



Hepatitis B Free Volunteer Policy

2018

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Authorised by the Co-Directors of Hepatitis B Free

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This policy is based on “Working with Volunteers and Managing Volunteer Programs in Health Care Settings” by the National Health & Medical Research Council (NHMRC) and Volunteering Australia.

Executive Summary

Hepatitis B Free began as a group of volunteers connected by a shared desire to make a difference. The charity established in 2013 has been run entirely by volunteers who have generously given their time, skills, and resources. Our team now encompasses people from diverse backgrounds and professions who each enrich our organisation and enable us to have a greater impact. Volunteers will always be essential to the work of Hepatitis B Free.

This Volunteer Policy is for anyone currently volunteering with Hepatitis B Free or interested in getting started. We are committed to giving you opportunities to channel your passion into contributions that aligns with our values and areas of need. It includes information about:

- Who we are (our history, vision, main programs, and management structure)
- How you can volunteer with Hepatitis B Free
- The Volunteer Agreement

The Volunteer Agreement (page 17) outlines expectations about respect, behaviour, confidentiality and ethical photographing. It is particularly important as we work with different organisations and communities in Australia and overseas.

Please email your signed Volunteer Agreement and valid volunteer Working With Children Check (WWCC) to team.hepatitisbfree@gmail.com

We ask for all volunteers provide Agreements & WWCC every **two years**.

Without our volunteers, we would not be where we are today. Thank you for your hard work, passion and commitment!

About Hepatitis B Free

Background

Hepatitis B Free is an Australian registered tax-concession, not-for-profit charity. We are run by a group of passionate volunteers mostly based in Sydney, Australia who want to give back and make a difference. Our volunteers come from diverse backgrounds and professions, including doctors, nurses, allied health, lawyers, and students.

Hepatitis B Free was founded in 2013 by five Australian doctors and nurses. The team was led by Associate Professor Alice Lee, a gastroenterologist and hepatologist with expertise in viral hepatitis and (Margaret) Sue Huntley, a clinical researcher with a background in nursing and project management. Galvanised by their experience in remote Papua New Guinea, where they travelled on foot to vaccinate and provide basic health clinics for tribal villages, they decided to continue taking action towards addressing the huge unaddressed need of hepatitis B in resource-poor areas.

Since 2013, the charity has worked to deliver immunisations, run health outreach clinics, test and treat hepatitis B and C, and educate local health workers. We now run projects across the Asia Pacific, including Papua New Guinea, the Democratic Peoples' Republic of Korea, Myanmar and Kiribati, as well as locally in Australia.



Vision, mission and core values

Vision

To work together towards a world free of hepatitis B

Mission

To facilitate improved awareness, vaccination, testing, and life-saving treatment and care services for hepatitis B aimed at those most in need.

Goals

Our ultimate goal is the elimination of hepatitis B. This is in line by the goal set by the World Health Organization for the elimination of hepatitis B by 2030. The United Nations Sustainable Development Goal 3.3 also states that “by 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases”.

<https://sustainabledevelopment.un.org/sdg3>

Values

Partnership

We identify and collaborate with key stakeholders in each community, including health care workers, community members, Local Health Authorities and government departments.

Education

We raise awareness about hepatitis B among key high-risk groups, including in countries with high prevalence rates of hepatitis B, people with limited access to health services, and culturally and linguistically diverse communities.

We train and upskill local healthcare workers, who we believe are instrumental in providing ongoing health care to their communities. Through consultation, we provide skills and resources in areas they identify as most important.

Sustainability

We work towards making our impact long-term and sustainable, through combined efforts of education in the general community and for healthcare workers, collaboration with local partners and government, regular evaluation of our projects, and advocacy at a policy level.

Main activities

Projects

We aim to improve services to prevent, test for, and treat hepatitis B. We focus our efforts on countries where the burden of hepatitis B is high, but access to resources is limited. We focus on working with the people with the greatest need, including in rural areas and those from socioeconomically disadvantaged backgrounds.

More information can be found on our website www.hepatitisbfree.org.au

Papua New Guinea

Access to basic resources, including clean water, essential medicines and health care, in Papua New Guinea is difficult. Our first project as Hepatitis B Free began with providing immunisations and running health outreach in the Oro Province. Since then, we have also worked with the health services of a local company (New Britain Palm Oil) who operate community health posts around the provincial capital Popondetta. Our teams return each year to support health clinics and develop long-term relationships with local stakeholders.



