



First Aid Policy and Procedure

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Responsible person	Principal	Scheduled review date	Sept 2027

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1 Organisational Statement

- 1.1 Mastery Schools Australia (the **School** or **MSA**) is committed to the provision of an effective system of first aid management to protect the health and safety of all school employees, students and visitors as a requirement of the *Work Health and Safety Act 2011*.
- 1.2 The School also expects that every care is taken to prevent illness and injury on campus, and that in the event a staff member, student, child or visitor becomes ill or injured, they will receive prompt and appropriate first aid to prevent further harm and to facilitate access to any necessary medical treatment, as far as is reasonably practicable.

2 Scope

- 2.1 This policy applies to employees, contractors and volunteers in relation to the Queensland operations and it is the responsibility of all working for or at the school to understand and comply with this policy.
- 2.2 For details as to how the School manages existing medical conditions (such as medication to be taken daily by students or asthma), refer to the Distributing Medication and Medical Management Policy and Procedure. For anaphylaxis, refer to the Anaphylaxis Management Policy.

3 Purpose

- 3.1 The purpose of this policy is to identify all potential accidents and incidents that may occur and ensure processes are in place to bring about rapid and effective first aid management. The plan provides a structured approach to personnel and establishes first aid management structures to assist in preparing for future incidents.
- 3.2 This First Aid Policy and Procedure covers:
 - (a) requirements for site based first aid procedures;
 - (b) arrangements for ill students;
 - (c) OHS Committee.
 - (d) education and training of staff in First Aid;
 - (e) record management regarding first aid;
 - (f) specific procedures for first aid instances; and
 - (g) communication with employees, students and families when applicable.
- 3.3 For clarity, “incident”, “accident” or an event that leads to first aid is distinct from a child safety incident. There are occasions where the same incident may require both this policy and the child protection policy to be applied because an incident led to child safety impacts and an injury.

4 Related Documents

- (a) Distributing Medicine and Medical Management Policy and Procedure
- (b) First Aid Kit Content Checklist
- (c) Accident and Incident Form
- (d) Incidents Register
- (e) Anaphylaxis Management Policy
- (f) Register of staff trained in first aid

5 References

- (a) Work Health and Safety Act 2011
- (b) Work Health and Safety Regulation 2017
- (c) Health Records and Information Privacy Act 2002
- (d) Australian Guidelines for the Prevention and Control of Infection in Healthcare (NHMRC)
- (e) Model Code of Practice: Managing the Risk of Infection at the Workplace (Safe Work Australia)

6 Roles and Responsibilities

- 6.1 **The School Board and Executive Team** is responsible for ensuring any premises controlled by MSA are safe and without risk to health and safety so far as is reasonably practicable, and providing information, training and supervision to ensure health and safety in the school environment.
- 6.2 **The Principal** is responsible for overseeing the identification of risks and implementation of risk controls and risk treatments to reduce reasonably foreseeable risks of harm, reporting risks and hazards to the School Board, and supporting staff to implement this policy.
- 6.3 **Staff** are responsible for taking reasonable care for their own health and safety, and for the health and safety of colleagues, students and visitors of the school, cooperating with the school regarding health and safety risks, and reporting in line with School policies.
- 6.4 The *First Aid Officer* is a school-designated title used across all Mastery Schools Australia campuses to identify the primary staff member responsible for coordinating first aid and medical management tasks. This role does **not** require any additional qualifications beyond standard First Aid, CPR, and required anaphylaxis and asthma certification and is assigned for operational clarity and consistency across sites. The First Aid Officer is responsible for:
 - (a) understanding and implementing this policy;

- (b) ensuring medications are stored in lockable storage when medication is not being accessed;
- (c) keeping a register of administration of medication plans;
- (d) ensuring First Aid Kits are kept stocked and in date; and
- (e) maintaining a register of staff trained in first aid.

