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| Inspection Process |
| First Aid Sector |
| OFFICIAL |

# Introduction

The *Non-Emergency Patient Transport and First Aid Services Act 2003* (the act) empowers Department of Health (the department) Authorised Officers (AO) to conduct inspections of first aid service licence holders to ensure compliance with the act and the Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021.

# Inspection Objectives

The primary objective of a first aid service inspection is to ensure the service is providing safe patient care, within the regulatory framework and promote good practice. Inspections will assist first aid services to meet regulatory requirements. Inspection of a first aid service is categorised into two types:

* Desktop - During a desktop inspection, a first aid service’s organisational policies, procedures, records and other control documents as detailed within the First Aid Services Regulations 2021 will be reviewed. This includes review and approval of a First aid service’s organisation clinical scope of practice.
* Physical - A physical inspection will occur at an event or other area of service provision relevant to the first aid service. The inspection will include assessment of equipment, inclusive of any patient transport equipment and patient care, in accordance with the organisation’s approved clinical scope of practice.

# Frequently Asked Questions (FAQ)

## How often will my first aid service undergo inspection?

All first aid service applicants undergo an initial desktop and physical inspection, this is to ensure the service level applied for is appropriate. Inspections also occur upon licence renewal or request for licence variation, for example request to vary licence to change service level. Inspections may also occur randomly, or in response to potential risk or a complaint.

## Will I be notified of an inspection?

An inspection may be planned at a mutually agreeable date and time, or at the discretion of the department. The department will seek to minimise any potential impact a physical inspection may have on a first aid service’s operation.

## What is assessed during an inspection?

Authorised officers have standard assessment tools aligned with each service level to ensure the first aid service is providing safe patient care. The assessment tools are also used to monitor regulatory compliance, noting the AO conducting the inspection can apply discretion.

## Will I receive correspondence after an inspection is conducted?

Yes. After an inspection, you will be notified by letter from the department, of the inspection outcome. This may include a letter detailing rectification requirements and recommendations to assist your organisation to meet the regulations. The letter will clearly describe the required change/s and permitted timeframe.

## Who will conduct the inspection?

Authorised Officers from the department will conduct inspections. Authorised Officers will include Registered Paramedics with extensive pre-hospital experience, and may include at times, departmental regulation managers. All AO’s will carry photo identification and identify themselves prior to conducting inspection activity. Authorised officers have extensive regulatory knowledge and provide advice and support to ensure your organisation can provide safe patient care and meet the regulatory requirements.

## Do I have to provide information requested during an inspection?

Yes. Under the act it is a requirement to provide any information requested by an AO in relation to the operation of your licence.

## Will my first aid service licence be cancelled, or penalties applied if I do not meet regulatory standard?

You will have the opportunity to provide evidence of rectification to the department if required. For serious breaches of the Act and regulations, there are penalty units, along with other tools that include suspension of service, cancellation of licence and conditions on licences, depending on the severity of the breach, and whether there is an immediate impact to patient/staff safety.

## Who can I contact for further information?

If you have any questions, please contact the NEPT regulations team at [NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au).

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