

Application for Approval as Alcohol Interlock Supplier

Important information for applicants

This form is to be used by a person ('**Applicant**') seeking to be approved as a supplier of alcohol interlock devices for the purposes of the drink driving provisions of the Road Safety Act 1986 ('**Act**'). It must be completed by the Applicant or a director or officer of an Applicant company who is authorised to make the application on behalf of the company.

VicRoads may approve a person or body as an alcohol interlock supplier if it considers it appropriate to do so having regard to the matters set out in section 50AAE(5) of the Act.

In considering whether to approve a person or body as an alcohol interlock supplier, VicRoads must apply the Alcohol Interlock Guidelines published in the Victorian Government Gazette No S382 Tuesday 21 October 2014, as amended from time to time ('**Guidelines**'). A consolidated version of the Guidelines is available at vicroads.vic.gov.au.

If the application is approved, the Applicant will be required to comply with the Conditions of Approval for the Supply, Installation and Maintenance of Approved Alcohol Interlocks as amended from time to time ('**Conditions of Approval**'). The Conditions of Approval are available at vicroads.vic.gov.au.

VicRoads may refuse to consider an application for approval of an alcohol interlock supplier if the application is not made in the manner and form VicRoads requires or if it is not accompanied by all the things that are prescribed.

VicRoads must refuse to approve the Applicant as an alcohol interlock supplier if the Applicant does not agree to provide the concessions referred to in section 50AAE(6) of the Act.

VicRoads will not approve this application unless it is satisfied that:

- the Applicant has the right to supply an approved alcohol interlock in Victoria; and
- the Applicant has included with its application all evidence and other things that are required to be included; and
- the approval is otherwise appropriate having regard to the Act and Guidelines.

The Applicant should familiarise itself with the requirements of section 50AAE of the Act, the Guidelines and the Conditions of Approval before completing this application.

Accuracy and completeness of information

The person completing this application must sign a statutory declaration stating that the information provided in or in connection with it is accurate and complete. It is an offence for a person to knowingly or recklessly make a false statutory declaration. Significant penalties apply.

The Applicant must immediately notify VicRoads in writing if there is a change to any of the information provided in or in connection with this application.

If VicRoads becomes aware that changes to information have not been notified to it, it may refuse to approve the application or, if the application has been approved, suspend or revoke the approval.

If the application is approved and VicRoads later has reason to believe that information provided in or in connection with the application may have been incomplete, inaccurate or misleading, VicRoads may suspend or revoke the approval.

Privacy and confidentiality

Information provided to VicRoads in or in connection with this application (including personal information and information that may be commercially sensitive) will be used and may be disclosed for the purpose of considering the Application and, if the Application is approved, administering the alcohol interlock program. The information may be disclosed to VicRoads' contractors and agents, law enforcement agencies, other agencies responsible for alcohol interlock schemes and road safety generally (including agencies located outside Victoria) and to other entities as set out in Part 7B of the Act. Individuals have a right to access personal information VicRoads holds about them in accordance with applicable privacy laws. For further information, refer to VicRoads' *Protecting Your Privacy* brochure, available at vicroads.vic.gov.au.

Employees and Authorised Service Agents

The Applicant may use its own employees and other persons who it engages and authorises for that purpose 'Authorised Service Agents' to supply, install and/or maintain approved alcohol interlocks.

In deciding whether to approve the Applicant as an alcohol interlock supplier, VicRoads must have regard to whether the Applicant's employees and Authorised Service Agents:

- are fit and proper persons; and
- hold relevant qualifications and experience.

This application must include the names and addresses and relevant qualifications and experience of employees and Authorised Service Agents. National Police Certificates or equivalent criminal records checks are required for:

- the Applicant;
- where the Applicant is a company, each of its directors and officers;
- the Applicant's employees who supply, install or maintain approved alcohol interlocks; and
- Authorised Service Agents and their employees.

The Applicant is responsible for ensuring that its directors, officers and employees and its Authorised Service Agents and their employees, are made aware of and consent to personal information about them being provided to VicRoads.

Completing this application

You should print out and complete this form. If there is insufficient room to provide the required information, attach separate sheets.

Before you submit this form:

- Make sure all the required information is included.
- If you have attached separate sheets with required information, make sure you clearly identify the question that the information relates to.
- Make sure you have attached all required documents - refer to the document checklist in clause 16.

Certified copies of original documents must be provided and will be retained by VicRoads.

