



# Procedure

## Managing students' health support needs at school

### Audience

Implementation Date: 23/01/2019

Version: 1.0

All state schools

### Purpose

The procedure outlines the measures state schools must take to support students with health support needs at school, so that all students can safely participate in all aspects of school life.

Refer to the [Supporting students with asthma and/or at risk of anaphylaxis at school](#), if, in addition to the health plans used under this procedure, the student also requires supervision and support to implement an action plan for asthma and/or anaphylaxis.

### Overview

Principals have a non-delegable duty-of-care to students enrolled at and attending their school, which includes enabling students with health support needs to maintain their wellbeing and engage in learning safely. This requires consideration at the student and school level. A range of personnel and parents/carers have a role in providing a safe environment for students.

School staff, parents/carers and health professionals collaborate to manage identified health risks. Schools provide support for students, taking into account what is safe and reasonable in an individual case. This procedure is relevant for students who require support beyond basic first aid or basic administration of medication. Students' support is documented on Individual health plans and/or Emergency health plans (health plans), which guide school staff to perform a health support procedure that is required at school. Schools manage and implement health plans, which are developed and updated by health professionals.

### Responsibilities

#### Principals

- ensure safe management of students' health support needs at school
- develop and document local processes to support student health including:
  - risk minimisation
  - supply and storage of medication



- providing routine and emergency health support procedures
- determine the need for, and manage the development and implementation of, health plans
- where appropriate and in consultation with the parent/carer, approve students to be responsible for managing their health condition at school, which includes carrying and administering their own medication as per the requirements in the [Administration of medications in schools](#) procedure
- approve staff training, ensuring that sufficient staff undertake training to meet the needs of students at the school
- approve staff to perform students' health support procedures based on the outcome of training
- ensure an adequate number and coverage of trained staff, including relief staff, are available to support students' routine and emergency health support procedures
- ensure all relevant staff are aware of students' health conditions and protocols for sharing student personal information
- ensure parents/carers understand that they are responsible for providing up-to-date information about the health support needs of their child and equipment, medications and consumables for use at school.

### **Regional offices**

- support principals to determine and implement reasonable adjustments for students with health support needs in circumstances when no or insufficient staff members at a school volunteer to perform a student's health support procedure
- manage applications for [Supplementary Teacher-Aide Support – Students' Health Support Needs](#) (DoE employees only)
- support the work of [State Schools Registered Nurses](#) to ensure that training is available for school staff as required.

### **State Schools Registered Nurses**

- assist state school staff to safely and effectively manage students' health support need/s
- support schools to assess and manage risks related to students' health support needs as required
- develop and update health plans in collaboration with the student's family and relevant health and medical professionals
- provide training to nominated school staff on health topics as appropriate (e.g. airway management, diabetes, enteral feeding, and epilepsy).

### **School staff**

- take reasonable measures to minimise students' identified health risks
- provide assistance to ensure that a student receives appropriate medical attention including first aid
- support the implementation of health plans

### **Staff members that voluntarily undertake a student's health support procedure/s**

- complete training, including refresher training, to a competency standard determined by the health professional providing the training

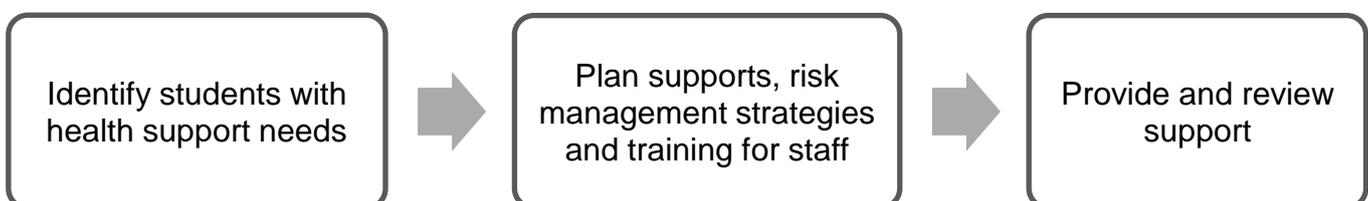
- administer health support procedures in accordance within the scope of their training, skills and competence
- record all instances of [health support procedures](#) and [medication](#) administered to students
- In addition, teacher aides who voluntarily undertake a student's health support procedure/s:
  - complete [Health support procedure allowance for teacher aides claim for payment](#) (DoE employees only) where applicable and submit to regional office
  - stop claiming the allowance for teacher aides when the health support procedure is no longer performed.

