

Support Group Charter

Statement of Mutual Rights and Responsibilities

Parkinson's NSW regards Support Groups as partners which share its purpose of connecting people living with Parkinson's with life-enhancing services.

This partnership is important to us and we want to work together with mutual trust and respect. The following summary of our mutual rights and responsibilities demonstrates our commitment to this partnership.

Support Groups commit to:

- Provide an inclusive, welcoming forum for people living with Parkinson's to learn, connect with their community and support one another.
- Help promote and further the vision, mission and purpose of Parkinson's NSW
- Increase the effectiveness of communications between Parkinson's NSW and Support Group members by regularly and openly sharing publications, letters, emails, links to digital and social content, and other forms of information.
- Appoint or elect a Support Group Leadership Team with the approval of Parkinson's NSW. The Support Group Leader will act as the Group's spokesperson and key point of contact with Parkinson's NSW.
- Conduct meetings in accordance with proper governance processes. These processes are defined by the *Support Group Guidelines* and *Support Group Manual*.
- Keep proper written records of Support Group business and the decisions of the Support Group Leadership Team. This will include providing copies of all meeting minutes to Parkinson's NSW in a timely manner
- Prepare an Annual Support Group Plan for the period of 1 July to 30 June each year. This will include Support Group meeting dates and locations for meetings, meeting topics and a budget for the year ahead.
- Remain financially viable – meaning Support Groups should not run at a loss.

- Open a bank account in the Support Group's name with the Commonwealth Bank. Funds over a certain amount must not be retained (with limit to be advised by Parkinson's NSW). Funds in excess of the limit will be transferred to Parkinson's NSW before 31 July each year.
- Invite external speakers at Group meetings in accordance with the *Support Group Operations Manual*.
- Not undertake fundraising except as approved in advance and in writing by Parkinson's NSW.
 - Seek approval each time. One authorisation does not cover all future events.
 - Only fundraise in compliance with the *Parkinson's NSW Fundraising Guidelines* and all applicable laws, regulations and authorities.
 - Comply with Australian Taxation Office requirements regarding the issuing of tax-deductible receipts.
- Also obtain written approval from Parkinson's NSW before:
 - Entering into any agreements – including deeds, contracts or other similar arrangements
 - Using the Parkinson's NSW name, logo or brand.
 - Creating and distributing any Group publications, media releases or any other communications materials – whether in print or digital form.
 - Establishing or maintaining a Support Group web site or creating or utilising social media accounts or pages.
 - Providing or receiving any form of sponsorship unless that event has been listed in an Annual Support Group Plan which has already been approved.
- Keep information obtained from Support Group Participants confidential and secure. This information is not to be shared outside the Group, except with Parkinson's NSW.

Parkinson's NSW commits to:

- Treat all Support Group members with dignity and respect, considering them partners who share the Parkinson's NSW vision, mission and purpose.
- Grow both the number and quality of Support Groups – particularly in under-served areas of NSW.
- Strengthen all Support Group operations by providing clear written information and requirements, including the *Support Group Guidelines* and the *Support Group Operations Manual*.

- Provide templates and advice to support the development of Annual Support Group Plans.
- Provide evidence-based advice and expertise via the Support Group Coordinator and the Fundraising, Events, Education, Corporate Services, InfoLine and Marketing & Digital teams.
- Have a variety of Parkinson's NSW staff members attend as many Support Group meetings as possible over the course of each year in order to listen and learn from members.
- Welcome feedback from Support Groups and act on it as appropriate. We encourage regular two-way communications.
- Respond to requests in a timely manner – particularly when approval is sought for fundraising, events, sponsorships, local advocacy, media outreach, etc.
- Share information and communicate regularly via publications, letters, emails, and the Parkinson's NSW web site and social media channels.
- Innovate and strive for continuous improvements that will further develop Support Group operations and enhance outcomes for members.
- Not to share private or confidential Support Group information or sell or provide the Support Group membership contact list to any outside party.