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From: Jacqui Agius [mailto:jacqui.agius@aeuact.org.au]
Sent: Wednesday, 6 September 2017 10:12 AM
To: Majer, Anton <Anton.Majer@act.gov.au>
Subject: FW: s41(1) [SEC=UNCLASSIFIED]

Dear Anton

Below is the email we discussed on the phone.

Kind regards

Jacqui Agius
Snr Industrial Officer
Australian Education Union – ACT Branch

40 Brisbane Avenue, Barton ACT 2600
PO Box 3042, Manuka ACT 2603
Ph: (02) 6272 7900 | Fax: (02) 6273 1828



The Australian Education Union acknowledges the traditional owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to elders both past and present.

From: Colwill, Dean [mailto:Dean.Colwill@act.gov.au]
Sent: Tuesday, 5 September 2017 3:02 PM
To: Jacqui Agius <jacqui.agius@aeuact.org.au>
Cc: Hodgson, Chris <ChrisL.Hodgson@act.gov.au>
Subject: s41(1) [SEC=UNCLASSIFIED]

Hi Jacqui

I thought it a good idea to give you an update on where the s41(1) situation is at post our meeting on Thursday. Meg Brighton met with s41(1) last Thursday and reached agreement that s41(1) would reconsider placing s41(1) under the Education HAAS programme requirements and only communicate with the School via the agreed communication plan. Further to this the a facilitated conversation will be held in due course involving a third party mediator to address some of the legacy issues relating to the risk to staff.

At present the only interaction with s41(1) and staff is the Principal and the Teacher communicating via the NSET representative. Given this update I'd like to schedule another review of the Risk Assessment in order to apply the strengthened controls and I'll be in touch with s41(1) shortly.

Kind regards

Dean Colwill | Chief Safety Officer | Health Safety and Wellbeing

T 62077398 | E dean.colwill@act.gov.au

People and Performance | Education Directorate | ACT Government

HBCTL 51 Fremantle Drive STIRLING 2611 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



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[REDACTED]

From: Jacqui Agius [mailto:jacqui.agius@aeuact.org.au]
Sent: Thursday, 7 September 2017 2:36 PM
To: Majer, Anton <Anton.Majer@act.gov.au>
Cc: Carnall, Rodney <Rodney.Carnall@act.gov.au>
Subject: FW: AEU enquiry

Hi Anton

Further to our telephone call earlier please see the below email from AEU member that confirms he has not received any formal training from Health in relation to this matter. I have left a message for Brad to call me back. Given that the evidence below directly contradicts the information that you were provided by EDU yesterday could you please advise as a matter of urgency what steps Worksafe will now take in relation to the risk posed to Educators at the s41(1) [REDACTED].

Thank you for your assistance in helping to keep educators safe.

Kind regards

Jacqui Agius
Snr Industrial Officer
Australian Education Union – ACT Branch

40 Brisbane Avenue, Barton ACT 2600
PO Box 3042, Manuka ACT 2603
Ph: (02) 6272 7900 | Fax: (02) 6273 1828



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From: s41(1) [mailto:s41(1)]
Sent: Thursday, 7 September 2017 2:29 PM
To: Jacqui Agius <jacqui.agius@aeuact.org.au>
Subject: Re: AEU enquiry

Hi Jacqui,

Following prompt from your phone call and an email sent to s41(1), please find the following information.

2. As I operate as LSA, working with s41(1), I am directly responsible for the management of s6(2) (and assistance in managing s6(2)) while they are in our care. I have not received formal training in regards to the following, though I had attended a workshop a while back in regards to s41(1), s6(2) and the management thereof, which was delivered by s41(1). My responsibilities as LSA involve s41(1) throughout a day, s41(1) followed by s41(1), if required, s41(1)

I have been given the responsibility to s41(1). This responsibility is clarified daily by a handover form which is authored by s41(1), which s41(1) daily on handover.

Secondly, I am to take into account the alerts of s41(1)

Thirdly, s41(1) which alerts via iPhone app which is linked to s41(1). I have not received any training or attended any workshop regarding s41(1) (though just today I was given a School Nurse Guide in regards to s41(1)).

Please let me know what more you might need from me at this point.

Cheers,

s41

From: [Carnall, Rodney](#)
To: [Cummins, Bradley](#); [Majer, Anton](#)
Subject: Health ACT Schools [SEC=UNCLASSIFIED]
Date: Thursday, 7 September 2017 4:08:49 PM

https://www.education.act.gov.au/publications_and_policies/policies

Best Regards,

Rodney Carnall | Investigator

Phone: 02 6205 2283 | Mobile: 0402 975 850 | Email: rodney.carnall@act.gov.au

WorkSafe ACT | Access Canberra | ACT Government

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



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Subscribe to [eNEWS and Construction Newsletter](#) a free email subscription service keeping you informed on the latest health and safety issues that affect workplaces in ACT.

From: [Pitt, David](#)
To: [Cummins, Bradley](#)
Subject: EDU First Aid and other procedures [SEC=UNCLASSIFIED]
Date: Thursday, 7 September 2017 4:33:37 PM
Attachments: [FirstAid Policy Final - Published Jan. 2017.docx](#)
[4.0FirstAidGeneralProcedure-review-Feb2017.docx](#)
[4.4.DiabetesManagementProcedure.docx](#)
[160428-Known-Medical-Condition-Response-Plan.pdf](#)
[4.10.Administration-of-Student-Medication-and-Complex-Health-Care-Proc...docx](#)
[image002.png](#)

Hi Brad,

as discussed, please find attached the relevant student known medical procedures and policies.

Happy to discuss and provide further information as required.

Regards

David Pitt | Manager Health, Safety and Wellbeing

Phone: **6205 1427** | Fax: **6205 9418** | Email: David.Pitt@act.gov.au

People and Performance | Education Support Office

Education Directorate | ACT Government

Hedley Beare Centre for Teaching and Learning, Fremantle Drive, Stirling ACT 2611

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

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

From: Rivers, Cheryl
Sent: Thursday, 7 September 2017 4:25 PM
To: Pitt, David
Subject:

Cheryl Rivers | Advisor, Health Safety and Wellbeing

Phone: 6205 9150 | Fax: 6205 9418 | Email: cheryl.rivers@act.gov.au

Health Safety and Wellbeing | People and Performance | Education Directorate

ACT Government | Hedley Beare Centre for Teaching and Learning, Fremantle Drive, Stirling ACT 2611

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



FIRST AID POLICY

Policy Identifier: FAP201512 Published: January 2017

1. What is this policy about?

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

2. Policy Statement

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

3. Who does this policy apply to?

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

4. Context

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

5. Responsibilities

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

- first aiders, trained to administer first aid, are available for all workers and students, and to others where reasonably practicable.
- 5.3. **Executives:** will exercise due diligence in assisting the Director-General with their obligations including implementing the ACTPS and directorate first aid policies and procedures.
- 5.4. **Workers:** have a responsibility to ensure that while at work they:
- take reasonable care of their own health and safety, including disclosure of any medical condition that that may be potentially life threatening and may affect their ability to carry out their duties or may adversely affect the health and safety of another person (Ref: *Work Health and Safety Act 2011 Section 28*)
 - comply with the ACTPS and directorate first aid policies, and procedures.
- 5.5. **First aid officers:** are responsible for providing first aid to workers, students, and others in accordance with their qualifications and the first aid policy and procedures.
- First aid officers must not administer first aid beyond the level of their qualification.
 - Before starting to treat a casualty, the first aid officer should receive consent for the treatment unless there is a circumstance where consent can be assumed i.e. the casualty is unconscious, or unable to give consent due to their injuries, or where there is an anaphylaxis or asthma emergency.
 - A designated first aid officer, who, in the course of their employment, renders first aid assistance to another worker or member of the public, is acting on behalf of the Territory. The Territory will assume liability and meet any damages and legal costs in the event that a claim arises out of the provision of that assistance.
- 5.6. **Health and Safety Representatives:** In the context of first aid, Health and Safety Representatives represent the interests of a particular work group in relation to any health and safety matter arising in relation to the local provision, management and monitoring of the first aid system. Their roles and responsibilities are governed by the *Work Health and Safety Act 2011*.
- 5.7. **Parents and carers:** In the school context, parents and carers will take all reasonable steps to ensure the principal or delegate is informed of any specialist medical condition and the medical requirements for its management on student enrolment by completion of the *Known Medical Condition Response Plan* provided by the school or, on diagnosis of the condition.
- 5.8. **Policy Owner:** The Director People and Performance Branch is responsible for this policy.
- 6. Monitoring and review**
- 6.1. The Director People and Performance Branch will monitor this policy including an annual scan and review. A full review of the policy will be conducted within a three year period.
- 7. Contact**
- 7.1. For support contact People and Performance Branch on 6205 9150 or email etdhealthandwellbeing@act.gov.au.
- 8. Complaints**
- 8.1. Any concerns about the application of this policy or the policy itself, should be raised with:
- the school principal in the first instance;
 - the Directorate's Liaison Unit on (02) 6205 5429;
 - online at http://www.education.act.gov.au/contact_us;
 - see also the *Complaints Policy* on the Directorate's website.
- 9. References**
- 9.1. **Definitions**

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

9.2. Legislation

- [Children and Young People Act 2008](#)
- [Children \(Education and Care Services\) National Law \(NSW\) No104a](#)
- [Education and Care Services National Regulations 2011](#)
- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2011](#)

9.3. Implementation Documents

- First Aid General Procedure
 - Administration of Analgesics Procedure
 - Administration of Student Medication and Complex Health Care Procedures
 - Anaphylaxis Management Procedure
 - Asthma Management Procedure
 - Diabetes Management Procedure
 - Epilepsy Management Procedure
 - First Aid Facilities Procedure
 - First Aid Records Management Procedure
 - First Aid Training Procedure
 - Managing Hepatitis Procedure

- Sharps and Bio-Hazardous Waste Procedure
- Standard Precautions for Infection Control and Safe Work Procedure

9.4. **Related Policies and Information**

- [ACT Public Service First Aid in the Workplace Policy](#)
- [ACT Public Service Workplace Health and Safety Policy Statement](#)
- [ACT Public Service *Work Health and Safety Act 2011* - Responsibilities Policy](#)
- [Australian Guidelines for the Prevention and Control of Infection in Healthcare \(2010\)](#)
- Excursions Policy
- Known Medical Condition Response Plan
- Model Code of Practice First Aid in the Workplace
- Outdoor Adventure Activities Policy
- Responding to Student Accidents/Incidents Policy and Procedures

FIRST AID GENERAL PROCEDURE

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

Publication date: February 2017

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1 OVERVIEW

- 1.1 This document describes the standard of first aid provision and first aid facilities for workers, students and others visiting directorate workplaces. The *Administration of Prescribed Medication, Catheters and Injections to Students* policy should be referred to where significant levels of ongoing care and assistance are required.
- 1.2 Specific advice on significant medical conditions such as anaphylaxis, asthma, diabetes and epilepsy, as well as operational tasks such as infection control and maintenance of facilities is available in the relevant first aid procedures.

2 RATIONALE

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

the provision of, and access to, first aid facilities and resources, numbers of trained first aiders, and the management of first aid emergencies.

3 DEFINITIONS

3.1 ACTPS is the ACT Public Sector or Service.

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

3.3 **First aid** is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.

3.4 **First aid equipment** includes first aid kits and other equipment used to treat injuries and illnesses.

3.5 **First aid facilities** include first aid rooms, clean water supplies and other facilities needed for administering first aid.

3.6 **First aid officers** are designated workers who have been appointed on the basis of their qualifications and availability to perform the duties of a first aid officer.

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

3.8 Additional first aid definitions are provided in the [First Aid Policy 2016](#) and *First Aid Procedures*.

4 PROCEDURES

4.1 First aid responsibilities

4.1.1 The responsibilities of the Director-General, executives including school principals, managers, supervisors and workers are set out in the [Work Safety Act 2011](#) and articulated in the [ACTPS policy Work Health and Safety Act 2011-Responsibilities WHS-03-2013](#).

4.1.2 Key responsibilities as they relate to first aid are outlined below and should be read in conjunction with the ACTPS responsibilities, and the directorate [First Aid Policy 2016](#).

4.1.3 Director-General

4.1.3.1 The Director-General will exercise due diligence to ensure that directorate work environments are safe and health for workers, students and others and that the

directorates comply with the ACTPS policy [2013 WHS 04 First Aid Policy](#) Director-General due diligence responsibilities are outlined in the [First Aid 2014 policy](#).

4.1.4 Executive

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

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

4.1.5 Workers

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

- take reasonable care for their own health and safety, including disclosing any medical condition that may be potentially life threatening or may adversely affect the health and safety of another person
- comply with the ACTPS and directorate first aid policies and procedures. This includes taking all reasonable steps to:
 - participate in consultation and risk management processes relating to first aid including the provision of first aid and administration of first aid facilities, resources and training
 - report any hazards
 - undertake first aid induction and training as required

- provide first aid assistance when required, to the level of their competence, including calling on expert assistance when necessary
- in a school context:
 - read and become familiar with relevant procedures for specialist health conditions for any student in their care, including the student's [Known Medical Condition Response Plan](#)
 - implement the relevant student Known Medical Condition Response Plan in the event of an emergency
 - if undertaking an emergency assistance role (as outlined on the Known Medical Condition Response Plan), complete the relevant training in the management of students with a specialist medical condition.

4.1.6 First aid officers

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

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

4.1.7 Health and Safety Representatives

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

4.1.8 Parents and carers

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

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

- provide and manage any supporting equipment and consumables required for any specialist medical condition, including medication and food, as set out in the [Known Medical Condition Response Plan](#).

4.2 First aid system

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

1. First aid facilities and resources

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

2. Provision of first aid

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

3. First aid training and induction

- provision of appropriate training for first aid officers.

4. Reporting

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

5. Record keeping

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

4.2.2 First aid facilities and resources

- 4.2.2.1 Directorate first aid facilities are to be made available and maintained in accordance with the [Code of Practice for First Aid in the Workplace](#) and [First Aid Facilities Procedure](#)
- 4.2.2.2 The scope of any additional facilities will be determined through a risk assessment process and documented in the site-based risk register.
- 4.2.3 **Designated first aid officers**
 - 4.2.3.1 The designation of first aid officers ensures that, should an injury or illness occur at a workplace or excursion venue, workers, students and others have access to qualified first aid assistance.
 - 4.2.3.2 Regardless of first aid officer designation, all workers have a duty of care to students and others to provide assistance when required, to the level of their competence, including calling on expert assistance when necessary, as set out in this procedure.
- 4.2.4 **First aid training and induction**
 - 4.2.4.1 All employees, students and others should be inducted on available first aid facilities and first aid officers at the commencement of attendance at the workplace.
 - 4.2.4.2 Adequate numbers of first aid officers and first aiders should be trained in accordance with a nationally recognised first aid qualification. More information is available from [First Aid Training Procedure](#).
- 4.2.5 **Provision of first aid**
 - 4.2.5.1 First aid and first aid emergency assistance is a means of supporting student and staff health and safety while awaiting professional medical assistance.
 - 4.2.5.2 First aid should be administered in accordance with the first aid procedures *Provision of Analgesics, Standard Infection Control Precautions and Safe Work Practice, Anaphylaxis Management, Asthma Management, Diabetes Management, Epilepsy Management, Managing Hepatitis and Sharps and Biohazardous Waste Procedure*.
- 4.2.6 **Ambulance and professional medical attention**
 - 4.2.6.1 A first aid officer should call an ambulance if they believe a patient requires one.
 - 4.2.6.2 A first aid officer should arrange for ambulance attendance for any serious event (including electrical shock) unless alternative immediate professional medical attention has been arranged by those with a duty of care for the injured person.

4.2.7 Management of medical conditions

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

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

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

4.2.8 Management of first aid emergencies

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

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

4.2.9 Reporting

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

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

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

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

4.2.10 Records management

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

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

4.3 Complaints

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

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

5 PROCEDURE OWNER

5.1 Director, People and Performance

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

6 RELATED DOCUMENTS

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

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

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

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

- [First Aid Policy 2016](#)
- [Infectious Diseases Policy](#).
- First aid procedures:
 - [Administration of Analgesics Procedure](#)
 - [Anaphylaxis Management Procedure](#)
 - [Diabetes Management Procedure](#)
 - [Epilepsy Management Procedure](#)
 - [First Aid Training Procedure](#)
 - [First Aid Facilities Procedure](#)
 - [First Aid Record Management Procedure](#)
 - [Managing Hepatitis Procedure](#)

- [Sharps and Biohazardous Waste Procedure](#)
- [Standard Precautions for Infection Control and Safe Work Practice Procedure](#)

DIABETES MANAGEMENT PROCEDURE

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

Publication date: May 2015

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1. OVERVIEW

- 1.1. This procedure describes the mandatory steps to be taken in directorate workplaces to assist with the management of type 1 diabetes and prevent and manage the risk of type 2 diabetes and any diabetes emergency.

2. RATIONALE

- 2.1. The directorate considers diabetes a serious medical risk that requires management in accordance with the [First Aid in the Workplace Code of Practice](#) in order to meet legislative requirements outlined in the [Work Health and Safety Act 2011](#), the [Children \(Education and Care Services\) National Law \(NSW\) No. 104a](#), and the [Work Health and Safety Regulation 2011](#) and [Education and Care Services National Regulations](#).
- 2.2. The [Education and Care Services National Regulations](#) outlines specific requirements for the development of a suite of plans in consultation with the parents and carers for any student with a diagnosed risk of diabetes. These plans include a *Medical Management Plan* (which replaces section D of the *Known Medical Condition Response Plan*, a *Risk Minimisation Plan* and a *Communications Plan*.

3. DEFINITIONS

- 3.1. ACTPS is the ACT Public Sector or Service.
- 3.2. **Diabetes** is a medical condition characterised by the excessive amount of glucose in the blood stream. The two common forms are type 1 and type 2.
- 3.3. **Executive** is a term that includes executives, school principals, managers and supervisors.

- 3.4. **Type 1 diabetes** is where the pancreas, a large gland behind the stomach, stops making insulin. Without insulin, the body's cells cannot turn glucose (sugar) into energy and burns its own fats as a substitute. Unless treated with daily insulin injections or continuous infusion of insulin via a pump, people with type 1 diabetes accumulate dangerous chemical substances in their blood from the burning of fat. This can cause a condition known as ketoacidosis. This condition is potentially life threatening if not treated.
- 3.5. **Type 2 diabetes** is the most common form of diabetes where the pancreas makes some insulin but it is not produced in the amounts the body needs to work effectively. The risk of type 2 diabetes is greatly increased by high blood pressure, being overweight or obese, or from insufficient physical activity and poor diet.
- 3.6. **Hypoglycaemia** (also called a hypo, low blood glucose or insulin reaction) is when the blood glucose level drops too low i.e. below 5 mmol/L, although this can vary. A hypo can present as behavioural disturbance, can cause fits, and is potentially life threatening. It is important to treat a hypo immediately to stop blood glucose levels from dropping lower. Further information on hypoglycaemia is available from Diabetes Australia Hypoglycaemia.
- 3.7. **Hyperglycaemia** is when the blood glucose level is too high. Many people do not experience the symptoms of hyperglycaemia until their blood sugar levels are extremely high. High blood sugar levels can cause inability to concentrate and leads to a need for frequent urination.
- 3.8. **Ketoacidosis** is a serious condition associated high blood glucose levels in type 1 diabetes. Without enough insulin, the body burn fat for energy, which leads to accumulation of dangerous chemical substances in the blood called ketones.
- 3.9. **Worker** includes directorate employees, volunteers, students gaining work experience and others including contractors and sub-contractors.

4. PROCEDURES

4.1. Roles and responsibilities

- 4.1.1. The responsibilities of the Director-General, executives including school principals, managers, supervisors and workers are set out in the [Work Health and Safety Act 2011](#) and articulated in the [Work Health and Safety Act 2011-Responsibilities WHS-03-2013](#) (ACTPS responsibilities).
- 4.1.2. Key responsibilities as they relate to diabetes management are outlined below and should be read in conjunction with the ACTPS responsibilities and the ACTPS and directorate first aid policies and procedures.
- 4.1.3. **Director-General**
- The Director-General will exercise due diligence to ensure that directorate work environments are safe and healthy for workers, students and others and that the directorate complies with the ACTPS policy [WHS-04-2013 First Aid in the workplace](#)
- 4.1.3.1. In the context of diabetes management, due diligence means taking all reasonable steps to ensure:

- a system of regular monitoring of safe practices, procedures and controls in relation to diabetes management is implemented
- systems are in place that facilitate consultation with workers when decisions are made about diabetes management requirements
- first aid facilities and equipment are available for all workers, students and others including those who work outside normal business hours e.g. cleaners and contractors
- sufficient numbers of qualified workers are available, in accordance with the site-based risk assessment and early childhood legislative requirements, to manage a diabetes emergency.

