

Charter Implementation

Frequently Asked Questions (FAQs)

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What is the purpose of the Charter?

The purpose of the Charter is twofold:

1. The first is to communicate with you the specific service requirements and standards that you can expect from the Blood Service and the reciprocal actions/responsibilities you need to undertake to receive that service. This will assist you to assess whether they are receiving the appropriate service, or whether they need to ask for corrective action to be undertaken to achieve an appropriate service.
2. The second is to seek provide you with an outline of expectations of a health provider in relation to blood and blood products derived from the Ministers' Stewardship and ask you to confirm that your organisation is meeting those requirements.

I am a new health provider and would like to receive blood or blood products distributed by the Blood Service. What steps do I need to take?

There are two stages to this process. Firstly you need to contact the Blood Service and provide some preliminary information. This will enable a quick assessment to allow you to order products in the short term. At this stage it will take a few days for provisional approval before you can order.

Note that ongoing supply will be based on your organisation confirming through the Charter that they meet expectations of the Charter and the stewardship statement (<http://www.blood.gov.au/stewardship>)

Does the Charter cover all blood and blood products?

At this time, the Charter only covers blood and blood products distributed by the Blood Service. This includes those fresh blood products manufactured by the Blood Service as well as other products that the Blood Service distributes. At this time, this is any products that you either order through BloodNet or that you order directly from the Blood Service. It is expected that the Charter will be expanded to cover other suppliers in the future.

What if I am currently receiving product but have not completed the Charter?

It is now a requirement for all Australian Health providers receiving blood and blood products to confirm they meet the expectations of Health Ministers, as outlined in the Australian Health Ministers' Statements on National Stewardship Expectations for the Supply of Blood and Blood Products issued on 12 November 2010 (<http://www.blood.gov.au/stewardship>). The Charter needs to be completed to confirm that your organisation can meet those expectations.

The National Blood Authority will contact the CEO/Managers of all existing Health Providers and provide them with all relevant information and a copy of the Charter and to be completed and returned back to the NBA within 3 months. If you are a hospital or pathology laboratory that receives blood and/or blood products from the Australian Red Cross Blood Service and your laboratory has not received any information about the Charter, please contact the NBA on charter@blood.gov.au OR 13 000 BLOOD.

Where can I find the Charter?

The Charter can be downloaded from both the NBA Website ([link](#)).

If you have any difficulties downloading the Charter, please contact the NBA via email on charter@blood.gov.au or phone 13 000 BLOOD (13 000 25663) and we can arrange for a copy of the charter to be emailed or posted to you.

Which Charter do I need to complete?

There are three versions of the Charter, as follows:

1. The Blood and Blood Products Charter – Hospitals
 - Both public and private hospitals
 - Pathology Laboratories located within hospitals
 - Pharmacies located within hospitals
2. The Blood and Blood Products Charter – Pathology Laboratories
 - Pathology laboratories external to a hospital
3. The Blood and Blood Products Charter – General Practitioners and Other Health Providers

Your organisation should have been provided with a link to the correct version of the Charter. If you are unsure of which Charter you need to complete please contact the NBA via email on charter@blood.gov.au or phone 13 000 BLOOD (13 000 25663)

Why is the process different in Western Australia?

The health department in Western Australia has determined that they would prefer for health providers to be advised of their expectations, but that they should not have to complete and return the Charter. There remains an expectation that health providers in Western Australia meet the stewardship expectations communicated by Ministers. However, Western Australia has different arrangements in place to consider whether these are getting met.

What products will we be able to receive?

The list of blood and blood products available is at <http://www.blood.gov.au/national-product-list>. You can nominate the blood and blood products that you want to receive from this list. This will be considered and if there are any concerns with the products you have requested you will be contacted by the NBA or the Blood Service. Ongoing supply of products is dependent on your responses in the Charter (except WA).

What if our circumstances change?

It is the responsibility of the health provider to notify the Blood Service if your organisations circumstances substantially change (eg change in organisation name, contact details, delivery address, cold chain process).

How long do we have to complete the Charter?

