





Your  
feedback  
helps us  
improve

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## Red Cross is committed to providing the best possible programs and services

Red Cross is bound by seven 'Fundamental Principles' that guide everything we do:

- the principle of **humanity** is about us preventing and easing suffering wherever it is found and promoting respect
- the principle of **impartiality** requires us to act without discrimination and to make sure that we work with those people who are most in need
- the principle of **voluntary service** commits us to using the power of humanity and the willingness of community members to share their time and abilities to assist those in need.

The other principles are **neutrality**, **independence**, **unity** and **universality** and you can learn more about them on the Red Cross website or by asking one of the staff or volunteers.



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