4.1.4. Executive

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

- identification and adequate resourcing of the administration of diabetes management at their workplace
- implementing a system of regular monitoring through annual review of safe practices, procedures and controls in relation to diabetes management
- ensuring appropriately trained personnel administer first aid, ensuring that all workers are inducted in diabetes awareness
- ensuring that secure storage systems are in place for any medications associated with diabetes management or an emergency
- ensuring in-confidence record keeping of the administration of any diabetes medications
- in a school context:
 - known diabetes sufferers should be recorded in the [Schools and Office Risk Register](#)
 - undertaking consultation with workers and parents and carers regarding decisions about diabetes management and risk minimisation requirements
 - ensuring a *Risk Minimisation Plan* is developed using a risk matrix for the management of any student with diabetes
 - ensuring a *Communications Plan* is developed outlining the agreed process for communicating matters between parents and carers and the school such as the status of the child's blood sugar, administration of medication and required changes to the [Known Medical Condition Response Plan](#)
 - ensuring diabetes medications are administered in accordance with the [Known Medical Condition Response Plan](#) requirements set out in this procedure and the, inclusive of the relevant [Diabetes Management Plan](#) (optional template)
 - and associated *Action Plan* (which replaces section D of this form)
 - ensuring additional preparation and planning is undertaken to ensure a safe and effective learning environment for students with diabetes (see section 4. 3).

4.1.5. Workers

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

- take reasonable care for their own health and safety, including any diabetic condition that may adversely affect their health, or the health and safety of another person
- comply with the ACTPS and the directorate first aid policies and procedures. This includes taking all reasonable steps to:

- participate in consultation and risk management processes relating to diabetes management including the provision and administration of facilities, resources and training relating to diabetes management
- report any hazards
- undertake first aid induction, diabetes awareness training and additional diabetes support training provided by a clinical educator if providing direct support for a student with diabetes
- provide assistance with the management of diabetes when required, to the level of their competence, including calling on expert assistance when necessary.

4.1.6. Parent and carer responsibilities

4.1.6.1. Parents and carers are required to consult with any worker who supports diabetes management for their child. This includes decisions about diabetes management for their child, including risk minimisation and communication requirements and, in particular, the student's need to test blood glucose levels and self-administer insulin in accordance with the student's ability to manage their health needs.

4.1.6.2. Parents and carers are to ensure that:

- The [Known Medical Condition Response Plan](#) with the relevant Diabetes Management Plan and Action Plan (replacing section D of the form) have been completed and remain up to date
- diabetes medications and relevant resources are provided as outlined in the required plans.

4.2. Diabetes management

4.2.1. Schools have the legal and ethical responsibility to provide a learning environment with adequate adult supervision to ensure that students with diabetes are safe.

4.2.2. Students with diabetes can do everything that their peers can do when their glucose levels are normal. Additional preparation and planning is required to ensure a safe and effective learning environment. Specific examples include:

- special consideration on the effect of the activity on diabetes, especially a significant increase in normal physical activity levels or the introduction of a spontaneous, unplanned for physical activity
- extra supervision
- extra toilet privileges
- being able to eat at additional times, especially before or during sport or physical activity, and immediately if at any time hypoglycaemia is detected
- being given extra consideration if unwell or exhibiting out of character behaviour, and particularly when exhibiting or experiencing symptoms of hypoglycaemia
- special provisions for privacy and sharps management and disposal when testing blood glucose levels and injecting insulin at school.

4.2.3. Type 1 diabetes

4.2.3.1. Ketoacidosis and hypoglycaemia are both potentially life threatening conditions that may arise from type 1 diabetes. People with type 1 diabetes depend on insulin injections every day of their lives. They must test their blood glucose levels several times daily.

4.2.3.2. All students with type 1 diabetes have:

- two to four subcutaneous injections of insulin every day or receive continuous subcutaneous insulin via an insulin pump with extra bolus insulin via the pump for meals
- a regular pattern of snacks and meals.

4.2.3.3. Further information is available from [type 1 diabetes](#).

4.2.4. Management of insulin levels

4.2.4.1. The insulin dose may be adjusted according to blood glucose test results done several times a day. This adjustment is the responsibility of the parents and carers in consultation with the treating doctor and diabetes care team.

4.2.4.2. The timing of injections and food intake is most important. Carbohydrate containing foods are essential as they raise blood glucose levels, while insulin and exercise lower them. Maintaining a balance so that the level of glucose is neither too high nor too low is very important, although sometimes difficult to achieve.

4.2.5. Type 2 diabetes

4.2.5.1. Type 2 diabetes is initially managed with healthy eating and regular physical activity. However, over time most people with type 2 diabetes will also need tablets and many will need insulin. It is important to note that this is just the natural progression of the disease, and taking tablets or insulin as soon as they are required can result in fewer complications in the long-term. There is currently no cure for type 2 diabetes.

4.2.5.2. Most people with type 2 diabetes will require diabetes tablets to manage their condition, but many will eventually need insulin injections. Students with type 2 diabetes can usually manage it with lifestyle changes. These students are at increased risk of hypoglycaemia. Insulin is frequently required as oral diabetes medications are usually not recommended for younger students.

4.2.5.3. Further information is available from [type 2 diabetes](#).

4.2.6. Exercise

4.2.6.1. Diabetic students should be able to participate in all sports and exercise with additional care and planning. Where possible, provide advanced notice of exercise events to parents and carers as outlined in the *Communications Plan*.

4.2.6.2. Blood glucose levels may fall during, immediately after, or several hours after exercise due to increased glucose use from muscle exercise.

4.2.6.3. Any activities in which hypoglycaemia may cause risk to either the student or any people assisting must be carefully planned and strictly supervised. This planning includes testing blood glucose levels prior to participation. Activities include:

- active sports and any activities in remote locations, where staff need higher levels on diabetes awareness and must do additional preparation and planning well in advance
- water sports, which need careful planning and close supervision as hypoglycaemia increases the risk of drowning.

4.2.6.4. Workers supporting a student with diabetes during exercise can assist by:

- being aware of the student's [Known Medical Condition Response Plan](#) and Diabetes Medical Management Plan and Action Plan and commence action as outlined where required
- ensuring food and drinks for the treatment of hypoglycaemia are available on site
- giving extra carbohydrate food before sport i.e. a mixture of rapidly and slowly absorbed carbohydrates
- giving additional carbohydrate food for each half hour of exercise
- giving extra carbohydrate food after the sport as well if the sport has been particularly vigorous or lengthy
- providing more supervision during exercise
- watching for signs of hyperglycemia and hypoglycaemia, which must be treated as outlined on the student's plans, as soon as it is identified.

4.2.7. Examinations

4.2.7.1. Students with diabetes perform at their best when their diabetes is well managed and blood glucose levels are maintained within or close to the recommended target range. After a hypoglycaemic event, brain function may not return to normal for several hours and even then students may not do as well as expected in an examination.

4.2.7.2. Symptoms of anxiety related to exams can feel similar to hypoglycaemia and the student may need to test their glucose to help identify hypoglycaemia.

4.2.7.3. For reasons of both fairness and safety in examinations, special provisions for students with diabetes are permitted.

4.2.7.4. Examination arrangements

4.2.7.4.1. All students requiring special consideration when undertaking examinations should discuss their needs with the student welfare officer prior to undertaking the examination. Further information is available from the *Board of Senior Secondary Studies [Equitable Assessment and Special Consideration in Assessment in Years 11 and 12](#)* pamphlet or by ph: 6205 7181 or email: bsss.enquiries@act.gov.au.

4.2.7.4.2. Students should provide all of the following items when sitting an exam:

- a drink such as water, fruit juice, or cordial
- bite size carbohydrate food that can be opened without disturbing other students
- blood glucose meter and strips.

4.2.7.4.3. If a blood glucose meter is used, the result is to be noted by the presiding officer and recorded in the presiding officer diary.

4.2.7.4.4. Students should be seated at the side or back of the examination room, with easy access to the exit and toilets, and extra privileges to attend the toilet provided.

4.2.7.4.5. Additional examination time of three minutes is provided to undertake initial blood glucose test reading. If the blood glucose reading is less than five (5.0mmol/L) the student is allowed an extra 20 minutes to take remedial action (e.g. eat carbohydrate food) and retest the blood glucose level. During this time the student will not have access to the exam paper. If after the second reading, the blood glucose level is still less than five (5.0 mmol/L) the student is considered medically ill.

4.2.8. Camps

4.2.8.1. Students are able to attend camps when they are reliably independent in the management of their diabetes or if not independent, when they are accompanied by a parent or carer.

4.2.8.2. During remote camps involving strenuous activity students will need extra supervision and assistance to manage their diabetes. A *Risk Management Minimisation Plan* for the event should be developed with additional controls implemented such as training of attending workers in diabetes management several weeks prior to the planned departure.

4.2.8.3. Parents and carers need to meet with the organisers prior to the camp to discuss:

- the written [Known Medical Condition Response Plan](#), inclusive of the *Diabetes Medical Management Plan* and *Action Plan*
- adequate supplies for insulin administration and blood glucose testing
- details of insulin dosage
- emergency contact details.

4.3. Risk Minimisation Plan

4.3.1. A *Risk Minimisation Plan* is a risk assessment document prepared on the [Hazard Risk Assessment](#) tool. This is developed in consultation with the student's parent or carer and the school delegate. It is developed to ensure that the risks relating to the student's diabetes care needs are assessed and minimised and, if relevant, to ensure that practices and procedures are developed and implemented:

- workers can identify the student, the student's Emergency Treatment Plan, and the location of the student's medication
- the safe handling, preparation, consumption and service of food
- parents and carers are notified of any known allergens that pose a risk to a student, and strategies for minimising the risk
- the student does not attend school without medication prescribed by the student's medical practitioner in relation to the asthma care need.

4.4. Communications Plan

4.4.1. The development of the *Communications Plan* is required in schools regarding any specialist medical conditions including diabetes. This plan outlines the process by which the workplace ensures that:

- relevant workers and volunteers are informed about the first aid policy and procedures, the [Known Medical Condition Response Plan](#) and *Risk Minimisation Plan* for the student with diabetes
- a student's parent or carer communicates any changes to [Known Medical Condition Response Plan](#), inclusive of the *Diabetes Medical Management Plan* and *Action Plan*,

and *Risk Minimisation Plan* for the student, setting out how that communication can occur

- any changes to the student’s diabetes or any health concerns can be communicated to the student’s parent or carer
- the parent or carer can be informed of the administration of medication for the student.

4.4.2. Required communication for workers and others regarding specialist medical conditions may be implemented through first aid induction, as well as the distribution and review by relevant workers of the student’s *Medical Information and Consent* form, and the [Known Medical Condition Response Plan](#). This communication must be undertaken in accordance with *Territory privacy principles* outlined in the [Information Privacy Act 2014](#).

4.5. Emergency treatment

4.5.1. The parent or carer should be contacted if a student with diabetes is unwell and exhibits the following symptoms:

- abdominal pain
- drowsiness
- extreme thirst
- excessive urination
- rapid laboured breathing
- sweet acetone smell to the breath or vomiting.

4.5.2. If the child’s parent or carer is unavailable, call an ambulance.

4.6. Hypoglycaemia symptoms

4.6.1. Students showing symptoms of Hypoglycemia must be treated immediately. No harm will come from giving a student with diabetes treatment for hypoglycaemia and providing treatment may save their life.

4.6.2. Hypoglycaemia is most likely to occur if there is a significant change in the student’s routine such as a change in insulin dose, unexpected exercise, lack of food or insufficient carbohydrates. Hypoglycaemia may also occur for no apparent reason.

4.6.3. Hypoglycaemia occurs when the level of glucose in the blood drops low enough to cause certain signs and symptoms (below 4.0 mmol/L). Table 1 can be used to help recognise the level of severity of Hypoglycaemia.

Table 1: Hypoglycaemia symptom severity

Mild hypoglycaemia	Moderate hypoglycaemia	Severe hypoglycaemia
Makes poor decisions	Unable to help oneself	Unable to stand
Hunger, weakness	Unable to drink and swallow without much encouragement	Unable to drink and swallow food, danger of food inhalation
Changes in mood and behaviour such as crying, argumentative outbursts, aggressiveness	Lack of concentration or co-ordination, glazed expression, disorientation, apparent intoxication and aggression (eg.	Unable to respond to instructions, extreme disorientation, may be thrashing about

	slurred speech)	
Sweating, paleness, trembling	Headache, abdominal pains or nausea , may be unsteady	Unconsciousness or seizures such as jerking or twitching of face, body or limbs

4.7. First aid for hypoglycaemia

4.7.1. For severe hypoglycaemia workers can:

- lie the person on their side and protect them from injury, ensuring to maintain Airway, Breathing, and Circulation (ABC)
- do not give anything by mouth
- if the person wears an insulin pump and the worker has received instruction or training in removal of the insulin pump by a clinical educator with support from parents and carers, the pump may be disconnected at the quick release
- call an ambulance and notify emergency contacts.

4.7.2. Supervise and remain with the student at all times to ensure physical safety and that they do not become distressed.

4.7.3. For mild to moderate hypoglycaemia:

- treatment must be initiated swiftly
- never send a student for first aid treatment unaccompanied
- always assume the student is hypoglycaemic if they say so.

4.7.4. Supervise and remain with the student at all times to ensure physical safety and that they do not become distressed.

4.7.5. Follow instructions in the student's [Known Medical Condition Response Plan](#), inclusive of *Diabetes Medical Management Plan* and *Action Plan* if available. If no plan is available, follow the standard hypoglycaemia first aid treatment.

4.7.6. Standard first aid for hypoglycaemia includes:

- raising blood sugar levels by giving the student one of the following:
 - four large or seven small jellybeans
 - 125-200 mLs soft drink or juice (non-diet)
 - 2-3 teaspoons of sugar, jam or honey (with a repetition of this treatment if symptoms persist)
- providing a slow-absorbed carbohydrate food such as a sandwich, biscuits, or fruit when recovery begins to occur
- completing a blood glucose test as soon as the student is able and their meter is available.

4.7.7. Parents and carers must be informed that the student has had hypoglycaemia immediately after the episode as it increases the risk of further hypoglycaemia that afternoon and especially over night and into the next day.

4.7.8. Treatment will vary for students according to their individual circumstances such as type of insulin administration and age.

4.8. First aid for hyperglycaemia

- 4.8.1. Hyperglycaemia (high blood glucose level) occurs from time to time and is not usually a problem in the short-term. During periods of hyperglycaemia the student may need to drink extra water and go to the toilet more often. Students experiencing hyperglycaemia may find it difficult to concentrate and can be irritable.
- 4.8.2. Extreme hyperglycaemia can be serious. It is more likely to occur when the student is unwell for other reasons and may be accompanied by nausea or abdominal pain. The [Known Medical Condition Response Plan](#) inclusive of the *Diabetes Medical Management Plan* and *Action Plan* should contain information on the level of blood glucose at which the parents and carers should be contacted.
- 4.9. **Training**
- 4.9.1. Mandatory training provided by a qualified clinical diabetes educator is required for any workers directly assisting with management of a student with diabetes. The *Paediatric and Adolescent Diabetes Service* at the Canberra Hospital provides training for workers who support the care of diabetic children at ACT schools, phone: 6244 3794.
- 4.9.2. The *Diabetes and School* training program, an awareness program for schools as well as diabetes management plan seminars are available from Diabetes ACT ph: 1300 136 588 or 6288 9830, or via email to: diab@diabetes-act.com.au.
- 4.10. **Further information and resources**
- 4.10.1. Further information is available from:
- *ACT Community Care Diabetes Service (Paediatric and Adolescent Diabetes Service, Centenary Hospital for Women and Children)* on ph: 6244 3256 or email: paediatric.diabetes@act.gov.au.
 - Diabetes ACT by ph: 136 588 or 6288 9830, www.diabetes-act.com.au, or email: diab@diabetes-act.com.au
 - [Diabetes NSW website](#) for children and carers
- 4.11. **Continuous improvement processes**
- 4.11.1. Annual review of diabetes management should be undertaken with the Health and Safety Representative and leadership team as part of the annual review of the provision of first aid. In the event of any serious diabetes first aid emergency an immediate review should be undertaken. [The Schools and Office Risk Register](#) should be reviewed where required, with additional controls noted and changes to work practices implemented.
- 4.12. **Records management**
- 4.12.1. Records must be kept in accordance with the [Territory Records Act 2002](#) and *Territory privacy principles* outlined in the [Information Privacy Act 2014](#).
- 4.12.2. Further information about [records management](#) including registration, storage and disposal is available on Index.
- 4.13. **Complaints**

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

5. PROCEDURE OWNER

5.1. Director, People and Performance

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

6. RELATED DOCUMENTS

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

6.2. ACTPS policy:

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

6.3. Directorate policy and procedures:

- [First Aid Policy 2014](#)
- [First Aid General Procedure.](#)

By agreement with Diabetes Victoria:

[Diabetes Action and Management Plans](#)

Instructions

This plan is required for any student with a known medical condition, short or long term, that:

- requires intervention i.e. the administration of medication or other support; and/or
- could lead to a medical emergency.

Section D may be replaced by a condition specific management plan e.g. asthma, diabetes, epilepsy and/or anaphylaxis available from relevant associations or treating medical practitioners. If a student requires a more detailed Known Medical Condition Response Plan this should be referred to the student's qualified health professional to prepare.

This plan must be reviewed annually. Parents/carers must inform the school immediately if there are any changes to the plan.

Section A – Personal Details (please fill in clearly)				
Student's Name		Date of Birth		Gender M <input type="checkbox"/> F <input type="checkbox"/>
School		School Year		
Parent/Carer Name		Address		
Telephone Contact	Home	Business	Mobile	
Emergency Contact 1			Telephone	
Emergency Contact 2			Telephone	
Name of Qualified Health Professional			Telephone	

Section B – Management Approach and Medication		
Student can self-manage care?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
School staff assistance is required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Student is presently taking medication?	Yes <input type="checkbox"/> *	No <input type="checkbox"/>
*Please complete and attach a <i>Medication Authorisation and Administration Record</i> form		

Section C – Parent/Carer Authorisation			
<p>1. I give permission for my child to:</p> <p>a. be treated by school staff in accordance with this plan if required;</p> <p>b. be identified by section D which includes a photograph of my child and treatment information to be displayed in the school's first aid and medical treatment room/s, staff room/s and other locations as considered appropriate.</p> <p>2. As a parent/carer I will notify you immediately of any change to this plan and provide a reviewed version.</p> <p>3. I understand that I am responsible for any ambulance costs outside the ACT.</p>			
Parent/Carer Signature		Date	
Qualified Health Professional Endorsement - I am aware of, and support, the health care treatment/actions outlined in Section D of this form.			
Qualified Health Professional Name		Title	
Qualified Health Professional Signature		Date	
Principal/Delegate Agreement - I am aware of, and support, the health care treatment/actions outlined in Section D of this form.			
Principal/Delegate Name		Title	
Principal/Delegate Signature		Date	
Support Staff/Authorised Person Agreement - I agree to undertake the relevant health care treatment/actions outlined in Section D of this form. I understand the instructions and/or have received appropriate training for the health care treatment/actions.			
Support Staff Name/s		Title	

Support Staff Signature/s		Date	
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Section D – Known Medical Condition Response Plan

Please download the relevant condition specific management plan or a more detailed *Known Medical Condition Response Plan* if your child has:

- Diabetes - [Diabetes NSW & ACT-School Diabetes Action and Management Plans](#)
- Asthma - [National Asthma Council Australia Website](#)
- Anaphylaxis - [Australia Society of Clinical Immunology and Allergy Website](#)
- Epilepsy - [Epilepsy Action Australia Website](#) (register and call 1300374537 for free access)

Student Name	
---------------------	--

Medical Condition	
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Detail the student’s usual symptoms, triggers and the action that is typically taken:

Detail any regular procedures that need to occur at school (including the role of support staff) i.e. supervision, giving medication, perform a task for student.

