

GoodSAM Code of Conduct - Hato Hone St John (Updated June 2026)

By registering as a GoodSAM Responder you agree to follow the Code of Conduct.

1. Participation in the GoodSAM Programme

1.1. Acting as a Good Samaritan

As a GoodSAM responder, you are acting as a “good Samaritan”, providing voluntary assistance to members of the public.

You are not, and must not represent yourself as, an employee, agent, or representative of Hato Hone St John.

1.2. Responsibility for Actions

You are responsible for your own decisions and actions when responding to an alert.

1.3. Compliance with the Code & removal from the GoodSAM Programme

Hato Hone St John may remove you from the GoodSAM programme if you do not comply with this Code of Conduct or for any other reason at its discretion.

2. Your responsibilities as a Responders

2.1. Voluntary Participation

As a registered GoodSAM Responder, Hato Hone St John may alert you to a suspected cardiac arrest near-by through the GoodSAM application (the **App**).

You choose whether to respond and responding is entirely voluntary.

2.2. Fitness to Respond

You must only attend incidents if you are fit and able to assist.

You must not respond if you are impaired by alcohol, drugs, illness, fatigue, or any other injury or condition that may affect your ability to assist safely.

2.3. Travelling to the Scene

Where possible you should respond on foot for your safety.

If travelling by vehicle:

- You must comply with all road rules and laws.
- You must not exceed speed limits or drive dangerously.
- You are not permitted to use emergency driving privileges.

2.4. Personal Safety

Your safety must always be your first priority.

You must only respond if it is safe and appropriate for you to do so, and you must not place yourself at risk when responding to an alert.

You must follow all instructions from emergency service operators and take reasonable care to ensure your actions do not create risks for yourself or other people.

2.5. You must ensure your phone can receive alerts and updates while you are responding.

You may receive updated alerts through the App that your assistance is no longer requested or the location has changed. You must follow any updated alert instructions for your safety.

2.6. Scene Safety

When approaching a scene, and before you enter, you must assess it for risks.

Do not enter or approach a scene if there are any hazards present, including:

- violence or aggressive behaviour
- unsafe or unstable structures
- hazardous environments (e.g. fire, chemicals, downed power lines, smoke)
- isolated or otherwise unsafe locations (e.g. patient is in the water, traffic hazards)

If you are unsure whether a scene is safe, you must treat it as unsafe and stay back.

2.7. Withdrawing from an Unsafe Scene

If at any time you feel unsafe, threatened, or at risk, you must immediately withdraw from the scene to a place of safety.

You are not expected to remain at any scene where you feel your safety is compromised.

2.8. Respect and Consent

When responding at a scene, you must:

- identify yourself (by first name) and why you are there.
- ask permission before providing assistance (where possible).
- respect the dignity, privacy, and cultural needs of the patient and others present (including emergency service personnel and other GoodSAM Responders).

2.9. Scope of Assistance

You must only provide care within your current training, certification, and competence.

2.10. Handover to Emergency Services

When ambulance or other emergency services arrive, they will assume full responsibility for the scene and the patient's care.

You must immediately hand over patient care and only continue to assist if asked to by emergency services, and following their instructions.

If you are not required to assist, you must step back and ensure you do not interfere with emergency operations.

2.11. Tracking

To help ensure your safety, the App may:

- share your location with the ambulance communications centre while you are responding.
- transmit audio or video from your phone, when initiated by the ambulance communications centre and approved by you.

2.12. Privacy and Confidentiality

You must respect the privacy and confidentiality of patients and others involved in an incident.

You must not share any information about a patient or incident with others, including through social media.

2.13. Photography and Recording

You must not take photographs, video, or audio recordings at a scene, or of anyone or anything that could identify the patient or anyone else involved.

2.14. Lawful and Respectful Behaviour

You must behave lawfully, respectfully, and responsibly when responding.

2.15. Support After an Incident

Responding to emergencies can be distressing.

You are encouraged to access your usual support networks. Additional support may be requested by contacting: goodsam@stjohn.org.nz or via the post response feedback form.

3. Expectations for Health Professionals

If you are a health professional, you must also comply with the following:

3.1. Professional Registration

You must hold current registration or certification with your professional authority, where applicable.

3.2. Scope of Practice

You must only provide care within your scope of practice and competence.

3.3. Legal Obligations & Professional Standards

You must comply with your legal obligations and maintain professional and ethical standards.