gov.au>)

(<https://www.act.gov.au>)



FIRST AID GENERAL PROCEDURE

This procedure must be read in conjunction and interpreted in line with the [First Aid Policy 2016](#) and related procedures.

Publication date: May 2019

Table of Contents

OVERVIEW.....	1
RATIONALE.....	1
DEFINITIONS.....	2
PROCEDURES.....	2
PROCEDURE OWNER.....	7
RELATED DOCUMENTS.....	8

1 OVERVIEW

- 1.1 This document describes the standard of first aid provision and first aid facilities for workers, students and others visiting directorate workplaces. [The Administration of Student Medication and Complex Health Care Procedures](#) should be referred to where significant levels of ongoing care and assistance are required.
- 1.2 Specific advice on significant medical conditions such as anaphylaxis, asthma, diabetes and epilepsy, as well as operational tasks such as infection control and maintenance of facilities is available in the relevant first aid procedures.

2 RATIONALE

- 2.1 The directorate manages first aid safety risks and hazards in accordance with the [First Aid in the Workplace Code of Practice](#) in order to meet legislative requirements outlined in the [Work Health and Safety Act 2011](#), the [Children \(Education and Care Services\) National Law \(NSW\) No. 104a](#) and the associated regulations; the [Work Health and Safety Regulation 2011](#) and [Education and Care Services National Regulations](#).
- 2.2 The *First Aid General Procedures* and *First Aid Procedures 1-11* provides guidance on the mandatory steps necessary to meet specific legislative requirements for the management of first aid through a first aid system. This includes taking a risk management approach for the provision of, and access to, first aid facilities and resources, numbers of trained first aiders, and the management of first aid emergencies.

3 DEFINITIONS

- 3.1 ACTPS is the ACT Public Sector or Service.
- 3.2 **Executive** is a term that includes executives, school principals, managers and supervisors.
- 3.3 **First aid** is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.
- 3.4 **First aid equipment** includes first aid kits and other equipment used to treat injuries and illnesses.
- 3.5 **First aid facilities** include first aid rooms, clean water supplies and other facilities needed for administering first aid.
- 3.6 **First aid officers** are designated workers who have been appointed on the basis of their qualifications and availability to perform the duties of a first aid officer.
- 3.7 **Worker** includes directorate employees, volunteers, students gaining work experience and others including contractors and sub-contractors.
- 3.8 Additional first aid definitions are provided in the [First Aid Policy 2016](#) and *First Aid Procedures*.

4 PROCEDURES

- 4.1 **First aid responsibilities**
 - 4.1.1 The responsibilities of the Director-General, executives including school principals, managers, supervisors and workers are set out in the [Work Safety Act 2011](#) and articulated in the [ACTPS policy Work Health and Safety Act 2011-Responsibilities WHS-03-2013](#).
 - 4.1.2 Key responsibilities as they relate to first aid are outlined below and should be read in conjunction with the ACTPS responsibilities, and the directorate [First Aid Policy 2016](#).
 - 4.1.3 **Director-General**
 - 4.1.3.1 The Director-General will exercise due diligence to ensure that directorate work environments are safe and health for workers, students and others and that the directorate complies with the ACTPS policy [2013 WHS 04 First Aid Policy](#) Director-General due diligence responsibilities are outlined in the [First Aid 2014 policy](#).
 - 4.1.4 **Executive**

4.1.4.1 Executives will exercise due diligence in assisting the Director-General with their obligations including implementing the ACTPS and directorate first aid policies and procedures by ensuring, so far as is reasonably practicable, that:

- collaboration, consultation, co-operation and co-ordination is undertaken in relation to the provision of first aid
- a risk management approach is used to identify and adequately resource the administration and training of relevant workers in first aid at their workplace
- workers, students and others undertake first aid awareness training as part of induction to the workplace
- regular monitoring of safe practices, procedures and controls in relation to first aid administration is implemented
- workers and others confidentially disclose any medical conditions that may be potentially life threatening (e.g. anaphylaxis), or may potentially place the health of other persons at risk
- a school and work climate is established that:
 - promotes normalisation and inclusion of students and workers with health conditions
 - actively discourages discrimination against persons requiring medication or with a health condition
 - supports (where appropriate) students capable of self-administering medication
 - informs parents and carers of students with potentially life threatening conditions of the requirement for an [Known Medical Condition Response Plan](#) for first aid provision.

4.1.5 Workers

4.1.5.1 ACT Government workers have a responsibility to ensure that while at work they:

- take reasonable care for their own health and safety, including disclosing any medical condition that may be potentially life threatening or may adversely affect the health and safety of another person
- comply with the ACTPS and directorate first aid policies and procedures. This includes taking all reasonable steps to:
 - participate in consultation and risk management processes relating to first aid including the provision of first aid and administration of first aid facilities, resources and training
 - report any hazards
 - undertake first aid induction and training as required
 - provide first aid assistance when required, to the level of their competence, including calling on expert assistance when necessary
 - in a school context:
 - read and become familiar with relevant procedures for specialist health conditions for any student in their care, including the student's [Known Medical Condition Response Plan](#)
 - implement the relevant student Known Medical Condition Response Plan in the event of an emergency

- if undertaking an emergency assistance role (as outlined on the Known Medical Condition Response Plan), complete the relevant training in the management of students with a specialist medical condition.

4.1.6 First aid officers

4.1.6.1 In addition to the responsibilities of workers, the responsibilities of the first aid officer includes taking all reasonable steps to:

- seek professional medical advice when unsure of appropriate treatment for any injury (Health Direct 1800 022 222)
- request ambulance attendance for any serious event and electrical shock
- maintain first aid records confidentially.

4.1.7 Health and Safety Representatives

4.1.7.1 In the context of first aid, Health and Safety Representatives represent the interests of a particular work group in relation to any health and safety matter arising in relation to the local provision, management and monitoring of the first aid system. Their roles and responsibilities are governed by the [Work Health and Safety Act 2011](#).

4.1.8 Parents and carers

4.1.8.1 In the school context the parent or carer will take all reasonable steps to, on enrolment of the student or on diagnosis of a specialist medical condition to ensure:

- nominated emergency contacts are provided that are accessible for advice and directions in first aid care
- consent to contact qualified health professionals about the management of the student in a first aid emergency is provided
- the principal or delegate is informed of any specialist medical condition and advised of the medical requirements for its management
- they participate and consult with the school regarding [Known Medical Condition Response Plan](#) and risk management procedures for any specialist medical condition where support from workers (first aid officer, teachers, support staff) is required
- provide and manage any supporting equipment and consumables required for any specialist medical condition, including medication and food, as set out in the [Known Medical Condition Response Plan](#).

4.2 First aid system

4.2.1 All workplaces must establish a system for delivering first aid services. This system should include the following five elements:

1. First aid facilities and resources

- access to trained first aiders and relief first aiders, including on excursions and at all outdoor adventure activities and sporting activities where first aid is desirable
- first aid kits and portable first aid kits for offsite use (including excursions and playground use)
- first aid kit maintenance procedures
- first aid rooms where risk assessment indicates this requirement
- listing and emergency signage of designated first aid officers and their location.

