

Bone Marrow Transplant Program (BMTP)

Guidelines

March 2021

A COMPONENT OF THE HAEMOPOIETIC PROGENITOR CELL PROGRAM

This guide is intended for the information of those who may apply for, be assisted by, participate in and/or administer the BMTP.

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Table of Contents

1. Introduction.....	4
1.1. Bone Marrow Transplant Program summary	5
1.2. Background information	5
2. BMTP application process	5
2.1. Eligibility.....	5
2.2. Method of Application.....	7
2.3. Assessment Process.....	8
2.4. Confidentiality	8
2.5. Subsequent Applications	8
2.6. Retrospective Applications	8
3. Financial Assistance	9
3.1. Unrelated Donors (Courier costs).....	9
3.2. Related Donors	10
3.3. Carers.....	Error! Bookmark not defined.
3.4. Cancellation fees.....	10
3.5. Time Limit on Claims.....	11
4. Appeals Process	11

Appendices

1. Excerpt from the Health Insurance Act 1973 – definition of an ‘Australian Resident’	12
2. BMTP Patient Privacy and Consent Information Sheet.....	13
3. BMTP Courier Expenses Information Sheet	15
4. BMTP Related Donor Information Sheet.....	18
5. BMTP Vendor Privacy Information Sheet.....	21

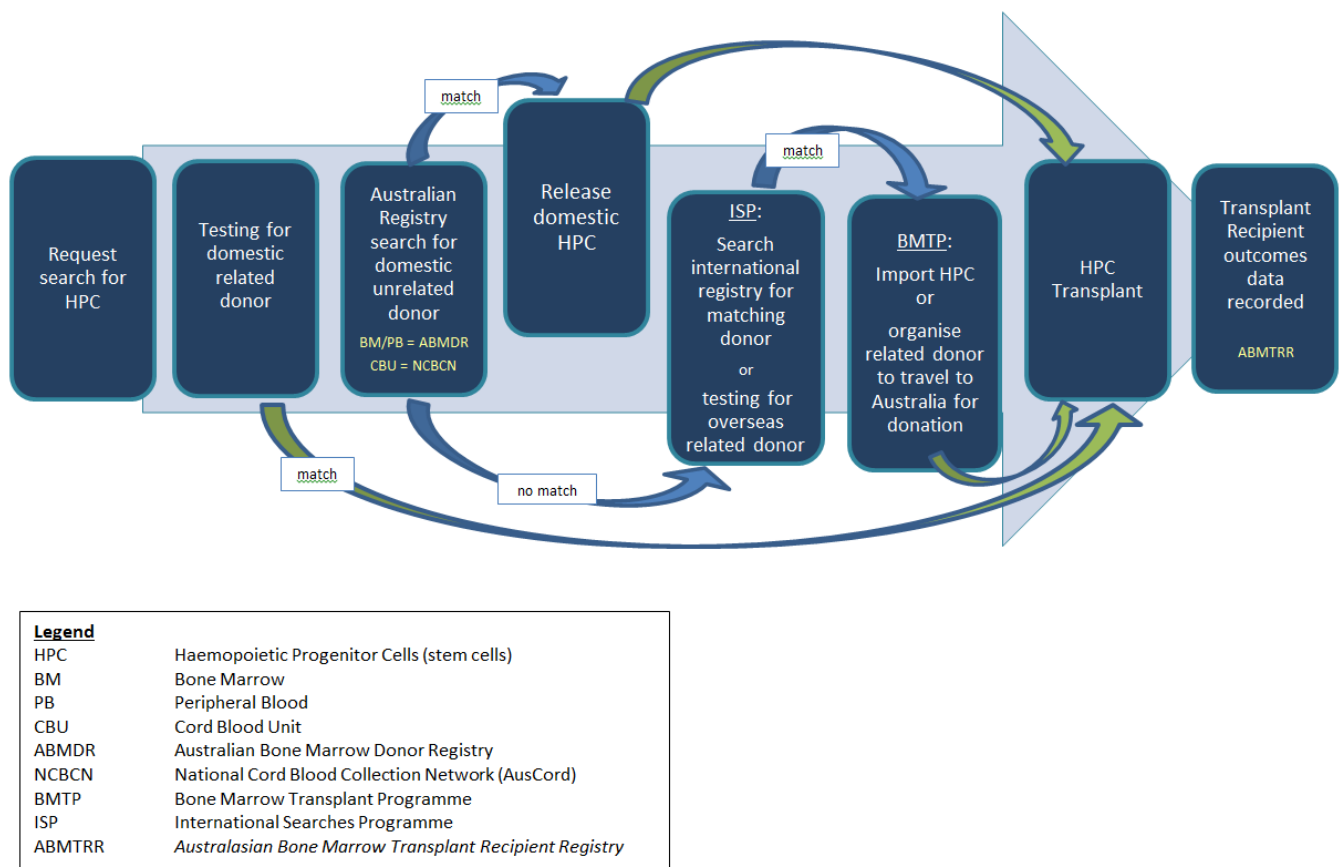
1. Introduction

The Haemopoietic Progenitor Cell Program (HPCP) is an initiative of the Australian Government with the objective of improving Australians' access to life saving therapeutic transplants. The HPCP comprises the:

