DonateLife ACT
Canberra Hospital, Building 6
Yamba Drive, Garran ACT 2605
Phone: 02 6174 5625   Fax: 02 6244 2405
organ.donation@act.gov.au

DonateLife NSW
Level 6, 4 Belgrave Street
Kogarah NSW 2217
Phone: 02 8566 1700   Fax: 02 8566 1755
donatelifensw@donatelifes.org.au

DonateLife NT
1st Floor, Royal Darwin Hospital
Rocklands Road, Tiwi NT 0810
Phone: 08 8922 8349   Fax: 08 8944 8096
donatelifes@health.sa.gov.au

DonateLife QLD
Building 1, Level 4, Princess Alexandra Hospital
Ipswich Road, Woolloongabba QLD 4102
Phone: 07 3176 2350   Fax: 07 3176 2999
donatelifes@health.qld.gov.au

DonateLife SA
Level 6, 45 Grenfell Street
Adelaide SA 5000
Phone: 08 8207 7117   Fax: 08 8207 7102
donatelifes@health.sa.gov.au

DonateLife TAS
Hobart Corporate Centre
Level 3, 85 Macquarie Street, Hobart TAS 7000
Phone: 03 6270 2209   Fax: 03 6270 2223
donatelifes@dhhs.tas.gov.au

DonateLife VIC
Level 2, 19–21 Argyle Place South
Carlton VIC 3053
Phone: 03 8317 7400   Fax: 03 9349 2730
donatelifes@redcrossblood.org.au

DonateLife WA
Suite 3, 311 Wellington Street
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Phone: 08 9222 0222   Fax: 08 9222 0220
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An Australian Government Initiative
**Introduction**

Organ and tissue donation is one of the most generous gifts that one person can give to another.

**Recipients are truly grateful for this gift**

Many have said that they are overwhelmed with emotion and have difficulty in expressing their feelings in words.

For the family of a donor, receiving a card or letter of thanks from a transplant recipient can be very special. It may make you feel emotional, knowing that someone your family member helped has written to you.

Donor families may never receive any correspondence from recipients. If you would like to write or respond to correspondence here is a guide to assist you.

These guidelines exist to maintain the confidentiality of both the family of the donor and the recipients. This is a legal requirement.

**There is no obligation for either party to write or respond.**

**What can I write?**

It is important to remember that all correspondence is anonymous and identities must be kept confidential.

We suggest that you begin your letter with:

‘Dear Recipient’

You may like to share a little about your family member, for example their interests and hobbies and your relationship to them (mother, husband, sister, child).

Please do not include your name, address and any other personal details.

Please sign your letter ‘from a donor family’ or you may indicate your relationship eg. “Donor Sister”.

**Where do I send my card or letter?**

Place your card or letter in an unsealed envelope. On a separate piece of paper write your full name, your family member’s full name and the date of his/her death.

Send both of the above to the DonateLife Agency in your State. (See over for details)

**How does my card or letter reach the recipient?**

All cards and letters are reviewed to ensure that confidentiality is maintained.

The DonateLife Agency will forward the correspondence to the recipient via the transplant hospital responsible for their care. This may take several weeks.

You will only be informed if your card or letter is unable to be forwarded. Otherwise you can be assured that it has been passed on.