



GoodSAM Responders

Frequently Asked Questions

Here are answers to common questions about registering as a GoodSAM Responder and what to expect when you sign up to the app.

About GoodSAM

What is the GoodSAM app?

GoodSAM is a free global smartphone app that alerts appropriately qualified Responders when someone nearby is in cardiac arrest, to allow them to provide CPR and defibrillation prior to emergency services arriving.

It takes a community to save a life – with a person's chance of survival reducing by up to 10% every minute that passes without defibrillation. GoodSAM aims to provide rapid assistance to patients in those first critical minutes of cardiac arrest, while paramedics are on the way.

How is the app being used in Victoria?

Ambulance Victoria (AV) introduced the GoodSAM app to Victoria in 2018.

Medically qualified and first-aid trained professionals were the first to be invited to join Victoria's community of trusted Responders, which included off-duty paramedics. AV has expanded the pool of Responders and now encourages first-aid trained adults in our community to download the app and join GoodSAM.

The app is integrated with the Triple Zero (000) call dispatch system, which allows AV to alert GoodSAM Responders via their smartphone and give them the opportunity to respond.

When a cardiac arrest emergency call is made to Triple Zero (000), the GoodSAM app alerts up to three nearby Responders to the incident, providing the location of the patient and the known closest accessible AED. GoodSAM asks the Responder to attend to provide immediate CPR and defibrillation.

An emergency ambulance, and in some areas specially trained fire services, will always be dispatched at the same time.

Is downloading the GoodSAM app voluntary?

Absolutely! Downloading the GoodSAM app and becoming a Responder is completely voluntary.

Where else is GoodSAM used?

The app was developed and is in use in the United Kingdom as well as in New Zealand, India, USA, Brazil, South Africa and other parts of Australia. More than 32,000 notifications have been sent to GoodSAM Responders worldwide.





Responders

What is a Responder?

A Responder is an appropriately qualified person who has been verified by their organisation and/or AV to undertake GoodSAM response activity.

Who can become a GoodSAM Responder

Any first aid trained adult can become a GoodSAM responder in Victoria.

What level of first aid training does a Responder need?

First aid training is the successful completion and awarding of one of the below nationally recognised units of competency issued by a Registered Training Organisation (RTO):

- HLTAID001 – Provide Cardiopulmonary Resuscitation
- HLTAID002 – Provide Basic Emergency Life Support
- HLTAID003 – Provide First Aid
- HLTAID005 – Provide First Aid in Remote Situations
- HLTAID006 – Provide Advanced First Aid
- HLTAID007 – Provide Advanced Resuscitation
- HLTAMB008 – Assess and Deliver Standard Clinical Care

Health professionals registered with the Australian Health Practitioner Regulation Agency (AHPRA) are also eligible to register as Responders.

Importantly, you must only provide care to a patient within the scope of your assessed competency.

How will my personal information be used?

When you register with GoodSAM, the information you provide about yourself to AV is stored and accessed in accordance with AV's [Privacy Policy](#) and GoodSAM's Data and Privacy Policy, available from goodsamapp.org.

AV may use your information to contact you in relation to your involvement in GoodSAM, including updates on program activity and to provide follow up information and support in the days after any responses you participate in.

How can I update my personal information?

If your personal details change, please log in to the GoodSAM portal found at goodsamapp.org/login.

How do I notify AV if I can no longer be a Responder?

If you no longer wish to be registered as a responder, simply delete the app from your phone and email info@goodsamapp.org to advise the GoodSAM team.





Downloading the app

Where do I download the app?

The app is available now through the app store on your smartphone – search for **GoodSAM Responder**.

I've found two GoodSAM apps – the GoodSAM Responder and GoodSAM Alerter. Which should I download?

You only need to download the GoodSAM Responder app. AV is not using the GoodSAM Alerter app, which was designed for use in areas where there is no central emergency phone number and/or ambulance service. In an emergency, always call Triple Zero (000).