Clear signs that indicate Emergency Treatment needed:

Emergency Treatment Actions

Step 1:

Step 2:

Step 3:

Call ambulance when student:

The Directorate collects the information contained in this form to provide or arrange first aid and other medical treatments for students. The information collected will be held at the student’s school and will be made available to relevant school staff, including first aid officers, and to medical or paramedical staff in the case of an accident or emergency. The information contained in the form is personal information and it will be stored, used and disclosed in accordance with the requirements of the *Information Privacy Act 2014* and the *Health Records (Privacy and Access) Act 1997*.

Office Use Only			
Student Central ID		Entered into MAZE	<input type="checkbox"/>
		Date	

ADMINISTRATION OF STUDENT MEDICATION AND COMPLEX HEALTH CARE PROCEDURES

This procedure must be read in conjunction and interpreted in line with the and interpreted in line with the [First Aid Policy](#), [First Aid General Procedure](#), [Administration of Analgesics Procedure](#), [First Aid Facilities Procedure](#), [First Aid Record Management Procedure](#), [First Aid Training Procedure](#).

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1. Overview

- 1.1. This procedure outlines the requirements and responsibilities for the administration of medication and complex health care procedures in ACT Government schools and directorate workplaces including venues where school activities take place, office buildings, storage units and excursion venues. The procedure applies to all directorate supervisors/managers and authorised persons undertaking these duties.

2. Rationale

- 2.1. The directorate manages the administration of medication and complex health care procedures in order to meet legislative requirements outlined in the [Work Health and Safety Act 2011](#) (WHS Act), [Education and Care Services National Law \(Act\) ACT 2011](#) and the associated regulations; [Work Health and Safety Regulations 2011](#) and [Education and Care Services National Regulations](#).

3. Procedures

3.1. Roles and responsibilities

- 3.1.1. The responsibilities of the Director-General, executives including school principals, managers, supervisors and workers are set out in the [WHS Act](#), and articulated in the ACTPS policy [Work Health and Safety Act 2011-Responsibilities WHS-03-2013](#) (ACTPS Responsibilities).

- 3.1.2. Key responsibilities as they relate to the administration of medication and complex health care procedures are outlined below and should be read in conjunction with the [ACTPS Responsibilities](#) and the [First Aid Policy](#) and relevant first aid procedures.

3.2. Director-General

- 3.2.1. The Director-General will exercise due diligence to ensure that directorate work environments are safe and health for workers, students and others and that the directorate complies with the ACTPS policy [Work Health and Safety Risk Management WHS-05-2013](#). In the context of administration of medication and complex health care procedures, due diligence means taking reasonable steps to ensure:
- a risk management approach is used to identify and adequately resource the administration of medication and health care procedures in workplaces;
 - a system of regular monitoring of safe practices, procedures and controls in relation to administration of medication and complex health care procedures in workplaces;
 - systems are in place that facilitate consultation with workers when decisions are made about requirements regarding administration of medication and health care procedures;
 - appropriate facilities and equipment are available for all workers, students and others;
 - first aid officers and/or trained staff to administer medication are available where reasonably practicable.
- 3.3. Executive
- 3.3.1. Executives will exercise due diligence in assisting the Director-General with their obligations including implementing the ACTPS policy [Work Health and Safety Risk Management WHS-05-2013](#) and directorate [Administration of Student Medication and Complex Health Care Procedure Final](#).
- 3.3.2. Executives must ensure that:
- before a trained worker accepts responsibility as an authorised person that:
 - a [Medical Information and Consent Form](#) and [Known Medical Condition Response Form](#) is completed by the student's parent/carer and specifically outlines:
 - the required steps in the event a response to a health issue is needed; and
 - necessary directions and precautions for administering medication provided by the student's qualified health professional
 - a [Medication Authorisation and Administration Record](#) is developed in consultation with the student's parent/carer and authorised person
 - the authorised person understands the correct procedure for administering and storage of medication
 - sufficient numbers of staff undertake relevant training in the administration of medication and complex health care procedures to ensure appropriate coverage in the event that an authorised person is absent or unavailable
 - referral to the Health Access At School (HAAS) Program team is implemented for any student requiring a complex health procedure at school or who has complex health issues identified in a preliminary assessment, and
 - a *HAAS Plan* is in place for all students requiring health care support under the HAAS program
 - the principal has signed the *HAAS Plan* identifying their agreement to its implementation within the school
 - the training of authorised persons is relevant to the care outlined in the *HAAS Plan*.

3.4. Workers

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

- take reasonable care for their own health and safety, including disclosure of any medical condition that may be potentially life threatening or may adversely affect the health and safety of another person;
- comply with the ACTPS and directorate Workplace Health and Safety policies, and procedures. In the context of the Administration of Medication and Complex Health Care Procedure, this includes taking all reasonable steps to:
 - participate in consultation and risk management processes relating to Administration of Medication and Complex Health Care Procedures;
 - report any hazards;
 - undertake induction, first aid and other relevant training as required;
 - provide assistance for the implementation of procedures when require, in line with the written agreement, to the level of their competence, including calling on expert assistance when necessary;
 - read and become familiar with relevant procedures for specialist health conditions for any student in their care, including the student's [Medical Information and Consent Form](#), [Medication Authorisation and Administration Record](#), [Known Medical Condition Response Plan](#) and/or [HAAS Plan](#);
 - implement written procedures documented in the relevant student [Medical Information and Consent Form](#), [Known Medical Condition Response Plan](#) and/or [HAAS Plan](#).

3.5. First Aid Officers

3.5.1. First aid officers are designated employees responsible for providing first aid to workers, students and others in accordance with their qualification and the [First Aid Policy](#) and [First Aid General Procedures](#).

3.5.2. First aid officers in schools with the Provide First Aid (HLTAID003) or Provide First Aid Response in an Education and Care Setting (HLTAID004) qualification are responsible for administering procedures or assisting trained staff with implementing treatment for all students who have an unexpected injury or suspected illness. The first aid officer will follow the written procedure in the student [Medical Information and Consent Form](#) and [Known Medical Condition Response Plan](#) if available and otherwise provide first aid to their level of experience and training.

3.6. Authorised Persons

3.6.1. An authorised person, who is an approved, trained worker may administer medication or perform procedure in line with a student [Medical Information and Consent Form](#), [Medication Authorisation Administration Record](#) and/or [Known Medical Condition Response Plan](#).

3.6.2. Further information is available in the [First Aid Training Procedure](#).

3.7. HAAS Workers

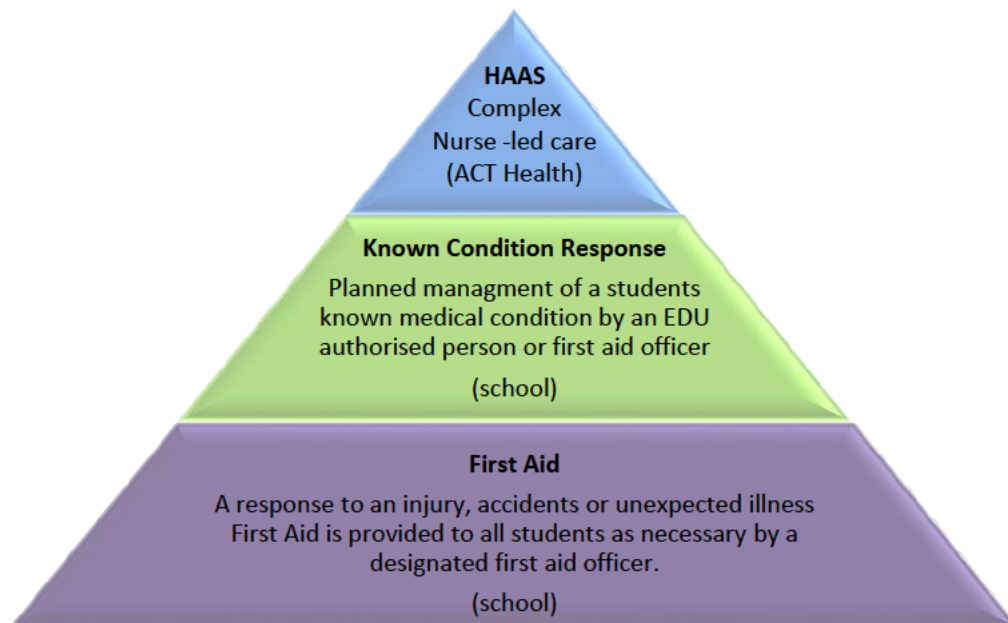
3.7.1. A HAAS Worker, usually a Learning Support Assistant (LSA), is an authorised person who has completed first aid training and individualised training and competency assessment by the HAAS RN relating to the support needs of a student with a HAAS Plan. HAAS Workers are the only workers to be authorised to provide HAAS support.

3.8. HAAS Registered Nurses (RNs)

3.8.1. RNs engaged by the ACT Health, Women Youth & Children Community Health Programs are authorised persons in relation to the HAAS Program. The role of a HAAS RN is to:

- consult with the school regarding new HAAS referrals
- assess HAAS referrals for eligibility for the HAAS Program
- provide health information or recommend a provider to provide health information for school staff about a student's medical condition/health needs.
- participate in a health needs assessment with the parent and ensure the parent is involved in and approves of the development of a *HAAS Plan* for use at school
- participate in the HAAS intake meeting with the HAAS consultant paediatrician to ensure a safe level of care is assigned to the HAAS student
- consult with other health care professionals to ensure identified health care is supported by specialist advice and is evidence based
- develop and manage the student's *HAAS Plan*
- complete an environmental assessment to ensure a safe school environment for the HAAS student and school staff
- provide advice on operational and resource requirements for students on the HAAS Program including the level of health care support required;
- provide training and competency assessment for HAAS Workers
- provide ongoing support to the HAAS Workers, school staff and families
- be available for School staff if they have questions or concerns regarding the [*Known Medical Condition Response Plan*](#) and wish to discuss this with the RN
- be available for Specialist School parents/carers or students, who may not be on the HAAS Program, if they wish to discuss the health needs of their child while they are at school
- participate in regular evaluation of *HAAS Plans*.

3.8.2. Three Tiered Approach to Health Care in ACT Government Schools



3.8.3. Medical information and Consent Form

3.8.3.1. Each school year, all parents/carers of ACT Government school students are required to complete a [Medical Information and Consent Form](#) in relation to their child/ren. This form requests general medical information and provides for parents/carers to consent to first aid treatment for their child/children in line with the [First Aid Policy](#) and [First Aid General Procedures](#) and the administration of authorised medications; salbutamol (ventolin) and adrenaline in the event of a life threatening asthma or anaphylaxis emergency.

3.8.4. Known medical condition

3.8.4.1. In addition to the [Medical Information and Consent Form](#) a [Known Medical Condition Response Plan](#) is required for any student with a known medical condition, short or long term, that:

- requires intervention i.e. administration of medication or other support; and/or
- could lead to a medical emergency.

3.8.4.2. The *Known Medical Condition Response Plan* is developed by the student's qualified health professional and student's parents/carers. The Plan is to be used in conjunction with the *Medical Information and Consent Form*. The implementation of this Plan is by written agreement with the school executive and authorised persons.

3.8.4.3. Where the treatment/management of a known medical condition requires the administration of medication for a period of more than one school week a [Medication Authorisation Administration Record](#) must also be completed by the student's parent/carer and submitted with the [Known Medical Condition Response Plan](#).

- 3.8.4.4. All *Known Medical Condition Response Plans* must include provision for alternate arrangements for support in the event of the absence of an authorised person.
- 3.8.4.5. An individual student may have a *Known Medical Condition Response Plan* for a known medical condition as well as a *HAAS Plan* (see below) for a component of their care that requires a more complex/invasive health care procedure/task.
- 3.8.5. Referral to HAAS
- 3.8.5.1. Students with complex health care support needs may be identified for referral to the HAAS team by the school executive through preliminary risk assessment. Referral to the HAAS team is actioned using the [Health care Access at School Referral Form](#). Students may also be referred directly to the HAAS team by their qualified health professional.
- 3.8.5.2. The HAAS team provides a *HAAS Plan* for any student who has been assessed and admitted to the HAAS Program.
- 3.8.5.3. HAAS Plans comprise a suite of documents that can include:
- a Healthcare support Plan – an overarching document with student’s details and a list of documents included in the plan package
 - a communication pathway – a flowchart, with contact details, for all parties to follow for lines of communication regarding the student’s health needs at school
 - an individual care plan – the step by step process and procedure for management of the student’s health care needs at school
 - a [Known Medical Condition Response Plan](#)
 - other relevant documents
- 3.8.5.4. An individual student may have a *HAAS Plan* and a [Known Medical Condition Response Plan](#) (see above) for a component of their care that requires less complex health care support.
- 3.8.5.5. For students with a *HAAS Plan* developed and administered under the HAAS program, the RN will ensure:
- the *HAAS Plan* is developed in consultation with the parent/carer to determine support requirements
 - school executive are provided with a copy of the *HAAS Plan*, which is to be kept on file by the school.
- 3.8.5.6. The principal will ensure:
- identification of school staff to participate in the HAAS program
 - it is recommended that a minimum of three full time school staff are trained in a student’s HAAS procedures to cover any leave or absences
 - a [HAAS Program School Agreement](#) is developed by the school executive that documents the trained staff i.e. the identified HAAS Workers

- the [HAAS Program School Agreement](#) should include a statement regarding alternate arrangements the school will take should the HAAS Workers be absent or unavailable
 - in the event that the HAAS Worker is unavailable for the long term, a new HAAS Worker is to be identified by the principal and a new [HAAS Program School Agreement](#) is to be completed to include the new HAAS Worker.
- 3.8.6. Administration of Prescribed Medication as outlined in a [Known Medical Condition Response Plan](#) and/or *HAAS Plan*
- 3.8.6.1. Wherever possible, medication should be given to students outside of school hours and/or should be administered for the first time away from the school environment and the student observed for 24 hours before return to school.
- 3.8.7. Authorisation
- 3.8.7.1. In circumstance where the administration of prescribed medication is to occur during school hours, written agreement must be obtained prior to the administration of medication via the [Medical Information and Consent Form](#).
- 3.8.7.2. The administration of prescribed medication for a short term, non-ongoing medical issue e.g. antibiotics for a period of 10 days, must be authorised by written agreement from the student's parent/carer, via the [Medication Authorisation and Administration Record](#), and qualified health professional (a medical prescription is adequate).
- 3.8.7.3. The administration of prescribed medication on a long term, ongoing basis is to be undertaken in accordance with the individual student's [Medical Information and Consent Form](#), [Known Medical Condition Response Plan](#), [Medication Authorisation and Administration Record](#) and/or *HAAS Plan* where relevant.
- 3.8.8. Administration
- 3.8.8.1. Administration of medication should be in accordance with the requirements of the directorate's [Standard Precautions for Infection Control and Safe Work Practice Procedure](#), [Sharps and Biohazardous Waste Procedure](#) and if relevant, the [Administration of Analgesics Procedure](#).
- 3.8.8.2. The administration of all medication requires a two person 'five rights' check. This comprises checking:
- Right student – check student identity
 - Right drug – check drug label
 - Right dose – check medication authority
 - Right route – check whether medication is to be swallowed, applied to skin, injected, via gastrostomy, eye drop etc)
 - Right time – check medical prescription/Medication Authorisation and Administration Record

- 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](#)

From: [Whitten, Meredith](#)
To: [Cummins, Bradley](#); [Hodgson, Chris](#)
Subject: ACT Education Directorate - Worksafe ACT matter [DLM=Sensitive: Personal]
Date: Friday, 8 September 2017 7:50:49 AM

Hi Bradley

Thank you for your telephone call on 7 September 2017 about managing medication at s41(1) .

The Directorate will arrange a meeting today with s41(1) 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 s41(1)

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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From: [Cummins, Bradley](#)
To: [Jones, Greg](#)
Cc: [Alford, Robert](#); [Muir, Richard](#); [Kalleske, Mark](#)
Subject: Re: Proposed Education IN
Date: Friday, 8 September 2017 11:46:56 AM

Thanks Boss,

I have left a message for Meredith and will provide a briefing note once this is initiated

Kind regards

Bradley

Sent from my iPhone

On 8 Sep 2017, at 11:42 am, Jones, Greg <Greg.Jones@act.gov.au> wrote:

Hi Bradley

I am happy for the Improvement Notice to go out to Education.

Please give Meredith a Heads-up it is coming.

I will also need a few background points, consistent with your discussion with Meredith, that I can send to Access Canberra hierarchy and Emily (in case it gets out).

Regards

Greg

From: [accesscanberra](#)
To: [Cummins, Bradley](#)
Subject: Oracle RightNow CX Cloud Service Notification
Date: Friday, 8 September 2017 12:23:04 PM

ACT Government logo



Incident Assigned Notification
Generated By Natasha Davidson at 08/09/2017 12.23 PM

Subject

training and supervision of medical related process

Question Reference # s41(1)

Date Created: 08/09/2017 12.23 PM
Date Last Updated: 08/09/2017 12.23 PM
Status: Unresolved

Auto Note By (Administrator) (08/09/2017 12.23 PM)

Positional data at time of incident submissions was:

Latitude:

Longitude:

Google Url:

Google Address: s41(1)

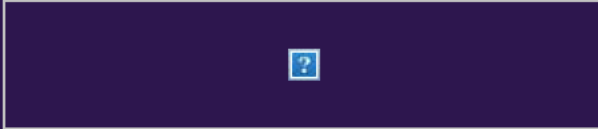
Note By (Natasha) (08/09/2017 12.23 PM)

CRM in relation to training and supervision of medical related process at s41(1)

[REDACTED]

From: [SmartForms](#)
To: [Cummins, Bradley](#)
Subject: Workplace Visit report, F6SRBC
Date: Friday, 8 September 2017 2:56:35 PM
Attachments: [99118220170908143940.pdf](#)

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



Reference code: **F6SRBC**

WORKPLACE VISIT REPORT, F6SRBC

Thank you for submitting a Workplace Visit report form.

Your form reference number is: **F6SRBC**

Please see the attached PDF for a copy of your form submission.

ACT Government

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 *

s41(1)

Address line 2

s41(1)

Suburb *

s41(1)

State

ACT

Postcode *

s41(

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 insulin 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. Diabetic students at s41(1) are receiving the administering of insulin not in accordance with the education directorate policy. Received information from the LSA administering the insulin that he has not been provided appropriate training and / or instruction. This staff member is responsible for blood checks utilising an insulin monitor followed by administering of insulin by hand held device and details having the responsibility to alter the percentage of insulin administered. 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'W th) 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 *

s41(1)

Address line 2

s41(1)

Suburb *

s41(1)

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.

From: [SmartForms](#)
To: [CMTEDD WorkSafe](#); [Worksafe Notices](#); [Cummins, Bradley](#)
Subject: Workplace Visit report, F6SRBC, WPV-05771-S9JJOS, ACT Government Education Directorate
Date: Friday, 8 September 2017 2:57:39 PM
Attachments: [99118220170908143940.pdf](#)

Workplace Visit report

Form data summary

Inspection number	WPV-05771-S9JJOS
Improvement notice	IN-05771-S9JJOS-1
Event number	s41(1)
Lead inspector	Bradley Cummins
Date	2017-09-06
Accompanying inspector	MAJOR, CARNALL
PCBU	ACT Government Education Directorate
Site address	s41(1)
Type of WPV	Reactive
Submission ID	99118220170908143940
Tracking number	F6SRBC

For issues or questions relating to SmartForms or Transaction Manager, please contact the Payment Services Integration Team on *7 5466.

From: [Jones, Greg](#)
To: [Snowden, David](#); [Peffer, Dave](#); [Springett, Emily](#)
Cc: [Kalleske, Mark](#); [Cummins, Bradley](#)
Subject: Fwd: Education Directorate Improvement Notice
Date: Friday, 8 September 2017 5:29:11 PM
Attachments: [99118220170908143940.pdf](#)
[ATT00001.htm](#)
[Briefing Note EDU Improvement Notice Medical Processes.docx](#)
[ATT00002.htm](#)
[FirstAid Policy Final - Published Jan. 2017.docx](#)
[ATT00003.htm](#)
[4.4.DiabetesManagementProcedure.docx](#)
[ATT00004.htm](#)
[160428-Known-Medical-Condition-Response-Plan.pdf](#)
[ATT00005.htm](#)
[4.10.Administration-of-Student-Medication-and-Complex-Health-Care-Proced....docx](#)
[ATT00006.htm](#)

Hi everyone

WorkSafe was advised of a serious situation in the Education directorate (s41(1) [REDACTED]) where school staff (LSA) were administering insulin to pupils, including adjusting douses, without training.

