

(ABN 25 538 506 729)

Hello and thank you for your enquiry about membership with Arthritis, Pain Support and Emerge ACT

Below we have listed our main services. To assist you with your membership applications please note the following:

- If you wish to participate in any of our pool or exercise activities, please fill in the 'Adult Pre-Exercise Screening System' form included with this letter. If you tick yes to any of the questions AND your condition is not being managed by a doctor, we do require a medical clearance to be completed by your doctor. The medical clearance form is included in this information. If you are not sure whether you should be checked you are welcome to give us a call and check first.
- You can send us back forms by post, by popping into our office in Bruce 9am – 4pm Mon – Thurs, 9am – 3pm Friday), you can also scan and email them to us at info@arthritisact.org.au, or we can do most things over the phone.
- We accept payment in person in cash, cheque, credit card (sorry not AMEX) and we have HICAPS for payments that are included in your private health insurance or with Medicare. Credit Card can be utilised over the phone but private health insurance and Medicare must be done in person. Cheques/money orders can be posted. You can also do a direct bank transfer – contact us if you would prefer to do this.
- We take complaints and suggestions about our services very seriously. We have included a complaints form with this package of information, and it can be found at <https://www.arthritispainssupportemergeact.org.au/wp-content/uploads/2025/06/Complaint-Handling-P-and-P-March-2028-with-added-feedback-form.pdf> Similarly, you can send a written complaint to info@arthritisact.org.au, or post to PO Box 908 Belconnen ACT 2616, or you can call us on 6251 2055 and ask to speak to either the CEO or the Chair of the Board. Anonymous complaints will be investigated however we will not be able to respond to you personally if you choose to make a complaint this way.
- As approved providers of the NDIS, in working with clients who utilise My Aged Care, and in receiving some funding from ACT Health, we have specific reporting requirements to the NDIA, ACT Health and My Aged Care should there be a complaint or situation of significance in relation to these programs. If you would like to know more about these reporting structures please ask our administrative staff. Should a report be required to be made we will include you in this process. Equally, if you need to make a report about us, the means of doing this are outlined in the complaints form.

Member services.

Member services and activities include:

- **Exercise Programs**
Warm Water Exercise (hydrotherapy) and land based exercise classes are for **Members Only**.
- **Allied Health**
All allied health support is **discounted for members**.
Occupational Therapy – home modifications and support to make life easier, assistance in functional reviews for DPS and NDIS applications, driver assessments
GLAD osteoarthritis of the knee and hip program with our Physiotherapist
Exercise Physiology – exercise programs tailored for you
- **Support/Interest Groups** which provide ongoing support for members in specific areas - **Members Only**.
- **Self-Management Courses** designed to improve the quality of life for people affected by arthritis, osteoporosis and related conditions - **discounted for members**.
- **Seminars and workshops** on topics relevant to the needs of members.
- **Regular information emails**
- **Pain Support** programs are all available at Arthritis ACT. This includes seminars and peer support.
- **ME/CFS Peer Lead** self-management programs and support.
- **Art Therapy** for support in exploring your thoughts and feelings
- **Health Promotion** programs to raise community awareness of the impact of these conditions.
- **Lobbying** government about the needs of people with these conditions.

We are funded through the ACT Government for some hydrotherapy and education sessions. All other services are fee for service however as a charity we offset the cost of these through donations from our generous donors who understand the impact of our work.

To join Arthritis, Pain Support and Emerge ACT, please fill out our Membership Application and return it together with your subscription to PO Box 908, Belconnen, ACT, 2616, or deliver in person to our premises.

We operate our programs from Northside and Southside locations, and our main administration officers are at:

170 Haydon Dve BRUCE ACT 2617

We look forward to welcoming you as a member of Arthritis ACT