Democratic Peoples' Republic of Korea (DPRK)

Since 2015, Hepatitis B Free has been running a program providing antiviral therapy to people living with chronic hepatitis B. The program, called **H**epatitis B **O**verview and **P**rogram to **T**rEat (HOPE), is a joint collaboration between Hepatitis B Free, a US-based charity Christian Friends of Korea, and the DPRK Ministry of Public Health. A volunteer medical team regularly returns to the DPRK to run, monitor and expand the program. This is an all-encompassing program supporting all elements of care for patients with chronic hepatitis B infection. Patients are assessed by volunteer doctors

working side by side with local physicians. This is the first time that a program has provided hepatitis B antiviral medications in the DPRK.



Myanmar

Since 2015, Hepatitis B Free has been working with non-government organisations (NGOs) in Myanmar to improve hepatitis B immunisation and access to treatment for hepatitis B. A program to treat hepatitis C (HCV) was commenced in 2017.

Australia

Whilst hepatitis B is less common in Australia, it is more common amongst Indigenous Australians and migrants from countries with high rates of hepatitis B. These groups also encounter certain challenges accessing health care, including language and cultural barriers. Hepatitis B Free regularly runs local community health events around Sydney to provide education and hepatitis B testing. These events are run by local cultural groups around Sydney, including those of the Burmese, Korean, Chinese, Iraqi, Assyrian and Aboriginal communities.



Fundraising

Hepatitis B Free relies on fundraising, donations and grants to run its projects. Major fundraising events to date have included:

- Trivia Night (2013)
- City to Surf (2014)
- *Roaring 20s* Charity Ball (2015) – raised \$12,000
- Global Giving fundraising platform (2017 – current)
- *Cocktails by the Harbour* Cocktail Night (2017) –raised \$8,000



Charity Ball (2015)

Awareness and Advocacy

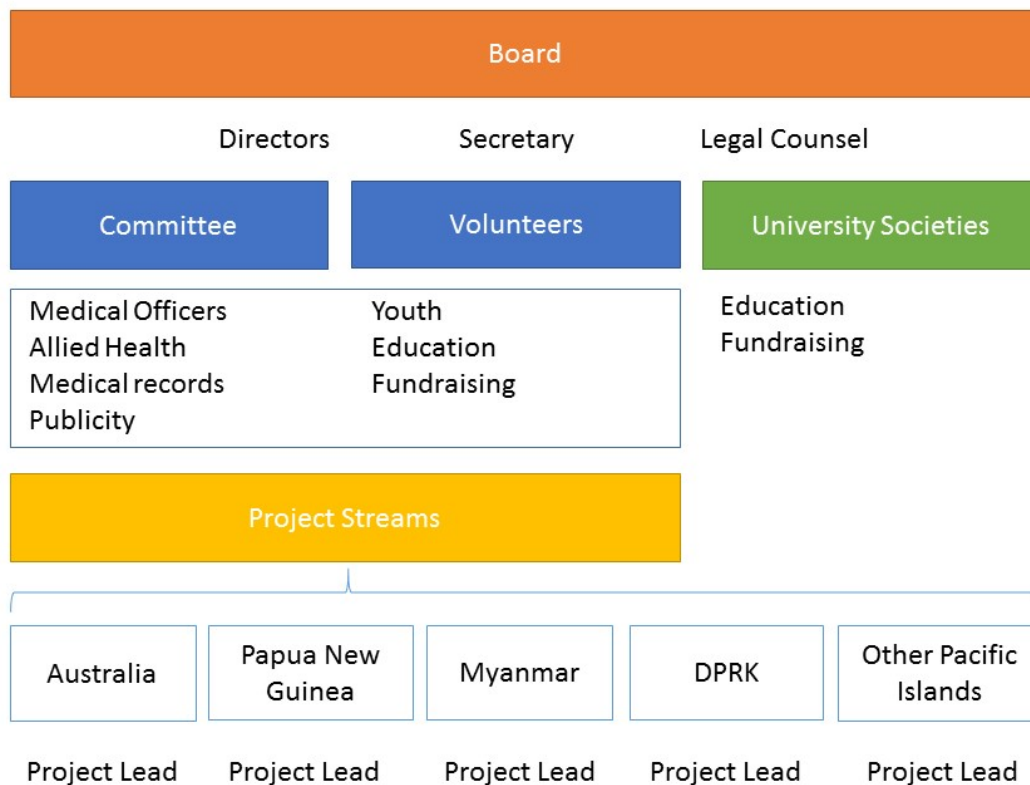
We believe education is a powerful tool to effect change. We develop educational materials for use in Australia and at our overseas project sites. Where possible, we translate these into languages appropriate for the local context.