A detailed Education Directorate policy deals with the situation, including outlying in the type of training required and who should provide such training, however this policy was not followed.

Due to the immediate and imminent risk to the pupils (not to mention the legal liability of the Directorate) I have approved the issue of an Improvement Notice to ensure that proper training is undertaken in accordance with policy before further insulin injections are provided by staff.

Meredith has been informed of the situation and advised about the Improvement Notice.

Relevant information is attached.

Regards

Greg

Sent from my iPad

Begin forwarded message:

From: "Cummins, Bradley" <Bradley.Cummins@act.gov.au>
To: "Alford, Robert" <Robert.Alford@act.gov.au>, "Kalleske, Mark" <Mark.Kalleske@act.gov.au>, "Jones, Greg" <Greg.Jones@act.gov.au>
Cc: "Majer, Anton" <Anton.Majer@act.gov.au>, "Carnall, Rodney" <Rodney.Carnall@act.gov.au>
Subject: Education Directorate Improvement Notice

Afternoon Gents,

Please find attached documentation regarding today's improvement notice and basis of its issuance

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team – WorkSafe ACT
Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

Access Canberra logo



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Subscribe to [eNEWS and Construction Newsletter](#) a free email subscription service keeping you informed on the latest health and safety issues that affect workplaces in ACT.

Briefing Note

Date: 08/09/2017 **Inspectors:** B CUMMINS, R CARNALL, A MAJOR.

Title: Deficient training instruction and supervision Education Directorate provision of medically related processes by untrained and unqualified staff

Workplace: s41(1).

WorkSafe ACT Investigators received information that staff at the s41(1) were administering insulin to students without having been appropriately trained and instructed.

Investigators met with Directorate WHS staff and discussed the information provided. WHS staff advised that the process is medically informed and staff were trained by ACT Health.

Further information provided by the LSA involved in the administering of insulin at this school. LSA detailed in writing that he has received no formal training to perform this function of his role and only been provided information and instruction by the parent/s of the children involved.

Examination of the Directorates policy and a comparative view identified considerable separation of the policy to circumstances at s41(1).

Investigators in full consultation with the Executive of the Directorate liaised with school Deputy Principal and other senior school staff who themselves were concerned about the process being followed at s41(1).

Identified suspected contravention of Section 19(3)(f) and proposed issuance of improvement notice to ensure provision of training and supply of governance documents to the regulator.

Improvement Notice review conducted by Work Safety Commissioner and issued by Manager CUMMINS.

Attached documents include EDU relevant Policies WPV and Improvement Notice.

Communications with DDG WHITTEN pre issue of notice and delay in issue to provide WHITTEN at her request opportunity to brief DG.

Communications point of contact Manager CUMMINS and DDG WHITTEN

B CUMMINS
Manager / Investigator
Major Investigations Team

From: [Springett, Emily](#)
To: [Jones, Greg](#); [Snowden, David](#); [Peffer, Dave](#)
Cc: [Kalleske, Mark](#); [Cummins, Bradley](#)
Subject: RE: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Friday, 8 September 2017 5:35:30 PM

Thanks Greg

Are there staff at the school (or broader Directorate/Health) that would be able to administer insulin appropriately to students on Monday?

Does this notice impact on all staff (ie. will there be any adverse impact on students not being able to be administered it until notice is lifted?)

Emily

From: Jones, Greg
Sent: Friday, 8 September 2017 5:29 PM
To: Snowden, David; Peffer, Dave; Springett, Emily
Cc: Kalleske, Mark; Cummins, Bradley
Subject: Fwd: Education Directorate Improvement Notice

Hi everyone

WorkSafe was advised of a serious situation in the Education directorate (s41(1)) where school staff (LSA) were administering insulin to pupils, including adjusting douses, without training.

A detailed Education Directorate policy deals with the situation, including outlying in the type of training required and who should provide such training, however this policy was not followed.

Due to the immediate and imminent risk to the pupils (not to mention the legal liability of the Directorate) I have approved the issue of an Improvement Notice to ensure that proper training is undertaken in accordance with policy before further insulin injections are provided by staff.

Meredith has been informed of the situation and advised about the Improvement Notice.

Relevant information is attached.

Regards

Greg

Sent from my iPad

Begin forwarded message:

From: "Cummins, Bradley" <Bradley.Cummins@act.gov.au>
To: "Alford, Robert" <Robert.Alford@act.gov.au>, "Kalleske, Mark"

From: [Springett, Emily](#)
To: [O'Daly, Edward](#)
Subject: CONFIDENTIAL Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Friday, 8 September 2017 6:21:00 PM
Attachments: [Briefing Note EDU Improvement Notice Medical Processes.docx](#)
Importance: High

Ed

As discussed see attached – I'm still waiting for some further detail. This is an internal briefing document – please limit circulation.

Jess wasn't aware and making her enquiries her end.

I'm waiting to understand if notice is **s41(1)** specific or whole of public education system.

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au/accessCBR

cid:image006.jpg@01D31C1B.E0820B30



From: [Cummins, Bradley](#)
To: [Jones, Greg](#)
Subject: Re: Education IN
Date: Friday, 8 September 2017 7:12:21 PM

There has been no information provided that there are other schools with issues however this remains a risk until the EDU make their enquiries. There are available other resources that EDU can deploy to other schools if this is identified The parents regarding s41(1) completely refuse to allow these other resources to be involved
Hope that helps

Bradley

Sent from my iPhone

> On 8 Sep 2017, at 7:05 pm, Jones, Greg <Greg.Jones@act.gov.au> wrote:

>

> Thanks Bradley

>

> Emily has also asked, on behalf of Education Comms, if there are other school(s) affected, if their staff are appropriately trained then I assume there is no problem (as they would be compliant with their policy).

>

> Regards

>

> Greg

>

>

>

>

>

>

> Sent from my iPad

>

>> On 8 Sep 2017, at 6:25 pm, Cummins, Bradley <Bradley.Cummins@act.gov.au> wrote:

>>

>> Hi boss,

>>

>> Yes that is the intention in the manner the notice was written. The notice relates to the system failure relevant to the directorate I spoke with Meredith regarding this and their existing training register documents.

>>

>> I never intended nor do I believe it is an appropriate look to have a notice publicly displayed on the front door of a primary school.

>>

>> To be clear in response to earlier enquiry by Emily the notice does not include any prohibition and we have been working with EDU who have commenced implementing some interim measures at s41(1) are the only students who may be impacted by the notice however these are the ones there is evidence are at the greatest risk

>>

>> As always happy to discuss

>>

>> Bradley

>>

>> Sent from my iPhone

>>

>>> On 8 Sep 2017, at 6:15 pm, Jones, Greg <Greg.Jones@act.gov.au> wrote:

>>>

>>> Hi Bradley

>>>

>>> Can you please confirm that the Improvement Notice is only to be displayed at the DG's office (220 Northbourne).

>>>

>>> Also, that the Notice applies to the whole Directorate (all schools) and not just **S41(1)**.

>>>

>>> Thanks

>>>

>>> Greg

>>>

>>>

>>>

>>>

>>> Sent from my iPad

From: [Peffer, Dave](#)
To: [Jones, Greg](#)
Subject: RE: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 8:48:56 AM

Ok, thanks Greg.

Dave

From: Jones, Greg
Sent: Monday, 11 September 2017 8:22 AM
To: Peffer, Dave
Subject: Re: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Hi Dave

No they haven't, but it's clearly a priority. They are also still scoping the potential impact, appears only one or two schools affected.

Greg

Sent from my iPhone

On 10 Sep 2017, at 8:44 pm, Peffer, Dave <Dave.Peffer@act.gov.au> wrote:

Hi Greg

Thank you for the update, has ETD advised of how quickly they'll provide the training?

Dave

From: Jones, Greg
Sent: Friday, 8 September 2017 5:29 PM
To: Snowden, David; Peffer, Dave; Springett, Emily
Cc: Kalleske, Mark; Cummins, Bradley
Subject: Fwd: Education Directorate Improvement Notice

Hi everyone

WorkSafe was advised of a serious situation in the Education directorate (s41(1) [REDACTED]) where school staff (LSA) were administering insulin to pupils, including adjusting douses, without training.

A detailed Education Directorate policy deals with the situation, including outlying in the type of training required and who should provide such training, however this policy was not followed.

Due to the immediate and imminent risk to the pupils (not to mention the legal liability of the Directorate) I have approved the issue of an Improvement Notice to ensure that proper training is undertaken in accordance with policy before further

From: [Whitten, Meredith](#)
To: [Kalleske, Mark](#)
Cc: [Hughes, Rebecca](#); [Cummins, Bradley](#); [Snowden, David](#); [Jones, Greg](#)
Subject: Re: Improvement Notice F6SRBC [DLM=Sensitive: Legal]
Date: Monday, 11 September 2017 5:05:51 PM

Thank you Mark

On 11 Sep 2017, at 4:52 pm, Kalleske, Mark <Mark.Kalleske@act.gov.au> wrote:

Hi Meredith

Correct on both fronts.

Thanks
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

<[image001.jpg](#)>

From: Whitten, Meredith
Sent: Monday, 11 September 2017 3:18 PM
To: Kalleske, Mark
Cc: Hughes, Rebecca
Subject: Improvement Notice F6SRBC [DLM=Sensitive: Legal]

Hi Mark

Thank you for your telephone call this afternoon about displaying the improvement notice F6SRBC. I understand you have liaised with Bradley Cummins, Lead Inspector, Worksafe ACT.

I would like to confirm our conversation that the Education Directorate can block out the name of the school, given that there are implications for the privacy of students at the named school. The Directorate will not be subject to any adverse action by blocking out this information on the improvement notice.

In addition, you have advised that the notice can be displayed at 220 Northbourne Avenue, Braddon rather than the school. The notice has been directed to a named person whose work address is 220 Northbourne Avenue, Braddon and it is appropriate to display the notice in the Level 6 tenancy of the building.

I would appreciate your confirmation of this advice.

With thanks

Meredith Whitten | Deputy Director-General |

Phone 620 70384 | Mobile **s41(1)**

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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From: [Summerrell, Jessica](#)
To: [Springett, Emily](#)
Subject: RE: Canberra Times: media inquiry [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 7:46:25 AM

Yes, they just came through.

From: Springett, Emily
Sent: Monday, 11 September 2017 7:10 AM
To: Summerrell, Jessica
Subject: Fwd: Canberra Times: media inquiry

FYI

Have you received any Q's?

Emily

Begin forwarded message:

From: Michael Inman <michael.inman@fairfaxmedia.com.au>
Date: 11 September 2017 at 7:01:53 am AEST
To: Emily Springett <Emily.Springett@act.gov.au>
Subject: Canberra Times: media inquiry

Hi Emily,

I understand WorkSafe has issued the Education Directorate with another improvement notice.

Is this correct?

Questions

- 1) why has worksafe recently issued the ACT Education Directorate with an improvement notice?
- 2) What action does the improvement notice require?
- 3) what timeframe has been imposed?
- 4) What is the next step if the issue is not resolved?
- 5) what school is the notice in relation too?
- 6) what issue requires fixing?
- 7) Has the education directorate been cooperative?
- 8) how many improvement notices has the directorate now been issued?

Thanks,

Mick

Sent from my iPhone

From: [Springett, Emily](#)
To: [Kalleske, Mark](#)
Subject: Fwd: Canberra Times: media inquiry
Date: Monday, 11 September 2017 7:10:40 AM

Can we discuss this morning please?

Emily

Begin forwarded message:

From: Michael Inman <michael.inman@fairfaxmedia.com.au>
Date: 11 September 2017 at 7:01:53 am AEST
To: Emily Springett <Emily.Springett@act.gov.au>
Subject: Canberra Times: media inquiry

Hi Emily,

I understand WorkSafe has issued the Education Directorate with another improvement notice.

Is this correct?

Questions

- 1) why has worksafe recently issued the ACT Education Directorate with an improvement notice?
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- 6) what issue requires fixing?
- 7) Has the education directorate been cooperative?
- 8) how many improvement notices has the directorate now been issued?

Thanks,

Mick

Sent from my iPhone

From: [Springett, Emily](#)
To: [Cieslar, Juliana](#)
Subject: Re: Further to Canberra Times: media inquiry
Date: Monday, 11 September 2017 9:54:04 AM

I'll be ok to do it - just at Mins Office at the moment

On 11 Sep 2017, at 9:51 am, Cieslar, Juliana <Juliana.Cieslar@act.gov.au> wrote:

Hello Michael

We are working on a reply. Can you tell me when you need the reply by please?

Kind regards

Juliana Cieslar | Communications Officer - Access Canberra

Phone: 02 6207 6217 | Email: juliana.cieslar@act.gov.au

Chief Minister Treasury and Economic Development Directorate | ACT Government

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City ACT 2601 | GPO Box 158,
Canberra City ACT 2601 | www.act.gov.au/accessCBR

<[image001.jpg](#)>

From: Michael Inman [<mailto:michael.inman@fairfaxmedia.com.au>]
Sent: Monday, 11 September 2017 7:04 AM
To: Cieslar, Juliana
Subject: Fwd: Canberra Times: media inquiry

FYI below questions Juliana,

My original email to Emily bounced and said to contract you.

Thanks.

Mick

Sent from my iPhone

Begin forwarded message:

From: Michael Inman <michael.inman@fairfaxmedia.com.au>
Date: 11 September 2017 at 7:01:53 am AEST
To: Emily Springett <Emily.Springett@act.gov.au>
Subject: **Canberra Times: media inquiry**

Hi Emily,

I understand WorkSafe has issued the Education Directorate with another improvement notice.

From: [Springett, Emily](#)
To: [Perkins, Anita](#); [O'Daly, Edward](#)
Cc: [Dolan, Fiona](#); [Stewart-Moore, Karen](#); [Mahar, Nicole](#)
Subject: RE: From DGs [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 12:49:00 PM

Thanks – just following up on the education issue – we (and education) have received some questions from Michael Inman on this issue today.

We will prepare for consideration. I understand the education directorate was also having a teleconference with principals on this issue and steps needed for compliance.

The Improvement Notice is on the public education system and not a particular school. I understand Michael Inman was walking around the Education Directorate Central Office today trying to take a photo of the notice but was not successful in doing so.

The notice is for a period of 28 days and relates to any untrained staff administering insulin to students.

Thanks
Emily

Out of Scope

From: Perkins, Anita
Sent: Monday, 11 September 2017 12:45 PM
To: O'Daly, Edward
Cc: Springett, Emily; Dolan, Fiona; Stewart-Moore, Karen; Mahar, Nicole
Subject: From DGs [SEC=UNCLASSIFIED]

Hi Ed

Apologies, I should have sent this through hours ago, it was sitting in draft in my inbox.

Education have a number of issues this week:

- Worksafe issue on administering health interventions to students - I understand Emily has discussed with you. Education has sought assistance from health for additional training required.

- Out of Scope

Please let us know if you need anything on any of these issues.

Anita Perkins | Executive Director

Phone: 02 6205 0035 | **Mobile:** 0407 073 000

Communications & Engagement | Chief Minister, Treasury and Economic Development Directorate | **ACT**

From: [Springett, Emily](#)
To: [Cummins, Bradley](#)
Cc: [Kalleske, Mark](#)
Subject: Response to CT for review please [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 1:23:59 PM
Attachments: [Media Response Education Directorate 11092017.docx](#)

Hi

Can you review the attached?

I'll then provide to David for final sign off.

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au/accessCBR



Date: 11 September 2017

Issue: Education Directorate Improvement Notice

Journalist: Michael Inman

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 11 September 2017

Enquiry:

I understand WorkSafe has issued the Education Directorate with another improvement notice. Is this correct?

Questions

- 1) Why has Worksafe recently issued the ACT Education Directorate with an improvement notice?
 - 2) What action does the improvement notice require?
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 - 6) What issue requires fixing?
 - 7) Has the education directorate been cooperative?
 - 8) How many improvement notices has the directorate now been issued?
-

RESPONSE (You can quote an Access Canberra spokeswoman):

Hi Michael

Please find responses to your questions below.

1) Why has Worksafe recently issued the ACT Education Directorate with an improvement notice?

WorkSafe ACT was made aware of a situation at a public school in which a staff member had been administering insulin to a student without appropriate training. This was inconsistent with the Education Directorate's policies and procedures.

After becoming aware of this an improvement notice was issued to the Education Directorate on 8 September 2017 to ensure all relevant staff have appropriate training and policies are adhered to.

2) What action does the improvement notice require?

WorkSafe will require documentation from the Education Directorate demonstrating compliance with provision of training in accordance with their policies.

3) What timeframe has been imposed?

The improvement notice outlines 28 days. WorkSafe ACT will work with the Education Directorate on this matter to support compliance.

4) What is the next step if the issue is not resolved?

WorkSafe ACT is confident this issue will be resolved within 28 days.

5) What school is the notice in relation too?

The improvement notice is issued to the Education Directorate (ie. All ACT public schools)

6) What issue requires fixing?

Ensuring the administration of insulin is undertaken by appropriately trained staff or providers in ACT public schools inline with Education Directorate policies and procedures.

7) Has the Education Directorate been cooperative?

Yes, both WorkSafe and the Education Directorate are committed to supporting the safety of students and staff in public schools and will continue to work together on this focus.

8) How many improvement notices has the directorate now been issued?

WorkSafe ACT has issued two Improvement Notices to the Education Directorate in 2017. Each were for very different issues.

From: [Springett, Emily](#)
To: [Dynon, Kaarin](#)
Subject: Draft worksafe response [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 3:13:00 PM
Attachments: [Media Response Education Directorate 11092017.docx](#)

To discuss

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 emily.springett@act.gov.au

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

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au/accessCBR

cid:image006.jpg@01D31C1B.E0820B30



Date: 11 September 2017

Issue: Education Directorate Improvement Notice

Journalist: Michael Inman

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 11 September 2017

Enquiry:

I understand WorkSafe has issued the Education Directorate with another improvement notice. Is this correct?

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-

RESPONSE (You can quote an Access Canberra spokeswoman):

Hi Michael

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The improvement notice is issued to the Education Directorate.

6) What issue requires fixing?

Ensuring the administration of medication is undertaken by appropriately trained staff or providers in ACT public schools in line with Education Directorate policies and procedures.

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Yes, both WorkSafe and the Education Directorate are committed to supporting the safety of students and staff in public schools and will continue to work together on this focus.

8) How many improvement notices has the directorate now been issued?

WorkSafe ACT has issued two Improvement Notices to the Education Directorate in 2017. Each were for very different issues.

From: [Springett, Emily](#)
To: [Craig, Alexandra](#)
Subject: RE: Worksafe responses to CT for clearance [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 5:16:00 PM

Two in 2017

From: Craig, Alexandra
Sent: Monday, 11 September 2017 5:05 PM
To: Springett, Emily
Subject: FW: Worksafe responses to CT for clearance [SEC=UNCLASSIFIED]

Hey in the Worksafe one, #7, can we make it 'Two in 2017'? Or is it two in history?

From: Dynon, Kaarin
Sent: Monday, 11 September 2017 4:28 PM
To: O'Daly, Edward <Edward.O'Daly@act.gov.au>; Craig, Alexandra <Alexandra.Craig@act.gov.au>
Subject: Worksafe responses to CT for clearance [SEC=UNCLASSIFIED]

Hi Ed & Alex,

Attached are two responses to the same questions from Michael Inman re: Education Directorate being issued an improvement notice. They need to be answered separately, as WorkSafe are independent.

The WorkSafe response from Emily needs to be cleared by the Ramsay office and the Education response from us needs to be cleared by the Berry office.

Thanks for your help!

Kaarin Dynon
Phone: +61 2 6205 4259 | Mobile: S41(1)
Email: kaarin.dynon@act.gov.au
Media and Communications | Education | ACT Government
Level 6 220 Northbourne Avenue | GPO Box 158 Canberra ACT 2601
www.education.act.gov.au | [Facebook](#) | [Twitter](#)

From: [Dynon, Kaarin](#)
To: [Springett, Emily](#)
Subject: FW: Worksafe responses to CT for clearance [SEC=UNCLASSIFIED]
Date: Monday, 11 September 2017 5:45:21 PM
Attachments: [Media response - WorkSafe Improvement Notice 11092017.doc](#)

For your FYI.

