



VOLUNTEER GUIDE

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Thanks for volunteering!

Welcome to Open Heart International and thank you for choosing to volunteer with us.

Open Heart International is a humanitarian agency who facilitates surgical best practice in disadvantaged communities so the help we provide last lifetimes. We work in some amazing places, with truly wonderful people.

This volunteer guide is intended to give you an understanding of our organisation, the work we do, and what to expect as a volunteer.

While we have written this guide with the most commonly asked questions in mind, there may be some additional questions you have. Please feel free to contact us at any time and we will ensure your questions are answered.

Best wishes,



Michael Were
General Manager
Open Heart International
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Our History

The Open Heart International story begins 1986 as a response to the overwhelming need for surgery for rheumatic heart disease in Tonga. The organisation was established by Mr Russell Lee, Mr Rudi Morgan and Dr John Wallace as volunteers, who all worked at Sydney Adventist Hospital at the time.

The original plan was to try and organise for a number of patients to be flown to Australia for surgery. When it proved too costly and challenging to organise space in Australian hospitals, it was decided to attempt to provide surgery in Tonga with a travelling team of medical specialists.

Today, over 30 years later, hundreds of volunteers with extraordinary passion and commitment give freely of their time and expertise. Multiple surgical specialties are catered for, and Open Heart International provides hope to thousands living in developing countries. Those patients dream of the quality healthcare that we sometimes take for granted.

You can read more about our history, our projects and our management team on our website (www.ohi.org.au)



Our Purpose

Our purpose is to facilitate surgical best practice to the most disadvantaged communities on the planet.

We will implement projects that:

- Provide training for local medical, nursing, and allied health staff in the specialist fields associated with different diseases.
- Provide medical treatment for patients in developing countries who do not have access to such treatment owing to a lack of the necessary technical or financial means in their own country, irrespective of their nationality, race, or religion.
- Empower local health professionals and support staff in the countries we visit to deliver enhanced health care.
- Create awareness and support the development of prevention and rehabilitation services in developing countries.
- Facilitate and support Australian healthcare professionals to engage in the health care development processes in developing countries.



Each project we undertake has a specific plan that is customised to the needs of the country. These individual goals will be discussed with you in greater detail, including your role in achieving these goals, prior to your deployment to a particular country.

How we select patients

Patient selection is a complex decision-making process that involves Open Heart International and the local medical team in-country. The actual process varies from country to country.

This partnership ensures that the local and cultural issues are considered and also assists in the training and development of the local staff.

It is the sad reality that some needy patients will likely miss out on an opportunity for surgery as the need usually outweighs what we are capable of achieving.

It is impossible to list all the individual variables that go into this decision making, however generally speaking patient selection takes into account the following:

- The condition the patient is suffering and the complexity of repair.
- The age of the patient.



- The quality of life following their operation.
- The recovery time where resources may be stretched to capacity.
- The training opportunities for in-country medical and nursing staff.
- The limitations based on the hospital infrastructure and on the team. Not all cases that could be performed in Australia are attempted overseas.

This surgical list is reviewed regularly by the team leadership and sometimes changes for reason outside of our control. Changes are communicated to everyone as quickly as possible.

How we select volunteers

You may be reading this Volunteer Guide because you have recently been selected for an upcoming team, or you may have just registered to be considered.

Our policy when selecting a team is to first select suitable team members from previous visits to the country. Those team members are invited to return, and they have first priority to fill spaces.

Once they have advised their intentions, we know what vacancies exist. We then review our database to find interested volunteers with the right skills and experience.

We are always looking for the best possible staff for our teams, both in terms of clinical experience and also passion and flexibility towards working in the developing world.

The best way to improve your chances of being selected is to ensure your online profile on our website is always current. Update your CV and other attachments regularly, as well as include all upcoming project visits and positions that you would like to be considered for.



Fundraising and your Commitment

Overview

While each project's budget is different, our income is usually derived from the following sources:

- Specific Project Grants including from the Australian government
- In-kind Product Donations
- Donors – individuals, corporates, foundations or service clubs
- Volunteers' commitments

Open Heart International's direct project expenditure includes:

- Consumable Costs – the cost of purchasing various products that we bring with us, or purchase in-country
- Travel Costs – the cost of travel, accommodation, and meals for volunteers
- Insurance – travel insurance for our volunteers and equipment transportation
- Freight – the cost of sending equipment and supplies to the project country

In addition to specific project costs, Open Heart International has other on-going costs such as equipment servicing and upgrades, compliance and administrative overheads in managing the agency.

