



GoodSAM: Ambulance Tasmania Staff FAQs



Introduction

Audience

Ambulance Tasmania staff (paid and volunteer) who sign-up to be GoodSAM responders when off-duty.

Purpose of this document

To provide answers to Ambulance Tasmania staff questions as they relate to performing the role of a GoodSAM responder outside their normal duties.

You will find information about GoodSAM, including how to apply, preparing for your first alert, responding to an alert, how to get support, and what's expected of you under the **GoodSAM Code of Conduct Tasmania** on the Ambulance Tasmania website, here:

<https://www.health.tas.gov.au/hospitals/ambulance/AmbulanceTasmaniaGoodSAMpartnership>

As Ambulance Tasmania staff, all the information on the website applies to you when responding to a cardiac arrest emergency as a GoodSAM responder, as it does for responders from all other organisations and professions.

This document aims to answer any questions that are specific to Ambulance Tasmania staff who have registered as a GoodSAM responder.

The GoodSAM team at Ambulance Tasmania

The Community First Responders and Volunteers Unit manage the GoodSAM platform at Ambulance Tasmania. This includes processing of applications, maintenance of the configuration and rules that control automated alerting from GoodSAM, oversight of responders who have attended cardiac arrests, and follow-up with them post-incident to ensure all went well.

The AED Register is also managed by this team and is a critical component of early response to cardiac arrest.

The Ambulance Tasmania GoodSAM Administrator, within the Community First Responders and Volunteers Unit, is the first point of contact for GoodSAM questions and issues. While overseeing responders and AEDs, the Administrator also has responsibility for access and permissions (for Ambulance Tasmania internal teams using GoodSAM video capability, for example), training and support, reporting, and ongoing analysis and process improvements.

The GoodSAM Administrator works with other States and Territories who have implemented GoodSAM to ensure that Australia is represented within the global GoodSAM community.

Contact the GoodSAM Administrator on goodSAM@ambulance.tas.gov.au



Frequently Asked Questions (FAQs)

Am I expected to be a GoodSAM responder?

No, there is no expectation that Ambulance Tasmania staff must sign-on to be GoodSAM responders. It is a voluntary undertaking that you can choose to do when you are off duty.

As a responder, am I always expected to be available?

As a responder, you control your own availability (via the app) and, whenever you are alerted, you can choose to accept or reject the alert based on current circumstances. If you cannot attend, then rejecting the alert quickly means the next nearest/available responder can be alerted. If you do not wish to be alerted for a period of time, select Log Out from the app (Me screen).

As an Ambulance Tasmania Volunteer, does GoodSAM mean I can help my community without having to be on-shift now?

No. Your role as an Ambulance Tasmania Volunteer is a formalised commitment to work under an approved scope of practice as part of Ambulance Tasmania's service delivery model, responding as required for all manner of emergencies. GoodSAM, however, will only send an alert to GoodSAM responders:

- Within a specified radius of the location of the incident, and
- Only for selected cardiac arrest determinants that are deemed safe for community responders.

Because Ambulance Tasmania Volunteers play a crucial role in the service Ambulance Tasmania provides to the community, we ask that signing on to be a GoodSAM responder does not replace current commitments to volunteer, since this would bring significant risk to the provision of our standard service. GoodSAM only applies to a sub-set of emergencies (and only to a sub-set of cardiac arrests), and the chances of being one of the nearby responders is quite small.

What is the benefit of being a GoodSAM responder?

The benefit of being a GoodSAM responder is that, when you are off roster, you can be alerted if in the vicinity of a cardiac arrest, to provide life saving care in the first critical minutes.

Do I get paid when I respond?

No. Should you opt to participate in GoodSAM, you will do so strictly in a voluntary capacity (i.e. in the capacity of a community member) and no employment relationship will be formed.

Do I sign-up to a set of expected behaviours as a GoodSAM responder?

Yes. There are Terms and Conditions on the Ambulance Tasmania GoodSAM Application Form that you agree to when submitting your application. Once you have been approved, the Ambulance Tasmania GoodSAM Team will forward you a copy of the Terms and Conditions (called the GoodSAM Code of Conduct - Tasmania) and you should always adhere to the Code when responding.



