A1 & A2: Informal Volunteering Symposium
100 year’s ago SOS Motorcycles Sydney 1919
What is Bloodbikes Australia

• Started in Queensland in 2019 by Peter Davis
• A ‘last resort’ motorbike transport service for Healthcare Providers
• Volunteers have come from all walks of life
• Now active in every State and Territory across Australia
• Growing list of Healthcare Providers using our service
• Expanding number of riders volunteering to participate
• Long list of items now being carried by our riders
• Delivering tangible benefits for patients
About our riders

• Fully licensed motorbike riders with at least 3 years experience
• Completely self-funded, paying all their own operating costs
• Identifiable by their standardized Hi-Viz uniform
• Certified in the transportation and storage of Blood Products
• Motorbike storage boxes can accommodate blood packs and more
• Experienced in navigating heavy traffic for speedy deliveries
• United in a common desire to ride, whilst giving back
What we are NOT!

• **We’re not** one of the Emergency Services
• **We’re not** a Charity or NFP
• **We’re not** a replacement for existing transport services
• **We’re not** looking to take anyone’s job
• **We’re not** asking for anything in return for our services
• **We’re not** looking to profit in any way from the service provided
Bloodbikes Australia
Memorandum of Understanding with Healthcare Providers

Commitment of Bloodbikes Australia Not for Profit Service Provider (Volunteer)

1. All Bloodbikes Australia Active volunteers agree to and abide by all the terms and conditions of the Not For Profit Service Providers Agreement Attached as Appendix A. Which includes but is not limited to defining:- conduct, qualifications, licensing, registration, insurance and Uniform

2. All Active Bloodbikes Australia Active Volunteers have the ability and responsibility of being able to carry securely and in a weatherproof manner packages up to and including 270mmx350mmx375mm (the size of standard Red Cross Blood Transport box)

3. Bloodbikes Australia will allow read only access to the list of currently available, active volunteers at all times and in real time. (See Appendix B Attached)

4. Bloodbikes Australia Active volunteers commit to always keeping there availability status accurate at all times.

5. Bloodbikes Australia Active volunteers will always record the details of where packages are to be transported, with appropriate contact number and name, at destination also recorded.

Healthcare Providers Commitment

1. Healthcare providers will always supply the packages to be transported, up to and including the size as specified in point 2 above in manner that is appropriate for the correct preservation of contents of said package and in accordance with all rules and regulations pertaining to the contents of the said package.

2. If the packages required to be Transport is larger than specified in point 2 above, the healthcare provider will, supply said package in a robust, weatherproof container, in the appropriate form of preservation for the contents of the package and will inform the volunteer of the size and type of packaging at time of booking.

3. The healthcare provider will inform volunteer of exact address of destination, will supply contact name and number at destination and will inform destination who is coming with package.

4. The healthcare provider will select an available volunteer from the link supplied and if the required transport distance is more than 100 Km will contact local coordinator to determine the most appropriate volunteer or Volunteers required for the transport. This may mean a relay involving a number of Bloodbikes Australia Active Volunteers.
Appendix A

Not for profit service agreement

The following details the terms conditions and parameters under which individual, not for profit, service providers, operating under the name Bloodbikes Australia, will offer their services to any healthcare provider that agree to be party to the following.

This constitutes the terms of a mutual operational agreement between the individual, not for profit, service provider, operating under the name of Bloodbikes Australia and the healthcare provider for whom the service is being performed.

Definition of service being offered

Bloodbikes Australia's independent, not for profit, service provider is a motorcyclist delivering blood, any medical supplies and/or samples to and between hospitals and any healthcare organisations when called upon to do so by client healthcare organisation.

The utilisation of the services of any Bloodbikes Australia not for profit service provider lies entirely with the client health organisation and no reason is required by any client health organisation for any lack of utilisation of individual, service provider.

Rules of operation independent, not for profit, service provider, operating under the name Bloodbikes Australia

1. I am not an Emergency service and am required to observe all the relevant road rules in the process of offering the service to the healthcare provider.
2. I am totally not for profit and:-
   * use my own motorcycles,
   * supply my own Hi vis vest/ uniform, as specified below.
   * pay for my own fuel and operating expenses.
3. I undertake to always inform the client healthcare provider, for whom I undertake the service, my current availability status.
4. I will always:-
   * be courteous to other road users
   * be courteous to all staff at client organisations
   * be courteous with all correspondence while representing Blood Bikes Australia.
5. I have more than 3 years riding experience.
6. I have an open license that matches the bike I ride.
7. I always put the utmost value on the products I transport.
8. I have completed the certificate in Blood transportation from https://learn.blodbikess.org.au/login
9. I will furnish a copy of the blood transport certificate referred to in point 8 above to any and all client healthcare providers.
10. My motorcycle carries current registration.
11. I have full, comprehensive motorcycle insurance which fully covers me while undertaking the not for profit service as described in this document.
12. While delivering Products, I will wear the uniform high-visibility vest as prescribed by Bloodbikes Australia.