- International Searches Program (ISP), administered by the Australian Bone Marrow Donor Registry (ABMDR); and the
- Bone Marrow Transplant Program (BMTP), administered by the Department of Health.

When cord blood units are used for transplants, these are funded by all Australian governments.

The diagram below provides an overview of program linkages:



1.1. Bone Marrow Transplant Program summary

The Department of Health, on behalf of the Australian Government, assists approved applicants to access internationally sourced bone marrow, stem cells or umbilical cord blood (known collectively as haemopoietic progenitor cells, or HPC) for transplants, via the BMTP, if a suitably matched Australian resident donor is not available.

BMTP funding covers the cost of collecting and transporting HPC from an overseas resident donor, or the travel expenses of a related donor to come to Australia for donation.

1.2. Background information

HPC transplantation is the process of taking stem cells from the bone marrow, peripheral blood or umbilical cord to re-infuse into patients with haematological or immune system conditions. Transplantation typically occurs following high doses of chemotherapy and/or radiation therapy which has destroyed the bone marrow, or due to a bone marrow defect associated with an immune condition.

The preferred source of HPC is from a compatible family member; however only one in three patients is likely to have a family match. The remaining patients rely on the ABMDR to find a compatible donor. If a suitable matched donor cannot be found within Australia, a search of international bone marrow and cord blood registries is conducted by the ABMDR under the ISP. If the international search is successful, financial support under the BMTP is applied for by the treating hospital to collect and transport HPC to enable transplantation to occur.

2. BMTP application process

2.1. Eligibility

All applications for financial assistance are assessed for both administrative and medical eligibility. The eligibility criteria for the BMTP are outlined in the table below.

Administrative criteria	<ul style="list-style-type: none">• Applicant must be a permanent resident of Australia, as defined in the <i>Health Insurance Act 1973</i> (see <i>Appendix 1</i>).• Applicant must be eligible for enrolment under Medicare.
Medical criteria	<ul style="list-style-type: none">• A suitable matched source of HPC is not available in Australia.• The treatment must be life-saving and potentially curative for the applicant.• There must be a real prospect of success for the applicant.• The treatment must be accepted as a clinically appropriate form of treatment for the patient's condition by the medical profession.

The conditions and diseases for which HPC transplantation is an accepted treatment modality are outlined in the table below. This list was developed in consultation with the ABMDR Scientific Expert Advisory Committee and Departmental Medical Officer (MO).

Applications for patients with conditions not listed will be assessed on a case-by-case basis for medical eligibility. The final decision as to what conditions or diseases are eligible for BMTP assistance is determined by the MO.

Standard Medical Conditions which automatically meet Medical Eligibility Criteria:

Criteria reference	Condition and associated diseases
1	Chronic Myeloid Leukaemia (CML)
2	Chronic Lymphocytic Leukaemia (CLL) limited to <ul style="list-style-type: none"> • Chronic Lymphocytic Leukaemia • Small lymphocytic leukaemia • Richter Syndrome (transformed CLL or SLL) • X Linked Lymphoproliferative Disorder
3	Acute Leukaemia limited to <ul style="list-style-type: none"> • Acute Lymphocytic Leukaemia (ALL) <ul style="list-style-type: none"> ❖ All derivatives of the above • Acute Myelogenous Leukaemia (AML) <ul style="list-style-type: none"> ❖ All derivatives of the above
4	Myelodysplastic Syndrome/Myelodysplasia (MDS)
5	Myeloproliferative Disorders/Neoplasms all derivatives of the above
6	Myeloma
7	Hodgkin's Disease/Lymphoma <ul style="list-style-type: none"> • all derivatives of the above
8	Non-Hodgkin Lymphomas <ul style="list-style-type: none"> • all derivatives of the above
9	Lymphoproliferative Disorders limited to <ul style="list-style-type: none"> • Hairy Cell Leukaemia (HCL) • Splenic Marginal Zone Leukaemia • Burkitt's Lymphoma • Lymphoblastic Leukaemia • Variants of Mantle Cell Lymphoma (MCL) • Waldenstrom's Macroglobulinemia (WM)
10	Severe Aplastic Anaemia (AA)
11	Renal Cell Carcinoma
12	Paroxysmal Nocturnal Haemoglobinuria (PNH)
13	Immunodeficiency Diseases limited to <ul style="list-style-type: none"> • Severe Combined Immunodeficiency (SCID) • T-cell deficiencies • IPEX Syndrome • CD40 Ligand deficiencies • Wiskott Aldrich Syndrome (WAS) • X-linked Lymphoproliferative Disorder • Haemophagocytic Disorders – ambiguous – refer to MO • Chediak Higashi Syndrome • Familial Phagocytic Lymphohistiocytosis • Chronic Granulomatous Disease
14	Inherited Metabolic Disorders limited to <ul style="list-style-type: none"> • Hurler's Syndrome • Krabbe Disease • X-linked Adrenal Leukodystrophy (X-ALD) • Gaucher Disease

