

THE SHEPHERD CENTRE SUPPORTERS CHARTER



The Charter

The Shepherd Centre is committed to excellence in our work towards our vision of every child with hearing loss achieving the best spoken language they are capable of, so they can fulfil their full potential in the world. This will be reflected in how we work with the donors and other partners who support The Shepherd Centre.

As a result we and our staff commit to the following charter.

How The Shepherd Centre works with our supporters

The commitment of The Shepherd Centre to our supporters is that we will strive to:

1. Use the support you provide responsibly, in line with our goal of achieving excellence in our work toward every child with hearing loss achieving the best spoken language they are capable of; and ensure that your intentions in providing your support are followed.
2. Ensuring that we act promptly, with integrity, honesty and openness in our communications with you; and be accountable, clear and open to feedback in our dealings with you.
3. Fully adhere to the Fundraising Institute of Australia principals and standards of fundraising in our fundraising activities.
4. Provide appropriate financial updates on our work through the production of an Annual Report which is made widely available.
5. Respect your privacy in how we communicate both with you and with other people, and in how we store your information.

In return, The Shepherd centre asks the following of the supporters who assist our work (and we will use these principles in dealing with your support):

1. We ask that you do not provide any support that may conflict with your own best interests.
2. The support you provide to us must not be generated by illegal means, or by means that fundamentally conflict with our vision or our policies.
3. Your support must not be contingent on any action by The Shepherd Centre or by our staff that is inconsistent with normal standards of ethical behaviour or our policies.
4. The proposed support must not create the potential for an unacceptable risk to The Shepherd Centre.

"On behalf of all the children, families and staff at The Shepherd Centre thank you for your generosity and continued support."

Jim Hungerford,
Chief Executive Officer



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