

# GoodSAM Code of Conduct (Australia)

## Purpose

The purpose of the GoodSAM Responder application (app) is to enable immediate life-saving assistance to be provided to someone in cardiac arrest before the state ambulance service or other emergency services arriving.

It is important that GoodSAM Responders (Responders) providing first aid as good samaritans do not delay access to or interfere with the provision of definitive care.

## GoodSAM Responder rules

The following ten rules apply to those who participate in the GoodSAM program. Failure to adhere to the below rules may result in removal from the program. Therefore, please read them carefully:

1. Responders must know how to do cardiopulmonary resuscitation (CPR) and use an automated external defibrillator (AED). Responders are responsible for the maintenance of their CPR knowledge and skills. First-aid qualifications are encouraged but not required. Responders should be guided by the Triple Zero (000) call takers in relation to patient care, where required.
2. Responders are responsible for their own health and safety. When Responders are alerted via the GoodSAM app, they can choose to accept or reject the alert. When accepting an alert, Responders should not enter a location if they believe it may be unsafe to themselves or others. If a serious safety risk is identified, Responders should find a safe location and phone Triple Zero (000) for assistance.
3. Responders should arrive by foot, where possible. Responders may consider driving to an event if distance prevents arrival by foot. In this instance, normal road rules apply. The use of hazard or warning lights and sounds are not allowed while responding. There are no exemptions from the Australian Road Rules, the relevant road traffic legislation or any other applicable laws as a result of being alerted via the GoodSAM app.
4. Responders should only respond if they are in a fit state and prepared. If the Responder's ability to provide care could be impacted by the influence of alcohol, fatigue, prescription medication or other drugs and substances, they should not respond. Responders must carry or have access to readily available personal protective equipment (PPE) that are necessary, like gloves, face mask and eye protection.
5. Responders who are not registered health professionals **MUST NOT** provide care beyond first aid (if suitably trained to do so), basic life support and AED use. Further considerations for health professionals registered with the Australian Health Practitioner Regulation Agency (Ahpra) are outlined below.
6. Upon arrival of an emergency paramedic or medical service, Responders must hand over responsibility for patient care immediately. If asked to do so, Responders may continue to assist with ongoing resuscitation efforts under the leadership and guidance of paramedic or medical personnel. Responders are encouraged to leave the scene as soon as possible to reduce any risk of exposure to toxins or contagion.
7. Responders are responsible for ensuring that their ability to provide care is not impaired by any medical, physical or mental health conditions. Responders should seek advice from an appropriate health care professional regarding their suitability to participate in the GoodSAM program - this includes maintaining complete and up-to-date vaccinations. Neither the state ambulance service nor the GoodSAM program shall be responsible for any illness or injury caused to Responders by participating in the program.

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8. Participation in the GoodSAM program is voluntary. Payment, gifts, benefits, or hospitality should not be sought or accepted in relation to involvement in the program.
9. Patient privacy and confidentiality is of paramount importance. Other than to emergency services, Responders must not share or disclose information gained from participating in the program unless legally required to do so. Information about a patient or any part of a response must not be disclosed in the media (including social media). A breach of this rule will result in the Responder being removed from the GoodSAM program and there may be legal consequences.

Responders must abide by the privacy legislation of the state or territory that they are responding in, for example:

Victoria – Health Privacy Principles contained within the *Health Records Act 2001* or the Information Privacy Principles contained in the *Privacy and Data Protection Act 2014 (Vic)*

South Australia - Information Privacy Principles Instruction (PC012) and/or section 93 of the *Health Care Act 2008 (SA)*

10. Responders act as good samaritans and are not representatives of any state ambulance service or any other organisation. Responders are responsible for their own actions. If the Responder alerted has utilised an AED as part of a response, they are required to return the AED to the place from which it was collected (unless the state ambulance service staff explicitly request to keep it). Responders are liable for any damage they cause to third party property. Neither the state ambulance service nor GoodSAM are responsible for any damage or theft of property belonging to Responders during a response.

### **Ahpra registered health professionals**

Responders registered with the Australian Health Practitioner Regulation Agency (Ahpra) are not restricted by Rule 5. However, these Responders should exercise professional judgement in providing patient care and they should also consider their applicable registration standards, requirements of professional conduct, including related codes and guidelines <https://www.ahpra.gov.au/Registration/Registration-Standards.aspx>

Please note that their failure to follow these Code of Conduct rules may result in removal from the program, referral to a registering body or other action as deemed appropriate by the relevant ambulance service.

### **Ambulance service employees and volunteers (staff)**

Ambulance service staff should note that normal workplace policies and procedures apply in relation to their involvement or activities with the GoodSAM program, including when responding to alerts. Where there is inconsistency between a workplace policy, procedure or guideline and this GoodSAM Code of Conduct, the relevant workplace policy, procedure or guideline generally takes precedence.

### **Responder's privacy**

Information that Responders provide to GoodSAM, including personal information, provided to the relevant state or territory ambulance service will be stored and accessed in accordance with the relevant ambulance privacy policy available at:

Victoria – <https://www.ambulance.vic.gov.au/privacy-policy/>

South Australia - <https://saambulance.sa.gov.au/privacy-policy/>

The relevant state ambulance service may contact Responders in relation to their involvement in the program, including any responses that they participate in.

The relevant state ambulance service may provide information

about Responders and their involvement in the program to the organisation they are affiliated with in the GoodSAM database (if applicable). If Responders are no longer affiliated with a verifying organisation, they must either:

- Update their GoodSAM profile with their new affiliating organisation; or
- contact the relevant state ambulance service on the details provided below.

## **General**

Each state ambulance service reserves the right to exclude individuals from the GoodSAM program where, at that ambulance service's sole discretion, they believe the individual has breached this GoodSAM Code of Conduct, or it is believed that the individual's involvement with the program is not appropriate.

This GoodSAM Code of Conduct may be amended by the relevant state ambulance service and GoodSAM as required. The amended GoodSAM Code of Conduct will be published on the GoodSAM website, the relevant state ambulance service website and made available via the GoodSAM application.

If applicants do not agree to abide by the GoodSAM Code of Conduct, you must not act as a Responder and must cease use of the GoodSAM app. Use of the GoodSAM app is deemed to be an acceptance of the GoodSAM Code of Conduct as amended from time to time.

## **Contact**

Enquires related to the GoodSAM Program can be directed to:

### Victoria:

Lead, Community and Co-Responder Programs  
Ambulance Victoria  
PO Box 2000, Doncaster VIC 3108  
T +61 3 9840 3500  
E [GoodSAM@ambulance.vic.gov.au](mailto:GoodSAM@ambulance.vic.gov.au)

### South Australia:

GoodSAM Project Officer  
SA Ambulance Service  
GPO BOX 3, Adelaide SA 5001  
T + 61 08 8274 0600 (interstate or international callers)  
T 1300 13 62 72 (SA only callers)  
E [health.SAASGoodSAM@sa.gov.au](mailto:health.SAASGoodSAM@sa.gov.au)

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