Locally, we also educate the general public through our community events, through social media, and through the university student societies. Our previous social media campaigns include World Immunisation Week (2016) and World Hepatitis Day (2015, 2016, 2017). We support the global movement, “No Hep”, an initiative raising awareness to eliminate hepatitis B by 2030.

Management structure

The Board is led by the Co-Directors and oversees the vision and the major activities of Hepatitis B Free. The Committee consists of volunteers who demonstrated active commitment and are appointed to a specific role or project. Each country project (Australia, Papua New Guinea, Myanmar, DPRK, Other Pacific Islands) is facilitated by a country lead(s) on the Committee. Our wider network of volunteers assist on projects or events, depending on their individual skillsets and time commitments.

There are Hepatitis B Free student societies at the University of New South Wales (est. 2014) and the University of Sydney (est. 2015). They operate independently but are supported by the Board and Committee of Hepatitis B Free, and student members are welcome to volunteer at Hepatitis B Free events.



Being a volunteer

Why volunteer?

Volunteers will always be essential to our work; they are the heart and soul of this organisation. We are committed to providing support to our volunteers to ensure that:

- Their contribution is **meaningful** and **impactful**
- They can have a positive experience with our organisation
- Our organisation grows and thrives from the investment of time and resources that we make for our volunteers

Benefits of volunteering with Hepatitis B Free include:

- **Personal and professional development**, including learning new skills
- **Social networks**, join a community of like-minded people from diverse backgrounds
- **Meaningful contribution**, most volunteers have direct and hands-on roles, particularly as we are a small organisation
- **International opportunities**, including working on programs running in our overseas sites and joining overseas volunteer trips
- **Opportunity for long-term involvement**: many of our volunteers have been involved for years, allowing them to build personal and professional relationships, gain experience and skills, and attend overseas trips

Volunteer support

- Co-Directors are responsible for major decisions, present and future direction of our programs, and the interests and wellbeing of our members.
- The Secretary is responsible for managing communication with all members of Hepatitis B Free, notices of General Meetings, reimbursements/invoices
- The Project Manager Assistant is responsible for day to day volunteer management, including induction and maintaining documentation (Working With Children checks, code of conduct and confidentiality agreements)

Any concerns about volunteer welfare should be raised with the Co-Directors of Hepatitis B Free.

Volunteer roles and responsibilities

What can volunteers do?

Meetings

- Meetings are a typical entry-point for volunteers: to get to know our community, hear about our work, and discuss opportunities to get involved
- All volunteers are encouraged to attend Hepatitis B Free General Meetings
- Newcomers are always welcome!
- Meetings are usually held on Friday evenings/Sunday mornings
- Notices are sent by the Secretary

You don't have to have any specific experience to volunteer with us! As a general guide, we are always looking for volunteers with the following skills:

- Medical/nursing
- Grant Writing
- IT (website, medical records)
- Publicity
- Fundraising
- Legal Assistance
- Accounting/Finance

If you're interested in any of these areas, or if you have another skillset that's not listed here, please get in contact with us.

There are several opportunities for volunteers to get involved locally (in Australia) or on our overseas projects (including attending overseas trips), which you can read about in the next section:

Local community testing events

Whilst hepatitis B rates is generally uncommon in Australia, migrants from overseas countries (especially the Asia Pacific and Sub-Saharan Africa) and Aboriginal and Torres Strait Islander Australians are known to have higher rates.

We work with Cultural and Linguistically Diverse (CALD) communities to provide education and hepatitis B testing. As of 2017, we have worked with Korean, Chinese, Burmese, Lebanese, Assyrian, Iraqi and Aboriginal communities in Sydney. We hope that engaging with communities and offering free testing can raise awareness about hepatitis B. This is a simple finger-prick test, results are available in 10-20 minutes.

Tests are only conducted by a doctor or nurse.

