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| Guideline to an application for renewal of a Non-Emergency Patient Transport (NEPT) licence |
| Non-Emergency Patient Transport – Licencing  |
| OFFICIAL |

### When must an application for renewal of licence be made?

The Non Emergency Patient Transport (NEPT) service licence holder must apply for the renewal of the NEPT service licence with the Department of Health (the department) before the expiration of the current licence.

If the application is made at **least 3 months** before the expiry of the licence, the prescribed fee is payable. If the application is made **within** the last 3 months of the licence period, the applicant is required to pay an additional fee of one half of the prescribed fee.

The department assesses an application for renewal of licence in accordance with the criteria prescribed in **Section 22** of the *Non-Emergency Patient Transport and First Aid Services Act 2003* (the Act). These criteria include:

* Whether the applicant is a fit and proper person to operate a NEPT service;
* Whether the care of the NEPT services provided are of an appropriate quality;
* Whether the NEPT service complies with the Act, regulations made under this Act, any approved standards and any other law relating to the operation of a NEPT service; and
* Whether any conditions of licence have been complied with.

The information required by the department to assess the application in accordance with these criteria is specified in more detail below.

### Who can make an application?

Please note that only the licence holder (recorded on the current licence) can make an application for renewal of the NEPT service licence. Where the licence holder is a body corporate, applications may be signed by a director or chief executive officer/general manager of the NEPT service.

### How to complete an application for renewal of licence

**Please ensure that:**

* All documents are appropriately titled, with document control properties (e.g. version number).
* Document titles must match the corresponding *Checklist for an application for renewal of a NEPT Licence*.
* Documents submitted are in a file format (e.g. PDF, word, excel) noting that links to ‘dropbox’ and alike will not be accepted.
* Source referenced forms from the NEPT website at <https://www.health.vic.gov.au/patient-care/non-emergency-patient-transport-licencing>
*  The paperclip symbol indicates that a document is required to be attached digitally to the application.

Schedule 4 Form and Prescribed Fee

 Applicants are required to completed *Schedule 4 - Application for Renewal of a Non-Emergency Patient Transport (NEPT) Licence* and include all information outlined below.

**The application must include the prescribed fee**. The prescribed fee depends on the number of vehicles you are licensed for and when you pay the fee. The fee is indexed annually. Refer to the NEPT website (<https://www.health.vic.gov.au/patient-care/nept-licensing-fees>) to access the current fees.

Fitness and propriety

The Act requires that the department ensures that the proposed licence holder is a fit and proper person to operate a NEPT service. The following documents must be provided for the person or entity who is proposed to be the licence holder.

 The following table sets out the documents to be included:

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| **A. Natural Person (including Partnership)** | **B. Company** | **C. Incorporated Association or Other Body Corporate** |
| Name of each person, residential address and contact telephone number(s) during business hours. | Name, address and telephone number of the registered company office. | Name, address and telephone number of the registered office of the incorporated association or body corporate. |
| An Australian Securities and Investments Commission (ASIC) full company extract obtained within the previous one month of making an application, as evidence of the status of the company. | Certificate of Incorporation or other document as evidence of the status of the incorporated association or body corporate.  |
| The names of each of the directors, board members or controlling officers. | The most recent Annual Report or Annual Return. |
| Where the company is a subsidiary, provide a complete company structure chart that shows the relationship between entities. | The names of each of the board/committee members or controlling office bearers and the offices held by each of these persons  |

 For each natural person (individual or partnership) or for each director or officer of the body corporate (e.g., company, charity, incorporated association), who does or who may exercise control over the NEPT Service:

* A completed *Declaration of fitness and propriety* form
* Nationally Coordinated Criminal History Check (Police Check) issued within the past 12 months.
* Registered Business name extract
*  Where a Business Name is being used, provide a copy of the Australian Securities and Investments Commission (ASIC) Registered Business Name extract obtained in the last 30 days for the NEPT service.

Financial capacity

 The Act requires that the department considers whether persons are of sound financial reputation and stable financial background. Please arrange for an appropriately qualified independent certified practicing accountant (CPA), chartered accountant (CA) or public accountant to review the applicant’s financial situation.

Insurance

 Provide evidence of the following Insurance requirements:

* A certificate of currency for each licence holder obtaining public liability insurance to a value not less than $20,000,000.
* A certificate of currency for each licence holder obtaining professional indemnity liability insurance to a value not less than $20,000,000.

Clinical governance

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

* Evidence of clinical oversight committee meetings including records of meetings held since time of last licence renewal period.
* Staff survey questions and results.
* Annual skills maintenance training schedule, including dates on which sessions have been conducted and an overview of training provided.

Quality Assurance and infection control

 Please provide a copy of the accredited Quality Assurance Program and Certificate of Accreditation issued by an applicable accreditation agency or body.

The Quality Assurance Plan must include the following:

* infection control
* active clinical monitoring of patients
* management of critical incidents
* management of deteriorating patients
* staff qualifications and training, assessment of qualifications and maintenance of the currency of qualifications
* staff competencies and their maintenance and assessment by a registered training organisation
* recognition of prior learning and overseas qualifications of staff providing clinical care and advice
* access to clinical advice for crew members
* drug security, including storage, use, disposal and records
* manual handling of patients
* patient records
* transportation of personal belongings, including mobility devices
* complaints management
* clinical handover processes
* vehicle equipment
* vehicle crewing
* vehicle and equipment maintenance
* records of all maintenance and repairs to vehicles and equipment
* vehicle and equipment cleaning
* complaints register
* process for investigating complaints.

Reporting and records

 Provide evidence of the following:

**Records**

* Patient care record template (PCR’s will be reviewed by an Authorised Officer during the site visit)
* Staff records

**Complaints**

* Complaints management policy
* Complaint register

**Sentinel Event**

* Sentinel Event reporting process and critical incident register

**Other**

* Copy of the most recent annual report

Occupational Health and Safety

 Please provide a copy of the OH&S Plan and certificate of accreditation issued by an applicable accreditation agency or body that includes:

* the maintenance of a hazard register
* incident reporting and management
* risk evaluation
* staff safety when manually handling patients
* recording of incidents and resulting actions.

Vehicles and equipment

A copy of the annual equipment maintenance schedule for all equipment and vehicles used in the course of transporting patients (including biomedical testing)

 Complete the *vehicle data sheet* (refer to renewal email)

* If you are adding or modifying a vehicle as part of this renewal, for each road vehicle provide a copy of:
* the vehicle assessment signatory scheme approval certificate OR
* a photograph of the second stage of manufacture compliance plate and vehicle registration number for each vehicle.

 For aircraft, provide a copy of the current Air Operator’s Certificate issued by CASA.

Please refer to *Schedule 5 - Application for variation of a Non-Emergency Patient Transport (NEPT) service Licence.*

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 a renewal application is made?**

A Compliance Officer from the NEPT, First Aid and Investigations unit will contact your organisation to request any further information and arrange a site inspection. Following the site inspection, you will be provided with a written report indicating if any action needs to be taken prior to your licence application proceeding to the next stage.

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 timeframes in mind when submitting a renewal for a NEPT Service Licence.

If a NEPT licence expires prior to the Secretary (or delegate) making a decision on whether or not to renew the licence (for example if further information is requested) a NEPT licence continues in force until such time as the Secretary (or Delegate) has made their decision.

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 type or types of vehicles for which the licence is issued
* 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

Please note that incomplete applications may be returned to applicant.

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