



Third / Observer Indemnity

In consideration of SA Ambulance Service permitting me to accompany an SA Ambulance Service operational staff member as an observer in the ordinary course of their work at any site and in any vehicle, I acknowledge and agree:

1. That I am a volunteer in every respect for all purposes at law;
2. That I will or may be exposed to risks to my health, wellbeing and property including, but not limited to, personal injury, illness, trauma, shock, property loss or damage;
3. That I will insure myself and my property against the risks to which I will or may be exposed for an amount reasonably estimated to cover any potential loss and damage (including consequential loss), which I may sustain personally or to my property while undertaking the observation;
4. That I will provide SA Ambulance Service with proof of that insurance cover prior to undertaking the observation;
5. That I indemnify SA Ambulance Service and keep SA Ambulance Service (together with its employees, volunteers, agents and contractors) indemnified against any loss, damage, liability and costs (including legal costs on a solicitor-client basis) which SA Ambulance Service may sustain as a result of my acts or omissions;
6. That I will indemnify SA Ambulance Service, its employees and agents against any claims;
7. That I will not commence any proceedings against SA Ambulance Service, its employees or agents in respect of any Claims;
8. That this document may be pleaded by SA Ambulance Service, its employees and agents as an absolute defence to any Claims;
9. That this document is intended to exonerate SA Ambulance Service, its employees and agents from all liability in respect of any Claims and it is to be construed as widely as necessary to give effect to that intention;
10. That I will remain under the direct supervision of the operational SA Ambulance Service crew at all times and will follow any directions given to me by an operational staff member during the observation;
11. That I cannot at any time be left unsupervised or alone with any patient while undertaking the observation;
12. That I will not otherwise interfere in any way with an operational staff member in the course of their duties;
13. That I will keep confidential any information acquired by me in undertaking the observation, in particular, but without limiting the scope of that information, any patient related information, any methods of operation, and the business affairs of SA Ambulance Service, its employees and agents;
14. That I will not take or make any photographs, video recordings, audio recordings, notes or other record of any information, person or event coming to my knowledge in the course of undertaking the observation;
15. That I will comply with the dress requirements imposed on me by SA Ambulance Service including, but not limited to, wearing clean neat and practical casual clothing, closed flat shoes, safety equipment and clothing as directed by an operational staff member.
16. That I have an obligation to withdraw myself from an observation/s should I have or develop a mental or physical impairment that may place me, the public or operational staff at risk of harm during the observation. Impairment in this context is defined as a physical or mental impairment, disability, condition or disorder (including substance abuse or dependence) that detrimentally affects or is likely to detrimentally affect my capacity whilst undertaking a clinical observation. Furthermore, upon recognizing my circumstance I will seek appropriate assistance from the University Health, Counselling and Disability Services or other suitably qualified practitioners in psychological wellbeing.

SIGNED in agreement with the above terms and conditions:

Signature:		Date:	
Print Name:			

AUTHORISED by:

Signature:		Date:	
Print Name and position:			

Third/Observer Information Sheet

1. Shift Times

SAAS will allocate day, afternoon or night shifts. The start time and length of shift depends on the site or station you will be working from. Shift duration may vary in length, potentially up to 14 or more hours.

2. Identification

All thirds/observers are required to wear an identification badge stating who they are (first name) and where they are from e.g. university, hospital and carry an authorised ID pass or photo ID at all times.

3. Dress requirements and personal presentation

Thirds/observers shall wear neat casual dress and closed shoes. General presentation shall be commensurate with the professional image of the organisation. Interstate and overseas ambulance officers may wear their operational uniform.

Volunteer ambulance officers on placement are required to wear their operational uniform.

4. Cribs

Cribs are meal breaks allocated to staff within their shift. Meal breaks are normally provided between the fourth and fifth hour of the shift. If a shift is longer than 10 hours, 2 cribs are allocated. Depending on shift allocation, meal breaks range from 20 to 30 minutes.

Due to the nature of the work, meal breaks will not always be allocated on time and may be disrupted where case types and work load require it.

Crews do not always return to their stations for meals and there are limited opportunities to purchase food while on shift. It is recommended that thirds and observers prepare enough pre-packaged food and snacks for the duration of the shift and carry these with them. In warm weather perishable items may not be appropriate and consideration should be given to pack food in a small transportable cooler bag. Cooking/heating facilities are provided at stations and in the Emergency Operations Centre.

5. Traumatic and stressful situations

5.1. Violent/Dangerous Situations

- Always follow the directions of the crew when faced with a potentially violent situation and have a clear exit plan should the situation escalate.
- Never place yourself in danger, stay in the vehicle if appropriate.

5.2. Traumatic Cases

- If you are faced with an event that you are uneasy about, stay in or withdraw to the safety of the ambulance and advise the crew of your actions.
- If you are involved in an event which you later feel uncomfortable about or have found to be psychologically stressful, request the crew to notify the on shift Team Leader. They will be able to point you in the right direction to gain support to deal with the situation.

6. Safety procedures and equipment

Thirds or observers undertaking patient contact placements shall be issued with a reflective safety vest, disposable gloves and non-prescription safety glasses. These shall be donned at the same time as the crew or as directed.

The third/observer must inform their SAAS supervisor of any blood or body fluid exposure (e.g. splash or needle stick injury) as they occur or as soon as practicable after the event.

7. Code of Conduct

All thirds/observers are required to access the Code of Ethics for the South Australian Public Sector via the following website: <http://publicsector.sa.gov.au/policies-standards/code-of-ethics/>

All third/observers are expected to comply with this code whilst on placement.

8. Definitions

Third: Degree students or staff permitted to provide predefined operational and clinical assistance during placements according to their learning or return to work requirements. Categories of thirds include staff on return to work programs, Bachelor of Health Science (Paramedic) students, SAAS career and volunteer staff, interstate ambulance students.

Observer: A person on placement who is there to observe only. Observers include but are not limited to the following professional colleagues - medical students; nurses; interstate and overseas ambulance officers; Australian Defence Force personnel; mining personnel; and other professional colleagues. (**NOTE:** Observers, as a general rule, should observe only and do not provide any hands on clinical assistance during placements. However, if the observer is a professional colleague with clinical skills and a defined authority to practice and the patient outcome would be improved by involving the observer in providing clinical interventions (e.g. assisting with CPR), the crew may request their assistance).

Observers may also include staff from non-aligned agencies (e.g. media) who have a job requirement to understand operational activities and / or record for approved purposes as approved by members of the Executive.

Staff: A paid or unpaid operational or non-operational member of SA Ambulance Service.