Contact us

Post all documents to:

Team Leader
Victorian Alcohol Interlock Program
VicRoads, PO Box 777,
Carlton South, Victoria, 3053

Call 1300 723 790
(Speak and Listen 1300 555 727)

Web vicroads.vic.gov.au

1. Concessions

1.1 Fees for concession card holders

Will the Applicant charge eligible concession holders an amount that is at least \$50 per month less than the cost it will charge to other participants for installation of an approved alcohol interlock and for every maintenance service of the interlock *(except where the participant is liable because of misuse, vandalism or motor vehicle accident, or where the eligible concession holder is already receiving a concession in respect of another approved alcohol interlock)?*

- Yes Go to section 2.
- No Do not complete this application. The application will not be approved if the Applicant does not agree to provide these concessions.

Note: The following persons are eligible concession holders:

- The holder of a pensioner concession card issued under section 1061ZF of the Social Security Act 1991 of the Commonwealth.
- The holder of a health care card issued under section 1061ZS of the Social Security Act 1991 *(Cth)* (other than in respect of a child in foster care or a child in respect of whom a carer allowance under section 953 of that Act is payable).
- The holder of a Gold Card issued to a person who is eligible for treatment under Part V of the Veterans' Entitlement Act 1986 *(Cth)* who is eligible to receive a pension under section 13(1) of that Act either as widow or widower of a veteran or as a totally and permanently incapacitated veteran to whom section 24 of that Act applies.
- The holder of a Gold Card issued to a person who is eligible for treatment under Part V of the Veterans' Entitlement Act 1986 *(Cth)* other than a dependant *(not including the widow or widower)* of a veteran.

2. Information about the applicant

Where the applicant is an individual, complete question 2.1. Where the applicant is a company, complete questions 2.2 to 2.5.

2.1 Applicant details *(where Applicant is an individual)*

Note: Proof of identity in accordance with VicRoads' Evidence of Identity requirements must be provided with the application. See: vicroads.vic.gov.au.

Title <i>(Mr/Ms/Mrs etc)</i>	Surname				
Given names					
Unit/Building	Number	Street/PO Box address			
City	State			Postcode	
Telephone	Mobile				
Email address					

2.2 Company details

Note: A full historical company extract issued by ASIC not more than 7 days before submitting this application must be provided with this application.

Company name	ACN								
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2.3 Company registered address *(This must be the registered office recorded with ASIC).*

Unit/Building	Number	Street			
City	State			Postcode	

2.4 Company postal address *(Complete only if different from registered address)*

Unit/Building	Number	Street/PO Box address			
City	State			Postcode	

2.5 Company authorised representative *(This must be a director or officer of the company who is authorised to submit this form on the company's behalf).*

Title <i>(Mr/Ms/Mrs etc)</i>	Surname				
Given names					
Telephone	Mobile				
Email address					

2.6 Trading name(s) List all business or trading names under which the Applicant intends to supply approved alcohol interlocks. *(Attach a separate sheet if more than 2).*

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2.7 Website(s) List the addresses of all websites through which the Applicant proposes to promote or offer to supply approved alcohol interlocks. *(Attach a separate sheet if more space required).*

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2.8 External administration/insolvency

Is the Applicant currently insolvent, bankrupt or under any form of external administration?

- No Go to question 3.1.
- Yes Provide details, including the name and address of any trustee, administrator or receiver appointed in relation to the Applicant.
(Attach a separate sheet if required). Then go to question 3.1.

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3. Applicant's organisational structure

3.1 Overview

Provide an overview of the Applicant's organisational structure. Identify each entity involved in the supply of approved alcohol interlocks and key personnel (*eg directors, senior managers and other persons who are in a position to control or influence the business operations relating to the supply of approved alcohol interlocks*). (Attach a separate sheet if required). Then go to question 3.2.

3.2 Directors

Provide the following information for every current director of the Applicant.

- Full title and name
- Address
- Email address
- Telephone number
- Date appointed as a director
- Background (*include details of other/previous directorships, senior appointments and/or business interests, the entities with which position or interest held and the period held*).

(Attach a separate sheet for this information.) Then go to question 3.3.

3.3 Related corporations of the Applicant

Is there any company that is:

- a parent or holding company of the Applicant; or
- a subsidiary company of the Applicant; or
- a subsidiary company of a parent or holding company of the Applicant?

- No Go to question 3.4.
- Yes Provide the following details for each such company.
- Company name
 - ACN
 - Registered address of company
 - Relationship of the company to the Applicant

(Attach a separate sheet for this information). Then go to question 3.4.

