



First Aid Procedures

Health, Safety and Staff Wellbeing Directorate

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1. Introduction

The purpose of the department's First Aid Procedures is to provide guidance and support for all departmental workplaces in implementing their first aid requirements as set out by the Work Health and Safety Policy and First Aid Code of Practice.

These procedures are intended for use within departmental workplaces, including schools and corporate offices, and on authorised off-site activities, such as excursions, field trips or other relevant activities.

The procedures have been developed in accordance with the:

- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2017](#)
- [Safe Work NSW Code of Practice: First Aid in the Workplace 2020](#)
- [NSW Department of Education's Work Health and Safety Policy](#)
- [Education and Care Services National Regulations 2011.](#)

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. The provision of immediate and effective first aid to students, staff and others who have become injured or ill at the workplace or on related activities may reduce the severity of the injury or illness and promote recovery.

2. Your responsibilities

Everyone has a part to play in ensuring a safe working and learning environment for students, staff and others in the workplace. All staff, students, visitors, volunteers and contractors are required to follow the local first aid response procedures whilst visiting or conducting business in a departmental workplace or on an authorised activity, such as an excursion.

All staff, regardless of their role, have a responsibility to:

- Understand and follow the local first aid response procedures in place (see the local first aid plan).
- Administer first aid immediately as per the local first aid plan, consistent with their level of training.
- Report hazards, incidents and/or injuries to the Incident Report and Support Hotline on **1800 811 523** in accordance with the department's [Incident Notification and Response Policy and Procedures](#).
- **Preschools:** in addition to contacting the Incident Report and Support Hotline, complete an [Incident, Injury, Trauma or Illness Form](#) and attached to an email, as a means of reporting the incident to earlylearning@det.nsw.edu.au. Phone **1300 083 698** for support or information.

Along with the responsibilities of all staff, specific roles within the department have the following additional responsibilities.

Workplace Managers are required to ensure local first aid procedures are implemented, ensuring:

- First aid plans are documented, communicated, prominently displayed, and reviewed annually.
- All incidents are reported to the Incident Report and Support Hotline on **1800 811 523** in accordance with the department's [Incident Notification and Response Policy and Procedures](#).
- Where a worker (including both employees and non-employees) is injured, a [Register of Injuries and Incident Notification Form](#) (Register of Injuries Form) is completed and kept in a local centralised location. Workers must be informed about the register of injuries and local procedures for completing it.

- Where a non-worker (for example, students, visitors, parent) is injured, the relevant form under the [Reporting School Accidents Policy](#) and [Reporting School Accidents Support Document](#) is completed (that is, 'Accident to School Student/Visitor'; Witness to School Student/Visitor, Accident – Staff Member'; 'Student Witness to School Student/Visitor Accident'). Refer to [Legal Issues Bulletin 39](#) for further information.
- Staff maintain current competency in mandatory [training requirements](#).
- First aid officers maintain current nationally endorsed first aid competency.
- That the first aid officer responsible for preschool first aid is immediately available in an emergency and has an [National Quality Framework \(NQF\) approved first aid qualification](#).
- That other users of the site (where applicable) have first aid arrangements in place (refer to the [Community use of school facilities work health and safety matrix](#)).
- That a person (and/or their guardian) who has been the subject of any injury or incident reporting is given a copy of, or provided access to, this procedure.

First Aid Officers are required to:

- Hold a valid qualification from a nationally recognised first aid course (refer to the [First Aid Officer factsheet](#) for training and first aid officer requirements).
- Participate in the development of first aid plans and local first aid response procedures.
- Provide treatment and first aid to injured or ill persons, consistent with their level of training.
- Use [standard precautions for infection control](#) during the provision of first aid and disposal of first aid waste.
- Create a [Record of First Aid Treatment](#) after they have administered first aid to any person.
- Check all workplace first aid kits, including those on a department preschool site (after each use or at least once every 12 months) and replenish any used or out of date items using the [First Aid Kit Contents](#).

3. Incident reporting

As outlined in the [Incident Notification and Response Procedures](#), staff are to notify the relevant line manager and the Incident Report and Support Hotline about an incident as soon as practical to facilitate immediate assistance to support incident response activities at the workplace.

