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| Guideline to an application for renewal of a First Aid Service licence |
| First Aid Service - Licencing |
| OFFICIAL |

## Purpose

This guideline supports First Aid Service licence holders to submit an application for renewal of a First Aid Service licence.

## Who needs to complete this form?

* The individual (sole trader or partnership) who is the First Aid Service licence holder; or
* Where the licence holder is a body corporate (e.g., company, charity, incorporated association), all directors (executive and non-executive) and other officers of the body corporate who exercise control over the First Aid Service.

## How is the application to renew assessed?

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

These criteria include:

* Whether the applicant (person or entity) is a fit and proper person to operate a First Aid Service and is of sound financial reputation and stable financial background.
* The suitability of the clinical governance arrangements and management and staffing arrangements for the service and the compliance of those arrangements with the regulations and any approved standards.
* Whether the arrangements for the care provided by the service to patients are such that the care is safe and of an appropriate quality.
* Whether the service has been operated in accordance with the Act, regulations made under the Act, approved standards and any conditions to which the licence is subject to.

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

**Please ensure that:**

* All documents are appropriately titled, with document control properties (e.g. version number).
* Document titles must match the corresponding *Checklist for an application for renewal of a First Aid Service Licence.*
* Documents submitted are in a file format (e.g. PDF, word, excel) noting that links to ‘dropbox’ and alike will not be accepted.
* Source referenced forms from the First Aid website at <https://www.health.vic.gov.au/patient-care/applying-for-a-first-aid-licence>

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

### Schedule 4 Form and Prescribed Fee

 Applicants are required to complete *Schedule 4 – Application for the renewal of a First Aid Service Licence* and include all information outlined below.

Application for renewal of a First Aid Service licence should be made three months before the expiry of your current licence. Applications made within the last three months of a licence incur an additional fee which will equate to an additional 50 per cent of the prescribed fee. The department will issue an invoice to pay the prescribed fee prior to three months before licence expiry.

The prescribed fee depends on the classification of the First Aid Services licence you are applying to renew. Refer to the First Aid website (<https://www.health.vic.gov.au/patient-care/first-aid-service-fees>) to access the current fees, which are indexed annually.

### Fitness and propriety

The Act requires that the department assess the fitness and propriety of any person who does or may exercise control over a First Aid Service. The following documents must be provided for the person or entity who is the licence holder.

 The following tab 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) full company extract obtained within 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, board members or controlling officers. | The most recent Annual Report or Annual Return. |
| Where the company is a subsidiary, provide a complete company structure chart that shows the relationship between entities. | The names of each of the board/committee members or controlling office bearers and the offices held by each of these persons |

 For each natural person (individual or partnership) or for each director or officer of the body corporate (e.g., company, charity, incorporated association), who does or who may exercise control over the First Aid Service:

* A completed *Declaration of fitness and propriety* form
* Nationally Coordinated Criminal History Check (Police Check) issued within the past 12 months.

### Registered Business name extract

*  Where a Business Name is being used, provide a copy of the Australian Securities and Investments Commission (ASIC) Registered Business Name extract obtained in the last 30 days for the First Aid Service.

### Financial capacity

 The Act requires the department to consider whether licence holders are of sound financial reputation and stable financial background. Please arrange for an appropriately qualified independent certified practicing accountant (CPA), chartered accountant (CA) or public accountant to review the applicant’s financial situation.

### Insurance

 Provide evidence of the following Insurance requirements:

* A certificate of currency for each licence holder obtaining public liability insurance to a value not less than $20,000,000.
* A certificate of currency for each licence holder obtaining professional indemnity liability insurance to a value not less than $20,000,000.

### Clinical Practice Guidelines, Clinical governance and staffing

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

* **Clinical Practice Guidelines**
  + Provide a copy of the First Aid Service’s Clinical Practice Guidelines (CPG’s).
  + The Clinical Practice Guidelines will be assessed by the First Aid Services Clinical Practice Protocol Assessment Committee (CPPAC).
  + If applicable, provide a change log highlighting any amendments to the CPG’s for CPPAC’s review and subsequent approval.
* **Clinical Governance**
  + Provide the Clinical Oversight Committee (CoC) Terms of Reference
  + Provide COC meeting minutes from the previous 12 months
  + Provide evidence of the CoC’s review and audit responsibilities including:
* records of adverse patient safety event reviews (including sentinel events)
* records of patient transport reviews
* patient care record audit
* post event review

\**provide a minimum of 5 examples for each subpoint above*

* + Staff survey and results (including date issued)
  + The clinical nominee’s details
* **Staff Credentialling**
  + Staff credentialing policy and procedures (including qualification verification, competency assessment and supervision practices)
  + Skills maintenance training records
  + Copy or photo of staff identification

### Quality Assurance and infection control

 Provide copies of the following:

* **Intermediate and Advanced First Aid Licence holder** 
  + Quality Assurance Plan (including any associated policy and procedure documents)
  + Infection control plan
* **Advanced First Aid Licence holder** 
  + Quality Assurance Plan certificate of accreditation
  + Quality Assurance Plan audit report

### Reporting and Records

 Provide evidence of the following:

* **Records**
  + Patient care record template (PCR’s will be reviewed by an Authorised Officer during the site visit)
  + Staff records
* **Complaints**
  + Complaints management policy
  + Complaint register

### Equipment

 Provide evidence of the following:

* + Equipment maintenance schedule and evidence of equipment biomedical testing
  + Medication inventory

### Event Planning

 Provide evidence of the following:

* + Event risk assessment (provide a minimum of 5 risk assessments)

### Accuracy of information

It is an offence under section 50(b) of the Act to knowingly make any false or misleading statement in any application to the Secretary made under the Act.

## Can I renew my FAS licence at a different licence class level?

A First Aid Service licence renewal and variation are two separate processes, meaning a First Aid Service licence cannot be renewed at a different licence class level. However, if a licence holder wants to change the licence class level of a First Aid Service licence at time of renewal, the licence holder can include in the renewal application a *Schedule 6 – Application for variation of a First Aid Service Licence.* The department may request further supporting information from the applicant in assessing the application to vary the licence class level.

NB: a variation will incur an additional fee.

## What happens after an application is made?

An Authorised 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 renewal application proceeding to the next stage.

### Timeframes

Application for renewal of a First Aid Service licence should be made three months before the expiry of your current licence. 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 renewal application.

Please note that the First Aid Service licence will remain valid after the expiry of the licence period, until the Secretary (or Delegate) makes a decision in relation to the licence renewal application as per section 42Z(4) of the Act.

### 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.

**What if the licence holder does not want to renew?**

Email the Non-Emergency Patient Transport (NEPT), First Aid and Investigations unit at: [NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au)

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