

- 3.8.8.3. The administration of medication must be reviewed to ensure it is in line with the [Medication Authorisation and Administration Record](#) and must be signed or initialled by both persons administering the drug.
- 3.8.8.4. Prescribed medication should be administered from a central location and should not be available without the supervision of a first aid officer or authorised person trained in administration of this medication. Where there are a large number of students with medication and/or where medication needs to be administered at the students' location, such as in specialist school environments, locked cupboards located in or close to classrooms may be used.
- 3.8.8.5. The medication must be administered in accordance with any instructions attached to the medication, or any written or verbal instructions provided by a qualified health professional.
- 3.8.8.6. Students may self administer medication by written agreement under the supervision of an authorised person.
- 3.8.9. Injections
- 3.8.10. Giving medication via a subcutaneous or intramuscular injection is a procedure that staff require training in prior to administration:
- If the injection is required as part of the [Known Medical Condition Response Plan](#) (tier 2) appropriate providers for training should be sought e.g. first aid training for epi-pens. Approval for the administration of the injection by school staff should be obtained from the student's prescribing qualified health professional.
 - If the injection is part of the daily routine and the student is not able to give it to themselves or requires supervision, the student is referred to the HAAS Program (tier 3).
- 3.8.11. Storage/Security
- 3.8.11.1. Wherever possible, regular medication should be in a pharmacy prepared dosette (Webster pack). Short term medication, liquid and topical prescribed medication must be administered from its original container, bearing the original label and instructions, and before the expiry or use by date.
- 3.8.11.2. Any medication, health care related equipment held by the school must be kept in a secure place in accordance with the requirements of [First Aid Policy](#), [First Aid Facilities Procedure](#) and manufacturer's instructions. Where there are a large number of students with medication, such as in specialist school environments, locked cupboards located close to or in classrooms may be in use.
- 3.8.11.3. Access to medications, health care related equipment is to be provided for the authorised person and first aid officers only. First aid officers should ensure that where

prescribed medications are kept, they are stored in a location other than in the first aid kit and that due care and control is maintained over their storage and administration.

3.8.12. Training

3.8.12.1. All directorate authorised persons must have current First Aid qualifications. Further information is available from the [First Aid Training Procedure](#).

3.8.12.2. Individualised training and competency assessment by a HAAS RN is required for any HAAS Worker implementing a *HAAS Plan*.

3.8.12.3. Specialist training can be provided by relevant associations as outlined in the [First Aid Training Procedure](#). These include:

- ACT Health specialists
- ASCIA Anaphylaxis e-training for Schools and Childcare
- Asthma Foundation ACT
- Diabetes ACT
- Epilepsy Australia

3.8.13. Records Management

3.8.13.1. Records of administration of prescribed medicines must be in accordance with the [First Aid Records Management Procedure](#) and [First Aid General Procedure](#).

3.8.13.2. A copy of the [Medical Information and Consent Form](#), [Known Medical Condition Response Plan](#) and [Medication Authorisation and Administration Record](#) and/or *HAAS Plan* to be securely stored on confidential student files.

3.8.14. Legal Liability

3.8.14.1. Authorised persons administer medications and injections in accordance with the instructions of the treating health practitioner as outlined in the [Medication Authorisation and Administration Record](#) and [Known Medical Condition Response Plan](#) in so far as reasonably practicable. Authorised persons must not administer medication beyond the level of their qualification and training.

3.8.14.2. The directorate has the duty as an employer to safeguard the welfare of authorised persons. Therefore, a claim against an authorised person would be deemed to be a claim against the directorate or the ACT Government. The directorate would be liable and would bear the cost of a legal action brought against the authorised person.

4. Contact

4.1. The Director, People and Performance Branch is responsible for this procedure.

4.2. For support contact People and Performance Branch on (02) 620 5 9202.

5. Complaints

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

- the school principal in the first instance;
- the Directorate's Liaison Unit on (02) 6205 5429;
- online at http://www.det.act.gov.au/contact_us;
- see also the [Complaints Policy](#) on the Directorate's website.

6. References

6.1. Definitions

- **ACTPS** is the ACT Public Sector or Service.
- **Authorised persons** fall into two categories:
 - RNs and/or other qualified health professionals/practitioners;
 - An approved, trained worker who is authorised on behalf of the directorate to administer medication/s, or perform procedures by written agreement and in negotiation with the principal/supervisor/manager, parent/carer and qualified health professional.
- **Complex health need** a student's health care need or issue requiring a health procedure in order for the student to safely attend school; or a health issue/s of medium or high risk that cannot be managed safely through an EDU [Known Medical Condition Response Plan](#).
- **Complex/invasive health care procedure/task** is a procedure/task that is required by a student as a part of their normal activities of daily living and that is required in order for them to safely attend school, including but not limited to: passing of catheters, percutaneous endoscopic gastrostomy (PEG) feeds, naso-gastric (NG) tube feeds, regular wound dressings, oxygen saturation measurement and tracheostomy tube management.
- **Duty of care** is the duty to take reasonable measures to protect students against risks of injury which could reasonably have been foreseen. The duty is not to ensure there is no injury but to take reasonable care to prevent injury which could reasonably have been foreseen.
- **Executive** means executive officers, 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 equipment/facilities** includes first aid rooms, first aid kits, clean water supplies and other equipment used to treat injuries and illnesses and to administer first aid.

- **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.
- **HAAS** is the Healthcare Access At School program. The HAAS RN works with families and school communities to support students with complex healthcare need/s to attend school by developing a *HAAS Plan*, training school staff members to undertake the identified health care procedures/tasks and providing ongoing support to school and family.
- **Injection** (for the purposes of this procedure) is the administration of medication either under the skin (sub-cutaneous) or into the muscle (intra-muscular).
- **Medication** is a pharmaceutical drug that may be purchased over the counter. This includes ointments, creams, laxatives and natural therapies.
- **Medical prescription** is a form with information about the required medication, including its name, form strength, dose, quantity to be dispensed, how long you need to take it for and any other instructions for use. It must include the student name and date.
- **Others** includes clients, volunteers, visitors and workers, as defined by the WHS Act, that are not on the directorate payroll.
- **Parent** is a person who has 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. Parental responsibility for child protection matters may be granted to the Director-General of the Community Services Directorate or other persons.
- **Prescribed medication** is a pharmaceutical drug that legally requires a medical prescription to be dispensed.
- **Qualified health professional** is a health professional with the skills and knowledge to assess, plan and evaluate care. This can be the student's medical practitioner, specialist doctor or allied health professional.
- **Reasonably practicable** as defined by the [WHS Act](#), in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonable.
- **Worker** as defined by the [WHS Act](#) includes directorate employees, contractors and sub-contractors, employees of contractors or subcontractors, an employee of a labour hire company assigned to work in a directorate workplace, an outworker, an apprentice or trainee, a student gaining work experience, a volunteer or a person of a prescribed class.

6.2. Related Policies and Documents

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

ACTPS policy:

- [Workplace Health and Safety Policy Statement WHS-01-2012](#)
- [Workplace Health and Safety Act 2011-Responsibilities WHS-03-2013](#)
- [Workplace Health and Safety Risk Management WHS-05-2013](#)

Directorate policy and procedures:

- [First Aid Policy](#)
- [First Aid General Procedure](#)
- [Administration of Analgesics Procedure](#)
- [Anaphylaxis Management Procedure](#)
- [Diabetes Management Procedure](#)
- [Epilepsy Management Procedure](#)
- [First Aid Facilities Procedure](#)
- [First Aid Training Procedure](#)
- [First Aid Records Management Procedure](#)

Workplace Visit report - submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time	Form submission ID	Reference number
08 Sep 2017 2:55:15 PM	99118220170908143940	F6SRBC

To save a copy of the completed form and receipt, from the File menu select "Save a copy". To print a copy use the Print icon.

Access Canberra

GPO Box 158
Canberra City ACT 2601

Telephone: (02) 6207 3000

Initial information

Inspector ID *

05771

Inspection number

WPV-05771-S9JJOS

Event number

[REDACTED]

Lead inspector *

Bradley Cummins

Accompanying inspector/other *

MAJOR, CARNALL

Date *

06 Sep 2017

Time commenced *

13:00

Type of WPV *

Proactive

Reactive

Purpose of WPV *

Complaint

Legislation *

Work Health and Safety Act 2011

Name of individual or registered company *

Other

Name of individual or registered company *

ACT Government Education Directorate

ABN

ACN

Business or trading name (if different)

Registered company address

Address line 1 *

220 Northborne Avenue

Address line 2

Suburb *

Braddon

State *

ACT

Postcode

2612

Contact name *

Natalie HOWSON

Contact number *

62059158

Email address

natalie.howson@act.gov.au

Workers compensation

Is a compulsory Workers Compensation Policy maintained? *

Yes

No

Not applicable

Details of inspection

Site/Workplace address

Same as registered address

Address line 1 *

[REDACTED]

Address line 2

[REDACTED]

Suburb *

[REDACTED]

State

ACT

Postcode *

[REDACTED]

Notification of entry to (as required by s164) *

PCBU

Supervisor

Other

Manager

HSR

N/A

Inspector notes *

WorkSafe ACT received information regarding an employee (LSA) administering ██████ to students at the school. Education Directorate have policy regarding the administration of medications for this system to be medically informed in consultation with the family and approved by a Doctor including the member of staff administering medication to be appropriately trained by ACT Health ██████; students at ██████ School are receiving the administering of ██████ not in accordance with the education directorate policy. Received information from the LSA administering the ██████ that he has not been provided appropriate training and / or instruction. This staff member is responsible for ██████ utilising an ██████ followed by administering of ██████ by ██████ and details having the responsibility to alter the ██████ of ██████. Information available that this process is deficient of suitable medical direction and information to manage the risks to the students receiving the medical process by unqualified and unsuitably trained staff.

Improvement Notice Issued regarding the provision of training instruction and supervision to manage the risk of harm to people.

Further action

Further action required? *

Yes No

Notices issued *

Yes No

Type of notices

Improvement Prohibition Other

Finalisation details

WPV for asbestos related issue *

Yes No

Industry group *

Education and Training

Follow up required *

Yes No

Time finished *

18:00

The email address below has been derived from the name you entered. Please ensure the email address is correct.

Lead inspector email address *

Bradley.Cummins@act.gov.au

How many other email addresses would you like to send this to? *

3

Email 1 *

natalie.howson@act.gov.au

Email 2 *

meredith.whitten@act.gov.au

Email 3 *

greg.jones@act.gov.au

Privacy notice

The information collected for the purpose of the Work Health and Safety Act 2011 and is in accordance with the Information Privacy Act 2014. WorkSafe ACT prevents any unreasonable intrusion into person's privacy in accordance with the Privacy Act 1988 (C'With) and Information Privacy Act 2014. WorkSafe ACT provides identifiable information which can be disclosed to other law enforcement agencies and authorised organisations that have legal authority to request information under prescribed circumstances.

