



Frequently asked questions

The following information is for AED owners in the Victorian community.

Why does Ambulance Victoria want me to register my defibrillator?

Over 6,000 Victorians a year suffer a cardiac arrest away from hospital. The time between someone collapsing from cardiac arrest and paramedics arriving is critical. When a defibrillator is used before an ambulance arrives, the chance of survival almost doubles.

Ambulance Victoria is introducing life-saving technology to help ensure that people having a cardiac arrest can receive life-saving help from a trusted responder in the critical minutes before paramedics arrive. Registered medical professionals and qualified first-aiders will receive an alert when a cardiac arrest is happening nearby – and will also be notified of their nearest AED.

That's why we need to know where all AEDs are in the community - including yours.

What happens if an emergency happens when our building is closed and the AED isn't accessible?

If a cardiac arrest happens nearby, your AED location will only be shared with a responder if it is accessible at that time.

When you register, you will be asked to provide your opening hours, along with any information about times when your building or site location is unattended. You can log-in and update this information whenever necessary.

What happens if my AED is taken by a GoodSAM responder and not returned?

You can have confidence that your AED will be well looked after and returned.

Responders are trustworthy members of the community who have registered with GoodSAM because they have a strong personal commitment to helping others. These people, who have been verified by Ambulance Victoria, include off-duty paramedics, doctors and nurses, and they are bound by a code of conduct.

If my AED is used in an emergency, is it my responsibility to ensure it's returned to working order?

Ambulance Victoria will arrange for the device to be recommissioned and for the patient data to be downloaded and provided to the hospital. As thanks for lending your AED to help save a life, Ambulance Victoria will replace the pads and other basic consumables free of charge. Your AED will be returned to you within 72 hours after the event, if not earlier.





Will Ambulance Victoria contact me when someone needs access to my AED?

Ambulance Victoria will alert nearby GoodSAM responders to patients in cardiac arrest and the location of available AEDs. As the AED owner, you won't be contacted when your device is needed, however you will be contacted afterwards to ensure your AED is returned and is in working order.

Will Ambulance Victoria maintain my AED?

Ongoing maintenance and the replacement of expired consumables such as defibrillation pads are the responsibility of the AED owner – unless your device is used in a public emergency and then Ambulance Victoria will recommission the AED, replace the pads and some basic consumables.

Does Ambulance Victoria provide training in defibrillation or CPR?

Ambulance Victoria does not provide training in defibrillation, CPR or first aid. Nationally recognised training is available from a number of registered training organisations.