2. Provision of first aid

- standard procedures for infection control
- procedures for the administration of analgesics
- procedures for the management of biohazards and contaminated waste.

3. First aid training and induction

- provision of appropriate training for first aid officers.

4. Reporting

- procedures for reporting exposures to blood or body fluids
- procedures for reporting potential exposure to notifiable diseases
- procedures for reporting accidents, incidents and notifiable events.

5. Record keeping

- procedures for recording medical information, parental permission for emergency treatment, and emergency first aid plans for students with a specialist medical condition
- procedures for recording all treatments administered.

4.2.2 First aid facilities and resources

4.2.2.1 Directorate first aid facilities are to be made available and maintained in accordance with the [Code of Practice for First Aid in the Workplace](#) and [First Aid Facilities Procedure](#)

4.2.2.2 The scope of any additional facilities will be determined through a risk assessment process and documented in the site-based risk register.

4.2.3 Designated first aid officers

4.2.3.1 The designation of first aid officers ensures that, should an injury or illness occur at a workplace or excursion venue, workers, students and others have access to qualified first aid assistance.

4.2.3.2 Regardless of first aid officer designation, all workers have a duty of care to students and others to provide assistance when required, to the level of their competence, including calling on expert assistance when necessary, as set out in this procedure.

4.2.4 First aid training and induction

4.2.4.1 All employees, students and others should be inducted on available first aid facilities and first aid officers at the commencement of attendance at the workplace.

4.2.4.2 Adequate numbers of first aid officers and first aiders should be trained in accordance with a nationally recognised first aid qualification. More information is available from [First Aid Training Procedure](#).

4.2.5 Provision of first aid

4.2.5.1 First aid and first aid emergency assistance is a means of supporting student and staff health and safety while awaiting professional medical assistance.

4.2.5.2 First aid should be administered in accordance with the first aid procedures *Provision of Analgesics, Standard Infection Control Precautions and Safe Work Practice, Anaphylaxis Management, Asthma Management, Diabetes Management, Epilepsy Management, Managing Hepatitis and Sharps and Biohazardous Waste Procedure*.

4.2.6 Ambulance and professional medical attention

4.2.6.1 A first aid officer should call an ambulance if they believe a patient requires one.

4.2.6.2 A first aid officer should arrange for ambulance attendance for any serious event (including electrical shock) unless alternative immediate professional medical attention has been arranged by those with a duty of care for the injured person.

4.2.7 Management of medical conditions

First aiders should not be involved in the general management of medical conditions unless a special arrangement is made by written agreement (refer to the [Administration of Student Medication and Complex Health Care Procedure](#)).

4.2.7.1 An *Emergency Treatment Plan* is required for any known specialist medical condition that may require emergency first aid.

4.2.7.2 To assist minimize risks to workers and others, any person entering the workplace with a significant medical condition that may require emergency assistance is encouraged to disclose this information on induction. This disclosure is made to the executive (including principal), manager, supervisor or their delegate and the first aid officer.

4.2.8 Management of first aid emergencies

4.2.8.1 Directorate workplaces require a [Known Medical Condition Response Plan](#) from a doctor for any student with a significant medical condition including diabetes, anaphylaxis, asthma or other medical condition such as epilepsy.

4.2.8.2 If no emergency treatment plan is provided, only first aid treatment should be administered for all medical conditions with the exception of an anaphylaxis and asthma emergency.

4.2.9 Reporting

4.2.9.1 Student accidents must be reported to the Audit and Assurance section in accordance with the [Responding to Student Accident and Incident Guidelines](#) policy and procedures. For further information ph: 6205 9151.

4.2.9.2 Notifiable and serious events must be notified immediately. Further information is available on [Work Injury Reporting](#).

4.2.9.3 All accidents relating to workers and others must be reported within 48 hours on the ACT [Government Accident/Incident Report form](#) available online via RiskMan.

4.2.9.4 Any potential exposure to a transmissible infectious disease or vaccine preventable disease that occurs while administering first aid must be reported as outlined in the [Infectious Diseases Policy](#).

4.2.10 Records management

4.2.10.1 Records must be kept in accordance with the [Territory Records Act 2002](#) and *Territory privacy principles* outlined in the [Information Privacy Act 2014](#).

4.2.10.2 Further information about [records management](#) procedures including registration, storage and disposal is available on Index.

4.3 Complaints

4.3.1 Where there are concerns regarding the application of this procedure or the procedure itself, people should:

- contact the school principal or People and Performance on ph: 6205 9202 in the first instance
- contact the directorate Liaison Unit on ph: 6205 5429 or ETD.Liaison@act.gov.au
- access the Complaints Policy, which is available on the directorate's website.

5 PROCEDURE OWNER

5.1 Director, People and Performance

- 5.2 For support in relation to this procedure contact People and Performance on ph: 6205 9202.

6 RELATED DOCUMENTS

- 6.1 The following policies and procedures should be read in conjunction with this procedure.

- 6.2 Policies located on the Chief Minister and Treasury and Economic Development Directorate website:

- [ACT Public Service First Aid Policy Statement](#)
- [ACTPS policy Work Health and Safety Act 2011-Responsibilities WHS-03-2013.](#)

- 6.3 The following policies and procedures are located on the directorate website:

- [First Aid Policy 2016](#)
- [Infectious Diseases Policy.](#)
- First aid procedures:
 - [Administration of Analgesics Procedure](#)
 - [Anaphylaxis Management Procedure](#)
 - [Diabetes Management Procedure](#)
 - [Epilepsy Management Procedure](#)
 - [First Aid Training Procedure](#)
 - [First Aid Facilities Procedure](#)
 - [First Aid Record Management Procedure](#)
 - [Managing Hepatitis Procedure](#)
 - [Sharps and Biohazardous Waste Procedure](#)
 - [Standard Precautions for Infection Control and Safe Work Practice Procedure](#)

1.9.



FIRST AID RECORDS MANAGEMENT PROCEDURE

This procedure must be read in conjunction and interpreted in line with the [First Aid Policy](#) and [First Aid General Procedure](#).

Publication date: May 2019

Table of Contents

OVERVIEW	1
RATIONALE	1
DEFINITIONS	2
PROCEDURES	2
PROCEDURE OWNER	5
RELATED DOCUMENTS	5

1. OVERVIEW

- 1.1. This procedure describes specific records management requirements for the provision of first aid and first aid treatment in directorate workplaces. It provides guidance for the application of first aid records management requirements outlined in the [2014 Records Management](#) policy.
- 1.2. Records management requirements for the administration of medication are outside the scope of this procedure and are available in the [Administration of Student Medication and Complex Health Care Procedure](#).