15	Marrow Failure Syndromes of Restricted Lineage limited to <ul style="list-style-type: none"> Fanconi Anaemia (FA) Diamond-Blackfan Shwachman-Diamond syndrome Severe Congenital Neutropenia Congenital Amegakaryocytic Thrombocytopenia (CAMT)
16	Pure Red Cell Aplasia/Blackfan Diamond Syndrome (BDS)
17	Congenital Dyserythropoetic Anaemia (CDA)
18	Severe Inherited Platelet function Disorders limited to <ul style="list-style-type: none"> Glanzmann's Thrombasthenia Bernard Soullier Syndrome (BSS) Wiskott Aldrich Syndrome (WAS) <p>Others not listed are to be referred to MO.</p>
19	(Alpha or Beta) Thalassaemia Major
20	Sickle Cell Disease
21	Osteopetrosis (including Malignant Infantile Osteopetrosis)

*Note: any **Condition and associated diseases** that sits outside the approved condition list will need MO approval.*

ADDITIONAL PARAMETERS

- Repeats beyond the second application
- Marginal benefit application (survival at 12 months with/without treatment is $\leq 5\%$).

2.2. Method of Application

Applications must be submitted using the BMTP *Application for Funding form*, which can be obtained from the BMTP Coordinator at the Commonwealth Department of Health or via the BMTP website, <https://www.health.gov.au/initiatives-and-programs/haemopoietic-progenitor-cell-program>.

With the consent of the patient, the treating hospital's Bone Marrow Transplant Coordinator and/or the applicant's treating physician will complete this form on behalf of the patient.

Completed applications can be faxed to the BMTP Coordinator at the Department of Health on (02) 6289 5122 or scanned and emailed to the BMTP inbox at:

Bone.Marrow.Transplant.Program@health.gov.au.

Notification of formal approval of the BMTP application **must be received via email** from the Department of Health before making any arrangements that will incur costs, including:

- donor travel to Australia;
- ordering cord blood units;
- sending a matched donor for further tests or a work up prior to donation; or
- arranging for HPC to be couriered to Australia either by commercial courier, shipper, or via a courier from Australia.

2.3. Assessment Process

All applications are treated as urgent. Application assessment takes place and is completed within three (3) working days from the receipt of all required information.

If further clarification of personal or medical information is required for assessment purposes, the Department may consult the relevant Bone Marrow Transplant Hospital Coordinator or the applicant's treating physician.

The outcome of each application assessed is notified to the treating hospital or physician who applied on their patient's behalf. An unsuccessful applicant, or their treating physician, may contact the Department of Health to request a review of the decision. Refer to *Section 4: Appeals Process* for further information.

2.4. Confidentiality

The applicant's personal and medical information may be provided to the MO and the Medicare Enrolments Office of the Australian Government Services Australia to confirm eligibility for BMTP assistance. Details of all applications will be treated in accordance with the requirements of the *Privacy Act 1988 (Cth)*.

During the assessment process, the MO may need to discuss the application with the applicant's nominated treating physician and/or other expert sources of advice as deemed appropriate in assessing the application.

The BMTP Patient Privacy and Consent Information sheet (at *Appendix 2*) provides details to patients regarding the collection and use of their medical and personal information, as outlined above. The information sheet must be provided to patients by the treating hospital to assist in informing patients.

Receipt of a completed application form confirms patient consent to the provision of their personal and medical information to the appropriate parties, for the purpose of determining patient eligibility for funding, should this be required.