Donations made to Open Heart International are tax deductible. The most simple and efficient way to donate to Open Heart International is via our website (www.ohi.org.au). Receipts are issued instantaneously.

We also accept cheques, or cash at our office in Wahroonga during business hours.



Your Commitment

As part of volunteering, each person commits to a contribution towards the project they are participating in. This can either be by a personal donation, through fundraising, or a combination of both. The personal commitment required varies per project visit – it is currently between \$1,600 and \$3,000.

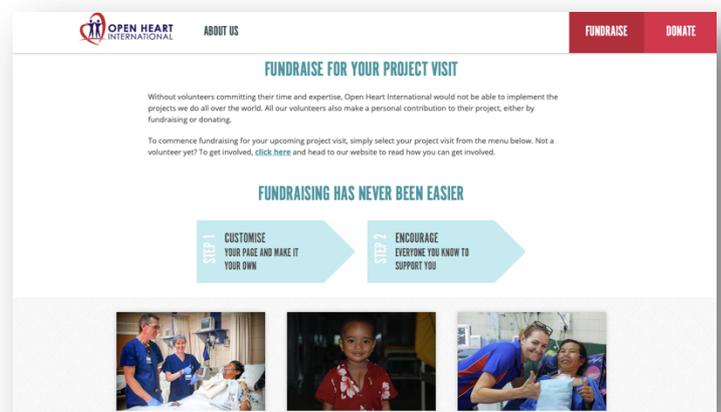
We are regularly asked by volunteers what their commitments go towards. The answer is that your contribution is used to partially fund the project costs listed above.

Open Heart International pays the major travel costs associated with your participation. You do not need to pay your travel costs in addition to a personal commitment. There is more information about travel arrangements later in the Volunteer Guide.

You will be provided with the information about your commitment at the time of selection.

Online Fundraising

You may wish to fundraise your commitment rather than personally donate. You can even go one step further and fundraise a little extra for Open Heart International and still make your personal commitment. Either way, one of the most effective ways that you can fundraise your commitment is to consider online fundraising. Open Heart International has an online fundraising hub and portal. Visit www.ohi.org.au, and click on Fundraise in the top right-hand corner.



It is very quick and easy to get started. The best part is that you do not need to collect any money, receipts are automatically issued, and funds remitted to our bank account. We continue to be amazed by how quickly volunteers can raise significant funds. The key to success is all in self-promotion!

Our office team are happy to assist you in setting up your fundraising page and getting you on your way. Feel free to call us on (02) 9487 9295 if you need a hand getting started.

Alternate Fundraising

If you are considering other fundraising activities, such as holding an event on behalf of Open Heart International, it is incredibly important that you tell us first.

By law, any fundraising initiatives must be registered with us. We have additional documentation that you will need to complete, and we can provide you with some assistance or advice on your proposed event.

Visit www.ohi.org.au, and click on Fundraise in the top right-hand corner for more information, or feel free to call our office.

Fundraising Resources

We have many brochures, videos and other resources available to assist you fundraise. Please contact our office to organise a supply.

Getting Ready to Travel

Overview

Open Heart International coordinates all travel arrangements on your behalf including payment of these expenses. You are not required to pay for your travel expenses; you only need to make your personal commitment as explained earlier in this guide.

Paperwork

Once you have been selected on an upcoming team, there is some additional paperwork that you will need to complete. We will give you the relevant forms and information you need. The individual requirements may vary slightly based on the country you will travel to:

- **Criminal Check:** As part of our Child Protection policy, all volunteers must complete a criminal record check prior to their first deployment, and every three years thereafter. Open Heart International undertake the checks online. You do not need to visit a police station; all you need to do is complete the application that we provide you.
- **Volunteer Agreement:** You should make yourself familiar with the Volunteer Agreement. It is outlined on our website here: www.ohi.org.au/volunteer-agreement/.
- **Visas:** The visa arrangements for each country vary. We will provide you with instructions and the appropriate documentation to complete once you have



been selected. In some countries, this may mean you will need to send us your actual passport so we can have the visa stamped in your passport.

- Medical and Nursing Accreditation to practice. The in-country accreditation arrangements for each country vary. We will provide you with instructions and appropriate documentation to complete once you have been selected.