Improvement Notice

This is an Improvement Notice issued under section 191 of the Work Health and Safety Act 2011.

Issued by Inspector	Inspector ID	Notice Number	Date and time
Bradley Cummins	05771	IN-05771-S9JJOS-1	06 Sep 2017 - 13:00

Method of service (s209) *

Personal

Email/Fax

Recipient *

Natalie HOWSON

To whom this notice is issued *

Company

Individual

Name of registered company *

ACT Government Education Directorate

ACN

Business or trading name (if different)

Registered company address

Address line 1

220 Northborne Avenue

Address line 2

Suburb

Braddon

State

ACT

Postcode

2612

Site/Workplace address

Address line 1 *

[REDACTED]

Address line 2

[REDACTED]

Suburb *

[REDACTED]

State

ACT

Postcode *

Location within address of workplace

The locations relevant to the provision and administration of medicine at educational facilities in the Australian Capital Territory.

The inspector believes the person -

- (a) is contravening a provision of this Act; or
 (b) has contravened a provision in circumstances that make it likely that the contravention will continue or be repeated;
 and

The provision that the inspector believes is being, or has been contravened is.

Type of legislation

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Dangerous Substances Act 2004

Section/s

Section 19(3)(f)

Briefly, how the provision is being, or has been, contravened

Untrained and unqualified staff member administering insulin to students exposing persons to risk of serious harm.

The date by which you are required to remedy the contravention or likely contravention.

The day stated for compliance with the improvement notice must be reasonable in all circumstances.

Date

06 Oct 2017

This Notice may include directions concerning the measures to be taken to remedy the contravention or prevent the likely contravention, or matters or activities causing the contravention or likely contravention to which the notice relates. The inspector directs you to;

Ensure the provision of suitable training and instruction to all relevant staff in the administration of medication to persons in an educational environment in accordance with Education Directorate Policies including but not limited to administration of student medication and complex health care procedures and diabetes management procedure.

Ensure the development of a suitable system of administrative management to capture evidence of training and documented compliance with the procedures relevant to the administration of medicine.

Provide the regulator a training register or other evidence of the provision of training to all relevant staff.

The inspector recommends that you:

Conduct a review of all other relevant training provided under the Education Directorate category of first aid policies and the generation of a training register to capture and ensure ongoing training requirements are met in accordance with the directorates policies.

Improvement Notice – Further Information

If you have any questions you may contact the inspector who issued this notice.

Display of Notices A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice (s 210(1)). A person must not intentionally remove, destroy, damage or deface a notice displayed under s 210(1) while the notice is in force (s 210(2)). The maximum penalty for failing to comply with these provisions is \$5,000 for an individual or \$25,000 for a corporation.

Compliance with improvement notice The person to whom an improvement notice is issued must comply with the notice within the period specified in the notice (s193). The maximum penalty for failing to comply with this requirement is \$50,000 for an individual or \$250,000 for a corporation.

Extension of time for compliance If the period for compliance with this notice has not ended, an inspector may extend the compliance period (s194).

Directions and recommendations A direction may refer to a code of practice and may offer the person a choice of ways in which to remedy the contravention (s 204). An improvement notice may include recommendations. It is not an offence to fail to comply with recommendations in a notice (s 205).

Changes to notice by inspector An inspector may make minor changes to a notice for clarification, to correct errors or references, or to reflect changes of address or other circumstances (s206).

Review of this Notice The person to whom the Notice was issued, a person conducting a business or undertaking whose interests are affected by the decision, a worker whose interests are affected by the decision or a health and safety representative who represents a worker whose interests are affected by the decision may seek to have an internal review. A review may be sought in relation to the issuing of the Improvement Notice and a decision regarding an extension of time for compliance with improvement notice. A review may be sought within the period specified in the notice for compliance with the notice or 14 days, whichever is the lesser. Please ensure you include the Notice number in your application for a review and the reason you are seeking the review. An application for a review can be made by writing, to: The Regulator, WorkSafe ACT. GPO Box 158 Canberra City ACT 2601 or by email worksafe@act.gov.au .

PRIVACY NOTICE The personal information collected about you is being collected for the purpose of securing the safety of people at work by the authority of the Work Health and Safety Act 2011. The information can be disclosed, in accordance with the Work Health and Safety Act 2011, to other law enforcement agencies including the Australian Federal Police, ACT Planning & Land Authority and the Office for Children, Youth & Family Support.

WorkSafe ACT Contact Details PO Box 158, Canberra, ACT 2601 email: worksafe@act.gov.au Phone:(02) 6207 3000 Fax: (02) 6205 0336.

TRANSLATING AND INTERPRETING SERVICE - 131 450.

This document is exempt under Section 42 of the
Freedom of Information Act 1989

Nikolas, Lejla

From: Summerrell, Jessica
Sent: Wednesday, 13 September 2017 8:33 PM
To: Howson, Natalie
Cc: Efthymiades, Deb; Whitten, Meredith
Subject: Re: PIN

Categories: Action

Emily says she's still expecting us to be told tonight. I'll let you know if I hear anything.

On 13 Sep 2017, at 8:16 pm, Howson, Natalie <Natalie.Howson@act.gov.au> wrote:

No news at this point ...□

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

Hughes, Rebecca

From: Efthymiades, Deb
Sent: Wednesday, 13 September 2017 9:49 PM
To: Hughes, Rebecca
Cc: Howson, Natalie
Subject: Fwd: Caveat Brief [REDACTED] School [DLM=Sensitive]
Attachments: [REDACTED] School.docx; ATT00001.htm

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Urgent follow up

Bec

Am wondering whether it would be at all possible for you to have a bit of a crack at fleshing this out with the points you have been keeping amazing track of at our daily+ sitreps?

I am happy to go through and embellish/enrich but know I am likely to miss things if we don't cross check against the accumulated actions

Pen hasn't been in the loop this week so think it would be a stretch to ask her to take this step.

Let me know what you think

D

Deb Efthymiades
 Deputy Director General
 System Policy and Reform
 ACT Education Directorate
 Mob: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: "Seton, Sam" <Sam.Seton@act.gov.au>
Date: 13 September 2017 at 7:45:56 pm AEST
To: "Efthymiades, Deb" <Deb.Efthymiades@act.gov.au>
Subject: Caveat Brief [REDACTED] [DLM=Sensitive]

Hi Deb

Sorry this one isn't great and will need significant updates as I'm not aware of all the actions/outcomes from today. Happy to do some more work once others have added in required details

Kind regards

Sam Seton | Acting Director
 Phone 02 62057196 | sam.seton@act.gov.au
Student Engagement| Schools for All Program
 Education Directorate| **ACT Government**
 GPO Box 158 Canberra ACT 2601| www.act.gov.au



Trim No.

Caveat Brief

To Minister for Education and Early Childhood Development

From Director-General

Subject [REDACTED] regarding [REDACTED] School [REDACTED]

That you note the update to the actions taken [REDACTED]
 [REDACTED] in relation to the [REDACTED]
 [REDACTED] Worksafe Improvement Notice.

Noted / Please discuss

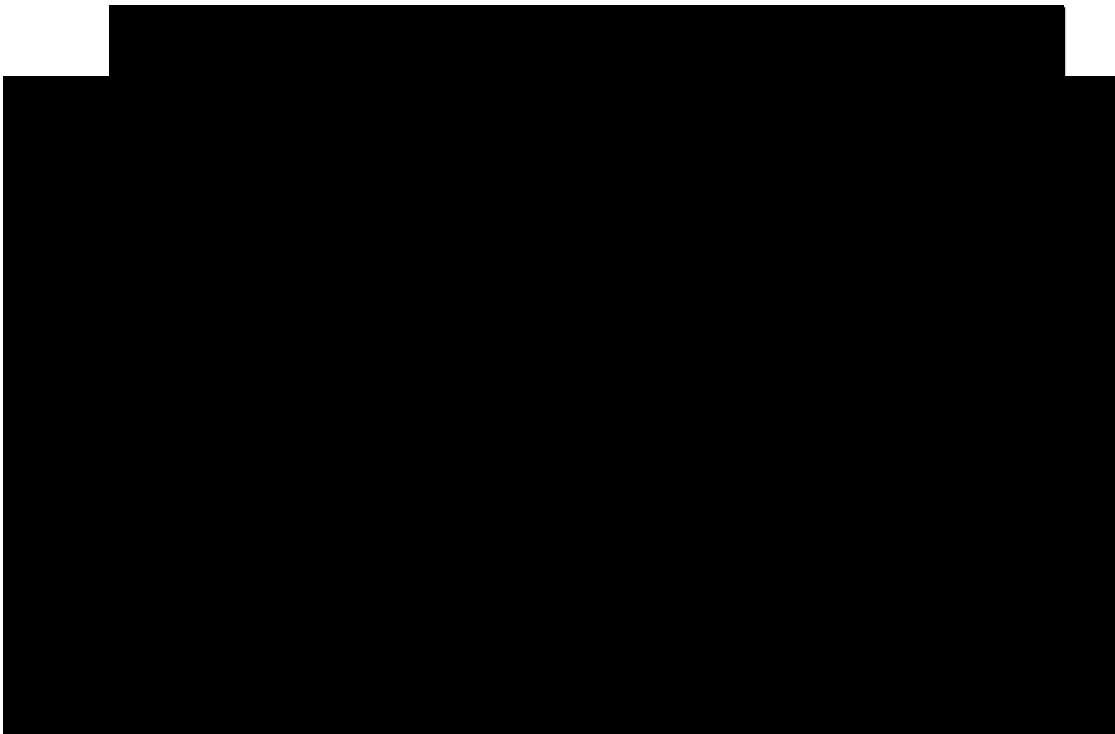
Yvette Berry MLA...../.../....

- [REDACTED]
- [REDACTED]
- [REDACTED]

- On 8 September 2017, Worksafe ACT issued the Director-General with an Improvement Notice under the *Work Health and Safety Act 2011*.
- The Notice is a complaint about the administration of medication by an untrained and unsupervised staff member at [REDACTED] School.
- A Caveat Brief regarding the Worksafe Notice has been provided to you (MIN17/919).

- [REDACTED]
- [REDACTED]
- [REDACTED]

-
-
-
-
-



Natalie Howson
Director-General
Day Month 2016

Nikolas, Lejla

From: Howson, Natalie
Sent: Wednesday, 13 September 2017 10:08 PM
To: Whitten, Meredith; Efthymiades, Deb
Subject: Worksafe act
Categories: Action

Hi

The advice we provided is being considered by the regulator as I write this.

We may get an answer this evening but I am not certain .



Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

Nikolas, Lejla

From: Howson, Natalie
Sent: Wednesday, 13 September 2017 10:11 PM
To: Whitten, Meredith
Subject: Re: PIN notes from 13 Sept PM [SEC=UNCLASSIFIED]
Categories: Action

Meredith

I was told that worksafe had been alerting EDU to the issues we are dealing with since last wed and had met with our folk on wed, thurs and again Friday before issuing the PIN . Is that correct?

Natalie Howson
 Director General
 Education Directorate
 ACT Government
 Ph:02 [6205 9158](tel:62059158)

On 13 Sep 2017, at 6:34 pm, Whitten, Meredith <Meredith.Whitten@act.gov.au> wrote:

Thank you Sam

I had asked Dean to liaise with you about sighting the first aid certificates.
 Please let me know if you or Jackie could send through copies – that would be great.
 Many thanks

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | **ACT Government**
 Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 |
www.act.gov.au | www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

From: Seton, Sam
Sent: Wednesday, 13 September 2017 3:56 PM
To: Hughes, Rebecca <RebeccaJ.Hughes@act.gov.au>
Cc: Whitten, Meredith <Meredith.Whitten@act.gov.au>; Howson, Natalie <Natalie.Howson@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>
Subject: Re: PIN notes from 13 Sept PM

Hi Meredith

Once you can confirm the training of the [REDACTED] receiving the first aid allowance could you please let me know. I will only organise an alternative staff member if their training is non compliant. As they receive the first aid allowance I'm assuming the training will be fine.

Kind regards
Sam Seton | Acting Director
 Phone [02 62057196](tel:0262057196) | sam.seton@act.gov.au

Student Engagement | Schools for All Program
Education Directorate | ACT Government
GPO [Box 158 Canberra ACT 2601](#) | www.act.gov.au

On Sep 13, 2017, at 3:32 PM, Hughes, Rebecca <RebeccaJ.Hughes@act.gov.au> wrote:

Who:

Natalie, Sam, Meredith, Bec

1. Meredith to prepare advice to Worksafe on compliance. For clearance through Natalie.
2. Natalie to provide cleared email to Worksafe ASAP
3. Sam will check on First Aid qualifications at the school – possibly the Business Manager.
4. Meredith to ask Cathy to look at payroll to ascertain who is on the school payroll with first aid training.
5. For tomorrow, Sam will arrange for a trained person to be on site in the morning – most likely from another school with the appropriate training.
6. Meredith to speak with Dave Snowden.

Bec

Bec Hughes

Executive Officer to the Director-General

Education Directorate | ACT Government

T: 02 620 79264 | M: [REDACTED] E: rebeccaj.hughes@act.gov.au

Level 6, 220 Northbourne Avenue | www.education.act.gov.au

I am a RED Contact Officer 'Feel inspired to make change'

<image001.jpg>

I acknowledge the traditional custodians of the lands and waters where we live and work, and pay my respects to elders past, present, and future.

Nikolas, Lejla

From: Efthymiades, Deb
Sent: Wednesday, 13 September 2017 10:19 PM
To: Howson, Natalie
Cc: Whitten, Meredith
Subject: Re: Worksafe act

Categories: Action

Yep. All of that the main game.

D

Deb Efthymiades
Deputy Director General
System Policy and Reform
ACT Education Directorate
Mob: [REDACTED]

Sent from my iPhone

On 13 Sep 2017, at 10:07 pm, Howson, Natalie <Natalie.Howson@act.gov.au> wrote:

Hi

The advice we provided is being considered by the regulator as I write this.

We may get an answer this evening but I am not certain .

[REDACTED]

[REDACTED]

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

Nikolas, Lejla

From: Whitten, Meredith
Sent: Wednesday, 13 September 2017 11:03 PM
To: Howson, Natalie
Subject: Worksafe ACT Chronology 6/9/17 - 8/9/17 [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

Categories: Action

Hi Natalie

Worksafe ACT met Chief Safety Officer and WHS Manager on Wednesday 6/9/17. Chris Hodgson advised Dean thought the meeting was positive (see email record below).

Times listed on Improvement Notice are 6/9/17 from 1.00pm – 6.00pm;

Bradley Cummins called Meredith Whitten at 4pm on Thursday 7/9/17.

- Spoke with Dean Colwill and David Pitt on 6/9/17.
- Significant problem – not trained staff performing function [REDACTED]
 - System is in place and not being followed
 - No training at all – not provided by the Health Directorate
- School to call seeking agreement for the [REDACTED] staff to talk with Worksafe ACT?
 - MW to get back to Bradley.

Meredith calls Chris Hodgson 4.08pm

- Medications need to be administered by HAAS trained person
- Chris to call Jackie Vaughan

[REDACTED] calls Meredith - 4.28pm

- Deputy Principal contacted by Worksafe ACT
- AEU contacted Worksafe
- MW advised that Deputy Principal can talk with Worksafe ACT
- Parent has insisted on training the staff member
- Parent has agreed to Meg's suggestion of a nurse
- No-one at school has been trained.

Chris Hodgson at 4.50pm

- Nurse is the way to go
- Mother to choose the nurse
 - EDU employs nurse?
- Nurse to work with family
- Sam to talk with Meg about employing a nurse
- What level of training has the LSA received?

Bradley Cummins at 5.02 pm

- Other arrangements are being put in place;
- MW advised that School Principal advised that Deputy Principal to talk with Worksafe ACT
- [REDACTED]

Chris Hodgson at 5.42pm

- Options agreed with Meg:

- HAAS
- Nurse
- Parents
- J Agius (AEU) spoke with LSA
 - J Vaughan to talk with [REDACTED] tomorrow and Dean to attend meeting

[REDACTED] at 5.52pm

- Jackie V to contact parent on Friday about new arrangements at school with Principal and Chief Safety Officer
- Clarify if parent has agreed to; HAAS; Nurse or Parents administering medication

Friday 8/9/17 – 11.43 am – voice message from Bradley Cummins

Friday 8/9/17 – 11.53 am – call with Bradley Cummins

- Improvement Notice
- Meredith to talk with D-G and get back to Bradley
- Meredith talks with D-G at 2.20pm

Chris Hodgson at 2.33pm

- Solution to assist in the interim

Bradley Cummins at 2.35pm

- Improvement notice by email to D-G and cc Meredith
- 4 weeks for reply
- No information to be provided to the AEU
- Tough for all of you
- Investigators spoke with Deputy Principal and Business Manager on Thursday
- Very concerned
- Not a negative process

Improvement Notice emailed at 2.58pm on 8 September 2017.

Meredith Whitten | Deputy Director-General |

Phone 620 70384 | Mobile [REDACTED]

Business Services Division | Education Directorate | ACT Government

Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

The following emails were sent on Friday 8 September 2017

From: Whitten, Meredith

Sent: Friday, 8 September 2017 7:51 AM

To: Cummins, Bradley <Bradley.Cummins@act.gov.au>; Hodgson, Chris <ChrisL.Hodgson@act.gov.au>

Subject: ACT Education Directorate - Worksafe ACT matter [DLM=Sensitive: Personal]

Hi Bradley

Thank you for your telephone call on 7 September 2017 about managing medication at [REDACTED] School.

The Directorate will arrange a meeting today with [REDACTED] to explain that Worksafe ACT has expressed concerns about the Directorate's compliance with its Administering Medication Policy and we need to meet EDU policy.

I will let you know the outcome of the meeting or any changes to that plan.

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | ACT Government
Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au
www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

*****g

From: Whitten, Meredith
Sent: Friday, 8 September 2017 7:46 AM
To: Brighton, Meg <Meg.Brighton@act.gov.au>; Hodgson, Chris <ChrisL.Hodgson@act.gov.au>; Seton, Sam <Sam.Seton@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>
Cc: Colwill, Dean <Dean.Colwill@act.gov.au>; [REDACTED]
Subject: RE: WorkSafe Meeting [SEC=UNCLASSIFIED]

Thank you about the fact checking – I talked further with [REDACTED] last night.
I will advise Worksafe this morning of the plan.

Chris, Sam or Dean
Please let [REDACTED] know of the meeting details and let me know if the meeting does not proceed and/or the outcome of the meeting.
Many thanks

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | ACT Government
Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au
www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

From: Brighton, Meg
Sent: Friday, 8 September 2017 6:32 AM
To: Whitten, Meredith <Meredith.Whitten@act.gov.au>; Hodgson, Chris <ChrisL.Hodgson@act.gov.au>; Seton, Sam <Sam.Seton@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>
Cc: Colwill, Dean <Dean.Colwill@act.gov.au>; [REDACTED]
Subject: RE: WorkSafe Meeting [SEC=UNCLASSIFIED]

Thank you Meredith

I spoke to both Sam and Chris H last night. I've asked Sam to fact check a number of things re: training given this family have been a [REDACTED] for over 12 months

Meg

The following emails were sent on Thursday 7 September 2017

From: Whitten, Meredith

Sent: Thursday, 7 September 2017 6:06 PM

To: Brighton, Meg <Meg.Brighton@act.gov.au>; Hodgson, Chris <ChrisL.Hodgson@act.gov.au>; Seton, Sam <Sam.Seton@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>

Cc: Colwill, Dean <Dean.Colwill@act.gov.au>; [REDACTED]

Subject: RE: WorkSafe Meeting [SEC=UNCLASSIFIED]

[REDACTED] Principal, [REDACTED] School contacted me earlier this afternoon seeking agreement to the [REDACTED] Deputy Principal talking with Worksafe ACT. Worksafe ACT inspectors had contacted the school following the meeting with Dean and David Pitt yesterday.

[REDACTED] indicated that [REDACTED] wishes to also attend. The purpose of the meeting will be to explain that Worksafe ACT have expressed concerns about the Directorate's compliance with its Administering Medication Policy and we need to change the arrangements to meet EDU policy.

I will advise Worksafe ACT about the proposed actions that the Directorate is taking.