The patient is able to access the information that the Department of Health stores on their behalf through the *Freedom of Information Act 1982 (Cth)*. Should the patient or legal guardian wish to see the information the Department holds they can submit a written request to the Department of Health's Freedom of Information Coordinator. More information can be found at <http://www.health.gov.au/internet/main/publishing.nsf/Content/foi-about>

2.5. Subsequent Applications

One application is required per transplant. Should the patient require subsequent HPC transplant treatment from an international source, a further BMTP application for funding must be submitted (*refer 2.2 Method of Application*).

2.6. Retrospective Applications

Retrospective applications for assistance under the BMTP may be approved by the Department, but only where:

- the application has met all criteria for funding; and
- the treating hospital provides a satisfactory written explanation as to why the application was not lodged prior to the costs being incurred.

3. Financial Assistance

An approved BMTP application for funding will cover:

- the cost of collecting and transporting HPC to Australia; or
- travel expenses for a donor traveling to Australia to provide HPC; and
- further agreed costs as outlined in these guidelines.

Reimbursement of eligible expenses will only occur upon receipt of a completed claim with appropriate documentation attached. This documentation could be either hard copies or electronic copies of:

- tax invoices or receipts;
- credit card/bank statements or where receipts are not available;

3.1. Unrelated Donors (Courier costs)

HPC's can be brought to Australia by either using a courier company or a courier arranged by the treating hospital. If a courier from the treating hospital is used, they can be reimbursed for the following expenses:

- (a) single return airfare, representing best value fare of the day;
- (b) reasonable travel expenses incurred within Australia (eg. taxi/Uber fares to and from the airport and passport/visa fees);
- (c) reasonable travel expenses incurred in the destination country (eg. taxi/Uber fares to and from the airport to the hotel, taxi fares from the airport or hotel to the place of retrieval);
- (d) reasonable accommodation cost for two (2) nights for one person only, at equivalent to a 3-4star rated hotel (approval from the Department **must** be sought if accommodation is required for additional nights or a hotel rated above 4 stars, and will only be granted if a requirement is satisfactorily demonstrated).

A Courier Expenses Information Sheet can be found at **Appendix 3**.

Example 1

Michelle requires a HPC transplant, however no suitable match can be found in Australia. A suitable match is found in Germany and a courier is arranged to transport the HPC's to Australia for transplant. Through a registered travel agent, the courier books the best fare of the day, an economy flight from Germany to Sydney Australia. Two nights' accommodation is booked in a 4 star hotel, best value rate of the day of \$180 per night, in close proximity to the transplant hospital.

¹ Evidence is required to substantiate that flights were the best value fare of the day otherwise reimbursement may only be made at economy level.

3.2. Related Donors

When a donor travels to Australia for the purposes of donation to a family member, funding is provided for the following:

- (a) single return best value airfare from country of residence to where the donation is to be made;
- (b) reasonable travel expenses incurred within the country of residence (eg. taxi/Uber fares to and from the airport and passport/visa fees). If accommodation is needed within the country of residence, pre-approval **must** be sought from the BMTP first;
- (c) medical expenses incurred within the country of residence for Visa purposes only (eg. blood tests or x-rays for visa);
- (d) reasonable travel expenses incurred within Australia (taxi/Uber fares to and from the airport);
- (e) fares to and from hospital within Australia, only when visits are directly related to the transplant procedure;
- (f) travel insurance;
- (g) daily living allowance of \$40 AUD whilst in Australia for the purpose of donation; and
- (h) an accommodation allowance, best value rate equivalent to 3-4 star rated hotel, if the donor is unable to stay with family whilst in Australia for the purpose of donation.

Please note: Overseas medical expenses such as pre-donation workup costs, including blood tests or x-rays, will NOT be covered under the BMTP.

A Related Donor Information Sheet can be found at **Appendix 4**.

Example 2

George requires a HPC transplant. His brother Arthur who is located in England, UK, has been found to be a compatible match. Arthur books an economy flight, which is the best value fare available on the day, from Heathrow UK to Melbourne Australia. Arthur is unable to stay with George during the donation process. Arthur books accommodation in a 3 star hotel, best value rate of \$150 per night, in close proximity to the transplant hospital.

3.3. Carers

If the related donor has a disability they may be accompanied to Australia by a carer if this requirement is supported by a letter from their physician. The carer is entitled to reimbursement for travel expenses similar to those claimed by the donor.

Where the related donor is the sole carer for a dependent, and is unable to make arrangements for the care of the dependent, they can consult with the Department to agree upon a solution for the required donation. Such consultations will be considered on a case by case basis.

3.4. Cancellation fees

Should an approved applicant's health circumstances change, any cancellation fees for unused donor material, work ups or donor/courier airfares will be reimbursed. Relevant invoices and an explanation of the circumstances will need to be provided to the Departmental BMTP Coordinator within a reasonable time of the fees being incurred (up to three month) for processing.