Airfares

Organising the travel arrangements for teams of up to 50 people is an achievement in itself. We would ask for your support in providing us with specific information about your travel dates and preferences as soon as possible. Making changes once you have confirmed your travel dates usually incur fees.

If you would like to travel early or stay on after the visit for the purposes of personal travel, we would be happy to assist by booking flights that suit you for this purpose.

You will receive a copy of the relevant ticketing information from us once we have finalised the bookings.



Travel Insurance

Open Heart International has a corporate travel insurance that provides cover to you, as one of our volunteers, during your deployment. Coverage is provided irrespective of what individual policies you may already have in place.

Prior to departure you will be provided with the policy details and coverage summary. If you consider the coverage is inadequate, you may organise additional travel insurance at your own expense.

Adding on some extra travel? If you have planned additional travel after the project visit and are wondering if this is covered under our insurance policy, please contact our office for clarification. Our policy has been priced based on the normal activities to be expected of volunteering with Open Heart International. Extreme activities such as snowboarding/skiing, skydiving, paragliding are not intended to be covered, and we encourage you to seek alternate insurance if you are planning such activities.

If you have a pre-existing medical condition, there is a risk that the insurer will not pay any claims related to the condition. Prior to departure, you should obtain a letter from your GP/Doctor outlining that you are fit to travel to the intended destination. This will help expedite a claim if anything were to happen.

Where an unforeseen event occurs prior to travel and you are no longer able to travel with the team, there may be cover in place depending on the reason you are unable to travel. In these unique circumstances, it is best to contact our office.

In the unfortunate situation where you need to make a claim, you'll need to collate evidence such as photos of damage, police reports, airline reports, medical reports, receipts to prove ownership to submit to the insurance company, records of additional

expenses. Usually such claims will be handled directly between you and the insurance company, however please contact our office prior to your claim so we can help you with the correct paperwork.

Accommodation

The accommodation arrangements vary for each project visit. We will organise accommodation (within budget) that is clean, pleasant, modern and in a reasonably close proximity to the Hospital.

Accommodation is organised on a twin share (same sex) basis.

You will be advised of the actual accommodation details for your project visit prior to deployment.

Meals

The meal arrangements and how payment is facilitated varies in different ways depending on the individual project location, however Open Heart International covers the cost of the majority of your meals.

Central payment, meal credit in hotels, and Per Diem payments are used as different ways we organise meals for you. You will receive more accurate information about the arrangement for your specific project prior to deployment.

The usual arrangement is breakfast at the hotel, lunch at the Hospital, and an evening meal at a restaurant, the hotel, or similar. Alternate arrangements are organised for night shift staff.

There are normally a number of functions for Open Heart International hosted by various groups, and we greatly appreciate the traditional hospitality.

If for some reason (and where it is logistically feasible) you decide to make your own alternate plans for a meal, then you are directly responsible for those costs.

During the project visit, it is important that our team culture promotes integrity, accountability, and the highest possible standard of behaviour, so our trust continues to grow. Our policy on Alcohol and Substance Abuse is based around three common sense themes.

We expect that you are free from the effects of alcohol when you report to work for duty. This also applies to on-call or take-back situations. You are to perform to your best capabilities to ensure we care for each patient in a safe manner. We can't tolerate anyone turning up to work affected by alcohol. Patient safety is our number one priority.



Your safety and wellbeing are also really important to us. Risks to your personal safety increase with alcohol consumption, particularly when travelling in a less familiar environment. Foreigners are far more likely to be sexually assaulted or robbed under the influence of alcohol. In some countries we visit, there are heavy penalties for public intoxication, and much higher rates of sexual violence against women.

For more information about our Alcohol and Substance abuse policy please visit www.ohi.org.au/policies.

Ground Transportation

Open Heart International will organise ground transportation on arrival at the airport, and between hotel and hospital.

Security

The safety of our volunteers is of paramount importance to us. To help us manage the risks of travelling in challenging locations we have partnered with International SOS (www.internationalsos.com) and we constantly review travel warnings and advice that they provide as well as the Australian Government through the Department of Foreign Affairs and Trade.

Most (not all) locations that we travel to are considered safe, although not immune from petty theft. Please use common sense with respect to your personal safety and your belongings, keeping them close to you at all times.

For countries with specific security issues such as Papua New Guinea, we will provide you additional security arrangements that you must follow for safety reasons. We will discuss these with you prior to deployment.

