



## PC Users Group (ACT) Inc.

27 Mulley Street

Holder ACT 2611

ABN 94 130 344 129

Phone

(02) 6287 2922

Email

[pcug@pcug.org.au](mailto:pcug@pcug.org.au)

Web

[www.pcug.org.au](http://www.pcug.org.au)

## The PCUG Help Service

The PCUG is a non-profit association of people and organisations interested in supporting the use of the personal computer.

Services offered by the PCUG are largely provided by volunteers drawn from within its membership. Some administration is provided by paid staff under direction of a Committee of management, elected by and from, the membership.

The association operates within the framework of its Objects as published in its Rules. They were last amended in 2006 and lodged with Office of Regulatory Services as required under the Associations Incorporation Act 1991.

A copy of the Rules is published on our website at:

[http://www.pcug.org.au/documents/Rules\\_PCUG/Rules\\_PCUG\\_ACT\\_2006.pdf](http://www.pcug.org.au/documents/Rules_PCUG/Rules_PCUG_ACT_2006.pdf)

Significantly, Objects 1 and 2 drive the activities of the association:

1 To disseminate information on all aspects of personal computers to members and the community.

2 To assist members in solving problems with personal computers.

The association was founded on the motto "Users Helping Users" which embodies these objects.

The PCUG facilitates these Objects by maintaining a Help Directory of members who volunteer their help to fellow members.

They advise what topics they are capable to assist with and under what conditions they can be contacted for help.

There is no obligation on the part of these members to provide help and they decide whether to do so with each request.

Where it is agreed that help will be provided by a home visit or remote access, the helper may, at his/her discretion, charge an honoraria fee to cover expenses.

The fee is approved by the Committee as fair and reasonable for the intended purpose and includes a portion levied by PCUG for administration.

When members request help they are placed in contact with the member on the Help Directory who best matches the topic of concern.

There is no obligation on the part of members to accept the help offered. They decide whether to accept any of the advice offered.

Use of this service is designed to help individual members and should not be used as a substitute for commercial support calls to vendors.

This service is provided for members only.