



AUSTRALIAN CAPITAL TERRITORY

Including Osteoporosis ACT

Members Service Charter

November 2013

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

How we assist you

- We aim to respond to your needs with a comprehensive range of activities and services to help you manage your condition.
- In providing these services we aim to routinely seek your feedback so that we can better meet your needs.
- We aim to provide you with the opportunity to participate in the operations of Arthritis ACT.
- We aim to keep you informed of events and news items through personal contact, the newsletter and website.
- We aim to respond to your queries quickly, accurately and politely.
- We undertake to protect 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 suggestions, please contact:

Helen Krig, CEO

Phone: 02 6288 4244 or Email: ceo@arthritisact.org.au