International SOS

Rest assured that whenever you travel internationally, Open Heart International has a 24/7 resource on call, online and even on the ground to help with any medical, security and logistical questions, concerns and situations that may arise. If you need a medical referral, lose your medication, seek pre-travel advice or experience a medical or security crisis, we have a fully integrated program in place so you can receive the care and expertise that you need, whenever and wherever you need it.

We partner with International SOS, the leading medical assistance, international healthcare and security assistance company. Travel security services are provided by a joint venture of International SOS and Control Risks, the world's leading security risk management firm.

You can take advantage of this powerful resource by downloading the app prior to departure and browse through the various medical and security online tools and signing up for our alerts. Through International SOS, you can even store your vital personal health, vaccination and travel information securely online. That way you can access it anytime, anywhere.



To find out more, download our fact sheet at www.ohi.org.au/ISOS. The fact sheet includes our membership number and how to download the app to your favourite device.

Health

Health care should be given on an individual basis, so we highly encourage all volunteers to visit your GP or travel doctor to gain personal health advice before you depart.

Depending on the country of travel, and any health issues or outbreaks, we encourage you to ensure that you discuss the following:

- All your childhood immunisations including Measles, Mumps, Rubella, Diphtheria, Whooping Cough, Hepatitis A & B
- Typhoid
- Cholera
- Malaria. There are a number of different medications available so consult your GP about which one is best for you
- Yellow Fever (a compulsory vaccination for some African countries with proof required for re-entry back into Australia)

Our partnership with International SOS gives any of our volunteers the ability to access independent and up-to-date personalised health information. As soon as your travel is booked, you will receive pre-advisory emails direct from International SOS with details on how you can access additional information.

This information can also be made available prior to your flight bookings by contacting office.



Additional information can be accessed on the Australian Government's travel advice website, www.smarttraveller.gov.au.

Getting Ready to Work

Equipment and Supplies

While every Project Visit is different, Open Heart International travels to countries with limited or no access to the type of surgery we are providing.

For some visits, specialised supplies and equipment are freighted prior to departure. You may be asked by your Project Coordinator to attend packing days in our Sydney warehouse. For other types of visits, we may solely use the supplies that our partner hospital procures in the normal course of running their hospital.

Most of our capital equipment is ex-demo or has been donated from other hospitals during an upgrade. This means the equipment you will be using is likely one or two

models older than what you are familiar. For some Project Visits, we do not take any equipment and rely on the equipment in our partner hospital.

You may find the brand or specific product we choose to use slightly differs from what you are using in your hospital. We are very grateful to the network of suppliers in Australia that provide us with stock free of charge, or at a considerably reduced price, for our work.

We ask that you be frugal and sensitive to the stock levels. By all means, use what is required to deliver the best possible patient care, but also be sensitive and aware that some supplies cannot be easily replenished when we are in another country!



Rostering and Hours of Work

Rosters and hours of work will be advised to you closer to departure, or even on arrival. Each project visit will work slightly different depending on the project goals and the capabilities of our in-country colleagues. In many project visits, we staff on a 24-hour basis, so night duty and on-call arrangements are often utilised.

Rostering takes into account a number of factors. At all times we strive to strike a good balance between:

- Experienced Open Heart International volunteers and new volunteers.
- Blended experience levels and areas of experience.
- Volunteers that are sharing rooms to minimise sleep disruption.
- An equal distribution of Day and Night Shifts (where applicable).
- Equal opportunity to attend evening functions or events.

As you can imagine this is a challenge and almost impossible to get exactly correct, so we ask that you are flexible and understanding about the shifts you have been rostered to.

The roster may also need to change during the trip for unforeseen reasons, or to cope with any illness of volunteers.

Work Attire

Your work attire is dependent on which specific area you will work in.

For theatre and ICU staff, you are required to wear scrubs when on shift. Open Heart International now has a branded scrub top option which you can select from our range of Open Heart International branded shirt options (our staff liaise with you prior to departure). You will receive this either prior to departure or upon arrival in country. You will be still required to bring scrub pants and an extra top from your hospital (to make 2 full sets minimum) for the duration of the project.

For the remaining volunteer staff not covered above, smart-casual wear is normally acceptable. Specific information about your project will be provided prior to departure. Where conditions are warm, long shorts are acceptable.

