

CLIENT CHARTER

About NOFASD Australia

The National Organisation for Fetal Alcohol Spectrum Disorders Australia (NOFASD Australia) is an independent not-for-profit charitable organisation. NOFASD Australia is registered as an incorporated association in South Australia under the *Associations Incorporation Act 1985* and has held Health Promotion Charity status since 2007.

Since 1999, NOFASD Australia has lobbied to have FASD recognised as a disability in Australia, to advocate for the rights and interests of people living with FASD and to provide information and support to individuals and families at a grassroots level.

Mission

A strong and effective voice for individuals and families living with FASD

Vision

The prevention of alcohol exposed pregnancies in Australia and an improved quality of life for those living with FASD.

Our work

Since inception, a strong community focus and dedication to the needs of the consumer has been the driving force behind NOFASD Australia activities. We are committed to a whole of population approach to policy and practice.

NOFASD Australia has a strong commitment to FASD prevention, demonstrated through the work that we do. This includes, raising public awareness through community education and building the NOFASD Australia support network; offering training to service providers to build their capacity to better respond to target groups who may be at increased risk for alcohol use in pregnancy or FASD; and offering consultation, advocacy and support for individuals and families whose lives are directly affected by FASD.

Your privacy

NOFASD Australia is committed to protecting your privacy. We apply the principles of the *Privacy Act 1988* in the process of collecting information, handling, use and disclosure of personal information. We respect your right to choose anonymity.

What you can expect from us

Membership of the NOFASD Network requires your chosen contact information and individual interest areas to be recorded. The information you provide is private and confidential and we will always seek your written consent to share information for any purpose (e.g. research or media). The NOFASD Network is maintained by the NOFASD Australia Administration Assistant and no other person has access to this database.

When you contact NOFASD Australia

We will respond courteously and respectfully recognising your right to cultural safety and sensitivity. With equity and fairness, we will provide you with the best information available. You can expect our standard of service delivery to be based in integrity, transparency and accountability.

Quality Responsive Services

- We will acknowledge your request within two working days, provide you with contact details for the person handling your request, and advise when you can expect a response
- We will do our best to help you access the most up-to-date information available
- We will provide you with some suggested options if we do not have the information you require

How to contact us

We value your opinion and welcome your suggestions about how and where we could improve our service to you. To make an email enquiry:

enquiries@nofasd.org.au

To access us via the website:

<http://www.nofasd.org.au/contact-us>

Telephone

1300 306 238 OR +61 3 6445 0923.

Mail: NOFASD Australia

GPO Box 448, WYNYARD TAS Australia 7325

Integrity

If you think we haven't provided you with an adequate service or if you think your complaint was not handled satisfactorily you can contact us on 1300 306 238 email us at admin@nofasd.org.au