Preschools: As per the [Leading and operating department preschool guidelines](#), staff are also required to complete an [Incident, injury, trauma or illness form](#) and attached to an email, as a means of reporting the incident to earlylearning@det.nsw.edu.au. Phone **1300 083 698** for support or information.

Incidents must be reported to the Incident Report and Support Hotline on **1800 811 523**:

- **Immediately** for any notifiable incidents relating to the death of a person, a serious injury or illness, or a dangerous incident
- **Within the first hour** of an incident occurring that result in the attendance of emergency services
- **As soon as practicable** (within 24 hours) for all other incidents.

4. Reporting requirements

When (or soon after) first aid information is being (or has been) collected, the workplace manager (or their delegate) should make the injured person and/or their guardian aware of where records of first aid treatment are being stored, and for how long it is required to keep that information. The department retains records in accordance with the [State Records Act 1998 \(NSW\)](#) and the [General Retention and Disposal Authority GA28-14.05.05](#).

Records of first aid treatment: A [Record of First Aid Treatment](#) must be completed after the administration of first aid to any person. These records must be retained for a minimum of 5 years after the first aid treatment records are made.

Records of worker injuries: A [Register of injuries form](#) is completed where a worker is injured. The record is to be and kept in the local register of injuries in accordance with the [Workplace Injury Management and Workers Compensation Act 1998](#) and [Workers Compensation Regulation 2016](#). Records must be retained for a minimum of 75 years after the incident is entered into the register of injuries, or if the register is electronic 75 years after the last update or amendment to the entry.

Records relating to accidents and incidents for non-workers: Where a non-worker is injured on school sites or during the course of a school activity, the relevant form under the [Reporting School Accidents Policy](#) and [Reporting School Accidents Support Document](#) is completed. For students, members of the public and others who are not employees, records are to be retained for a minimum of 15 years after the record is made, or until the expiry of any statutory limitation periods, whichever is longer.

5. Legal liability for staff administering first aid

[Parliament](#) has protected good samaritans from any personal liability, where they genuinely assist an injured person or a person at risk of injury. This protection applies to all people on school site. Any employee who provides first aid to any person while at work is acting in the course of their employment. In the unlikely event that you are personally sued for providing an emergency response to a student during your employment, the department will defend the claim at no expense to you and pay any damages.

The only exception will be where the actions of the employee amount to serious and wilful misconduct. Carelessness, inadvertence (e.g., lack of attention) or a simple mistake do not amount to serious and wilful misconduct.

If a student's parents or carers provide the school with a [Do Not Resuscitate](#) order for their child, **urgent** advice should be sought from the [Legal Services Directorate](#) about the impact of the order on any emergency response the school may need to provide the student.

6. Developing and implementing a first aid plan

All departmental workplaces are required to have a first aid plan in place to ensure appropriate:

- First aid requirements, such as officers / first aiders.
- First aid facilities and equipment.
- Local first aid response procedures relative to workplace requirements.
- First aid training.

The first aid plan is developed using a risk management approach (see figure 1) to meet the needs of the individual workplace. Workplaces should use the [First Aid Plan template](#) when developing their first aid plan.

Figure 1: First aid and risk management process



Preschools: Preschools are required to develop a first aid procedure and dealing with medical conditions procedure. Preschools should use the templates available in the [Leading and Operating Department Preschool Guidelines](#).

6.1 First aid requirements

First aid requirements will vary from one workplace to the next depending on the:

- nature of hazards or potential causes of injury at the workplace
- size, location, and hours of operation of the workplace
- number of people at the workplace
- number of people with known health conditions that may require an emergency response.

Consideration must all be given to whether the workplace is a high risk or low risk workplace when determining first aid officer and first aid facility requirements. For example, additional training may be required in high risk areas, or additional first aid kits needed where there is increased risk or history of injury or illness such as Technology and Applied Studies (TAS), Science and Visual Arts.

Multi-location sites: The first aid plan for multi-location sites such as those found in large schools, will need to address the specific needs of each site.