### Parents/carers

- provide information to the principal about their child's health condition/s, including written information from health and medical professionals
- ensure that the equipment, medication and consumables provided are supplied, well maintained, in-date and labelled clearly with the student's name, relevant instructions and dosage of medication
- provide medical alert apparel when appropriate.

### Process

The principal is responsible for the overall management of students' health needs at their school; however, a delegate may perform the tasks outlined in the process per [Flowchart 1](#). These tasks can be undertaken by one or more delegates, as nominated by the principal. Complete the actions that are appropriate based on the individual needs of the student.



#### Identify students with health support needs

The principal or their delegate/s will:

- ensure processes are in place to enable parents/carers to provide information about their student's health support needs on enrolment, diagnosis, and as the student's needs change
- consult with parents/carers and/or student to ensure:
  - the school is informed of the health needs of the student
  - the student's medical professional provides written information about the implications and management of any health condition which may impact on the child's schooling
  - medication, consumables and other equipment required for the school to administer health support procedures are provided in a timely way and as agreed with the principal
  - planning occurs to safely manage the student's health support needs at school including updating information and reviewing plans

- matters related to [principal authorisation for self-management](#) of the student's health condition are discussed, and evidence is provided to the principal to inform the decision
- the family and student, if appropriate, understand that relevant information about the student's health condition will be shared with identified school staff and volunteers where necessary to minimise risk to the student's health (e.g. to minimise risk of drowning during a seizure in a swimming pool)
- record the student's medical condition on [OneSchool](#) (DoE employees only).

### Determine what supports are required for individual students

The principal or their delegate/s will:

- consult with the parent/carer of the student; the student, where appropriate; and a health practitioner as required, to assess risk and determine the appropriate routine care and emergency first aid response
- consider the needs of students who [self-manage their medication](#) and/or health conditions
- plan for, and when required, provide assistance and/or supervision for the student, for example during an emergency
- be familiar with the [Students with diabetes: Guidelines for Queensland schools](#)
- determine if the student will be authorised to self-manage their health condition and medication at school.

### Plan supports for students

The principal or their delegate/s will:

- consider students' health support needs when planning and [managing risks in school curriculum activities](#) and special events in collaboration with parents/carers
- discuss proposed camps and excursions with parents/carers well ahead of the proposed event dates
- request the health professional who developed a student's health plan to include any adjustments or prepare an event-specific health plan if required, ensuring referrals are made with sufficient time for the service to respond
- provide coordinators of camps and excursions with details of students' health support needs prior to the event
- consider how students' health support needs can be safely managed when planning lockdown and evacuation procedures, and develop a [personal emergency evacuation plan](#) (DoE employees only) for each student who may require assistance during an evacuation.
- Update health management records in OneSchool based on advice received from parents/carers on consent forms. See [School excursions and international school study tours](#) procedure.

### Provide training and support for school staff

The principal or their delegate/s will:

- plan training for school staff as per [Flowchart 2](#) with the [State Schools Nursing Service](#) or other provider.
- request school staff volunteer to undertake students' health support procedures.  
(Note: Performing health support procedures and any associated training is voluntary.)
- request volunteers complete the [Voluntary undertaking to perform a student's health support procedure](#) form and arrange for a copy to be stored in their HR file at the school.
- contact the regional office to determine solutions if no or insufficient staff volunteer or are available to perform health support procedures.
- maintain a register of staff who have completed training and when refresher training is due, in order to:
  - provide a standard first aid response to a health emergency
  - perform a student's health support procedure/s.

### Arrange for health plans to be developed by a health professional

A health plan **must** be developed for any student:

- whose parents are requesting support outside the scope of first aid
- who is known to be at risk of a health emergency due to a diagnosed health condition
- who requires health support procedure/s during school or school-related activities.

In cases other than this, where it would assist the school to support the student, the principal can determine whether a health plan is required.

The principal or delegate/s will:

- follow the [Checklist](#) for developing and updating health plans if it has been determined that a health plan is required, and provide the parent/carer with information regarding this process
- make a request for [State Schools Nursing Services](#) if required
- consult with the parent/carer or student and health professional ensuring that:
  - all consultation and decisions are fully documented in the student record
  - the prescribing medical practitioner has provided clear instructions to the school concerning any health support procedure to take place during school hours or during school-related activities.

