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| Checklist for an application for a Non-Emergency Patient Transport (NEPT) Licence |
| Non-Emergency Patient Transport – Licencing |
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This checklist is intended for use in combination with the supporting guideline document.  
Please complete the checklist and return it with your application to [NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au)

Incomplete applications may be returned to the applicant.

**Contact person for the purposes of the application:**

|  |  |
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| **Full name of applicant** (person) |  |
| **Mobile** |  |
| **Telephone** |  |
| **Email** |  |
| **Name of NEPT licence holder**  (proprietor of licence) |  |
| **Name of NEPT Service**  *\*if different from above*  *NB: if using a business name, must be registered* |  |

| **No.** | **Item** | Q | If not attached, please detail why **(i.e. document not applicable)** |
| --- | --- | --- | --- |
| **1** | **Application** | | |
|  | Schedule 3 – Application for a NEPT service licence |  |  |
|  | Payment of prescribed fee |  |  |
| **2a** | **Please provide the appropriate information required for your kind of entity (A., B., or C.** | | |
|  | **A. Natural person (individual or partnership)** | | |
|  | * Name, address, contact phone etc |  |  |
|  | * *List of directors or controlling officers form – NEPT* (attach the completed form) |  |  |
|  | **B. Company** | | |
|  | * Registered company office details |  |  |
|  | * Australian Securities and Investments Commission (ASIC) FULL company extract search *obtained in the last 30 days* |  |  |
|  | * *List of directors or controlling officers form – NEPT (attach form)* |  |  |
|  | * If subsidiary company, a company structure chart that shows the relationship between entities. |  |  |
|  | **C. Incorporated Association or other body corporate** | | |
|  | * Registered office of the incorporated association or body corporate |  |  |
|  | * Certificate of Incorporation or other documents |  |  |
|  | * Most recent Annual Report or Annual Return |  |  |
|  | * *List of directors or controlling officers form – NEPT* (attach form) |  |  |
| **2b** | **For EACH**   * **natural person (individual or partnership), or** * **director or officer of the body corporate**   **who does or who may exercise control over the NEPT Service**  (i.e., all persons listed on the *List of directors or controlling officers form – NEPT*): | | |
|  | * Declaration of fitness and propriety form (attach form/s) |  |  |
|  | * Nationally Coordinated Criminal History Check (Police Check) issued within the past 12 months |  |  |
| **2c** | **Business Name** | | |
|  | Registered Business Name extract (where applicable) |  |  |
| **3** | **Financial Capacity** | | |
|  | *Accountant’s statement form* (attach form) |  |  |
| **4** | **Insurance** | | |
|  | Insurance - public liability insurance and professional indemnity insurance, each to the value of not less than $20 000 000 |  |  |
| **5** | **Clinical Governance** | | |
| * Clinical Oversight Committee (CoC) composition and terms of reference |  |  |
|  | * CoC review and audit responsibilities including the following: |  |  |
|  | * Adverse patient safety event review methodology and process (including, but not limited to sentinel events) |  |  |
|  | * Patient transport review process |  |  |
|  | * Patient care record audit process |  |  |
|  | * Staff survey example questions |  |  |
|  | * Clinical advice procedure including recording of requests for advice |  |  |
|  | * Process for a NEPT request to be received and accepted or rejected by the NEPT service including assigning acuity and crew mix |  |  |
|  |  |  |  |
|  | * Patient handover policy or procedure |  |  |
|  | * Clinical nominee details |  |  |
| **6** | **Staff Credentialling** | | |
|  | * Staff credentialling policy and procedures (including qualification verification, competency assessment and supervision practices) |  |  |
|  | * Proposed skills maintenance training schedule |  |  |
|  | * Skills maintenance training record template |  |  |
|  | * Staff identification (copy or photo) |  |  |
| **7** | **Quality Assurance Plan** | | |
|  | * Quality Assurance Plan (QAP) - including associated policies and procedures) |  |  |
|  | * Complaints management policy |  |  |
|  | * Complaints register |  |  |
|  | * Medication security, including storage, use, disposal and records |  |  |
|  | * QAP certificate of accreditation or proof of enrolment in accreditation |  |  |
|  | * QAP Certificate of accreditation and last audit report (if already accredited) |  |  |
| **8** | **Infection Control Management Plan (ICMP)** | | |
|  | * Infection Control Management Plan (ICMP) |  |  |
| **9** | **Occupational Health and Safety (OH&S) Plan** | | |
|  | * OHS plan |  |  |
|  | * OHS plan accreditation or proof of enrolment in accreditation |  |  |
|  | * OHS certification of accreditation and last audit report (if already accredited) |  |  |
| **10** | **Reporting** | | |
|  | * Sentinel event and adverse patient safety event reporting |  |  |
|  | * Record keeping policies and procedures |  |  |
|  | * Patient Care Record (PCR) template, or example |  |  |
|  | * PCR audit/review template, or example |  |  |
|  | * Staff record template |  |  |
| **11** | **Vehicle and equipment** | | |
|  | * Annual equipment maintenance schedule, and evidence of biomedical testing |  |  |
|  | * Equipment list and inventory |  |  |
|  | * Vehicle procurement plan including details of proposed vehicle fit out |  |  |
|  | * Communication devices details |  |  |
|  | * Medication inventory |  |  |
|  | * *Vehicle data form – NEPT* (attach form) |  |  |
|  | * Copy of the current Air operator’s certificate issued by CASA for each aircraft |  |  |

* Email completed applications to: Attention Team Leader, [NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au)
* Following receipt and review of an application an invoice will be issued.

NB: The application will be processed once payment is received*.*

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| To receive this document in another format, [email the Regulated Services team](mailto:email%20the%20Regulated%20Services%20team)  <NEPTFirstAidRegulation@health.vic.gov.au>.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Health, June 2025.  Available at [NEPT](https://www.health.vic.gov.au/patient-care/non-emergency-patient-transport) <https://www.health.vic.gov.au/patient-care/non-emergency-patient-transport> |