

COVID-19 GoodSAM Responders FAQs



We will not send GoodSAM responders to an address where we know someone is COVID positive, or in isolation. Every Triple Zero caller is currently asked these questions and we receive daily location updates from the Department of Health to ensure we can keep you and our paramedics safe.

Why are community GoodSAM Responder alerts being switched on again in Victoria?

As you'll recall, GoodSAM was restricted for community responders in March this year as a precautionary measure in response to the COVID-19 pandemic and when there was limited scientific knowledge about the virus. The decision to reactivate GoodSAM now is based on international evidence that shows a very low risk of COVID-19 transmission when providing hands-only CPR or using a defibrillator.

Nonetheless, the decision whether or not to respond to a GoodSAM alert is a personal one, and should be based on your circumstances.

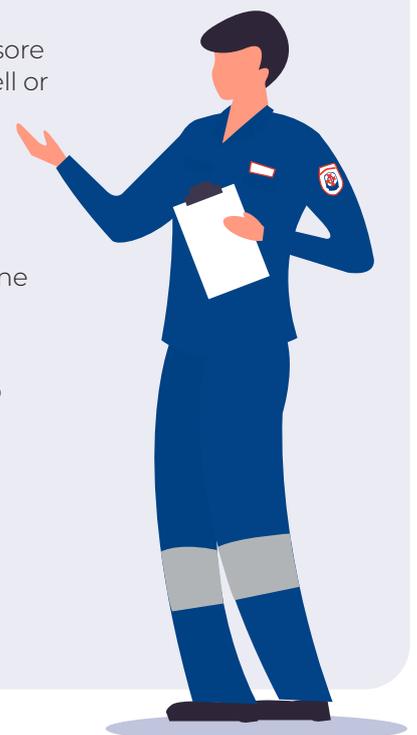
What should I do if I become unwell after I have attended a GoodSAM case?

If you become unwell following your attendance at a case please seek medical advice. The Victorian Government Coronavirus (COVID-19) hotline is available 24 hours, 7 days a week on 1800 675 398 Please also

report to GoodSAM@ambulance.vic.gov.au and a member of our team will be in touch to support you. If Ambulance Victoria becomes aware that you have come in contact with someone with COVID-19 when responding to a GoodSAM alert Ambulance Victoria will promptly contact you.

How do I respond safely during the COVID-19 pandemic?

- ✔ Only accept and respond to an alert if you are fit, well and are not currently in isolation. Importantly, if you are not well or have a cough, sore throat, runny nose, shortness of breath, loss or change in sense of smell or taste, or fever, chills or sweats, do not accept the GoodSAM alert.
- ✔ If you accept an alert you MUST wear a surgical mask that covers your mouth and nose. Place a mask or cloth over the patient's mouth and nose. If you have gloves and safety glasses you can also put these on.
- ✔ Only approach the patient if they are unconscious. If you arrive on scene and find that the patient is conscious or talking please tell them an Ambulance is on its way and leave immediately.
- ✔ Perform hands-only CPR. The Triple Zero (000) calltaker will be able to provide instructions after you've arrived at the location.
- ✔ When paramedics or emergency services take over, please leave the scene as soon as possible.
- ✔ Please practice good hand hygiene.
- ✔ Please remember if you don't feel safe or comfortable at any time you can reject the alert.



Will I be compensated for loss of income due to self-isolation after a potential exposure or testing positive to COVID-19 following responding to a GoodSAM alert?

If you are worried you will lose pay while you wait for test result or you have tested positive and need to self-isolate, you may be eligible for a [worker support payment](#)

Why are Paramedics required to wear a different level of personal protection equipment (PPE) compared to GoodSAM community responders?

Paramedics undertake advanced resuscitation procedures including airway management that increase the risk of exposure to COVID-19. International evidence supported by the Australian Resuscitation Council has shown that by following the guidelines above, there is a very low risk of COVID-19 transmission when performing hands-only CPR and using a defibrillator (AED).

I am part of a high-risk population or don't feel comfortable responding at this current time

The decision to respond to a GoodSAM alert is a personal decision based on your circumstance.

If you:

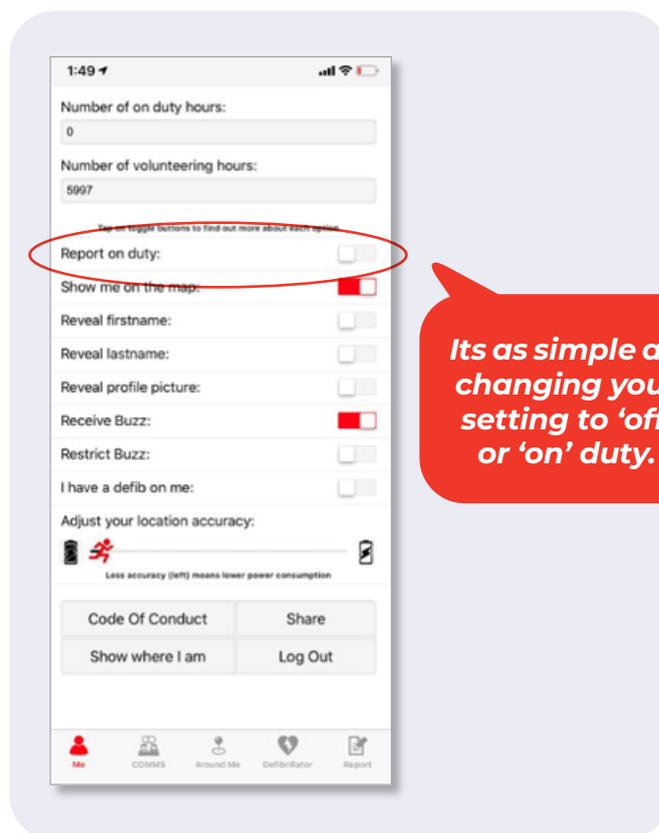
- ✓ have any health concerns such as a pre-existing health condition,
- ✓ are in a high-risk age group,
- ✓ work in aged care
- ✓ are a health care worker
- ✓ feel uncomfortable to respond at this time

you can choose to opt out of receiving GoodSAM alerts.

To elect to be 'off-duty' (meaning you will not receive any alerts) simply open the GoodSAM App, go into your 'me' profile and make sure your 'report on duty' setting is switched off, as pictured at right. You can change your settings to 'on duty' or 'off duty' at any time.

Remember, you can also reject an alert at any time.

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



Helping your community