Corporate: Consideration needs to be given for staff who work in isolation and/or travel long distances, such as Home School Liaison Officers (HSLO), itinerant teachers and corporate staff supporting schools such as Learning and Wellbeing Advisors, Work Health and Safety Advisors and IT Field Services Officers, as they may require a first aid kit or additional training.

Offsite activities: When developing risk management plans for offsite activities such as excursions or sporting activities, first aid arrangements need to be considered, such as:

- access to adequate first aid equipment on the offsite activity
- the location of the nearest hospital or medical centre
- the number of trained staff required for the specific activity
- health conditions and medication requirements of the students and staff in attendance, e.g., asthmatic, anaphylactic or diabetic.

Many workplaces have workers who suffer from allergies and health conditions that require prescription medication. A workplace manager may ask workers to volunteer information about any allergies or health conditions that might require first aid, however, they cannot force a worker to tell them this information unless it is a lawful and reasonable request, that is, it relates to the requirements of their role. As some asthma-relieving inhalers and adrenaline injectors are prescription medications, the worker is responsible for having these medications with them at work.

First aid plans are to be developed and reviewed in consultation with staff. Where relevant, they should also be developed in consultation with other stakeholders, including building managers for corporate offices, or when a worksite is occupied by more than one organisation. An example is in joint occupancy working environment such as hospital schools, private public partnership schools and educational training centres within juvenile justice centres.

All first aid plans must be reviewed annually or following a major incident in the workplace.

First aid plans (or first aid procedures for preschools) are to be documented with key information (such as first aid response procedures), clearly displayed and communicated to all staff at the workplace to ensure that staff have a clear understanding of first aid in their workplace.

It is important to ensure the effective communication of first aid arrangements occurs with students, parents and carers (for example, communicating first aid arrangements for students that are at risk of anaphylaxis) so they are well informed of the first aid response procedures, both within the school and on offsite activities. Communication can be via bulletins, workplace meetings, classroom announcements, school assemblies, newsletters or other correspondence as appropriate.

When developing any communications, confidentiality should be maintained at all times for injured or ill students and staff members.

6.2 First aid facilities and kits

6.2.1 First aid facilities

Schools are required to have an area set aside for use as a sick bay or clinic that is properly maintained. A first aid room may be established at a workplace, if a risk assessment indicates that it would be difficult to administer appropriate first aid unless a room is provided. In addition to first aid kits, consideration should be given to whether other first aid equipment is necessary to treat the injuries and illnesses that could occur in the workplace.

Each school has been provided with a non-contact temperature monitor, which can be used when a student or staff member is observed to have fever or flu like symptoms.

The [first aid facilities](#) resources outline the requirements for sick bay areas within schools and first aid rooms in other department workplaces.

6.2.2 First aid kits

All staff must be able to access a first aid kit that is kept in a prominent, accessible, and central location such as a sick bay, clinic or first aid room. The [first aid kit content](#) resource outlines recommended contents for your local first aid kit/s.

The first aid risk assessment process will assist in determining whether additional first aid kits are required, the contents of these kits, and their location. Examples include:

- Having a first aid kit in designated sick bay areas and first aid rooms.
- In schools, ensuring at least one first aid kit is in each school building no further than 100m from each classroom.
- In preschools, ensuring a first aid kit is in an accessible and central position such as playroom, shared storage facility or staff area. It should be always accessible, including during outdoor play.
- First aid kits may be required at specific locations around a workplace such as, high risk areas or areas where there is increased risk or history of injury or illness such as Technology and Applied Studies (TAS), Science and Visual Arts.

It is essential that a portable first aid kits must be available for authorised offsite programs and activities (such as excursions and sporting activities) or emergency evacuations. It is essential that a first aid kit be taken on all school excursions and offsite activities.

Except for the [adrenaline injector](#) and [asthma-reliever inhaler](#), no medication, including paracetamol and over the counter medicines are to be stored in first aid kits.

First aid officers are required to regularly check all workplace first aid kits, including those on a department preschool site (after each use or at least once every 12 months) and replenish any used or out of date items using the [first aid kit contents](#) resource.

6.2.3 Defibrillators

Based on formal advice from the NSW Health, there is no requirement for department schools or other workplaces to have a defibrillator in place.