### Agree on the use of technology and smart devices

The principal or their delegate/s will:

- make an agreement with the parent/carer, student, health professional and relevant school staff about how technologies used to manage a student's health support need or procedure (e.g. smart phone) will be managed and used in school hours, noting:

- the owner is responsible for managing the device with respect to charging, providing data, updates, ensuring acceptable working order, insurance and replacement
- students must have access to their medical devices at all times, which may include smart phones that contain apps for health monitoring. This includes during exams and tests. Written medical authorisation, documentation of reasonable adjustments and supervision may be required for standardised testing
- inform staff that, in relation to a student's medical devices, they *must not*:
  - provide their personal contact information as per the Code of Conduct [Standard of Practice](#) and *Public Records Act 2002* (Qld)
  - use their personal device to monitor a student's health information
  - agree to be a follower to a student's device or health monitoring app
- determine if a school smart device will be provided in certain circumstances (e.g. school camp)
- document the use of technologies as a reasonable adjustment and the agreed conditions for using the device during school hours in the student record.

### Record and store health plans

The principal or their delegate/s will:

- explain to the parent/carer and/or student that health plans will be stored and displayed in staff accessible locations to ensure that all staff are aware of students who require health support procedures, how best to support the students, and where they can access this information.
- Note: health plans should not be stored and displayed in areas used by the general public e.g. the foyer of the administration building*
- ensure all relevant staff who are responsible for supervising the student, including relief and specialist staff, have reviewed the health plan before supervising the student
  - store a copy of the student's emergency health plan/s with their emergency medication or equipment
  - upload copies of the student's health plans on OneSchool
  - record in OneSchool if a student has approval to carry and administer their own medication at school
  - ensure a copy of the endorsed health plan is returned to the health professional who developed the plan for filing
  - manage versions (e.g. printed copies) of health plans to ensure that staff are using the most current plan.

### Provide and review support

The staff member/s who voluntarily undertake students' health support procedures will:

- administer routine and emergency health support procedures as required by the student's health plan/s.
- record the administration of [health support procedures](#) and [medication](#).

The principal and/or their delegate/s will:

- allow students to wear medical alert apparel provided by the parent as required
- ensure health plans are kept current
- request the health professional review health plans annually or more frequently if the student's needs change.

In any situation where emergency medication is administered and/or an ambulance has been called, the school will:

- **contact the student's parent/carer as soon as possible**
- record the contact made with the parent in OneSchool
- record the details of the incident in [MyHR WHS](#) (DoE employees only)
- record the emergency health procedure/s administered using the process determined by the school.

### Manage the supply and storage of equipment, medication and consumables

The principal or their delegate/s will:

- ensure that equipment, medication and consumables used to manage students' health conditions during school and school-related activities are:
  - labelled clearly with the student's name, and, for medication, a pharmacy label;
  - stored in accordance with the manufacturer's recommendations;
  - readily accessible at all times, (*do not store emergency medication in a locked space*); and
  - available for use by relevant student for school activities held out-of-school hours e.g. camps, dances
- regularly monitor and maintain equipment, medication and consumables and check expiry dates
- inform the parent/carer when the student's equipment, medication or consumables require servicing, resupply or are close to expiry date
- replace school purchased equipment, emergency medication and consumables promptly as they are used
- refer to the [Administration of medications in schools](#) procedure and the [Guidelines for the administration of medications in schools](#) for specific storage requirements of medication.

## Definitions

<b>Health support need</b>	A student requires routine/daily health procedures, infrequent emergency procedures or has a medical condition which may require an emergency response to a potentially life-threatening crisis. The health conditions associated with a health support need may include asthma, diabetes, anaphylaxis, epilepsy, cystic fibrosis, dysphagia (swallowing difficulties), incontinence (bladder or bowel), adrenal disorders, rare genetic disorders or other health needs requiring health plans.
----------------------------	--

