

# Capability Statement

Above First Aid, Beyond Expectations.



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# Foreword

## **Greetings and warm regards,**

As the CEO of MedX Medical and Retrieval Service, it is my pleasure to introduce our company and the range of services we provide. Established in 2023, MedX was born out of a vision to offer comprehensive and reliable first aid solutions tailored to meet diverse needs. Our commitment to excellence and dedication to safeguarding the health and well-being of our clients set us apart in the industry.

At MedX, we recognise the critical importance of prompt and professional medical response in a variety of settings. Whether at large public events, educational institutions, or during high-stakes aeromedical retrievals, our team is equipped and ready to deliver top-tier medical care. We offer a wide array of services designed to ensure the safety and health of our clients, supported by our highly trained medical professionals who are committed to delivering the highest standard of care with compassion and efficiency.

Thank you for considering MedX Medical and Retrieval Service for your first aid needs. We look forward to partnering with you to create safer environments for everyone.

Warm regards,

**Jason Humphries**

CEO, MedX Medical and Retrieval Service



# Overview

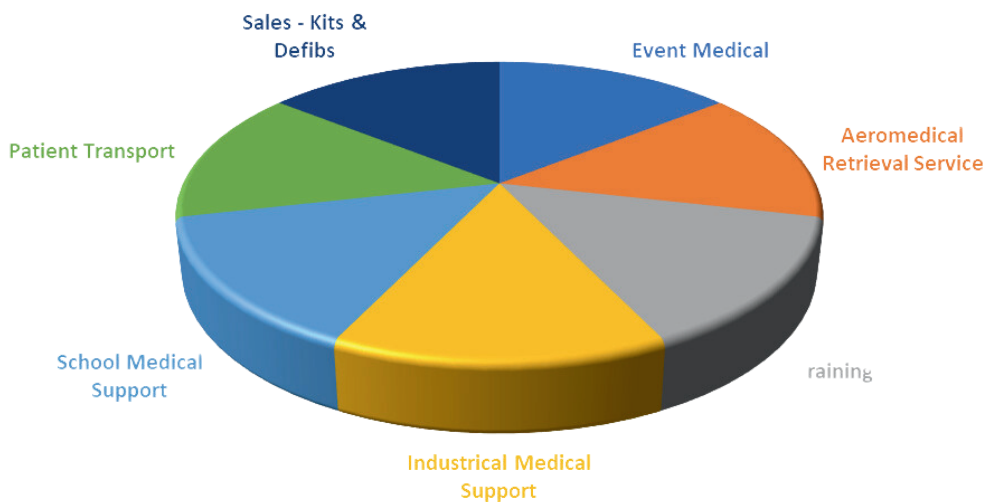
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# Our Services

Medx Medical and Retrieval Service is a leading healthcare provider that specialises in providing expert medical assistance globally. Our team of highly trained doctors, nurses, and paramedics are dedicated to providing swift, efficient, and effective medical care to those in need. We are committed to our patients and their families, and we strive to provide the highest quality care possible.

## WHAT WE OFFER







# Event Medical

Welcome to MedX Medical & Retrieval Service, your premier partner in events medical support across Australia.

As a newly established presence in the events medical landscape, we are dedicated to ensuring the safety and well-being of event attendees, organizers, and participants across Australia.

At MedX, we recognise the critical importance of reliable and professional medical support at events of all scales. Whether you're organising a music festival, sporting event, corporate function, or community gathering, our team is fully equipped to provide tailored and comprehensive medical services to meet your unique needs. Here's what sets MedX apart:

- **Expertise:** Our team consists of highly trained medical professionals, including paramedics, registered nurses, and first aid officers, boasting extensive experience in event medical support.
- **Comprehensive Services:** From onsite medical teams and first aid stations to ambulance services and medical coordination, we offer a comprehensive suite of medical support services to ensure the safety and well-being of all event attendees.
- **State-of-the-Art Equipment:** We leverage the latest medical equipment and technology to deliver efficient and effective medical care, including defibrillators, medical supplies, and advanced communication systems.
- **Commitment to Excellence:** At MedX, we are unwaveringly committed to excellence in all aspects of our service delivery. Our dedicated team works tirelessly to provide superior medical support, always prioritising the health and safety of our clients and their guests.

We are incredibly excited about the opportunity to collaborate with event organisers like you to ensure the success and safety of your events. Whether you're planning a small community gathering or a large-scale festival, you can trust MedX to deliver reliable and professional medical support every step of the way.