If patients have a positive test, we can link them with services to be monitored or treated. This project is part of a pilot study into the prevalence of hepatitis B in at-risk CALD communities using point-of-care testing (approved by the Sydney Local Health District Human Research Ethics Committee).

Roles and Skills

Volunteers are essential for these testing days to run smoothly and successfully. You don't have to be a doctor/nurse to help out – we need volunteers to set up the stall, communicate with people at the event, and help organise consent forms. These events are one of the simplest ways for volunteers to get involved with Hepatitis B Free! Required training is provided.

Task	Useful skills	Necessary skills
Point-of-care testing for hepatitis B	N/A	Doctors/nurses only
Recruiting people, assisting with documentation and giving out health resources	Languages other than English; good verbal communication	N/A
Photography	Photography experience	N/A
Post-event report	Good written communication	N/A
General set up, operations and administrative tasks	N/A	N/A

What to do?

- Provide a **signed Volunteer Agreement & WWCC**
- RSVP to the Secretary before the day (email)

We encourage all new volunteers to attend a general Hepatitis B Free meeting prior to, or after, attending a community testing event. This is to foster a sense of inclusion and continuity between the organisation Hepatitis B Free and our network of volunteers.

Publicity

Publicity is essential to raise awareness about hepatitis B and our work. Hepatitis B Free maintains an active social media presence, mostly on Facebook, as well as Instagram and Twitter. Our website is regularly updated with blog posts, trip reports, and project updates. We also developed social media advocacy campaigns including the “No Hep” World Hepatitis Day 2016 video – so there is plenty of room for creativity!

Roles and skills

- Maintaining active presence on social media (Facebook, Twitter, Instagram)
- Updating the website (e.g. publishing trip reports, project updates, blog posts)
- Developing advocacy campaigns for international health ‘days’ (such as World Hepatitis Day, World Immunisation Week, World Health Day)
- Creating videos about our work
- Seeking external publicity opportunities in local media

Task	Useful skills
Social media	Social media promotions (Facebook, Instagram, Twitter)
Website design	Design: Wordpress; website design Content: good written communication
Media releases	Journalism, public relations
Other	Graphic design; photography; video editing

Expected Commitment

The publicity workload consists of a mixture of one-off tasks (such as publishing trip posts on the website blog), as well as ongoing regular duties (such as managing the Facebook page). Some tasks will have short deadlines. Volunteers can indicate how much they are able to help out and the platforms (e.g. Facebook, Website) they are interested in being involved in. It is easiest to manage publicity with a small, committed working group.

If you are interested in volunteering in publicity, please email
carrie.hepatitisbfree@gmail.com.

University societies

Student volunteers are an incredibly valued part of Hepatitis B Free. As of 2018, there are student societies at the University of New South Wales, and the University of Sydney. Students raise awareness and fundraise towards nominated causes, volunteer at local community events and on advocacy campaigns.

Student societies have their own committees and run their activities independently (elections, activities, finances), with support from the charity committee. Students also represent Hepatitis B Free and there are opportunities to get involved with activities outside the university, such as community testing days (pg 10) and, having demonstrated commitment, overseas trips (pg 14). We require **signed Volunteer Agreements & WWCC** from students who are volunteering at these testing days. For students involved only in on-campus activities, Agreements are not required.

For information about university societies, please get in touch directly:

University of New South Wales hepatitisbfreeunsw@gmail.com

University of Sydney usydhepbfree@gmail.com



Student volunteers from Hepatitis B Free University of New South Wales (UNSW)

Overseas programs



Hepatitis B Free sends volunteer teams each year to our overseas project sites in Papua New Guinea, the Democratic Peoples' Republic of Korea, Kiribati and Myanmar. These trips are vital to build relationships with local partners, and expand projects such as immunisation, testing, treatment and education. These trips are incredibly rewarding and challenging. They can be physically uncomfortable, with volunteers working long days in hot/humid or cold conditions. However, volunteers come away with deeper insight into health and cultural issues, relationships with local partners and fellow team members, and unique memorable experiences.

Who can attend?

Each overseas trip has unique objectives and requires different volunteer skillsets. Typically, medical teams consist of doctors, nurses, allied health professionals and students. Non-medical volunteers also attend trips and assist with logistical and administrative work. The size of the team on each trip differs, usually depending on transport logistics.