2. RATIONALE

- 2.1. The [First Aid in the Workplace Code of Practice](#) outlines records management requirements that assist the directorate comply with legislative obligations outlined in the [Work Health and Safety Act 2011](#) and [Work Health and Safety Regulations 2011](#). These requirements include keeping records of any first aid treatment and reporting to managers and supervisors on a regular basis to assist with the review of first aid requirements.
- 2.2. First aid records must be kept securely and in-confidence in accordance with the [Territory Records Act 2002](#), [Health Records \(Privacy and Access\) Act 1997 \(ACT\)](#) and the Territory privacy principles outlined in the [Information Privacy Act 2014](#).
- 2.3. First aid records provide workplaces with information about the management of site-based risks relating to the provision of first aid. Accurate, detailed records of first aid treatment in the event of accidents and incidents provide essential information for further medical treatment.
- 2.4. Records of risk assessments for the provision of first aid facilities, equipment and resources and for the management of first aid emergencies should be kept in order to assist the

1.9.

directorates comply with records management requirements outlined in [Work Health and Safety Regulation 2011](#) and the [Education and Care Services National Regulations](#).

3. DEFINITIONS

3.1. ACTPS is the ACT Public Sector or Service.

3.2. Executive is a term that includes executives, school principals, managers and supervisors.

3.3. Records are information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transaction of business (ASISO 15489).

3.4. Records management is the creation, keeping, protection, preservation, storage and disposal of records.

3.5. Worker includes directorate employees, volunteers, students gaining work experience and others including contractors and sub-contractors.

4. PROCEDURES

4.1. Roles and responsibilities

4.1.1. The responsibilities of the Director-General, executives including school principals, managers, supervisors and workers are set out in the [Work Health and Safety Act 2011](#) and articulated in the [ACTPS Work Health and Safety Regulation 2011 \(ACTPS responsibilities\)](#).

4.1.2. Key responsibilities as they relate to the management of first aid record keeping procedures are outlined below should be read in conjunction with the ACTPS responsibilities and the [Records Management](#) and [First Aid Policy](#).

4.1.3. Director-General

- The Director-General will exercise due diligence to ensure that directorate work environments are safe and healthy for workers, students and others and that the directorate complies with the ACTPS policy [WHS-04-2013 First Aid in the workplace](#)

4.1.3.1. In the context of first aid record keeping, due diligence means taking all reasonable steps to ensure:

- accurate records are kept of risk management processes used to identify and adequately resource the administration of first aid in workplaces
- a system of review of first aid records is in place to assist with the provision of first aid facilities, equipment and resources
- records are kept of consultation with workers regarding decisions made about first aid requirements
- records of information relating to first aid facilities, first aid treatment, first aid training and induction, and current first aiders are managed in accordance with relevant legislative requirements.

4.1.4. Executives

1.9.

4.1.4.1. Executives will exercise due diligence in assisting the Director-General with their obligations including implementing the ACTPS and directorate first aid policies and procedures. In the context of first aid records management this includes taking all reasonable steps to:

- ensure a system is in place to maintain and regularly review a register of first aiders including qualification and renewal dates
- record all arrangements made in consultation with individuals to ensure that appropriate health precautions and first aid processes are in place
- maintain confidentiality of an individual's information
- ensure that records of medical information and treatment are registered in the record management system
- maintain records of injuries and illnesses and first aid in the first aid register
- monitor and review the effectiveness of first aid records management measures at least annually and where any accident or incident occurs that indicates an additional review
- in a school context:
 - ensure that student medical information and [Known Medical Condition Response Plan](#) are made available to relevant workers, including those who directly supervise the student.

4.1.5. Workers

4.1.5.1. ACT Government workers have a responsibility to ensure that while at work they:

- take reasonable care for their own health and safety, and through their management of first aid records, do not adversely affect the health and safety of another person
- comply with the ACTPS and directorate records management policy and first aid records management procedures. This includes taking all reasonable steps to:
 - participate in consultation and risk management processes relating to first aid records management
 - report any hazards
 - undertake records management training as required.

4.1.6. First aid officers

4.1.6.1. First aid officers will ensure that:

- first aid records, including records of treatment are securely kept in-confidence on an official file such as a first aid register
- a record of the administration of medication, where this relates to first aid treatment, is kept in accordance with the requirements of the [Administration of Student Medication and Complex Health Care Procedure](#) and the legislative requirements of the [Children \(Education and Care Services\) National Law \(NSW\) No. 104 a](#) and the [Education and Care Services National Regulations](#).

4.2. First aid treatment records

4.2.1. Records of first aid treatment, medical information and consent forms, and [Known Medical Condition Response Plan](#) are to be stored on official in-confidence files that are registered within the records management system in accordance with the *Records Management Policy* and procedures.

4.2.2. First aid register

1.9.

4.2.2.1. A record of all first aid treatment administered is to be recorded in a first aid register that is kept secure on a separate file, filed by annual year.

4.2.2.2. First aid register information include:

- name of casualty
- nature of complaint
- treatment
- date and time of treatment
- signature of the worker administering first aid.

4.3. Medical information and consent records

4.3.1. The [Medical Information and Consent Form](#) includes the student's medical details and a parent or carer permission for the student to receive emergency treatment. This form along with any [Known Medical Condition Response Plan](#) should be filed on the student's record at the commencement of student enrolment.

4.3.2. While the [Medical Information and Consent Form](#) must be treated as confidential, it must be readily available for consultation by first aid officers, relevant workers as appropriate, and to medical and paramedical personnel in the event of an accident or emergency.

4.4. Emergency Treatment Plan

4.4.1. [Known Medical Condition Response Plan](#) are required for students with a known medical condition attending ACT Government schools. Plans must be completed and signed by a parent or carer and specialist or general medical practitioner. They must be provided on enrolment or diagnosis of a specialist medical condition.

4.4.2. While the information on the [Known Medical Condition Response Plan](#) must be treated as confidential, the form must be readily available for first aid officers and relevant workers as appropriate, and to medical and paramedical personnel in the event of an accident or emergency

4.4.3. Copies of [Known Medical Condition Response Plan](#) must be provided to the first aid officer on duty for any off-site excursion. Plans should be clearly marked as 'COPY – Original on file'. Once the excursion is completed without incident these copies may be destroyed by placing them in the lockable classified waste bin.

4.5. Accidents and incidents records management

4.5.1. A record of accident and incidents is required for all accidents and incidents other than minor student incidents requiring first aid. Details of this requirement are outlined in the *Accident/Incident Reporting* and the *Responding to Student Accidents/Incidents Policy* and procedures.

4.5.2. Records of accidents and incidents are retained in electronic form in the RiskMan database.

4.5.3. Student accident and incident reports should be printed and placed on the affected student's record.

1.9.

- 4.5.4. Under the [Territory Records Act 2002](#), student accident and incident reports and associated material should be retained for seven years or until the injured person attains the age of 25 years, whichever is the longer.