7 Managing Incidents

- 7.1 In an emergency, dial 000 and contact the First Aid Officer.
- 7.2 All staff members have a duty of care to students, other staff members and third parties to provide or obtain assistance when required to the level of their competence.
- 7.3 When providing first aid, School staff must consider any additional needs or vulnerabilities, such as those from non-English speaking backgrounds and/or those with disabilities, so that first aid is inclusive and accessible. This includes the First Aid Officer ensuring facilities and services information is in a form easily understood by all e.g. signage, posters.

8 Communication of key information

- 8.1 The location of first aid kits and names of First Aid Officers is clearly and prominently displayed throughout the school and on the doors of the first aid rooms. The first aid room is located within close proximity to administration (campus specific locations can be found on their corresponding site plans). The first aid room is equipped to manage unwell students, with the provision of a space to rest/lie down.
- 8.2 All key staff members will have First Aid Officers' mobile numbers in their phone or be able to source the number immediately.
- 8.3 The School encourages voluntary disclosure by employees and students of foreseeable first aid risks; e.g., epilepsy, asthma, allergies, diabetes or heart conditions upon enrolment or employment.
- 8.4 It is the responsibility of the parent/guardian to provide the School with adequate information regarding the details of a student's medical condition which may require specific action and or treatment under emergency conditions. Where such a medical condition exists, collaborative discussion needs to take place between MSA staff, student and parent/guardian to develop a Medical Management Plan.
- 8.5 Parents/guardians of students disclosing medically diagnosed anaphylaxis must complete an ASCIA Action Plan: Anaphylaxis in collaboration with their doctor prior to the student's commencement.

- 8.6 Parents/guardians of students disclosing medically diagnosed diabetes must complete a Diabetes Management Plan (DMP) in collaboration with their doctor prior to the student's commencement.
- 8.7 Parents/guardians of students disclosing medically diagnosed epilepsy must complete an Epilepsy Management Plan (EMP) or Seizure Action Plan (SAP) in collaboration with their doctor prior to the student's commencement.
- 8.8 Parents/guardians of students disclosing medically diagnosed asthma must complete an Asthma Action Plan in collaboration with their doctor prior to the student's commencement.
- 8.9 Parents/guardians of students disclosing medically diagnosed an allergy must complete an Allergic Reaction Action Plan in collaboration with their doctor prior to the student's commencement.
- 8.10 On becoming aware of an incident requiring first aid the First Aid Officer or closest first aid trained staff member will take the following actions:
 - (a) administer first aid as required;
 - (b) notify First Aid Officer, if they are not at the scene of the incident/accident
 - (c) complete an *Incident and Accident Report Form*;
 - (d) advise parents if patient under 18 years of age; and
 - (e) if an unwell person is not able to get home safely due to illness, staff are to call parent/guardian or emergency contacts to pick up the ill person.
- 8.11 All contact information for staff, parents/guardians of students, and families of staff members will be kept on compass (parents/guardians of students) and SharePoint (staff).

9 First Aid Officers

- 9.1 The Senior Campus Administration Officer will be the First Aid Officer, however, all Admin team members and Teachers are also qualified in first aid.
- 9.2 The Senior Campus Administration Officer maintains a registry of all staff with first aid training, listing first aid qualifications and renewal date (end of this policy).
- 9.3 Lists of first aid officers and contact details will be clearly displayed:
 - (a) by fixed telephones (on phone lists);
 - (b) on emergency procedure notices.
 - (c) on First Aid kits; and
 - (d) on safety noticeboards.

- 9.4 First Aid Officers must:
- (a) have a current First Aid Certificate and CPR or Anaphylaxis and Asthma Certificates.
 - (b) ensure First Aid Kits are fully stocked at all times; and
 - (c) attend any First Aid incidents and administer First Aid as required.

10 First Aid Kits

10.1 A list of first aid officers, first aid kits and their location will be made available to all staff and students as part of the induction process and upon changes to first aid staff or location of first aid kits.

