

***Non-Emergency Patient Transport and First Aid Services Act
2003***

**Non-Emergency Patient Transport
Regulations**

Exposure Draft

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Part 1—Preliminary

1 Objective

The objective of these Regulations is to prescribe standards and requirements and other matters for the provision of non-emergency patient transport services under the **Non-Emergency Patient Transport and First Aid Services Act 2003**, including standards for the safety and quality of care of patients using the services.

2 Authorising provision

These Regulations are made under section 64 of the **Non-Emergency Patient Transport and First Aid Services Act 2003**.

3 Commencement

These Regulations come into operation on 20 April 2026.

4 Revocation

The following Regulations are **revoked**—

- (a) the Non-Emergency Patient Transport Regulations 2016¹;
- (b) the Non-Emergency Patient Transport Amendment Regulations 2021².

5 Definitions

- (1) In these Regulations—

active management, in relation to a patient, means the administration of ongoing treatment to the patient to ensure the patient maintains a stable clinical condition;

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adverse patient safety event means an incident that results, or could have resulted, in harm to a patient;

aeromedical service means a non-emergency patient transport service that transports patients by air;

Ambulance Service—Victoria has the same meaning as in section 3(1) of the **Ambulance Services Act 1986**;

ambulance transport attendant means a person employed or engaged by a non-emergency patient transport service primarily—

- (a) to provide monitoring and care to low acuity patients or medium acuity patients during their transport to or from a health service; and
- (b) to assist other staff members to provide monitoring and care to high acuity patients during their transport to or from a health service;

annual equipment maintenance schedule means a schedule referred to in regulation 79(1);

annual vehicle maintenance schedule means a schedule referred to in regulation 70(1);

ARV means the business unit of Ambulance Service—Victoria known as Adult Retrieval Victoria;

CASA means the Civil Aviation Safety Authority established by the Civil Aviation Act 1988 of the Commonwealth;

certificate of roadworthiness means a certificate of roadworthiness issued under Division 5 of Part 6 of the Road Safety (Vehicles) Regulations 2021³;

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certification body means a body that is—

- (a) accredited by the Joint Accreditation System of Australia and New Zealand; or
- (b) accredited by the International Society for Quality in Health Care External Evaluation Association; or
- (c) nominated by the Secretary under subregulation (2);

clinical instructor means a person employed or engaged by a provider to provide clinical instruction or supervision to crew members;

clinical practice protocols means the non-emergency patient transport clinical practice protocols issued by the Department of Health in March 2024;

complaints register means a register referred to in regulation 56(1);

crew member means a person staffing a vehicle when it is used by or on behalf of a provider for, or in connection with, the transportation of a patient;

episode of care means the period of care provided by the provider of a non-emergency transport service to a patient, commencing on the first interaction between the patient and a crew member and ending on the completion of the service;

full driver licence has the same meaning as in section 3(1) of the **Road Safety Act 1986**;

harm has the same meaning as in the Health Services (Quality and Safety) Regulations 2020⁴;

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health service has the same meaning as ***health or related service*** has in section 3(1) of the **Health Services Act 1988**;

high acuity patient has the meaning given in regulation 8;

infection control guidelines means the National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in Healthcare published by the Commonwealth in 2019;

infection control plan means a plan referred to in regulation 62(1);

infectious disease includes a human illness or condition due to a specific infectious agent or its toxic products that arises through transmission of that agent or its products from an infected person, animal or reservoir to a susceptible person, either directly or indirectly through an intermediate plant or animal host, vector or the inanimate environment;

intervention, in relation to a patient, means the administration of any treatment by staff involved in the care of the patient, including any invasive procedure;

licence holder means a person who holds a non-emergency patient transport service licence;

low acuity patient has the meaning given by regulation 6;

medium acuity patient has the meaning given by regulation 7;

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monitoring, in relation to the treatment of a patient, includes—

- (a) monitoring of cardiac, respiratory, metabolic, neurological or fluid status or any combination of them; and
- (b) monitoring of equipment;

nurse means—

- (a) a registered nurse; or
- (b) a person registered in Division 2 of the Register of Nurses kept by the Nursing and Midwifery Board of Australia under the Health Practitioner Regulation National Law, other than as a student;

occupational health and safety plan means a plan referred to in regulation 35(1);

patient care record means a record of the service provided to a patient of a non-emergency patient transport service by the staff members of the service during an episode of care;

patient information brochure means an information brochure referred to in regulation 59;

patient transport officer means a person employed or engaged by a non-emergency patient transport service primarily—

- (a) to provide monitoring and care to low acuity patients during their transport to or from a health service; and
 - (b) to assist other staff members to provide monitoring and care to low, medium or
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high acuity patients during their transport to or from a health service;

PIPER means Paediatric Infant Perinatal Emergency Retrieval operated under the auspices of the Royal Children's Hospital;

provider, in relation to a non-emergency patient transport service, means a person who—

- (a) holds a non-emergency patient transport service licence; or
- (b) is a person, or belongs to a class of person, referred to in a declaration made under section 5(3) of the Act;

public road has the same meaning as in section 3(1) of the **Road Management Act 2004**;

region means a region declared under section 77A of the **Emergency Management Act 2013**;

quality assurance plan means a plan referred to in regulation 34(1);

registered nurse means a person registered in Division 1 of the Register of Nurses kept by the Nursing and Midwifery Board of Australia under the Health Practitioner Regulation National Law, other than as a student;

registered paramedic mean a person registered in the Register of Paramedics kept by the Paramedicine Board of Australia under the Health Practitioner Regulation National Law, other than as a student;

serious adverse patient safety event means an event that—

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- (a) occurs in the provision of services to a patient by a non-emergency patient transport service; and
- (b) in the reasonable opinion of a registered health practitioner, has resulted in, or is likely to result in, unintended or unexpected harm being suffered by the patient;

suitably qualified and competent, in relation to a crew member, means having the qualifications, skills, competence and knowledge required under regulation 21 or 22 to monitor and care for a patient;

the Act means the **Non-Emergency Patient Transport and First Aid Services Act 2003**;

time critical, in relation to the condition of a patient, means time critical as determined in accordance with the time critical guidelines in the clinical practice protocols;

vehicle assessment signatory scheme approval certificate means a VASS approval certificate as defined in regulation 5 of the Road Safety (Vehicles) Regulations 2021;⁵

vehicle category code has the same meaning as it has in the Vehicle Standard (Australian Design Rule - Definitions and Vehicle Categories) 2005;

vehicle cleaning plan means a plan referred to in regulation 63(1);

vehicle identification number has the same meaning as it has in section 3(1) of the **Road Safety Act 1986**.

- (2) The Secretary, by notice published in the Government Gazette, may nominate as a certification body a body that, in the opinion of the Secretary, is internationally recognised and experienced in the certification of health care services.

6 Definition of *low acuity patient*

A ***low acuity patient*** is a patient who is not a medium acuity patient or a high acuity patient and who has—

- (a) a condition requiring monitoring during an episode of care; or
- (b) a condition requiring ambulatory assistance requiring a stretcher; or
- (c) impaired cognitive functioning requiring direct supervision; or
- (d) if the patient is not transported by an aeromedical service, chronic diagnosed shortness of breath in relation to which there has been no recent change.

7 Definition of *medium acuity patient*

A ***medium acuity patient*** is a patient who is not a high acuity patient and who requires or is likely to require one or more of the following—

- (a) active management for the duration of the episode of care or an intervention;
- (b) monitoring with specialised equipment;
- (c) observation and monitoring of an intravenous infusion that does not contain any vasoactive agent other than glyceryl trinitrate.

8 Definition of high acuity patient

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A ***high acuity patient*** is a patient who requires or is likely to require —

- (a) active management for the duration of the episode of care or an intervention; and
- (b) one or more of the following—
 - (i) cardiorespiratory support;
 - (ii) a level of care specified in the clinical practice protocols as requiring high acuity transport;
 - (iii) observation and monitoring of an intravenous infusion that contains vasoactive agents other than glyceryl trinitrate;
 - (iv) transport by PIPER's neonatal emergency transport service, PIPER's paediatric emergency transport service or ARV, other than for the purposes of being returned home or transported to another facility after receiving treatment.

Part 2—Transport of patients

Division 1—Classes of non-emergency patient transport service

9 Classes of non-emergency patient transport service

The following classes of non-emergency patient transport service are prescribed classes of non-emergency patient transport service for the purposes of licensing under Part 2 of the Act—

- (a) transport of low acuity patients;
- (b) transport of medium acuity patients;
- (c) transport of high acuity patients.

Note

A service for the transport of patients with no acuity is not a non-emergency patient transport service.

Division 2—Criteria for transportation

10 Criteria for transportation of patients

- (1) A provider of a non-emergency patient transport service must not transport a patient if the patient's condition is time critical or is likely to become time critical during the transport.

Penalty: 20 penalty units.

- (2) A provider of a non-emergency patient transport service must not transport a patient if the patient's condition does not require monitoring during the episode of care, unless the patient requires a stretcher and is transported in a vehicle equipped with a stretcher.

Penalty: 20 penalty units.

- (3) A provider of a non-emergency patient transport service must not transport a patient if, within the two hours immediately before the proposed

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transport, the registered health professional treating the patient has assessed the patient as having likely experienced or as experiencing cardiac-related chest pain.

Penalty: 20 penalty units.

