

Recently raised was a clear criticism that AIA had been misleading operators as to our assurance standards. To be clear:

- AIRCARE is available to all operators
- AIRCARE assurance is provided by either Navigatus for those that seek accreditation to V9 of the AIA standard or TELARC for those seeking accreditation to the new joint AIA Ambulance New Zealand Standard.

When you fill in your accreditation application we will discuss with you which option is best suited to your organisation.

A number of operators have also raised with me whether AIA intends to take the lack of information disclosure by NASO to the Ombudsman. While this is essentially a governance matter, I would appreciate further advice on this point as we are very aware that members are both for and against us pursuing this.