3.5. Time Limit on Claims

All claims for reimbursement are to be made, and the required information supplied to the Departmental BMTP coordinator, within three (3) months from when the expenses were incurred to ensure timely reimbursement. Should any claim fall outside this timeframe, they will be considered on a case by case basis.

4. Appeals Process

An unsuccessful claimant may contact the Department to request a review of the decision. The appeal needs to be received by the Departmental BMTP Coordinator within three months of the date of the initial decision, and should be supplied in a signed written statement from the claimant.

Appeals regarding patient **eligibility** are considered by a panel including the MO. A recommendation will be provided to the First Assistant Secretary of the Technology Assessment and Access Division of the Department who will then determine the outcome.

Appeals regarding **payments** are considered by a panel. A recommendation will be provided to the Assistant Secretary of the Office of Health Technology Assessment Policy Branch of the Department who will then determine the outcome.

Excerpt from the *Health Insurance Act 1973*: Definition of 'Australian Resident'

4.1.1. The applicant must be a resident of Australia, as defined in the Health Insurance Act 1973, and eligible for enrolment under Medicare, i.e.

Australian resident means a person who resides in Australia and who is:

- (a) An Australian citizen; or*
- (b) A person who is, within the meaning of the Migration Act 1958, the holder of a permanent visa; or*
 - a. A person who has been granted, or who is included in, a return endorsement or a resident return visa in force under the Migration Act 1958; or*
- (c) A New Zealand citizen who is lawfully present in Australia; or*
- (d) A person (not being a person referred to in paragraph (a), (b), (b)a or (c)) who is lawfully present in Australia and whose continued presence in Australia is not subject to any limitation as to time imposed by law; or*
- (e) A person who:*
 - i. Is, within the meaning of the Migration Act 1958, the holder of a temporary visa; and*
 - a. Is not covered by regulations made under subsection 6A(1); and*
 - ii. Has applied for a permanent visa under that Act and the application has not been withdrawn or otherwise finally determined; and*
 - iii. Has not, both:*
 - A. On or after the commencement of this paragraph, made an application for a protection visa under that Act (whether or not the person has applied for any other visa), other than an application that has been withdrawn or otherwise finally determined; and*
 - B. Whether before or after the commencement of this paragraph, made an application for a parent visa under that Act (whether or not the person has applied for any other visa and whether or not the application for the parent visa has been withdrawn or otherwise finally determined); and*
 - iv. Has not, whether before or after the commencement of this paragraph, made an application for a parent visa under that Act (whether or not the person has applied for any other visa), other than an application that has been withdrawn or otherwise finally determined; and*
 - v. In respect of whom either:*
 - A. Another person, being the person's spouse, parent or child (each having the same meaning as in the Migration Act 1958), is an Australian citizen or the holder of a permanent visa under that Act; or*
 - B. An authority to work in Australia is in force.*



Australian Government
Department of Health

Bone Marrow Transplant Program (BMTP) Patient Privacy & Consent Information Sheet

Why we require your personal and medical information:

The Department of Health (the Department) is collecting your personal information (including medical information) from your doctor or Bone Marrow Transplant Coordinator for the purpose of determining eligibility for funding and to administer payments of financial assistance under BMTP. All information will be treated in accordance with the requirements of the *Privacy Act 1988 (Cth)*. If you agree, your doctor or Bone Marrow Transplant Coordinator will certify your funding application to say that you have been informed of the collection, use and disclosure of your information by the Department, and that you understand and give consent for this to occur.

Where we may collect your information from:

The Department will collect your personal information from the following entities when your application for funding is received, when your application is being assessed and when we receive invoices pertaining to your treatment:

- The hospital's Bone Marrow Transplant Coordinator
- Your physician or specialist
- The Department of Human Services (Medicare)
- Australian Bone Marrow Donor Registry
- Overseas third parties (cell collection and/or shipping companies)

Who sees your personal and medical information:

Your personal information may be disclosed to the Department of Human Services' Medicare Enrolments Office to verify that you are eligible for Medicare services. During this assessment process, a Departmental MO, may need to disclose details of your application to your doctor and/or other medical experts.

What happens if you do not agree to your information being collected by the Department:

If you do not agree to your doctor or Bone Marrow Transplant Coordinator disclosing your personal and medical information to the Department, the relevant Departmental officer will not be able to assess eligibility for funding under the BMTP.

Further information:

If you have any concerns with the management of your personal and/or medical information, please contact the BMTP Coordinator on (02) 6289 5122 or email to Bone.Marrow.Transplant.Program@health.gov.au.