- (4) A provider of a non-emergency patient transport service must not transport a patient unless, immediately before the transport—
- (a) clinical observations appropriate to the patient's condition have been made and recorded; and
 - (b) the patient's acuity is assessed by—
 - (i) a registered medical practitioner; or
 - (ii) a registered nurse; or
 - (iii) a registered paramedic; and
 - (c) the patient is assessed by a person referred to in paragraph (b), in accordance with the clinical practice protocols, as being haemodynamically stable for the duration of the episode of care.

Penalty: 20 penalty units.

- (5) Despite anything to the contrary in this regulation, a provider of a non-emergency patient transport service may transport a patient if this is recommended by any of the following persons working in the communications centre of Ambulance Service—Victoria as being necessary to avoid the possibility of the patient dying or suffering an adverse patient safety event if the patient were required to wait for a different form of transport or for assessment—
- (a) a registered medical practitioner;
 - (b) a registered nurse;
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- (c) a registered paramedic.

Division 3—Transporting patients

11 Staffing of vehicles used to transport patients

- (1) A provider of a non-emergency patient transport service must ensure that when a patient is being transported by the service, 2 suitably qualified and competent crew members are crewing the vehicle.

Penalty: 20 penalty units.

- (2) A provider of a non-emergency patient transport service must ensure that when a patient is being transported by the service, a suitably qualified and competent crew member travels in the patient compartment with the patient.

Penalty: 20 penalty units.

- (3) A provider of a non-emergency patient transport service must ensure that when a patient is being transported by the service, a suitably qualified and competent crew member is actively able to monitor and care for the patient for the duration of the episode of care.

Penalty: 20 penalty units.

- (4) A provider of a non-emergency patient transport service must ensure that when a patient is being transported by the service, the patient is not left unattended at any time during the episode of care.

Penalty: 20 penalty units.

- (5) Subregulations (3) and (4) do not apply to—

- (a) the transport by road vehicle of a low acuity patient while a second low acuity patient is being loaded or unloaded in accordance with regulation 12; or
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Non-Emergency Patient Transport Regulations

Part 2—Transport of patients

- (b) the transport by aeromedical service of a low acuity patient or a medium acuity patient while a second patient is being loaded or unloaded in accordance with regulation 13.

12 Restrictions on number of patients transported in a road vehicle

- (1) This regulation applies to the transport of a patient by a non-emergency patient transport service using a road vehicle.
- (2) The provider of the service must ensure that no more than 2 low acuity patients are transported at any one time in the same vehicle.

Penalty: 20 penalty units.

- (3) The provider of the service must ensure that a medium acuity patient is not transported in the same vehicle as another patient.

Penalty: 20 penalty units.

- (4) The provider of the service must ensure that a high acuity patient is not transported in the same vehicle as another patient.

Penalty: 20 penalty units.

13 Restrictions on number of patients transported by aeromedical service

- (1) This regulation applies to the transport of a patient by an aeromedical service.
- (2) The provider of the service must ensure that no more than 2 low acuity patients are transported at any one time in the same vehicle.

Penalty: 20 penalty units.

- (3) Subject to subregulation (4), the provider of the service must ensure that a medium acuity patient is not transported in the same vehicle as another patient.
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Non-Emergency Patient Transport Regulations

Part 2—Transport of patients

Penalty: 20 penalty units.

- (4) The provider of the service may transport a medium acuity patient in a vehicle with another low acuity or medium acuity patient if—
 - (a) an additional suitably qualified and competent crew member travels in the patient compartment with the patient for the duration of the episode of care; and
 - (b) the additional suitably qualified and competent crew member is actively able to monitor and care for the additional patient for the duration of the episode of care.
- (5) The provider of the service must ensure that a high acuity patient is not transported in the same vehicle as another patient.

Penalty: 20 penalty units.

14 Restriction on transport of patients

A provider of a non-emergency patient transport service must ensure that a patient is not transported with another patient in the same vehicle if either of those patients—

- (a) is behaving in a way that may distress or endanger the other patient; or
 - (b) is immuno-suppressed; or
 - (c) has a condition that is likely to cause offence or distress to the other patient; or
 - (d) is at a high risk of dying during transport; or
 - (e) has or is suspected of having an infectious disease that has a high risk of being transmitted to the other patient; or
 - (f) reasonably requires privacy due to the patient's condition; or
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Non-Emergency Patient Transport Regulations

Part 2—Transport of patients

- (g) requires the use of therapeutic or monitoring devices that would prevent or inhibit ready access to either patient.

Penalty: 20 penalty units.

15 Handover notes and other documents

A crew member of a non-emergency patient transport service must, before transporting a patient from a health service, request the health service to provide—

- (a) handover notes in relation to the patient; and
- (b) a copy of any advance care directive of the patient and any not for resuscitation request made by the patient.

16 When clinical advice must be obtained before loading a patient

- (1) A crew member of a non-emergency patient transport service, before loading a patient into a vehicle, may request clinical advice from the provider of the service if the crew member reasonably believes that—
 - (a) the vehicle used to transport the patient is not staffed by persons with skills, competencies and knowledge appropriate for ensuring that the patient's clinical needs are met for the duration of the episode of care; or
 - (b) the vehicle is not suitably equipped to enable the crew members to manage the patient's clinical needs for the duration of the episode of care; or
 - (c) the patient's vital signs indicate that the patient's condition may become time critical.
 - (2) A provider of a non-emergency patient transport service must ensure that, when a crew member
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Non-Emergency Patient Transport Regulations

Part 2—Transport of patients

makes a request under subregulation (1), clinical advice is provided by—

- (a) a registered medical practitioner; or
- (b) a registered nurse; or
- (c) a registered paramedic; or
- (d) a clinical instructor employed by the provider.

Penalty: 20 penalty units.

- (3) A provider of a non-emergency patient transport service must ensure that an audio recording is made of each oral request for clinical advice made under subregulation (1).

Penalty: 20 penalty units.

- (4) A provider of a non-emergency patient transport service must retain the audio recording referred to in subregulation (3) for a period of not less than 7 years after it is made.

Penalty: 20 penalty units.

17 Carers accompanying patients

Nothing in these Regulations prevents a carer of a patient accompanying the patient while the patient is being transported by a non-emergency patient transport service.

Part 3—Staffing of non-emergency patient transport services

18 Determination of skills and competencies for clinical instructors for non-emergency patient transport services

- (1) The Secretary may determine the skills and competencies required for a person to be employed as a clinical instructor for a non-emergency patient transport service.
- (2) The Secretary must publish a determination under subregulation (1) on the Department's Internet site.

19 Determination of qualifications for ambulance transport attendants and patient transport officers

- (1) The Secretary may determine the qualifications required for a person to be employed in the following roles for a non-emergency patient transport service—
 - (a) an ambulance transport attendant;
 - (b) a patient transport officer.
- (2) The Secretary must publish a determination under subregulation (1) on the Department's Internet site.

20 Skills and competencies for clinical instructors

A provider of a non-emergency patient transport service must ensure that a person who is employed by the provider as a clinical instructor has the relevant skills and competencies determined by the Secretary under regulation 18(1).

Penalty: 20 penalty units.

21 Qualifications and experience for ambulance transport attendants

- (1) A provider of a non-emergency patient transport service must ensure that a person who is employed by the provider as an ambulance transport attendant —
 - (a) has the relevant qualification determined by the Secretary under regulation 19(1); and
 - (b) either—
 - (i) has the experience specified in subregulation (2); or
 - (ii) is supervised in accordance with subregulation (3).

Penalty: 20 penalty units.

- (2) For the purposes of subregulation (1)(b)(i), the specified experience is a minimum of 400 hours of on road clinical practice experience obtained over a period not exceeding 2 years.
- (3) For the purposes of subregulation (1)(b)(ii), the person must be supervised by—
 - (a) a person with the experience described in subregulation (2); or
 - (b) a clinical instructor.

22 Qualifications and experience for patient transport officers

- (1) A provider of a non-emergency patient transport service must ensure that a person who is employed by the provider as a patient transport officer —
 - (a) has the relevant qualification determined by the Secretary under regulation 19(1); and—
 - (b) either—
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- (i) has the experience specified in subregulation (2); or
- (ii) is supervised in accordance with subregulation (3).

Penalty: 20 penalty units.

- (2) For the purposes of subregulation (1)(b)(i), the specified experience is a minimum of 100 hours of on road clinical practice experience—
 - (a) obtained over a period not exceeding 12 months; and
 - (b) of which no more than 50 hours are obtained as clinical placement hours.
- (3) For the purposes of subregulation (1)(b)(ii), the person must be supervised by—
 - (a) an ambulance transport attendant; or
 - (b) a person with the experience described in subregulation (2); or
 - (c) a clinical instructor.

23 Requirement for driver of vehicle

A provider of a non-emergency patient transport service must ensure that any staff member of the provider who drives a vehicle for the service has a full driver licence.

Penalty: 20 penalty units.

24 Ongoing assessment of competency

- (1) A provider of a non-emergency patient transport service must ensure that the competency of each staff member of the service referred to in this Part is maintained at a satisfactory level throughout the course of the person's service as a staff member of the service.

Penalty: 20 penalty units.

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Part 3—Staffing of non-emergency patient transport services

- (2) A provider of a non-emergency patient transport service must ensure that the competency of each staff member of the service referred to in this Part is assessed at least annually.

Penalty: 20 penalty units.

- (3) A provider of a non-emergency patient transport service must ensure that the competency of the staff member is recorded by the provider and attested to by the person who assessed that competency.

Penalty: 15 penalty units.

25 Skills maintenance training

- (1) A provider of a non-emergency patient transport service must ensure that each staff member referred to in this Part completes annual skills maintenance training that is appropriate to the qualifications that the person holds and the duties that the person carries out.

