

First aid procedure

This is a mandated procedure under the operational policy framework. Any edits to this procedure must follow the process outlined on the [creating, updating and deleting operational policies](#) page.

1. Overview

This procedure provides detail and guidance on how to ensure an adequate and timely first aid response in the event of injuries, illnesses or an emergency at department workplaces.

2. Scope

This procedure applies to all department employees and those who engage in activities or services provided at a department site or service.

This procedure does not apply to the [health support needs of children and young people](#) (staff login required).



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4. Detail

4.1. First aiders

At a minimum, all school and early childhood education and care services must have at least 1 first aider in attendance at all times for every 50 people likely to be present.

People at department sites include employees, children, young people, visitors and volunteers

All corporate offices and non-school sites must have at least 1 first aider in attendance at all times for every 50 people.

The [first aider calculator](#) (staff login required) will assist to determine the required number of first aiders.

Additional first aiders may be required depending on the layout of the site, for example where there are multiple buildings or buildings with multiple stories.

Additional first aiders are also required for excursions, camps, sporting and adventure activities identified in the [camps and excursions procedure \(PDF 850KB\)](#).

Different arrangements apply to special education settings, where all employees working within these areas are required to hold an up-to-date first aid qualification.

When nominating employees to be first aiders consider ensuring that everyone on site has quick access to first aid treatment. Certain environments have greater risk of injury and illness due to the nature of activities being carried out. Environments with greater risks include design and technology workshops, canteens or commercial kitchens, science laboratories and swimming pools.

4.2. Designated first aiders

Designated first aiders are non-teaching employees appointed by the site leader (by request or nomination) to provide first aid services to a site in addition to their regular work. As well as providing first aid assistance, designated first aiders perform a range of additional duties for which they are entitled to receive a first aid allowance. These additional duties include:

- maintaining workplace first aid systems
- maintaining first aid facilities
- maintaining first aid equipment and restocking first aid kits
- providing appropriate first aid assistance where possible
- being onsite and available during core business hours.

4.3. First aid training

First aiders must undertake regular training to maintain the currency of their first aid qualifications. Schools and preschools receive a resource entitlement statement (RES) allocation toward the cost of first aid training annually.

4.3.1. Schools and early childhood education and care services

- Designated first aiders and first aiders in schools and early childhood education and care services are required to hold [HLTAID012: Provide first aid in an education and care setting](#) or [HLTAID013: Provide first aid in remote or isolated site](#), which both include anaphylaxis and asthma first aid training. They must update their qualification every 3 years.
- Designated first aiders and first aiders in schools and early childhood education and care services must also complete [HLTAID009: Provide cardiopulmonary resuscitation](#) every 12 months.
- Additional specialised, individualised training is available to employees supporting children and young people with complex medical needs. Further information can be found on [health support training providers for staff](#).

4.3.2. Corporate offices and non-school sites

- Designated first aiders in corporate offices and non-school sites are required to hold [HLTAID011: Provide first aid](#). They must update their qualifications every 3 years.
- Designated first aiders in corporate offices and non-school sites must also complete [HLTAID009: Provide cardiopulmonary resuscitation](#) every 12 months.

4.4. Training for special education settings

All employees working in special education settings, must complete [HLTAID012: Provide first aid in an education and care setting](#) or [HLTAID013: Provide first aid in remote or isolated site](#).

All employees working in special education settings must also complete [HLTAID009: Provide cardiopulmonary resuscitation](#) every 12 months.

All employees working in special education settings must complete an additional training module relating to the first aid response for Seizures and Midazolam. The use of midazolam can only be used in accordance with a student's seizure management plan. Employees must enrol in this training through [plink](#) (login required).

For further information email [Work Health and Safety](#).

4.5. Educator first aid requirements

All employees working within special education settings are required to hold an up-to-date first aid qualification. In all other settings, site leaders should determine which employees are required to hold a current qualification in [HLTAID012: Provide first aid in an education and care setting](#) as part of their duties or to enable the site to meet a 1 to 50 ratio of first aiders to people normally present (including employees, children, young people, visitors and volunteers).

Swimming, aquatics and surf education instructors must hold a current qualification in [HLTAID011: Provide first aid](#) and [Asthma First Aid for Schools](#) certificate.

Non-permanent and pre-employment teachers are required to hold a current [HLTAID010: Provide basic emergency life support](#).