We invite you to reach out to us to discuss how MedX Medical and Retrieval Service can tailor our services to meet the specific needs of your upcoming events.

Please don't hesitate to schedule a consultation or inquire further about our offerings.



# Aeromedical Retrieval Service

We are thrilled to introduce our premier International Retrieval Medical Service, dedicated to delivering exceptional medical care and assistance wherever and whenever needed.

At our service, we understand the critical importance of timely and expert medical support, whether it's within the borders of our nation or across international borders. Our team of highly trained medical professionals is equipped with the expertise and resources to handle complex medical situations with precision and care.

Here's what sets our National and International Retrieval Medical Service apart:

- **Rapid Response:** With our strategically located bases and efficient coordination, we ensure a rapid response to medical emergencies, both nationally and internationally.
- **Expertise:** Our medical personnel are rigorously trained and experienced in retrieval medicine, equipped to handle a wide range of medical scenarios with skill and professionalism.
- **State-of-the-Art Equipment:** We utilize cutting-edge medical equipment and technology to provide the highest standard of care during retrievals, ensuring optimal outcomes for patients.
- **Global Reach:** Whether it's repatriation of patients from overseas or providing medical support in remote locations, our service extends across borders to meet the needs of our clients wherever they may be.
- **Compassionate Care:** Above all, we prioritize the well-being and comfort of our patients, delivering compassionate care and support throughout the retrieval process.

We are proud to offer our National and International Retrieval Medical Service as a trusted partner in medical emergencies, providing peace of mind and assurance to individuals, families, and organizations worldwide.





# First Aid Training

We are delighted to introduce our comprehensive First Aid and Rescue Training program, designed to empower individuals and organisations with life-saving skills and knowledge. At our training facility, we understand the critical importance of being prepared to respond effectively to emergencies, and our mission is to equip you with the confidence and expertise needed to make a difference when it matters most.

Here's what our First Aid and Rescue Training program offers:

- **Expert Instruction:** Our instructors are highly trained professionals with extensive experience in emergency response and medical care. They bring a wealth of knowledge and expertise to each training session, ensuring that you receive the highest quality instruction.
- **Hands-On Learning:** We believe in learning by doing, which is why our training sessions are interactive and hands-on. You'll have the opportunity to practice essential first aid techniques, CPR, rescue procedures, and more in a simulated environment, preparing you to respond effectively in real-life situations.
- **Customized Training:** Whether you're an individual seeking basic first aid certification or an organisation in need of specialised rescue training for your team, we offer customisable training programs to meet your specific needs and requirements.
- **Certification:** Upon successful completion of our training program, you'll receive certification recognised by leading organisations and regulatory bodies. This certification serves as a testament to your proficiency in first aid and rescue techniques, enhancing your credentials and opening up opportunities for career advancement.
- **Lifelong Learning:** Our commitment to your education doesn't end with the completion of a training course. We provide ongoing support and resources to help you stay updated on the latest developments in first aid and rescue techniques, ensuring that you remain prepared to handle emergencies throughout your life.

Whether you're a healthcare professional, a workplace safety officer, a parent, or simply someone who wants to be better prepared to help others in times of need, our First Aid and Rescue Training program is here to support you every step of the way.

We invite you to join us on this journey of learning and empowerment. Together, we can make a difference and save lives.



# Industrial Medical Support

We are excited to announce the launch of our latest service tailored specifically for the mining and school sectors: providing highly skilled paramedics and nurses to enhance safety and well-being in these critical environments.

At MedX Medical & Retrieval Service Pty Ltd, we understand the unique challenges faced by both the mining and school sectors when it comes to ensuring the health and safety of employees and students. That's why we are proud to offer a team of experienced paramedics and nurses who are dedicated to providing top-notch medical care and support in these demanding settings.

Here's what sets our service apart:

- **Expertise:** Our paramedics and nurses are highly trained professionals with extensive experience in emergency medical care. They possess the skills and knowledge needed to respond swiftly and effectively to medical emergencies, whether in a remote mining site or a bustling school campus.
- **Tailored Solutions:** We recognize that the needs of the mining and school sectors differ significantly, which is why we offer customized solutions to meet the specific requirements of each industry. Whether it's providing on-site medical support for mining operations or offering health services and first aid training for schools, we have the expertise to address diverse needs.
- **Commitment to Safety:** Safety is our top priority. Our paramedics and nurses undergo rigorous training and adhere to strict safety protocols to ensure the well-being of everyone under their care. By partnering with us, you can trust that the health and safety of your workforce or students are in capable hands.
- **Flexibility and Reliability:** We understand that emergencies can happen at any time, which is why we offer flexible scheduling and around-the-clock availability. Our team is committed to being there when you need us most, providing reliable and responsive medical support whenever and wherever it's required.