From: Craig, Alexandra
Sent: Monday, 11 September 2017 5:20 PM
To: Dynon, Kaarin; Springett, Emily
Subject: RE: Worksafe responses to CT for clearance [SEC=UNCLASSIFIED]

Hey, we made one very minor change to the Worksafe one (question 7) and I'm still waiting on the one back from the Berry office.

From: Dynon, Kaarin
Sent: Monday, 11 September 2017 4:28 PM
To: O'Daly, Edward <Edward.O'Daly@act.gov.au>; Craig, Alexandra <Alexandra.Craig@act.gov.au>
Subject: Worksafe responses to CT for clearance [SEC=UNCLASSIFIED]

Hi Ed & Alex,

Attached are two responses to the same questions from Michael Inman re: Education Directorate being issued an improvement notice. They need to be answered separately, as WorkSafe are independent.

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Thanks for your help!

Kaarin Dynon
Phone: +61 2 6205 4259 | Mobile: s41(1)
Email: kaarin.dynon@act.gov.au
Media and Communications | Education | ACT Government
Level 6 220 Northbourne Avenue | GPO Box 158 Canberra ACT 2601
www.education.act.gov.au | [Facebook](#) | [Twitter](#)



Date: 11 September 2017

Issue: Education Directorate Improvement Notice

Journalist: Michael Inman

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 11 September 2017

Enquiry:

I understand WorkSafe has issued the Education Directorate with another improvement notice. Is this correct?

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- 1) Why has Worksafe recently issued the ACT Education Directorate with an improvement notice?
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 - 7) Has the education directorate been cooperative?
 - 8) How many improvement notices has the directorate now been issued?
-

RESPONSE (You can quote Natalie Howson, Director General, ACT Education Directorate):

1. Why has worksafe recently issued the ACT Education Directorate with an improvement notice?

Due to students at an ACT public school being administered medication inconsistent with the Education Directorate's policy and procedures.

2. What action does the improvement notice require?

Conduct a review of relevant first aid policy and training provided by the Education Directorate. Create a register to capture medical certification and training compliance at a system level.

What timeframe has been imposed?

The deadline to remedy the infringement is 06 Oct 2017

3. What is the next step if the issue is not resolved?

The ACT Education Directorate is confident this issue will be resolved within 28 days.

4. What school is the notice in relation to?

The improvement is issued to the Education Directorate and concerns all schools in the public education system.

5. What issue requires fixing?

Ensuring the administration of medication is undertaken by appropriately trained staff or providers in ACT public schools in line with Education Directorate policies and procedures.

6. Has the education directorate been cooperative?

The Education Directorate is committed to supporting the safety of students and staff in public schools and will continue to work together on this focus.

7. How many improvement notices has the directorate now been issued?

Two in 2017.

From: [Muscat, Linda](#)
To: [Kalleske, Mark](#); [Corrigan, Margarete](#)
Cc: [Gioffre, Tina](#)
Subject: RE: FOR REVIEW (Brad, ASAP please): xx. Education Directorate [SEC=UNOFFICIAL]
Date: Monday, 11 September 2017 8:31:11 PM

Thanks Mark.

Can I please ask this goes past Em before it comes to David. I know there was some discussion about what we are willing to say publically in relation to the specifics of the notice, and this was settled for the media questions we got today.

-----Original Message-----

From: Kalleske, Mark
Sent: Monday, 11 September 2017 5:29 PM
To: Corrigan, Margarete <Margarete.Corrigan@act.gov.au>
Cc: Gioffre, Tina <Tina.Gioffre@act.gov.au>; Muscat, Linda <Linda.Muscat@act.gov.au>
Subject: FOR REVIEW (Brad, ASAP please): xx. Education Directorate [SEC=UNOFFICIAL]

Hi Brad

Can you please have a quick look over the QTB as drafted - we need to get it up the line for clearance ASAP.

Thanks
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

-----Original Message-----

From: Corrigan, Margarete
Sent: Monday, 11 September 2017 4:23 PM
To: Kalleske, Mark
Cc: Gioffre, Tina; Muscat, Linda
Subject: xx. Education Directorate [SEC=UNOFFICIAL]

Hi Mark

As requested - a new template for the Education Directorate issue ... can't remember specifically what you called it ...

Tina - a heads up this will need to come to you to progress urgently once Mark has prepared.

Cheers

Margarete Corrigan

From: [Springett, Emily](#)
To: [Kalleske, Mark](#)
Subject: Re: FOR REVIEW:xx. Education Directorate (A14086859) [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 8:46:31 AM

Fine with me

You may get some pushback up line to change insulin references just to 'medical'.

s41(1)

Emily

On 12 Sep 2017, at 8:44 am, Kalleske, Mark <Mark.Kalleske@act.gov.au> wrote:

Hey Emily

Are you OK with this? It is basically uplifted from the media points pulled together yesterday.

Thanks
Mark

<xx. Education Directorate (A14086859).doc>

From: [Gioffre, Tina](#)
To: [Kalleske, Mark](#)
Cc: [Corrigan, Margarete](#)
Subject: FW: FOR REVIEW (Brad, ASAP please): xx. Education Directorate [SEC=UNCLASSIFIED, DLM=Sensitive]
Date: Tuesday, 12 September 2017 9:13:11 AM
Attachments: [xx. Education Directorate.obr](#)
Importance: High

Hi Mark

I think you may have forgot to copy Brad into the below email, would you like me forward to him?

Thanks
Tina

Tina Gioffre | Government Business and Coordination Officer/GRC Secretariat
Phone: 02 6205 7326 | Email: Tina.Gioffre@act.gov.au
Projects, Governance & Support | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

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Sent: Monday, 11 September 2017 5:29 PM
To: Corrigan, Margarete
Cc: Gioffre, Tina; Muscat, Linda
Subject: FOR REVIEW (Brad, ASAP please): xx. Education Directorate [SEC=UNOFFICIAL]

Hi Brad

Can you please have a quick look over the QTB as drafted - we need to get it up the line for clearance ASAP.

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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

-----Original Message-----

From: Corrigan, Margarete
Sent: Monday, 11 September 2017 4:23 PM
To: Kalleske, Mark
Cc: Gioffre, Tina; Muscat, Linda
Subject: xx. Education Directorate [SEC=UNOFFICIAL]

Hi Mark

As requested - a new template for the Education Directorate issue ... can't remember specifically what you called it ...

Tina - a heads up this will need to come to you to progress urgently once Mark has prepared.

Cheers

**SUBJECT: *NEW*IMPROVEMENT NOTICE ISSUED TO THE
EDUCATION DIRECTORATE – MEDICAL
ADMINISTRATION TO A STUDENT**

- On Friday 8 September 2017, WorkSafe ACT issued an Improvement Notice (the Notice) to the Education Directorate (the Directorate) after becoming aware of a staff member at a public school administering medication without appropriate training.
- The practice was inconsistent with policies and procedures issued by the Directorate.
- WorkSafe ACT and the Directorate have been working together in an effort to achieve compliance with the Notice.
- On Wednesday 13 September 2017, following advice from the Directorate about revised arrangements for how the student is to be managed in line with a request by the parents and the policies in place by the Directorate to manage these circumstances, the Notice was cancelled.
- Cancellation comes with a condition that the written agreement between the family and Directorate about the ongoing management of the student be endorsed by a medical professional and provided to WorkSafe ACT as evidence within five working days.
- WorkSafe ACT is satisfied the Directorate has sufficient procedures and policies in place to protect the ongoing safety of children and to ensure medication is administered in line with an agreed approach with the parents and a medical professional.
- This is the second notice issued to the Directorate this year relating to safe systems of work. The first notice related to concerns about the management of staff subjected to occupational violence in ACT public schools.

From: [Springett, Emily](#)
To: michael.inman@fairfaxmedia.com.au
Subject: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 10:50:00 AM
Attachments: [Media response - WorkSafe Improvement Notice 12092017.pdf](#)

Hi Michael

Please see WorkSafe response attached. You can quote an Access Canberra spokeswoman.

Thanks

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au/accessCBR

cid:image006.jpg@01D31C1B.E0820B30





Date: 12 September 2017

Issue: Education Directorate Improvement Notice

Journalist: Michael Inman

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 12 September 2017

Enquiry:

I understand WorkSafe has issued the Education Directorate with another improvement notice. Is this correct?

Questions

- 1) Why has Worksafe recently issued the ACT Education Directorate with an improvement notice?
 - 2) What action does the improvement notice require?
 - 3) What timeframe has been imposed?
 - 4) What is the next step if the issue is not resolved?
 - 5) What school is the notice in relation too?
 - 6) What issue requires fixing?
 - 7) Has the education directorate been cooperative?
 - 8) How many improvement notices has the directorate now been issued?
-

RESPONSE (You can quote Natalie Howson, Director General, ACT Education Directorate):

1. Why has worksafe recently issued the ACT Education Directorate with an improvement notice?

Due to students at an ACT public school being administered medication inconsistent with the Education Directorate's policy and procedures.

2. What action does the improvement notice require?

Conduct a review of relevant first aid policy and training provided by the Education Directorate. Create a register to capture medical certification and training compliance at a system level.

What timeframe has been imposed?

The deadline to remedy the infringement is 06 Oct 2017

3. What is the next step if the issue is not resolved?

The ACT Education Directorate is confident this issue will be resolved within 28 days.

4. What school is the notice in relation to?

The improvement is issued to the Education Directorate and concerns all schools in the public education system.

5. What issue requires fixing?

Ensuring the administration of medication is undertaken by appropriately trained staff or providers in ACT public schools in line with Education Directorate policies and procedures.

6. Has the education directorate been cooperative?

The Education Directorate is committed to supporting the safety of students and staff in public schools and will continue to work together on this focus.

7. How many improvement notices has the directorate now been issued?

Two in 2017.

From: [Springett, Emily](#)
To: [Michael Inman](#)
Subject: RE: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 12:24:00 PM
Attachments: [Media Response Education Directorate 12092017 Final.pdf](#)

Hi

Sorry just realised I had attached the wrong response -

Please see the WorkSafe response attached! You can quote a WorkSafe spokeswoman.

Emily

From: Michael Inman [mailto:michael.inman@fairfaxmedia.com.au]
Sent: Tuesday, 12 September 2017 10:56 AM
To: Springett, Emily
Subject: Re: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Thanks Emily,

Is it also possible to get an update on the improvement notice issued in April?

Was the issue resolved?

How? When? Etc

Thanks.

Sent from my iPhone

On 12 Sep 2017, at 10:50 am, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi Michael

Please see WorkSafe response attached. You can quote an Access Canberra spokeswoman.

Thanks

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158
Canberra City ACT 2601 | www.act.gov.au/accessCBR

Date: 12 September 2017

Issue: Education Directorate Improvement Notice

Journalist: Michael Inman

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 12 September 2017

Enquiry:

I understand WorkSafe has issued the Education Directorate with another improvement notice.
Is this correct?

Questions

- 1) Why has Worksafe recently issued the ACT Education Directorate with an improvement notice?
 - 2) What action does the improvement notice require?
 - 3) What timeframe has been imposed?
 - 4) What is the next step if the issue is not resolved?
 - 5) What school is the notice in relation too?
 - 6) What issue requires fixing?
 - 7) Has the education directorate been cooperative?
 - 8) How many improvement notices has the directorate now been issued?
-

RESPONSE (You can quote a WorkSafe spokeswoman):

Hi Michael

Please find responses to your questions below.

1) Why has Worksafe recently issued the ACT Education Directorate with an improvement notice?

WorkSafe ACT was made aware of a situation at a public school in which a staff member had been administering medication without appropriate training. This was inconsistent with the Education Directorate's policies and procedures.

After becoming aware of this an improvement notice was issued to the Education Directorate on 8 September 2017 to ensure all relevant staff have appropriate training and policies are adhered to.

2) What action does the improvement notice require?

WorkSafe will require documentation from the Education Directorate demonstrating compliance with provision of training in accordance with their policies.

3) What timeframe has been imposed?

The improvement notice outlines 28 days. WorkSafe ACT is working with the Education Directorate on this matter to support compliance.

4) What is the next step if the issue is not resolved?

WorkSafe ACT is confident this issue will be resolved within 28 days.

5) What school is the notice in relation too?

The improvement notice is issued to the Education Directorate.

6) What issue requires fixing?

Ensuring the administration of medication is undertaken by appropriately trained staff or providers in ACT public schools in line with Education Directorate policies and procedures.

7) Has the Education Directorate been cooperative?

Yes, both WorkSafe and the Education Directorate are committed to supporting the safety of students and staff in public schools and will continue to work together on this focus.

8) How many improvement notices has the directorate now been issued?

WorkSafe ACT has issued two Improvement Notices to the Education Directorate in 2017. Each were for very different issues.

From: [Springett, Emily](#)
To: [Cieslar, Juliana](#)
Subject: RE: Question re Further to Canberra Times: media inquiry [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 2:25:00 PM

Yep thanks

From: Cieslar, Juliana
Sent: Tuesday, 12 September 2017 11:42 AM
To: Springett, Emily
Subject: Question re Further to Canberra Times: media inquiry

Hello

I know your are very busy.
Just checking that you responded to Michael.

Cheers

J

From: Michael Inman [<mailto:michael.inman@fairfaxmedia.com.au>]
Sent: Monday, 11 September 2017 9:00 PM
To: Cieslar, Juliana
Cc: Springett, Emily
Subject: Re: Further to Canberra Times: media inquiry

Hi Juliana,

Sorry to increase the scope of my inquiry, but is it also possible to get an update on the improvement notice issued to the Education Directorate in April?

Thanks.

Mick

Sent from my iPhone

On 11 Sep 2017, at 10:03 am, Michael Inman <michael.inman@fairfaxmedia.com.au> wrote:

COB?

Otherwise midday, Tuesday Sept 12 is fine.

Sent from my iPhone

On 11 Sep 2017, at 9:51 am, Cieslar, Juliana <Juliana.Cieslar@act.gov.au> wrote:

Hello Michael

We are working on a reply. Can you tell me when you need the reply by please?

From: [Springett, Emily](#)
To: [Dynon, Kaarin](#)
Subject: TPs for approval [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 3:07:00 PM
Attachments: [Talking Points for Ministers Education Improvement Notice 12092017.docx](#)
Importance: High

Hi Kaarin

Can you seek approval on your end by Natalie?

I'll get clearance from David at the same time and then we can provide to Ed.

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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cid:image006.jpg@01D31C1B.E0820B30



SUBJECT: Improvement Notice issued to the Education Directorate by WorkSafe ACT
ISSUE:

KEY MESSAGES:

Talking Points

- Parents can be assured that the ACT Education Directorate has a clear policy regarding administration of student medication and complex health care procedures.
- WorkSafe and the Education Directorate both share the key priority of supporting safety and are working closely together on this issue.
- It is expected the Improvement Notice will be lifted in the near future as the necessary documentation is provided to WorkSafe ACT by the
- If a student in a public school requires medication or has specific health care needs a Healthcare Access at School worker is trained and certified at that school.
- This staff member works closely with the student, family and relevant medical professionals to support the student.
- The staff member, usually a learning support assistant, is an authorised person who has completed first aid and individualised training and a competency assessment by a registered nurse to support the student's needs.
- The improvement notice issued by WorkSafe ACT relates to an issue at one public school, where circumstances are very specific to the children and family concerned.
- However the Education Directorate is reviewing their policy on administration of student medication and complex health care procedures to ensure evidence of training and documented compliance of staff at a system level.

Background:

- WorkSafe ACT became aware of a practice where a staff member was administering medication to a student without appropriate training.
- This practice is inconsistent with policies and procedures issued by the ACT Education Directorate.

- On Friday 8 September 2017, WorkSafe ACT issued an Improvement Notice to the Directorate. It applies to all ACT public schools.
- The Notice requires all relevant staff to have appropriate training in administering medication and that policies are strictly adhered to at all times.
- The Notice requires action to be taken within 28 days (6 October 2017).
- WorkSafe ACT is working with the Directorate to achieve compliance within this timeframe and is confident this timeframe will be met.
- WorkSafe ACT is working with key members of the Directorate's Executive and senior staff of the school concerned to understand why the practice has been occurring outside of policies and procedures.
- WorkSafe ACT will require documentation from the Directorate demonstrating compliance with the provision of training to all relevant staff in accordance with their policies.
- WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools at all times.
- This is the second notice issued to the Directorate this year relating to safe systems of work. The first notice related to concerns about the management of staff subjected to occupational violence in ACT public schools.

Prepared by: Emily Springett (x6205 9093) and Kaarin Dynon (x6205 4259)

Cleared by: David Snowden, Access Canberra and Natalie Howson, Education Directorate

Date: 12 September 2017

From: [Springett, Emily](#)
To: [Muscat, Linda](#)
Subject: FW: TPs for approval [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 3:08:00 PM
Attachments: [Talking Points for Ministers Education Improvement Notice 12092017.docx](#)
Importance: High

Hi – can you seek David’s approval of the attached. I’ve drafted and I’m in the process of getting it cleared through education at the same time.

Emily

From: Springett, Emily
Sent: Tuesday, 12 September 2017 3:08 PM
To: Dynon, Kaarin
Subject: TPs for approval [SEC=UNCLASSIFIED]
Importance: High

Hi Kaarin

Can you seek approval on your end by Natalie?

I’ll get clearance from David at the same time and then we can provide to Ed.

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra
Phone: 6205 9093 | Mobile: 0413 169 029 emily.springett@act.gov.au
Access Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government

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From: [Springett, Emily](#)
To: [O'Daly, Edward](#)
Cc: [Dynon, Kaarin](#)
Subject: Talking points - Education Directorate - Improvement Notice [SEC=UNCLASSIFIED]
Date: Tuesday, 12 September 2017 5:02:00 PM
Attachments: [Talking Points for Ministers Education Improvement Notice FINAL.pdf](#)

Hi Ed

Attached are the suggested talking points for Ministers - if you receive additional questions on the Improvement Notice issued to the Education Directorate.

The points have been approved by Access Canberra and the Education Directorate.

Please provide to Offices as appropriate and let me know if you have any questions.

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

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cid:image006.jpg@01D31C1B.E0820B30



SUBJECT: Improvement Notice issued to the Education Directorate by WorkSafe ACT

KEY MESSAGES:

Talking Points

- Parents can be assured that the ACT Education Directorate has a clear policy regarding administration of student medication and complex health care procedures.
- WorkSafe and the Education Directorate both share the key priority of supporting safety and are working closely together on this issue.
- It is expected the Improvement Notice will be lifted in the near future as the necessary documentation is provided to WorkSafe ACT by the Education Directorate.
- If a student in a public school requires medication or has specific health care needs a worker is trained at that school.
- This staff member works closely with the student, family and relevant medical professionals to support the student.
- The staff member, usually a learning support assistant, is an authorised person who has completed first aid and individualised training to support the student's needs.
- The improvement notice issued by WorkSafe ACT relates to an issue at one public school, where circumstances are very specific to the children and family concerned.
- However the Education Directorate is reviewing their policy on administration of student medication and complex health care procedures to ensure evidence of training and documented compliance of staff at a system level.

Background:

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- This practice is inconsistent with policies and procedures issued by the ACT Education Directorate.
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- The Notice requires all relevant staff to have appropriate training in administering medication and that policies are strictly adhered to at all times.
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- WorkSafe ACT is working with the Directorate to achieve compliance within this timeframe and is confident this timeframe will be met.
- WorkSafe ACT is working with key members of the Directorate's Executive and senior staff of the school concerned to understand why the practice has been occurring outside of policies and procedures.
- WorkSafe ACT will require documentation from the Directorate demonstrating compliance with the provision of training to all relevant staff in accordance with their policies.
- WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools at all times.
- This is the second notice issued to the Directorate this year relating to safe systems of work. The first notice related to concerns about the management of staff subjected to occupational violence in ACT public schools.