4.6. Responding to injuries, illnesses or emergencies

When providing first aid to an injured or ill person, first aiders should:

- wash their hands with soap and water or apply alcohol-based hand rub before and after administering first aid
- put on appropriate personal protective equipment (such as disposable gloves) to prevent contact with blood and body substances
- consider the need for eye protection, a mask and protective clothing in circumstances where splashes of blood or body substances are likely to occur.

4.6.1. Responding to injuries, illnesses or emergencies

- **Call 000** if someone is seriously injured or needs urgent medical help. If you are unsure whether someone needs an ambulance or not, call 000. Employees do not have to wait for parent approval before taking this emergency action as delays could compromise safety.
- Locate a first aider to administer first aid. Anyone who holds a current first aid qualification can perform first aid.
- If an ambulance has been called, the first aider must continue to provide first aid care to the patient, within the scope of their training, until emergency service staff are present to take over.
- Call the patient's emergency contact to advise them of the situation.
- Report all non-minor injuries, illnesses or emergencies, through the department's incident management system.
- If an ambulance has been called, refer to reimbursement of ambulance cost below for more information.

4.6.2. Responding to minor injuries and illnesses

- Locate a first aider to administer first aid. Anyone who holds a current first aid qualification can perform first aid.
- In schools, record minor injuries to students on the [first aid log for minor injuries \(PDF 502KB\)](#) (staff login required).
- If the injury was to a child or young person, inform the parents or guardians that their child has received first aid through written communication such as a letter, email or text message.
- In [early childhood services](#), record minor student injuries on the [incident, injury, trauma and illness record \(PDF 669KB\)](#) (staff login required).

- For early childhood services and out of school hours care, notify the family with a completed incident, injury, trauma and illness record on collection of the child and obtain parent or caregiver signature.

4.7. Notification and reporting of injuries and illnesses

- Non-minor student/child and non-employee injuries and illnesses must be reported on the incident management system.
- All employee injuries/illnesses, **minor and non-minor** requiring a minimum of first aid treatment must be reported on the incident management system.
- Refer to [critical incidents, injury and hazard reporting](#) (staff login required) for more information on what to report, and how to report, injuries and incidents, as well as incidents that are notifiable and require reporting to the Education Standards Board, SafeWork SA or the Office of the Technical Regulator.

4.8. Excursions, camps, sporting and adventure activities

Sites must ensure that employees and others participating in excursions, camps, sporting and adventure activities have access to first aid and are aware of the excursion emergency and evacuation procedures. Access to first aid support must be available at all times and due consideration should be given to emergency response times when selecting a camp or excursion location.

Activity	Minimum training requirements	First aider to participants ratio
Excursions	For schools Risk assess first aid needs based on the excursion location and activity.	Have at least 1 of the following for every 25 people: <ul style="list-style-type: none"> • a designated first aider in the group • an employee trained in HLTAID012: Provide first aid in an education and care setting. Take a portable first aid kit for every first aider.
	For all education and care services in scope of the Education and Care Services National Law HLTAID012: Provide first aid in an education and care setting	To be determined by risk assessment in sports, adventure, camps and excursions risk management form (DOCX 2MB) (staff login required).
Sporting and adventure activities offsite	HLTAID012: Provide first aid in an education and care setting	1:25 Refer to sporting and adventure activities (staff login required) for further guidance and specific requirements for activities.

Activity	Minimum training requirements	First aider to participants ratio
Camps	HLTAID012: Provide first aid in an education and care setting	1:25 A first aider may be an employee with the required first aid qualification to meet camp/adventure activity requirements.
Camps in remote or isolated locations (where medical assistance would be unable to be received within 2 hours)	HLTAID013: Provide first aid in remote or isolated site	1:25 At least 1 first aider trained in HLTAID013: Provide first aid in remote or isolated site . Remaining first aiders trained in HLTAID012: Provide first aid in an education and care setting .

For further guidance, refer to the:

- [camps and excursions procedure \(PDF 850KB\)](#)
- [sporting and adventure activities standard \(PDF 716KB\)](#)
- [sports, adventure, camps and excursions risk management plan \(DOCX 2MB\)](#) (staff login required).

4.9. First aid allowances

Designated first aiders will be paid a [first aid allowance \(PDF 382KB\)](#) (staff login required). If performing designated first aider duties for fewer than 3 days a week, the allowance will be calculated based on the number of hours that the duties are performed.

