

Arthritis

AUSTRALIAN CAPITAL TERRITORY

————— **Incorporating Osteoporosis ACT** —————

Members Service Charter

October 2009

Our purpose is to help people in the ACT region to manage their musculoskeletal condition, including arthritis and osteoporosis

How we assist you

We aim to provide you with a comprehensive range of activities and services to help you to manage your condition

We aim to routinely seek your feedback so that we can fine tune our activities and services accordingly

We aim to provide you with the opportunity to participate in the operations of Arthritis ACT if you wish

We aim to keep you informed of events and news items through the Newsletter and website

We aim to respond to your queries quickly, accurately and politely

We undertake to protect any of your personal information that we may hold

You can assist us

By providing accurate information about yourself so that we can contact you and offer the best support we can

By providing constructive feedback on how we can improve our activities and services

By considering whether you can volunteer your skills to assist in the work of Arthritis ACT

Contact me

If you cannot resolve any concern related to Arthritis ACT or wish to provide compliments or suggestions, please contact

Tony Holland, CEO

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