Penalty: 20 penalty units.

- (2) Annual skills maintenance training for the purposes of subregulation (1) must include training in the following areas of competency—

- (a) basic life support;
- (b) occupational health and safety, with particular attention to manual handling and infection control;
- (c) current evidence-based clinical practice, including training involving the clinical practice protocols;
- (d) mental health.

- (3) Annual skills maintenance training in the competencies referred to in subregulation (2) must include a minimum of 1 day of in person training.
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Non-Emergency Patient Transport Regulations

Part 3—Staffing of non-emergency patient transport services

- (4) In addition to the requirements of subregulation (1), a provider of a non-emergency patient transport service must ensure that each staff member employed by the service who provides care to medium acuity patients or high acuity patients is provided with training and demonstrates competency in defibrillator operation and electrocardiogram interpretation.

Penalty: 20 penalty units.

- (5) A provider of a non-emergency patient transport service must ensure that the skills of a staff member after receiving training for the purpose of this regulation are tested and the result is recorded by the provider and attested to by the person who provided the training.

Penalty: 20 penalty units.

- (6) A provider of a non-emergency patient transport service must keep a record of the following in respect of each staff member who completes training for the purposes of this regulation—

- (a) the staff member's name; and
- (b) the areas of competency in which the staff member has completed training; and
- (c) the skills testing and attestation referred to in subregulation (4); and
- (d) the level of competency achieved by each staff member.

Penalty: 10 penalty units.

26 Staff identification

A provider of a non-emergency patient transport service must ensure that each staff member referred to in regulation 20, 21 or 22 wears an

Non-Emergency Patient Transport Regulations

Part 3—Staffing of non-emergency patient transport services

identification tag while on duty as a crew member that shows—

- (a) the staff member's name and crew member title; and

Examples of title:

ambulance transport attendant, patient transport officer, registered nurse

- (b) the trading name of the provider.

Penalty: 15 penalty units.

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Part 4—Licensing

Division 1—Applications

27 Application for approval in principle

- (1) For the purposes of section 8(2)(a) of the Act, the prescribed form is the form set out in Form 1 in Schedule 1.
- (2) For the purposes of section 8(2)(b) of the Act, the prescribed fee is 124 fee units.

28 Application for variation or transfer of certificate of approval in principle

- (1) For the purposes of section 8(2)(a) of the Act, as applied by section 12(2) of the Act, the prescribed form of application for variation or transfer of a certificate of approval in principle is the form set out in Form 2 in Schedule 1.
- (2) For the purposes of section 8(2)(b) of the Act, as applied by section 12(2) of the Act, the prescribed fee for variation or transfer of a certificate of approval in principle is 42 fee units.

29 Application for a non-emergency patient transport service licence

- (1) For the purposes of section 14(2)(a) of the Act, the prescribed form is the form set out in Form 3 in Schedule 1.
- (2) For the purposes of section 14(2)(b) of the Act, the prescribed fee is 186 fee units.

30 Conditions on licences

- (1) For the purposes of section 17(1)(a) of the Act, a non-emergency patient transport service licence granted to an applicant that does not have current certification of its quality assurance plan from a certification body at the time the licence is granted
-

is subject to the condition that the licence holder must, within 3 months after being granted the licence—

- (a) obtain certification of its quality assurance plan; and
 - (b) submit a copy of the certificate to the Secretary.
- (2) For the purposes of section 17(1)(a) of the Act, a non-emergency patient transport service licence granted to an applicant that does not have current certification of its occupational health and safety plan from a certification body at the time the licence is granted is subject to the condition that the licence holder must, within 3 months after being granted the licence—
- (a) obtain certification of its occupational health and safety plan; and
 - (b) submit a copy of the certificate to the Secretary.

31 Application to renew a licence

- (1) For the purposes of section 21(2)(a) of the Act, the prescribed form is the form set out in Form 4 in Schedule 1.
- (2) For the purposes of section 21(2)(b) of the Act, the prescribed fee is—
 - (a) 137 fee units for up to and including 49 vehicles; or
 - (b) 431 fee units for 50 or more vehicles.

32 Application to transfer a licence

- (1) For the purposes of section 23A(2)(a) of the Act, the prescribed information for an application to transfer a licence is the information set out in Schedule 2.
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- (2) For the purposes of section 23A(2)(b) of the Act, the prescribed fee is 49 fee units.

33 Application to vary a licence

- (1) For the purposes of section 26(2)(a) of the Act, the prescribed form is the form set out in Form 5 in Schedule 1.
- (2) For the purposes of section 26(2)(b) of the Act, the prescribed fee is 49 fee units.

Division 2—Quality assurance plans

34 Preparation, contents and certification of quality assurance plan

- (1) A person who applies for a licence under section 14(1) of the Act must prepare a plan for ensuring the quality of the operation of a non-emergency patient transport service.
 - (2) A quality assurance plan must include policies and procedures that address the following matters—
 - (a) management of patient care records;
 - (b) clinical handover processes;
 - (c) access to clinical advice for crew members;
 - (d) active clinical monitoring of patients;
 - (e) management of deteriorating patients;
 - (f) management of serious adverse patient safety events;
 - (g) manual handling of patients;
 - (h) complaints management, including a process for investigating complaints;
 - (i) a complaints register;
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Non-Emergency Patient Transport Regulations

Part 4—Licensing

- (j) staff qualifications and training, assessment of qualifications and maintenance of the currency of qualifications;
 - (k) staff competencies and their maintenance, demonstration and assessment;
 - (l) recognition of prior learning and overseas qualifications of staff providing clinical care and advice;
 - (m) vehicle crewing;
 - (n) vehicle equipment;
 - (o) vehicle and equipment maintenance;
 - (p) records of all maintenance and repairs to vehicles and equipment;
 - (q) vehicle and equipment cleaning;
 - (r) infection control;
 - (s) drug security, including storage, use, disposal and records;
 - (t) transportation of personal belongings, including mobility devices.
- (3) A quality assurance plan must be certified by a certification body.

Division 3—Occupational health and safety plans

35 Preparation, contents and certification of occupational health and safety plans

- (1) A person who applies for a licence under section 14(1) of the Act must prepare a plan for occupational health and safety.
 - (2) An occupational health and safety plan must include policies and procedures to address the following matters—
 - (a) the maintenance of a hazard register;
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Non-Emergency Patient Transport Regulations

Part 4—Licensing

- (b) incident reporting and management;
 - (c) risk evaluation;
 - (d) staff safety when manually handling patients;
 - (e) recording of incidents and resulting actions.
- (3) An occupational health and safety plan must include copies of the current safety data sheets required to be obtained and made accessible to employees under the Occupational Health and Safety Regulations 2017⁶ in relation to hazardous substances used in the operation of the non-emergency patient transport service.
- (4) An occupational health and safety plan must be certified by a certification body.

Exposure Draft

Part 5—Governance—licence holders

Division 1—Quality assurance plans

36 Keeping quality assurance plan

A licence holder must keep a quality assurance plan.

Penalty: 15 penalty units.

37 Compliance with quality assurance plan

A licence holder must comply with the licence holder's quality assurance plan.

Penalty: 20 penalty units.

38 Audit of quality assurance plan

- (1) Subject to subregulation (2), if at any time during the duration of the licence the quality assurance plan of the licence holder is audited by a certification body, the licence holder must submit a copy of the audit report to the Secretary no later than 14 days after the licence holder receives a copy of the report from the certification body.

Penalty: 15 penalty units.

- (2) If an audit report referred to in subregulation (1) contains a notification as to the existence of a risk of a high probability of harm to a patient, the licence holder must report that risk to the Secretary no later than 24 hours after the licence holder receives a copy of the report from the certification body.

Penalty: 20 penalty units.

39 Revocation, suspension or expiry of certification of quality assurance plan

- (1) A licence holder must not operate a non-emergency patient transport service if the certification of the licence holder's quality assurance plan is revoked or suspended or has expired.

Penalty: 20 penalty units.

- (2) A licence holder must report immediately to the Secretary any suspension or revocation of the certification of the licence holder's quality assurance plan.

Division 2—Occupational health and safety plans

40 Keeping occupational health and safety plan

A licence holder must keep an occupational health and safety plan.

Penalty: 15 penalty units.

41 Compliance with occupational health and safety plan

A licence holder must comply with the licence holder's occupational health and safety plan.

Penalty: 20 penalty units.

42 Audit of occupational health and safety plan

- (1) Subject to subregulation (2), if a licence holder's occupational health and safety plan is audited by a certification body, the licence holder must submit a copy of the audit report to the Secretary no later than 14 days after the licence holder receives a copy of the report from the certification body.

Penalty: 15 penalty units.

- (2) If an audit report referred to in subregulation (1) contains a notification as to the existence of a risk of a high probability of harm or injury to a patient or a staff member of a non-emergency patient

transport service, the licence holder must report that risk to the Secretary no later than 24 hours after the licence holder receives a copy of the report from the certification body.

Penalty: 20 penalty units.

43 Revocation, suspension or expiry of occupational health and safety plan

- (1) A licence holder must not operate a non-emergency patient transport service if the certification of the occupational health and safety plan of the licence holder is revoked or suspended or has expired.

Penalty: 20 penalty units.

- (2) A licence holder must report immediately to the Secretary any suspension or revocation of the certification of the licence holder's occupational health and safety plan.

Division 3—Clinical oversight committee

44 Clinical oversight committee

- (1) A licence holder must establish and maintain a clinical oversight committee in accordance with this regulation.

Penalty: 10 penalty units.