We are excited about the opportunity to partner with mining companies and schools to enhance safety and well-being in these vital sectors. Whether you're looking to bolster your emergency response capabilities or improve medical services for your employees or students, we are here to support you every step of the way.





# School Medical Support

MedX Medical & Retrieval Service offers specialised support to schools nationwide. Our proficient staff is extensively trained to adeptly manage a variety of emergencies and scenarios that may arise within educational environments. Rest assured, our personnel are fully qualified, insured, and possess a valid Working With Children's Check, reflecting their commitment to the highest professional standards when working with young individuals.

Our rates are inclusive of Goods and Services Tax (GST). Additionally, we kindly request schools to ensure the availability of necessary first aid room equipment. Your collaboration in this regard contributes to the seamless functionality of our services.



# Patient Transport

We are thrilled to announce the expansion of our services at MedX Medical & Retrieval Service to include Non-Emergency Patient Transport across Australia. With a deep commitment to excellence in medical care and transportation, we are dedicated to providing safe, reliable, and compassionate transport solutions for patients in need.

Our Non-Emergency Patient Transport service is designed to cater to the diverse needs of individuals requiring medical transportation for non-urgent medical appointments, transfers between healthcare facilities, and specialized medical treatments. Whether it's a routine check-up, dialysis treatment, or outpatient procedure, our experienced team is here to ensure that patients receive the care and support they deserve throughout their journey.

Here's what sets our Non-Emergency Patient Transport service apart:

- **Comfort and Safety:** We prioritize the comfort and safety of our patients above all else. Our fleet of modern vehicles is equipped with state-of-the-art medical equipment and amenities to ensure a comfortable and secure journey for patients of all ages and medical conditions.
- **Trained and Compassionate Staff:** Our team of trained medical professionals and support staff are dedicated to providing compassionate care and assistance to patients throughout their transport experience. From skilled paramedics to caring attendants, our team is committed to ensuring the well-being and comfort of every patient in our care.
- **Customized Transport Solutions:** We understand that every patient's needs are unique, which is why we offer customized transport solutions tailored to meet the specific requirements of each individual. Whether it's wheelchair-accessible transport, stretcher transport, or specialized medical escort services, we work closely with patients, caregivers, and healthcare providers to deliver personalized transport solutions that meet their needs and preferences.
- **Nationwide Coverage:** With a network of strategically located bases and affiliates across Australia, we offer comprehensive coverage and timely transport services to patients nationwide. Whether you're located in a metropolitan area or a remote region, you can count on us to provide reliable and efficient transport solutions whenever and wherever you need them.

We are excited about the opportunity to serve patients and healthcare providers across Australia with our Non-Emergency Patient Transport service. Whether you're a healthcare facility in need of transport services for your patients or an individual seeking safe and reliable transport solutions, we are here to help.





# Sales

At MedX Medical & Retrieval Service, we understand the critical importance of having reliable first aid supplies and life-saving equipment readily available in any environment. That's why we are proud to offer a comprehensive selection of high-quality first aid kits and defibrillators to meet the needs of businesses, organizations, and individuals.

Our first aid kits are meticulously curated to ensure they contain all the essential supplies needed to address common injuries and emergencies. From bandages and antiseptics to splints and CPR masks, our kits are designed to provide immediate assistance in the event of accidents or medical incidents.

In addition to our first aid kits, we also offer a range of defibrillators, including Automated External Defibrillators (AEDs), designed to deliver life-saving shocks to individuals experiencing sudden cardiac arrest. Our defibrillators are easy to use, portable, and equipped with advanced features to guide users through the resuscitation process effectively.

At MedX, we prioritize the safety and well-being of our customers, which is why we ensure that all our first aid kits and defibrillators meet stringent quality standards and regulatory requirements. Whether you're looking to equip your workplace, school, community centre, or home with essential medical supplies, you can trust MedX to provide reliable products and exceptional service.

Partner with MedX Medical & Retrieval Service for all your first aid kit and defibrillator needs, and ensure you're prepared to respond effectively to any medical emergency.

# Our Staff

At MedX Medical & Retrieval Service, we take pride in offering a diverse team of highly skilled medical professionals to meet the unique needs of our clients. Our staff members possess a range of qualifications and expertise, ensuring that we can provide tailored medical support across various environments and situations.