Meredith Whitten | Deputy Director-General |

Phone 620 70384 | Mobile [REDACTED]

Business Services Division | Education Directorate | ACT Government

Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 |

www.act.gov.au | www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

From: Whitten, Meredith

Sent: Thursday, 7 September 2017 4:25 PM

To: Brighton, Meg <Meg.Brighton@act.gov.au>; Hodgson, Chris <ChrisL.Hodgson@act.gov.au>; Seton, Sam <Sam.Seton@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>

Cc: Colwill, Dean <Dean.Colwill@act.gov.au>; [REDACTED]

Subject: RE: WorkSafe Meeting [SEC=UNCLASSIFIED]

Hi Chris

As discussed, I have received a call Bradley Cummins, Manager, Worksafe Investigations, Worksafe ACT. Worksafe ACT investigators attended [REDACTED] School today and talked with staff at the school. Worksafe ACT have advised:

Significant problem – the person administering the [REDACTED] is not trained in accordance with the Directorate policy;

The Directorate has a system in place which is not being followed;

School Staff have not been trained by ACT Health;

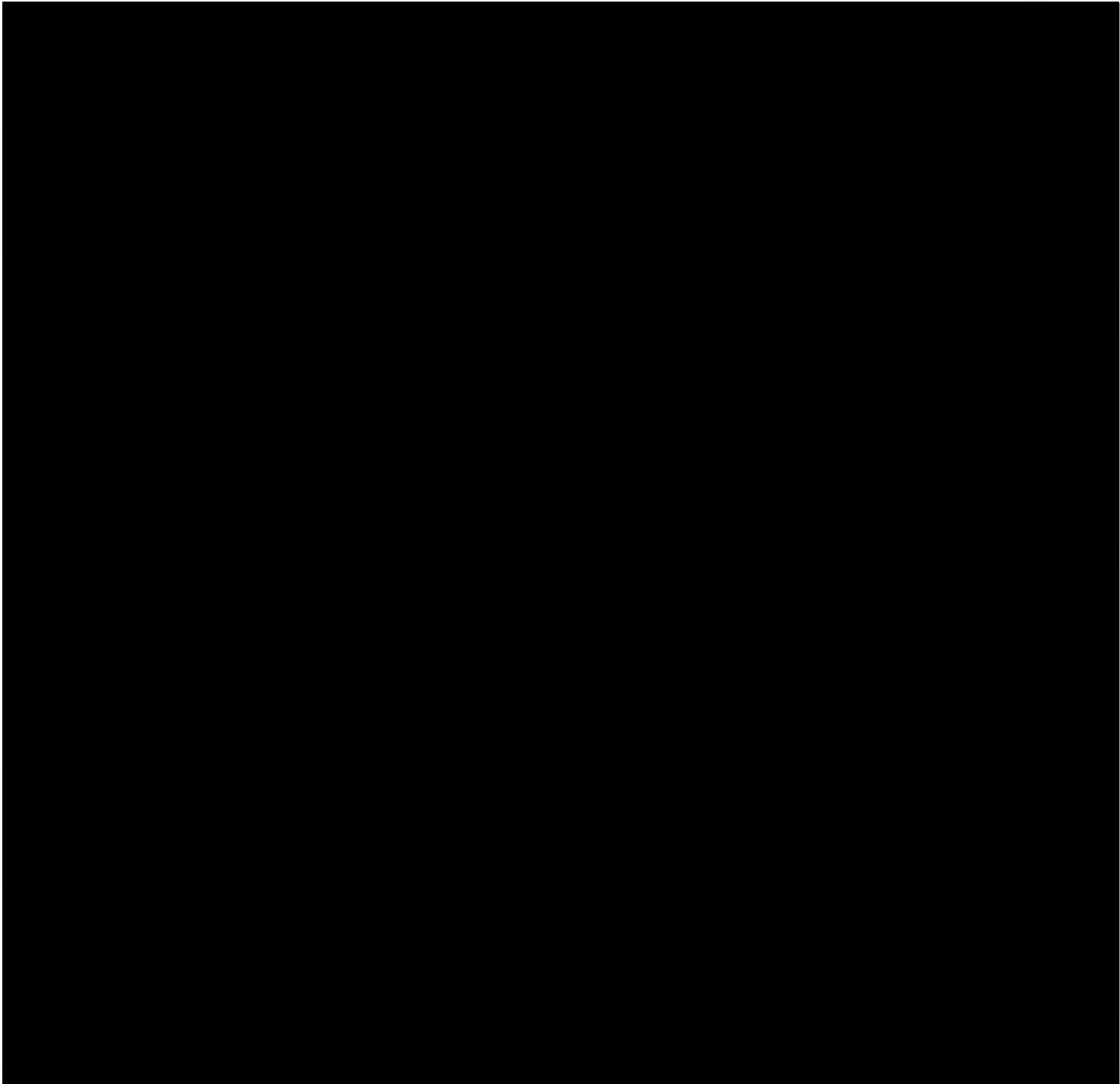
[REDACTED] School will contact me about next steps.

I committed to responding by Friday morning. I have talked with Chris Hodgson who will liaise with Jackie Vaughan and ACT Health.

[REDACTED] has just called and I will let [REDACTED] know that Worksafe ACT has made contact.

With thanks

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | ACT Government
Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 |
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**SAFETY AT WORK IS
EVERYONE'S RIGHT
AND RESPONSIBILITY.**



Corrigan, Amie

From: Peffer, Dave
Sent: Wednesday, 13 September 2017 11:41 PM
To: Howson, Natalie
Cc: Snowden, David
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Director-General

Thank you for email below and providing this information to me.

I have carefully considered the scope of the improvement notice, your subsequent actions, and ultimately the safety of the children involved.

As Regulator under the *Work Health and Safety Act 2011*, I have decided to cancel the improvement notice of 8 September 2017, effective today, with a condition that the written agreement you refer to below be signed off by a suitably qualified medical professional and provided to me, as regulator, within five business days.


Will provide you with the formal correspondence of the cancellation tomorrow.

I appreciate the efforts of your directorate in addressing this matter as a priority.

Sincerely

Dave

DAVE PEFFER

 dave.peffer@act.gov.au
 GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr






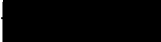
ACT
Government



From: Hughes, Rebecca **On Behalf Of** Howson, Natalie
Sent: Wednesday, 13 September 2017 4:44 PM
To: Peffer, Dave
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

I refer to the Improvement Notice (IN-05771-S9JJOS-1) of 8 September 2017. I wish to inform you about the action taken by the Directorate to date to remedy this notice.

The Directorate is working with the family  attend the school. The Directorate policy (attached) provides at Clause 3.8.8.6 Students may self-administer medication by written agreement under the supervision of an authorised person. On 12 September 2017, the family provided written agreement for  to  at school. The School has two staff who are trained as First Aid Officers and who currently receive the allowance for first aid officers in accordance with Clause 3.8.12 (Training). The First Aid Officers, as authorised persons, would be available to prompt  about their medication and contact the nominated parent to attend the school to manage the situation and in an

emergency situation or if a parent is unavailable to call an ambulance if required. The Directorate considers it has put in place a practice which is compliant with the Policy.

The Directorate is also compiling the training documentation which was also requested.

I would appreciate your further consideration of the action taken by the Directorate in relation to this notice.

Regards

Natalie Howson | Director-General **Education Directorate** | ACT Government
T: 02 6205 9158 | M: [REDACTED] E: natalie.howson@act.gov.au
Level 6, 220 Northbourne Ave Braddon | GPO Box 158 Canberra ACT 2601 | www.det.act.gov.au



I acknowledge the traditional custodians of the lands and waters where we live and work and pay my respects to elders past, present and future.

From: smartforms@act.gov.au [mailto:smartforms@act.gov.au]
Sent: Friday, 8 September 2017 2:58 PM
To: Howson, Natalie <Natalie.Howson@act.gov.au>; Whitten, Meredith <Meredith.Whitten@act.gov.au>; Jones, Greg <Greg.Jones@act.gov.au>
Subject: Workplace Visit report, F6SRBC

Note: Please do not reply to this auto-generated email.



ACT
Government

Access
Canberra.

WORKSAFEACT

WORKPLACE VISIT REPORT

Please see attached PDF to view a copy of your Workplace Visit report.

Inspection number	WPV-05771-S9JJOS
Lead inspector	Bradley Cummins
Company name	ACT Government Education Directorate
Submission ID	99118220170908143940
Tracking number	F6SRBC

For any further information please contact WorkSafe on:

Telephone: (02) 6207 3000
Facsimile: (02) 6205 0336
Email: worksafe@act.gov.au

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Regards


Natalie Howson | Director-General Education Directorate | ACT Government
T: 02 6205 9158 | M: [REDACTED] E: natalie.howson@act.gov.au
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To: Howson, Natalie <Natalie.Howson@act.gov.au>; Whitten, Meredith <Meredith.Whitten@act.gov.au>; Jones, Greg <Greg.Jones@act.gov.au>
Subject: Workplace Visit report, F6SRBC

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WORKSAFE/ACT

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Lead inspector	Bradley Cummins
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For any further information please contact WorkSafe on:
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Facsimile: [\(02\) 6205 0336](tel:(02)62050336)
Email: worksafe@act.gov.au

You also contact WorkSafe through the Access Canberra [WorkSafe ACT Report online form](#).

ACT Government

Nikolas, Lejla

From: Howson, Natalie
Sent: Thursday, 14 September 2017 7:53 AM
To: Peffer, Dave
Cc: Whitten, Meredith; Efthymiades, Deb; Prowse, Wayne
Subject: Re: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Categories: Action

Thank you for this advice and the support of Worksafe ACT to improve the health and safety environment within which we work and educate Canberra's children.

I note the additional information you require .

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 **6205 9158**

On 13 Sep 2017, at 11:40 pm, Peffer, Dave <Dave.Peffer@act.gov.au> wrote:

Dear Director-General

Thank you for email below and providing this information to me.

I have carefully considered the scope of the improvement notice, your subsequent actions, and ultimately the safety of the children involved.

As Regulator under the *Work Health and Safety Act 2011*, I have decided to cancel the improvement notice of 8 September 2017, effective today, with a condition that the written agreement you refer to below be signed off by a suitably qualified medical professional and provided to me, as regulator, within five business days.

I will provide you with the formal correspondence of the cancellation tomorrow.

I appreciate the efforts of your directorate in addressing this matter as a priority.

Sincerely

Dave

DAVE PEFFER

 dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

<image002.png>

From: Hughes, Rebecca **On Behalf Of** Howson, Natalie
Sent: Wednesday, 13 September 2017 4:44 PM

To: Peffer, Dave

Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

I refer to the Improvement Notice (IN-05771-S9JJOS-1) of 8 September 2017. I wish to inform you about the action taken by the Directorate to date to remedy this notice.

The Directorate is working with the family [REDACTED] attend the school. The Directorate policy (attached) provides at Clause 3.8.8.6 Students may self-administer medication by written agreement under the supervision of an authorised person. On 12 September 2017, the family provided written agreement for [REDACTED] to [REDACTED] at school. The School has two staff who are trained as First Aid Officers and who currently receive the allowance for first aid officers in accordance with Clause 3.8.12 (Training). The First Aid Officers, as authorised persons, would be available to prompt [REDACTED] about their medication and contact the nominated parent to attend the school to manage the situation and in an emergency situation or if a parent is unavailable to call an ambulance if required. The Directorate considers it has put in place a practice which is compliant with the Policy.

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I would appreciate your further consideration of the action taken by the Directorate in relation to this notice.

Regards

Natalie Howson | Director-General **Education Directorate** | ACT Government

T: 02 6205 9158 | M: [REDACTED] | E: natalie.howson@act.gov.au

Level 6, 220 Northbourne Ave Braddon | GPO Box 158 Canberra ACT 2601 | www.det.act.gov.au

<image003.jpg>

I acknowledge the traditional custodians of the lands and waters where we live and work and pay my respects to elders past, present and future.