Uniform specifications

Bloodbikes Australia uniform is:-
1. A yellow, high visibility, zip up vest
2. With Silver reflective strips
3. Worn over the top of riding safety jacket
4. With Bloodbikes Australia logo on left hand side breast
5. The word BLOOD in Capitals between shoulder blades at back.

I am an independent, not for profit, service provider operating under the name Bloodbikes Australia and I commit to, will abide by and agree to all the terms and conditions outlined above.
Pickup and Drop procedures

Once we have work in the area we simply follow the procedures we learnt in the “learning” for the Blood Transport Certificate.

1. “Product” supplied by healthcare provider in accordance with appropriate preservation rules.
2. Bloodbiker responsibility to keep it secure and waterproof.
3. Bloodbiker is told what is to be transported at call out.
4. Exact pick up address, location contact name and number supplied at time of call out.
5. Exact delivery address, location, contact and number supplied to Bloodbiker at Pick up location.
6. Contact at pickup location, has informed contact at delivery location the name of Bloodbikes Australia Volunteer doing delivery.

We follow this and we can never go wrong.
Availability status for Volunteers

You can use browser of your choice, on any of the devices (mobile, tablet, laptop etc) – the app will auto-adjust the size and layout.

When you first start, you have to login, using the email you use for Bloodbikes as your user name and your phone number as password (no spaces) later on your details will be remembered on that device.

Once logged in, your name will be displayed and you’ll be given a choice of two buttons – if you are Available simply hit Available button – first time you do this, the message should appear to allow you to use your location. You must Allow.

This only shows your location when you are Available and refreshes every 20 minutes while your browser is opened or minimised. These location updates will only occur when your browser is open, if you close your browser, your availability status will remain the same, when you re-open the browser, your location will update then.

You will see this screen – it shows your location to the healthcare provider with your details, so they can contact you directly. This continues until you hit Unavailable.

Once you hit Unavailable you will disappear from healthcare providers view until you hit Available the next time. You can change between Available and Unavailable as often as you like and you never have to log out.

As always, make sure you change your status from Available to Unavailable and vice versa as and when appropriate. It is easy now but just as critical that it be accurate.

Sometimes you might see a red button on the top of your screen, when you are logged in – it means you have a job assigned to you – healthcare provider should have given you a call and confirmed your availability, just like before, but instead of sending SMS with details, they would enter job details in the app. Writing the red button will bring up job details.

You would hit on Job Started when you are about to leave and Job Finished when you are done – this will timestamp both occasions and store the data for later retrieval. No need to enter it separately in the spreadsheet.

If you have several jobs, they will all be listed here.

Currently only “ad-hoc” jobs are supported in the app, but soon scheduled jobs will be handled the same way.

As app is still being worked on, if some of the features mentioned don’t work, you might need to “Clear a cache” – or simply force reload the app by Ctrl+F5 on a desktop or swipe down on the mobile couple of times.

If above screens do not appear, contact Sabina on 0466 321-879
As a rider, I am currently

Available  Unavailable

To re-query current location, click on "Available" again (during testing it does not keep retrieving GPS info).

Notes for health provider:

Save

Last updated: 8/10/2022 1:03:02 pm
Healthcare providers instruction

To find the location of an available Bloodbikes Australia volunteer is now totally simple. Just hit the link https://riders.bloodbikescountrya.com.au/find_rider.html device of your choice – the app will auto reze.

First time you will bring it up, you might be asked to allow the app to use your location. You must Allow. CENTRED on your location, the following will appear

No need to do any more. It firstly lists who is available in a 5km radius and indicates others available outside of current map view. Volunteers’ locations on the map are shown as a pin with little motorcyclist in the middle – pickup location is shown as purple pin.

No more searching spreadsheets. No more doubt. You will see all available volunteers in your search area, in real time, exactly where they are and be able to ring that volunteer directly – you can also click on the number displayed to initiate a call.

Change pickup location – to show volunteers around that area, if different to your current location (no need for exact location, clicking on the map close enough and setting it as pickup location will suffice.

You can also go to the bottom of the page and put in pickup address, where you want your search to be centred, and select found locations.

See other available volunteers – you can zoom in or out using + and – buttons on the map, or using two fingers on touch screens to pan in/out, until you see the volunteer’s pin. Clicking on the pin will display volunteer’s details.

Volunteer details – a tick in the circle means they had their vaccinations, the phone number displayed is what you should call them on to confirm availability and the distance is distance calculated from their location to the pickup location indicated on your map (purple pin).

Assigning a job – you can now assign an ad-hoc job to a volunteer directly. After you spoke with them, click on the Assign a job to the rider button and enter details required on the popup form. If it’s a pre-scheduled or long distance job, still contact your local coordinator to arrange that. If you can not see a volunteer where and when you want them, ring the coordinator and they will get someone if humanly possible.

If above screens do not appear, contact Sabina on 0466 321-879
What we do

• Whole Blood
• Blood Products
• Test samples
• Donor tissue
• Clinical trial program tests
• In home treatment medicines
• Return patients personal items
• Biopsies
4300 deliveries Australia wide since December 2019

5000000km travel

465 volunteers on the books

300 Qualified active volunteers in all states and Territories

6 qualified volunteers here in ACT

700 deliveries here in the ACT for Canberra Health