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| Guideline for an application for variation of a First Aid Service Licence |
| First Aid Service – Licence class variation |
| OFFICIAL |

## When to apply for a licence variation?

The holder of a first aid licence may apply to:

* Vary the licence (to operate an additional class or classes of licence e.g., basic to intermediate)
* Vary a condition of the licence (e.g., remove a condition)

## Guideline Scope

* This guideline outlines the process to vary a licence class on the application of the first aid licence holder.
* This guideline does not cover a licence variation on the motion of the Secretary, or variation of a licence condition.
  + To vary a licence condition, email the regulation team: Attention Manager- Licence condition variation ([NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au))

## How is the application assessed?

The department assesses an application for a First Aid Service Licence variation to operate an additional class or classes of licence in accordance with the criteria detailed in Section 42ZJ of the *Non-Emergency Patient Transport and First Aid Services Act 2003* *(Vic)* (the Act).

These criteria include:

* whether the arrangements for the care provided by the additional class or classes of licence to patients will be safe and of an appropriate quality
* the suitability of the clinical governance arrangements and management and staffing arrangements for the operation of the additional class or classes of licence
* the suitability of the arrangements for recording, monitoring and reviewing the clinical governance arrangements and management and staffing arrangements for the additional class or classes of licence

## How to complete an application to vary a First Aid Service licence

 The paperclip symbol indicates that a document is required to be attached to the application. All documents are available for download on the website.

### Clinical advisor meeting

Prior to commencing a licence variation application, it is recommended the first aid service licence holder schedules a meeting with a clinical advisor from the regulation team. The benefits of meeting with a clinical advisor include:

* advice as to whether the proposed additional licence class is appropriate to the proposed service delivery
* discuss the variation evidence required in detail, including where changes or updated documents may be required
* outline the anticipated timeframe for an application to be assessed (in accordance with the legislated time frames)
* provide a contact point for ongoing support in relation to the application

To schedule a meeting, email the regulation team: Attention Manager-Licence class variation-advisor meeting request ([NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au))

*Whilst it is recommended all prospective applicants meet with a clinical advisor, a meeting is not required to* *submit an application for a licence variation.*

### Schedule 6 Form and Prescribed Fee

 Applicants are required to completed *Schedule 6 – Application for variation of a First Aid Service Licence* and include all information outlined below. Once a Schedule 6 is received, the regulation team will generate an invoice. Upon receipt of payment, proceed with ‘variation evidence’.

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

## Variation Evidence

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

It is recognised not all organisation documents will change when applying for a licence variation to operate an additional class or classes of licence.

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

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

### Scope of practice

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

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

### Clinical governance, management and staffing

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

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

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

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

### Quality Assurance

 Please provide copies of the following:

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

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

### Infection control

 A First Aid Service Licence holder of an intermediate or advanced service must ensure that the quality assurance plan (as above) includes an Infection Control Plan.

* Provide an infection control management plan.

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

### Reporting

 Please provide evidence of the following:

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

### Equipment

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

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

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

### Accuracy of information

It is an offence under section 50(b) of the *Non-Emergency Patient Transport and First Aid Services Act 2003* to knowingly make any false or misleading statement in any application to the Secretary made under the Act.

## What happens after an application is made?

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

### Timeframes

The Secretary (or Delegate) has 60 days after receiving an application to inform the applicant of a decision. If the Secretary (or Delegate) requests the applicant to provide additional information, a decision must be made within 28 days of receipt of the information last requested or within the 60 day period, whichever is later. Applicants should keep these times in mind when submitting a First Aid Service Licence variation application.

### Licence

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

* the name and address of the holder of the licence
* the class or classes of services that may be operated under the licence
* the conditions to which the licence is subject
* the date on which the licence expires; and
* any other prescribed matter.

### Completed Applications

Email completed applications to: Attention Manager, [NEPTFirstAidRegulation@health.vic.gov.au](mailto:NEPTFirstAidRegulation@health.vic.gov.au)

Please note that incomplete applications may be returned to applicant.

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