From: smartforms@act.gov.au [<mailto:smartforms@act.gov.au>]

Sent: Friday, 8 September 2017 2:58 PM

To: Howson, Natalie <Natalie.Howson@act.gov.au>; Whitten, Meredith <Meredith.Whitten@act.gov.au>; Jones, Greg <Greg.Jones@act.gov.au>

Subject: Workplace Visit report, F6SRBC

Note: Please do not reply to this auto-generated email.



WORKPLACE VISIT REPORT

Please see attached PDF to view a copy of your Workplace Visit report.

Inspection number WPV-05771-S9JJOS
Lead inspector Bradley Cummins
Company name ACT Government Education Directorate
Submission ID 99118220170908143940
Tracking number F6SRBC

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Telephone: [\(02\) 6207 3000](tel:(02)62073000)

Facsimile: [\(02\) 6205 0336](tel:(02)62050336)

Email: worksafe@act.gov.au

You also contact WorkSafe through the Access Canberra [WorkSafe ACT Report online form](#).

ACT Government

Nikolas, Lejla

From: Whitten, Meredith
Sent: Thursday, 14 September 2017 8:00 AM
To: Summerrell, Jessica; Dynon, Kaarin; Hodgson, Chris
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Categories: Action

Hi Chris, Jess and Kaarin

Advice from the Regulator, Worksafe ACT. Agreement to lift the notice.
Thank you very much

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | **ACT Government**
Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au
www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

From: Howson, Natalie
Sent: Thursday, 14 September 2017 7:53 AM
To: Peffer, Dave <Dave.Peffer@act.gov.au>
Cc: Whitten, Meredith <Meredith.Whitten@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>; Prowse, Wayne <Wayne.Prowse@act.gov.au>
Subject: Re: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Thank you for this advice and the support of Worksafe ACT to improve the health and safety environment within which we work and educate Canberra's children.

I note the additional information you require .
Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 **6205 9158**

On 13 Sep 2017, at 11:40 pm, Peffer, Dave <Dave.Peffer@act.gov.au> wrote:

Dear Director-General

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I will provide you with the formal correspondence of the cancellation tomorrow.

I appreciate the efforts of your directorate in addressing this matter as a priority.

Sincerely

Dave

DAVE PEFFER



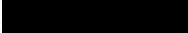

 dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

<image002.png>

From: Hughes, Rebecca **On Behalf Of** Howson, Natalie
Sent: Wednesday, 13 September 2017 4:44 PM
To: Peffer, Dave
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

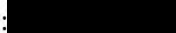
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The Directorate is also compiling the training documentation which was also requested.

I would appreciate your further consideration of the action taken by the Directorate in relation to this notice.

Regards

Natalie Howson | Director-General **Education Directorate** | ACT Government
T: 02 6205 9158 | M:  | E: natalie.howson@act.gov.au
Level 6, 220 Northbourne Ave Braddon | GPO Box 158 Canberra ACT 2601 | www.det.act.gov.au

<image003.jpg>

I acknowledge the traditional custodians of the lands and waters where we live and work and pay my respects to elders past, present and future.

From: smartforms@act.gov.au [mailto:smartforms@act.gov.au]
Sent: Friday, 8 September 2017 2:58 PM
To: Howson, Natalie <Natalie.Howson@act.gov.au>; Whitten, Meredith <Meredith.Whitten@act.gov.au>; Jones, Greg <Greg.Jones@act.gov.au>
Subject: Workplace Visit report, F6SRBC

Note: Please do not reply to this auto-generated email.



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WORKSAFEACT

WORKPLACE VISIT REPORT

Please see attached PDF to view a copy of your Workplace Visit report.

Inspection number	WPV-05771-S9JJOS
Lead inspector	Bradley Cummins
Company name	ACT Government Education Directorate
Submission ID	99118220170908143940
Tracking number	F6SRBC

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ACT Government

Nikolas, Lejla

From: Howson, Natalie
Sent: Thursday, 14 September 2017 8:05 AM
To: Efthymiades, Deb; Whitten, Meredith; Hodgson, Chris; Seton, Sam; Summerrell, Jessica
Cc: Dynon, Kaarin
Subject: Fwd: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Attachments: image002.png; image003.jpg
Categories: Action

Please see advice below.

The decision requires written agreement of a medical practitioner within five working days . I know this is in train.

Chris please provide advice as soon as possible on the training compliance and record management issues also raised by Worksafe ACT .

Meredith and Chris

[REDACTED]

As I will be [REDACTED] I'd like to sign off on the best draft available today .

Meredith can you also have the communications materials updated and particularly talking points for the Minister .

As I will be [REDACTED] I suggest we prep Sam to be the spokesperson if required on health procedures issue and [REDACTED] DSI on [REDACTED]

I will inform the office off the worksafe decision

Thanks for your terrific work to get us here

Regards

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 **6205 9158**

Begin forwarded message:

From: "Peffer, Dave" <Dave.Peffer@act.gov.au>
Date: 13 September 2017 at 11:40:46 pm AEST
To: "Howson, Natalie" <Natalie.Howson@act.gov.au>
Cc: "Snowden, David" <David.Snowden@act.gov.au>
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Director-General

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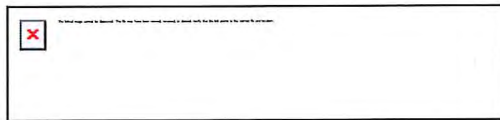
Sincerely

Dave

DAVE PEFFER

 dave.peffer@act.gov.au





GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr



From: Hughes, Rebecca **On Behalf Of** Howson, Natalie
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WORKSAFE ACT

WORKPLACE VISIT REPORT

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Lead inspector	Bradley Cummins
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ACT Government

Nikolas, Lejla

From: Efthymiades, Deb
Sent: Thursday, 14 September 2017 8:10 AM
To: Seton, Sam; Vaughan, Jackie (ACTEDU)
Cc: Howson, Natalie; Hodgson, Chris; Whitten, Meredith
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Categories: Action

Hi both

The improvement notice has been lifted

As you will see below, this is contingent on the signed medical plan being provided within 5 working days - as we have that in train to land tomorrow, that should all work

Please let me know ASAP of any issues as they arise

taa

D

From: Howson, Natalie
Sent: Thursday, 14 September 2017 7:53 AM
To: Peffer, Dave <Dave.Peffer@act.gov.au>
Cc: Whitten, Meredith <Meredith.Whitten@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>; Prowse, Wayne <Wayne.Prowse@act.gov.au>
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On 13 Sep 2017, at 11:40 pm, Peffer, Dave <Dave.Peffer@act.gov.au> wrote:

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Sincerely

Dave

DAVE PEFFER

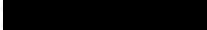



 dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

<image002.png>

From: Hughes, Rebecca **On Behalf Of** Howson, Natalie
Sent: Wednesday, 13 September 2017 4:44 PM
To: Peffer, Dave
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

I refer to the Improvement Notice (IN-05771-S9JJOS-1) of 8 September 2017. I wish to inform you about the action taken by the Directorate to date to remedy this notice.

The Directorate is working with the family  attend the school. The Directorate policy (attached) provides at Clause 3.8.8.6 Students may self-administer medication by written agreement under the supervision of an authorised person. On 12 September 2017, the family provided written agreement for  to  at school. The School has two staff who are trained as First Aid Officers and who currently receive the allowance for first aid officers in accordance with Clause 3.8.12 (Training). The First Aid Officers, as authorised persons, would be available to prompt  about their medication and contact the nominated parent to attend the school to manage the situation and in an emergency situation or if a parent is unavailable to call an ambulance if required. The Directorate considers it has put in place a practice which is compliant with the Policy.

The Directorate is also compiling the training documentation which was also requested.

I would appreciate your further consideration of the action taken by the Directorate in relation to this notice.

Regards

Natalie Howson | Director-General **Education Directorate** | ACT Government
T: 02 6205 9158 | M:  | E: natalie.howson@act.gov.au
Level 6, 220 Northbourne Ave Braddon | GPO Box 158 Canberra ACT 2601 | www.det.act.gov.au

<image003.jpg>

I acknowledge the traditional custodians of the lands and waters where we live and work and pay my respects to elders past, present and future.

From: smartforms@act.gov.au [mailto:smartforms@act.gov.au]
Sent: Friday, 8 September 2017 2:58 PM
To: Howson, Natalie <Natalie.Howson@act.gov.au>; Whitten, Meredith <Meredith.Whitten@act.gov.au>; Jones, Greg <Greg.Jones@act.gov.au>
Subject: Workplace Visit report, F6SRBC

Note: Please do not reply to this auto-generated email.



ACT
Government

Access
Canberra.

WORKSAFEACT

WORKPLACE VISIT REPORT

Please see attached PDF to view a copy of your Workplace Visit report.

Inspection number	WPV-05771-S9JJOS
Lead inspector	Bradley Cummins
Company name	ACT Government Education Directorate
Submission ID	99118220170908143940
Tracking number	F6SRBC

For any further information please contact WorkSafe on:

Telephone: [\(02\) 6207 3000](tel:(02)62073000)

Facsimile: [\(02\) 6205 0336](tel:(02)62050336)

Email: worksafe@act.gov.au

You also contact WorkSafe through the Access Canberra [WorkSafe ACT Report online form](#).

ACT Government

Nikolas, Lejla

From: Howson, Natalie
Sent: Thursday, 14 September 2017 8:13 AM
To: Paillas, Stephen; Ceramidas, Joshua
Cc: Efthymiades, Deb; Whitten, Meredith
Subject: Fwd: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Attachments: image002.png; image003.jpg

Categories: Action

FYI as outlined in text message

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 **6205 9158**

Begin forwarded message:

From: "Peffer, Dave" <Dave.Peffer@act.gov.au>
Date: 13 September 2017 at 11:40:46 pm AEST
To: "Howson, Natalie" <Natalie.Howson@act.gov.au>
Cc: "Snowden, David" <David.Snowden@act.gov.au>
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Director-General

Thank you for email below and providing this information to me.

I have carefully considered the scope of the improvement notice, your subsequent actions, and ultimately the safety of the children involved.

As Regulator under the *Work Health and Safety Act 2011*, I have decided to cancel the improvement notice of 8 September 2017, effective today, with a condition that the written agreement you refer to below be signed off by a suitably qualified medical professional and provided to me, as regulator, within five business days.

I will provide you with the formal correspondence of the cancellation tomorrow.

I appreciate the efforts of your directorate in addressing this matter as a priority.

Sincerely

Dave

DAVE PEFFER

 | dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr



From: Hughes, Rebecca **On Behalf Of** Howson, Natalie
Sent: Wednesday, 13 September 2017 4:44 PM
To: Peffer, Dave
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

I refer to the Improvement Notice (IN-05771-S9JJOS-1) of 8 September 2017. I wish to inform you about the action taken by the Directorate to date to remedy this notice.

