

Member Charter

Purpose

This Charter sets clear expectations for how Animal Health Australia (AHA) and its members work together to deliver meaningful results for Australia's animal health and biosecurity system. It outlines:

- the level of service members can expect from AHA
- the responsibilities members uphold to support shared outcomes.



AHA's core values

AHA supports its members by upholding five key values:



Act with integrity

We build trust and respect through ethical behaviour and accountability.



Collaborate

We harness our collective strength and the power of individual differences.



Innovate

We embrace creativity and strive for continuous improvement.



Lead

We inspire and empower teams to achieve excellence.



Foster community

We take a 'one team' approach through meaningful connections and a shared purpose.

Our collective commitment



These shared commitments guide how AHA and our members work together across all our programs, projects and engagements. Together, we will:

work collaboratively to protect animal health and biosecurity and support the sustainability of Australia's livestock industries

engage openly, constructively and consultatively to support meaningful two-way dialogue

treat each other with professionalism, courtesy and respect

recognise, value and draw on our diverse perspectives, expertise and organisational needs

provide timely, responsive input to support effective decision-making

uphold confidentiality and maintain trust in all interactions

promote transparency and shared responsibility across our work together.

AHA's commitment to members



AHA will:

support members to understand their obligations under the national animal health system and the Emergency Animal Disease Response Agreement (EADRA)

provide coordinated technical leadership and guidance during emergency responses, including expertise under EADRA and AUSVETPLAN

engage in a consultative, solutions-focused manner to support open, meaningful conversations and collaborative problem-solving

respect members' time, expertise and resources

appoint experienced leaders who deliver on strategic goals and project outcomes

provide advice and information that is practical, high-quality and supports clear action

demonstrate strong governance through clear, accountable, and compliant processes

champion a One Health approach across animal, human and environmental health.

Members' commitment to AHA



Members will:

meet obligations under EADRA and the AHA Constitution

provide timely, constructive feedback and responses to AHA requests for information or input

engage in open, respectful discussions and value diverse viewpoints

acknowledge and draw on AHA's technical expertise in delivering national programs

nominate suitable, empowered representatives who are authorised to make decisions on behalf of their organisation

prepare thoroughly for meetings and workshops and contribute actively.

This Charter will be reviewed regularly with members, aligned with AHA's five-year strategic planning cycle, and as needed between cycles.