Prepared by: Emily Springett (x6205 9093) and Kaarin Dynon (x6205 4259)

Cleared by: David Snowden, Access Canberra and Meredith Whitton, Education Directorate

Date: 12 September 2017

From: [Majer, Anton](#)
To: [Cummins, Bradley](#)
Subject: FW: Advice [SEC=UNCLASSIFIED]
Date: Wednesday, 13 September 2017 10:13:54 AM

Interesting response – not sure how this fits into the policy – they go from constant monitoring to none.

Think this is back in our space

From: s41(1) [mailto:s41(1)@ed.act.edu.au]
Sent: Wednesday, 13 September 2017 10:08 AM
To: Majer, Anton
Subject: FW: Advice

Hi Anton

Here is the email from Chris I was just reading to you.

Kind regards

s41(1)

From: Hodgson, Chris [mailto:ChrisL.Hodgson@act.gov.au]
Sent: Wednesday, 13 September 2017 7:37 AM
To: s41(1)
Cc: Efthymiades, Deb (ACTGOV); Hamilton, Judith (ACTGOV); Seton, Sam (ACTGOV)
Subject: Advice

Hi s41(1)

Firstly, I would like to acknowledge the difficult time you and your staff have had recently in relation to the below matter.

As you are aware there was a meeting yesterday at s41(1) regarding the ongoing support of s41(1), s6(2) following Worksafe concerns the current arrangements are not consistent with EDU policies. The purpose of this email is to clarify for you and staff at the school how you will need to manage the children in the future.

s41(1) confirmed in writing that the children are to s41(1). Specifically this means that:

- s41(1) children will independently manage s41(1) and associated medical interventions while at school
- s41(1) requires staff supervision to complete these medical procedures
- Staff at the school have access to s41(1) to alert them to any significant changes to s41(1)
- If staff have concerns for the medical wellbeing of s41(1) they will respond in accordance with Education's First Aid Policy which means

1. The first aid officer is to call the nominated parent
2. If adult medical intervention is required the parent is obliged to attend the school to manage the situation
3. In the case of emergency or if the parent is uncontactable, unavailable, or does not attend, the school is to call an ambulance and take instructions from paramedics

I understand there may still be some issues in relation to monitoring the children throughout the day. Sam Seton and I will come to the school at 8.30 this morning to clarify any of these issues. I would also like to take the opportunity to talk about any other support we can provide you and your team.

My mobile number is s41(1) if you ever need it.

Regards

Chris Hodgson

Director People and Performance

Phone: +61 2 6205 9202 | Email: Chrisl.Hodgson@act.gov.au

Business Services | Education | ACT Government

Hedley Beare Centre for Teaching and Learning, Fremantle Drive, Stirling | GPO Box 158

Canberra ACT 2601 | www.det.act.gov.au

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From: [Springett, Emily](#)
To: [Kalleske, Mark](#); [Snowden, David](#); [Peffer, Dave](#)
Cc: [Cummins, Bradley](#)
Subject: RE: IMPORTANT INFO: Education Directorate Improvement Notice - AEU attendance today [SEC=UNCLASSIFIED]
Date: Wednesday, 13 September 2017 1:09:43 PM

Thanks Mark,

I've given the Minister's Office as well as Education Directorate Comms Team a heads up.

Please let me know if you hear anymore.

Emily

From: Kalleske, Mark
Sent: Wednesday, 13 September 2017 1:02 PM
To: Snowden, David; Peffer, Dave; Springett, Emily
Cc: Cummins, Bradley
Subject: IMPORTANT INFO: Education Directorate Improvement Notice - AEU attendance today [SEC=UNCLASSIFIED]

All

Brad Cummins has just been contacted by the Australian Education Union (AEU) advising there are a number of staff at the **s41(1)** who are considering stopping work this afternoon to discuss issues related to the current notice.

This action is being considered under s84 of the WHS Act (**84 Right of worker to cease unsafe work** - A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard). Brad and Anton Majer are attending on site given the action is being considered under our Act.

I also understand a senior person from the Education Directorate (Chris Hodgson) will be attending.

I have asked Brad to provide an update as soon as he can on what is happening on the ground.

Thanks
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: [Cummins, Bradley](#)
To: [Jones, Greg](#)
Subject: Fwd: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Date: Wednesday, 13 September 2017 8:15:20 PM
Attachments: [image002.jpg](#)
[image001.jpg](#)

Hi boss this is the email thread relating to my email including you tonight. Happy to discuss

Bradley

Sent from my iPhone

Begin forwarded message:

From: "Peffer, Dave" <Dave.Peffer@act.gov.au>
Date: 13 September 2017 at 6:54:46 pm AEST
To: "Cummins, Bradley" <Bradley.Cummins@act.gov.au>
Cc: "Snowden, David" <David.Snowden@act.gov.au>
Subject: Re: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Thanks Bradley. I won't respond til we're all on the same page.

I'm very keen to have a clear path forward for the directorate.

Thanks

Dave

On 13 Sep 2017, at 6:52 pm, Cummins, Bradley <Bradley.Cummins@act.gov.au> wrote:

Hi Boss,

I have a contrary view if you will indulge me a little time I will forward my concerns and the relevant policy to the management of this specific medical issue and not the generic policy you have from the Directorate.

I will work on this now and get back to you within the hour

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team – WorkSafe ACT
Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>
<image001.jpg><[image002.jpg](#)>

Connect with WorkSafe ACT on: [WorkSafe ACT](#) | [Twitter](#) | [Linkedin](#) | [You Tube](#) | [Pinterest](#)

Subscribe to [eNEWS and Construction Newsletter](#) a free email subscription service keeping you informed on the latest health and safety issues that affect workplaces in ACT.

From: Peffer, Dave
Sent: Wednesday, 13 September 2017 6:49 PM
To: Snowden, David
Cc: Cummins, Bradley; Kalleske, Mark; Springett, Emily
Subject: Re: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Thanks David

I'll confirm with Natalie by phone.

Dave

On 13 Sep 2017, at 6:32 pm, Snowden, David <David.Snowden@act.gov.au> wrote:

Tks Dave. This appears reasonable to me. Revised Training docs, including an

appropriate register as referred to in the improvement notice required. I assume the first aid officers have been made aware that the children will now self-medicate and will remind the children of any agreed process to be followed?

Cheers
David

Sent from my iPad

On 13 Sep 2017, at 5:44 pm, Peffer, Dave <Dave.Peffer@act.gov.au> wrote:

Afternoon all

Can I get urgent advice here please. My initial thought is that this deals with the immediate hazard which was the absence of training. It's a practical solution to the problem at hand.

Unless there is a contrary view, I'll respond to Natalie advising that the Improvement notice is lifted, with paperwork to follow in the morning.

Any thoughts / concerns please.

Dave

Begin forwarded message:

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 whose children 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 their children to self-medicate 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 the children 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: **s41(1)**
084 | E: natalie.howson@act.gov.au
Level 6, 220 Northbourne Ave Braddon | GPO Box 158
Canberra ACT 2601 | www.det.act.gov.au

<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.*

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

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

<99118220170908143940.pdf>

<Administration-of-Student-Medication-and-Complex-Health-Care-Procedures.....docx>

From: [Kalleske, Mark](#)
To: [Snowden, David](#); [Peffer, Dave](#); [Springett, Emily](#)
Cc: [Cummins, Bradley](#)
Subject: RE: IMPORTANT INFO: Education Directorate Improvement Notice - AEU attendance today [SEC=UNCLASSIFIED]
Date: Wednesday, 13 September 2017 5:32:19 PM

All

I have been advised by Brad the meeting this afternoon was in relation to a matter not related to the current improvement notice.

The issue has been resolved and there is no further action to note.

Thanks

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: Kalleske, Mark
Sent: Wednesday, 13 September 2017 1:02 PM
To: Snowden, David; Peffer, Dave; Springett, Emily
Cc: Cummins, Bradley
Subject: IMPORTANT INFO: Education Directorate Improvement Notice - AEU attendance today [SEC=UNCLASSIFIED]

All

Brad Cummins has just been contacted by the Australian Education Union (AEU) advising there are a number of staff at the **s41(1)** who are considering stopping work this afternoon to discuss issues related to the current notice.

This action is being considered under s84 of the WHS Act (**84 Right of worker to cease unsafe work - A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard**). Brad and Anton Majer are attending on site given the action is being considered under our Act.

I also understand a senior person from the Education Directorate (Chris Hodgson) will be attending.

From: [Peffer, Dave](#)
To: [Jones, Greg](#); [Cummins, Bradley](#)
Cc: [Snowden, David](#); [Kalleske, Mark](#)
Subject: RE: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Wednesday, 13 September 2017 11:11:48 PM

Evening all

Greg / Bradley thanks for your thoughts. I've worked through the relevant policies multiple times, and considered Natalie's response, as well as the additional information provided this evening. I've also had follow up phone conversations with David and Natalie to assist in gathering additional information and mapping out the logic.

In summary (my words), our improvement notice required the directorate to:

1. Ensure staff members administering medication in the school has suitable training
2. Record the training
3. Provide evidence to us, as the regulator, of the training

Natalie's response advised that the parents of the children have since provided written agreement to the directorate for the children to self-administer the medication. The directorate has a policy that covers self administration (I'm not going to make a call about which policy should take precedence – specialist or generalist, but consider that either could apply as the generalist policy is not written to be exclusive, but rather inclusive.) The policy requires:

1. Supervision from an authorised person (first aid trained, which the school has two)
2. A procedure with a clear escalation path to the parents and then ambulance if self-administration is unable to occur.

The situation in the school is now fundamentally different to what it was last week. There is no untrained staff member administering medication. Therefore I can't see how the three requirements in our notice continue to apply.

Nevertheless, our view has been to extend our improvement notice to position ourselves as a decision maker on whether these children should be self administering despite the written agreement now in place. In considering this, I note s41(1) [REDACTED] (who provided written agreement for self-administration) s41(1) [REDACTED]
[REDACTED]
[REDACTED]

Our view on the other hand has been informed by the opinion of directorate staff – opinions which are in contrast to medically-informed directorate policies and a signed agreement by the family.

It's now us who could be seen to be giving medical opinion.

Given the fundamentally different situation that now exists in the school, with the written agreement in place as of yesterday and the students now self-administering for the past two days, it's my view that the requirements of the improvement notice no longer apply. It's also my view that the scope of the improvement notice, and our expertise as the regulator, doesn't position us well to offer medical opinion on whether the written agreement between the family

and directorate should be permitted. Further, the policies governing self-administering medication give me confidence that safety of these children is being managed appropriately with adequate safeguards and escalation procedures being observed. Therefore I am deciding to cancel the notice with a condition that the written agreement between the family and directorate be signed off by an independent medical professional and provided to us as evidence within 5 working days.

I will advise Education of my decision and Bradley I'd be grateful if you can set aside some time tomorrow for us to prepare a cancellation notice.

Thanks again all for the advice. I do appreciate it.

Dave

From: Jones, Greg
Sent: Wednesday, 13 September 2017 9:42 PM
To: Cummins, Bradley
Cc: Peffer, Dave; Snowden, David; Kalleske, Mark
Subject: Re: Education Directorate Improvement Notice

Based on the conflicting medical evidence on this sensitive issue, I consider it would be premature to make a call on lifting the Improvement Notice without further discussion and evidence. There was very careful and considered reason for issuing the Notice in the first place. The removal of the Notice needs equal consideration.

Happy to have some engagement on this matter, rather than just a decision being made on what may appear to be politically expedient.

Greg

Sent from my iPad

On 13 Sep 2017, at 8:07 pm, Cummins, Bradley <Bradley.Cummins@act.gov.au> wrote:

Evening Sir,

I note the information provided by the Director General of the Education Directorate and I am apprised of the full circumstances of this matter including the Principal, Deputy Principal and Teacher's position's regarding this matter. Prior to issuing the notice discussions were had with the Directorate and the staff at the school involved. The notice was issued on the basis that Directorate by virtue of not complying with its own policy which failed to ensure the provision of training instruction and supervision.

I have attached the Education Directorate's specific policy regarding the Diabetes Management Procedure. This is the policy which is aligned with satisfying the Directorate's obligations as detailed in the *Work Health and Safety Act 2011*. This

policy is not being complied with in these circumstances and clearly articulates that the Directorate identify circumstances as serious medical risk.

I understand that in some circumstances children may self administer and self monitor this process needs to be medically informed which at this time is not. This afternoon in the presence of the Directorates representatives and the AEU information was provided by the senior school staff including the principal that these specific children are incapable of managing these tasks themselves.

The risks relating to these students at this school remain and it is my opinion based on the circumstances that the risks in these circumstances are now in fact greater than they were previously with this approach adopted by the Directorate. This is also the position of the senior school staff who are best position to make this judgement.

I maintain that the instructions detailed in the notice to the Directorate have not been complied and are still necessary to ensure compliance with the legislation. As the inspector having issued the notice I am not satisfied that the risks that gave rise to the issuance of the notice have been remedied and remain. Where I completely respect your authority to override my decision and recommendations I maintain my objection to lifting this notice until the instructions have been complied with which ensure appropriate protections for both the Directorate and more broadly the ACT Government.

With respect to having a clear path for the directorate moving forward in managing these known risks I recommend that the provision of suitable and sufficient training be provided in accordance with the attached policy 4.4 Diabetes Management Procedure and the training register be provided to demonstrate compliance with the legislation. That any process be medically informed as required by the policy. I maintain that the instructions detailed in the notice will sufficiently satisfy these obligations and should be the mechanism to lift the notice.

There is considerably more information relating to forming the belief that there was and still remains a contravention of the Act that I base my recommendations on and which I thoroughly briefed and provided supporting documentation to the Work Safety Commissioner on prior to issuing the notice with his written approval. Further information has been provided in open dialogue between parties today and acknowledgement was made that there are still things to be done to manage these identified risks. The focus of the outcomes today between the Directorate and the school are anticipated to assist in managing these risks and compliance with the appropriate policy and legislation. These processes will take some time to manage all the influences involved and will inform the long term management of this matter including a medically informed approach.

Where again I completely respect your position and authority regarding the determination of this matter I seek in company with the Work Safety Commissioner an opportunity to discuss further upon his return early next week.

Forwarded for your information and consideration.

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team – WorkSafe ACT

Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au

Construction, Environment and Workplace Protection | Access Canberra | ACT Government

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>

<image001.jpg>[<image002.jpg>](#)

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<4.4.DiabetesManagementProcedure.docx>

From: [Peffer, Dave](#)
To: [Springett, Emily](#)
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Date: Thursday, 14 September 2017 8:48:35 AM
Attachments: [image002.png](#)

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]

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

0433 962 829 | dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr

<image002.png>

From: [Jones, Greg](#)
To: [Peffer, Dave](#)
Subject: Re: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 9:27:48 AM

Hi Dave

This is always a tricky one (dealing with other directorates and their expectations).

There was considerable interaction with the Education directorate before we did anything. There is clearly a considerable blockage below Meredith as well as above.

There is also the dilemma of once we know there is an issue then we obligated to do something about it to protect the pupil/staff member and ourselves. Clearly, as you state, there is a limit as to what we can, and should, get involved with. This relates to resources as well as expertise.

Happy to chat further when I return as this will not go away. While the intentions are usually good, the advice provided is not always as sound, especially in the context of a large and varied workload.

Regards

Greg

Sent from my iPad

On 13 Sep 2017, at 11:20 pm, Peffer, Dave <Dave.Peffer@act.gov.au> wrote:

Hi Greg

s41(1)

I understand Bradley's reservations but this had nothing to do with political expediency. This is dealing with a concern I had immediately when I heard about this one. Our ongoing role here is extremely tenuous, and if ETD had it reviewed/appealed – I think our current opinions would be ruled to be well outside our area of responsibility and power.

Offering an opinion on whether the signed agreement should be permitted is way outside anything our team's equipped to do. The agreement sits under the directorate's policies. And as I was briefed today, discovered that most kids at the same age are self-administering so this is nothing out of the ordinary.

To give absolute comfort I'll include a condition to have an independent qualified medial professional sign off the appropriateness of the written agreement – but

even that I think could be seen as an over-reach.

We can talk it through when you get back but I spent considerable time on the phone with Natalie offering suggestions about information flows in ETD. Natalie wasn't aware the notice was coming until it was about to be issued. I assured her that there'd been meetings in the days leading up (this came as news to her). Something we can talk about more when you're back.

s41(1)

Thanks

Dave

From: Jones, Greg
Sent: Wednesday, 13 September 2017 9:42 PM
To: Cummins, Bradley
Cc: Peffer, Dave; Snowden, David; Kalleske, Mark
Subject: Re: Education Directorate Improvement Notice

Based on the conflicting medical evidence on this sensitive issue, I consider it would be premature to make a call on lifting the Improvement Notice without further discussion and evidence. There was very careful and considered reason for issuing the Notice in the first place. The removal of the Notice needs equal consideration.

Happy to have some engagement on this matter, rather than just a decision being made on what may appear to be politically expedient.

Greg

Sent from my iPad

On 13 Sep 2017, at 8:07 pm, Cummins, Bradley <Bradley.Cummins@act.gov.au> wrote:

Evening Sir,

I note the information provided by the Director General of the Education Directorate and I am apprised of the full circumstances of this matter including the Principal, Deputy Principal and Teacher's position's regarding this matter. Prior to issuing the notice discussions were had with the Directorate and the staff at the school involved. The notice was issued on the basis that Directorate by virtue of not complying with its own policy which failed to ensure the provision of training instruction and supervision.

I have attached the Education Directorates specific policy regarding

From: [Andric, Radmila](#)
To: [Kalleske, Mark](#)
Subject: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 9:28:42 AM
Attachments: [99118220170908143940.pdf](#)
[ATT00001.htm](#)
[Briefing Note EDU Improvement Notice Medical Processes.docx](#)
[ATT00002.htm](#)
[FirstAid Policy Final - Published Jan. 2017.docx](#)
[ATT00003.htm](#)
[4.4.DiabetesManagementProcedure.docx](#)
[ATT00004.htm](#)
[160428-Known-Medical-Condition-Response-Plan.pdf](#)
[ATT00005.htm](#)
[4.10.Administration-of-Student-Medication-and-Complex-Health-Care-Proced....docx](#)
[ATT00006.htm](#)

Hi Mark,

Elissa has reviewed the Improvement Notice issued to the Education Directorate and found that it was validly issued by Mr Cummins on 6 September 2017.

I'm passing this on to you now, s41(1).

So, just in case if you need it and I'm not here you will have some support.

Kind regards,

Radmila Andric

Principal Solicitor /Manager | Legal Unit

Access Canberra | ACT Government

Phone: 02 6207 4988

Dame Pattie Menzies House, Challis St., Dickson, ACT, 2602 |

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au>



From: Steel, Elissa

Sent: Wednesday, 13 September 2017 4:16 PM

To: Andric, Radmila <Radmila.Andric@act.gov.au>

Subject: FW: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Hi Radmila

As discussed, I have briefly reviewed the Improvement Notice IN-05771-S9JJOS-1 issued to the ACT Education Directorate by inspector Bradley Cummins on 6 September 2017.

The notice was issued under section 191 of the WHS Act, which provides that an inspector may issue an improvement notice in certain circumstances:

191(1) This section applies if an inspector reasonably believes that a 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.

The notice identifies section 19(3)(f) as the provision that the Education Directorate has contravened, or is contravening. The relevant parts of section 19 provide:

19 Primary duty of care

(1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of—

- (a) workers engaged, or caused to be engaged, by the person; and
- (b) workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.

(2) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

(3) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable—

- ...
- (f) the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking;
- ...

As set out in the attached briefing note, Bradley had reasonable grounds to believe that the Education Directorate was not taking reasonably practicable steps to ensure health and safety, and in particular was not managing the risks of untrained workers overseeing and administering student medication by providing necessary information, training, instruction or supervision to teachers, learning support assistants, and other staff.

Section 192 WHS Act sets out the required contents of an improvement notice. It is my view that the notice issued by Bradley meets the requirements of section 192.

Where an improvement notice is given to the Territory, section 248 identifies the responsible agency for the notice. The Education Directorate has been identified properly in improvement notice IN-05771-S9JJOS-1. The only potential issue is that the template electronically generated form only has two options for the type of entity – company or individual. This notice has the “company” option selected. However, this is extraneous to the essential content of the notice, and it could not be said that there has been any misapprehension on the part of the Education Directorate that it was identified in the notice.

From a legal perspective:

1. There were grounds to issue the notice;
2. The form of the notice complies with WHS Act requirements and is validly issued;
3. The person to whom it was issued was properly identified and the notice was properly served.