Volunteers who show significant commitment to Hepatitis B Free – such as attending meetings, local events, assisting with project tasks – are prioritised in coming on trips. In the 3-6 months prior to a trip, volunteers attending the trip are expected to regular meetings and equipment packing days. Whilst there isn't a formal application process, the Co-Directors are responsible for overseeing the selection of the volunteer team to ensure the trip runs as smoothly and effectively as possible.

Logistics

Volunteers are expected to cover the costs of attending the trip, including flights, accommodation, food and local transport. Costs vary depending on the trip length and sites visited. Where possible, approximate costs will be provided but unexpected additional costs may be incurred.

Safety is the first priority for all of our team members. We plan each trip thoroughly to ensure volunteers are safe and secure, and this is one of the strengths of developing long-term relationships with local partners. If there is a new security threat arises, it is taken very seriously. The Co-Directors and the volunteer team members make careful decisions about whether a trip should go ahead. The Co-Directors are always happy to speak with volunteers and their family members about any concerns about safety, and explain how we manage risk.

All volunteers are required to ensure that their vaccinations are up to date. Depending on the trip location, (e.g. Papua New Guinea), volunteers are required to take steps to prevent mosquito-borne diseases (insect repellent, malaria chemoprophylaxis, bed nets, long-sleeve clothing).

Cultural sensitivity is also very important for our overseas trips. When visiting some communities, volunteers will be asked to wear appropriate clothing.

Volunteer documentation

Volunteers are the heart and soul of this charity. We ask our volunteers to help us uphold the values of Hepatitis B Free at all times – including online, media, or face-to-face. This is especially important as we collaborate with various individuals, communities and organisations.

The Volunteer Agreement covers issues regarding Code of Conduct (including anti-discrimination), Ethical Photography, and Confidentiality. We ask that all volunteers provide signed copies every **two years**.

Kindly email signed copies of the Volunteer Agreement (attached) and valid WWCC to team.hepatitisbfree@gmail.com

Working With Children Checks (WWCC) can be applied at no cost for volunteers in New South Wales. They are valid for **five years**. To apply, please visit: <https://www.service.nsw.gov.au/transaction/apply-working-children-check>.

Can volunteers be reimbursed?

Volunteers will not be paid or compensated for participating in our programs. Volunteers may be reimbursed for purchases made for Hepatitis B Free programs **only** with prior discussion with the Co-Directors, and supported by an email and submission of receipts.

Privacy Rights for Volunteers

Personal information of volunteers (such as names, email addresses, contact numbers) will be stored on a database to help us communicate with volunteers for purposes such as meeting notices, activities, and documentation. These details will be kept private, not used for commercial reasons, stored in Australia and will not be shared with external parties without consent of the individuals. If at any time you would like your information to be changed, corrected or removed, please contact the Secretary.

Volunteers travelling overseas may be asked to provide further information such as emergency contacts. These are necessary to be allowed to attend overseas trips.

Breaches in the Volunteer Agreement

Any concerns about breaches of code of conduct or confidentiality should be communicated with the Co-Directors, who will determine any further necessary steps, such as discussion with the persons involved.

Volunteer Agreement

I understand that I am applying for a volunteer position and therefore agreeing to use my time, skill and expertise on a volunteer basis, without compensation of any kind (monetary or otherwise). A volunteer relationship in no way constitutes a relationship of employment, partnership, principal or contractor with Hepatitis B Free. I understand that all volunteers are bound by the policies and procedures of Hepatitis B Free.

Code of Conduct¹

Hepatitis B Free is committed to creating a safe and inclusive culture for all volunteers and staff. Hepatitis B Free has zero tolerance for any form of bullying, harassment or discrimination.

As a volunteer, I will:

1. Treat all people, including fellow volunteers and members of the public, with courtesy and respect, and with due sensitivity to the needs of people from different backgrounds and cultures.
2. Avoid any form of discrimination on the basis of race, sex, marital or domestic status, disability, homosexuality or transgender status, age, and carer responsibilities, as outlined by the *Anti-Discrimination Act 1977 (NSW)*.
3. Behave in a professional manner when carrying out volunteering duties.
4. Adhere to a dress code appropriate for the work/activity being undertaken, including complying with local culture or customs of the communities Hepatitis B Free works with.
5. Understand that as a volunteer, I am also representative of Hepatitis B Free. I will do my best to uphold its values and avoid behaviour that reflects poorly on the image of Hepatitis B Free, including in personal interactions and/or activities on social media.