Ladies, please avoid singlets and any tops or shorts that could be considered too revealing, particularly within the Hospital environment. In the main, most developing countries dress fairly conservatively and we like to respect their culture.

Closed in footwear is compulsory for all team members while working.

Teamwork

Being a volunteer is a hectic, yet rewarding experience both professionally and personally.

By joining our team, you are showing that you value the same things we do. You will meet and live in the same place as your fellow team members and you will be working in a challenging environment. Your fellow team members are just like you – they've also made large sacrifices to commit to this project visit. Thank you for helping to create an environment where everyone is treated with kindness and respect, where all people participate fully, and find a sense of belonging. We all thrive in environments free from bullying, harassment, gossip, and victimisation because we all work at our best when we look after ourselves and those around us.



It is a privilege for Open Heart International to continue to be invited to work in the countries we do. The trust, respect and admiration we receive are humbling. Trust and respect are always mutual because we believe in equal partnerships. Each country has different rules and culture. Resource-limitations are not easy fixes, and often not necessarily the responsibility of the clinicians you will work with on a day-to-day basis.

If you have questions, you can talk with your Project Coordinator on the ground or any of our staff via our office.

ADRA, Sydney Adventist Hospital and the Seventh-day Adventist Church

Many people ask how Open Heart International interacts with the Seventh-day Adventist Church.

Open Heart International is part of ADRA Australia, and we operate as a partnership between ADRA Australia and Sydney Adventist Hospital.

ADRA works within communities in more than 130 countries to bring long-term development programs and immediate emergency relief through an active network of global offices.

Sydney Adventist Hospital, affectionately known as 'the San' is an acute-care private hospital with capacity for over 550 licenced overnight beds. It is the largest private and the largest not-for-profit hospital in NSW.

You can find more information at www.adra.org.au and www.sah.org.au.

Open Heart International carries a strong respect for the mission of the wider Adventist Church network that both ADRA and Sydney Adventist Hospital are part of. We aim to work collaboratively, where possible, with the Seventh-day Adventist Church and its various entities in the regions we work.



Open Heart International is not involved in proselytizing (proselytizing is the act of attempting to convert people to another opinion and particularly another religion). Care is provided irrespective of a patient's religious beliefs.

Seventh-day Adventists share common beliefs with most other Christians, including belief in the Trinity and salvation through Jesus Christ. Seventh-day Adventists believe a holistic healthy lifestyle, in the abstinence from alcohol, tobacco, and harmful drugs and the need to maintain a balance in work, leisure, rest, exercise, and diet. The Seventh-day Adventist Church believes in providing facilities for treatment, healing and health.

Volunteer Code of Conduct

We are so glad you have chosen to volunteer with Open Heart International – you've made a great choice. For over 30 years, with help from volunteers like you, we've travelled the world facilitating surgical best practice to help some of the most disadvantaged people on the planet. We are really proud of our volunteer's track record of providing outstanding surgical outcomes and of improving the capacity of the clinicians in the countries in which we work.

By joining our team, you are showing that you value the same things we do. Here are a few things that will be helpful to you on your journey as a volunteer, and that are important to Open Heart International:

We're a team

You will be working in a challenging environment. You will meet and live in the same place as your fellow team members. They are just like you – they've also made large sacrifices to commit to this project visit. Thank you for helping to create an environment where everyone is treated with kindness and respect, where all people participate fully, and find a sense of belonging. We all thrive in environments free from bullying, harassment, gossip, and victimisation, because we all work at our best when we look after ourselves and those around us.

We're professional

You all know that great outcomes don't magically happen. They happen when everybody brings their professional expertise and a positive mindset to produce their very best each day. We want you to enjoy your travel experience, but we need you at your best when work starts. We know that you will bring the same level of professionalism to work with Open Heart International, as you would when you are at your home hospital. Our standards need to stay high, especially because we will be in a resource-limited environment.



We're respected

It is a privilege for Open Heart International to continue to be invited to work in the countries we do. The trust, respect and admiration we receive are humbling. Trust and respect are always mutual because we believe in equal partnerships. Each country has different rules and culture. Resource-limitations are not easy fixes, and often not necessarily the responsibility of the clinicians you will work with on a day-to-day basis.

Our full Code of Conduct is available on our website (www.ohi.org.au/code-of-conduct/) for you to read in further detail. If you have questions, you can talk with your Project Coordinator or any of our staff.