I've downloaded the app. How do I sign up?

By signing up you agree to the Terms & Conditions, including the GoodSAM Code of Conduct in Victoria, which are always available to view in the GoodSAM app.

To sign up on the app, complete the registration form. Here are some helpful tips:

- Please check (and double check!) that your email address is spelled correctly
- Under *Registration body*, select GoodSAM.
- Upload requested information including qualifications and identification. Please ensure these are clear and easy to read.
- If registering as an AHPRA health professional please ensure your registration number is entered correctly.

Once registration has been completed you will receive a confirmation email from GoodSAM. Please check your junk mail or spam folder if you don't receive this.

Once this step has been completed GoodSAM can process your registration. You'll receive a further email when your details have been verified.

Once you're verified, login to the GoodSAM app and you're ready to respond! Take some time to explore the app, including the location of AEDs around you. And make sure you leave the app open and running in the background to keep your location up to date.

How long does it take to verify my qualifications?

As the GoodSAM Responder program expands, we receive a lot of registrations. To ensure the qualifications and identity of our Responders we manually verify each one individually. You can check the progress of your registration at any time by logging into the portal at www.goodsamapp.org

If you receive an email from GoodSAM letting you know that your qualifications haven't been verified please read the feedback outlining what information was unable to be processed and submit new information as soon as you can – you can often do this by email.





GoodSAM won't accept my qualifications

The most common reason for this issue is an incorrect AHPRA registration number or an ID photo that is unclear. If you think that you have addressed these issues but the problem persists, please email ops@goodsamapp.org

Remember to ensure you have downloaded the **GoodSAM Responder app** (not the Alerter app) as this can also prevent a successful registration.

Why does the app need permission to access my media, camera and/or files?

GoodSAM needs to access and store your photo ID and any other documents to verify who you are. The app also accesses relevant files so it can recognise and remember your GoodSAM settings and preferences on your device.

What's in the Code of Conduct?

The Code of Conduct outlines expected behaviours when responding to a GoodSAM alert in Victoria. When you sign up as a GoodSAM Responder, you agree to abide by this Code, which has ten key areas of personal responsibility:

1. You are responsible for your health and safety.
2. Keep your first aid training up to date.
3. Travel to the scene on foot wherever possible.
4. Respond only if you are alert and prepared.
5. Provide patient care within your first aid skills.
6. Handover patient care when emergency services arrive.
7. Ensure you're healthy and well to respond.
8. Your participation is voluntary.
9. Patient privacy and confidentiality is paramount.
10. You are responding as a Good Samaritan.

To fully understand your responsibilities, please read the Code of Conduct when you download the GoodSAM Responder app. You can also review the current Code any time within the app.





GoodSAM alerts

Am I alerted to all cardiac arrests near me?

You will only be asked to attend a cardiac arrest when CPR and the use of a defibrillator is likely to improve the patient's outcome. For safety and operational reasons, AV excludes some cases from GoodSAM or may send you a cancellation message when you're on the way to a patient. For your safety, always follow these instructions.

Will I be alerted to cardiac arrests in people's homes?

Yes. In Victoria, 74% of cardiac arrests occur within the home, so the app will alert you to cardiac arrest patients in private residences.

Will I be alerted to other emergencies?

No. GoodSAM will only alert you to patients where information from the Triple Zero (000) caller indicates someone is in cardiac arrest.

When will I receive a GoodSAM alert?

You will be alerted if you are one of the three closest Responders to a patient in cardiac arrest:

- Within 400 metres in built-up areas (eg a metropolitan area, regional city or township)
- Within five (5) kilometres in a rural area

If you logout of the app, you won't receive alerts until you login again. Also, if you close the app (i.e. don't leave it running in the background), your location will not update, and you may receive an alert to respond to a patient you are not close to, or miss a response happening nearby.