3.4 People involved in the supply of the Applicant's approved alcohol interlocks

Provide a list of every person who:

- is a business partner of a director or officer of the Applicant who will have an operational involvement in the Applicant's supply of alcohol interlocks; or
- holds a financial interest in the Applicant; or
- is or will be able to control or influence the management or operation of the Applicant's business; or
- is otherwise involved in the supply of the Applicant's approved alcohol interlocks (*other than as an employee or Authorised Service Agent of the Applicant*)?

- No Go to question 3.5.
- Yes Provide the following details for each such person.
- the person's full name; and
 - the person's address; and
 - details of each person's background, including their relationship with the Applicant, their involvement in the supply, installation and/or maintenance of approved alcohol interlocks.

(Attach separate sheet setting out this information). Then go to question 3.5.

3.5 Criminal history and penalties

Has the Applicant or any director or officer of the Applicant, within the past 10 years, in Victoria or elsewhere, been charged with or found to have committed, any of the following:

- An offence involving violence or threat of violence?
 - An offence involving theft, deception, fraud or other dishonesty?
 - An offence involving or causing a danger or risk of injury to the public?
 - Breach or alleged breach of competition or consumer laws?
 - Interference with or breach of privacy?
- No Go to question 3.6.
- Yes Provide details, then go to question 3.6. (*Attach separate sheet if more space required*).

Note: National Police Certificates or equivalent criminal record checks for the Applicant and its directors and officers (*if applicable*) must be provided with this Application. See question 9.

3.6 Limitation of right to supply alcohol interlocks

Has the Applicant, any director of the Applicant or any related corporation of the Applicant:

- had an application for or offer to a government agency in relation to the supply of alcohol interlocks or similar devices refused or rejected (*other than as a result of not being successful in a competitive tendering process*); or
 - had a right to supply alcohol interlock or similar devices restricted, suspended or cancelled in Victoria or elsewhere?
- No Go to question 4.1.
- Yes Provide details, then go to question 4.1. (*Attach separate sheet if more space required*).

4. Approved alcohol interlocks

4.1 Interlocks for which approval granted

Has the Applicant obtained VicRoads' approval of the alcohol interlock(s) that it intends to supply?

- No Complete VicRoads Form 1 (*Application for approval of Alcohol Interlock for each alcohol interlock that the Applicant intends to supply*) and submit it to VicRoads with this application, then go to question 5.1.
- Yes Provide details (*Attach separate sheet if more than one alcohol interlock has been approved by VicRoads*), then go to question 5.1.

Name of manufacturer
Model name
Model number (<i>if applicable</i>)
Version (<i>if applicable</i>)
VicRoads approval date/number

5. Experience and expertise

5.1 Evidence of management experience and expertise

Does the Applicant have management experience and expertise in the supply of alcohol interlocks?

- No Consider not proceeding with the application at this time. VicRoads is unlikely to approve the application of a person who does not have management experience and expertise in operating an alcohol interlock program or similar service.
- Yes Provide the information in the table below for each alcohol interlock or similar program which has been operated by the Applicant. *(Attach separate sheet if more space required)*. Then go to question 6.1.

Name of program or service
Place of operation <i>(eg country/state/city)</i>
Dates between which Applicant was involved in operating the program or service
Description of the purpose, nature and scope of the program or service
Description of the Applicant's role in operating the program or service

Note: Documents evidencing the Applicant's experience and expertise in operating an alcohol interlock program or similar service must be provided with the application. For example, promotional material, published reports about the Applicant's business operations, testimonials from interlock scheme managers and official instruments of approval or appointment relating to the operation of a scheme or service.

6. Financial resources and capacity

6.1 Financial resources

Does the Applicant have sufficient financial resources to supply, install and maintain alcohol interlocks in accordance with the Act, Guidelines and Conditions of Approval?

- No Consider not proceeding with the application at this time. VicRoads will not approve the application if it considers the Applicant may not have the financial resources and capacity to be an alcohol interlock supplier.
- Yes Provide details of the source(s) of working capital to be used for the alcohol interlock business? *(Eg. cash at bank, directors' contributions, finance etc.) (Attach separate sheet if more space required)*. Then go to question 6.2.

Note: Where the Applicant is a listed public company, it must provide with this application the annual reports published by the company and any parent company in the previous three years. Where the Applicant is an individual or a company that is not a listed public company, it must provide with this application:

- a copy of its current business plan or other document outlining how it proposes to carry on a business of supplying alcohol interlocks; and
- audited financial statements for the previous 3 years.

