



Wolper Jewish Hospital MoveWell Community Exercise Program Terms and Conditions

1. Admission and Screening Process

- Participants are required to provide a completed Medical Clearance Form from their GP or surgeon to the MoveWell administration team, prior to participating in any MoveWell class. New referrals require an assessment by a Physiotherapist or Exercise Physiologist to assess suitability.
- Day Rehabilitation patients referred to MoveWell require an internal referral form only, which is valid for 12 weeks post discharge.
- To be eligible participants must be independently mobile and able to follow instructions.
- Participants with open wounds, urinary tract infections or incontinence may be ineligible to participate in water based exercise classes.
- Prior to commencing any MoveWell class, confirmation of enrolment is required. A trial class is available with the cost of this being included if the participant then enrolls in the class.

2. Enrolments

- Participants are enrolled for a full term.
- Enrolments are automatic for the following term unless a participant notifies the MoveWell team prior to the enrolment cut off date.
- Partial-term enrolments are accepted for participants who have an extended period of absence planned i.e. if you are only attending the first six weeks of a term you can either pay for the whole term and keep your place or pay for the first six sessions only and then your enrolment will be cancelled. Should you wish to resume upon your return, classes will be subject to availability i.e. no holding of spots.
- The above condition includes but is not limited to examples such as joint replacements, cataract surgery and holidays.
- To be eligible for part term enrolments participants must notify the Movewell team prior to the enrolment cut off date in the current term.
- Mid-term enrolments are accepted for new participants, or current participants wishing to add classes to their schedule, subject to availability. In such cases, payment will be pro-rata for the remainder of the term.

3. Payments and Receipts

- Payment for each term is due in full before the commencement of the term. For mid-term enrolments payment is due by the first exercise class.
- Payments commence 1 week prior to a new term.



- Payments can be made in person, over the phone or by completing a credit card authority form. A receipt of payment and a record of attendance will be provided upon request.
- A medical certificate or evidence of medical appointments (e.g. receipt) is required within 5 days of the missed class for absences where the participant would like a refund for a missed class. Refunds will only apply to missed sessions related to the appointment/illness and dates specified on the medical certificate.

4. Unexpected Attendance

- Participants cannot attend classes other than the one they are enrolled in.
- If a participant attends their class on a day they had advised the Movewell team they would be away, full payment for that class will be required.

5. Unexpected Absence/ Cancellation

- If a participant suffers an extended period of absence due to illness or surgery (such as joint replacement or cataracts) or exceptional circumstances then they must notify MoveWell administration to cancel their enrolment and then a refund for the absences will be processed. Upon returning to the program, a new Medical Clearance Form is required. Classes will then be subject to availability.

Please leave all valuables at home. Wolper does not accept responsibility for loss of valuables.

Contact Details

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