Will I receive alerts when I'm travelling outside of Victoria?

Each ambulance service can select the groups they alert to cases. GoodSAM Responders may be alerted to a nearby cardiac arrest when travelling interstate or overseas if the app is used in that region and you have an active data connection.

How will I receive alerts?

If you are one of the three closest Responders to the patient, your phone will sound a siren notification. Note if your phone is on silent or 'do not disturb' mode is active, you may not receive an audible alert.

You can check and adjust these settings by navigating to the 'Me' icon on the front page of your Responder app.

Do I have to accept the alert?

No, accepting a GoodSAM alert is voluntary, based on your circumstances at the time. If you are unavailable, impaired by alcohol or medication, or suffering from any health conditions, you should decline the alert.

If you decline or do not respond, GoodSAM will seek to notify the next closest trusted Responder.





I've accepted an alert – now what?

Once you accept a GoodSAM alert you will receive basic case information on the **Chat/Comms** screen:

Event number	eg E17122110235
Event type	eg Cardiac or Respiratory Arrest, Ineffective Breathing
Event address	eg 123 Smith St, Collingwood
Responder script	eg Problem: COLLAPSED NOT BREATHING Number of patients: 1 Age: 77 Years Gender: Male Chief Complaint: Cardiac or Respiratory Arrest / Death 77-year-old, Male, Consciousness unknown, Breathing status unknown.

You can also see whether other trusted GoodSAM Responders have accepted the alert and communicate with them in the GoodSAM app's chat function.

The **Map** screen will display a map showing your location, the patient's location and the locations of nearby, available Automated External Defibrillators (AED).

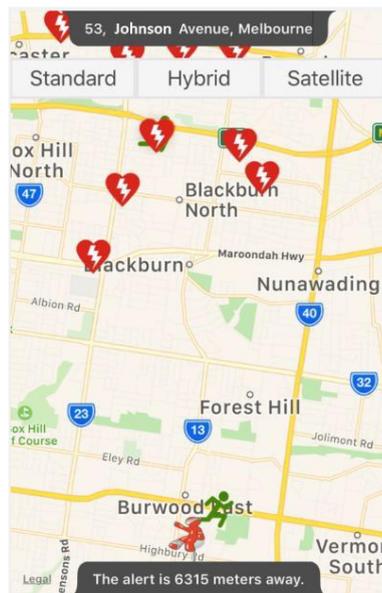
If an AED is available, you should collect this on the way to the patient's location. Clicking on an AED will display more details, including its exact location. If an AED is not available, or it's inaccessible, go directly to the patient's location to provide CPR if needed.

The **Me/More** screen allows you to find your fastest route to the patient, let others know you are at the scene and whether you have a defibrillator with you. You can also advise from this screen if you're no longer able to respond (drop the call), and use the metronome for guidance on your CPR rate.

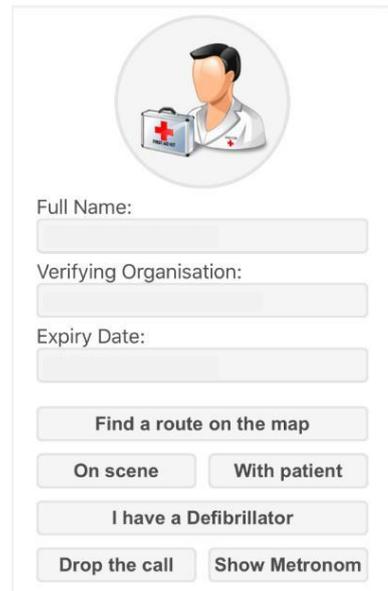
Here are sample screens of what you will see during a response (please note this may vary slightly depending on your phone model):



Chat/Comms screenshot



Map screenshot



Me/More screenshot (iPhone)



Why are Responder and AED icons in different colours?

The green Responders icons are Responders from the same organization as you. Red Responders are GoodSAM Responders from another organisation.