VicRoads may engage a third party to advise it in relation to a financial viability assessment of the Applicant. The Applicant may be asked to provide further information or documents in relation to its financial resources and capacity.

6.2 Events affecting financial capacity

Is the Applicant subject to any current or impending legal action, insolvency events, restructuring, acquisitions or expansions, changes in ownership or control, that have or may have material effect on its capacity to supply, install and maintain alcohol interlocks in accordance with the Act, Guidelines and Conditions of Approval.

- No Go to question 7.1.
- Yes Provide details below. *(Attach a separate sheet if more space required)* then go to question 7.1.

7. Insurance

7.1 Applicant's insurance

Does the Applicant hold, or will the Applicant procure within 10 business days of being approved, all of the following insurances:

- Product and public liability insurance for an amount not less than \$20 million for each and every occurrence; and
 - Professional indemnity insurance for an amount not less than \$5 million in respect of any one claim and in the annual aggregate; and
 - Workers compensation insurance as required by law?
- No Consider not proceeding with the application at this time. VicRoads will not approve the application if the Applicant does not hold or will not obtain the insurances required by the Conditions of Approval.
- Yes Include with the application copies of current insurance certificates or other evidence that the Applicant holds or will be able to obtain the required insurances. Then go to question 8.1.

8. Employees and authorised service agents

Note: In considering the application, VicRoads must have regard to whether the employees of the Applicant who install or maintain alcohol interlock devices and the Applicant's Authorised Service Agents:

- are fit and proper persons; and
- have relevant qualifications and experience.

A person will not be considered to be a fit and proper person to be engaged in the supply, installation or maintenance of approved alcohol interlock device unless the person:

- possesses the competence, character, diligence, experience, honesty, integrity and judgement to properly provide the Services; and
- is not disqualified by law from performing their role in the supply, installation or maintenance of approved alcohol interlocks; and
- either has no conflict of interest in performing that role, or if the person has a conflict of interest, that conflict will not create a material risk that the person will properly perform that role; and
- where the person is an Authorised Service Agent, the person is competent to operate a business (*as demonstrated by the person's knowledge, skills and experience*).

The Applicant must provide the information below for each of its employees and Authorised Service Agents.

8.1 Applicant's employees

Provide a list of every employee of the Applicant involved in the supply, installation or maintenance of the Applicant's approved alcohol interlocks, setting out, for each employee:

- the employee's full name; and
- the employee's position or role with the Applicant's business; and
- the employee's relevant qualifications and experience.

(Attach separate sheet setting out this information). Then go to question 8.2.

8.2 Authorised Service Agents - Organisations

Provide a list for every organisation proposed to be engaged and authorised by the Applicant to supply, install or maintain the Applicant's approved alcohol interlocks

- the Authorised Service Agent's name and ABN (*or ACN where a company*); and
- the address of each premises at which the Authorised Service Agent proposes to supply, install or maintain approved alcohol interlocks (*including the base from which any mobile unit will be operated*); and
- details of the Authorised Service Agent's relevant qualifications and experience (*or where a company, relevant qualifications and experience of key personnel involved in the supply, maintenance and installation of alcohol interlocks*);
- details of the Authorised Service Agent's knowledge, skills and experience in operating a business.

(Attach separate sheet setting out this information). Then go to question 9.1.

9. Police checks

Note: National Police Certificates or equivalent criminal records checks must be provided with the application for the Applicant, and where the applicant is a company — each of its directors.

The Applicant must also:

- obtain National Police Certificates or equivalent criminal record checks for each of its employees who supply, install or maintain approved alcohol interlocks, and for each of its Authorised Service Agents, and provide these to VicRoads if required; and
- require its Authorised Services Agents to obtain National Police Certificates or equivalent criminal record checks for each individual who the Authorised Service Agent uses to supply, install or maintain approved alcohol interlocks, and to make these available for inspection by VicRoads on request.

9.1 Applicant's directors and employees

Has the Applicant obtained, not more than three months before making this application, National Police Certificates or equivalent criminal record checks for:

- the Applicant; and
- where the Applicant is a company, each director and officer of the Applicant; and
- each employee of the Applicant who supplies, installs or maintains approved alcohol interlocks; and
- each of its Authorised Service Agents.