4.6. Training

- 4.6.1. Records management training is scheduled on the [Professional Learning and Events Calendar](#).

4.7. Continuous improvement processes

- 4.7.1. Annual review of [Medical Information and Consent Form](#) and [Known Medical Condition Response Plan](#) should be undertaken by the relevant school delegate.
- 4.7.2. Annual review of the first aid register (first aid treatment record) should be undertaken with the Health and Safety Representative and leadership team to determine any areas requiring additional controls. The [Schools and Office Risk Register](#) should be reviewed based on this information with any additional controls noted, and changes to work practices implemented.

4.8. Records management

- 4.8.1. Records must be kept in accordance with the [Territory Records Act 2002](#) and Territory privacy principles outlined in the [Information Privacy Act 2014](#).
- 4.8.2. Schools and business units do not have authority to dispose of records. For information on disposal of records, contact the Records Management section on ph: 6205 0597.
- 4.8.3. Further information about [records management](#) procedures including registration, storage and disposal is available on Index.

4.9. Complaints

- 4.9.1. Where there are concerns regarding any first aid procedure or concerns about their application, people should:
- contact the school principal or People and Performance in the first instance
 - contact the Directorate Liaison Unit access the [Complaints Policy](#), which is available on the directorate's website.

5. PROCEDURE OWNER

- 5.1. Director, People and Performance
- 5.2. For support in relation to this procedure contact People and Performance on ph: 6205 9202.

6. RELATED DOCUMENTS

- 6.1. The following documents must be read in reference to the information provide in this procedure document:

1.9.

6.2. ACTPS policy and procedures:

- [WHS-04-2013 First Aid in the workplace](#)

6.3. Directorate policy and procedures:

- [Administration of Student Medication and Complex Health Care Procedure](#)
- [2014 Records Management Policy](#)
- [Records Management Procedures 1- 19.](#)



ACT
Government
Education

ACT Public Schools Incident Management and Reporting Procedure

ACT Education Directorate

Document Information

This procedure must be read in conjunction with the Incident and Emergency Management Policy.

Procedure Identifier: 00123/1

Date endorsed: 9 January 2025

Endorsed by: EGC (Tier 1)

Review date: [Day/Month/Year i.e. January 2029]

It is the responsibility of the user to verify that this is the current and complete version of the document, available on the Directorate's website at http://www.education.act.gov.au/publications_and_policies/policy_a-z.

Contents

Document Information.....	2
1. Overview	3
2. Rationale	3
3. Procedures	3
4. Mandatory Training and Induction	8
5. Information Privacy, Collection and Access	8
6. Roles and Responsibilities.....	9
7. Contact	10
8. Feedback	10
9. References.....	10



© Australian Capital Territory 2024

This work, ACT Public Schools Incident and Emergency Management Procedure, is licensed under a Creative Commons Attribution 4.0 licence. You are free to re-use the work under that licence, on the condition that you credit the Australian Capital Territory Government as author, indicate if changes were made and comply with the other licence terms. The licence does not apply to the ACT Government logo.

1. Overview

- 1.1. This procedure provides ACT public schools with procedures to implement their mandatory reporting requirements under the Directorate's Incident and Emergency Management Framework and Policy.

2. Rationale

- 2.1. The purpose and intended outcome of efficient and accurate reporting is to ensure the legislative and duty of care obligations of principals, and other Directorate staff, are met and to ensure the effective resolution of any identified gaps or issues in providing safe work and learning environments.

3. Procedures

Identifying an Incident and Immediate Response

- 3.1. The immediate safety of students, staff and the school community is paramount. The following immediate actions may be required by the circumstances:
- remove students and staff from imminent danger
 - provide first aid in line with the Directorate's First Aid Policy and Procedures
 - contact emergency services on 000
 - enact the Directorate's Emergency Management Plan and the school's (or site's) Emergency Response Procedures
 - capture and preserve evidence
 - contact nominated emergency contacts as soon as practicable

Incidents That Must Be Reported

- 3.2. Schools must report all incidents, accidents or near misses in the Student Administration System (SAS), when students are impacted, and in the ACT Public Service Safety Portal, when staff are impacted. School Operations will not report on behalf of the school, or the person affected.
- 3.3. Schools are also required to report immediately to the Directorate's School Operations Team when any incident occurs that results in serious harm or injury or puts the safety of students, staff, or visitors at significant risk, or poses a real threat to property or the school environment. These incidents are outlined in the Incidents Reportable to School Operations Guide (internal access).

How to Report Incidents at the School Level

- 3.4. Schools must report any incidents, accidents or near misses in accordance with the Incident Management Flow Chart (internal access).

- 3.5. Incident reporting occurs at various levels within the Directorate, first at the school/site where the incident occurs and then to the Education Support Office where required.
- 3.6. At the school level, staff are responsible for verbally reporting all incidents, accidents and near miss events to their supervisor or principal immediately after becoming aware of the incident or as soon as possible after the event, but no later than the end of the day. All incidents, accidents and near misses must be formally recorded (in writing by the person affected) in the appropriate reporting system as per 3.2. Only when the person affected is unable to report, a delegate such as a witness or immediate supervisor, may report on behalf of the affected person. The record is to contain accurate and concise details of the incident and avoid the use of emotive language.
- 3.7. All **student** incidents, accidents and near misses must be reported in the School Administration System (SAS) as soon as practicable and, where possible, on the same day the incident occurs.
- 3.8. All **staff** workplace incidents, accidents and near misses must be reported into the [Whole of Government work incident reporting system](#). A report can be made by an employee on behalf of someone else. Incidents must be reported in the system no later than the next business day after the incident or near miss event occurs. If any further details of the incident come to light, they should be added to the incident report.
- 3.9. Where all incidents are reportable to the School Operations Team (refer s3.11), schools should obtain witness statements from any person, including a student, who has direct knowledge of the incident. Where there are large numbers of witnesses to an event, witness statements may be obtained from a representative sample of witnesses with the names and contact details of remaining witnesses recorded. (See 5.2 for information privacy requirements that must be followed.)
- 3.10. Review of incidents, accidents and near miss reports must be undertaken by a school or service provider as soon as possible but no later than 48 hours from the report being made, including verification of the accuracy of the incident record by consulting with involved persons (e.g. the injured or affected employee, health and safety representative or supervisor) and clarify details if required. The reviewer's role is to identify incident cause/s (hazards identified) and record these details. Supervisors should monitor the wellbeing of those impacted and ensure supports are in place. Reviewing the incident and incident response is important for continually improving systems and processes.