Your organisation has three months to complete and return the Charter to the National Blood Authority. Please contact the NBA if you are having trouble meeting this timeline.

Who do we return the Charter to?

The completed and signed Charter should be returned to the NBA

via email to charter@blood.gov.au OR

via mail to:

Charter

National Blood Authority

Locked Bag 8430

Canberra ACT 2601

Note: If you are returning the Charter via email you don't need a signature, providing the email is sent by the CEO/General Manager OR they are a cc to the email.

How long will it take for my Charter to be reviewed?

On receipt of the Charter, the NBA will review the Charter and will inform you and the Blood Service of the outcomes of the review within 10 business days of receiving the completed Charter (or will advise you within this timeframe should additional time be required).

What happens if the Charter is not completed or returned?

If your organisation does not provide the completed Charter to the NBA within the required timeframe your supply of blood and blood products may be at risk. The NBA will of course try to contact you to follow up why it hasn't been provided. It will be a decision for the health department in your state or territory to decide whether any restrictions should be placed on your supply of blood and/or blood products.

What happens in the case of request for one off supply?

If you are going to receive blood or blood products, you need to meet be able to demonstrate that you are established to receive the product, manage the product within specifications and safely administer the product. You will be required to provide the Blood Service with the initial information in order to allow them to consider your request. You are still expected to complete the Charter as you may require supply again in the future.

How can I be confident the information I provide will be adequately protected?

You should be aware that information you provide in your Charter will be shared with your local jurisdictional health department, and where appropriate, with the Blood Service. The following privacy notification is included in the Charter:

The NBA collects this information to assess whether your organisation meets governments expectations for organisations being supplied with blood and blood products. Without this information the NBA cannot assess your application. Your local state or territory health department will also receive information about your Charter including for consultation and reporting purposes. The NBA maintains comprehensive privacy policies which set out how you can access your personal information and how you complain about a breach of the Privacy Act 1988 (Cth). (NBA privacy policy: www.blood.gov.au/privacy).

What happens in the case of life threatening orders?

If a health provider has a request of a life threatening nature, they will need to contact the Blood Service who will;

- Confirm that the request meets the definition of life-threatening situation
- Confirm that the requesting clinician is registered with the Australian Health Provider Regulation.
- Obtain the details of the requesting clinician if the request is coming from a pathology laboratory.
- Obtain verbal acknowledgement from the health provider that they have capacity to safely administer the product, and then will supply the product.

What happens if our organisation is not approved to receive product?

If your organisation is assessed as not fully meeting all expectations or meet the charter requirements, the NBA will contact you to discuss your responses. The NBA will also discuss your responses with the health department in your state or territory. It will be their responsibility to determine the supply arrangements. This may include agreeing with your assessment that a particular expectation is not relevant to your situation and that you can have ongoing supply, placing a restriction on the products to be supplied, providing additional time for you to implement improvements, or ceasing supply. We will ensure that you are aware of these decisions and give you opportunity to respond.

Is there a process in place for checking that the responses to the Charter are accurate?

This is not intended to be an audit process. Your CEO or general manager has been asked to complete and sign the Charter and it is expected this would be done accurately.

What do I do if the Blood Service is not meeting the service level expectations outlined in the Charter?

You are encouraged to provide the Blood Service with feedback on any issue as part of a feedback/complaints process.

There are three primary avenues for you to provide feedback or make a complaint.

1. BloodNet
The NBA BloodNet System has the capacity for you to enter feedback. The NBA will provide the Blood Service with details of such feedback on a daily basis.
2. Feedback directly to the Blood Service
Feedback can be provided to Blood Service by email/phone/fax/etc.
3. Blood Service Customer Satisfaction Survey
The Blood Service conducts a survey of Health Providers annually.

If you are not happy with the outcome of a complaint to the Blood Service, you can contact the NBA. The NBA will work with you and the Blood Service, and any other relevant stakeholders, to seek to resolve the problem.

Where can I get more information?

Should you have any questions or need further advice and guidance, you can contact the NBA on 13 000 BLOOD (13 000 25663) or charter@blood.gov.au