Refer to [first aid in schools and preschools](#) (staff login required) for information about applying for first aid allowance.

4.10. First aid facilities, supplies and signage

Sites with 200 or more people (including employees and children or young people) should have a suitable first aid room or rest area. See the [SafeWork SA Code of Practice: First aid in the workplace \(PDF 713KB\)](#).

One portable first aid kit is required for every designated first aider and must be readily accessible in an emergency.

At a minimum, there must also be 1 first aid kit for each:

- design and technology workshop
- canteen or commercial kitchen
- science laboratory
- fleet and site-owned vehicle,
- swimming pool, and for
- outdoor activities, camps, excursions, sporting activities and adventure activities.

Consideration should be given to having additional first aid kits in:

- agricultural studies facilities
- grounds person sheds
- gymnasiums
- private vehicles used for work purposes
- other high-risk areas identified through a risk assessment.

Consideration should also be given to adding modules to first aid kits:

- burns module – for activities that may cause chemical and heat burns
- outdoor module – where there is a risk of insect stings, plant stings, or snake bites
- remote module – for remote areas that do not have timely access to medical and ambulance services
- other module – where there is a risk of an infectious disease.

First aid kits must be readily accessible in an emergency.

First aid kits must be inspected and replenished at least every 6 months. Site leadership may delegate this task to a designated first aider. The [first aid kit contents checklist \(PDF 90KB\)](#) (staff login required) provides the minimum first aid kit content and restocking of first aid kits. Additional items/modules will need to be included in first aid kits depending on the location, for example a burns module to be included in canteens or commercial kitchens.

The [first aiders' contact details](#) (staff login required) and the location of first aid equipment must be displayed and easily accessible. First aid equipment must be identified on evacuation diagrams by a white cross on a green background.

Inductions must include information on first aid provisions, including the [employee first aid medical information form \(PDF 130KB\)](#) (staff login required). Employees with a known medical condition that may require first aid assistance should be encouraged to complete the form to enable prompt and appropriate assistance.

When administering first aid, the first aider needs to be mindful of the *Civil Liability (Institutional Child Abuse Liability) Amendment Act 2021* (SA), that requires the department to prevent children and young people being placed in a situation of risk. Where possible, first aid should be performed with 2 employees present. Prompt first aid treatment should remain a priority.

4.11. Automatic external defibrillator (AED)

To ensure compliance with the *Automated External Defibrillators (Public Access) Act 2022* (SA) all department schools and standalone preschools have been provided with an AED, to be kept in the front office or reception area. Details of this AED must be added to the public register maintained by SA Ambulance Service.

A Designated First Aider must complete the [AED daily inspection record \(DOCX 2MB\)](#) (staff login required) to ensure the AED is operational.

If a site determines from a [risk assessment \(DOC 612KB\)](#) (staff login required) that additional AEDs are required, they must ensure:

- the AED is maintained and inspected in accordance with manufacturer's instructions
- the AED is located in a clearly visible and accessible location with clear signage.
- all costs related to purchase and maintenance will need to be met from the site budget.

Accredited first aid training courses include use of AEDs, however an AED can be used by any responsible person.

4.12. Eye wash equipment

Emergency eye wash equipment should be provided where there is a risk of hazardous chemicals or infectious substances causing eye injuries.

Eye wash equipment may be permanently fixed or portable. Equipment must be maintained in accordance with manufacturers' instructions.

4.13. Reimbursement of ambulance costs

Where an employee is injured at work and a claim for workers' compensation is lodged and accepted, the cost of the ambulance is met through workers' compensation. If the claim for compensation is rejected, or the injury or illness is not work related, the cost of the ambulance will be referred to the individual for payment.

In the case of a child, young person or volunteer, payment of ambulance costs is primarily the responsibility of the individual or their caregiver. Individuals that have private ambulance cover should recover costs from their insurer. Visitors are responsible for meeting their own ambulance costs.

Where a child, young person or volunteer does not have private ambulance cover, a request for payment can be made. Information for volunteers, parents or guardians and a link to the online claim form is available on the [insurance and claims management page](#) on the department's website.

5. Roles and responsibilities

5.1. Site leader and Line Manager

Record details of student or child minor injuries and illnesses on the incident, injury, trauma and illness record. Record all non-minor first aid incidents in the department's incident management system.

All employee incidents, **minor and non-minor**, must be reported in the department's incident management system.

