

ANIMAL HEALTH AUSTRALIA MEMBER CHARTER

ABOUT OUR CHARTER

Our Member Charter sets the standard of service 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 statement:

To assist our members and partners to enhance, strengthen and protect animal health and the sustainability of Australia's livestock industries.

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

- Innovation and excellence
- Leadership through collaboration
- Integrity, commitment and accountability
- Commitment to our people
- Embracing diversity in people, views and ideas.

AHA COMMITMENT TO MEMBERS

AHA will:

- Treat our members with professionalism, courtesy and respect.
- Supply high quality advice and tailored solutions.
- Provide prompt responses to requests for information and advice.
- Adhere to the principles of confidentiality.
- Appoint qualified senior people to contribute to project end goals.
- Adopt a consultation model allowing meaningful and open conversations.
- Promote mutual respect allowing for diversity of views and needs.
- Be respectful of our members' time and resources.
- Be fiscally transparent and accountable.
- Ensure the privacy of member details and adhere to corporate governance requirements.

MEMBER COMMITMENT TO AHA

Members will:

- Treat AHA staff and members with professionalism, courtesy and respect.
- Allow and participate in respectful and meaningful debate.
- Provide prompt responses to queries and timely input into projects.
- Adhere to the principles of confidentiality.
- Appoint qualified senior people to contribute to committees, reference groups and forums.
- Provide AHA with constructive feedback and suggestions for improvement.
- Adhere to member obligations as per the **Emergency Animal Disease Response Agreement** and the **AHA constitution**.

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