Where a student is identified as requiring access to a defibrillator through their [Individual health care plan](#), the parent or carer is responsible for this equipment. The use of such equipment is subject to the [Defibrillator Guidelines](#).

Schools and workplaces may make the decision to purchase and maintain a defibrillator as part of their first aid equipment in accordance with the [Defibrillator Guidelines](#). The [Defibrillator Assessment Tool](#) should be completed if first aid planning identifies a risk. If required, advice and support can be sought from the Health, Safety and Staff Wellbeing Directorate to ensure an appropriate program is in place.

6.3 First aid response procedures

The first aid response procedures will generally include the following first aid action steps but will vary based on local needs:

1. Immediate notification of an incident to the first aid officer or relevant supervisor.
2. A first aid officer / first aider providing immediate response to the injured or ill person.
3. The coordination of medical assistance – **note that an ambulance should be called immediately by any staff member or other person in the event of an emergency.**
4. Supervisor coordinates the incident site.
5. Workplace manager (or delegate) contacts the injured or ill persons' nominated emergency contact.
6. The incident is reported to the Incident Report and Support Hotline as per the [Incident Notification and Response Policy and Procedures](#).
7. All relevant forms (as outlined in the First Aid Procedures) are completed and submitted.
8. Preschools: Complete an [Incident, injury, trauma or illness form and report](#) the incident to earlylearning@det.nsw.edu.au

Proper [infection control](#) must also be considered as part of the first aid response procedures.

In accordance with the department's duty of care, it is essential for schools to provide first aid to an injured or ill student and emergency services be contacted for any serious incident or injury. When in doubt as to whether or not an ambulance should be called, always call an ambulance. Further guidance is available in the [Reporting School Accidents Support Document](#).

Once an ambulance arrives at the scene of an incident and a student becomes the patient of the paramedics, the duty of care for the student (and the responsibility to supervise them and respond to their behaviour or needs) transfers from the department to the ambulance staff. There is no obligation on department staff to accompany a student to hospital in the ambulance, or to supervise them during that time. However, it may be prudent for a department staff member to accompany the student regardless, for the purposes of welfare and support only. For clarity, if a department staff member does accompany a student on an ambulance, that staff member:

1. does not have any supervisory responsibilities
2. is not responsible for the student's care, and
3. must allow the ambulance staff to do their jobs and make decisions for the student.

6.4 Training requirements

There are mandatory training courses within the department for school-based staff to complete so that they can support the provision of first aid and emergency response treatment. These include:

- [Anaphylaxis](#) e-learning for all staff (every 2 years) and annual practical training for a significant portion of staff
- [Cardiopulmonary Resuscitation \(CPR\)](#) annual practical training for a significant portion of staff
- [e-Emergency care](#) e-learning for all staff (every 3 years)
- [Administration of medication in schools](#) e-learning for relevant staff (every 3 years).

Staff training requirements should be determined during the first aid risk assessment process with consideration to local needs, for example, CPR training for a significant portion of staff and any staff member working in higher risk areas, and administration of medication training for school administrative staff.

Preschools: The [Education and Care Services National Regulations 2011](#) outlines additional requirements relating to current approved first aid qualification, anaphylaxis management training, and emergency asthma management training for centre-based services.

7. Supporting resources

The following supporting resources are available on the [Health, Safety and Staff Wellbeing First Aid](#) intranet:

- First Aid Officer Procedural Factsheet
- First Aid Plan template
- First Aid Kit Contents
- First Aid Facilities – Corporate
- First Aid Facilities – School
- Register of Injuries and Injury Notification Form (Register of Injuries Form)
- Temperature monitors for first aid kits
- Application for allowance payment – First Aid Officer – State Office
- Application for allowance payment - First aid – School administrative and support staff

Early Childhood supporting resources include:

- [Leading and Operating department preschool guidelines](#)
- [First aid – CPR Kids](#)

8. Further information and support

For further information and support, please contact your [Work Health and Safety Advisor](#) or call the Incident Report and Support Hotline on **1800 811 523**.

Preschool enquiries should be sent to earlylearning@det.nsw.edu.au or call **1300 083 698**.

