



## *Exercise Program Participant Policy*

### **Overview**

Exercise programs are provided by Arthritis & Osteoporosis NSW (AONSW) to assist people in the self-management of arthritis and associated conditions.

These programs are usually a safe way for most people with arthritis to exercise. However, any form of exercise can carry risks for some people, especially those with particular medical conditions.

If you have any questions about this policy, please contact the Health Services Team:

**Phone** 02 9857 3300, or **Email** [gentleexercise@arthritisnsw.org.au](mailto:gentleexercise@arthritisnsw.org.au)

### **1. General**

- i.** It is a condition of enrolment that participants abide by all relevant AONSW policies and processes
- ii.** Participants must inform AONSW of any changes to the information supplied as part of the enrolment process, including contact, medical and banking details.
- iii.** Participants confirm that submission of their enrolment forms indicates agreement with this policy, including taking responsibility for payment of classes by the advised deadlines.
- iv.** Enrolment will be on an annual basis (calendar year) and payment will be on a term basis, paid in advance.
- v.** Participants must have current medical clearance in order to attend classes. Forms will be required at the following times:
  - Initial enrolment, and annually thereafter (calendar year)
  - Following major illness/ injury
  - Following surgery
  - Following the development of any condition listed as a “contra-indication” to participate in these classes
  - Following a change in medical status from your most recent medical clearance form
- vi.** AONSW reserves the right to decline or cancel enrolment based on medical and safety concerns, inappropriate behaviour, or if a participant does not comply with other requirements.

**NB: New participants will only be able to attend classes when notified by the AONSW office of class commencement date.**

## 2. Payment

- i. Class fees will be deducted from the nominated bank account or credit card on a term basis.
- ii. Payment is required 2 weeks prior to commencement of term, and classes are billed in advance. If a participant wishes to enroll mid-term, payment is required at the time enrolment forms are received, and the AONSW office will advise when a participant may begin attending the class.
- iii. Participants must inform AONSW of any changes to banking details. If payments are not successfully processed, enrolment may be terminated.
- iv. AONSW's receipt of enrolment forms with payment details indicates the participant gives permission for AONSW to process payments on a term basis (NB: dates will be advised at the beginning of each year).
- v. Mid-term enrolments will be charged a pro-rata amount for the remaining term fees at the time of enrolment.
- vi. For classes run by a Medicare-approved provider a receipt for making a private health insurance claim will be provided on request. NB: health insurance receipts can only be raised at the completion of the term, on receipt of attendance lists from instructors. These receipts may take up to 1 month to be sent to participants.
- vii. Classes will not run on public holidays and participants' term payments will be adjusted accordingly.

**NB: refunds will not be issued for classes missed, so participants are encouraged to make their enrolment decisions carefully.**

## 3. Cancellation of classes/ enrolment

- i. Occasionally classes may need to be cancelled due to unavoidable circumstances. Participants will be issued with a credit for the following term's fees.
- ii. If a participant chooses to cancel their enrolment, they must give notice **4 weeks in advance** of the payment cut-off date for the coming term.

## 4. Health and safety

- i. There are risks associated with exercise and AONSW expects responsibility will be taken by participants to protect their own health and safety, and that of other participants and the staff at all times.
- ii. All participants must disclose any conditions (medical or otherwise) to AONSW at the time of enrolment, on their medical clearance form.
- iii. If a participant is unwell on the day of their class, they should not attend.
- iv. If a participant begins to feel unwell during class, they must alert the instructor immediately.
- v. Participants should ensure they are adequately hydrated prior to, during, and after class to prevent dehydration. To promote this participants are encouraged to bring their own personal water bottle to each class.
- vi. Participants must ensure they are wearing suitable attire for exercising. This includes; appropriate enclosed footwear, and appropriate comfortable clothing. AONSW encourages the use of a personal towel and necessary deodorant for hygienic reasons.
- vii. Participants are advised to keep any medicines required during class with the instructor. If a participant has an action plan in case of emergency for any condition, it is their responsibility to advise the instructor and take this plan to the class e.g. for those with diabetes, asthma, angina etc.

## 5. Pool facilities (pertaining to Warm Water Exercise only)

- i. Whilst AONSW works with pool venues to maintain water temperature between 32.5-35°C, it cannot be guaranteed these temperatures will be maintained throughout the winter months. It will be at the discretion of instructors and participants as to whether they continue exercise in cooler pool conditions or suspend classes during such times.
- ii. Rules and regulations of the pool venue and staff instructions should be abided by at all times. See the following link for further information:  
<http://www.health.nsw.gov.au/environment/factsheets/pages/healthy-swimming-pools.aspx>

## 6. Education

- i. Participants will receive weekly education emails which aim to improve participants' knowledge of their condition, and serve as a general discussion topic in class.

## 7. Insurance

- i. Enrolled participants of the exercise program(s) will be covered by insurance for the duration of their class, however, not outside of the scheduled class time.

## 8. Privacy

- i. AONSW has a responsibility to protect participants' personal and medical information. Provided participant information will be stored in a confidential database only accessible by Health Services Team, Health Services Manager, and CEO of AONSW.
- ii. Medical clearance forms, contact numbers and emergency contacts will be provided to instructors prior to commencement of the term for the purpose of ensuring the health and safety of participants during classes.
- iii. Medical clearance forms will be attached to participants' personal work booklet. Participants are responsible for the safekeeping of their personal booklet and information. Participants are expected to bring the booklets to every class they attend.
- iv. Instructors are expected to abide by the AONSW Privacy Policy.

## 9. Definitions

- i. **Instructor:** an individual contracted by AONSW to teach an exercise class
- ii. **Participant:** an individual enrolled in an exercise class run by AONSW
- iii. **Exercise program:** exercise classes conducted by a trained health or fitness professional, namely a physiotherapist, exercise physiologist or a fitness leader with a Certificate III or Certificate IV in Fitness