The Directorate is working with the family [REDACTED] attend the school. The Directorate policy (attached) provides at Clause 3.8.8.6 Students may self-administer medication by written agreement under the supervision of an authorised person. On 12 September 2017, the family provided written agreement for [REDACTED] to [REDACTED] at school. The School has two staff who are trained as First Aid Officers and who currently receive the allowance for first aid officers in accordance with Clause 3.8.12 (Training). The First Aid Officers, as authorised persons, would be available to prompt [REDACTED] about their medication and contact the nominated parent to attend the school to manage the situation and in an emergency situation or if a parent is unavailable to call an ambulance if required. The Directorate considers it has put in place a practice which is compliant with the Policy.

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I would appreciate your further consideration of the action taken by the Directorate in relation to this notice.

Regards

Natalie Howson | Director-General **Education Directorate** | ACT Government
 T: 02 6205 9158 | M: [REDACTED] | E: natalie.howson@act.gov.au
 Level 6, 220 Northbourne Ave Braddon | GPO Box 158 Canberra ACT 2601 | www.det.act.gov.au



I acknowledge the traditional custodians of the lands and waters where we live and work and pay my respects to elders past, present and future.

From: smartforms@act.gov.au [<mailto:smartforms@act.gov.au>]
Sent: Friday, 8 September 2017 2:58 PM
To: Howson, Natalie <Natalie.Howson@act.gov.au>; Whitten, Meredith <Meredith.Whitten@act.gov.au>; Jones, Greg <Greg.Jones@act.gov.au>
Subject: Workplace Visit report, F6SRBC

Note: Please do not reply to this auto-generated email.



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WORKSAFEACT

WORKPLACE VISIT REPORT

Please see attached PDF to view a copy of your Workplace Visit report.

Inspection number	WPV-05771-S9JJOS
Lead inspector	Bradley Cummins
Company name	ACT Government Education Directorate
Submission ID	99118220170908143940
Tracking number	F6SRBC

For any further information please contact WorkSafe on:

Telephone: [\(02\) 6207 3000](tel:(02)62073000)

Facsimile: [\(02\) 6205 0336](tel:(02)62050336)

Email: worksafe@act.gov.au

You also contact WorkSafe through the Access Canberra [WorkSafe ACT Report online form.](#)

ACT Government

Nikolas, Lejla

From: Howson, Natalie
Sent: Thursday, 14 September 2017 8:16 AM
To: Whitten, Meredith
Subject: Re: PIN notes from 13 Sept PM [SEC=UNCLASSIFIED]

Categories: Action

Let's have a chat about those meetings . Dave suggested that the PIN could have been avoided at that time so it would be useful to know how we responded and what we understood would occur ?

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

On 13 Sep 2017, at 10:22 pm, Whitten, Meredith <Meredith.Whitten@act.gov.au> wrote:

Natalie

Dean and David Pitt met with Worksafe on Wednesday – meeting was positive.
Bradley rang me at 4pm on Thursday.
Bradley rang me at 2.35 pm on Friday after discussions with the Commissioner.

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | **ACT Government**
Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 |
www.act.gov.au | www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

From: Howson, Natalie
Sent: Wednesday, 13 September 2017 10:11 PM
To: Whitten, Meredith <Meredith.Whitten@act.gov.au>
Subject: Re: PIN notes from 13 Sept PM [SEC=UNCLASSIFIED]

Meredith

I was told that worksafe had been alerting EDU to the issues we are dealing with since last wed and had met with our folk on wed, thurs and again Friday before issuing the PIN . Is that correct?

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

On 13 Sep 2017, at 6:34 pm, Whitten, Meredith <Meredith.Whitten@act.gov.au> wrote:

Thank you Sam

I had asked Dean to liaise with you about sighting the first aid certificates. Please let me know if you or [REDACTED] could send through copies – that would be great.

Many thanks

Meredith Whitten | Deputy Director-General |
Phone 620 70384 | Mobile [REDACTED]
Business Services Division | Education Directorate | **ACT Government**
 Level 1 Annex 220 Northbourne Avenue Braddon ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au | www.det.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

From: Seton, Sam
Sent: Wednesday, 13 September 2017 3:56 PM
To: Hughes, Rebecca <RebeccaJ.Hughes@act.gov.au>
Cc: Whitten, Meredith <Meredith.Whitten@act.gov.au>; Howson, Natalie <Natalie.Howson@act.gov.au>; Efthymiades, Deb <Deb.Efthymiades@act.gov.au>
Subject: Re: PIN notes from 13 Sept PM

Hi Meredith

Once you can confirm the training of [REDACTED] receiving the first aid allowance could you please let me know. I will only organise an alternative staff member if their training is non compliant. As they receive the first aid allowance I'm assuming the training will be fine.

Kind regards

Sam Seton | Acting Director
 Phone [02 62057196](tel:0262057196) | sam.seton@act.gov.au
Student Engagement | Schools for All Program
 Education Directorate | **ACT Government**
 GPO [Box 158 Canberra ACT 2601](#) | www.act.gov.au

On Sep 13, 2017, at 3:32 PM, Hughes, Rebecca <RebeccaJ.Hughes@act.gov.au> wrote:

Who:

Natalie, Sam, Meredith, Bec

1. Meredith to prepare advice to Worksafe on compliance. For clearance through Natalie.
2. Natalie to provide cleared email to Worksafe ASAP
3. Sam will check on First Aid qualifications at the school – possibly the Business Manager.
4. Meredith to ask Cathy to look at payroll to ascertain who is on the school payroll with first aid training.

5. For tomorrow, Sam will arrange for a trained person to be on site in the morning – most likely from another school with the appropriate training.
6. Meredith to speak with Dave Snowden.

Bec

Bec Hughes

**Executive Officer to the Director-General
Education Directorate | ACT Government**

T: 02 620 79264 | M: [REDACTED]

E: rebeccaj.hughes@act.gov.au

Level 6, 220 Northbourne Avenue | www.education.act.gov.au

I am a RED Contact Officer 'Feel inspired to make change'

<image001.jpg>

I acknowledge the traditional custodians of the lands and waters where we live and work, and pay my respects to elders past, present, and future.

Nikolas, Lejla

From: Hughes, Rebecca
Sent: Thursday, 14 September 2017 9:20 AM
To: Efthymiades, Deb
Cc: Whitten, Meredith
Subject: DRAFT FOR CLEARANCE - CAVEAT [REDACTED] School
Attachments: [REDACTED] School.docx

Importance: High

Categories: Action

Hi Deb

I have added what I think is relevant and fleshed it out a bit. I have highlighted in yellow particular things I'd appreciate your input/thoughts on.

[REDACTED]

Meredith – for your information and input if required.

Thanks

Bec



Trim No.

Caveat Brief

To Minister for Education and Early Childhood Development

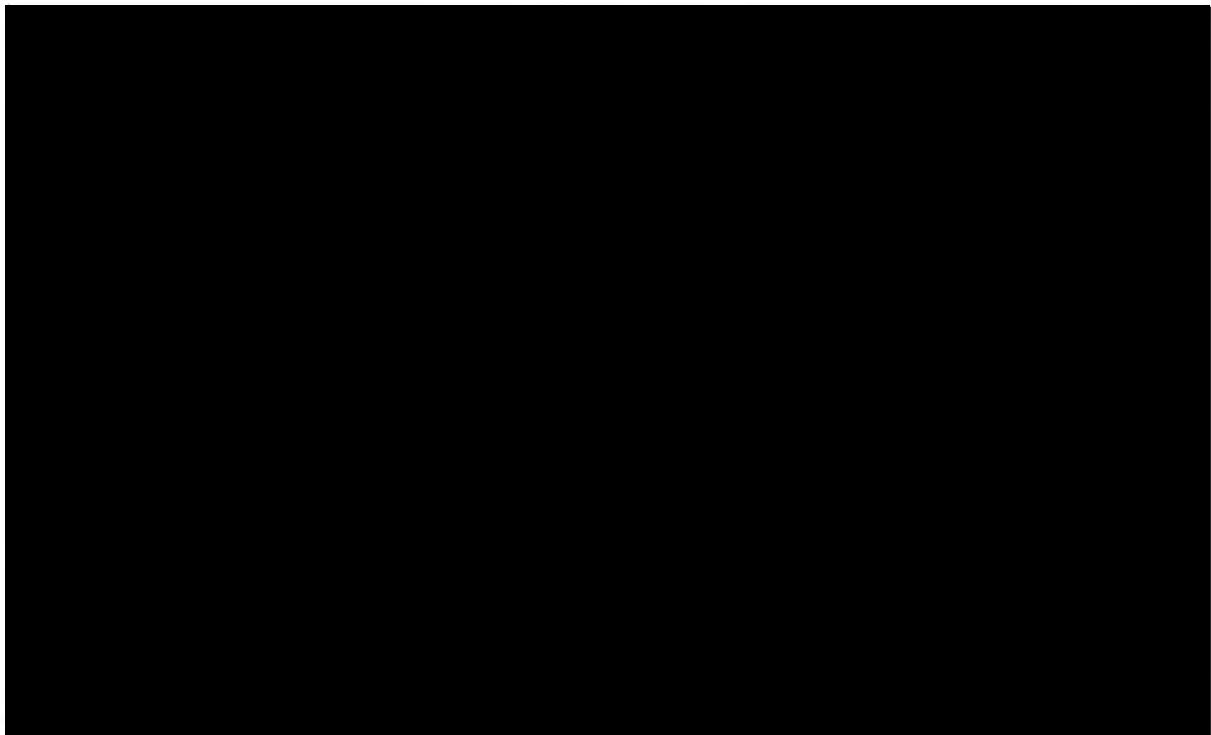
From Director-General

Subject [REDACTED]

That you note the update to the actions taken in response [REDACTED]
 [REDACTED] Worksafe Improvement Notice.

