

## **Participation Support Membership – Terms and Conditions**

### **Program Purpose**

The Participation Support Membership (PSM) Grant Program is delivered by Active Merri-bek and funded by Merri-bek City Council's Community Grants Program. It aims to reduce barriers to participation by offering subsidised or fully funded three-month centre-based memberships to eligible Merri-bek residents.

The program is designed to be short-term and transitional, offering up to a maximum of three PSMs per person per calendar year. The primary aim is to provide a supportive entry point into Active Merri-bek Leisure Centres, with the expectation that participants and their relevant support organisations will work towards transitioning onto a Concession Supported Membership or another ongoing membership option that suits their needs and capacity to allow for continued and sustainable access to Active Merri-bek facilities.

### **Eligibility and Verification**

Participants must:

- Be a permanent resident of Merri-bek, with documentation (e.g., photo ID, utility bill) showing proof of address.
- Hold a current Low-Income Health Care Card issued by Services Australia (for children, they must be named on the parent/guardian's card).
- Be referred to by an accredited wellness support agency (e.g., community health service, housing support). Referrals from GP clinics or hospitals may be considered and will be evaluated on a case-by-case basis.

### **Participation and Conduct**

Participants are expected to attend the centre/program regularly throughout the 3-month membership period.

Regular attendance is defined as a minimum average of three visits per fortnight.

If the participant is unable to attend due to illness, change in circumstances, or any other reason, they must contact the Leisure Centre they attend as soon as possible.

Participants must abide by the Active Merri-bek Leisure Centre Code of Conduct and Terms and Conditions of entry, with a particular focus on respecting all staff, facilities, and other members while attending the facility.

### **Subsequent PSM Approvals**

Continued support and/or access to special concession rates after the initial three-month period may be considered based on:

- Attendance record (meeting the minimum attendance requirement of at least three visits per fortnight on average).
- Discussion between referral agency and Active Merri-bek to take place, regarding how continued PSM will benefit the applicant. Discussion to include how a funded membership will remove barriers to facility access and physical activity, as well as clearly identifying health outcomes from subsequent PSM approvals.

- Demonstrated improvement in health and wellbeing, with clear positive outcomes detailed through use of previous successful PSM applications. This is required to be outlined throughout a new reference letter submitted with subsequent PSM applications after the initial three-month membership expires.

Following the third successful application and usage of the facility, a discussion will occur between Active Merri-bek Staff and the referral agency regarding ongoing support and transitioning away from PSM onto a concession support membership or other membership options.

### **Financial Contribution**

Where possible, participants may be asked to make a small financial contribution, such as paying a discounted startup/joining fee (approximately valued at \$40 for Health & Wellness and \$25 for Aquatics as of July 1 2025), to encourage commitment, sustainability and shared investment in the program.

### **Assessment and Approval**

Approval is subject to funding availability, eligibility criteria, and assessment by the Active Merri-bek and Merri-bek City Council teams.

Only 120 grants are available per year. Applications submitted do not guarantee approval.

### **Feedback and Contact**

If at any point your experience is not positive or supportive, you are encouraged to contact the Active Merri-bek team at [community@activemerri-bek.com.au](mailto:community@activemerri-bek.com.au).

Feedback will be treated confidentially and used to improve program delivery.

### **Termination of Support**

Active Merri-bek reserves the right to suspend or withdraw support if:

- The participant does not engage with the program as agreed.
- Misuse of membership or breach of centre policies occurs.
- Membership holder does not adhere to the membership terms and conditions, code of conduct and/or terms and conditions of entry into Active Merri-bek aquatic and leisure facilities.
- Ineligibility is discovered post-approval.

*For more information on the Participation Support Membership, please visit either the Active Merri-bek website, or the application portal webpage. Links below:*

- [Active Merri-bek website](#)
- [Application portal webpage](#)