Reporting Incidents to the Education Support Office (ESO)

- 3.11. If the incident is listed in the Incidents Reportable to School Operations Guide (internal access), a report must also be made to ESO through the School Operations Team on the same day as the incident via the school incident form, (02) 6205 3313 or by sending an

email (subject: Incident) to SchoolOperations@act.gov.au. These incident reports are official reports that must be factual, comprehensive, and include the following information:

- name of school
 - name of student/staff/visitor involved and nature of incident and information leading up to the event (reference numbers issued by reporting systems, refer 3.6)
 - whether the student is an overseas student
 - current status of incident, including updated information regarding people who have been injured and what actions have been taken already, such as suspensions, other reporting, transport to hospital, and staff debrief; and
 - what actions will be taken to follow-up on the incident.
- 3.12. If the principal is unsure whether the incident should be reported to School Operations, they should err on the side of caution and report it as per 3.2.
- 3.13. Any incident involving international students, during and outside of school hours, must be reported to School Operations for further action. School Operations will work with the Directorate's International Education Unit to facilitate contact with the student's next of kin/significant others and determine the support to be offered to the student.
- 3.14. An incident report submitted by a work experience provider for a work experience student is to be reported to ESO and managed under these procedures.
- 3.15. School Operations will categorise and triage incidents in accordance with the [Incident Management Flow Chart \(internal access\)](#).
- 3.16. Following receipt of the report, the School Operations Team will contact the school and determine relevant reporting requirements, follow-up actions, and support. Follow-up actions for the school include calling the impacted student's emergency contact within 24 hours of the incident occurring to ensure wellbeing.
- 3.17. For notifiable incidents (see 3.20), or as advised by the School Operations Team, the principal and staff should ensure that the scene of an incident remains complete and undisturbed once immediate risks have been controlled. The [Work Health and Safety Act 2011](#) states that the site, or anything associated with the incident must not be disturbed prior to WorkSafe ACT and/or police examining the scene. For further advice, refer to the [Work Health Safety and Wellbeing Policy](#).
- 3.18. Should principals have concerns about the actions of staff conduct of staff, they must fulfil their obligations as reporters and report in line with the [Working with Vulnerable People \(Background Checking\) Act 2011](#).

External Report of a School or Student Related Incident

- 3.19. There may be occasions where an incident at a school or about a school or student is reported by an external party to the Directorate. In these circumstances, School Operations must be notified, and the reporting party must follow their own procedures for managing the incident.

ESO Response and Support

- 3.20. When an incident is triaged as a level 3 incident, the School Operations Team will activate an Incident Management Stand Up to support the school in the ongoing management of the incident and coordinate ongoing support and follow-up actions. An [Incident Stand Up Checklist](#) is completed by School Operations and provided to principals for awareness.
- 3.21. If an incident reported to School Operations is identified as a Notifiable Incident under the [Work Health and Safety Act 2011](#), the Directorate's Workplace Health and Safety team will be notified by School Operations to ensure relevant WorkSafe ACT notifications are made.
- 3.22. Where an incident is preschool-related, School Operations will report it to the ACT Regulatory Authority, Children's Education and Care Assurance (CECA) as required under the Education and Care Services National Regulations. Further information is in the [Preschool Incident, Injury, Trauma and Illness Records Information Sheet](#).
- 3.23. Some incidents may require further assessment. Should schools wish to instigate their own post incident investigation they are encouraged to liaise with the Directorate's Risk, Security and Emergency Management and Work Health and Safety (WHS) teams for guidance. The school's health and safety representative (HSR) should be invited to participate in this process under the guidance of the relevant lead area.
- 3.24. In an incident where a restrictive practice has, or may have been used, schools are required to detail the incident in the student administration system. The Restrictive Practice team will assess the incident for reporting to the Office of the Senior Practitioner.

WorkSafe ACT

- 3.25. It should be noted that WorkSafe ACT WHS inspectors may visit schools unannounced, including in response to a concern, or in response to a health and safety incident or injury. Under the [Work Health and Safety Act 2011](#), WorkSafe ACT WHS inspectors have powers to enter schools to conduct inspections or investigations into incidents or reports of unsafe or dangerous work practices. WorkSafe WHS inspector powers are outlined in the [WorkSafe ACT Work Health and Safety Inspections Fact Sheet](#).

- 3.26. WorkSafe ACT WHS inspectors have powers to inspect the scene and examine evidence, including documents, at the school. Schools must comply in handing over documents, which can include, for example, training records, employment records, operator manuals, and inspection reports; Photocopies rather than original hardcopies should be provided. Schools must report all visits by WorkSafe ACT to the School Operations Team on (02) 6205 3313 or at SchoolOperations@act.gov.au. School Operations can arrange for a WHS representative to attend.

Ongoing Support and Recovery

- 3.27. Following an incident, recovery processes overseen by the principal/ School Operations, as required, must be implemented and monitored to facilitate a return to the normal daily routine of the school as soon as possible and ensure persons involved are well supported. The [Post-Incident Checklist](#) has been developed for schools to use for this purpose.
- 3.28. Schools are required to undertake an **evaluation** of the effectiveness of the incident management and recovery processes to reinforce what worked well and to refine and improve processes should a similar incident occur in the future.
- 3.29. Schools are to review and revise, as appropriate, any school policies and practices or other measures that may contribute to reducing the risk of a similar incident occurring again or minimising the impact of a similar incident on students and staff. Risk reduction actions may include planning, staff training, acquisition of specific safety equipment, additional infrastructure, and increasing the safety of the school grounds. A risk management approach, in accordance with the Directorate's [Risk Management Framework](#), should be taken as part of this practice. The [Risk, Security and Emergency Management Team](#) can provide advice and support in relation to risk management and effective controls.

Incident Data Review and Trend Analysis

- 3.30. In consultation with their school WHS Committee and/or HSR, schools should:
- conduct a quarterly analysis of the workplace's incidents, including student incidents recorded in SAS
 - use the findings of the analysis to identify, prioritise and manage risks, and
 - where system-level benefits and hazards/risks are identified, share these with the Risk, Security and Emergency Management Team at EDURMA@act.gov.au (with SchoolOperations@act.gov.au copied in) to assist with system-/school-level solutions.

- 3.31. The School Operations Team reviews and uses incident reporting from schools to prepare termly briefs to the Directorate executive and Security and Emergency Management Subcommittee on trends, themes and opportunities to improve processes.

4. Mandatory Training and Induction

- 4.1. All school staff are required to undertake mandatory training and induction which includes an overview of incident management processes at the Directorate (system) and school level.
- 4.2. Schools are to ensure workplace (local) induction and training informs staff, contractors and others of local incident management processes used to support the implementation of this procedure and their site specific Emergency Response Procedure including:
- verbal reporting of incidents to supervisors
 - not disturbing the scene of a notifiable incident
 - incident classification and recording
 - review of incidents in SAS and the Whole of Government work incident reporting system, and
 - investigation and corrective action processes.

