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| Guideline for an application to transfer a First Aid Service Licence |
| First Aid Service – {Licence class} |
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## When to apply to transfer a licence?

The holder of a first aid licence may apply to:

* Transfer the licence to another person named in the application (the proposed transferee)

## Guideline Scope

* This guideline outlines the process to transfer a licence on the application of the first aid licence holder to another party
* This guideline does not cover a licence variation on the motion of the Secretary, or variation of a licence condition.

## How is the application assessed?

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

These criteria include:

* If the proposed transferee is an individual, the proposed transferee is a fit and proper person: and
* If the proposed transferee is a body corporate, each director and officer of the body corporate who does or may exercise control over the service is a fit and proper person; and
* The arrangements for the care to be provided by the transferred service to patients are such that the care will be safe and of appropriate quality

## How to complete an application to transfer an approved 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 to transfer 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 h[ttps://www.health.vic.gov.au/patient-care/applying-for-a-first-aid-licence](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 to the application. All documents are available for download on the website.

### Compliance officer meeting

Prior to commencing a licence transfer application, it is recommended the first aid service licence holder and proposed transferee schedules a meeting with a compliance officer from the regulated services team.   
The benefits of meeting with a compliance officer include:

* discuss the transfer evidence required in detail, including where changes or updated documents may be required
* outline the anticipated timeframe for an application to be assessed (in accordance with the legislated time frames)
* provide a contact point for ongoing support in relation to the application

To schedule a meeting, email the regulated services team: Attention Team Leader - Licence transfer compliance officer meeting request ([NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au))

*Whilst it is recommended all prospective applicants meet with a compliance officer, a meeting is not required to* *submit an application for a licence transfer.*

### Schedule 5 Form and Prescribed Fee

 Applicants are required to completed *Schedule 5 – Application to transfer a First Aid Service Licence* and include all information outlined below. Once a Schedule 5 is received, the Regulated Services team will generate an invoice. Upon receipt of payment, proceed with ‘application evidence’.

*Refer to the First Aid website (*[*https://www.health.vic.gov.au/patient-care/applying-for-a-first-aid-licence*](https://www.health.vic.gov.au/patient-care/applying-for-a-first-aid-licence)*) to access the current fees.*

## Transfer Evidence

First aid service organisations are required to submit a full suite of documents as supporting evidence for the transfer application, rather than additional or new documents. Submission of a full suite of evidence is required to enable adequate assessment of the organisation’s ability to meet the criteria prescribed in section 42ZD of the Act.

It is recognised not all organisation documents will change when applying for a licence transfer.

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

 To support evidence submission and subsequent assessment, applicants must complete and return C*hecklist-for an application to transfer a First Aid Service Licence.* The checklist helps identifywhere changes have and have not occurred.

***Tip:*** All updated or revised documents must include an updated version control reference.

### Scope of practice

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

* **First Aid Service Level assessment** 
  + Complete a *First Aid Service Level Assessment form*
* **Scope of Clinical practice** 
  + Provide a written scope of clinical practice (clinical practice guidelines) for your nominated level of First Aid service. Ensure the guidelines include a scope of practice for each clinician level (e.g., First Responder 1, 2 and 3, Registered Paramedic, Registered Nurse) and any additional medicines appropriate to the class or classes of licence. The Secretary Approval for scheduled medicines can be found here <https://www.health.vic.gov.au/drugs-and-poisons/medicines-and-poisons-secretary-approvals>.

### Clinical governance, management and staffing

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

* **Clinical Governance**
  + Provide evidence of the clinical oversight committee (the committee) membership and any additional policy and procedure documents to evidence how the committee has and will continue to meet their responsibilities as prescribed by regulation 31 of the Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021 (refer information sheet on *Clinical Governance*).

***Tip:*** *There are additional committee responsibilities for the intermediate and advanced licence classes.*

* **Staff Credentialing**
  + Provide policy and procedure documents to demonstrate staff credentialing including, qualification verification, competency assessment and skills maintenance training (refer information sheet on *Credentialling*).

### Quality Assurance

 Please provide copies of the following:

* **Intermediate First Aid Licence holder** 
  + Quality Assurance Plan- ensure all items in regulation 24 are addressed.
* **Advanced First Aid Licence holder** 
  + Quality Assurance Plan and
  + Quality Assurance Plan Certificate of Accreditation

***Tip:*** *A quality assurance plan must be accredited by an accreditation body that is accredited by either the Joint Accreditation System of Australia and New Zealand or the International Society for Quality in Healthcare.*

### 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 management Plan.

* Provide an infection control management plan.

***Tip:*** *the infection control plan must be developed in accordance with the National Health and Medical Research Council's Australian Guidelines for the Prevention and Control of Infection in Healthcare.*

### Reporting

 Please provide evidence of the following:

* **Staff Records**
  + Provide an example of a staff record. A blank template or redacted copy is accepted.
* **Patient Care records**
  + Provide a template of the Patient Care Record (PCR). The PCR must include all prescribed information and be reviewed and audited in accordance with the regulations.
* **Complaints**
  + Provide evidence of a complaints register and policy or procedure documents to demonstrate that any investigation will be carried out in a manner that is not detrimental to the complainant.

### Equipment

 A First Aid Service licence holder must develop and provide an annual equipment maintenance schedule that ensures all equipment is safe and functional.

* Provide a copy of the annual maintenance schedule and other supporting policy and procedure documents.
* Medication Inventory

***TIP:*** *Any equipment that requires calibration or bio-medical testing should be included on the maintenance schedule.*

### Accuracy of information

It is an offence under section 50X 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?

A compliance officer from the Regulated Services team will contact your organisation to request any further information, this may include scheduling a site inspection. Following this, you will be provided with a written report indicating if any action needs to be taken (this may happen multiple times) prior to your licence variation application proceeding to the Secretary (or Delegate) for a decision to be made.

### 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 times in mind when submitting a First Aid Service Licence transfer application.

### Licence

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

* The name and address of the new 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 Team Leader, [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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