- (2) The clinical oversight committee must have at least—
 - (a) one member who is a representative of the management of the licence holder; and
 - (b) one member who is a registered paramedic who has current or recent experience in direct patient care in non-emergency patient transport, if the licence holder employs
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Non-Emergency Patient Transport Regulations

Part 5—Governance—licence holders

- registered paramedics as part of providing the service; and
- (c) one member who is a registered nurse who has current or recent experience in direct patient care in non-emergency patient transport, if the licence holder employs registered nurses as part of providing the service; and
 - (d) one member who is a registered health practitioner, if the licence holder does not employ a registered paramedic or a registered nurse as part of providing the service.
- (3) At least one of the members of the committee must have experience and qualifications in patient quality of care and safety.

45 Responsibilities of committee

The clinical oversight committee has the following responsibilities in relation to the service provided by the licence holder—

- (a) reviewing each adverse patient safety event;
 - (b) overseeing the process of transporting a patient to a hospital or medical facility to receive care;
 - (c) overseeing processes to operate within the scope of practice of the service to ensure it does not provide services beyond its competencies and ability;
 - (d) overseeing processes to operate within the scope of clinical practice of all clinical staff;
 - (e) reviewing the clinical practice protocols, processes and operating procedures of the service;
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Part 5—Governance—licence holders

- (f) overseeing the verification of the credentials of all registered health practitioners engaged by the service in that capacity—
 - (i) when their engagement commences; and
 - (ii) subsequently every 3 years;
- (g) overseeing the auditing of patient care records and reviewing all measures taken as a result of reviews of those records;
- (h) keeping any staff survey data and reviewing all measures taken as a result of reviews of those surveys;
- (i) reviewing all complaints that relate to the experience of patients of the service;
- (j) overseeing processes to continually assess the capacity of the service to provide safe patient-centred care.

46 Meetings of committee

- (1) A licence holder must ensure that the clinical oversight committee meets at least once in each 3 month period.

Penalty: 10 penalty units.

- (2) A licence holder must ensure that the clinical oversight committee keeps records of its meetings including its decisions and the reasons for its decisions.

Penalty: 10 penalty units.

Division 4—Reporting

47 Serious adverse patient safety events

A licence holder must notify the Secretary of a serious adverse patient safety event within 72

hours of the licence holder becoming aware of the incident occurring.

Penalty: 20 penalty units.

48 Annual report

For the purposes of section 62A(2) of the Act, an annual report of a licence holder must contain the following information in respect of the financial year reported on—

- (a) the number of patients transported;
- (b) the number of patients of each acuity level transported;
- (c) particulars of any incident involving a patient suffering cardiac arrest while under the care of the licence holder;
- (d) particulars of any transportation of a patient with a mechanical circulatory assist device;
- (e) particulars of the occurrence of any adverse patient safety event in relation to a patient while under the care of the licence holder;
- (f) the results of the staff survey conducted under regulation 49;
- (g) any other information that the Secretary has, by notice given to the licence holder, requested the licence holder to include.

49 Staff surveys

- (1) A licence holder must conduct an anonymous staff survey in accordance with this regulation by the date in each financial year that the Secretary requests by notice given to the licence holder.

Penalty: 10 penalty units.

- (2) A staff survey must include questions to ascertain the views of staff on staff and patient safety.
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Non-Emergency Patient Transport Regulations

- (3) A staff survey must include any questions the notice under subregulation (1) requests the licence holder to include.

Exposure Draft

Part 6—Records

Division 1—Patient care records

50 Patient care records to be kept

A provider of a non-emergency patient transport service must ensure that a patient care record is kept in respect of each patient of the service.

Penalty: 15 penalty units.

51 Patient care records—information to be recorded

- (1) The following entries must be made in a patient care record for a patient—
 - (a) the patient's name;
 - (b) the patient's address;
 - (c) the patient's date of birth;
 - (d) the patient's gender identity;
 - (e) the patient's Aboriginal or Torres Strait Islander status;
 - (f) the acuity level of the patient;
 - (g) whether the patient has an advance care directive;
 - (h) the time and date of the patient's transport and, in the case of aeromedical services, the flight time;
 - (i) the reason for the patient's transport;
 - (j) the patient's pick up location and final destination;
 - (k) details of any monitoring or treatment provided to the patient during transportation;
 - (l) the time and location of handover or the end of the episode of care;
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Part 6—Records

- (m) the names and titles of the crew members undertaking the patient's transport.

Penalty: 15 penalty units.

- (2) A patient care record in relation to a medium acuity patient or a high acuity patient must also include the following information —
 - (a) all relevant clinical details of the patient including any co-morbidities;
 - (b) the name and position of the person who assessed the patient as being haemodynamically stable for the duration of the transport.

Penalty: 15 penalty units.

52 Patient care records—communication

- (1) If a low acuity patient's destination is a health service, the provider of a non-emergency patient transport service must ensure that the information contained in the patient care record is communicated orally to the person receiving the patient.

Penalty: 10 penalty units.

- (2) If a medium acuity patient or a high acuity patient's destination is a health service, the provider of a non-emergency patient transport service must ensure that the information contained in the patient care record is communicated orally to the person receiving the patient.

Penalty: 10 penalty units.

- (3) If a medium acuity patient or a high acuity patient's destination is a health service, the provider of a non-emergency patient transport service must ensure that a copy of the patient care
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Non-Emergency Patient Transport Regulations

Part 6—Records

record is provided to the person receiving the patient.

Penalty: 10 penalty units.

53 Patient care records—audit

- (1) A provider of a non-emergency patient transport service must ensure that at least 50 per cent of patient care records for medium or high acuity patients created over the period of each fortnight are audited at the end of that fortnight to determine if there are any clinical issues or issues relating to patient safety.

Penalty: 15 penalty units.

- (2) A provider of a non-emergency patient transport service must ensure that an audit of patient care records is conducted by a person with appropriate expertise.

Penalty: 15 penalty units.

- (3) A provider of a non-emergency patient transport service must ensure that the results of an audit of patient care records are kept.

Penalty: 10 penalty units.

Division 2—Staff records

54 Staff records to be kept

- (1) A provider of a non-emergency patient transport service must ensure that staff records are kept for each crew member of the service.

Penalty: 15 penalty units.

- (2) A provider of a non-emergency patient transport service must keep the staff records in relation to a crew member for a period of not less than 2 years following the cessation of employment of the crew member.
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Penalty: 15 penalty units.

55 Staff records—information to be recorded

- (1) The following entries must be made in a staff record for a crew member—
 - (a) the person's full name;
 - (b) the person's date of birth;
 - (c) the person's job classification;
 - (d) the person's qualifications;
 - (e) the person's relevant clinical experience;
 - (f) if registered with a professional body, the person's relevant registration number;
 - (g) the person's immunisation records as recommended in the infection control guidelines;
 - (h) the results of any assessments of the person's competencies and any attestation of the assessment;
 - (i) details of any skills maintenance training completed by the person, the results of any testing and any attestation of the testing.

Penalty: 15 penalty units.

- (2) For an aeromedical service, in addition to the information specified in subregulation (1), an entry must be made in the staff record of a crew member about the details of a pre-employment examination completed by the crew member.

Penalty: 15 penalty units.

- (3) An examination referred to in subregulation (2) must be conducted by a CASA appointed designated aviation medical examiner who is not a member of staff of the same aeromedical service as the crew member who is examined.
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Part 7—Patient rights and information

56 Establishment of complaints register

- (1) A provider of a non-emergency patient transport service must establish and keep a register of all complaints received about the service, whether the complaints were made in writing or orally.

Penalty: 10 penalty units.

- (2) A provider of a non-emergency patient transport service must ensure that its complaints register contains the following information in relation to each complaint made by or on behalf of a patient of the service—

- (a) the name of the patient;
- (b) the patient's pick up location and final destination;
- (c) the nature of the complaint;
- (d) the date of the complaint;
- (e) details of any investigation of the complaint;
- (f) the outcome of any investigation of the complaint;
- (g) details of any action taken in response to the complaint.

Penalty: 10 penalty units.

57 Investigation of complaints

- (1) A provider of a non-emergency patient transport service must ensure that any investigation of a complaint is carried out in a manner that is not detrimental to—

- (a) the complainant; or
- (b) the continued provision of service.

Penalty: 10 penalty units.

Non-Emergency Patient Transport Regulations

Part 6—Records

- (2) A provider of a non-emergency patient transport service must ensure that the person who makes a complaint about the service is informed of the action taken in relation to the complaint.

Penalty: 10 penalty units.

58 Contact details of a provider

A provider of a non-emergency patient transport service must ensure that contact details for the service are provided to a patient transported by the service, before the completion of the patient's episode of care.

Penalty: 10 penalty units.

59 Provision of information brochure

A provider of a non-emergency patient transport service must ensure that a patient information brochure is made available on request to a patient of the service.

Penalty: 10 penalty units.

60 Content of information brochure

An information brochure provided to a patient of a non-emergency patient transport service must contain the following information—

- (a) the patient's rights as a patient of the service;
 - (b) the process for making a complaint about the service, including—
 - (i) contact details of the provider of the service; and
 - (ii) how complaints about the service are managed; and
 - (iii) the time frames for resolution of complaints; and
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Part 6—Records

- (c) the contact details for the Health Complaints Commissioner; and
- (d) the contact details of any other bodies to which a complaint about the service may be made.

Exposure Draft

Part 8—Insurance

61 Public and professional liability insurance

A provider of a non-emergency patient transport service must obtain public liability insurance and professional indemnity insurance in relation to the operation of the service, each to the value of not less than \$20 000 000.