10.2 The first aid kits will:

- (a) be located in prominent and accessible positions and ensure all staff and students are aware of their location in case of an emergency;
- (b) have their location/s identified with a suitable sign;
- (c) have the name of the person responsible for the kit/s clearly displayed;
- (d) be available and taken for all groups that leave the school premises, including for daily offsite activities (e.g. HPE, lunch at parks or ovals), excursions, and camps;
- (e) not be locked; and
- (f) include:

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- A current first aid manual;
 - Emergency number of first aider/s and emergency services;
 - A First Aid Kit Content Checklist which will be checked and replenished after each use and at the end of each term;
 - Basic first aid notes;
 - Disposable gloves;
 - Resuscitation mask;
 - Individually wrapped sterile adhesive dressings;
 - Sterile eye pads (packet);
 - Sterile coverings for serious wounds;
 - Triangular bandages;
 - Safety pins;
 - Small sterile un-medicated wound dressings;
 - Medium sterile un-medicated wound dressings;
 - Non-allergic tape;
 - Rubber thread or crepe bandage;
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- Scissors;
 - Tweezers;
 - Suitable book for recording details of first aid provided;
 - Sterile saline solution;
 - Plastic bags for disposal; and
 - Additional first aid kit modules (eye, burn modules, etc) as required where particular hazards exist (e.g. science labs, technical studies). OHS Committee to assess where these are required.
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10.3 First Aid Officers are responsible for ensuring:

- (a) the First Aid Kits include all required supplies:
- (i) after a kit is used;
 - (ii) prior to taking a kit offsite for any purpose, including excursions, camps, or daily activities such as HPE and lunch breaks;
 - (iii) at least each term; and
- (b) medical devices or items are disposed of if the expiry or use by date has passed.

10.4 When staff leave the school premises for any reason, including for curriculum-based activities such as HPE or lunch breaks offsite, they must take a fully stocked first aid kit and all prescribed student medication with them (including daily, emergency, and as-needed medication). General-use emergency medication does not replace student-specific medication. This requirement applies equally to informal offsite movement and formal excursions or camps.

11 Emergency response

11.1 In a medical emergency, the staff member present must immediately call **000** and follow the instructions of emergency services.

11.2 In emergency situations including those related to asthma, epilepsy, diabetes, or serious allergic reactions the following steps must be taken:

Action	Responsible Person
1. Take all reasonable steps to mitigate any risks of harm to students in line with the duty of care	Staff member present at the scene
2. Refer to the student's medical management plan (if applicable)	Staff member present
3. Provide first aid within the limits of their training and as appropriate	Staff member present or First Aid Officer
4. Contact the campus First Aid Officer for support and coordination	Staff member present

5. Follow the relevant procedure outlined in Section 12 (Accident Procedure)	First Aid Officer and/or Staff member present
6. Contact the student's parents/guardians using Compass	Administration Officer or First Aid Officer
7. Log the incident on the Accidents and Incidents Register	First Aid Officer
8. Refer to and follow the Emergency Management Plan	Principal and Incident Management Team (IMT)

12 Procedure in the event of an accident

Principal's Obligations

- 12.1 If a student is sick or injured, the Principal must be notified. Unwell or injured students may be required to leave the classroom and wait in the first aid room where they must be supervised by a staff member (in most cases by administration). The classroom teacher or teacher on duty must ensure supervision is in place.
- 12.2 The Principal is responsible for:
- (a) assisting first aid officers, teachers, wellbeing staff and staff to support student health and wellbeing.
 - (b) ensuring all students requiring emergency support have an Action Plan and the appropriate first aid response noted in the plan;
 - (c) ensuring processes are followed so student's emergency contact details are up to date;
 - (d) ensuring all medications that may be held for a student's medical needs are within their use-by-date; and
 - (e) working with staff to conduct regular reviews of care strategies and risk assessment processes and develop new care strategies to raise awareness in the school community about health and safety issues to strengthen the care response provided.

