

Engaging a First Aid Service Provider FAQ

First Aid Sector

OFFICIAL

First aid services, Victoria- what has changed?

From October 2021, all first aid services, providing commercial first aid in Victoria are required to be licenced under the *Non-Emergency Patient Transport and First Aid Services Act 2003* (the Act). Licenced first aid services will be required to comply with the Non-Emergency Patient Transport and First Aid Services (First Aid Services) Regulations 2021 (the regulations).

The aim of these changes is to provide minimum standards in the provision of first aid across public events. Public events can range from small scale short duration events, to large single day events, large multiday live-in events, and events that travel across the state over a number of days.

What does this change mean for event organisers and local councils?

As an event organiser, or local council planning or approving an event, you should ensure that the first aid service contracted to the event is licenced. Having a licenced first aid service is important to ensure the provision of quality and safe patient care.

Where can I locate a list of licenced first aid services?

The register of licenced first aid services is available on the Department of Health website. The licenced first aid providers register will be updated regularly to ensure information is current. Please check the register prior to any event you have planned or approved.

Do all first aid services offer the same level of first aid?

No. Under the regulations, first aid services are divided into three distinct levels: basic, intermediate, and advanced. The first aid provider can only operate their first aid service at the level they are licenced.

Basic: Has appropriately trained staff and is equipped to adequately cater for **minor** injuries or illnesses which would not usually require referral to another health care provider or hospital.

Intermediate: Has appropriately trained staff and is equipped to adequately cater for **significant** injuries or illnesses which may require referral to another healthcare provider or hospital

Advanced: Has appropriately trained staff and is equipped to adequately cater for **serious** injuries or illnesses which often require referral to another healthcare provider or hospital.

How do I know if the first aid service provider is appropriate for the event?

A first aid service provider is required to undertake a risk assessment of each event to assess potential health risks. This will inform the first aid service of their ability to provide safe and quality care. Event organisers and local council should work collaboratively with first aid services to undertake a thorough risk assessment.

A First aid service providing first aid beyond their licenced service level is in breach of the regulations.

What happens if the first aid service contracted for the event is not on the licenced register?

If you intend using or approving a first aid service that doesn't appear on the register, please contact the NEPT and First Aid Regulations team at Neptfirstaidregulation@health.vic.gov.au in the first instance. A member of the team will check the status of your preferred first aid service provider. If your preferred service is not licenced, they cannot provide first aid services in Victoria.

A first aid service providing first aid in Victoria without a licence is in breach of the *Act* and must not be permitted to provide first aid.

If you are made aware of an un-licenced first aid service tendering for, or servicing an event, please notify the NEPT and First Aid Regulations team via Neptfirstaidregulation@health.vic.gov.au.

Who do I speak with regarding concerns of quality and safety of patient care at an event?

If you are concerned with the level of patient care provided, a complaint can be made to the first aid service in the first instance. Alternatively, you can discuss your concerns with the NEPT and First Aid Regulations team via Neptfirstaidregulation@health.vic.gov.au

For further information visit the [Department of Health](https://www.health.vic.gov.au) website available at <https://www.health.vic.gov.au/patient-care/first-aid-services>

To receive this document in another format [email NEPT, First Aid and Investigations](mailto:NeptFirstAidRegulation@health.vic.gov.au) <NeptFirstAidRegulation@health.vic.gov.au>.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Health, **November 2021**.

Available at [First Aid](https://www2.health.vic.gov.au/hospitals-and-health-services/patient-care) <<https://www2.health.vic.gov.au/hospitals-and-health-services/patient-care>>