5. Information Privacy, Collection and Access

- 5.1. Information about students, staff or other persons who were directly involved in the incident may need to be included in incident reports. In these circumstances, all Directorate staff have obligations under the [Information Privacy Act 2014](#) and the [Health Records \(Privacy and Access\) Act 1997](#). These Acts protect an individual's rights in relation to the collection, use, storage, and disclosure of personal information and personal health information held by government agencies.
- 5.2. Anyone providing a witness statement (see 3.9) must be advised of the collection of their personal information and/or personal health information and the purposes for collecting it. Witnesses must be advised that it is their right to remain anonymous and/or not provide information. The person making a statement, and/or Parents/carers of a student who made a statement, if the student is under 18 years of age, also have the right to request their personal information be deleted at a later time.
- 5.3. Requests for copies of incident reports or witness statements must be directed to the Directorate's Information Access team at EducationInfoAccess@act.gov.au.

6. Roles and Responsibilities

6.1. Principal

- 6.1.1. The responsibility for managing any incident involving enrolled students and staff that occurred on the school site rests with the principal. The principal must take all necessary action to ensure staff and students are removed from any imminent or potential danger, where possible, to prevent any further injuries or incidents.
- 6.1.2. The principal, or staff working on their behalf, must notify School Operations of any incident that is considered to meet the reporting thresholds, as soon as possible, by the incident form, email or phone.
- 6.1.3. The principal is also responsible for implementing the correct reporting procedures determined by the nature of the incident, in accordance with the [Incidents Reportable to School Operations Guide](#). This includes debriefing individuals involved in an incident, managing the recovery and follow-up processes, and collecting and filing any relevant material (reports, statements, etc.) pertaining to an incident. For student incidents, the principal should also ensure parents/carers are informed if their child is negatively impacted by an incident, in line with Directorate guidelines and protocols.
- 6.1.4. If the incident occurred because of a hazard within the school buildings or grounds, or due to the misuse of school resources, the school's health and safety representative (HSR) and the principal or their delegate should investigate the scene and ensure any hazard is controlled and procedures for the use of those resources revised and communicated, to prevent any further injuries or incidents.

6.2. School Operations

- 6.2.1. School Operations should notify the Minister's Office, Director-General and Deputy Director-General as soon as the team is made aware of the incident, as appropriate in accordance with the incident triaging process.
- 6.2.2. School Operations will assess the incident against the [Incident Stand Up Checklist](#) and determine if an Incident Stand Up team is required. School Operations will notify the Director-General of any Incident Stand Up required.
- 6.2.3. School Operations has a duty of care responsibility to provide as much support and assistance to the principal and general school community as required. This includes ensuring all persons involved in an incident have been thoroughly debriefed.
- 6.2.4. School Operations should coordinate with all other business areas to ensure all follow-up documentation is completed.

- 6.2.5. In the event of a significant incident such as a dangerous fire, severe chemical hazard, or criminal/terrorist activity for example, School Operations will liaise with the Directorate's Risk and Security Management team to ensure the relevant authority responsible for the control of such incidents is informed.

6.3. All Directorate Staff

- 6.3.1. All staff have a duty of care for students and colleagues during the management of incidents and following stressful and traumatic incidents.
- 6.3.2. The [ACT Government Work Rehabilitation Policy](#) sets out that managers and supervisors have a responsibility to provide a rapid and appropriate response once there is knowledge of any problem or circumstance that may impact upon a worker's physical or psychological wellbeing.

7. Contact

- 7.1. The Executive Branch Manager, Governance is responsible for the Incident and Emergency Management policy and this procedure.
- 7.2. The Executive Leader, School Operations is responsible for the implementation of this procedure.
- 7.3. For incident management support, contact the School Operations Team on (02) 6205 3313 or email SchoolOperations@act.gov.au.
- 7.4. For emergency management support, contact the Risk, Security and Emergency Management Team on (02) 6205 9701 or email EDURMA@act.gov.au.

8. Feedback

- 8.1. Any feedback about this procedure, should be raised with Risk, Security and Emergency Management (refer to contact information above).

9. References

9.1. Definitions

Term	Definition
Emergency	An actual or imminent event that poses an immediate threat to life, property, or the environment and requires a significant coordinated response.
Incident	An event, occurrence, or set of circumstances managed within established frameworks, that have predefined management systems in place and a defined end.

Term	Definition
Near misses	Incidents that could have led to an injury or illness, danger to someone's health, and/or damage to property or the environment.
Parent	A person having parental responsibility for a child or young person under the Children and Young People Act 2008 , including a carer under that Act.

9.2. Related Policies and Information

- [ACT Government Work Rehabilitation Policy](#)
- [Directing Unwelcome Visitors from Schools Guide](#)
- [Emergency Management Plan](#)
- [Emergency Response Procedures](#)
- [Factsheet – Reportable Preschool Incidents](#) (Internal Only)
- [First Aid Policy and Procedures](#)
- [Incident and Emergency Management Policy](#)
- [Incident Management Flow Chart \(Internal Only\)](#)
- [Incidents Reportable to School Operations Guide \(Internal Only\)](#)
- [Overseas Students: Critical Incident Management Policy and Procedure](#)
- [Privacy Policy](#)
- [Reporting Sexual Assault Incidents Factsheet](#)
- [Risk Management Policy and Framework](#)
- [Safe and Supportive Schools Policy](#)
- [Temporary Closure of Schools Procedure](#)
- [Suspension, Transfer or Exclusion of a Student: ACT Public Schools Policy](#)
- Work Health and Safety and Wellbeing Policy

Incident and Emergency Management Policy

1. Purpose

1.1. This policy outlines how the Directorate will manage incidents and emergencies and the roles and responsibilities of staff in schools and the Education Support Office (ESO) to effectively manage incidents and emergencies with the potential to disrupt continuity of business and learning and/or pose a risk to the safety of people.

2. Policy Statement

- 2.1. The Directorate is committed to risk-based approaches to incident and emergency management that meet our legislative obligations to protect the safety and wellbeing of staff, students, and the community.
- 2.2. In the event of an incident or emergency that causes injury, trauma or illness to a child or young person, staff are required to take immediate corrective actions and report as per Directorate policy and procedures and regulatory requirements. This may include reporting and/or notification within the Directorate or to an external agency.
- 2.3. The Directorate's Incident and Emergency Management Framework outlines an integrated approach to managing incidents and emergencies that is underpinned by the Risk Management Framework, ensuring clear and consistent advice and guidance to staff and students for safe incident and emergency management practices.