From First Aid Officers to Doctors, our team includes individuals with a wide range of qualifications and experience levels. Whether you require basic first aid support or advanced medical care, we have the right personnel to meet your needs.

Our team includes: First Aid Officers, Advanced First Aid Officers, First Responders, Endorsed Enrolled Nurses, Paramedics, Registered Nurses, Intensive Care Paramedics and Doctors.

Whether you require medical support for events, workplaces, schools, or remote locations, you can rely on MedX Medical & Retrieval Service to provide qualified medical staff to meet your needs. Our team is dedicated to delivering high-quality care and ensuring the health and safety of our clients and patients.

Contact us today to learn more about our medical staffing solutions and how we can support your organization's health and safety needs.

MedX Medical & Retrieval Service: Your trusted partner in medical support.





# Operational Staff Definitions

<p><b>Level 1 Responder</b> First Aid Officer</p>	<p>HLTAID009 First Aid Officer CPR or HLTAID010 First Aid Officer Provide Basic First Aid or HLTAID011 First Aid Officer Provide First Aid or equivalent</p>
<p><b>Level 2 Responder</b> Advanced First Aid Officer</p>	<p>HLTAID014 First Aid Officer or HLTAID015 First Aid Officer or Certificate III Patient Transport Officer or equivalent + PUAEME008 Provide Pain Management (compulsory for this level)</p>
<p><b>Level 3 Responder</b> First Responder Endorsed Enrolled Nurse</p>	<p>Diploma of Paramedical Science or Ambulance Transport Attendant or HLT41120 Certificate IV in Health Care or HTL51020 Diploma of Emergency Health Care or HLT54121 Diploma of Nursing</p>
<p><b>Level 4 Responder</b> Junior ALS paramedic Senior ALS Paramedic Registered Nurse Critical Care Nurse</p>	<p>AHPRA Registered</p>
<p><b>Level 5 Responder</b> Intensive Care Paramedic Junior Doctor Registrar Doctor Consultant</p>	<p>Intensive Care Paramedic - AHPRA Registered Practitioner with 5+ years' experience in an emergency service.</p> <p>Junior Doctor: A Junior Doctor refers to a medical professional who has completed their basic medical training and is in the early years of gaining practical experience in a hospital setting.</p> <p>Registrar Doctor enrolled in the FACEM course with experience in emergency medicine: A Registrar Doctor enrolled in the FACEM (Fellowship of the Australasian College for Emergency Medicine) course is a medical practitioner specializing in emergency medicine. They have completed their basic medical training and are furthering their expertise in emergency medicine through a structured training program. With hands-on experience in emergency medical situations, they are working towards achieving fellowship status in emergency medicine.</p> <p>Consultant (Fellow FACEM) with experience in emergency medicine: A Consultant, or Fellow FACEM (Fellow of the Australasian College for Emergency Medicine), is a highly qualified and experienced medical professional specializing in emergency medicine. Having successfully completed the FACEM program, they have demonstrated advanced skills, knowledge, and leadership in managing complex emergency cases.</p>

# Fleet & Equipment



With a wide variety of vehicles, MedX Medical is able to manage every environment that we encounter to provide the high level of service you deserve.

These include:

- Stretcher equipped ambulances
- 4x4 Vehicles (standard and stretcher based)
- Multipurpose event vans
- SUV Vehicles

Offering a high-end service requires the latest models of equipment to support our staff at each event they attend.

Our list of equipment includes the following:

- Cardiac Monitors
- Vital Sign Observation Equipment
- Oxygen Therapy
- Medication including pain relief, cardiac and respiratory management.
- Spinal Immobilisation.
- Patient Movement.
- Hospital setup for major events.



# Clinical Governance, Quality Management & Post Event Reporting

## Clinical Governance

At MedX Medical & Retrieval Service, we are dedicated to maintaining the highest standards of quality, safety, and effectiveness through our clinical governance framework. Our commitment encompasses a comprehensive approach to patient care and service improvement. Key elements include ongoing quality assurance to enhance patient outcomes, proactive risk management to ensure safety and compliance, investment in professional development to empower our staff, patient-centred care that respects individual needs, transparent communication to build trust, and regular clinical audits for continuous improvement. Clinical governance is not just a requirement but a guiding principle embedded in our core values, driving us to provide exceptional medical care and continuously enhance our services for the benefit of our patients and communities.