Exposure Draft

Part 9—Infection control

62 Infection control plan

- (1) A provider of a non-emergency patient transport service must ensure that the service has a plan for the control of infections in the operation of the service.

Penalty: 15 penalty units.

- (2) An infection control plan must comply with the infection control guidelines.

Penalty: 15 penalty units.

- (3) An infection control plan must—

- (a) identify all possible areas where there is a risk of transmission of infection and the actions to be taken to control any such risk; and
 - (b) identify the steps to be followed if any action referred to in paragraph (a) is not taken; and
 - (c) identify those aspects of the service provided that require ongoing infection control; and
 - (d) identify the type of education to be provided to staff involved in the provision of clinical care to patients or the cleaning of a vehicle; and
 - (e) state the name and qualifications of the person responsible for identifying areas of risk; and
 - (f) identify the mechanism by which compliance with the infection control management plan will be monitored; and
 - (g) set out a process for the use, disposal and laundering of linen; and
 - (h) include a vehicle-cleaning plan.
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Non-Emergency Patient Transport Regulations

Part 9—Infection control

Penalty: 15 penalty units.

- (4) A provider of a non-emergency patient transport service must ensure that the service's infection control plan is reviewed annually.

Penalty: 20 penalty units.

- (5) A provider of a non-emergency patient transport service must comply with the service's infection control plan.

Penalty: 20 penalty units.

63 Vehicle cleaning plan

- (1) A provider of a non-emergency patient transport service must ensure that the service has a plan for the cleaning of vehicles used by the service that complies with—

- (a) the infection control guidelines; and
- (b) subregulation (2).

Penalty: 15 penalty units.

- (2) A vehicle cleaning plan must include—

- (a) a cleaning schedule; and
- (b) guidelines on cleaning practices.

- (3) A provider of a non-emergency patient transport service must comply with the service's vehicle cleaning plan.

Penalty: 20 penalty units.

64 Vehicles must be clean and hygienic

A provider of a non-emergency patient transport service must ensure that all vehicles used for the transport of patients by the service are kept in a clean and hygienic condition.

Penalty: 20 penalty units.

Part 10—Provision, inspection and maintenance of vehicles and equipment

Division 1—Vehicles

65 Requirements for vehicles

A provider of a non-emergency patient transport service must not use a vehicle to provide a non-emergency patient transport service unless—

- (a) the mileage of the vehicle complies with regulation 66; and
- (b) the vehicle is maintained in accordance with regulation 68; and
- (c) if applicable, the vehicle is examined and tested in accordance with regulation 69.

Penalty: 20 penalty units.

66 Mileage of vehicle

- (1) Subject to subregulations (2) and (3), the mileage of a vehicle used to provide a non-emergency patient transport service must not exceed 600 000 km.
- (2) Subregulation (1) does not apply to a vehicle if an exemption is granted by the Secretary under regulation 67 in respect of the vehicle.
- (3) Subregulation (1) does not apply to a vehicle at any time before 30 November 2026 if the vehicle was being used by a provider for a non-emergency patient transport service immediately before 30 November 2021.

67 Mileage exemption

- (1) A provider of a non-emergency patient transport service may apply to the Secretary in respect of a vehicle used to provide the service for an

Non-Emergency Patient Transport Regulations

Part 10—Provision, inspection and maintenance of vehicles and equipment

exemption to permit the use of the vehicle up to a maximum mileage of 800 000 km.

- (2) On application under subregulation (1), the Secretary may grant an exemption in respect of a vehicle for the vehicle to be used for non-emergency patient transport up to a maximum mileage of 800 000 km.
- (3) The Secretary must not grant an exemption under subregulation (2) unless the Secretary is satisfied that—
 - (a) the applicant has complied with this Division; and
 - (b) it is safe for the vehicle to be used.
- (4) When granting an exemption, the Secretary may impose conditions on the exemption.
- (5) The provider of a vehicle that is the subject of an exemption under this regulation must comply with the conditions of the exemption imposed under subregulation (4).

Penalty: 20 penalty units.

68 Maintenance of vehicles

A vehicle used to provide a non-emergency patient transport service must be kept in good working order at all times and serviced in accordance with the manufacturers' specifications.

69 Examination and testing of vehicles

A provider of a non-emergency patient transport service must ensure that if a vehicle is used to provide the service—

- (a) the vehicle is examined and tested by a licensed tester annually once the vehicle has reached a mileage of 200 000 km or three years of age, whichever is the sooner in
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Non-Emergency Patient Transport Regulations

Part 10—Provision, inspection and maintenance of vehicles and equipment

accordance with Part 6 of the Road Safety (Vehicles) Regulations 2021⁷; and

- (b) a certificate of roadworthiness is issued in respect of the vehicle by the licensed tester testing the vehicle under paragraph (a).

70 Maintenance schedule for vehicles

- (1) A provider of a non-emergency patient transport service must ensure that the service has a schedule for the annual maintenance of the vehicles used by the service.

Penalty: 10 penalty units.

- (2) An annual vehicle maintenance schedule must include the vehicle identification number for each vehicle used to provide the non-emergency patient transport service.

Penalty: 10 penalty units.

- (3) A provider of a non-emergency patient transport service must comply with the service's annual vehicle maintenance schedule.

Penalty: 10 penalty units.

71 Records of maintenance

- (1) A provider of a non-emergency patient transport service must keep an accurate record of all maintenance and repairs to vehicles used to provide the service.

Penalty: 10 penalty units.

- (2) A provider of a non-emergency patient transport service must ensure that the record kept under subregulation (1) clearly states the vehicle identification number of the vehicle.

Penalty: 10 penalty units.

Non-Emergency Patient Transport Regulations

Part 10—Provision, inspection and maintenance of vehicles and equipment

- (3) A provider of a non-emergency patient transport service must ensure that the record referred to in subregulation (1) is kept for 12 months after the vehicle to which it relates ceases to be used to provide the service.

Penalty: 10 penalty units.

72 Interiors of road vehicles

- (1) This regulation applies in relation to vehicles used on public roads to provide a non-emergency patient transport service.
- (2) The provider of the service must ensure that within each vehicle there is room between stretchers and seats to allow proper patient care and clinical monitoring.

Penalty: 10 penalty units.

- (3) Subject to subregulation (12), the provider of the service must ensure that each vehicle that contains 2 stretchers has a minimum separation of 350 mm between the stretchers.

Penalty: 10 penalty units.

- (4) The provider of the service must ensure that within each vehicle there is seating in the patient compartment for each attendant who travels in that compartment and seating for all other persons travelling in the vehicle.

Penalty: 10 penalty units.

- (5) The provider of the service must ensure that each vehicle interior allows the patient and equipment in use for patient monitoring to be viewed at all times by crew members.

Penalty: 5 penalty units.

- (6) The provider of the service must ensure that each vehicle interior has sufficient heating and air-
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Non-Emergency Patient Transport Regulations

Part 10—Provision, inspection and maintenance of vehicles and equipment

conditioning to ensure patient and crew comfort within the vehicle.

Penalty: 5 penalty units.

- (7) The provider of the service must ensure that each vehicle is provided with windows fitted to all doors.

Penalty: 5 penalty units.

- (8) The provider of the service must ensure that windows fitted to the vehicle are tinted to a degree that—

- (a) is sufficient to maintain patient privacy; and
- (b) complies with the Vehicle Standards contained in Schedule 1 to the Road Safety (Vehicles) Regulations 2021.⁸

Penalty: 5 penalty units.

- (9) The provider of the service must ensure that vehicle interiors are provided with adequate interior lighting to provide safe patient care at all times within all areas of the vehicle.

Penalty: 10 penalty units.

- (10) The provider of the service must ensure that the vehicle interior lighting can be adjusted from the patient compartment and from the driver compartment.

Penalty: 10 penalty units.

- (11) The provider of the service must ensure that vehicle interiors are provided with smooth, impermeable and seamless materials for the surface of floors and walls.

Penalty: 5 penalty units.

- (12) The provider of the service must ensure that the vehicle is able to accommodate and restrain any
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Non-Emergency Patient Transport Regulations

Part 10—Provision, inspection and maintenance of vehicles and equipment

mobility device that a patient takes into the vehicle.

Penalty: 10 penalty units.

- (13) Subregulation (3) does not apply to a provider in respect of a vehicle at any time before 30 November 2026 if the vehicle was being used by the provider for a non-emergency patient transport service immediately before 30 November 2021.

73 Interiors of road vehicles—maintenance

- (1) This regulation applies in relation to vehicles used on public roads to provide a non-emergency patient transport service.

- (2) The provider of the service must ensure that the interior of a vehicle is maintained and kept in good repair at all times.

Penalty: 10 penalty units.

- (3) The provider of the service must ensure that all fixtures and fittings in the patient compartment of the vehicle are tightly fixed to the vehicle.

Penalty: 20 penalty units.

- (4) The provider of the service must ensure that all wall and floor surfaces in the patient compartment of the vehicle are undamaged.

Penalty: 20 penalty units.

- (5) The provider of the service must ensure that the patient compartment of the vehicle is checked and serviced at the following times—

- (a) when the vehicle reaches a mileage of 200 000 km;
- (b) when the vehicle reaches a mileage of 400 000 km;

- (c) annually after the vehicle reaches a mileage of 400 000 km.

Penalty: 20 penalty units.

