



GoodSAM Code of Conduct

Victoria, Australia

The purpose of the GoodSAM app is to enable immediate life-saving assistance prior to Ambulance Victoria or other emergency services arriving.

It is imperative that Responders providing Good Samaritan acts do not delay access to, or interfere with, the provision of definitive care.

GoodSAM rules

The following 10 Code of Conduct rules apply to the GoodSAM program and your participation in it. Please read the following carefully.

1. The responder is **responsible for their own health and safety**. When the responder is alerted via the app, it is the choice of the responder to accept or reject the alert. Do not undertake any action or enter any situation where your, or another person's health or safety could be compromised. Phone Triple Zero (000) and wait for assistance if required.
2. The responder must be familiar with CPR and use of an AED and is **responsible for their own knowledge and skills**. The responder should utilise support from the Triple Zero call-taker to guide patient care where required. Suggested nationally-recognised training is outlined below.
3. The responder **should arrive by foot**. Only in rural locations should driving to a location be considered and **normal road rules still apply**. Specifically, the use of hazard or warning devices is not allowed whilst responding, and there are no exemptions to the Victorian Road Rules or any other applicable legislation as a result of being alerted via the GoodSAM platform.
4. The responder should **only respond if fully alert** and prepared. Do not respond if alcohol has been consumed or while under the influence of medication or other substances. Preparation includes the **possession of any personal protective equipment** you consider necessary.
5. A responder who is not a registered health professional **must not provide a response beyond a first aid skill set**. When appropriate, basic life support and Automated External Defibrillator (AED) use are all that are to be provided. Further considerations for health professionals registered with AHPRA are outlined below.
6. Upon arrival of Ambulance Victoria or emergency services, responsibility for patient care **must be handed over immediately**. Following the arrival of emergency services, responders may continue to assist with ongoing resuscitation efforts under the leadership and guidance of Ambulance Victoria paramedics if asked to do so.
7. The responder is responsible for ensuring that their ability to act as a responder is **not impaired by any medical, physical or mental health conditions**. It is recommended that you discuss any concerns (including vaccination status) with your relevant health care professional prior to registering as a responder. Ambulance Victoria and GoodSAM are not responsible for any illness or injury related to your involvement in the program.
8. Participation in the GoodSAM program is **voluntary**. You must not seek payment, gifts, benefits or hospitality in relation to your involvement in the program.

9. **Patient privacy and confidentiality is paramount.** Other than to emergency services, you must not share or disclose information gained as part of a response and should familiarise yourself and abide with the requirements of the Health Privacy Principles contained within the *Health Records Act 2001 (Vic)*. Other than via specific functionalities provided within the GoodSAM app, the **recording of video, audio or photos is not allowed** during a response. In addition, information related to a patient or any part of a response **must not be disclosed in the media (including social media.)** Breach of this rule will result in you being automatically removed from the GoodSAM program.
10. Responders act as Good Samaritans and are not representatives of Ambulance Victoria or any other organisation. **Responders are responsible for their actions.** If you have borrowed an AED as part of a response, you are required to return the AED to the place you collected it, unless Ambulance Victoria staff explicitly request to keep it. You are liable for any damage you cause to third party property. Ambulance Victoria and GoodSAM are not responsible for any damage or theft of property belonging to the responder which occurs in relation to a response.

First aid training

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

- 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

In all cases, responders must practice within the scope of the above unit of competency which they have successfully completed.

Where a Responder has not completed recognised First Aid training, they should only provide CPR, use of an AED, or other care as instructed by the Triple Zero call-taker.

AHPRA registered health professionals

The skillset and practice of AHPRA registered health professionals are not restricted by rule 5 above, however AHPRA registered health professionals should exercise their professional judgement in the provision of patient care with specific consideration of the following:

- Their level of training, familiarity and competence in any procedure, assessment or skill
- The access, availability, familiarity, maintenance, capability or absence of appropriate; equipment, trained personnel, medications and support necessary to safely provide any procedure, assessment or skill
- The possession of adequate professional indemnity or other insurance in relation to the practice of any procedure, assessment or skill within the environment they are in, and
- The relative benefits and risks to the patient in comparison to awaiting the routine provision of care by emergency services.

AHPRA registered health professional should note that the requirements of professional conduct, including related codes and guidelines, apply and that breaches or concerns may be raised with AHPRA by Ambulance Victoria or a concerned party.

Values

Ambulance Victoria embraces a number of key values which are a cornerstone of our culture and behaviours. Responders are expected to join paramedics in demonstrating these values through their involvement in the GoodSAM program.

Ambulance Victoria's values include:

- Being respectful
- Working together
- Being accountable
- Openly communicating



The purpose of the GoodSAM App is to provide immediate lifesaving assistance prior to Ambulance Victoria or other emergency services arriving. By remembering and complying with the rules above, we can provide lifesaving care without compromising definitive treatment.

Please note that failure to follow the rules may result in removal from the program, referral to a registering body or other action as deemed appropriate by Ambulance Victoria.

Ambulance Victoria staff and volunteers

Ambulance Victoria staff and volunteers should note that normal workplace policies and procedures apply in relation to your involvement or activities with the program, including the response to any alert. Where there is inconsistency between an AV policy, procedure or guideline and this Code of Conduct, the AV policy, procedure or guideline shall take precedence, to the extent of any inconsistency.

Your privacy

Information you provide to GoodSAM, including personal information, provided to Ambulance Victoria will be stored and accessed in accordance with our privacy policy available at:

ambulance.vic.gov.au/privacy-policy

Ambulance Victoria may contact you in relation to your involvement in the program, including any responses you participate in.

Ambulance Victoria may provide information relating to you and your involvement in the program to the organisation you are affiliated with in the GoodSAM database. If you are no longer affiliated with this organisation, it is your responsibility to inform us by either:

- Updating your GoodSAM profile with a new affiliating organisation (or by choosing 'GoodSAM' if no other affiliating organisation is listed)
- Contacting us on the details provided.

General

Ambulance Victoria reserves the right to exclude individuals from the GoodSAM program where, at its sole discretion, it believes the individual has breached the Code of Conduct, or it is believed that their involvement with the program is not appropriate.

This Code of Conduct may be amended by Ambulance Victoria and GoodSAM as required. The amended Code of Conduct will be published on the Ambulance Victoria website and made available via the GoodSAM application.

If you do not agree to abide by the Code of Conduct, you must not act as a responder and must cease use of the GoodSAM application. Your use of the GoodSAM application is considered to be an acceptance of the Code of Conduct as amended from time to time.

Contact

Enquires related to the GoodSAM program with Ambulance Victoria can be directed to:

Manager
Emergency Co-Responder Programs
Ambulance Victoria
PO Box 2000, Doncaster VIC 3108

T 03 9840 3500

E goodsam@ambulance.vic.gov.au