Noted / Please discuss

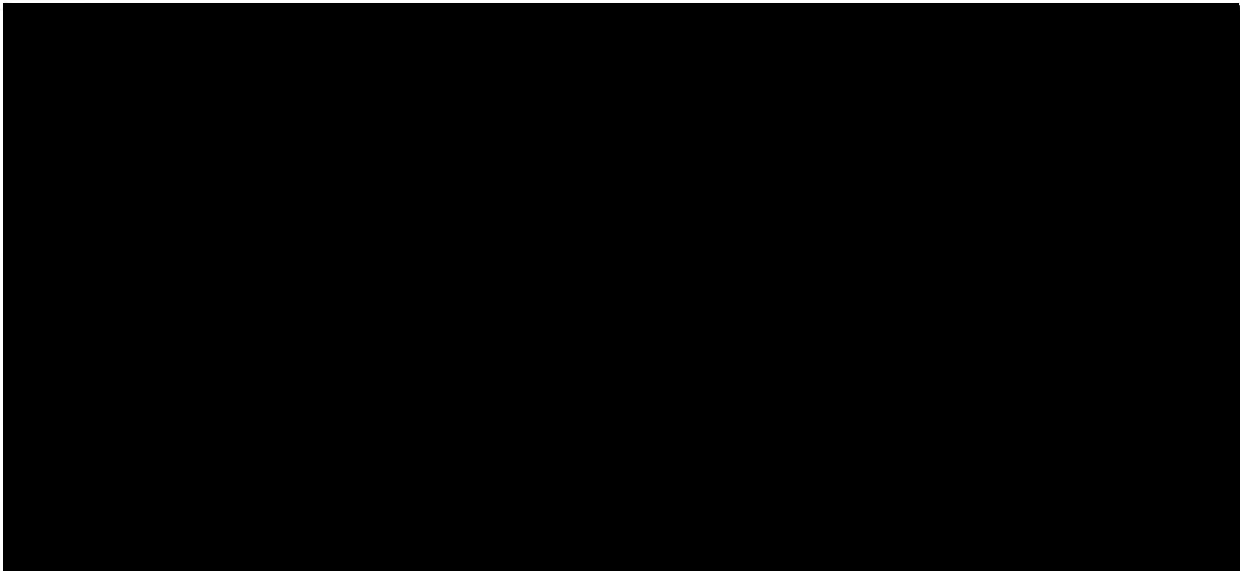
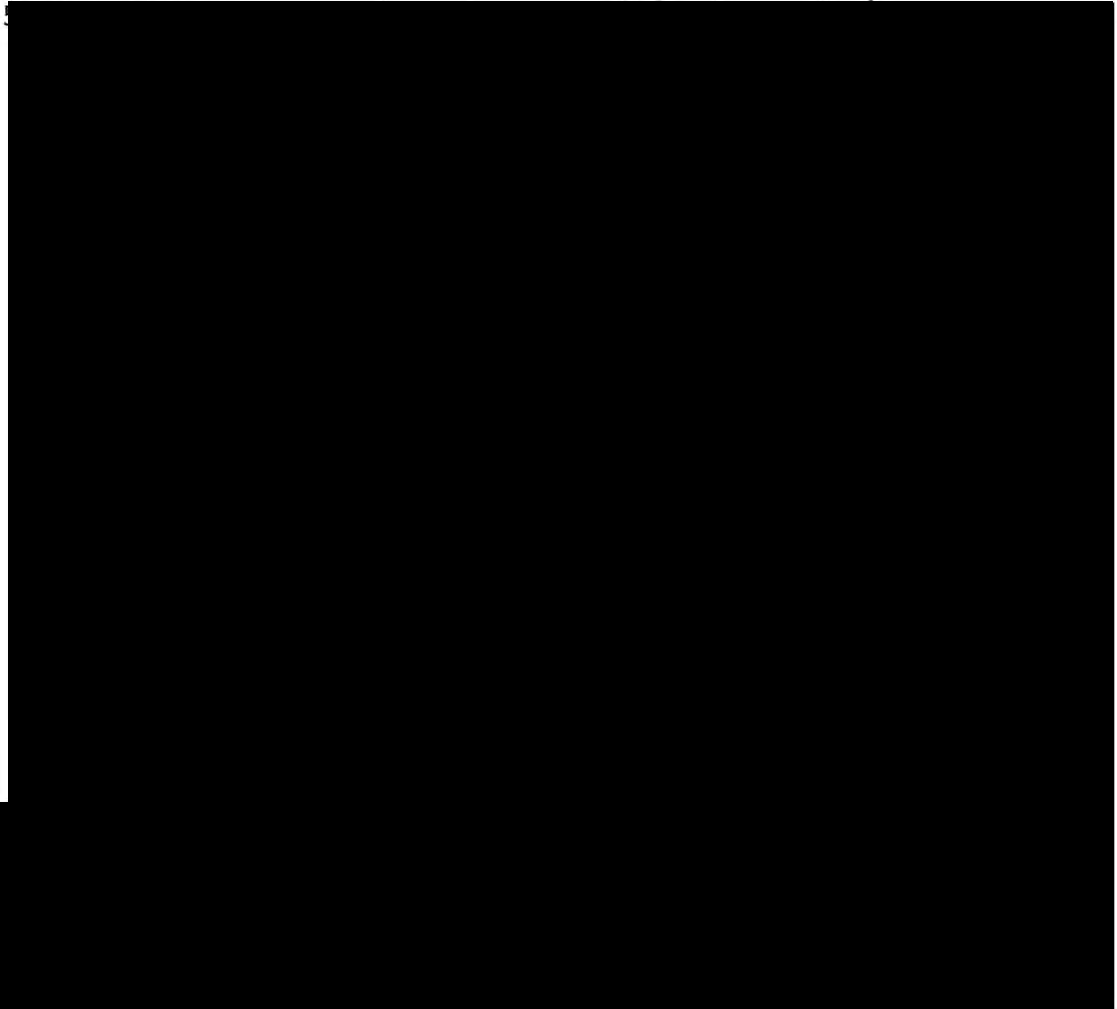
Yvette Berry MLA...../.../....



Worksafe ACT Improvement Notice

- On 8 September 2017, Worksafe ACT issued the Director-General with an Improvement Notice under the *Work Health and Safety Act 2011*.
- The Notice is a complaint about the administration of medication by an untrained and unsupervised staff member at [REDACTED] School.
- A Caveat Brief regarding the Worksafe Notice has been provided to you (MIN17/919).
- In response to the Notice, the Directorate has undertaken the following steps:
 1. A registered nurse was stationed full time [REDACTED] School from ## date.

2. An audit of staff in all ACT Public Schools trained in administering medication including the administration of student medication and complex health care procedures and diabetes management procedure, confirming compliance with policies relevant to the administration of medicine in all ACT Public Schools.
3. The Directorate, in consultation with [REDACTED] developed a thorough workflow plan that outlines responsibilities in a number of scenarios.
4. The Directorate confirmed that two trained First Aid Officers are employed at the school.





Natalie Howson
Director-General
September 2017

Corrigan, Amie

From: Kalleske, Mark
Sent: Thursday, 14 September 2017 3:03 PM
To: Howson, Natalie
Cc: Peffer, Dave
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Attachments: Correspondence from Mr Peffer to Ms Howson - 14 September 2017.pdf

Dear Ms Howson

Please find attached correspondence from Mr Peffer in relation to your request dated 13 September 2017.

The written evidence as referenced in the letter and required by WorkSafe ACT can be directed to me.

Regards

Mark

Mark Kalleske | Deputy Director - Compliance and Enforcement

Phone: 02 6207 0130 | Email: mark.kalleske@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government

16 Challis Street | Dickson GPO Box 158, Canberra City ACT 2601 | www.act.gov.au/accessCBR



From: "Howson, Natalie" <Natalie.Howson@act.gov.au>
Date: 13 September 2017 at 4:43:51 pm AEST
To: "Peffer, Dave" <Dave.Peffer@act.gov.au>
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

I refer to the Improvement Notice (IN-05771-S9JJOS-1) of 8 September 2017. I wish to inform you about the action taken by the Directorate to date to remedy this notice.

The Directorate is working with the family [REDACTED] attend the school. The Directorate policy (attached) provides at Clause 3.8.8.6 Students may self-administer medication by written agreement under the supervision of an authorised person. On 12 September 2017, the family provided written agreement for [REDACTED] to [REDACTED] at school. The School has two staff who are trained as First Aid Officers and who currently receive the allowance for first aid officers in accordance with Clause 3.8.12 (Training). The First Aid Officers, as authorised persons, would be available to prompt [REDACTED] about their medication and contact the nominated parent to attend the school to manage the situation and in an emergency situation or if a parent is unavailable to call an ambulance if required. The Directorate considers it has put in place a practice which is compliant with the Policy.

The Directorate is also compiling the training documentation which was also requested.

I would appreciate your further consideration of the action taken by the Directorate in relation to this notice.

Regards

Natalie Howson | Director-General Education Directorate | ACT Government

T: 02 6205 9158 | M: [REDACTED] E: natalie.howson@act.gov.au

Level 6, 220 Northbourne Ave Braddon | GPO Box 158 Canberra ACT 2601 | www.det.act.gov.au

**ACT**
GovernmentChief Minister, Treasury and
Economic Development

Our ref: 170908-000930-T3

Ms Natalie Howson
Director-General
ACT Education Directorate
GPO Box 158
Canberra ACT 2601

Dear Ms Howson

WorkSafe ACT - Improvement Notice (IN-05771-S9JJOS-1)

Thank you for your email dated 13 September 2017 relating to the above Improvement Notice (the Notice). The Notice was issued to the Education Directorate (the Directorate) on 8 September 2017 by WorkSafe ACT and requires the Directorate to:

- *Ensure the provision of suitable training and instruction to all relevant staff in the administration of medication to persons in an educational environment in accordance with Education Directorate Policies including but not limited to administration of student medication and complex health care procedures and diabetes management procedure.*
- *Ensure the development of a suitable system of administrative management to capture evidence of training and documented compliance with the procedures relevant to the administration of medicine.*
- *Provide the regulator a training register or other evidence of the provision of training to all relevant staff.*

Upon consideration of the additional information provided by you and WorkSafe ACT officials, I have decided to cancel the Notice on condition that written agreement between the family and Directorate be endorsed by an independent medical professional and provided to WorkSafe ACT within five working days of the date of this letter.

WorkSafe ACT looks forward to working with the Directorate to ensure the factors leading up to the issuance of the Notice are well managed into the future.

Yours sincerely



Dave Peffer
Deputy Director General - Access Canberra

14 September 2017

Hughes, Rebecca

From: Howson, Natalie
Sent: Thursday, 14 September 2017 3:11 PM
To: Hughes, Rebecca; Hodgson, Chris
Cc: Efthymiades, Deb
Subject: Notice to Principal's

Hi Chris

We should advise principal's that the PIN has been lifted .

Pls suggest a draft

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

Nikolas, Lejla

From: Hodgson, Chris
Sent: Thursday, 14 September 2017 7:26 PM
To: Summerrell, Jessica
Cc: Whitten, Meredith
Subject: FW: Notice to Principal's

Categories: Action

Hi Jess

See below from Natalie. Did we send something to all principals when we received the improvement notice? I don't think I have a copy if we did. If so, can you send it to me so I am consistent with what went out the first time.

Ta, Chris

From: Howson, Natalie
Sent: Thursday, 14 September 2017 3:11 PM
To: Hughes, Rebecca; Hodgson, Chris
Cc: Efthymiades, Deb
Subject: Notice to Principal's

Hi Chris

We should advise principal's that the PIN has been lifted .