I understand there is a historical context to the issue of the notice which has generated some discussion between the parties involved. I note that the background material attached shows that Bradley Cummins communicated with relevant persons within the Education Directorate prior to issuing the notice.

Please let me know if you have any questions.

Kind regards

Elissa Steel | Legal Officer, Legal Unit

Phone: 02 6207 4987 | Email: elissa.steel@act.gov.au | *Note: I work part time, on Mondays, Tuesdays and Wednesdays*

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From: Kalleske, Mark
Sent: Wednesday, 13 September 2017 3:42 PM
To: Steel, Elissa
Cc: Andric, Radmila
Subject: FW: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Mark Kalleske | Deputy Director - Compliance and Enforcement

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

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From: Jones, Greg
Sent: Friday, 8 September 2017 5:29 PM
To: Snowden, David; Peffer, Dave; Springett, Emily
Cc: Kalleske, Mark; Cummins, Bradley
Subject: Fwd: Education Directorate Improvement Notice

Hi everyone

From: [Springett, Emily](#)
To: [Kalleske, Mark](#)
Subject: FW: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 10:06:24 AM

FYI – see highlight

From: Peffer, Dave
Sent: Thursday, 14 September 2017 8:49 AM
To: Springett, Emily
Subject: FW: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

From: Peffer, Dave
Sent: Wednesday, 13 September 2017 11:12 PM
To: Jones, Greg; Cummins, Bradley
Cc: Snowden, David; Kalleske, Mark
Subject: RE: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Evening all

Greg / Bradley thanks for your thoughts. I've worked through the relevant policies multiple times, and considered Natalie's response, as well as the additional information provided this evening. I've also had follow up phone conversations with David and Natalie to assist in gathering additional information and mapping out the logic.

In summary (my words), our improvement notice required the directorate to:

1. Ensure staff members administering medication in the school has suitable training
2. Record the training
3. Provide evidence to us, as the regulator, of the training

Natalie's response advised that the parents of the children have since provided written agreement to the directorate for the children to self-administer the medication. The directorate has a policy that covers self administration (I'm not going to make a call about which policy should take precedence – specialist or generalist, but consider that either could apply as the generalist policy is not written to be exclusive, but rather inclusive.) The policy requires:

1. Supervision from an authorised person (first aid trained, which the school has two)
2. A procedure with a clear escalation path to the parents and then ambulance if self-administration is unable to occur.

The situation in the school is now fundamentally different to what it was last week. There is no untrained staff member administering medication. Therefore I can't see how the three requirements in our notice continue to apply.

Nevertheless, our view has been to extend our improvement notice to position ourselves as a decision maker on whether these children should be self administering despite the written agreement now in place. In considering this, I note s41(1) [REDACTED] (who provided written agreement for s41(1) [REDACTED])
[REDACTED]
[REDACTED]

Our view on the other hand has been informed by the opinion of directorate staff – opinions which are in contrast to medically-informed directorate policies and a signed agreement by the family.

It's now us who could be seen to be giving medical opinion.

Given the fundamentally different situation that now exists in the school, with the written agreement in place as of yesterday and the students now self-administering for the past two days, it's my view that the requirements of the improvement notice no longer apply. It's also my view that the scope of the improvement notice, and our expertise as the regulator, doesn't position us well to offer medical opinion on whether the written agreement between the family and directorate should be permitted. Further, the policies governing self-administering medication give me confidence that safety of these children is being managed appropriately with adequate safeguards and escalation procedures being observed. **Therefore I am deciding to cancel the notice with a condition that the written agreement between the family and directorate be signed off by an independent medical professional and provided to us as evidence within 5 working days.**

I will advise Education of my decision and Bradley I'd be grateful if you can set aside some time tomorrow for us to prepare a cancellation notice.

Thanks again all for the advice. I do appreciate it.

Dave

From: Jones, Greg
Sent: Wednesday, 13 September 2017 9:42 PM
To: Cummins, Bradley
Cc: Peffer, Dave; Snowden, David; Kalleske, Mark
Subject: Re: Education Directorate Improvement Notice

Based on the conflicting medical evidence on this sensitive issue, I consider it would be premature to make a call on lifting the Improvement Notice without further discussion and evidence. There was very careful and considered reason for issuing the Notice in the first place. The removal of the Notice needs equal consideration.

Happy to have some engagement on this matter, rather than just a decision being made on what may appear to be politically expedient.

Greg

Sent from my iPad

On 13 Sep 2017, at 8:07 pm, Cummins, Bradley <Bradley.Cummins@act.gov.au> wrote:

Evening Sir,

From: [Peffer, Dave](#)
To: [Kalleske, Mark](#)
Cc: [Snowden, David](#); [Jones, Greg](#)
Subject: Re: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 10:35:37 AM

Thanks Mark - more than comfortable being under my authority.

Dave

On 14 Sep 2017, at 10:28 am, Kalleske, Mark <Mark.Kalleske@act.gov.au> wrote:

Hi Dave

I have contacted Brad to clarify the arrangements for cancelling the notice. He is prepared to draft the necessary documentation but is not prepared to put his name to it so we will draft under your authority.

I have asked to get the documentation today which I will send through to you once I have looked at it.

I am also working with Emily to update the QTB on this matter.

Thanks

Mark

Mark Kalleske | Deputy Director - Compliance and Enforcement

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

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

<[image001.jpg](#)>

From: Peffer, Dave
Sent: Wednesday, 13 September 2017 11:12 PM
To: Jones, Greg; Cummins, Bradley
Cc: Snowden, David; Kalleske, Mark
Subject: RE: Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Evening all

Greg / Bradley thanks for your thoughts. I've worked through the relevant policies multiple times, and considered Natalie's response, as well as the additional information provided this evening. I've also had follow up phone conversations with David and Natalie to assist in gathering additional information and mapping out the logic.

In summary (my words), our improvement notice required the directorate to:

<!--[if !supportLists]-->**1.** <!--[endif]-->Ensure staff members administering

From: [Cummins, Bradley](#)
To: [Peffer, Dave](#)
Cc: [Kalleske, Mark](#); [Jones, Greg](#); [Snowden, David](#)
Subject: Improvement Notice Cancellation Letter [SEC=UNCLASSIFIED, DLM=Sensitive]
Date: Thursday, 14 September 2017 11:54:18 AM
Attachments: [ED Improvement Notice cancellation Letter - 14 September 2017.docx](#)

Morning Sir,

Please find attached a draft letter to Education Directorate informing of the cancellation of their improvement notice as requested to provide. To ensure completeness of this file and compliance with governance processes can I request please a copy of the signed final letter for inclusion in the file.

Thank You

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team - WorkSafe ACT
Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>



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ACT
Government

Chief 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

Work health and safety improvement notice IN-05771-S9JJOS-1

Thank you for your correspondence of 13 September 2017 relating to the improvement notice. I have reviewed the information provided and determined to cancel the notice issued to you by Inspector CUMMINS on 8 September 2017.

I am confident the ACT Education Directorate will continue to make safety a priority in its workplaces. In order to ensure that all necessary assistance is provided to you in continuing the good progress in these matters, I suggest that your officers continue to interact with WorkSafe including having regular meetings and discussions.

Yours sincerely

Dave Peffer
Deputy Director General
Access Canberra

14 September 2017

From: [Kalleske, Mark](#)
To: [Peffer, Dave](#)
Cc: [Jones, Greg](#); [Snowden, David](#)
Subject: RE: Improvement Notice Cancellation Letter [SEC=UNCLASSIFIED, DLM=Sensitive]
Date: Thursday, 14 September 2017 2:33:41 PM
Attachments: [ED Improvement Notice cancellation Letter - 14 September 2017 MK.docx](#)

Dave, a slightly amended version that you may wish to consider.

Thanks
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: Cummins, Bradley
Sent: Thursday, 14 September 2017 11:54 AM
To: Peffer, Dave
Cc: Kalleske, Mark; Jones, Greg; Snowden, David
Subject: Improvement Notice Cancellation Letter [SEC=UNCLASSIFIED, DLM=Sensitive]

Morning Sir,

Please find attached a draft letter to Education Directorate informing of the cancelation of their improvement notice as requested to provide. To ensure completeness of this file and compliance with governance processes can I request please a copy of the signed final letter for inclusion in the file.

Thank You

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team - WorkSafe ACT

Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au

Construction, Environment and Workplace Protection | Access Canberra | ACT Government

GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>





ACT
Government

Chief 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 managed appropriately into the future.

Yours sincerely

Dave Peffer
Deputy Director General - Access Canberra

14 September 2017

From: [Kalleske, Mark](#)
To: [Cummins, Bradley](#)
Cc: [Peffer, Dave](#); [Snowden, David](#); [Jones, Greg](#); [Springett, Emily](#)
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Date: Thursday, 14 September 2017 3:07:13 PM
Attachments: [Correspondence from Mr Peffer to Ms Howson - 14 September 2017.pdf](#)

Hi Brad

Attached is a copy of the signed correspondence provided this afternoon to Ms Howson from Mr Peffer.

Thanks
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: 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]

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

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



ACT
Government

Chief 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 Pepper
Deputy Director General - Access Canberra

14 September 2017

From: [Springett, Emily](#)
To: [Dynon, Kaarin](#)
Subject: FW: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 9:59:00 AM

FYI – will draft response

From: Michael Inman [<mailto:michael.inman@fairfaxmedia.com.au>]
Sent: Thursday, 14 September 2017 9:46 AM
To: Springett, Emily
Subject: Re: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Hi Emily,

I understand the notice has been withdrawn.
Are you able to provide me with an update please?

Sent from my iPhone

On 12 Sep 2017, at 12:24 pm, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi

Sorry just realised I had attached the wrong response -

Please see the WorkSafe response attached! You can quote a WorkSafe spokeswoman.

Emily

From: Michael Inman [<mailto:michael.inman@fairfaxmedia.com.au>]
Sent: Tuesday, 12 September 2017 10:56 AM
To: Springett, Emily
Subject: Re: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Thanks Emily,

Is it also possible to get an update on the improvement notice issued in April?
Was the issue resolved?
How? When? Etc

Thanks.

Sent from my iPhone

On 12 Sep 2017, at 10:50 am, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi Michael

From: [Springett, Emily](#)
To: [Michael Inman](#)
Subject: RE: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 10:03:00 AM

Yes, will get some details asap

From: Michael Inman [mailto:michael.inman@fairfaxmedia.com.au]
Sent: Thursday, 14 September 2017 9:46 AM
To: Springett, Emily
Subject: Re: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Hi Emily,

I understand the notice has been withdrawn.
Are you able to provide me with an update please?

Sent from my iPhone

On 12 Sep 2017, at 12:24 pm, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi

Sorry just realised I had attached the wrong response -

Please see the WorkSafe response attached! You can quote a WorkSafe spokeswoman.

Emily

From: Michael Inman [mailto:michael.inman@fairfaxmedia.com.au]
Sent: Tuesday, 12 September 2017 10:56 AM
To: Springett, Emily
Subject: Re: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Thanks Emily,

Is it also possible to get an update on the improvement notice issued in April?
Was the issue resolved?
How? When? Etc

Thanks.

Sent from my iPhone

On 12 Sep 2017, at 10:50 am, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi Michael

From: [Peffer, Dave](#)
To: [Springett, Emily](#)
Cc: [Snowden, David](#); [Muscat, Linda](#)
Subject: Media Response Education Directorate Update 14092017 [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 12:29:20 PM
Attachments: [Media Response Education Directorate Update 14092017.docx](#)

Hi Emily

I've changed one of the paragraphs as it was a little bit broad.

Thanks

Dave



Date: 14 September 2017

Issue: Education Directorate Improvement Notice - **Update**

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 14 September 2017

Enquiry:

1. I understand the notice has been withdrawn. Are you able to provide me with an update please?
-

RESPONSE (You can quote a WorkSafe ACT spokeswoman):

Hi Michael

Please find a response to your question below.

The Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled as WorkSafe ACT is satisfied that the risks identified with the safe administration of student medication in a school have been adequately addressed by the Directorate.

This includes records in place of suitably trained staff and/or documentation for those students self-administering their medication under staff supervision.

WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools and this focus will continue.

Emily

From: [Springett, Emily](#)
To: [Snowden, David](#)
Cc: [Muscat, Linda](#)
Subject: Updated TPs for Ministers on Education Notice for approval [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 10:33:00 AM
Attachments: [Talking Points for Ministers Education Improvement Notice Updated.docx](#)
Importance: High

Hi David

I have updated the Ministers' talking points on the Improvement Notice and highlighted any additions.

Could you please approve and I will then provide to the Education Directorate for their approval also.

The updated QTB will also be coming your way.

Thanks
Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

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SUBJECT: Improvement Notice issued to the Education Directorate by WorkSafe ACT

KEY MESSAGES:

Talking Points

- Parents can be assured that the ACT Education Directorate has a clear policy regarding administration of student medication and complex health care procedures.
- WorkSafe and the Education Directorate both share the key priority of supporting safety and are working closely together on this issue.
- The Improvement Notice which had been issued by WorkSafe ACT on 8 September 2017 to the Education Directorate was cancelled on 13 September 2017.
- It was cancelled as WorkSafe is ACT is confident that appropriate arrangements are in place across the public education system for the administration of student medication. This includes records for suitably trained staff or documentation for those students self-administering their medication under staff supervision.
- If a student in a public school requires medication or has specific health care needs a worker is trained at that school.
- This staff member works closely with the student, family and relevant medical professionals to support the student.
- The staff member, usually a learning support assistant, is an authorised person who has completed first aid and individualised training to support the student's needs.
- The improvement notice issued by WorkSafe ACT related to an issue at one public school, where circumstances are very specific to the children and family concerned.

Background:

- WorkSafe ACT became aware of a practice where a staff member was administering medication to a student without appropriate training.
- This practice was inconsistent with policies and procedures issued by the ACT Education Directorate.
- On Friday 8 September 2017, WorkSafe ACT issued an Improvement Notice to the Directorate. It applied to all ACT public schools.

- The Notice required all relevant staff to have appropriate training in administering medication and that policies are strictly adhered to at all times. The Notice required action to be taken within 28 days (6 October 2017).
- On 13 September 2017 this notice was cancelled by WorkSafe ACT as sufficient evidence and information regarding compliance was provided by the Education Directorate.
- WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools at all times.
- This is the second notice issued to the Directorate this year relating to safe systems of work. The first notice related to concerns about the management of staff subjected to occupational violence in ACT public schools.

Prepared by: Emily Springett (x6205 9093) and Kaarin Dynon (x6205 4259)

Cleared by: David Snowden, Access Canberra and Meredith Whitton, Education Directorate

Date: 14 September 2017

From: [Springett, Emily](#)
To: [Snowden, David](#)
Cc: [Muscat, Linda](#)
Subject: Media response for approval - Education Notice Update [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 10:58:00 AM
Attachments: [Media Response Education Directorate Update 14092017.docx](#)

Hi David

Once you clear I'll provide to Education and the Ministers' Offices.

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 emily.springett@act.gov.au

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cid:image006.jpg@01D31C1B.E0820B30





Date: 14 September 2017

Issue: Education Directorate Improvement Notice - **Update**

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 14 September 2017

Enquiry:

1. I understand the notice has been withdrawn. Are you able to provide me with an update please?
-

RESPONSE (You can quote a WorkSafe ACT spokeswoman):

Hi Michael

Please find a response to your question below.

The Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled as WorkSafe ACT is confident that appropriate arrangements are in place across the public school system for the safe administration of student medication.

This includes records in place of suitably trained staff and/or documentation for those students self-administering their medication under staff supervision.

WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools and this focus will continue.

Emily

From: [Springett, Emily](#)
To: [Peffer, Dave](#)
Cc: [Muscat, Linda](#)
Subject: Media response for ok - Education [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 11:06:00 AM
Attachments: [Media Response Education Directorate Update 14092017.docx](#)
Importance: High

Hi Dave

Would you like to clear this one?

David has looked at it already but thought you may like to do a final clearance. I will then provide to Education Directorate and Ministers.

Thanks

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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cid:image006.jpg@01D31C1B.E0820B30





Date: 14 September 2017

Issue: Education Directorate Improvement Notice - **Update**

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 14 September 2017

Enquiry:

1. I understand the notice has been withdrawn. Are you able to provide me with an update please?
-

RESPONSE (You can quote a WorkSafe ACT spokeswoman):

Hi Michael

Please find a response to your question below.

The Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled as WorkSafe ACT is satisfied that appropriate arrangements are in place across the public school system for the safe administration of student medication.

This includes records in place of suitably trained staff and/or documentation for those students self-administering their medication under staff supervision.

WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools and this focus will continue.

Emily

From: [Springett, Emily](#)
To: [O'Daly, Edward](#); [White, Michael](#)
Cc: [Craig, Alexandra](#)
Subject: FW: Media response - improvement notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 1:35:00 PM
Attachments: [Media Response Education Directorate Update 14092017.docx](#)
Importance: High

Hi Ed and Michael

For ok please.

Please put through Edu Minister too if needed.

Emily

From: Dynon, Kaarin
Sent: Thursday, 14 September 2017 1:09 PM
To: Springett, Emily
Cc: Summerrell, Jessica
Subject: Re: Media response - improvement notice [SEC=UNCLASSIFIED]

No issues, Natalie Howson has also seen it and has no issues. Thanks.

Sent from my iPhone

On Sep 14, 2017, at 12:45, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi Jess/Kaarin

Media response to Michael cleared on my end. Let me know if any issues.

Emily

**Emily Springett | Deputy Director, Strategic Communications and Media, Access
Canberra**

Phone: 6205 9093 | Mobile: 0413 169 029 | emily.springett@act.gov.au

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

Level 4, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158
Canberra City ACT 2601 | www.act.gov.au/accessCBR

<[image001.jpg](#)>

<Media Response Education Directorate Update 14092017.docx>



Date: 14 September 2017

Issue: Education Directorate Improvement Notice - **Update**

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 14 September 2017

Enquiry:

1. I understand the notice has been withdrawn. Are you able to provide me with an update please?
-

RESPONSE (You can quote a WorkSafe ACT spokeswoman):

Hi Michael

Please find a response to your question below.

The Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled as WorkSafe ACT is satisfied that the risks identified with the safe administration of student medication in a school have been adequately addressed by the Directorate.

This includes records in place of suitably trained staff and/or documentation for those students self-administering their medication under staff supervision.

WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools and this focus will continue.

Emily

From: [Springett, Emily](#)
To: [White, Michael](#); [O'Daly, Edward](#)
Cc: [Craig, Alexandra](#)
Subject: RE: Media response - improvement notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 2:09:00 PM
Attachments: [image001.png](#)

Hi

Dave has used the terminology of cancelled (reason being that the PIN no longer applies as S4 [REDACTED]), rather than lifted.

Will add in the having.

Ed – does anyone else need to check?

From: White, Michael
Sent: Thursday, 14 September 2017 2:06 PM
To: Springett, Emily; O'Daly, Edward
Cc: Craig, Alexandra
Subject: RE: Media response - improvement notice [SEC=UNCLASSIFIED]

Hi Emily,

Can I suggest a few changes.

The Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled (*should we say lifted instead of cancelled?*) as WorkSafe ACT is satisfied that the risks identified with the safe administration of student medication in a school have been adequately addressed by the Directorate.

This includes *having* records in place of suitably trained staff and/or documentation for those students self-administrating their medication under staff supervision.

WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools and this focus will continue.

Michael White

Adviser

Office of Gordon Ramsay MLA | Member for Ginninderra

Attorney-General

Minister for Regulatory Services

Minister for the Arts and Community Events

Minister for Veterans and Seniors

Phone: 6205 7101 | Email: michael.white@act.gov.au



From: [Springett, Emily](#)
To: [Michael Inman](#)
Subject: RE: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]
Date: Thursday, 14 September 2017 4:38:00 PM
Attachments: [Media Response Education Directorate Update 14092017.pdf](#)

Hi Michael

Please see attached

Emily

Emily Springett | Deputy Director, Strategic Communications and Media, Access Canberra

Phone: 6205 9093 | Mobile: 0413 169 029 emily.springett@act.gov.au

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cid:image006.jpg@01D31C1B.E0820B30



From: Michael Inman [mailto:michael.inman@fairfaxmedia.com.au]
Sent: Thursday, 14 September 2017 9:46 AM
To: Springett, Emily
Subject: Re: WorkSafe Response - Education Directorate Improvement Notice [SEC=UNCLASSIFIED]

Hi Emily,

I understand the notice has been withdrawn.
Are you able to provide me with an update please?