Policy Identifier: 00123

Published: February 2025

Review date: February 2029

Implementation Documents:

[Incident-and-Emergency-Management-Framework.docx](https://www.education.act.gov.au/data/assets/word_doc/0012/2789283/Incident-and-Emergency-Management-Framework.docx) ( 996.5 KB)
(https://www.education.act.gov.au/data/assets/word_doc/0012/2789283/Incident-and-Emergency-Management-Framework.docx)

[ACT-Public-School-Incident-Management-and-Reporting-Procedure.docx](https://www.education.act.gov.au/data/assets/word_doc/0010/2793160/ACT-Public-School-Incident-Management-and-Reporting-Procedure.docx) ( 758.0 KB)
([https://www.education.act.gov.au/data/assets/word_doc/0010/2793160/ACT-](https://www.education.act.gov.au/data/assets/word_doc/0010/2793160/ACT-Public-School-Incident-Management-and-Reporting-Procedure.docx)

- 2.4. Consistent and documented approaches are taken to managing incidents and emergencies that consider the factors specific to each event such as the severity, complexity, and impact (including safety, business continuity, temporary school or site closures and resourcing).
- 2.5. In the event of an incident or emergency, all persons at an ACT Public Education facility must follow the site-specific emergency management procedures and the direction of the staff or Chief Warden.
- 2.6. Staff and students visiting another site or occupying an external facility must ensure that all emergency management policies and procedures of that site are adhered to.
- 2.7. Staff who work in a school, ESO and at a site managed by another directorate, such as the flexi-space areas, must adhere to the emergency management arrangements as outlined in the site induction. Incidents that occur in the workplace must be reported as per the accident and incident reporting system.
- 2.8. All ACT Education Directorate schools and sites must maintain a current Emergency Response Procedure (ERP) that is aligned to the Directorate Emergency Management Plan.
- 2.9. The ERP is to consider prevention, preparedness, response, and recovery to facilitate effective management of incidents and emergencies before, during and immediately following an incident or emergency or an event that causes a disruption in the workplace. Principals and site owners must:
- 2.9.1. Appoint an Emergency Control Organisation (ECO), which at a minimum must include a Chief Warden and a Deputy Chief Warden, to develop and oversee the ERP.
 - 2.9.2. Ensure the ERP is updated at least annually by 1 September and reviewed immediately following any significant incident or emergency.
 - 2.9.3. Test emergency response procedures by conducting drills at regular intervals, at least quarterly per annum, followed by an After-Action Review with staff to record

Related Policies and Information:

- ACT Education Directorate Risk Management Framework
- AS 1851 2012 Routine service of fire protection systems and equipment
- AS 2293.2 - 1995 Emergency escape lighting and exit signs for buildings, Inspection, and maintenance
- AS3745-2010- Planning for emergencies in facilities
- FPAA Good Practice Guide 05 Baseline Data for Routine Service of Fire Protection Systems
- ISO 22301:2019 Security and resilience, Business

observations and areas for improvement.

2.9.4. Establish communication arrangements for parents/carers/visitors that provide information for an incident or emergency resulting in relocation, or closure of the school or site.

2.9.5. Establish and implement site induction protocols for visitors, including staff from other sites and contractors, that outline their role and responsibility should an incident or emergency occur while on site.

2.10. The ESO establishes and maintains the Business Continuity Plan (BCP) for the Directorate, including regular testing, reviewing, and updating of the BCP.

2.11. The ESO must establish and maintain an Emergency Planning Committee (EPC) to monitor regulatory requirements for all Directorate sites.

2.12. Consistent post incident actions are applied proportionate to the incidents and emergency and must include an After-Action Review to document observations for continuous improvement, the facilitation of wellbeing and WHS supports post incident.

2.13. All incidents and emergencies must be reported in accordance with the procedures under this policy.

3. Scope

3.1. This policy applies to all Directorate staff, students, parents and carers, volunteers and visitors who work at or visit an ACT Public Education facility.

3.2. This policy does not relate to the management of staff conduct which is managed separately under the ACT Public Service Employment Framework (<https://www.cmtedd.act.gov.au/employment-framework/for-employees>) and Public Sector Management Act 1994 (<https://www.legislation.act.gov.au/a/1994-37/>).

4. Context

continuity management
systems - requirements

- National Construction Code (NCC) Building Code Australia Volume 1

Policies A-Z
(https://www.education.act.gov.au/publications_and_policies/policies/A-Z)

Search all ACT Education Directorate policies
(https://www.education.act.gov.au/publications_and_policies/policies)

- 4.1. The requirements of this policy and procedures support compliance with relevant emergency and work, health, and safety legislation and set out to protect the safety of individuals on school and other Directorate sites and minimise the risk of damage to ACT Government assets.
- 4.2. This policy supports the Director-General in meeting their duty as a Person Conducting a Business or Undertaking under the Work, Health, and Safety Act 2011 (<https://www.legislation.act.gov.au/a/2011-35/>) to ensure the health and safety of workers while they are at work in the business or undertaking and others who may be affected by the carrying out of work.

5. Responsibilities

- 5.1. **Principal:** the Principal is responsible for ensuring this policy and supporting procedures are implemented in their school and that all members of their school community understand their obligations in relation to this policy.
- 5.2. **Emergency Planning Committee (EPC)** The EPC is responsible for developing, implementing, and managing the Directorate Emergency Management Plan; providing guidance to the Emergency Control Organisation for preparing response procedures; providing relevant training materials for Wardens and staff; and monitoring and reporting compliance of this policy through the Security and Emergency Management Subcommittee to the Executive Governance Committee.
- 5.3. **Chief Warden** The Chief Warden manages and actions the regulatory requirements for both emergency planning and response and leads the Emergency Control Organisation (ECO) in consultation with staff, to develop the school or site Emergency Response Procedures, and reports to the EPC annually.
- 5.4. **Emergency Control Organisation (ECO)** The ECO leads the development of the school or site Emergency Response Procedures and reports to the EPC annually.

5.5. **Risk, Security and Emergency Management (RSEM)** RSEM administers the Incident and Emergency Management Framework and provides advice on the incident and emergency management program and supports incident and emergency responses within the ESO.

5.6. **School Operations:** School Operations supports schools in managing and responding to incidents in schools.

5.7. **All staff:** All Education Directorate staff familiarise themselves with incident and emergency response procedures, complete any mandatory training relating to incident and emergency management, be active participants in the incident and emergency management environment, and adhere to directions of those trained and equipped to support others during an incident or emergency.

5.8. **Policy Owner:** The Executive Branch Manager, Governance is the owner of this policy and procedures and responsible for keeping the policy up to date and contemporary.

6. Monitoring and Review

6.1. The Policy Owner monitors the policy. This includes an annual scan of operation and review. A full review of the policy will be conducted within a five-year period or earlier as required.

6.2. Include reference to an evaluation plan if relevant.

7. Contact

7.1. For advice on the Incident and Emergency Management Framework or incidents and emergencies within ESO, contact Risk, Security and Emergency Management (RSEM) on (02) 620 77007 or email EDURMA@act.gov.au (<mailto:EDURMA@act.gov.au>)

7.2. For advice or assistance in managing school incidents contact School Operations on (02) 620 53313 or email SchoolOperations@act.gov.au (<mailto:SchoolOperations@act.gov.au>)

8. Feedback

8.1. Any feedback about this policy, should be raised with the policy owner. Refer to RSEM contact information above.

9. References

9.1. Definitions

The Education Directorate (Education Support Office and schools) definitions reflect emergency management terminology agreed by the ACT Government for consistency and understandability across agencies.