The First Aid Officer

- 12.3 The First Aid Officer will take charge by:
- (a) ensuring the area is clear of hazards that could cause anyone else further injury or illness;
 - (b) assessing the situation (is the person conscious, bleeding, etc); does emergency services need to be called?
 - (c) contacting administration and give full details where the incident has occurred and the state of the injured person;
 - (d) administering first aid as trained and as necessary;

- (e) liaising with paramedics if applicable and then stepping aside or otherwise acting as directed by any paramedic; and
 - (f) completing an *Accident and Incident Report Form* and ensuring they are named as a witness if further information is required.
- 12.4 If completing the *Accident and Incident Report Form* on behalf of an injured person, the First Aid Officer must complete the form using the injured person's words only to avoid a conflict if further medical attention is required or if a WorkCover claim is lodged. All completed *Accident and Incident Report Forms* are to be emailed to the Principal and Assistant Principal and a copy saved on the student profile on Compass.

The Administration Officer

- 12.5 The Administration Officer will:
- (a) Contact the Senior Campus Administration Officer (if not already at the scene), or request assistance from another staff member to locate an available first aider. Call an ambulance if appropriate. Notify the Principal. Then contact the student's parent, guardian as required.
 - (b) if an ambulance is called by the First Aid Officer, ensure someone is out the front of your site to show them directly to the injured person;
 - (c) not move the person until the First Aid Officer or ambulance paramedic arrives, unless there is direct danger e.g. fire;
 - (d) once the First Aid Officer or ambulance paramedics arrive, step aside and allow them to render their assistance;
 - (e) stay at the scene to assist the First Aid Officer or ambulance paramedics with information they may require about the person; and
 - (f) await further instructions from the First Aid Officer or Manager.

13 Arrangements for Ill and unwell Students

- 13.1 In non-extreme an/or non-emergency situations (such as headaches, nausea, dizziness, or mild cold/flu symptoms) where a student (or staff) member becomes unwell at school, they will be provided with basic first aid care (as required) and support by the First Aid Officer or first aid trained staff member. Where appropriate, the student's parent/guardian (or staff members emergency contact) will be notified, and arrangements may be made for them to be collected from school. If any first aid treatment is administered, an *Accident and Incident Report Form* must be completed and logged in accordance with school procedures.
- 13.2 In extreme and/or emergency circumstances, a staff member of the School may call an ambulance. Emergency first aid may be administered by the First Aid Officer or other staff who have completed first aid training. If a student requires transport by an ambulance to hospital, the Principal will decide on a case-by-

case basis whether a staff member is required to accompany the student. A parent, guardian will always be first preference, however, in some circumstances, a staff member may travel with the student. An *Accident and Incident Report Form* must be completed.

- 13.3 For any student who self-harms, they will be supported by the First Aid Officer and the Child Safety Officers for wellbeing support. The school will immediately call their parents and make referrals, as determined in consultation with the parents. The Critical Incidents Policy and Child Safety and Wellbeing Policy will also apply.
- 13.4 The First Aid Office located near administration is a private area for students and staff to rest comfortably if they are injured or become unwell at school. Students are supervised in this area to continue to discharge the duty of care.

14 Critical Incidents, Debriefing and Staff Wellbeing

- 14.1 Major incidents, including those involving ambulance attendance, hospitalisation, or serious student harm must be reported to the Principal and reviewed as part of the school's incident management process.
- 14.2 Where appropriate, a debrief will be conducted with involved staff to review the incident, reflect on response procedures, and identify any areas for improvement.
- 14.3 The school acknowledges the potential psychological impact of responding to first aid and critical incidents. Staff involved are encouraged to access wellbeing support through the School's Employee Assistance Program (EAP) or other wellbeing channels available at their campus.
- 14.4 Any recommendations or changes resulting from the debrief process may be incorporated into the School's continuous improvement and risk management strategies.