Sent from my iPhone

On 12 Sep 2017, at 12:24 pm, Springett, Emily <Emily.Springett@act.gov.au> wrote:

Hi

Sorry just realised I had attached the wrong response -

Please see the WorkSafe response attached! You can quote a WorkSafe spokeswoman.

Emily

Date: 14 September 2017

Issue: Education Directorate Improvement Notice - **Update**

Contact details (email/phone): michael@fairfaxmedia.com.au

Media outlet: *The Canberra Times*

Deadline: 14 September 2017

Enquiry:

1. I understand the notice has been withdrawn. Are you able to provide me with an update please?
-

RESPONSE (You can quote a WorkSafe ACT spokeswoman):

Hi Michael

Please find a response to your question below.

The Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled as WorkSafe ACT is satisfied that the risks identified with the safe administration of student medication in a school have been adequately addressed by the Directorate.

This includes having records in place of suitably trained staff and/or documentation for those students self-administrating their medication under staff supervision.

WorkSafe ACT and the Directorate are committed to supporting the safety of students and staff in public schools and this focus will continue.

Emily

From: [Peffer, Dave](#)
To: [Cummins, Bradley](#)
Cc: [Jones, Greg](#)
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]
Date: Tuesday, 19 September 2017 9:13:40 PM
Attachments: s41(1) [REDACTED]
[image001.png](#)

Hi Bradley

Can you please review the attached documents and ensure there's no concerns from your end in terms of them meeting the conditions I attached to lifting the improvement notice.

I'd like to get back to Natalie in the next few days if possible. I should also note that these documents no doubt meet the requirements of being health records and should be treated with the utmost confidentiality, hence I'm only providing to you and Greg.

Many thanks

Dave

DAVE PEFFER

0433 962 829 | dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr



From: Corrigan, Amie **On Behalf Of** Howson, Natalie
Sent: Tuesday, 19 September 2017 5:29 PM
To: Peffer, Dave
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

I am writing in response to your below email of 13 September 2017 regarding an Improvement Notice issued to the ACT Education Directorate. In your email you indicated you were cancelling the Improvement Notice on the basis the Directorate provide copies signed by a medical practitioner of agreements for the students in question to s41(1) [REDACTED]. Please see attached Known Medical Condition Response plans s41(1) [REDACTED]. These plans, signed by the family's medical practitioner are now consistent with EDU policies and procedures. I trust this meets the condition placed on the cancellation of the notice.

Please don't hesitate to contact me if you require any further information.

Kind Regards,

Natalie Howson
Director General

From: [Peffer, Dave](#)
To: [Jones, Greg](#); [Cummins, Bradley](#)
Cc: [Kalleske, Mark](#)
Subject: RE: Workplace Visit report, F6SRBC [SEC=UNCLASSIFIED, DLM=Sensitive]
Date: Wednesday, 20 September 2017 11:00:06 PM
Attachments: [image005.png](#)

Greg / Bradley

Thank you for walking me through this today. I'll advise Natalie tomorrow of the outstanding risks and discuss with her our view that training be immediately provided.

Dave

From: Jones, Greg
Sent: Wednesday, 20 September 2017 12:19 PM
To: Peffer, Dave; Cummins, Bradley
Cc: Kalleske, Mark
Subject: FW: Workplace Visit report, F6SRBC [SEC=UNCLASSIFIED, DLM=Sensitive]

Hi Dave

Further to the information provided by the Education Directorate in response to your decision to cancel the Improvement Notice, Bradley has had a close look at the range of supporting documents available to support the Education Directorate's position that self-administration is an adequate response to the situation.

It seems to me that adequate training of staff is still a key requirement that needs to be implemented as a matter of urgency by the Education Directorate. The self-administration as a solution provides some way forward to addressing the issue but does not appear to cover off all of the risks.

The medical plans still require supervision by trained staff.

The claim that trained first aid officers are available to assist is an unknown quantity until it is verified that they have been specifically trained in the administration of diabetes. Normal first aid training does not cover this aspect.

I think we should discuss further before you respond to the Education Directorate.

Regards

Greg

From: Cummins, Bradley
Sent: Wednesday, 20 September 2017 11:18 AM

To: Jones, Greg

Subject: FW: Workplace Visit report, F6SRBC [SEC=UNCLASSIFIED, DLM=Sensitive]

Dear Greg,

As per Mr Pepper's request below I have examined the attached documents and I have considerable concerns regarding the management of risks from the Education Directorates perspective. As you are aware this information is provided following the issuance of an improvement notice relating to the deficient provision of training and instruction.

In answer specifically to Mr Pepper's question the documents provided meet the conditions that Mr Pepper provided the Education Directorate in his decision to cancel the notice. The provision of these documents however does not sufficiently manage the known risks to these children but further complicates these circumstances and re enlivens the necessity of appropriate training and instruction to be provided which was the basis of the issuance of the notice in the first place.

The plans seek to identify s41(1), s6(2)

. The attached documents further identify the necessity of the provision of appropriate training and instruction to Education Directorate staff in their involvement with providing for the care of these children.

These documents appear to be consistent with the Education Directorates policy in managing diabetes specifically 4.4 Education Directorate Diabetes Management Procedure Version 2.0 — 7/02/2017 (Attached). This document is owned by the education Directorate and version post dates the general procedure relating to the management of student medication and complex health care procedure. The Diabetes Management plan is informed by Diabetes and NSW & ACT School Management Position Statement (Attached) where it specifically details that the Education Systems will, Require school staff undertake training to provide the knowledge and skills necessary to provide a safe environment. Additionally there is available other details of requirements relevant to training and instruction.

The Known medical condition response plans and Diabetes Management Plan for School of each child have a number of conflicting requirements to Accu-check Combo Pump Instructions. This conflicting information is of great concern as it relates to actions to be taken in s41(1) circumstances where all available information indicates is the time when there is significant risk to the health of the child.

Instructions are detailed as follows s41(1) :

s41(1)

[Redacted content]

In conflict to these instructions the Diabetes Management Plan for school details treatment for Severe Hypo:

DO NOT ATTEMPT to give anything by mouth.
Lay student on his/her side in the recovery / coma position
Call the ambulance (dial 000) and state it's a DIABETIC EMERGENCY
Contact the parents
Stay with the student until the ambulance arrives.

These variations present unclear instructions to Education Directorate staff at the most critical time and when any confusion will be detrimental to the children.

These documents throughout call for specific actions to be taken by staff in detailed circumstances and are inclusive of actions to be followed in circumstances when the children are incapable of managing their own situation and medical emergency. The plans call for the assistance of s41(1) to assist in managing a medical emergency where they are incapable of managing it themselves. This approach brings about additional risks to the s41(1) being intentionally by the plans instructions being exposed to a medical emergency involving s41(1).

The provision of these documents enlivens the necessity for the immediate provision of suitable training and instruction of Education Directorate Staff who are charged with the responsibility for the provision of care to these children whilst at school. In fact these documents detail requirements of such training to be provided for them to be followed and to manage the risks to these children in circumstances of a medical emergency.

First Aid training in Australia is governed under the national training framework and is not inclusive of how to manage specific circumstances of known risks relating to diabetic emergencies including the disconnection of pumps and the provision of sugar pastes or administering Glucagen Needles or the administration of Insulin.

These are known risks to these children. The Education Directorate is responsible for the provision of a safe environment to these children in accordance with obligations of the *Work Health and Safety Act 2011*. To comply with these obligations the Education Directorate is required to provide suitable training, instruction and supervision to its employees on how to manage these known risks.

It is my assessment of the documents provided and information known to me that in the absence of the provision of specific training and instruction to staff by appropriate medical professionals these plans do not manage the known risks to these children.

It is my recommendation that an improvement notice be re-issued to the Education Directorate to ensure their compliance with the *Work Health and Safety Act 2011*. Alternatively that by any other means there is the immediate provision of training and instruction to staff who are in a position by virtue of their employment required to care for these children and maybe required as part of this care to manage a medical emergency involving these children.

Forwarded for your consideration.

As always I am available to discuss further should you require.

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team - WorkSafe ACT
Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au
Construction, Environment and Workplace Protection | Access Canberra | ACT Government
GPO Box 158 Canberra ACT 2601 | <http://www.act.gov.au/accesscbr>



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From: Peffer, Dave
Sent: Tuesday, 19 September 2017 9:14 PM
To: Cummins, Bradley
Cc: Jones, Greg
Subject: FW: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Hi Bradley

Can you please review the attached documents and ensure there's no concerns from your end in terms of them meeting the conditions I attached to lifting the improvement notice.

I'd like to get back to Natalie in the next few days if possible. I should also note that these documents no doubt meet the requirements of being health records and should be treated with the utmost confidentiality, hence I'm only providing to you and Greg.

Many thanks

Dave

DAVE PEFFER

0433 962 829 | dave.peffer@act.gov.au
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr



From: Corrigan, Amie **On Behalf Of** Howson, Natalie
Sent: Tuesday, 19 September 2017 5:29 PM
To: Peffer, Dave
Subject: RE: Workplace Visit report, F6SRBC [DLM=Sensitive: Legal]

Dear Mr Peffer

Position Statement

MANAGEMENT OF TYPE 1 DIABETES IN THE NSW & ACT SCHOOL SYSTEM

Pre-school and school aged children living with type 1 diabetes need to monitor and manage their condition during the day whilst at school and attending school endorsed extracurricular activities. Younger children may need to be fully supported whilst older children may be working towards independence. Schools, pre-schools and organised child care facilities have an obligation to provide a safe environment for students with diabetes to monitor and manage their diabetes. This position statement aims to provide support and guidance to assist schools and pre-schools (including child care facilities) to meet the healthcare needs of students living with type 1 diabetes. Improving the understanding and awareness of diabetes management in schools and pre-schools will assist young people with their condition and enhance their overall educational experience.

Please note: for the purposes of this document, 'school' is taken to mean any childcare or educational institution for ages 0-18 years.

BACKGROUND

All people living with type 1 diabetes require administration of insulin to live. Type 1 diabetes is more commonly diagnosed in children, sometimes from birth. In NSW and ACT, there are 3,131 school aged individuals living with type 1 diabetes (Table 1, NSW National Diabetes Service Scheme Data as at December 2016).

Effective early management from the outset of diagnosis will minimise or prevent the risk of long term complications associated with diabetes. Accordingly, it is necessary that school staff and those caring for children understand the goals of diabetes management and the student's individual diabetes management plan to ensure continuity of care. The national evidence-based clinical care guidelines for type 1 diabetes in children, adolescents and adults (2011) states that adolescents with type 1 diabetes have poorer functional academic outcomes than the general population, suggesting cognitive abilities may be affected by type 1 diabetes. The impact of type 1 diabetes on psychosocial functioning whilst at school particularly among young people, is widely recognised (The National evidence-based clinical care guidelines for type 1 diabetes in children, adolescents and adults, 2011).

The management of type 1 diabetes is based on the regular monitoring of blood glucose levels (BGL's) and administration of insulin. Variable food intake, activity levels, unpredictable appetites, growth spurts and puberty all affect BGL's and disrupt optimal diabetes management.

TABLE 1 – BREAKDOWN OF SCHOOL AGED CHILDREN LIVING WITH TYPE 1 DIABETES

School Band	Age (years)	Number of Children	
		NSW	ACT
Preschool & day care	0-4	115	4
K – 2	5-7	289	22
3-4	8-9	326	26
5-6	10-11	429	30
High school 7-12	12-18	1783	107
Total		2,942	189

DIABETES NSW & ACT INITIATIVES

The following initiatives are now being developed by Diabetes NSW & ACT to support schools to meet the healthcare needs of children living with type 1 diabetes:

- Diabetes Teacher Training Seminars
- Education Resources for Schools and Parents
- As 1 Diabetes Website (www.as1diabetes.com.au)
- As 1 Kids Magazine
- Advocacy: bringing together parents/guardians, hospitals, schools, child-care centres, teachers/carers and the government.

POSITION STATEMENT

This position statement has been created to provide school communities with advice and support regarding the care of children living with type 1 diabetes whilst they are at school and attending school endorsed extracurricular activities. The position statement is intended to assist schools create an environment where children feel empowered, engaged and supported in the monitoring and management of their condition.

There are a number of services and supports that will facilitate the student experience. The roles and responsibilities of key stakeholders will be described. In many cases, these are complimentary between the various stakeholder groups.

Roles and Responsibilities

Diabetes NSW & ACT

Diabetes NSW & ACT is Australia's largest member-based non-profit organisation dedicated to people living with or at risk of diabetes. Diabetes NSW & ACT works proactively to improve the day-to-day lives of people living with diabetes, help prevent diabetes-related complications and make things easier by educating carers, employers and the general public.

Diabetes NSW & ACT strives to educate the community and implement positive, supportive and motivating programs for children living with type 1 diabetes.

Diabetes NSW & ACT is committed to:

- Providing access to timely educational resources to parents/guardians and all teaching staff in schools and child care-centres through the Teacher Training Seminars.
- Confirming the rights of a child to manage a chronic condition at school and the obligations of those within the education system.
- Outlining a process of advocacy for parents/guardians in the event of issues arising in the school environment.
- Actively supporting and encouraging parents/guardians with the transition of their child into the school system.
- Facilitating communication between parents/guardians and teaching staff to ensure the safety and wellbeing of children living with type 1 diabetes.

Parents/Guardians will:

- Inform the school of their child's condition upon enrolment. If the student is already enrolled, the school should be informed as soon as possible after diagnosis.
- Contribute to the development of the school-based diabetes management care plan and the emergency/risk management plan.
- Ensure the school has the current and appropriate diabetes management care plan for their child.
- Provide all the equipment the child needs to be safely supported at school which may include medication, blood glucose meter with test strips, insulin pump consumables and hypo treatment foods/drinks.
- Provide guidance and support to school staff when concerns or issues arrive with their child's management of diabetes.
- Provide consent to contact the appropriately qualified health professionals about their child's management.

Education Systems will:

- Support the treatment of a child with diabetes in the school or child-care settings to be equivalent to the obligations for those with other potentially life threatening conditions.
- Actively support the rights and responsibilities as outlined above for school principals and school staff.
- Ensure that policies and procedures related to the management of children with type 1 diabetes are:

- Evidence-based and reflect best practice
- Require school staff undertake training to provide the knowledge and skills necessary to provide a safe environment

School Principals will:

- Co-ordinate a safe and encouraging school environment that:
 - Recognises the student and family are covered under the Disability Discrimination Act and Disability Standard of Education.
 - Includes all children with health conditions in school activities.
 - Supports children capable of self-administering medication.
 - Ensures the child's diabetes management plan is adhered to in the school setting.
 - Ensures there is adequate staff training and support for the child.
- Ensure that all staff, including casual staff, are aware of children diagnosed with diabetes, symptoms of low BGL's and the location of medication including the hypo kit.
- Communicate with parents/guardians and health care teams in regards to the child's diabetes management plan in an agreed manner.

School Staff will:

- Have a comprehensive understanding of the requirements of the child living with type 1 diabetes in their classroom.
- Be informed and educated about type 1 diabetes.
- Understand the signs and symptoms of a hypoglycaemic (hypo) and hyperglycaemic (hyper) episode.
- Assist the child with diabetes if a hypo or hyper episode occurs and treatment is needed.
- Support the child living with type 1 diabetes in management of their condition where the child is unable to do so them self. This may include blood glucose testing and insulin injecting.

Diabetes Healthcare Team will:

(This team may include the hospital based diabetes healthcare team or other supporting personnel involved with the child's management)

- Assist schools in developing a child's individual diabetes management plan with parental consultation.
- Support and assist parents and school staff in training and education about type 1 diabetes.

REFERENCES

As 1 Diabetes – Diabetes NSW & ACT <http://as1diabetes.com.au/index.php/carer/teachers-and-schools/>

Guidelines for Queensland Schools – Diabetes basics, Diabetes Queensland

Mastering Diabetes in Schools and Early Childhood Settings, Diabetes Victoria

NSW National Diabetes Service Scheme (NDSS) Data - <http://www.diabetesmap.com.au/#/>

National evidence-based clinical care guidelines for type 1 diabetes in children, adolescents and adults, Australian Government Department of Health and Ageing, Canberra 2011. Craig ME, Twigg SM, Donaghue KC, Cheung NW, Cameron FJ, Conn J, Jenkins AJ, Silink M, for the Australian Type 1 Diabetes Guidelines Expert Advisory Group.

ACKNOWLEDGMENTS

This document is the result of consultations with the NSW Department of Education, the Catholic Education Commission and the Association of Independent Schools.

The valuable contributions by teachers, parents, diabetes educators, paediatricians and other health professionals are also acknowledged. Contributing services include:

- ACT Health Diabetes Service
- The Children’s Hospital at Westmead
- St George Hospital
- Sydney Children’s Hospital at Randwick
- John Hunter Children’s Hospital

From: [Springett, Emily](#)
To: [Jones, Greg](#)
Subject: RE: Canberra Times [SEC=UNCLASSIFIED, DLM=Sensitive]
Date: Thursday, 21 September 2017 3:11:33 PM

I suggest a response could be along the lines of:

Hi Michael

Thank you for your interest in this matter.

As we have previously advised, the Improvement Notice which had been issued by WorkSafe ACT to the Education Directorate was cancelled on 13 September 2017.

It was cancelled as WorkSafe ACT was satisfied that the risks identified with the safe administration of student medication in a school have been adequately addressed by the Directorate.

This included having records in place of suitably trained staff and/or documentation for those students self-administering their medication under staff supervision.

A standard 28 days in terms of an improvement notice was given, however due to the importance the Education Directorate placed on this matter as well as the arrangement in place for a student administering the medication under staff supervision it was cancelled much sooner as elements of the notice were not relevant.

Also as outlined in the previous response, we remain committed to working closely with the Education Directorate with safety of students and staff a key focus we both share.

Also, for any communication enquiries please come through the communications team by calling 6205 9093 so we can action the response for you.

Thank you

Greg

From: Jones, Greg
Sent: Thursday, 21 September 2017 11:31 AM
To: Springett, Emily
Subject: FW: Canberra Times [SEC=UNCLASSIFIED, DLM=Sensitive]

Hi Emily

For your input and/or discussion please.

Regards

Greg

From: Michael Inman [<mailto:michael.inman@fairfaxmedia.com.au>]
Sent: Thursday, 21 September 2017 11:25 AM
Cc: Jones, Greg
Subject: Re: Canberra Times [SEC=UNCLASSIFIED, DLM=Sensitive]

Hi Greg,

Are you able to further enlighten me on this? As I said, this issue seemed to be resolved extremely fast.

Michael Inman

Reporter - The Canberra Times
Australian Community Media

t 02 6280 2329 m 0418 276 636
michael.inman@fairfaxmedia.com.au
9 Pirie Street, Fyshwick, ACT. 2609.
www.canberratimes.com.au



On 18 September 2017 at 13:20, Cummins, Bradley <Bradley.Cummins@act.gov.au> wrote:

Dear Michael,

I thank you for your enquiry relating to this matter. As I am not the person who cancelled this notice I am unable to comment on your questions. I will refer you to the Work Safety Commissioner Mr Greg JONES who may be better positioned to assist you.

Kind Regards,

Bradley CUMMINS

Manager – Major Investigations Team - WorkSafe ACT
Phone: 02 6207 2309 | Mobile: 0434 851 164 | Email: bradley.cummins@act.gov.au
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-----Original Message-----

From: Michael Inman [<mailto:michael.inman@fairfaxmedia.com.au>]
Sent: Monday, 18 September 2017 12:07 PM
To: Cummins, Bradley; brad.cummins@act.gov.au

Subject: Canberra Times

Hi Bradley,

I write about an improvement notice you issued the Education Directorate earlier this month.

I got your name from the top of the notice on display at their Northbourne Ave offices.

I found it odd that the notice was withdrawn so quickly, considering all the work required for it to be resolved.

Is it normal for a notice to be withdrawn/resolved this quickly?

Was there a reason for it? Did they fully comply?

It was all an it of a whirlwind and confusing to me. BTW, this is just for background to help me understand the process.

Thanks,

Michael Inman
0418276636

Sent from my iPhone

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