Child Protection

Open Heart International takes protection and safeguarding of children seriously and has a zero tolerance on child abuse. You will encounter people from all walks of life on your upcoming visit, but children patients will probably tug at our hearts the most.

As a volunteer it is important that you understand our Child Protection Policy as it applies to you. You can help keep children safe by regularly completing your Criminal Record check and understanding our Child Protection Policy.

A 'child' or 'minor' is any person under 18 years of age. Here are some quick points to follow when working with children on your upcoming project visit:

- Whenever possible, ensure that another adult is present when in the proximity of children.
- Treat all children with respect.
- Use appropriate verbal language, body language and tone.
- Do not discipline children. This is the responsibility of parents, care-givers or other family members.
- Treat all children the same way whether you are giving gifts or showing affection or attention to individual children or a group of children.
- When taking photos or videos with children for your own use, you are required to:
 - get verbal consent from the individual child or their parents/caregivers before taking their photo or video and explain how the photo or video will be used;

- protect their safety. Children may be put at risk of reprisal, violence or rejection in their communities as a result of exposing their identity or personal story through the publication of their photograph or broadcast of any videos.
- ensure photos or video are appropriate and portray children in dignified or respectable situations or positions;
- keep names or locations of children private when posting on social media.

Child abuse and exploitation, by anyone associated with Open Heart International will not be tolerated. All allegations are taken seriously and will be reported to relevant law enforcement agencies.

If you suspect a breach of these guidelines during your project visit, **immediately** speak to your Project Coordinator. If you feel it is unsuitable to discuss the breach with your Project Coordinator, please contact the office of Open Heart International and we will investigate in confidence.



The full Child Protection policy and Photos & Image policy is available on our website www.ohi.org.au/policies.

Preventing Exploitation, Abuse & Harassment

Open Heart International takes the prevention of sexual exploitation, abuse and harassment (SEAH) of children and vulnerable adults seriously and has a zero tolerance to any forms of SEAH taking place.

We believe that all people, in particular women and children, have the right to live free from violence, sexual exploitation and all other forms of abuse. OHI volunteers are expected at all times to act to protect the interests of children and vulnerable adults and to prevent the occurrence of sexual exploitation, abuse and harassment in the course of their duties

As a volunteer it is important that you understand our preventing SEAH Policy as it applies to you. You can help keep children and vulnerable adults safe by regularly completing your Criminal Record check and understanding our preventing SEAH Policy.

Sexual exploitation, abuse and harassment of children and vulnerable adults by anyone associated with Open Heart International will not be tolerated.

All allegations are taken seriously and will be reported to relevant law enforcement agencies. If you suspect a breach of these guidelines during your project visit, **immediately** speak to your Project Coordinator. If you feel it is unsuitable to discuss the breach with your Project Coordinator, please contact the office of Open Heart International and we will investigate in confidence.

The full Preventing Sexual Exploitation, Abuse and Harassment policy is available on our website www.ohi.org.au/policies.

Counselling Support

Open Heart International recognises that from time to time its volunteers will experience difficulties during their volunteer service directly related to that service. We have therefore established a scheme that is designed to assist those who would like professional assistance.

It is a confidential service for registered volunteers who have experienced emotional problems as a result of their service during an official Open Heart International activity. Volunteers may visit (or phone if that service is available) a registered counsellor/psychologist for up to six consultations per person per calendar year. Open Heart International will meet the cost of these visits.

Further information about the program and how to access support can be found in the Counselling Policy on our website www.ohi.org.au/policies.

Post-Trip Evaluation

Shortly after returning home, you will receive an email and an invitation to complete an online post-trip evaluation on your experiences.

We are always interested in your thoughts and experience and your ideas on how we can improve the effectiveness of our projects.

We would really appreciate your assistance in completing the survey, which takes less than ten minutes.

Policies / Links to refer to

Volunteer agreement: www.ohi.org.au/volunteer-agreement/

International SOS: www.ohi.org.au/ISOS

Policies: www.ohi.org.au/policies



We're very social!

Make sure you follow, like, tweet and share about Open Heart International on your favourite social media platform.

You can find us on:

Facebook: facebook.com/OpenHeartInternational/

Twitter: twitter.com/openheartintl

Instagram: instagram.com/openheartintl/

YouTube: youtube.com/user/OpenHeartIntl

Need help?

If you have any questions or concerns, please contact us in the office on admin@ohi.org.au or (02) 9480 9295.