Pls suggest a draft

Natalie Howson
Director General
Education Directorate
ACT Government
Ph:02 [6205 9158](tel:62059158)

Nikolas, Lejla

From: Hodgson, Chris
Sent: Friday, 15 September 2017 2:03 PM
To: Whitten, Meredith
Cc: Gstrein, Kylie
Subject: Draft email to Principals

Categories: Action

Hi Meredith

See below draft email re lifting the notice to go out from Natalie.

Chris

Dear Principals

You will recall we informed you in a hook-up on Monday that we received an Improvement Notice from Worksafe relating to the training of staff in schools playing a role in the administration of medications. The notice had been issued when it became clear there was an arrangement in place at one of our schools that didn't strictly meet the intent of our First Aid Policy.

Resulting from that one issue, Worksafe asked us to demonstrate that all staff in schools administering medications were appropriately trained. Thanks to your quick response in relation to HAAS trained staff certification in your schools we have been able to demonstrate this to Worksafe and the Improvement Notice was lifted yesterday.

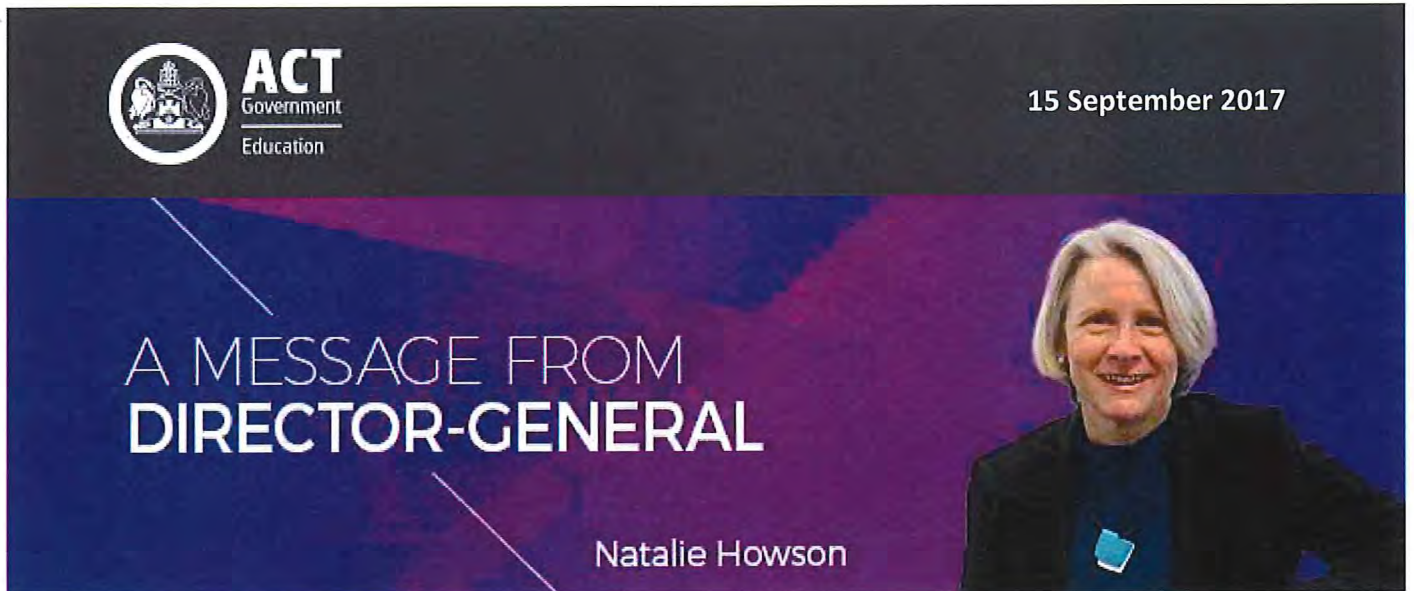
While it was a great response from everybody, it did show our need to capture this information on a central register in future. The People and Performance Branch will be working through how we best do this.

Thank you again for your support and quick response this week, and have a great weekend.

Regards, Natalie

Stewart, Tracy (DET)

From: EDU Alerts <EDU.Alerts@act.gov.au>
Sent: Friday, 15 September 2017 2:40 PM
To: Principals
Subject: Thanks and future action [SEC=UNCLASSIFIED, DLM=For-Official-Use-Only]



Principals

You will recall we informed you in a hook-up on Monday that we received an Improvement Notice from Worksafe relating to the training of staff in schools playing a role in the administration of medications. The notice had been issued when it became clear there was an arrangement in place at one of our schools that didn't strictly meet the intent of our First Aid Policy.

Resulting from that one issue, Worksafe asked us to demonstrate that all staff in schools administering medications were appropriately trained. Thanks to your quick response in relation to HAAS trained staff certification in your schools we have been able to demonstrate this to Worksafe and the Improvement Notice was lifted yesterday.

While it was a great response from everybody, it did show our need to capture this information on a central register in future. The People and Performance Branch will be working through how we best do this.

Thank you again for your support and quick response this week, and have a great weekend.

Regards

Natalie

Follow us on



RESPECT INTEGRITY
COLLABORATION
INNOVATION

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Nikolas, Lejla

From: Efthymiades, Deb
Sent: Friday, 15 September 2017 4:14 PM
To: Whitten, Meredith
Subject: Fwd: Thanks and future action [SEC=UNCLASSIFIED, DLM=For-Official-Use-Only]
Attachments: image002.jpg
Categories: Action

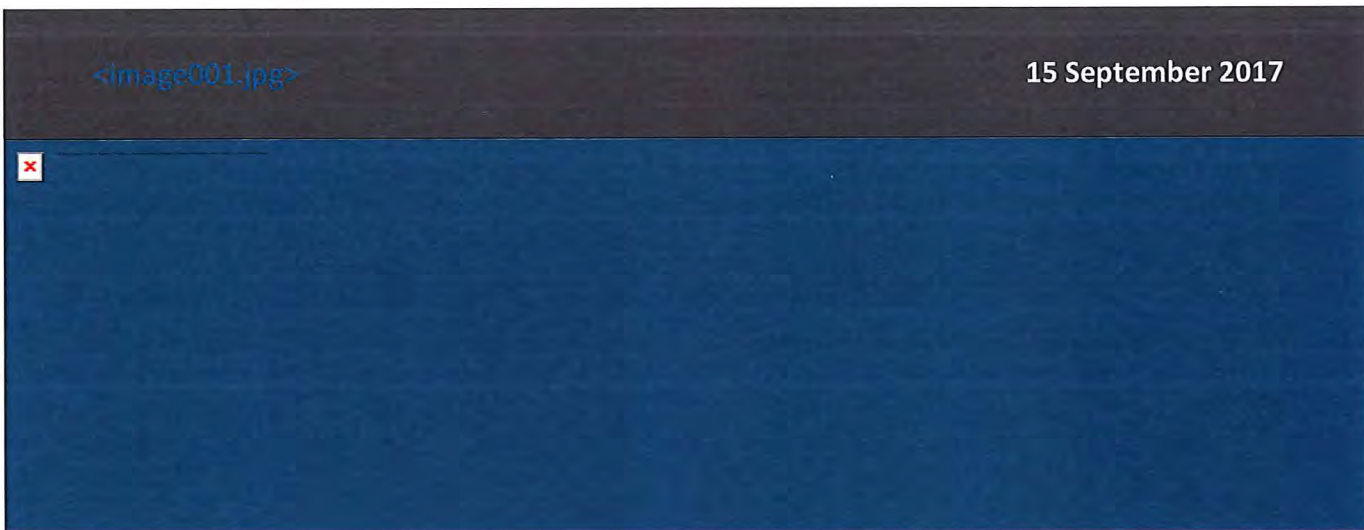
Great message :-)

Deb Efthymiades
Deputy Director-General
System Policy and Reform
Mob: [REDACTED]

Sent from my iPad

Begin forwarded message:

Resent-From: <##SchoolPrincipals@ed.act.edu.au>
From: EDU Alerts <EDU.Alerts@act.gov.au>
Date: 15 September 2017 at 2:10:18 pm ACST
To: Principals <principals@ed.act.edu.au>
Subject: Thanks and future action [SEC=UNCLASSIFIED, DLM=For-Official-Use-Only]



Principals

You will recall we informed you in a hook-up on Monday that we received an Improvement Notice from Worksafe relating to the training of staff in schools playing a role in the administration of medications. The notice had been issued when it became clear there was an arrangement in place at one of our schools that didn't strictly meet the intent of our First Aid Policy.

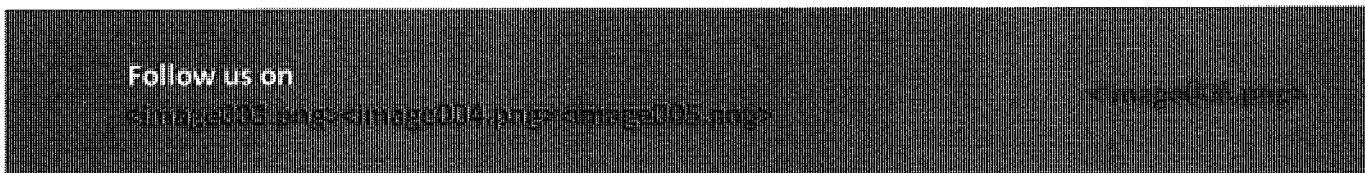
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While it was a great response from everybody, it did show our need to capture this information on a central register in future. The People and Performance Branch will be working through how we best do this.

Thank you again for your support and quick response this week, and have a great weekend.

Regards

Natalie



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Nikolas, Lejla

From: Hughes, Rebecca
Sent: Friday, 15 September 2017 6:42 PM
To: Efthymiades, Deb
Cc: Whitten, Meredith
Subject: DRAFT FOR CLEARANCE - CAVEAT [REDACTED]
Attachments: [REDACTED].docx; ATT00001.htm

Importance: High

Categories: Action

Hi both

Does this need to progress?

Bec

Hi Deb

I have added what I think is relevant and fleshed it out a bit. I have highlighted in yellow particular things I'd appreciate your input/thoughts on.

[REDACTED]

Meredith – for your information and input if required.

Thanks

Bec

Trim No.

Caveat Brief

To Minister for Education and Early Childhood Development
From Director-General
Subject [REDACTED]

That you note the update to the actions taken in response to [REDACTED]
[REDACTED] Worksafe Improvement Notice.

Noted / Please discuss

Yvette Berry MLA...../..../....

[REDACTED]

Worksafe ACT Improvement Notice

- On 8 September 2017, Worksafe ACT issued the Director-General with an Improvement Notice under the *Work Health and Safety Act 2011*.
- The Notice is a complaint about the administration of medication by an untrained and unsupervised staff member at [REDACTED] School.
- A Caveat Brief regarding the Worksafe Notice has been provided to you (MIN17/919).
- In response to the Notice, the Directorate has undertaken the following steps:
 1. A registered nurse was stationed full time at [REDACTED] School from ## date.