



Department of  
**Health**

# GoodSAM Code of Conduct - Tasmania

## Purpose

The purpose of this document is to define the principles that apply to GoodSAM responders when responding to requests for assistance to suspected cardiac arrests in the community. Responders sign-up to this Code of Conduct when applying to become a GoodSAM responder.

Any updates to this document will be provided to responders, with the assumption that the latest version is the accepted code under which they will operate.

## Role of the GoodSAM Responder

A GoodSAM responder is a member of the public who is willing to provide voluntary, immediate life-saving assistance prior to ambulance arrival.

It is important to note that responder assistance is in addition to the priority ambulance response, and that GoodSAM responders will not delay access to, or interfere with, the provision of definitive care. The intention is that nearby responders can start resuscitation activities quickly, thereby increasing the chance of survival for the patient.

Responders are under no obligation to accept an alert (request for assistance sent to their mobile phone), and can decline an alert at any time, for any or no reason, including after accepting the alert.

## Responder Code of Conduct

The following principles protect responders and the community they serve. Please read the principles carefully to understand expected behaviours as a responder within the Ambulance Tasmania - GoodSAM program:

1. Your own safety should be your priority when attending a cardiac arrest event. While Ambulance Tasmania endeavours to assess safety via the Triple Zero (000) call, the scene can be different to what was described, or it can change suddenly. Always assess the scene when you arrive and do not enter a situation where you believe there may be a risk to your safety. Indicate that you are not proceeding by selecting 'Drop the Call' on the GoodSAM app. If a serious safety risk is identified, find a safe location and phone Triple Zero (000) for assistance.
  - a. If more information becomes available and Ambulance Tasmania determines that responder attendance is no longer appropriate, you will receive a cancellation message via the app. If you receive a cancellation message, stop responding straight away. Do not proceed to the scene.  
Note: A cancellation message will also be received if the location of the incident changes. Again, do not proceed to the scene. If you receive a new alert for the amended location, you can accept if applicable.
2. While responders are responsible for their own health and safety, there are mechanisms in place to support you should you need it. To request a Welfare Check, use the GoodSAM Feedback Form after attending an incident. Ambulance Tasmania will endeavour to follow-up with all responders post incident, and you can request a Welfare Check directly at this point.
3. As a responder, you must know how to do cardiopulmonary resuscitation (CPR) and use an automated external defibrillator (AED). You are responsible for your own CPR knowledge and skills. First aid qualifications are encouraged but not required. You can be guided by the Triple Zero (000) call taker in relation to patient care,

when required.

4. Responders should arrive by foot, where possible. Only in rural locations should driving be considered, at which time all normal road rules apply. The use of hazard or warning lights and sounds are not permitted while responding. There are no exemptions to the road rules or other applicable legislation because of responding to a GoodSAM alert.
5. As a responder, you should only respond if you are in a fit state and prepared. If your ability to provide care could be impacted by the influence of alcohol, fatigue, prescription medication or other drugs and substances, you must not respond.
6. The expectation is that responders who are not registered healthcare professionals will not provide care beyond basic life support (hands-only CPR and AED use). Further considerations for healthcare professionals registered with the Australian Health Practitioner Regulation Agency (AHPRA) are outlined below.
7. You must carry or have access to readily available personal protective equipment (PPE) as necessary, such as gloves, face mask, and eye protection. It is recommended that you discuss any concerns (including vaccination status) with your relevant health care professional prior to registering as a responder. Protection is provided under the *Civil Liability Act 2002* (TAS) [section 35B. Protection of good Samaritans]  
[View - Tasmanian Legislation Online](#)
8. On arrival of the emergency ambulance crew, responders must handover responsibility for patient care as directed. If asked to do so, you can choose to continue to assist with ongoing resuscitation efforts under the leadership and guidance of emergency ambulance personnel.  
You are encouraged to leave the scene as soon as possible once patient care has been transferred to emergency ambulance personnel.
9. Participation in the GoodSAM program is voluntary. You must not seek payment, gifts, benefits, or hospitality in relation to your involvement in the program. This is an important part of your protection under the *Civil Liability Act* [View - Tasmanian Legislation Online](#)
10. You must always preserve the privacy and confidentiality of the patients you help. You must not disclose information about a patient to other people, the media, or on social media.  
Ambulance Tasmania communications centre staff may request live access to your phone's camera to assist you at scene; but otherwise recording video, audio, or photos on your own device is not allowed. This is consistent with the Personal Information Protection Act 2004 (TAS); and if you breach this, you will be removed from the GoodSAM program and may face legal consequences.
11. Responders are members of the public and are not representatives of ambulance emergency services. You are responsible for your own actions; ambulance services and GoodSAM are not responsible for any theft, loss, or damage of property sustained during a response.
12. When a publicly accessible AED is collected, the expectation is that the responder will return the AED to the point of collection. If there are any issues with return, follow the contact instructions on the AED GoodSAM label.

### **AHPRA Registered Healthcare Professionals**

AHPRA registered healthcare professionals are responding in a voluntary capacity and are only expected to provide chest compressions and use an AED.

AHPRA registered healthcare professionals should note that the requirements of professional conduct, including related codes and guidelines, apply and that breaches or concerns may be raised by ambulance emergency services or a concerned party.

## Ambulance Tasmania Employees and Volunteers

GoodSAM responders who are also Ambulance Tasmania personnel should follow standard Ambulance emergency service policies and work-practices. If you are alerted while on-duty, you should decline the GoodSAM alert.

## Adherence to the Code of Conduct

Adhering to this Code of Conduct is important to protect the public and our patients, and the ambulance service reserves the right to exclude individuals from the GoodSAM program if we believe that the Code of Conduct has not been followed, or if we believe that their ongoing involvement with the program is not appropriate.

The T&Cs on the application form and use of the GoodSAM app is considered acceptance of the Code of Conduct.

**IMPORTANT:** Any updates to this document will be provided to responders, with the assumption that the latest version is the accepted code under which they will operate. If you do not wish to continue under the latest version of the Code of Conduct, then you must not act as a responder and must cease use of the GoodSAM app immediately.

## Responder Privacy

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

[Strategic Document Management System \(health.local\)](#)

[Personal Information Protection Statement | Tasmanian Department of Health](#)

Ambulance Tasmania may contact you in relation to your involvement in the program, including any responses that you participate in. Cardiac Arrest data (not personal information) may be used by Ambulance Tasmania for statistical and reporting purposes.

You are responsible for maintaining your GoodSAM responder profile, and any changes to the organisations you are affiliated with.

## Contacting Ambulance Tasmania

Enquiries relating to the GoodSAM Program in Tasmania can be directed to:

Manager, Community First Responders and Volunteers

Ambulance Tasmania

GPO Box 125, Hobart, Tasmania 7001

E: [goodsam@ambulance.tas.gov.au](mailto:goodsam@ambulance.tas.gov.au)