

Oxfam Australia Supporter Charter

Oxfam Australia's Commitment

We are committed to caring for our supporters whilst working to end poverty and suffering. We pledge that your contribution will make a difference in building a just and safer world.

Oxfam Australia's undertaking to you

Supporting Oxfam Australia

- Your support will be used in an effective and efficient way to help overcome poverty and injustice.
- We will provide you with information about the projects and campaigns you are helping.
- If you have indicated that you'd like to be involved in our campaigns work we will send you regular updates and options for taking action. Information about our campaigns will also be placed on our website and updated regularly.
- Donations given to help specific needs, such as emergencies, will be spent to benefit communities affected by emergencies.
- All donations will be handled promptly, securely and a receipt will be sent to you.
- Oxfam Australia welcomes and greatly values volunteer engagement in our work, and we will treat all volunteers with respect and fairness.

Communicating with Oxfam Australia

- We will listen to you and respond in a friendly, courteous and respectful way.
- We will help you as much as we can promptly, professionally and with integrity.
- Your right to privacy will be respected and Oxfam Australia will comply with the laws relating to use of personal data and fundraising.

Contacting Oxfam Australia

- We welcome feedback, ideas and suggestions on how we can improve.
- We will respond to all complaints in a serious and timely manner.
- All compliments and complaints are noted and reported to the Board on a quarterly basis.

Accountability

- Oxfam Australia is audited annually by independent auditors.
- A summary of our financial statement is published in our Annual Report, which is available on our website and our audited statutory accounts are available on request.
- Oxfam Australia abides by a number of codes of conduct covering the way we work internationally and in Australia. This includes the Australian Council for International Development Code of Conduct, Red Cross Code of Conduct and People in Aid Code. For a full listing please see www.oxfam.org.au/about or contact us.

Oxfam Australia will not tolerate violent, intimidating or abusive behaviour towards our staff or volunteers. We may choose not to communicate with anyone who acts in this way.

To contact us please call 1800 088 110 or email at enquire@oxfam.org.au. You can also write to us at 132 Leicester St, Carlton VIC 3053.