

ANIMAL HEALTH AUSTRALIA MEMBER CHARTER



Our Member Charter sets the standard of service that members can expect from Animal Health Australia (AHA) and what AHA requires from its members to be able to deliver for them. The Charter is based on trust, transparency and mutual respect and is guided by our Constitution and Mission:

Informing government and industry about national action required and delivering solutions together that enhance, strengthen and protect animal health and the biosecurity system.

As a service and member-oriented enterprise, AHA is guided in its mission by our core values:

- **Lead with integrity** - we listen, learn and deliver with the courage to shape a better future
- **Innovate and grow** - we evolve and adapt, striving to find better ways and creative solutions
- **Embrace diversity** - our individual differences strengthen our effort
- **Connect and collaborate** - we understand the power of working together: as a collective we are stronger
- **Be bold and open** - we take action, add value and welcome hard conversations
- **Give it a go** - we understand the value of taking calculated risks and stepping up the challenges ahead

AHA COMMITMENT TO MEMBERS

AHA will:

- 1 Work with our members to enhance, strengthen and protect animal health and biosecurity and the sustainability of Australia's livestock industries.
- 2 Support members to understand their obligations under a national animal health system and to the Emergency Animal Disease Response Agreement (EADRA).
- 3 Adopt a consultative approach allowing meaningful and open conversations.
- 4 Promote mutual respect allowing for diversity of views and needs.
- 5 Treat our members with professionalism, courtesy and respect.
- 6 Appoint qualified senior people to contribute to AHA strategic goals and project end goals.
- 7 Be respectful of our members time and resources.
- 8 Supply high-quality advice and tailored solutions.
- 9 Be fiscally transparent and accountable.
- 10 Adhere to the principles of confidentiality.
- 11 Provide prompt responses to requests for information and advice.
- 12 Ensure the privacy of member details and adhere to corporate governance requirements.

MEMBER COMMITMENT TO AHA

Members will:

- 1 Be willing to work cooperatively to enhance, strengthen and protect animal health, biosecurity and the sustainability of Australia's livestock industries, whilst representing their members and constituents.
- 2 Adhere to member obligations as per the EADRA and the AHA constitution.
- 3 Provide AHA with constructive feedback and suggestions for improvement with a view to improving AHA's delivery of its strategic goals.
- 4 Allow and participate in meaningful debate, respecting other members views and perspectives.
- 5 Treat AHA staff and members with professionalism, courtesy and respect.
- 6 Appoint appropriate, qualified representatives with relevant expertise and the authority to represent and make decisions for their organisation to committees, reference groups and forums.
- 7 Adhere to the principles of confidentiality.
- 8 Provide prompt responses to queries and timely input into projects.

The Member Charter will be reviewed annually with any changes communicated to members.