

SERVICE CHARTER

At Save the Children we are committed to meeting the needs and expectations of our many supporters. We have *five* core service principles that underpin our commitment to you:

1. We are responsive when **you** contact us
2. We are always professional in our dealings with **you**
3. We value **your** feedback and we listen and are engaged
4. We respect **your** privacy
5. We are accessible to **you** through many different contact channels

Our Service Charter sets our commitments in delivering the best possible response for you to ensure all children have a better future.

• *Contacting us*

- You can contact us any way you prefer, by telephone, online, writing or in person. Our toll free number is 1800 76 00 11 or online at savethechildren.org.au
- We will respond to your request in a timely and professional manner

• *Delivery of our programs*

- Save the Children conducts many programs in Australia and overseas undertaken by our professional and highly skilled staff
- We deliver programs that generate tangible improvements to the lives of children and families
- Save the Children supports long-term, sustainable programs in developing countries that have a lasting impact on the lives of children

• *Our Supporters*

- At Save the Children, we could not deliver our programs to children without the wonderful support of our many supporters including donors, members, corporate and business partners
- We regard all our supporters as part of the Save the Children family and we will do everything we can to ensure you have a positive experience with us

• *Your Privacy*

- We are absolutely committed to protecting your information
- We respect your privacy when you let us know that you do not want to be contacted by Save the Children
- We will not pass on your details to any third party or external organisation

• *Your Feedback & Complaints*

- Save the Children wants to hear what you have to say about our programs, service delivery and community-based work
- You can contact us with your feedback by either calling our toll free number 1800 76 00 11 or by completing our online form: savethechildren.org.au/contact-us

Our Vision is a world in which every child attains the right to survival, protection, development and participation