The Department of Health has an APP privacy policy which you can read at <http://www.health.gov.au/internet/main/publishing.nsf/content/privacy-policy>. You can obtain a copy of the APP privacy policy by contacting the Department using the contact details set out above. The APP privacy policy contains information about:

- how you may access the personal information the Department holds about you and how you can seek correction of it; and
- how you may complain about a breach of the Australian Privacy Principles or registered APP Code that binds the Department and how the Department will deal with such a complaint.

The Department is unlikely to disclose your personal information (including medical information) to an overseas recipient.



Australian Government

Department of Health

Bone Marrow Transplant Program (BMTP)

Courier Expenses Information Sheet

This Information Sheet is provided to assist couriers with making travel arrangements and to outline what expenses can be reimbursed when travelling overseas to pick up or deliver HPC.

Booking your international travel arrangements

- Travel bookings for cell collection/delivery can be undertaken through a registered travel agent;
- Pre-Book for a two nights stay in the collection destination only, and make a backup booking for three nights stay;
- Only confirm the economy class booking once a review of the proposed itinerary has been completed, ensuring that it meets the requirements to collect cells in that location;
- A request for travel involving a third night's stay in the destination can be sent to the BMTP Inbox if courier hardship can be proven, for example: less than 48 hours spent at the destination or if it is a significant distance; and
- When making a request for additional accommodation cover, the pre-booked two night's stay itinerary must be provided, along with the proposed itinerary for a third night's stay and any other supporting evidence to prove courier hardship.

Courier reimbursement claims

- The BMTP will only reimburse allowable claims substantiated by receipts and invoices provided. Unsubstantiated expenses will not be covered.
- To enable the BMTP to process payments in a timely manner, a completed BMTP Courier Reimbursement cover sheet must be submitted to the BMTP Coordinator, outlining what expenses are for, date incurred, amounts and the total to be claimed.
- All documentation such as receipts, bank and credit card statements **must be provided in chronological order**.
- A scanned copy of the cover sheet and relevant documentation is preferred, and should be emailed to the BMTP Inbox. If hard copies of receipts are being posted to the BMTP Coordinator they **must be attached to an A4 sheet(s) of paper with glue**.
- Any expenses which fall outside the listed allowable claims will not be reimbursed. In extenuating circumstances, the BMTP will require a full written explanation of why this expense occurred and justification for reimbursement. Under these circumstances, claims will be considered on a case-by-case basis.

Time limit on claims

Claims for reimbursement through the BMTP must be submitted within three (3) months from the date the expenses were incurred. Claims submitted outside of this timeframe may not be processed, unless an explanation outlining extenuating circumstances is submitted, and approved.

Expenses that CAN be claimed

The following are examples of expenses that can be claimed:

- Single return best value airfare, for example economy class;
- Reasonable travel expenses incurred in the destination country which are essential to the collection of HPC (e.g. taxi /Uber fares to and from the airport to hotel, taxi/Uber fares to and from the airport or hotel to place of retrieval);
- Reasonable accommodation cost for two (2) nights for one person only, at equivalent to a 3-4 star rated hotel (approval from the Department **must** be sought if accommodation is required for additional nights or a hotel above 4 stars, and will only be granted in exceptional circumstances or if a requirement is demonstrated);
- Reasonable meal expenses including tips of an equitable amount (up to 10% of total bill is suggested);
- Appropriate currency exchange expenses; and
- Eligible expenses whilst in the destination country upon receipt of a completed claim sent to the BMTP Coordinator, with appropriate documentation provided i.e. tax invoices, receipts or credit card/bank statements or where receipts are not available, a statutory declaration outlining costs, either hardcopy or electronic.

Summary of Courier reimbursements

What CAN be claimed (on provision of receipts or invoices)	What CAN NOT be claimed
Accommodation costs for 3-4 star equivalent hotel at best value rate available, for two (2) nights. Eg. Hotel/Motel/Air BnB	<ul style="list-style-type: none">• Accommodation costs for hotels rated above 4 stars.• Accommodation for more than two (2) nights, unless evidence of necessary circumstances is provided & approved.• Mandatory Australian hotel quarantine fees or costs.
Reasonable meal expenses for the courier.	<ul style="list-style-type: none">• More than 3 meals and 2 snacks per day for the courier only.• Excessively expensive meals.• Alcohol purchases.
Phone calls/emails to Collection Centres or Hospitals.	Personal telephone or internet usage.
Overseas transactions fees on credit cards.	Maps or other travel items.
Tips of a reasonable amount (up to 10% of total bill is suggested).	Batteries for cell cooling container (see patient treating hospital for this).
Travel Insurance and VISA application fees.	
Transport costs to and from the airport, hotel, collection centre and home.	