A red AED icon indicates that the defibrillator has been verified by the owner in AV's AED registry. Orange AED's have been crowdsourced by GoodSAM users through the app and are yet to be verified in the registry.

How should I get to the scene?

Avoid driving wherever possible. In metropolitan areas, you should be close enough to get to the patient by foot. If you are required to drive to the patient, you must obey all road rules including driving to speed limits.

At the scene

What should I bring with me?

Your basic life-support skills are the most valuable thing you can bring! If an AED is available nearby, this should be collected and taken to the patient. If you have a first-aid kit, this can also be taken to the patient.

The use of personal protective equipment (PPE) is recommended with any patient contact so AV recommends any first-aid kit or AED should include basic PPE including disposable gloves and barrier masks.

If these items are not available, the most important thing you can do is go directly to the patient and provide compression-only CPR if needed.

Will bystanders or the patient's family members be expecting me?

Triple Zero (000) callers, bystanders and family members may not have heard of the GoodSAM program and may initially be surprised to find someone out of uniform arriving to help. This is a common situation where effective communication can help ensure the best care is given to the patient.

How do I introduce myself at the scene?

When arriving at a scene, we recommend introducing yourself as an off-duty medical professional or first aider, explaining that ambulance have notified you that someone needed help and asking if you can assist. Reassurance that an ambulance is on the way will also be beneficial.

For example, this could be done as follows: *"My name's John and I'm a first aider. Ambulance have told me that someone here needed immediate help. Can I help you while they're on the way?"*

If you are unable to gain cooperation from bystanders or family members, use your professional judgement, and do not put yourself at risk by asserting yourself into the situation.

What do I do when an ambulance arrives?

When AV paramedics or emergency services arrive, you must handover care of the patient to them. Let paramedics know how you found the patient (for example, lying on the floor, not breathing) and what you have done to care for them. You may be asked to continue to assist with resuscitation efforts until further crews arrive.



Your safety

What if I don't feel safe approaching a scene?

Your safety is the first priority. Always consider your own wellbeing first and do not enter an address if you feel uncomfortable or there are obvious hazards.

You should always be alert to scene safety and situations that evolve. If you don't feel safe approaching a scene and the patient, you are not obliged to provide assistance. The app provides the capacity for the Responder to cancel or refuse a notification at any time.

If at any time you feel unsafe, you should immediately withdraw from the scene (leaving equipment behind if needed) and await the arrival of emergency services. If you feel the police are required, call Triple Zero (000) to request their attendance.

All GoodSAM alerts are monitored by Ambulance Victoria's 24 hour Communications Centre and will always be backed by a high level emergency response.

Am I covered by insurance if I respond?

Yes. AV has Personal Accident and Injury insurance and Medical Indemnity insurance for GoodSAM Responders. Further details are available from AV – see the contact information at the end of this document.

What if I am injured responding to an alert?

In the unlikely event you are injured, let AV know so you can be provided with the appropriate care and support. You can advise AV in the post-event report, or contact the GoodSAM team via the details at the end of this document. After every response, you will receive a follow-up telephone call from an AV paramedic, which is a further opportunity to discuss injuries or near-misses.

If required, attending paramedics will ensure you receive appropriate medical attention at the scene.

After the event

What can I expect after I have responded to an alert?

In the days after responding to a GoodSAM alert, an AV paramedic will call you to discuss your experience and answer questions you may have. These experienced paramedics are also able to discuss your reactions to the event and assist with any support or services to look after your mental health and wellbeing.

Where can I find out more information?

If you'd like to find out more about GoodSAM or share information about GoodSAM with your friends and family, please visit ambulance.vic.gov.au/goodsam

For support to register with GoodSAM or to troubleshoot issues with the GoodSAM app please contact: info@goodsamapp.org

For general enquiries or feedback on the GoodSAM program in Victoria please contact: goodsam@ambulance.vic.gov.au