74 Change to vehicle category code of vehicle

If a vehicle modification results in a change of vehicle category code of a vehicle, a provider of a non-emergency patient transport service must ensure that the vehicle is not used by the service to transport patients on a public road unless the provider has obtained and retains—

- (a) a copy of the vehicle assessment signatory scheme approval certificate; or
- (b) a photograph of the second stage of manufacture compliance plate.

Penalty: 20 penalty units.

Division 2—Equipment

75 Provision of equipment

- (1) A provider of a non-emergency patient transport service must ensure that any vehicle used by the service to transport a patient carries the equipment specified in Appendix 6 of the clinical practice protocols for the acuity of the patient.

Penalty: 20 penalty units.

- (2) A provider of a non-emergency patient transport service must ensure that a vehicle used by the service to transport a patient carries a power lift stretcher for each patient being transported.

Penalty: 20 penalty units.

- (3) A provider of a non-emergency patient transport service must ensure that any vehicle equipped with a stretcher carries a lifting cushion at all times.
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Penalty: 20 penalty units.

76 Communication devices

A provider of a non-emergency patient transport service must ensure that communication devices are available at all times when a vehicle is used by the service to transport a patient so as to maintain contact between the vehicle and—

- (a) the non-emergency patient transport service base; and
- (b) the health service destination and
- (c) Ambulance Service—Victoria.

Penalty: 20 penalty units.

77 Warning lights

A provider of a non-emergency patient transport service must ensure that all vehicles used on public roads to provide the service are equipped with warning lights that can be activated when at any incident attended by the vehicle.

Penalty: 20 penalty units.

78 Maintenance and service of equipment

A provider of a non-emergency patient transport service must ensure that all equipment required under this Division is kept in good working order and serviced in accordance with the manufacturers' specifications.

Penalty: 20 penalty units.

79 Maintenance schedule for equipment

- (1) A provider of a non-emergency patient transport service must ensure the service has an annual equipment maintenance schedule to ensure all equipment required under this Division complies with regulation 78.
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Non-Emergency Patient Transport Regulations

Part 10—Provision, inspection and maintenance of vehicles and equipment

Penalty: 10 penalty units.

- (2) A provider of a non-emergency patient transport service must comply with the annual equipment maintenance schedule.

Penalty: 10 penalty units.

80 Records of maintenance

- (1) A provider of a non-emergency patient transport service must keep an accurate record of all maintenance and repairs to equipment used to provide the service.

Penalty: 10 penalty units.

- (2) A provider of a non-emergency patient transport service must ensure that the record referred to in subregulation (1) is retained and kept until the equipment to which it relates ceases to be used by the service.

Penalty: 10 penalty units.

Exposure Draft

Part 11—Aeromedical services

81 Report of breach of CASA requirements

A provider of an aeromedical service must report immediately to the Secretary if the provider is issued with either of the following by CASA—

- (a) a non-compliance notice;
- (b) a show cause notice within the meaning of section 3 of the Civil Aviation Act 1988 of the Commonwealth.

Penalty: 20 penalty units.

82 Aircraft equipment

A provider of an aeromedical service must ensure that any aircraft the provider uses for the service is fitted with—

- (a) a 240 volt (2 amp) power supply with 2 outlets; and
- (b) if the transport of incubators or other 12 volt devices is required, a 12 volt (10 amp) power supply compliant with any applicable electrical standards.

Penalty: 20 penalty units.

83 Configuration

- (1) A provider of an aeromedical service must ensure that the clinical facilities and equipment in an aircraft used by the provider for the service are placed in a position to allow continuous patient treatment, including during adverse weather conditions.

Penalty: 10 penalty units.

- (2) A provider of an aeromedical service must ensure that a seat is provided for each person travelling on the aircraft (other than a stretcher patient).
-

Penalty: 10 penalty units.

84 Stowage

- (1) A provider of an aeromedical service must ensure that an aircraft used for the service provides sufficient and appropriate storage space and restraint for any medical equipment carried on board.

Penalty: 10 penalty units.

- (2) A provider of an aeromedical service must ensure that an aircraft used for the service is suitable for the carriage and stowage of passenger or patient cabin baggage and an additional 5 kilograms of luggage for each passenger.

Penalty: 10 penalty units.

85 Loading

- (1) A provider of an aeromedical service must ensure that the main cabin door and stretcher loading system of an aircraft used for the service permit boarding and disembarking of both ambulatory and stretcher patients.

Penalty: 10 penalty units.

- (2) A provider of an aeromedical service must ensure that loading and unloading a stretcher into and off an aircraft used for the service requires not more than 2 persons.

Penalty: 10 penalty units.

- (3) A provider of an aeromedical service must ensure the stretcher-loading system of an aircraft used for the service allows access to patients to be maintained at all times during patient loading and unloading.

Penalty: 10 penalty units.

86 Cabin

- (1) A provider of an aeromedical service must ensure that an aircraft used for the service has cabin lining and floor coverings of a smooth, non-skid, anti-static, washable material, sealed against the aircraft sidewalls to window level.

Penalty: 10 penalty units.

- (2) A provider of an aeromedical service must ensure that an aircraft used for the service provides adequate lighting in the cabin to provide safe patient care at all times.

Penalty: 10 penalty units.

- (3) A provider of an aeromedical service must ensure that an aircraft used for the service for night flights has opaque washable curtains or dividers fitted between the cockpit and cabin.

Penalty: 10 penalty units.

87 Medical equipment

A provider of an aeromedical service must ensure that any aircraft used for the service is fitted with—

- (a) a CASA approved medical oxygen system capable of supplying adequate oxygen that—
- (i) has a warning device or devices for indicating main medical oxygen supply exhaustion; and
 - (ii) enables oxygen to be turned off during flight; and
- (b) a suction system capable of performing in all foreseeable cabin pressures that—
- (i) has one suction outlet and apparatus for each stretcher and one reserve method of applying suction; and
-

Non-Emergency Patient Transport Regulations

Part 11—Aeromedical services

- (ii) is able to operate when the aircraft is not in flight.

Penalty: 20 penalty units.

88 Other equipment requirements

A provider of an aeromedical service must ensure that all patients of the service dependent on a mechanical ventilator during non-emergency transport are protected with a disconnect alarm and have capnography available to them.

Penalty: 20 penalty units.

Exposure Draft

Part 12—Infringement notices

89 Infringement offences and infringement penalties

- (1) For the purposes of section 50Y(1) of the Act, an offence specified in Column 1 of the Table in Schedule 3 is prescribed as an infringement offence.
- (2) For the purposes of section 50Y(3) of the Act, the prescribed infringement penalty for an infringement offence referred to in subregulation (1) is the penalty specified in Column 2 of the Table in Schedule 3 in respect of that infringement offence.

Exposure Draft

Non-Emergency Patient Transport Regulations

Schedule 1—Forms

Schedule 1—Forms

**Form 1—Application for approval
in principle to operate a non-emergency
patient transport service**

Regulation 27(1)

**APPLICATION FOR APPROVAL IN PRINCIPLE
TO OPERATE A NON-EMERGENCY PATIENT
TRANSPORT SERVICE**

SECTION A

- (1) Full name of applicant:
- (2) Postal address of applicant:
- (3) The name, telephone number and email address of a contact person for the purposes of the application:
- (4) If the applicant is a body corporate, the *ABN/*ACN of the applicant and the name and address of any director or officer of the body corporate who may exercise control over the non-emergency patient transport service:

SECTION B

- (1) The name (or proposed name) of the non-emergency patient transport service, its street address, the regions in which the service will be provided and the location of each branch of the service:
- (2) This application is for an approval in principle for a non-emergency patient transport service intending to undertake—
 - * transport of low acuity patients;
 - * transport of medium acuity patients;
 - * transport of high acuity patients.
- (3) The proposed number and types of vehicles:

<i>Type of vehicle</i>	<i>Number of vehicles</i>
------------------------	---------------------------

Vehicle used to transport
a patient on public roads

Non-Emergency Patient Transport Regulations

Form 1—Application for approval in principle to operate a non-emergency
patient transport service

Aeromedical vehicle

Signature of applicant:

Name of each signatory (in BLOCK LETTERS):

Date:

*Delete if inapplicable.

Exposure Draft

Non-Emergency Patient Transport Regulations

Form 2—Application for variation or transfer of certificate of approval in principle to operate a non-emergency patient transport service

**Form 2—Application for variation
or transfer of certificate of approval in
principle to operate a non-emergency
patient transport service**

Regulation 28(1)

**APPLICATION FOR VARIATION OR TRANSFER
OF CERTIFICATE OF APPROVAL IN PRINCIPLE
TO OPERATE A NON-EMERGENCY
PATIENT TRANSPORT SERVICE**

SECTION A

- (1) Full name of applicant:
- (2) Postal address of applicant:
- (3) The name, telephone number and email address of a contact person for the purposes of the application:

SECTION B

- (1) The name (or proposed name) of the non-emergency patient transport service, its street address, the regions in which the service is, or will be, provided and the location of each branch of the service:
- (2) The number and type of vehicles (even if no changes are proposed):

<i>Type of vehicle</i>	<i>Number of vehicles</i>
------------------------	---------------------------

- (3) This application is for—
 - * variation of the certificate of approval in principle or any condition to which it is subject; or
 - * transfer of the certificate of approval in principle to another person.
 - (4) If the application relates to the variation of the certificate of approval in principle, the reason for the proposed variation:
-

Non-Emergency Patient Transport Regulations

Form 2—Application for variation or transfer of certificate of approval in principle to operate a non-emergency patient transport service

- (5) If the application relates to the transfer of the certificate of approval in principle to another person—
- (a) the name of that person; and
 - (b) the postal address of that person; and
 - (c) that person's telephone number and email address.
- (6) If the proposed transferee is a body corporate, the *ABN/*ACN of the transferee and the name and address of any director or officer of the body corporate who may exercise control over the non-emergency patient transport service:

Signature of applicant:

Name of each signatory:

Date:

*Delete if inapplicable.