<b>Health support procedure</b>	A prescribed procedure that must be performed during the school day to support the student's access to the educational program. They are requested by a qualified health professional, and can be either routine or emergency procedures. Health support procedures include, but are not limited to, enteral feeding (gastrostomy, nasogastric), urinary management (catheterisation, urostomy care), airway management (tracheostomy care, oral suctioning, oxygen therapy), bowel management (colostomy/ileostomy care), diabetes management.
<b>Health plan</b>	An overarching term describing documents completed by medical practitioners or health professionals that provide the school with directions or guidelines to manage student's health support needs. Health plans include Emergency health plans and Individual health plans.
<b>Emergency Health Plan (EHP)</b>	A plan developed by a health professional (e.g. registered nurse) when a student's health needs may require a response from school staff that extends beyond basic first aid. It provides clear step-by-step directions on how to safely manage a predictable medical emergency specific to certain chronic health conditions and the correct use of emergency medication. The plan is developed in consultation with the school staff, parent/carer, student, medical and other health professionals. The EHP is intended for use in the school setting only.
<b>Individual Health Plan (IHP)</b>	A plan developed by a health professional (e.g. registered nurse) that provides school staff with an understanding of a student's health condition, and the reasonable adjustments required to support the student on a daily basis at school. The IHP describes the routine procedure required at school, including step by step instructions for performing the student's health support procedure. The plan is developed in consultation with the school staff, parent/carer, student if appropriate, medical and other health professionals. The IHP is intended to be used in the school setting only.
<b>Medical practitioner</b>	A doctor registered with the Medical Board of Australia, through the <a href="#">Australian Health Practitioner Regulation Agency (AHPRA)</a> . In some cases, this could include a nurse practitioner endorsed and registered with AHPRA.
<b>Health professional</b>	A qualified health professional with the relevant skills and knowledge to assess, plan and evaluate care. This can be the student's treating team, registered nurse or allied health professional. Health professionals are registered with AHPRA or eligible for membership with the relevant national professional body.
<b>State Schools Registered Nurses (SSRNs)</b>	Registered nurses employed by the Department of Education to work in state schools. SSRNs assist school staff to safely manage the health needs of students with health support needs, supporting their participation in an educational program.
<b>School</b>	For the purpose of this procedure, a school is a state school or education centre, including state outdoor and environmental educational centres and state school operated residential boarding facilities. The term 'school' may include locations used for school-related activities such as sporting fields and excursion sites.

<b>Special event</b>	Extra-curricular activities and any variation to the school routine including camps, excursions, sports days, cultural events, emergency drills.
----------------------	--

## Legislation

- [Education \(General Provisions\) Act 2006 \(Qld\)](#) Chapter 1, Parts 3 and 4; and Chapter 19, Part 3, s.426
- [Work Health and Safety Act 2011 \(Qld\)](#) Part 2, Divisions 1, 2 and 4
- [Anti-Discrimination Act 1991 \(Qld\)](#) Chapter 2, Part 4, Division 3
- [Disability Discrimination Act 1992 \(Cwth\)](#) Part 1; Part 2, Division 2, s.22
- [Disability Standards for Education 2005 \(Cwth\)](#) Part 3, s.3.3
- [Information Privacy Act 2009 \(Qld\)](#)
- [Public Records Act 2002 \(Qld\)](#) Part 2, Division 2, s.8

## Delegations/Authorisations

- Nil

## Related policies

- Nil

## Related procedures

- [Supporting students with asthma and/or at risk of anaphylaxis at school](#)
- [Administration of medication in schools](#)
- [Health, safety and wellbeing incident management](#)
- [Infection control](#)
- [Managing first aid in the workplace](#)
- [Managing risks in school curriculum activities](#)
- [School excursions and international school study tours](#)

## Guidelines

- [Guidelines for the administration of medications in schools](#)
- [Students with diabetes: Guidelines for Queensland schools](#)

## Supporting information/websites

### Forms

- [Administration of a routine health support procedure record sheet](#)

- [Application for supplementary teacher-aide support for student's health support needs](#) (DoE employees only)
- [Checklist for developing and updating health plans](#)
- [Health support procedure allowance for teacher aides claim for payment](#) (DoE employees only)
- [Voluntary undertaking to perform a student's health support procedure](#)

### Supporting documents

- [Flowchart 1: Managing student's health support needs at school](#)
- [Flowchart 2: Staff training for student's health support needs at school](#)

## Contact

For further information, please contact your [closest regional office](#).

## Review date

23/01/2021

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

1.0 Management of Students with Specialised Health Needs

## Creative Commons Licence

