

donate life



correspondence guidelines donor families



DonateLife ACT

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DonateLife NSW

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DonateLife NT

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DonateLife QLD

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DonateLife SA

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DonateLife TAS

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DonateLife VIC

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An Australian Government Initiative

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DonateLife agency contacts



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 DonatLife 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 DonatLife 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.

