



PROGRAM ACTIVITY PARTICIPANT PROTOCOL

Updated: July 2014

Next Review Date: July 2015

Managed on behalf of the CEO and Board by: Designated
Program Activities Coordinator

Protocol standards

Interplast Australia & New Zealand (Interplast) has in place high standards of individual behaviour for all its volunteers participating in programs across the Asia Pacific region. This protocol is designed to ensure all volunteers are aware, understand and meet these standards.

1. Working with the local hospital

- Be practical, collaborative, conservative and patient. Carry out procedures which have the potential for maximum functional impact and with minimal risk of complications.
- Please report to the Interplast office any incident or event which may lead to an unfavourable outcome.
- Interplast is judged locally by the reliability of its surgical results – do not be afraid to refuse surgery or suggest a review in the future.
- Avoid overly-complicated procedures, staged operations and those of dubious value.
- Be prepared to teach and give formal and informal lectures to local staff at all levels – this includes surgery, anaesthesia, nursing and allied health.
- Do not overburden the local facilities. Be flexible by acknowledging theatre staff, local hospital traditions and available hospital beds.
- Your Interplast patients have the same rights, feelings, fears and family ties as your private patients. Obtain adequate informed consent and be prepared to answer questions regarding the surgery. The sustainability of Interplast programs depends on goodwill and success generated by your visit.
- Do not underestimate the devastating effect of infection under closed dressings in tropical areas. Grafts can disappear and wounds can breakdown overnight. Your early dressing checks (24 hours) and careful post-operative management are as important as your operations.

2. Terms and conditions of financial support from Interplast

- Interplast provides all volunteers a per-diem rate calculated on the number of days of the activity (including travel days) and is transferred to the volunteer's nominated bank account prior to departure. This covers meals, taxis (in Australia and overseas), laundry, international credit card fees and other living expenses. Should a volunteer withdraw from the activity and a

per-diem has been issued they will be required to reimburse Interplast as soon as possible.

- Where possible, Interplast will pay all accommodation (room only) costs prior to departure, including airport transfers. Where this is not possible, specific arrangements will be made with individual teams.
- Other costs such as excess baggage, interpreter, and car hire/driver will be paid, where possible, by Interplast prior to the trip; or in the case of excess baggage, directly to the airline, where fees are not waived. Unforeseen costs will be reimbursed to team members by Interplast on a case by case basis.
- Interplast provides volunteers with travel and personal accident and health insurance for the period of the visit. Personal insurance is the responsibility of the volunteer for any personal holidays organised following or prior to an activity or any recreational activities not related to the activities of Interplast.
- Interplast encourages volunteers to consider taking any risky modes of transportation during a program activity (e.g. motorbike taxis). All transport should be undertaken by approved taxis, and the hiring of a driver or vehicle will need to be approved and organised by Interplast or the local Hospital the team is working at.
- All travel bookings, including changes, must be done through the Interplast Office.
- Medical instruments, surgical supplies, anaesthetic equipment and drugs are supplied by Interplast. The equipment travels (dependent on context) with volunteers as excess baggage or is freighted ahead of time.
- Requested reports are returned by team members to Interplast office no later than 2 weeks following the conclusion of a program
- Prior to program activity commencement, all team members are required to submit the requested documentation to Interplast necessary to facilitate their participation on the program

3. Professional indemnity insurance

- It is the responsibility of surgeons and anaesthetists to provide written proof to Interplast that they have their own medical indemnity insurance which will cover them during the program activity. This is obtained by notifying the medical defence organisation of your intention to undertake an Interplast activity and providing relevant details. Interplast's own insurance policy covers professional indemnity for nurses and allied health practitioners.

4. Appropriate personal behaviour and cultural sensitivity

- Do not engage in any political activities while you are on an Interplast program activity. Ensure that you respect local customs, religious beliefs, and government regulations. Remember that you must abide by local laws.
- Be sensitive to the impact the Interplast team may make on a small community.
- Keep up to date with the affairs of the country you are visiting. Endeavour to understand local issues, concerns and matters of health and safety specific to the region where you are volunteering. Regularly check Government or other websites relating to the country or region you are visiting.

5. Safety and security

- Independent holidays and excursions should only be undertaken before or after a scheduled program. Team members wishing to undertake an excursion during the weekend of a scheduled program should only do so if the risks to any patients remaining in hospital are low, adequate local care is available and team can return to the hospital easily and quickly if required.
- All volunteers must update Interplast of any planned weekend trips during activities.
- Interplast ensures that all team members are registered on DFAT's Smart Traveller website or NZ Safe Travel (for NZ volunteers). Interplast also has a comprehensive travel and risk management support arrangement with security provider Dynamiq. It is the responsibility of volunteers to read the documentation inside the Team Manual, as well as the information on safety and security within the Volunteer Pre-Departure Briefing Pack.

6. Interplast policies

- Interplast has full accreditation by the Department of Foreign Affairs and Trade and is a signatory to the ACFID Code of Conduct. A requirement of this accreditation is that those volunteering for Interplast program activities are guided by and adhere to the following policies:
 - Child Protection Policy
 - Development and Proselytising Partisan Politics & Welfare Policy
 - Interplast's Development Philosophy
 - Disability Inclusion Policy
 - Gender Equality Policy
 - HIV and AIDS Policy
 - Occupational Health and Safety
- The Board of Interplast does not sponsor or support concurrent family holidays.

7. Child protection and photography

- All promotional material used by Interplast Australia & New Zealand must respect the dignity, values, history, religion and culture of the people, and be consistent with the principles of basic human rights and ACFID Code of Conduct.
- In line with Interplast's Child Protection policy volunteers must always gain informed consent from patients (or adult guardians, in the case of children) to take photographs and prior to conducting clinical consultation.
 - Interplast provides teams with two types of consent forms (those which can be signed by the patient/parent, and those which can be signed by the volunteer). It is a requirement that these must be completed for any photographs which will be used following the program.

8. Acknowledging support

- Interplast supporters are important, and where available local Rotary Clubs may be helpful in co-ordinating and sorting out issues. If a local

Rotary Club is present it is encouraged that Interplast volunteers meet with its members. Where volunteers have been requested to deliver a presentation to the Club, promotional material to assist in presentations can be obtained from the Interplast office.

- Interplast informs the Australian Embassy and High Commission of a volunteer team working in the country, and our Embassies and High Commissions play a vital role in supporting our work. Where the team is invited to attend a meeting/function hosted by the Embassy or High Commission it is encouraged that all volunteers try to attend.

10. Health

- It is important you are aware of the risk of infectious diseases in some countries and the Traveller's Medical and Vaccination Centres Guide is provided to all team members. It is the responsibility of each team member to arrange and obtain the appropriate vaccinations prior to departure. All team personnel are advised to be immunized against both Hepatitis A & B.
- As with standard clinical practice, every care must be taken to avoid contact with patient's blood and body fluids. Should a volunteer sustain a needle stick injury please refer to the Blood and Body Fluid Exposure Incident Information Sheet. Testing kits are provided in the Interplast equipment and supplies kit.

11. Patient referrals

- Interplast does not directly facilitate the treatment of patients in Australia. Selected patients are referred to our partner organisations, and volunteers will need to consult with Interplast before making any decisions. Recommendations for such patients must include patient history, photographs and copy of any relevant x-rays. There is a limit to the number of patients which can be supported. *Do not promise treatment in Australia.*