- **After Action Review:** A structured and documented review process, involving debriefing and analysis by the Directorate to determine why the incident occurred and identify opportunities for improvements.
- **Emergency:** An actual or imminent event that poses an immediate threat to life, property, or the environment and requires a significant coordinated response.
- **Emergency Management Plan:** The document that guides the Directorate and site managers to take a risk-based approach to managing incidents and emergencies specific for their site.
- **Emergency Responses Procedure:** A site-specific procedure, managed by the school or site owner, that includes site information, emergency response protocols to address hazards, and arrangements for ensuring compliance.
- **Incident and Emergency Management:** The coordinated response to incidents and emergencies with responsibilities detailed in agreed plans, structures, and procedures.
- **Incident:** An event, occurrence, or set of circumstances managed within established frameworks, that have predefined management systems in place and a defined end.

- **Site Manager:** A person who manages Directorate facilities (including ACT Public Schools) and non-school sites on behalf of the site owner, where Directorate staff and or students and visitors are located for the purposes of being in a defined workplace.
- **Site Owner:** A person, agency, entity (ACT Government or Non-Government) that has the overall legal responsibility of the site.

9.2. Legislation

- *Education Act 2004* (<http://www.legislation.act.gov.au/a/2004-17/default.asp>)
- *Education and Care Services National Law Act 2010*
(<https://www.legislation.act.gov.au/a/2011-42/>)
- *Education and Care Services National Regulations 2011*
(<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>)
- *Emergencies Act 2004* (<https://www.legislation.act.gov.au/a/2004-28/>)
- *Health Records (Privacy and Access) Act 1997*
(<https://www.legislation.act.gov.au/a/1997-125/>)
- *Human Rights Act 2004* (<https://www.legislation.act.gov.au/a/2004-5/>)
- *Information Privacy Act 2014* (<https://www.legislation.act.gov.au/a/2014-24/>)
- *Work Health and Safety Act 2011* (<https://www.legislation.act.gov.au/a/2011-35/>)

9.3. Implementation Documents

- *ACT Public Schools Incident Management and Reporting Procedure*
(https://www.education.act.gov.au/__data/assets/word_doc/0010/2793160/ACT-Public-School-Incident-Management-and-Reporting-Procedure.docx)
- Directorate Emergency Management Plan
- Directorate Emergency Response Procedures
- Factsheet – Reportable Preschool Incidents (Internal Only)

- Incident and Emergency Management Framework Overview
(https://www.education.act.gov.au/__data/assets/word_doc/0012/2789283/Incident-and-Emergency-Management-Framework.docx)
- Incidents Reportable to School Operations Guide
- School Guide for Bushfire Planning

9.4. Related Policies and Information

- ACT Education Directorate Risk Management Framework
- AS 1851 2012 Routine service of fire protection systems and equipment
- AS 2293.2 - 1995 Emergency escape lighting and exit signs for buildings, Inspection, and maintenance
- AS3745-2010- Planning for emergencies in facilities
- FPAA Good Practice Guide 05 Baseline Data for Routine Service of Fire Protection Systems
- ISO 22301:2019 Security and resilience, Business continuity management systems - requirements
- National Construction Code (NCC) Building Code Australia Volume 1

00123 Policy: *is the unique identifier of this document. It is the responsibility of the user to verify that this is the current and complete version of the document, available on the Directorate's website at*
http://www.education.act.gov.au/publications_and_policies/school_and_corporate_policies/A-Z/
[\(https://www.education.act.gov.au/publications_and_policies/policies/A-Z\).](https://www.education.act.gov.au/publications_and_policies/policies/A-Z/)



We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

[Feedback \(https://www.accesscanberra.act.gov.au/s/feedback-and-complaints\)](https://www.accesscanberra.act.gov.au/s/feedback-and-complaints)

[Contact us \(https://www.act.gov.au/directorates-and-agencies/education-directorate\)](https://www.act.gov.au/directorates-and-agencies/education-directorate) CRICOS Registration Number:00643J

[Jobs \(http://www.jobs.act.gov.au\)](http://www.jobs.act.gov.au) [Emergency Services \(http://www.esa.act.gov.au\)](http://www.esa.act.gov.au)



[\(https://www.facebook.com/ACTPublicSchools/\)](https://www.facebook.com/ACTPublicSchools/)



[\(https://twitter.com/ACTEducation\)](https://twitter.com/ACTEducation)



[\(https://www.instagram.com/actpublicschools/\)](https://www.instagram.com/actpublicschools/)



[\(https://www.linkedin.com/company/act-department-of-education-and-training?trk=tyah\)](https://www.linkedin.com/company/act-department-of-education-and-training?trk=tyah)

[Accessibility \(https://www.act.gov.au/accessibility\)](https://www.act.gov.au/accessibility) [Sitemap \(https://www.act.gov.au/sitemap.xml\)](https://www.act.gov.au/sitemap.xml)

[Privacy \(https://www.act.gov.au/privacy\)](https://www.act.gov.au/privacy) [Copyright \(https://www.act.gov.au/copyright\)](https://www.act.gov.au/copyright)

[\(https://www.canberra.com.au/\)](https://www.canberra.com.au/)

[\(https://yoursayconversations.act.gov.au/\)](https://yoursayconversations.act.gov.au/)

[\(https://www.accesscanberra.act.gov.au\)](https://www.accesscanberra.act.gov.au)

[\(https://www.act.gov.au\)](https://www.act.gov.au)

Incidents Reportable to School Operations

EDUincidents@act.gov.au | 6205 3313 | School Incident Form

In addition to reporting to School Operations, incidents should be recorded in SAS and via a [Safety Portal report](#) if appropriate.

Some incidents require additional reporting to be undertaken by the school in either a mandatory capacity or the school may consider in response to an incident. Schools must complete the mandatory reports as soon as practicable post the incident. Post incident, Schools should follow the [post-incident checklist](#).

Once an incident is reported to School Operations, all other relevant ESO reporting requirements will be fulfilled by School Operations staff.

Category	Incident Type	Mandatory	Considerations
Student and Staff Injury/Illness or Medical Incident	Injury sustained at school that requires medical treatment and or possible hospital admission		ACT Ambulance Service
	Injury or illness requiring ambulance or PACER attendance and or transportation	ACT Ambulance Service	CYF
			CANHS

*In the event of a notifiable incident to WorkSafe, School Operations will notify WHS *Where potential impact to others or reputation is evident.	Injury sustained at school in response to Occupational Violence requiring medical intervention and or psychosocial impact	CYF	ACT Policing
	Student or staff death – onsite	Emergency Services	
	Student or staff death – outside of school		School Psychologist
	Electrical incident	EVO Energy	ACT Ambulance Service
	Ingestion of toxic substances		Emergency Services Poisons Hotline (ph. 131 126)
	Communicable disease outbreak – More than two cases of vomiting/diarrhoea in 24 hours		
	Meals in Schools – presence of allergens/near miss	Meals in Schools	