What if I am alerted by GoodSAM while on duty or on call?

If you are alerted while on-duty or on call for Ambulance Tasmania, you must decline the GoodSAM alert. Please reject the alert quickly so that the next nearest/available responder can be alerted.

What if I am going to be late to work due to a GoodSAM response?

It is acknowledged that a GoodSAM responder might be late for start of shift due to providing a GoodSAM response, although noting that responders handover to the attending ambulance crew as soon as they arrive. If you are going to be late for an operational shift, please contact your manager as early as possible. If not on an operational shift, please notify your line manager via existing process.

If I am alerted between shifts, am I eligible for a 10-hour break?

No. Participation in a GoodSAM incident is entirely voluntary and as such attendance will not be eligible for a 10-hour break.

All Ambulance Tasmania staff are responsible for ensuring they are fit-for-duty for their formal Ambulance Tasmania role and for proactively managing their fatigue in accordance with Ambulance Tasmania policies and procedures.

If I am alerted while off duty or on annual leave, am I eligible for overtime?

No. Participation in a GoodSAM incident is entirely voluntary and as such it is not considered as overtime under any circumstances.

Is my time attending as a GoodSAM responder added to my leave entitlements?

No. Time spent as a GoodSAM responder is considered voluntary and does not count towards your leave accruals.

Are GoodSAM responders eligible for Ambulance Tasmania awards?

Time spent as a GoodSAM responder is considered voluntary and does not count towards time served for Ambulance Tasmania service awards (such as the 5-year pin) or Commonwealth service awards (such as the National Medal). However, it will be considered for awards related to meritorious response.

If I am on sick leave, can I accept a GoodSAM alert?

No. If you are on sick leave and therefore unfit for your usual duties/role, then you cannot respond as a GoodSAM responder. Please reject the alert quickly so that the next nearest/available responder can be alerted.

If I have an active workers compensation case, can I accept a GoodSAM alert?

Individuals who are on modified duties of any kind due to a workers compensation arrangement must log out of GoodSAM until fully cleared to return to normal duties. This is to ensure there is no



exacerbation of injuries or development of new injuries due to a GoodSAM response.

Am I allowed to take PPE from AT stores in case I receive a GoodSAM alert?

Registered GoodSAM responders may obtain or put together up to 2 GoodSAM responder packs from AT stores to keep at home and in their car, or in a location likely to be accessible when receiving a GoodSAM alert.

PPE recommendations are as follows:

- Gloves (Nitrile latex free)
- Safety glasses (on tint)
- Surgical face mask (for the patient)
- PFR mask (for the responder)
- Small alcohol base hand rub

Obtaining any additional items not currently endorsed above may be achieved by the responder purchasing them through an external supplier at their own cost.

How do I determine where an AED should be returned to if left at the scene?

Registered AEDs should have an Ambulance Tasmania - GoodSAM label on them. This is a unique Asset Id for the AED. The AT GoodSAM Team can search the label in the system to determine its home location. Hold onto the AED and contact the team at: goodSAM@ambulance.tas.gov.au

How does GoodSAM choose which responders are alerted for a cardiac arrest incident?

GoodSAM alerts nearby responders to the incident location first, moving further out (within set distances and timeframes) if those responders do not answer the alert or reject the alert.

Ambulance Tasmania rules are set to alert 3 responders within 500 metres of the incident location for urban areas and 4 responders within 5 kilometres of the incident location for rural areas. It will keep alerting within the set timeframes, looking for 3 (urban) or 4 (rural) responders to accept. Timeframes are set so that engagement of responders takes place between the Triple Zero (000) call being initiated (a GoodSAM cardiac arrest determinant being selected) and ambulance arrival.

What does ‘nearby’ or ‘within the vicinity’ of an incident mean in GoodSAM terms?

GoodSAM assumes as the crow flies (straight line) distances when checking a responder is within 500 meters (urban) and 5 kilometres (rural). It does not measure distances by road routes.

This means that sometimes it might alert you to an incident that is across water from where you are currently located, given some of Tasmania’s unique terrain (in which case you will likely select ‘reject’ on the alert because you won’t be able to get there quickly/prior to ambulance arrival).

Urban areas are defined in the following images (with the rest of Tasmania being considered rural):



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