Ethical Photography²

This is to protect the dignity and privacy of the communities whom we work with, especially important when dealing with sensitive and confidential medical issues.

Before Photographing:

- Always obtain consent from the subject of the photo, especially for close-up photos
- Respect their wishes if they decline a photograph, with or without a reason
- Be respectful of the cultural values and wishes of the individual subject
- Only photograph a medical condition such as an injury or infection if there is a clear purpose for the photo after its capture. (For example, showing the condition to a specialist who can advise possible treatment/provide further information.)

¹ Adapted from: NSW Health Code of Conduct:

http://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2015_049.pdf, accessed 14/5/17

² Adapted from: Unite for Sight. *Ethics and Photography in Developing Countries*.

<http://www.uniteforsight.org/global-health-university/photography-ethics>, accessed 4/1/14.

- Do not take photos of patients' ailments simply for interest or fascination, as this is disrespectful to the dignity of the patient. These photos are for medical purposes and not for commercial publication.
- Have a clear and honest motive for shooting a particular frame:
 - To inspire hope and understanding
 - To expose wrongdoing or neglect
 - To advocate awareness of a community/health issue
 - To capture and express the character of a willing individual
 - Note: It is not acceptable to use the photographs simply to harness pity. Using photographs to elicit feelings of guilt in a potential donor is dehumanising and disrespectful to the subject of the frame.
- Do not bribe subjects to feign despair, anger or other emotions to establish a false emotional pitch in our photographs. Instead aim to capture honest emotions and moments in life.

Taking the photograph:

- Aim to position the frame of the photograph so that only the part of the body associated is captured, without revealing the face or other identifying features. This is to respect the privacy and confidentiality of the patient.
- Do not photograph private areas of the body such as genitalia or breasts.
- Do not allow photographs to interfere with the quality or privacy of a medical consultation or examination. For example, during an eye examination, photos can be taken from behind the subject to show the health worker's face and avoid distracting the patient.
- Be humble, considerate and respectful, especially during private moments of grief. If required, take the photo from afar without being intrusive.

After photographing:

- Use the photos to raise public awareness and not to exploit public sympathy.
- Do not publish our photos for commercial purposes.
- Do not publish photos which portray a patient as particularly vulnerable, or their suffering/pain in a way that is degrading or dehumanising.
- If required, carefully and faithfully edit photographs to blur out the face of a subject to protect their privacy and dignity.
- Do not manipulate our photographs in a way that misrepresents the original scenario.

Confidentiality

As a volunteer and representative of Hepatitis B Free, I may receive material from Hepatitis B Free, Vendors (not identified at time of this agreement), and Charity Partners that may contain confidential materials, including but not limited to memos, emails, data collection, protocols, proposed activities, and/or have discussions of a confidential nature regarding current, potential or future projects. As such I acknowledge and agree that the materials I may receive

and any discussions, with respect to Hepatitis B Free related activities and any potential future work, will remain confidential and represent the privileged, proprietary, and confidential property of the Hepatitis B Free and/or their Partners.

I agree, therefore, to keep strictly confidential the information contained in any materials, as well as all future materials regarding ongoing activities and will not disclose any such information to any third party or use the same for any purpose other than approved by the Directors or Committee Members of Hepatitis B Free.

I acknowledge and agree that any such materials are provided for the sole purpose of allowing me to assist Hepatitis B Free and/or evaluate potential projects and will allow me to determine Hepatitis B Free's interest and capacity in participation and for the purpose of review and internal management of these projects.

Copies of these materials may be distributed on a limited and absolute need-to-know basis only with Hepatitis B Free Team. All materials, including copies of materials, will be returned to the Hepatitis B Free should no further discussion move forward, or destroyed upon completion of the protocol, except for materials which are required by law to retain.

Should I elect not to participate in further discussions or any of the proposed projects, I will immediately return all materials to Hepatitis B Free.

I understand and agree to the terms of the Volunteer Agreement:

Signature

Date

Full Name, Printed

**Kindly sign and email to team.hepatitisbfree@gmail.com
Hepatitis B Free Volunteer Agreements are valid for two years.
Please also provide a valid volunteer Working With Children Check.**