Currency and Exchange claims

<i>Expenses incurred in Australian dollars (cash or credit card)</i>	<ul style="list-style-type: none"> • Receipts should note date and amount in Australian dollars. • Receipts should identify the good(s) or service(s) paid for. • Expenses paid by credit card should be accompanied by the appropriate section of the credit card statement.
<i>Expenses in foreign currency (credit card or eftpos type arrangement)</i>	<ul style="list-style-type: none"> • Receipts should note date and amount in foreign currency. • Receipts should identify the good(s) or service(s) paid for – if in foreign language a note from the courier identifying the purpose is required. • Expenses paid by credit card or through eftpos type arrangement should be accompanied by the appropriate section of the credit / debit card statement.
<i>Expenses in foreign currency (cash)</i>	<ul style="list-style-type: none"> • Receipts should note date and amount in foreign currency. • Receipts should identify the good(s) or service(s) paid for – if in foreign language a note from the courier identifying the purpose is required. • Documentation must be provided that identifies the exchange rate used to obtain the foreign currency. For example: <ul style="list-style-type: none"> ○ Cash obtained through money changers (eg. Travelex) is usually accompanied by a receipt that shows the exchange rate used. Expenses incurred and paid in cash will use this rate. ○ Cash obtained through foreign ATMs – bank statements usually identify the exchange rate used – or a simple calculation can identify the exchange rate used. ○ Cash passport and other similar mechanisms (e.g. Travelex cash passport – a prepaid, PIN-protected travel money card) obtained prior to travel. A receipt usually provides the exchange rate used.
<i>Documentation required for exchange of cash</i>	<ul style="list-style-type: none"> • Regular couriers may withdraw cash for a trip and on return still hold surplus foreign currency. • If the courier retains this cash and uses it for a subsequent trip, the initial receipt showing the exchange rate used must be retained and reproduced for claiming of expenses for a subsequent trip.
<i>Exchange rate</i>	<ul style="list-style-type: none"> • Allowable expenses that were paid in foreign currency will be reimbursed based on the exchange rate on the day the cost was incurred. Conversion fees will also be reimbursed for these allowable expenses incurred. • If the courier has used a credit card for a purchase where reimbursement is entitled, the amount converted to AUD on the bank statement will be reimbursed, as well as conversion fees charged by the bank.



Australian Government
Department of Health

Bone Marrow Transplant Program (BMTP) Related Donor Information Sheet

This Information Sheet is provided to assist you, the Donor, in making travel arrangements and to outline the types of expenses that can be reimbursed when you come to Australia to make your donation. The patient you are donating to has applied for assistance from the Australian Government and if this is approved, the costs associated with your donation, as outlined below, will be able to be reimbursed to you.

When you arrive in Australia, if you are directed to quarantine at designated facilities in your port of arrival, BMTP cannot cover any fees or costs related to the mandatory quarantine requirements managed and enforced by state and territory governments. State and territory governments have undertaken to waive the associated mandatory quarantine fees and costs for donors under the BMTP. For further information on these arrangements, please contact the respective state or territory government.

If you have any concerns or questions about this process, please contact the Bone Marrow Transplant Coordinator that is arranging your donation in Australia.

Booking your international travel arrangements

- The Department does not recommend a specific provider for your travel arrangements. However, the Hospital Bone Marrow Transplant Coordinator that is arranging your donation can provide contact details of a supplier that has experience in making international travel arrangements for people coming to Australia to donate. The Department can directly reimburse a supplier for your flights, if required.
- If you book and pay for your flights yourself, you can apply to have the cost of return flights reimbursed to you.
- Please note that **international flight costs may only be reimbursed at the economy level.**

Expenses that can be claimed

The following are examples of expenses that may be claimed by you as the Donor:

- Return International flights from place of residence to Australia equivalent to best value fare of the day (economy class), if you have paid for the flights yourself.
- Reasonable travel expenses incurred within your country of residence relating to the donation process (e.g. taxi/Uber fares to and from the airport and passport/visa fees). Please note, if you require accommodation within your country of residence, prior approval **must** be sought from the BMTP Coordinator.
- Medical expenses incurred within your country of residence. For Visa purposes only.
- Travel expenses incurred within Australia relating to the donation process (e.g. taxi/Uber fares to and from the airport or parking fares).
- Your travel insurance.

