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| Guideline to an application for a First Aid Service Licence |
| First Aid Service - Licencing |
| OFFICIAL |

## Who needs to complete this form?

* The person who is, or is likely to be, the First Aid Service Licence holder; or
* Where the licence holder is, or is likely to be, a body corporate, all directors (executive and non-executive) and other officers of the body corporate who do or who may exercise control over the First Aid service.

## How is the application to be assessed?

The department assesses an application for a First Aid Service Licence in accordance with the criteria detailed in Section 42T of the *Non-Emergency Patient Transport and First Aid Services Act 2003* *(Vic)* (the Act).

These criteria include:

* Whether the applicant (person or entity) is a fit and proper person to operate a First Aid service;
* The suitability of the equipment that will be used in the First Aid service;
* The suitability of the clinical governance, management and staffing arrangements and the compliance of those arrangements with regulations and approved standards;
* The suitability of the arrangements for recording, monitoring and reviewing the clinical governance, management and staffing arrangements for the service; and
* Whether the arrangements for the care to be provided by the service to patients are such that the care will be safe and of an appropriate quality.

## How to complete an application for a First Aid Service Licence

 The paperclip symbol indicates that a document is required to be attached to the application.

### Schedule 3 Form and Prescribed Fee

 Applicants are required to completed *Schedule 3 – Application for a First Aid Service Licence (see attached form)* and include all information outlined below.

**The application must include the prescribed fee**. The prescribed fee depends on the classification of the First Aid services licence you are applying for. The fee is indexed annually. Refer to the First Aid website (<https://www.health.vic.gov.au/patient-care/applying-for-a-first-aid-licence>) to access the current fees.

Cheques or money orders should be made payable to “Department of Health”. Payment by EFT is also available. The department can provide an invoice to assist you with making payment.

### Fitness and propriety

The Act requires that the department ensures that the proposed licence holder is fit and proper person to operate a First Aid service. The following documents must be provided for the person or entity who is proposed to be the licence holder.

 The following table sets out the documents to be included:

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| A. Natural Person (including Partnership) | B. Company | C. Incorporated Association or Other Body Corporate |
| Name of each person, residential address and contact telephone number(s) during business hours. | Name, address and telephone number of the registered company office. | Name, address and telephone number of the registered office of the incorporated association or body corporate. |
| An Australian Securities and Investments Commission (ASIC) company extract search obtained with the previous one month of making an application, as evidence of the status of the company. | Certificate of Incorporation or other document as evidence of the status of the incorporated association or body corporate. |
| The names of each of the directors (*see attached form*). | The most recent Annual Report or Annual Return. |
| Where the company is a subsidiary, provide a complete company structure chart. | The names of each of the board/committee members or controlling office bearers and the offices held by each of these persons (*see attached form*). |

 For each natural person or for each director and officer of the body corporate who does or who may exercise control over the First Aid Service provider:

* A completed *Declaration of fitness and propriety* (*see attached form*)
* A National Police Certificate (either an original or a certified copy) issued within the past 6 months.
  + Online applications can be downloaded from the [**Victoria Police website**](http://www.police.vic.gov.au/content.asp?Document_ID=274)**.**
  + Complete the form and send directly to Victoria Police). **Please do not forward the application form for the police check to the department.**

### Financial capacity

 The *Non-Emergency Patient Transport and First Aid Services Act 2003* requires that the department considers whether persons are of sound financial reputation and stable financial background. Please arrange for an appropriately qualified independent certified practicing accountant (CPA) or associate chartered accountant (ACA) to review the proposed licence holder’s financial situation and its capacity to develop the First Aid service and complete the relevant form (*see attached form*).

### Business name extract

 Provide a copy of the Australian Securities and Investments Commission (ASIC) company extract search obtained in the last 30 days for the First Aid Service provider.

### Clinical governance, management and staffing

 The department requires documented evidence of processes and policies to support the following:

* **First Aid Service Level assessment** 
  + Complete a *First Aid Level Assessment form* (*see attached form*)
* **Scope of Clinical practice**
  + Prepare and maintain a written scope of clinical practice for your nominated level of First Aid service (refer information sheet on *First Aid Services – Basic, Intermediate or Advanced*).
* **Clinical Governance**
  + Establish and maintain a clinical oversight committee which has a representative for each level of clinical staff member employed (refer information sheet on *Clinical Governance*).
* **Staff Credentialing**
  + Have written documentation of staff qualifications and clinical credentialing (refer information sheet on *Credentialling*).

### Insurance

 Provide evidence of the following Insurance requirements:

* each licence holder obtain public liability insurance to a value not less than $20,000,000.
* each licence holder obtain professional indemnity liability insurance to a value not less than $20,000,000.

### Quality Assurance

 Please provide copies of the following:

* **Intermediate First Aid Licence holder** 
  + Quality Assurance Plan
* **Advanced First Aid Licence holder** 
  + Commencement of Quality Assurance Plan
  + Enrolment in accreditation process for Quality Assurance plan or a gap analysis issued by the accreditation provider
  + Accredited Quality Assurance Program and Certificate of Accreditation

### Infection control

 A First Aid Service Licence holder of an intermediate or advanced service must ensure that the quality assurance plan (as above) includes an Infection Control Compliance Plan.

Please provide details of infection control management arrangements.

### Reporting

 Please provide evidence of the following:

* **Reporting of sentinel and adverse patient safety events**
  + It is a requirement that a licence holder report any sentinel events or critical incidents to the Secretary within 24 hours.
* **Records**
  + All patient care and staff records be maintained in accordance with regulations.
* **Complaints**
  + It is a requirement that a licence holder establish a complaints register and any investigations be carried out in a manner that is not detrimental to the complainant.

### Equipment

 A First Aid Services Licence holder must develop and provide an annual maintenance/inspection schedule that ensures all equipment is safe and functional.

A Senior Clinical Advisor from the department will review the equipment and supplies at a site inspection.

### Accuracy of information

It is an offence under section 50(b) of the *Non-Emergency Patient Transport and First Aid Services Act 2003* to knowingly make any false or misleading statement in any application to the Secretary made under the Act.

## What happens after an application is made?

An Officer from the Non-Emergency Patient Transport (NEPT), First Aid and Investigations unit will contact your organisation to request any further information and arrange a site inspection. Following the site inspection, you will be provided with a written report indicating if any action needs to be taken prior to your licence application proceeding to the next stage.

### Timeframes

The Secretary (or Delegate) has 60 days after receiving an application to inform the applicant of a decision. If the Secretary (or Delegate) requests the applicant to provide additional information, a decision must be made within 28 days of receipt of the information last requested or within the 60 day period, whichever is later. Applicants should keep these timeframes in mind when submitting a First Aid Service Licence.

### Licence

If the Secretary (or Delegate) approves the application, a licence certificate will be issued with the following information:

* the name and address of the holder of the licence
* the class or classes of services that may be operated under the licence
* the conditions to which the licence is subject
* the date on which the licence expires; and
* any other prescribed matter.

### Completed Applications

Email completed applications to: Attention Manager, [NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au)

Please note that incomplete applications may be returned to applicant.

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