Exposure Draft

Non-Emergency Patient Transport Regulations

Form 3—Application for a non-emergency patient transport service licence

**Form 3—Application for a non-emergency
patient transport service licence**

Regulation 29(1)

**APPLICATION FOR A NON-EMERGENCY
PATIENT TRANSPORT SERVICE LICENCE**

SECTION A

- (1) Full name of applicant:
- (2) Postal address of applicant:
- (3) The name, telephone number and email address of a contact person for the purposes of the application:
- (4) If the applicant is a body corporate, the *ABN/*ACN of the applicant and the name and address of any director or officer of the body corporate who may exercise control over the non-emergency patient transport service:

SECTION B

- (1) The class of non-emergency patient transport for which a licence is sought—
 - * transport of low acuity patients;
 - * transport of medium acuity patients;
 - * transport of high acuity patients.
- (2) The proposed name of the non-emergency patient transport service, its street address, the regions in which the service is, or will be, provided and the location of each branch of the service:
- (3) The proposed number and types of vehicles:

<i>Type of vehicle</i>	<i>Number of vehicles</i>
------------------------	---------------------------

Double stretcher
vehicle

Single stretcher vehicle

High acuity transport
vehicle

Non-Emergency Patient Transport Regulations

Form 3—Application for a non-emergency patient transport service licence

<i>Type of vehicle</i>	<i>Number of vehicles</i>
------------------------	---------------------------

Fixed wing aircraft

Rotary wing aircraft

(4) The Vehicle Identification Number and vehicle category code of each road vehicle.

Signature of applicant:

Name of each signatory (in BLOCK LETTERS):

Date:

*Delete if inapplicable.

Exposure Draft

Non-Emergency Patient Transport Regulations

Form 4—Application for the renewal of a non-emergency patient transport service licence

**Form 4—Application for the renewal
of a non-emergency patient transport
service licence**

Regulation 31(1)

**APPLICATION FOR THE RENEWAL OF
A NON-EMERGENCY PATIENT
TRANSPORT SERVICE LICENCE**

SECTION A

- (1) Full name of applicant:
- (2) Postal address of applicant:
- (3) The name, telephone number and email address of a contact person for the purposes of the application:
- (4) If the applicant is a body corporate, the *ABN/*ACN of the applicant and the name and address of any director or officer of the body corporate who may exercise control over the non-emergency patient transport service:

SECTION B

- (1) The class of non-emergency patient transport for which a licence is sought—
 - * transport of low acuity patients;
 - * transport of medium acuity patients;
 - * transport of high acuity patients.
- (2) The proposed name of the non-emergency patient transport service, its street address, the regions in which the service is, or will be, provided and the location of each branch of the service:
- (3) The proposed number and types of vehicles:

<i>Type of vehicle</i>	<i>Number of vehicles</i>
------------------------	---------------------------

Double stretcher
vehicle

Non-Emergency Patient Transport Regulations

Form 4—Application for the renewal of a non-emergency patient transport
service licence

<i>Type of vehicle</i>	<i>Number of vehicles</i>
------------------------	---------------------------

Single stretcher vehicle

High acuity transport
vehicle

Fixed wing aircraft

Rotary wing aircraft

Signature of applicant:

Name of each signatory (in BLOCK LETTERS):

Date:

Exposure Draft

Non-Emergency Patient Transport Regulations

Form 5—Application for variation of a non-emergency patient transport service licence

Form 5—Application for variation of a non-emergency patient transport service licence

Regulation 33(1)

APPLICATION FOR VARIATION OF A NON-EMERGENCY PATIENT TRANSPORT SERVICE LICENCE

SECTION A

- (1) Full name of applicant:
- (2) Postal address of applicant:
- (3) The name, telephone number and email address of a contact person for the purposes of the application:

SECTION B

- (1) The nature of the variation sought (variation of licence or variation of condition to which licence is subject):
- (2) Details of the variation sought:
- (3) The number and type of vehicles (even if no changes are proposed):

<i>Type of vehicle</i>	<i>Number of vehicles</i>
Double stretcher vehicle	
Single stretcher vehicle	
High acuity transport vehicle	
Fixed wing aircraft	
Rotary wing aircraft	

Signature of applicant:

Name of each signatory:

Date:

Non-Emergency Patient Transport Regulations

Schedule 2—Prescribed information for an application for transfer of licence to operate a non-emergency patient transport service

Schedule 2—Prescribed information for an application for transfer of licence to operate a non-emergency patient transport service

Regulation 32(1)

1 Details of applicant

- (1) Full name of applicant.
- (2) Postal address of applicant.
- (3) The name, telephone number and email address of a contact person for the purposes of the application.

2 Details of non-emergency patient transport service

- (1) The name of the non-emergency patient transport service.
- (2) The street address of the non-emergency patient transport service.
- (3) The regions in which the non-emergency patient transport service is, or will be, provided.
- (4) The location of each branch of the non-emergency patient transport service.
- (5) The number and type of vehicles of the non-emergency patient transport service (even if no changes are proposed).

3 Details of transferee

- (1) In relation to the person to whom the licence is to be transferred—
 - (a) the name of that person; and
 - (b) the postal address of that person; and
 - (c) that person's telephone number and email address.
 - (2) If the proposed transferee is a body corporate, the name and address of any director or officer of the body corporate who may exercise control over the non-emergency patient transport service.
-

Non-Emergency Patient Transport Regulations

Schedule 3—Infringement offences and penalties

Schedule 3—Infringement offences and penalties

Regulation 89

Item	Column 1 Infringement offence	Column 2 Infringement penalty
1	Regulation 10(2)	4 penalty units
2	Regulation 11(1)	4 penalty units
3	Regulation 11(2)	4 penalty units
4	Regulation 11(3)	4 penalty units
5	Regulation 11(4)	4 penalty units
6	Regulation 12(2)	4 penalty units
7	Regulation 12(3)	4 penalty units
8	Regulation 12(4)	4 penalty units
9	Regulation 13(2)	4 penalty units
10	Regulation 13(3)	4 penalty units
11	Regulation 13(5)	4 penalty units
12	Regulation 14	4 penalty units
13	Regulation 16(2)	4 penalty units
14	Regulation 16(3)	4 penalty units
15	Regulation 16(4)	4 penalty units
16	Regulation 20	4 penalty units
17	Regulation 21(1)	4 penalty units

Non-Emergency Patient Transport Regulations

Schedule 3—Infringement offences and penalties

18	Regulation 22(1)	4 penalty units
19	Regulation 23	4 penalty units
20	Regulation 24(2)	4 penalty units
21	Regulation 24(3)	3 penalty units
22	Regulation 25(1)	4 penalty units
23	Regulation 25(4)	4 penalty units
24	Regulation 25(5)	4 penalty units
25	Regulation 25(6)	2 penalty units
26	Regulation 26	3 penalty units
27	Regulation 36	3 penalty units
28	Regulation 37	4 penalty units
29	Regulation 38(1)	3 penalty units
30	Regulation 38(2)	4 penalty units
31	Regulation 39(1)	4 penalty units
32	Regulation 40	3 penalty units
33	Regulation 41	4 penalty units
34	Regulation 42(1)	3 penalty units
35	Regulation 42(2)	4 penalty units
36	Regulation 43(1)	4 penalty units
37	Regulation 44(1)	2 penalty units
38	Regulation 46(1)	2 penalty units
39	Regulation 46(2)	2 penalty units

Non-Emergency Patient Transport Regulations

Schedule 3—Infringement offences and penalties

40	Regulation 47	4 penalty units
41	Regulation 49(1)	2 penalty units
42	Regulation 50	3 penalty units
43	Regulation 51(1)	3 penalty units
44	Regulation 51(2)	3 penalty units
45	Regulation 52(1)	2 penalty units
46	Regulation 52(2)	2 penalty units
47	Regulation 52(3)	2 penalty units
48	Regulation 53(1)	3 penalty units
49	Regulation 53(2)	3 penalty units
50	Regulation 53(3)	3 penalty units
51	Regulation 54(1)	3 penalty units
52	Regulation 54(2)	3 penalty units
53	Regulation 55(1)	2 penalty units
54	Regulation 55(2)	2 penalty units
55	Regulation 56(1)	2 penalty units
56	Regulation 56(2)	2 penalty units
57	Regulation 57(2)	2 penalty units
58	Regulation 58	2 penalty units
59	Regulation 59	2 penalty units
60	Regulation 62(1)	3 penalty units
61	Regulation 62(2)	3 penalty units

Non-Emergency Patient Transport Regulations

Schedule 3—Infringement offences and penalties

62	Regulation 62(3)	3 penalty units
63	Regulation 62(4)	4 penalty units
64	Regulation 62(5)	4 penalty units
65	Regulation 63(1)	3 penalty units
66	Regulation 63(3)	4 penalty units
67	Regulation 64	4 penalty units
68	Regulation 65	4 penalty units
69	Regulation 70(1)	2 penalty units
70	Regulation 70(2)	2 penalty units
71	Regulation 70(3)	2 penalty units
72	Regulation 71(1)	2 penalty units
73	Regulation 71(2)	2 penalty units
74	Regulation 71(3)	2 penalty units
75	Regulation 72(2)	2 penalty units
76	Regulation 72(3)	2 penalty units
77	Regulation 72(4)	2 penalty units
78	Regulation 72(5)	1 penalty unit
79	Regulation 72(7)	1 penalty unit
80	Regulation 72(8)	1 penalty unit
81	Regulation 72(9)	2 penalty units
82	Regulation 72(10)	1 penalty unit
83	Regulation 72(11)	2 penalty units