## Quality Management

At MedX Medical & Retrieval Service, we are committed to delivering exceptional patient care through our rigorous quality management practices. Our comprehensive framework ensures that all aspects of our medical services adhere to the highest standards of quality, safety, and effectiveness. We prioritize continuous improvement, proactively identifying and mitigating risks, and investing in the ongoing training and development of our staff. Patient satisfaction is paramount, and we continually strive to exceed expectations by optimizing the patient experience. Our commitment to quality management guides everything we do, ensuring that we provide the best possible care for our patients and communities.

## Post Event Reporting

After each event, clients are able to receive a report with statistics.

This can be done in the following two ways.

Post Event Report:

This is a single page document that will include basic details from the event.

The report includes:

- \* Amount of patient seen.
- \* Brief overview of types of injury & concerns presentations.
- \* Any identifying risks either during or post event.

Patient Care Records:

Clients have the ability to request a further detail post event report.

In some cases, we are able to share Patient Care Records with event organisers but authorisation needs to be sorted from the Operations Manager and the Patient before doing so.

If a patient does not give permission for the report to be shared, we are able to still send the client a redacted copy of the incident to assist with any insurance or compliance request.



# Certificates



## First Aid Service Licence

Non-Emergency Patient Transport and First Aid Services Act 2003

### OFFICIAL

**Licence holder:** MedX Medical and Retrieval Service Pty Ltd  
**Operating under names:** MedX Medical and Retrieval Service Pty Ltd  
**Primary address:** 9 Tandem Avenue, Warana, QLD 4575  
**Other address:** 2/25 Silvretta Court, Clyde North, VIC 3798  
**Class of First Aid Service:** Advanced  
**Date of expiry:** 30 June 2026

### Conditions

Comply with MedX Medical and Retrieval Service Pty Ltd's Clinical Practice Guidelines as approved by the Department of Health Clinical Practice Protocol Assessment Committee (CPPAC).

**Nitsa Karahalios**  
Director, Regulatory Compliance and Operations – Health  
as Delegate to the Secretary  
Department of Health  
Date: 06/06/2024

## HEALTHCARE ESTABLISHMENTS PROFESSIONAL INDEMNITY & PUBLIC AND PRODUCTS LIABILITY INSURANCE

### VERO

This Certificate certifies that as at the date of issue the stated policy is current for the policy period noted above. The issue of this Certificate imparts no obligation on the insurer to notify any party relying on it should the policy later be cancelled or altered for any reason.

This Certificate is issued as a matter of information only and confers no rights upon the certificate holder. This Certificate does not amend, extend or alter the coverage provided by the policy. This Certificate is only a summary of the cover provided. For full particulars, reference must be made to the current policy wording.

**Policyholder:** Medx Medical and Retrieval Service  
**Policy Period:** From: 4 pm local standard time 11/12/2023  
To: 4 pm local standard time 11/12/2024  
**Insurer:** AAI Limited ABN 48 005 297 807 trading as Vero Insurance  
**Policy Number:** LPS022947870-00753-HC  
**Healthcare Services:** The provision of First Aid services services and treatment and the administration of patient records  
**Professional Indemnity Insurance**  
**Limit of Indemnity:** \$20,000,000  
**Maximum Aggregate:** \$40,000,000  
**Limit of Indemnity:** \$40,000,000  
**Basis of Limit:** Costs in Addition (Inclusive - for limits exceeding \$10M)  
**Excess:** \$ \$0 each and every Claim, Costs Exclusive  
**Inquiry Costs Excess:** \$1,000  
**Fidelity Excess:** \$2,500  
**Public Relations Excess:** \$1,000  
**Retroactive Date:** Unlimited

### Public & Products Liability Insurance

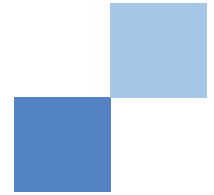
**The Business:** As per Healthcare Services above  
**Limit of Liability:** \$20,000,000  
**Excess:** \$500

Issued by AAI Limited ABN 48 005 297 807 trading as Vero Insurance in Sydney, NSW on 7/12/2023

Leigh Hagen, Underwriting Manager, on behalf of:

Medisure Indemnity Australia Pty Ltd 29 116 319 567 arranges the insurance and AAI Limited ABN 48 005 297 807 trading as Vero Insurance issues the insurance.





# **MEDX** **MEDICAL & RETRIEVAL** **SERVICE**

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Beyond Expectations.**

Contact Us

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