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| Licence Requirements |
| First Aid Sector |
| OFFICIAL |

# Introduction

This guidance sheet provides information for companies interested in providing health care in the commercial first aid sector in Victoria. As of 1 October, 2021, all First Aid providers will require a first aid licence under the *Non-Emergency Patient Transport and First Aid Services Act 2003* (the Act).

# Requirements.

To ensure that providers are licensed under the Act once it comes into force on 1 October 2021, an initial licence of up to twelve months will be issued to all First Aid providers who apply. There is no cost for this initial application. Once you receive your initial licence, you must comply with the regulatory milestones outlined here and included in the new Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021. These requirements will be included as Conditions on your initial licence.

## Within Three Months of Operation

The department will require documented evidence of your process and policies to support:

### Scope of Clinical practice

Prepare and maintain a written scope of clinical practice for your nominated level of first aid service (refer information sheet on **First Aid Services** – Basic, Intermediate or Advanced).

### Clinical Governance

It is a requirement that a licence holder establish and maintain a clinical oversight committee which has a representative for each level of clinical staff member employed.

### Staff Credentialing

Have written documentation of staff qualification and clinical credentialing.

### Quality Assurance Plans

It is a requirement that a licence holder providing Advanced First Aid develop and maintain an accredited quality assurance plan.

### Insurance

A requirement that each licence holder obtain public liability insurance to a value not less than $20 000 000.

A requirement that each licence holder obtain professional indemnity liability insurance to a value not less than $20 000 000.

### **Within Six Months of Operation**

The department will require documented evidence of your process and policies to support:

### Reporting

It is a requirement that a licence holder report any sentinel events or critical incidents to the secretary within 24 hours.

### Records

All patient care records be maintained in accordance with regulation 38 and all staff records be maintained in accordance with regulation 39.

### Complaints

It is a requirement that a licence holder establish a complaints register and any investigations be carried out in a manner that is not detrimental to the complainant.

### Infection Control

A licence holder of an intermediate or advanced service must ensure that the quality assurance plan includes an **Infection control compliance plan.**

#### Within 12 Months of Operation

The department will require documented evidence of your process and policies to support:

### Inspection & Maintenance of Equipment

Requirement that a licence holder ensure that an annual maintenance/inspection schedule is developed to ensure all equipment is safe and functional.

For further information email NEPT, First Aid and Investigations

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