Non-Emergency Patient Transport Regulations

Schedule 3—Infringement offences and penalties

84	Regulation 72(12)	2 penalty units
85	Regulation 73(3)	4 penalty units
86	Regulation 73(4)	4 penalty units
87	Regulation 73(5)	4 penalty units
88	Regulation 74	4 penalty units
89	Regulation 75(1)	4 penalty units
90	Regulation 75(2)	4 penalty units
91	Regulation 75(3)	4 penalty units
92	Regulation 76	4 penalty units
93	Regulation 77	4 penalty units
94	Regulation 78	4 penalty units
95	Regulation 79(1)	2 penalty units
96	Regulation 79(2)	2 penalty units
97	Regulation 80(1)	2 penalty units
98	Regulation 80(2)	2 penalty units
99	Regulation 82	4 penalty units
100	Regulation 83(2)	2 penalty units
101	Regulation 85(1)	2 penalty units
102	Regulation 85(2)	2 penalty units
103	Regulation 85(3)	2 penalty units
104	Regulation 86(1)	2 penalty units
105	Regulation 86(2)	2 penalty units

Non-Emergency Patient Transport Regulations

Schedule 3—Infringement offences and penalties

106	Regulation 86(3)	2 penalty units
107	Regulation 87	4 penalty units
108	Regulation 88	4 penalty units

Exposure Draft

Endnotes

1 General information

See www.legislation.vic.gov.au for Victorian Bills, Acts and current Versions of legislation and up-to-date legislative information.

INTERPRETATION OF LEGISLATION ACT 1984 (ILA)

Style changes

Section 54A of the ILA authorises the making of the style changes set out in Schedule 1 to that Act.

References to ILA s. 39B

Sidenotes which cite ILA s. 39B refer to section 39B of the ILA which provides that where an undivided regulation, rule or clause of a Schedule is amended by the insertion of one or more subregulations, subrules or subclauses the original regulation, rule or clause becomes subregulation, subrule or subclause (1) and is amended by the insertion of the expression "(1)" at the beginning of the original regulation, rule or clause.

Interpretation

As from 1 January 2001, amendments to section 36 of the ILA have the following effects:

- **Headings**

All headings included in a Statutory Rule which is made on or after 1 January 2001 form part of that Statutory Rule. Any heading inserted in a Statutory Rule which was made before 1 January 2001, by a Statutory Rule made on or after 1 January 2001, forms part of that Statutory Rule. This includes headings to Parts, Divisions or Subdivisions in a Schedule; Orders; Parts into which an Order is divided; clauses; regulations; rules; items; tables; columns; examples; diagrams; notes or forms. See section 36(1A)(2A)(2B).

- **Examples, diagrams or notes**

All examples, diagrams or notes included in a Statutory Rule which is made on or after 1 January 2001 form part of that Statutory Rule. Any examples, diagrams or notes inserted in a Statutory Rule which was made before 1 January 2001, by a Statutory Rule made on or after 1 January 2001, form part of that Statutory Rule. See section 36(3A).

- **Punctuation**

All punctuation included in a Statutory Rule which is made on or after 1 January 2001 forms part of that Statutory Rule. Any punctuation inserted in a Statutory Rule which was made before 1 January 2001, by a Statutory

Non-Emergency Patient Transport Regulations

Endnotes

Rule made on or after 1 January 2001, forms part of that Statutory Rule.
See section 36(3B).

- **Provision numbers**

All provision numbers included in a Statutory Rule form part of that Statutory Rule, whether inserted in the Statutory Rule before, on or after 1 January 2001. Provision numbers include regulation numbers, rule numbers, subregulation numbers, subrule numbers, paragraphs and subparagraphs. See section 36(3C).

- **Location of "legislative items"**

A "legislative item" is a penalty, an example or a note. As from 13 October 2004, a legislative item relating to a provision of a Statutory Rule is taken to be at the foot of that provision even if it is preceded or followed by another legislative item that relates to that provision. For example, if a penalty at the foot of a provision is followed by a note, both of these legislative items will be regarded as being at the foot of that provision. See section 36B.

- **Other material**

Any explanatory memorandum, table of provisions, endnotes, index and other material printed after the Endnotes does not form part of a Statutory Rule. See section 36(3)(3D)(3E).

2 Explanatory details

¹ Reg. 4(a): S.R. No. 28/2016 as amended by S.R. No 148/2021.

² Reg. 4(b): S.R. No. 148/2021.

³ Reg. 5(1) def. of *certificate of roadworthiness*: S.R. No. 116/2021 as amended by S.R Nos 47/2022, 51/2022, 129/2022, 130/2022, 53/2023, 54/2023, 67/2023, 43/2024 and 36/2025.

⁴ Reg. 5(1) def. of *harm* S.R. No,77/2020 as amended by S.R. No. 121/2022.

⁵ Reg.5(1) def of *vehicle assessment signatory scheme approval certificate* S.R. No. 116/2021 as amended by S.R Nos 47/2022, 51/2022, 129/2022, 130/2022, 53/2023, 54/2023, 67/2023, 43/2024 and 36/2025

⁶ Reg. 32(3): S.R. No. 22/2017 as amended by S.R. Nos 71/2018, 176/2018, 71/2019, 84/2020, 106/2020, 141/2020, 8/2021, 88/2021, 112/2021, 137/2021, 53/2022, 4/2024, 23/2024 and 132/2024.

Fee Units

Non-Emergency Patient Transport Regulations

Endnotes

These Regulations provide for fees by reference to fee units within the meaning of the **Monetary Units Act 2004**.

The amount of the fee is to be calculated, in accordance with section 7 of that Act, by multiplying the number of fee units applicable by the value of a fee unit.

The value of a fee unit for the financial year commencing 1 July 2021 is \$15.03. The amount of the calculated fee may be rounded to the nearest 10 cents.

The value of a fee unit for future financial years is to be fixed by the Treasurer under section 5 of the **Monetary Units Act 2004**. The value of a fee unit for a financial year must be published in the Government Gazette and a Victorian newspaper before 1 June in the preceding financial year.

Penalty Units

These Regulations provide for penalties by reference to penalty units within the meaning of section 110 of the **Sentencing Act 1991**. The amount of the penalty is to be calculated, in accordance with section 7 of the **Monetary Units Act 2004**, by multiplying the number of penalty units applicable by the value of a penalty unit.

The value of a penalty unit for the financial year commencing 1 July 2021 is \$181.74.

The amount of the calculated penalty may be rounded to the nearest dollar.

The value of a penalty unit for future financial years is to be fixed by the Treasurer under section 5 of the **Monetary Units Act 2004**. The value of a penalty unit for a financial year must be published in the Government Gazette and a Victorian newspaper before 1 June in the preceding financial year.

Table of Applied, Adopted or Incorporated Matter

The following table of applied, adopted or incorporated matter was included in S.R. No. /2026 in accordance with the requirements of regulation 5 of the Subordinate Legislation Regulations 2014.

Statutory rule provision	Title of applied, adopted or incorporated document	Matter in applied, adopted or incorporated document

Non-Emergency Patient Transport Regulations

Endnotes

Regulation 5(1), definition of <i>clinical practice protocols</i>	Non-emergency patient transport clinical practice protocols issued by the Department of Health in 2024	The whole
Regulation 5(1), definition of <i>infection control guidelines</i>	National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in Healthcare published by the Commonwealth in 2019	The whole
Regulation 5(1), definition of <i>time critical</i>	Non-emergency patient transport clinical practice protocols issued by the Department of Health in 2024	Time critical guidelines
Regulation 5(1), definition of <i>vehicle category code</i>	Vehicle Standard (Australian Design Rule - Definitions and Vehicle Categories) 2005	The whole
Regulation 8(1)(b)(ii)	Non-emergency patient transport clinical practice protocols issued by the Department of Health in 2024	The whole
Regulation 10(4)(c)	Non-emergency patient transport clinical practice protocols issued by the Department of Health in 2024	The whole
Regulation 25(2)	Non-emergency patient transport clinical practice protocols issued by the Department of Health in 2024	The whole
Regulation 55(1)(g)	National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in Healthcare published by the Commonwealth in 2019	Section 4.2.1
Regulation 62(1)	National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in	Section 4.1.3

Non-Emergency Patient Transport Regulations

Endnotes

	Healthcare published by the Commonwealth in 2019	
Regulation 63(1)(a)	National Health and Medical Research Council Australian Guidelines for the Prevention and Control of Infection in Healthcare published by the Commonwealth in 2019	Section 4.1.3
Regulation 74	Vehicle Standard (Australian Design Rule - Definitions and Vehicle Categories) 2005	The whole
Regulation 75(1)	Non-emergency patient transport clinical practice protocols issued by the Department of Health in 2024	Appendix 6

⁷ Reg. 62(a) S.R. No. 116/2021 as amended by S.R Nos 47/2022, 51/2022, 129/2022, 130/2022, 53/2023, 54/2023, 67/2023, 43/2024 and 36/2025.

⁸ Reg. 66(8)(b) S.R. No. 116/2021 as amended by S.R Nos 47/2022, 51/2022, 129/2022, 130/2022, 53/2023, 54/2023, 67/2023, 43/2024 and 36/2025