

Purpose

The purpose of this Policy is to outline the processes that St Margaret's Berwick Grammar (**SMBG, the School**) may be required to call Ambulance Victoria to transport a member of staff, a student or a community member to hospital and to ensure that all members of the school community understand position and processes regarding the attendance of the ambulance service.

Scope

This policy applies to all staff and students of SMBG on campus and in all off-campus locations and it must be read in conjunction with SMBG's Medical Emergency (Accident) Management Policy.

Policy and Procedure

Ambulance Victoria service is a potentially expensive option for families, and as the Ambulance Victoria service is a vital community resource, processes for requesting the attendance of the ambulance service must be followed

At times of accidents or illness, the First Aid trained staff members in attendance may confer with the Principal (or next most senior staff member available) and make a decision as to whether or not they should request attendance of the Ambulance Victoria service.

In determining whether or not to contact the Ambulance Victoria service, only the following considerations should be taken into account:

- The health and safety of the patient will be the only determining factor.

Where there is a medical emergency

Staff must take emergency action without waiting for parent or carer consent. Delays in these circumstances could compromise safety. SMBG staff must:

- immediately contact emergency medical services (call 000) Ambulance Victoria (and Police if necessary)
- apply first aid until assistance arrives
- notify parents or carers once action has been taken
- notify the Principal of the incident

Red Flags – an ambulance must be called to the School following a head injury if any of the following signs are observed:

- Loss of consciousness or suspected loss of consciousness
- Deteriorating conscious state
- Amnesia/Temporary memory loss
- Seizure or convulsion.
- Nausea or vomiting.
- Neck pain or tenderness.
- Blurred vision, dizziness or sensitivity to light and/or noise.
- Weakness or tingling/burning in limbs
- Pressure in head/headache

First aid must be administered until the ambulance arrives.

If an ambulance is called the School will ensure that:

- Parents/guardians (or next of kin for an adult) will always be contacted as soon as possible so that they may be in attendance when the ambulance arrives.
- The Principal (or next most senior staff member available) will direct the ambulance to

the safest place nearest to the student

- All other students will be kept away from any accident scene.
- A staff member will be directed to meet the ambulance at the entrance point.
- The school’s administrative staff will provide the student or staff member’s personal details that will be made available to ambulance officers upon arrival.
- The school administrative staff will make note of the time the ambulance was called and when arrived at the location.
- A staff member **will always** accompany a student to the hospital in the absence of a parent/guardian if the attending ambulance officers approve. **Note** (*it is a Principal decision on which staff member will accompany a student to hospital*)
- Staff members accompanying a student to hospital will be collected by the school, another adult, or will be returned to school via taxi which will be paid for by the school.
- The Principal will be informed of and made aware of the hospital to which the patient is being transported in case they need to inform parents or next of kin, or in case they have to arrange the collection of the accompanying staff member.
- An incident report must be submitted as soon as possible after the incident.

Ambulance Victoria membership, or potential costs to families **will not** be a point of consideration.

SMBG decision to call ambulance will always be made with a conservative ‘**better to be safe rather than sorry**’ principle and a staff member in the best position to report on the patient’s condition should contact the ambulance, as the ambulance staff will seek information on the patient’s condition.

All members of SMBG community will be encouraged to be members of the Ambulance Service, with an annual reminder distributed through the School’s communication channels.

Related Policies

First Aid Policy

Concussion Policy

Distribution of Medicine Policy

Medical Emergency (Accident) Management

Anaphylaxis Policy

Asthma Policy

Related Information

[WorkSafe Victoria](#)

[Notifiable incidents under the Occupational Health and Safety Act 2004 | WorkSafe Victoria](#)

[WorkSafe incident notification form](#)

[St Margaret's Berwick Grammar - Incident/Injury Notification Form](#)

Review

This policy is approved by the Senior Executive and reviewed every two years, and/or earlier where required.

Effective Date	March 2026
Review Date	March 2028
Published	Website, Nexus

Calling an Ambulance



Call Triple Zero (000)  000
ask for ambulance

People with speech or hearing disability can call 106 – National Relay Service



Say “ambulance” and then the language you speak in English.

Be prepared to answer the following questions

▶ What is the address you need the ambulance?

THIS ADDRESS IS

▶ What is your contact telephone number?

THIS PHONE NUMBER IS

- ▶ Tell me exactly what happened?
- ▶ How many people are hurt?
- ▶ How old is the patient?
- ▶ Is the patient conscious?
- ▶ Is the patient breathing?

Do not hang up until the calltaker tells you!

Follow the instructions offered by the calltaker until the ambulance arrives.



To assist ambulance

- ▶ **Avoid third party calls** – the person with the patient has the most information.
- ▶ **Answer each question calmly and accurately.** Provide accurate location details – the nearest intersection is helpful.
- ▶ **Have someone wait outside** for the ambulance. Tell the calltaker if the person’s condition changes.
- ▶ **For non-urgent care** and/or patient transport contact your medical practitioner.



AmbulanceVictoria

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