15 Infection Control

- 15.1 Incidents that may pose an infection risk include:
 - (a) needle stick injury or cuts with contaminated sharp objects (bottles, glass, etc);
 - (b) contamination of cuts/abrasions with another person's blood and/or body fluids; and
 - (c) contamination of eyes and/or mouth with another person's blood and/or body fluids.
- 15.2 Adequate infection control must be practiced at all times when administering first aid. The following infection control procedures must always be adhered to:

- (a) wash hands after direct contact with injured person with warm soapy water, rinse, dry and sanitise hands using an alcohol-based rub or gel;
- (b) wear protective gloves when contacting bodily fluids, non-intact skin and mucous membranes;
- (c) wear a mask, eye protection and a gown where there is a risk of splashing blood or other bodily fluids;
- (d) cover cuts and abrasions with waterproof occlusive dressing to avoid contamination of cuts/abrasions with another person's blood and/or body fluids;
- (e) clean up spills of blood and other bodily fluids;
- (f) remove any broken glass or sharp material with forceps or tongs and place in sharps container;
- (g) dispose of contaminated waste through appropriate biohazard containers; and
- (h) dispose of sharps in the sharps container provided (all sharps containers must be compliant with AS 4031: Non-reusable containers for the collection of sharp medical items used in health care areas).

15.3 The School's infection control procedures are informed by the *Australian Guidelines for the Prevention and Control of Infection in Healthcare* and *Safe Work Australia's Model Code of Practice: Managing the Risk of Infection at the Workplace*.

16 Accidents and Incidents Register

- 16.1 First Aid Officers must record all first aid treatments that have been administered using the *Accident and Incident Report Form* which will include:
- (a) the date and time of the incident;
 - (b) a description of the incident and/or symptoms;
 - (c) signs observed by the first aid attendant;
 - (d) treatment given; and
 - (e) whether the person returned to work/class, went home, or was transferred to a doctor or hospital.
- 16.2 The completed *Incident Report Form* will be filed with the Senior Campus Administration Officer who will log the incident on the *Accidents and Incidents Register* (located at the end of this Policy).
- 16.3 All first aid records, including completed Accident and Incident Report Forms and the Accidents and Incidents Register, are maintained in accordance with the *Privacy Act 1988 (Cth)* and relevant state-based privacy and record retention legislation. These records are securely stored and retained in line with

the School's Records Management Policy and applicable legal disposal requirements.

17 Administering Medication

- 17.1 The School will not provide medication of any sort (including over the counter medications such as Panadol) unless authorised within individual students' Medication Administration Form (which is signed off by their parent/guardian). Refer to the Distributing Medication and Medical Management Policy.
- 17.2 Where a student has an Anaphylaxis or Medical Management Plan, First Aid staff will assist students with administering medication when necessary. Refer to the Distributing Medication and Medical Management Policy.

18 Training and information

- 18.1 All First Aid Officers must complete the recognised [First Aid \(HLTAID011\)](#) and [CPR Training \(HLTAID009\)](#) training. All staff who do not hold a current first aid certificate are also required to complete [Asthma First Aid for Schools](#) and [Anaphylaxis Training for Schools](#). The school covers the cost of all required training.
- 18.2 This *First Aid Policy* is available to all staff on the school intranet. Staff must familiarise themselves with this Policy and the location of First Aid contact lists and kits each year.

19 Privacy of health information

- 19.1 Health information that the School collects is used to meet obligations to maintain a safe environment and take steps to ensure the ongoing health and safety of all persons associated with the School.

20 Continuous improvement

- 20.1 To ensure the ongoing effectiveness of the procedures the School will undertake the following:
- (a) review and monitor this policy annually;
 - (b) discuss OHS at staff meetings;
 - (c) records, equipment maintenance, are maintained; and

21 Breach of Policy

- 21.1 Breaches of this Policy:
- (a) are not acceptable by any employee; and
 - (b) will be responded to promptly.



22 Review

This policy is reviewed periodically as detailed in the policy review schedule. The next review date is September 2027.

23 Communication

This policy is made available to administration and first aid staff in the onboarding and induction period. It is also readily available on the school's SharePoint site.