- No Consider not proceeding with the application at this time. VicRoads may refuse to consider the application unless the required National Police Checks or equivalent criminal record checks are included.
- Yes Go to question 9.2.

9.2 Other authorised service agents

Does the Applicant require its Authorised Service Agents to obtain, and make available to VicRoads on request, National Police Certificates or equivalent criminal record checks for all individuals who supply, install or maintain the Applicant's approved alcohol interlocks.

- No Consider not proceeding with the application at this time. VicRoads may refuse to consider the application if the Applicant does not provide a statement to this effect.
- Yes Go to question 10.1.

10. Accessibility

Note: VicRoads may only approve a person as an alcohol interlock supplier if it considers it appropriate to do so having regard to the arrangements the person has in place for installing and maintaining approved alcohol interlocks, particularly in rural areas.

10.1 Proximity to non-metropolitan participants

Does the Applicant and/or its authorised service agent(s) have facilities or equipment in place (*which may include mobile vans*) that will enable it to install, maintain and remove approved alcohol interlocks to participants within 150km by road of any participant's normal place of residence or employment in Victoria?

- Yes Go to question 10.2.
- No Give details of how the Applicant proposes to install, maintain and remove alcohol interlocks in rural areas. Note: VicRoads may not approve the application of an Applicant who does not have adequate arrangements in place to supply, install and maintain alcohol interlocks in rural areas. (*Attach a separate sheet if more space required*).

10.2 Charges for non-metropolitan participants

Will the Applicant charge rural participants the same cost for the installation or maintenance of approved alcohol interlocks as it will charge metropolitan participants?

- Yes Go to question 10.3.
- No Give details of the different costs proposed to be charged in metropolitan and rural areas. Note: VicRoads may not approve the application if the Applicant charges different costs for rural and metropolitan participants. (*Attach a separate sheet if more space required*).

10.3 Will the Applicant provide interlock installation and maintenance services to all participants during normal business hours (*9am to 5pm weekdays, excluding public holidays*) and during any extended business hours during which the applicant or its authorised service agent(s) are open for business?

- Yes Go to question 10.4.
- No Give details of the hours during which installation and maintenance services will be provided. Note: VicRoads may not approve the application if the Applicant does not provide interlock installation and maintenance services during normal business hours. (*Attach a separate sheet if more space required*).

10.4 Will the Applicant provide a 24 hour 7 day helpline to deal with faults and issues with device operation?

- Yes Go to question 11.1.
- No Give details of measures in place to deal urgently with faults and issues. Note: VicRoads may not approve the application if the Applicant does not provide a 24 hour 7 day helpline. (*Attach a separate sheet if more space required*).

11. Relationship between supplier and participants

11.1 Does the applicant propose to use a written agreement with every person to whom it supplies an approved alcohol interlock which meets all of the following requirements:

- The agreement is in a standard format that will be used by all participants.
 - The agreement clearly itemises each of the services offered by the supplier and the fee payable (*including cost recovery fees required by section 50AACA of the Act*).
 - The agreement clearly specifies the conditions the participant must agree to before having an approved alcohol interlock installed.
 - The agreement specifies the circumstances in which the participant is responsible for repairs or maintenance of the alcohol interlock because of, for example, misuse, vandalism or motor vehicle accident.
 - The agreement specifies when a participant is entitled to pay a concessional price for services related to the installation and maintenance of an approved interlock and concessional cost recovery fees.
 - The agreement procures the consent of the participant to enable the supplier to provide personal information about the participant to VicRoads, Victoria Police, the courts and an accredited agency for the purpose of administering the Act, the Guidelines and the conditions of approval imposed on the supplier.
 - The agreement does not contain any term which would be an unfair term within the meaning of the Australian Consumer Law if it were included in a consumer contract to which that law applies.
- No Consider not proceeding with the application at this time. VicRoads is unlikely to approve the application of a person who does not use a standard form participant agreement that meets these requirements.
- Yes Go to question 12.1.

Note: The Applicant must provide with the application a copy of each form of participant contract it proposes to use, together with a letter from a solicitor or barrister certifying that the contract(s) complies with all the requirements set out in this clause and does not contain any term which would be an unfair term within the meaning of the Australian Consumer Law if it were included in a consumer contract to which that law applies.

12. Refusal to supply

Note: Under section 50AAEA of the Act, VicRoads may allow an approved alcohol interlock supplier to refuse to supply a specified person or a specified class of person, provided the supplier has submitted to it a written statement of the grounds for wishing to refuse to supply the person or class of person and VicRoads is satisfied that it is reasonable to approve the refusal to supply.