Notify SafeWork SA as soon as possible after becoming aware that someone at site has suffered a serious injury or illness that meets the definition of a [notifiable incident](#) (staff login required).

Ensure that workplace first aid requirements are determined in consultation with employees and health and safety representatives.

Provide appropriate first aid equipment and ensure employees and others have access to first aid.

Ensure that:

- an adequate number of employees are appropriately trained to administer first aid
- one or more non-teaching employees are appointed as designated first aiders
- first aid record keeping, facilities and equipment standards are met
- employees are advised of first aid arrangements at induction
- employees are advised of the employee first aid medical information form at induction.

Establish a local procedure detailing how first aid treatments are to be recorded.

5.2. Designated first aider

Ensure an adequate and timely first aid response in the event of injuries, illnesses or an emergency.

Maintain up-to-date first aid qualifications as required by the site leader and in accordance with this procedure.

Record details of minor student, child and non-employee first aid incidents using the first aid log for minor injuries or on the incident, injury, trauma and illness record. Record all non-minor first aid incidents in the departments incident management system.

All employee incidents, **minor and non-minor**, must be reported in the department's incident management system.

Maintain and replenish first aid facilities, first aid kits and equipment as required.

Conduct frequent checks of first aid equipment such as, but not limited to: automated external defibrillator, eyewash, emergency shower.

Do not exceed their level of first aid training and competency in providing first aid.

Be onsite and available during core business hours within the terms of their employment contract.

5.3. First aider

Ensure an adequate and timely first aid response in the event of injuries, illnesses or an emergency.

Maintain up-to-date first aid qualifications as required by the site leader and in accordance with this procedure.

Record details of minor first aid incidents using the first aid log for minor injuries or on the incident, injury, trauma and illness record. Record all non-minor first aid incidents in the departments incident management

system. All employee incidents, minor and non-minor, must be reported in the departments incident management system.

Do not exceed their level of first aid training and competency in providing first aid.

6. Definitions

6.1. adventure activities

Includes any outdoor activity conducted on or off departmental premises involving the participation of children or young people in an employee's care and control.

6.2. camp

An activity organised by a school or preschool during which children and young people leave the site to engage in overnight educational, retreat and recreational activities.

6.3. designated first aider

A non-teaching employee who has maintained up-to-date first aid qualifications in accordance with this procedure . Designated first aiders are appointed by a department site leader to administer first aid assistance and maintain workplace first aid systems, equipment and facilities.

6.4. early childhood services

Includes department:

- preschool or kindergarten
- children's services centre
- children's centre
- playcentre
- rural care
- occasional care
- family day care schemes
- Respite Care program.

6.5. employee

An employee is defined as any person who works or undertakes work for the department as a:

- permanent employee

- fixed term employee
- contract employee
- casual employee
- trainee
- volunteer
- outworker
- apprentice
- work experience student
- contractor or sub-contractor
- employee of a contractor or sub-contractor
- employee of a labour hire company assigned to work for the department.

6.6. excursion

An activity organised by a school or preschool (not including work experience) during which children and young people leave the school or preschool to engage in educational activities. Adventure activities are included in this definition (regardless of whether they occur at the school or preschool or not). An excursion is a variation to normal activity and is not predominantly recreational.

6.7. first aid

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.

6.8. first aid equipment

Includes first aid kits and other equipment, including AEDs, used to provide first aid.

6.9. first aid facilities

Includes first aid rooms, clean water supplies and other amenities needed for administering first aid. Refer to the [SafeWork SA Code of Practice: First aid in the workplace \(PDF 713KB\)](#).

6.10. first aider

An employee who has maintained up-to-date first aid qualifications in accordance with this procedure.

6.11. minor injury

An injury that does not require professional medical or dental treatment or ambulance transport.

6.12. non-minor injury

An injury that requires professional medical or dental treatment or ambulance transport.

6.13. other persons

Other persons who attend a department site or service including:

- child
- client
- parent or carer
- student
- visitor
- young person
- any other person who attends a department workplace from time to time.

6.14. remote area

An area that is geographically isolated and distant from population. Travelling to populated areas is likely to be difficult and, should assistance be required, it would be unable to be raised or received for several hours depending on location and time of day or night.

6.15. site leader

Any person who has the responsibility, management or control of a department site or service. This includes but is not limited to executive directors, education directors, directors, principals, preschool directors, corporate managers, leaders and supervisors.