9. Glossary

For the purposes of these procedures:

Defibrillator or automated external defibrillator (AED) is an apparatus that assesses the rhythm of the heart and, if appropriate, provides audio commands to the emergency carer to activate the device. While cardiopulmonary resuscitation (CPR) can prolong life, defibrillation is the only way to restore a heart with a fatal heart rhythm back to a normal heart rhythm.

Department means the NSW Department of Education.

Employee means a person who is employed by the department.

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 equipment includes first aid kits and other equipment used to treat injuries or illnesses onsite and offsite.

First aid officer is a person who has been appointed as a first aid officer at a workplace and is in receipt of an allowance. A first aid officer holds a nationally recognised statement of attainment issued by a registered training organisation (RTO) for nationally endorsed first aid unit(s) of competency. In a preschool, a First aid officer holds an NQF approved first aid qualification and is immediately available in the event of a first aid emergency in the preschool.

First aider is defined as a person who provides first aid support where required. Department staff who are not appointed as a first aid officer are sufficiently trained to perform CPR, respond to an anaphylaxis emergency and treat minor illnesses and injuries.

First aid facilities are the location or facilities for supporting first aid and include first aid rooms and first aid bays in schools or other facilities for administering first aid.

First aid plan is the site-specific risk management plan that details the management strategies to be applied at each workplace to ensure the provision of appropriate first aid equipment, facilities, first aid officers, first aid training and response procedures relative to workplace requirements.

High risk workplace means a workplace or activity where a person is exposed to hazards that could result in serious injury or illness that would require first aid. Examples include areas where hazardous machinery or substances are used, areas where hazardous work is conducted (e.g., TAS classroom with machinery, knives, or electrical work) or work areas in or around extreme heat or cold.

Most departmental workplaces are not considered high risk, however where a workplace assessment identifies areas of high risk, for example, science laboratories or some workshop areas in schools, first aid arrangements must take those risks into account. The [Sport and Safety Guidelines](#) and [Principal Endorsed Activities Guidelines](#) should be referred to when assessing the risk of activities.

Local first aid response procedures are the documented procedures each workplace should have as part of their first aid plan to ensure that staff and others have a clear understanding of actions to be taken in the event of a first aid response in their workplace. Arrangements will vary across each workplace to meet local needs in consultation with staff.

Low risk workplace means a workplace or activity where people are not exposed to hazards that could result in serious injuries or illnesses, such as classrooms, offices or libraries. Work related injuries and illnesses requiring first aid are normally minor in nature. The majority of departmental workplaces or activities are generally low risk.

Members of the public and others who are not employees means members of the public including, without limitation, students, work experience students, volunteers who are not engaged under a contract of service with the department, and other persons who are not employees.

Notifiable incident means an incident defined under the department's Incident Notification and Response Policy and Procedures which requires notification to the appropriate area of the department, e.g., a serious injury or illness such as a spinal injury.

Preschool means any NSW Department of Education preschool.

Register of injuries is a register of workplace injuries and illnesses sustained by workers. A register of injuries may be kept in writing or be electronic. If the register is kept in electronic form, workers must be provided education, training and facilities to ensure they are able to access the register. Records of injuries and illnesses need to be kept regardless of whether there has been a claim made to an insurer.

Risk management is the process for ensuring that clear processes are in place for the identification of hazards, assessments of risks, consultation with stakeholders and implementation of control measures so far as is reasonably practicable.

Staff includes workers, employees, volunteers, and any other person performing services for the department.

Worker means a person who has entered into or works under a contract of service or a training contract with an employer (whether by way of manual labour, clerical work or otherwise, and whether the contract is expressed or implied, and whether the contract is oral or in writing). This includes, without limitation, employees, contractors, subcontractors, outworkers, apprentices or trainees or volunteers where they are working under a contract of service or training contract with the department, or an employee of a labour hire company placed with the department.

Workplace / departmental workplace means any NSW Department of Education workplace including NSW preschools, public schools, education corporate office locations and any other department work location.

Workplace managers means all workplace managers and senior executive staff, including school principals, and those staff that oversee the management of staff in the workplace and required to supervise, support and provide training to staff.