12.1 Does the Applicant wish to be able to refuse to supply approved alcohol interlocks to a specified person or class of person?

- No Go to question 13.1.
- Yes Provide details of the person or class of person the Applicant wishes to refuse to supply and the reasons why it considers it should be permitted to do so. (*Attach a separate sheet if more space required*).

13. Quality assurance

13.1 Compliance with AS/ISO 9000

Does the Applicant have in place a quality assurance system that meets the requirements of AS/ISO 9000 Quality management systems - Requirements as amended from time to time?

- No Consider not progressing this application at this time. VicRoads is unlikely to approve the application if the Applicant does not have the required quality assurance system in place.
- Yes Go to question 14.1.

Note: the Applicant must include with the application a copy of a certificate of audit issued within the previous 12 months or other evidence that it has in place the required quality assurance system.

14. Complaints

14.1 Compliance with AS/ISO 10002.

Does the Applicant have in place a complaint management and resolution system that meets the requirements of AS/ISO 10002 - Customer satisfaction - Guidelines for complaints handling in organisations (*as amended from time to time*)?

- No Consider not progressing this application at this time. VicRoads is unlikely to approve the application if the Applicant does not have the required quality assurance system in place.
- Yes

Note: the Applicant must include with the application evidence that it has a complaint system that complies with the requirements of AS/ISO 10002. A copy of an appropriate certificate of audit issued within the previous 12 months or other evidence should be provided.

Complete and sign the authorisation, review the document checklist, sign the statutory declaration.

You may then submit the application.

Authorisation

I declare that I am:

- the Applicant; or
- authorised by the Applicant company to give this authorisation on the company's behalf (*tick as applicable*).

I authorise VicRoads, and any third party authorised by VicRoads, for the purpose of assessing this Application, and if the Application is approved, administering the alcohol interlock program, to:

- perform such security, probity and financial investigations and procedures as VicRoads may determine are necessary in relation to me, the Applicant and any employees, officers, partners, associates, subcontractors or related entities of the Applicant;
- exchange with authorities responsible for the administration of drink driving offender programs, and laws relating to such programs (*being authorities in Victoria, outside Victoria and outside Australia, as VicRoads considers appropriate*), any information (*including personal information about me and information that may have commercial sensitivity for the Applicant*); and
- conduct investigations and searches of information held by ASIC and other regulatory agencies.

Full name	Date	D	D	M	M	Y	Y	Y	Y
Signature									
Signature of witness									

Note: The person making the application must also complete the statutory declaration attached to this application and include it with the application.

Document checklist

The following documents must be provided with the application::

- Proof of identify (*Question 2.1*) or certified copy of company extract issued by ASIC (*Question 2.2*)
- Details of directors (*Question 3.2*)
- Details of any related corporations (*Question 3.3*)
- Details of persons (*if any*) involved in the supply of the applicant's interlocks (*other than employees and Authorised Service Agents*) (*Question 3.4*)
- Completed Form 1 - Application for approval of alcohol interlock (*where the Applicant has not had the device approved by VicRoads*) (*Question 4.1*)
- Documents evidencing Applicant's experience and expertise (*Question 5.1*)
- Documents evidencing Applicant's Financial Capacity (*including current business plan or similar, annual reports or audited financial statements*) (*Question 6.1*)
- Certified copies of insurance certificates (*Question 7.1*)
- Details of employees (*Question 8.1*)
- Details of Authorised Service Agents (*Question 8.2*)
- Participant agreement(s) and solicitor's letter (*Question 11*)
- Evidence of Quality Assurance System (*Question 13.1*)
- Evidence of Complaint Handling System (*Question 14.1*)
- Statutory Declaration of person making the application

Statutory declaration

I,

Full name

of

Address

Occupation

Solemnly and sincerely declare that:

1. The information given, and the statements and representations made, in this application are true and correct.
2. I acknowledge that this declaration is true and correct and I make it with the understanding and belief that a person who makes a false declaration may be liable for perjury.

Declared at

This Day day of Month 20 Year

Signature of person making this declaration

Before me

Signature of authorised witness

Note: This declaration must be completed by the person making the application and must be witnessed by a person who is authorised to take declarations under section 107A of the Evidence (*Miscellaneous Provisions*) Act 1958. Persons who may witness statutory declarations include Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist, or Australian Lawyer. The authorised witness must print or stamp his or her name, address and title.