6.16. special education settings

Includes department:

- special schools
- disability units
- special classes
- inclusive preschool programs.

7. Supporting information

[Australian Children's Education and Care Quality Authority](#)

[Employee first aid medical information form \(PDF 130KB\)](#) (staff login required)

[First aid kit contents checklist \(PDF 90KB\)](#) (staff login required)

[First aid log for minor student injuries \(PDF 502KB\)](#) (staff login required)

[Head injury first aid in education and care settings \(PDF 100KB\)](#)

[Health support planning for children and students in education and care settings](#)

[First aid requirements for temporary employment in government schools and preschools](#)

[Managing student medical conditions](#) (staff login required)

[Safety training matrix \(PDF 2MB\)](#) (staff login required)

[Sports, adventure, camps and excursions risk management plan \(DOCX 2MB\)](#) (staff login required)

[Support for schools and preschools with children and young people with complex and invasive health needs](#) (staff login required)

[Supporting children and students with asthma](#)

[Supporting children and students with anaphylaxis and severe allergies](#)

[Supporting children and students with seizures or epilepsy](#)

7.1. Related legislation

[Civil Liability \(Institutional Child Abuse Liability\) Amendment Act 2021 \(SA\)](#)

[Education and Care Services National Regulations 2011](#)

[Education and Children's Services Act 2019 \(SA\)](#)

[Education and Early Childhood Services \(Registration and Standards\) Act 2011 \(SA\)](#)

[Work Health and Safety Act 2012 \(SA\)](#)

[Work Health and Safety Regulations 2012 \(SA\)](#)

7.2. Related policies

[Camps and excursions policy \(PDF 662KB\)](#)

[Camps and excursions procedure \(PDF 850KB\)](#)

[Emergency management procedure \(PDF 376KB\)](#)

[Insurance and claims management in relation to children, students or visitors on departmental premises or participating in departmental activities procedure \(PDF 168KB\)](#)

[Reporting critical incidents, injuries, hazards and near misses procedure \(PDF 234KB\)](#)

[Safety management procedure \(PDF 621KB\)](#)

[SafeWork SA Code of Practice: First aid in the workplace \(PDF 713KB\)](#)

[Standards Australia: Australian Standard AS 3745 – 2010 planning for emergencies in facilities](#)

[Sporting and adventure activities standard \(PDF 716KB\)](#)

[Work health and safety policy \(PDF 557KB\)](#)

8. Record history

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8.1. Approvals

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Policy sponsor: Director, Workforce Relations and Safety

Responsible Executive Director: Executive Director, People and Culture

Approved by: Executive Director, People and Culture

Approved date: 19 March 2025

Next review date: 19 March 2028

8.2. Revision record

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Approved by: Director, Workforce Relations and Safety

Approved date: 19 March 2025

Review date: 19 March 2028

Amendments: Changes to first aider ratio and information about training for special education settings in response to Coroner's recommendations, deletion of content relating to infection control and change of document title from 'First aid and infection control standard' to 'First aid procedure'.

Version: 1.4

Approved by: Director, Workplace Health and Safety

Approved date: 13 April 2023

Review date: 13 April 2026

Amendments: Added reference to *Civil Liability (Institutional Child Abuse Liability) Amendment Act 2021* (SA).

Version: 1.3

Approved by: Director, Workplace Health and Safety

Approved date: 23 February 2022

Review date: 23 February 2025

Amendments: Updated reference to requirements for camps and excursions and sporting and adventure activities. Updated references to legislation and departmental guidance. Added link to SA Health information, including COVID-19. Update to new template. Style guide corrections and improved clarity of language.

Version: 1.2

Approved by: Director, Workplace Health and Safety

Approved date: 14 June 2019

Review date: 21 February 2022

Amendment(s): Transferred to new template and updated hyperlinks. Table added to item 1.2 to align with the intranet content. New branding applied to document, published as HTML document on EDi, edited for plain English in consultation with Communications Directorate.

Version: 1.1

Approved by: Director, Workplace Health and Safety

Approved date: 9 August 2018

Next review date: 9 August 2021

Amendment(s): Updated hyperlinks. Added seasonal flu reimbursement form as link and appendices.

Version: 1.0

Approved by: Chief Operating Officer

Approved date: 24 July 2018

Amendment(s): New standard. Replaced the 'work health and safety workplace first aid procedure' and 'infection control procedure'.

9. Contact

Work Health and Safety

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