- Taxi/Uber Fares to and from hospital within Australia, only when visits are directly related to the donation procedure.
- Your currency exchange fees.
- Accommodation costs at a 3-4 star hotel (best value rate available) will be reimbursed for the duration of your approved length of stay for donation purposes if you are unable to stay with family whilst in Australia. Relevant receipts and bank statements must be supplied for the claim.
- A daily living allowance (for meals and incidentals) of \$40 AUD per day will be paid for the duration of your approved length of stay, as certified by the treating hospital.

NOTE: The treating hospital must provide a supporting written statement advising the Department of the appropriate length of stay required for the donor, for the purposes of the donation. The statement should explain in full, the reason/s for the requested amount of time for the donor to remain in Australia. Payments for living allowances cannot be processed until this has been received.

In addition, should you wish to arrive in Australia earlier or depart later (for personal reasons) than what is required for the purposes of the donation process, these additional days **cannot** be reimbursed.

Time limit on claims

Claims for reimbursement through the BMTP must be submitted within three (3) months from the date the expenses were incurred. Claims submitted outside of this timeframe may not be processed, unless an explanation outlining extenuating circumstances is submitted, and approved.

How to substantiate your claims for reimbursement

- Keep a record of all expenses incurred, including all receipts and invoices.
- To enable the BMTP to process reimbursements in a timely manner, please complete the BMTP Related Donor Reimbursement Coversheet (available on the BMTP website).
- With the exception of the daily living allowance, the Department will only reimburse amounts that have receipts, invoices and/or bank statements provided to substantiate them.
- Reimbursements being paid into an Australian bank account will be paid in Australian dollars. If any expenses were incurred in a foreign currency, these amounts will be converted into Australian dollars and paid together with the other Australian dollar amounts.
- Reimbursements being paid into an overseas bank account will be paid in the local currency. If any expenses were incurred in Australian dollars, these amounts will be converted into the local currency and paid together with the other local currency amounts.

How to submit your claim for payment

1. Collect all receipts, including all relevant bank statements, money exchange receipts and any further documentation that may help to explain your expenses. Where an invoice or receipt is lost, the Department will be unable to reimburse these amounts.
2. Using the BMTP Related Donor Reimbursement Coversheet, list all the expenses you are claiming and the amounts you paid in the currency incurred.
3. Complete a vendor form (you can obtain this from the transplant coordinator) listing the bank account details where you want the reimbursement payment to be made to.
 - If the payment is to be made to someone other than yourself, you must complete the "Method of Reimbursement" section on the Related Donor Reimbursement

Coversheet or email the BMTP giving authorisation for someone other than yourself to be paid.

4. Once the claim is completed you can submit it, with relevant receipts and bank statements, either via mail (original or copies), or email (scanned) to:

Mail

BMTP Coordinator
Department of Health
MDP 910 GPO Box 9848
CANBERRA ACT 2601
AUSTRALIA

Email

bone.marrow.transplant.program@health.gov.au



Australian Government

Department of Health

Bone Marrow Transplant Program (BMTP)

Vendor Privacy Information Sheet

Why we require your banking information:

The Department of Health is collecting your banking information from you, from the Bone Marrow Transplant hospital coordinator or from the Australian Bone Marrow Donor Registry (ABMDR) for the purpose of reimbursing you for expenses incurred as part of the donation process, for reimbursing you for hospital courier travel for HPC collection, for paying for HPC's collected by international companies or for paying for HPC's couriered to Australia by commercial companies. All personal information will be treated in accordance with the requirements of the *Privacy Act 1988 (Cth)*.

Who else sees your banking information:

The Department of Health will provide your banking information to the Department of the Treasury in the Australian Government.

What happens if you do not agree to your banking information being provided:

If you do not agree to the Bone Marrow Transplant hospital coordinator or the ABMDR providing your personal banking details to the Department of Health and the Department of Treasury, the BMTP will not be able to reimburse or pay you for any expenses incurred as part of the donation process, for hospital courier travel, for HPC collection services or for HPC commercial courier services.

Further information:

If you have any concerns with the management of your banking information, please contact the BMTP Coordinator on (02) 6289 5122 or email to Bone.Marrow.Transplant.Program@health.gov.au

The Department of Health has an APP privacy policy which you can read at <http://www.health.gov.au/internet/main/publishing.nsf/content/privacy-policy>. You can obtain a copy of the APP privacy policy by contacting the Department using the contact details set out above. The APP privacy policy contains information about:

- how you may access the personal information the Department holds about you and how you can seek correction of it; and
- how you may complain about a breach of the Australian Privacy Principles or a registered APP code that binds the Department and how the Department will deal with such a complaint.
- The Department is unlikely to disclose your personal information to overseas recipients.