



PRANA

PHYSIOTHERAPY & HEALTH®

PATIENT WELCOME PACK





PRANA

(n.) Life or breath.

Being injured, having surgery, or even having a slight niggle can be enough to disrupt the things that you love – sport, work, family and daily life.

Our purpose is to provide the highest quality Physiotherapy service to get you back to life.



MEET THE TEAM



VALERIE MULLANE

Principal Physiotherapist
Credentialled McKenzie
Therapist
Exercise Physiologist



SHAUN MILLER

Principal Physiotherapist
Credentialled McKenzie
Therapist
Exercise Physiologist



CHRISTINE EATON

Senior Physiotherapist
Clinical Pilates Instructor



SOFIE FRENCH

Physiotherapist
Clinical Pilates Instructor



JESSICA BALDOCK

Physiotherapist



DR HELEN CLARE

Specialist Musculoskeletal
Physiotherapist
Credentialled McKenzie
Therapist



WILL CASIMIR

Exercise Physiologist



JENNY COOLICAN

Lymphoedema Massage
Therapist



LYNDA EAGER

Practice Manager



OUR NEWEST OFFERING

EXERCISE PHYSIOLOGY



At Prana Physiotherapy & Health, we cater to a diverse range of individuals, embracing a personalised approach to support you on your unique health journey. Our expert exercise physiologists collaborate closely with you to design a tailored exercise program that aligns with your unique needs and goals. Whether you're recovering from an injury, managing a chronic condition, aiming for a healthier lifestyle, or specifically seeking care through Workers' Compensation or the Department of Veterans' Affairs (DVA), we've got you covered.

This encompasses factors such as mental health and lifestyle, ensuring a comprehensive and sustainable impact. Rest assured, our exercise programs are built on a foundation of evidence-based practices, backed by the latest research, providing you with the most effective and up-to-date guidance for your journey to better health.

Get Started with Exercise Physiology



Initial Assessment



**Personalised
Exercise Plan**



Ongoing Support



Group Classes

Please feel free to call us on (02) 9436 2565 or send us an email for any enquiries regarding Exercise Physiology. You can also book an appointment online at www.pranaphysio.com.au/book



GROUP CLASS DESCRIPTIONS

STRENGTH, BONES & BALANCE

DURATION 50 MINS | MAX 4 PARTICIPANTS



Strength Bones & Balance is a circuit-style class for those over 50 who would like to target their bone health, balance, falls risk, muscle strength, posture and core. This class utilises various physio equipment to challenge the body and mind. Each individual is working at their own level to achieve their specific goals under close supervision and instruction by their Physiotherapist/Exercise Physiologist.

Strength, Bones & Balance can also be offered as a duet if you would prefer to exercise with a partner or friend at a time that suits you.

Pre attendance requirements

You will need a 60 minute 1:1 Strength Bones & Balance assessment to determine your eligibility and take your history to understand injuries, goals and health status prior to commencing classes. You will commence exercise during this initial session.

Review 1:1 assessments are conducted every eight weeks in order to freshen up your program and update your goals based on your progress.



STRENGTH BONES & BALANCE TIMETABLE

Last updated March 2024

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	8.00am STRENGTH BONES & BALANCE WAITLIST ONLY			7.30am STRENGTH BONES & BALANCE Shaun
9.30am STRENGTH BONES & BALANCE Sofie	8.30am STRENGTH BONES & BALANCE Sofie		9.30am STRENGTH BONES & BALANCE WAITLIST ONLY	8.30am STRENGTH BONES & BALANCE WAITLIST ONLY
	9.30am STRENGTH BONES & BALANCE WAITLIST ONLY	10.30am STRENGTH BONES & BALANCE Christine	10.30am STRENGTH BONES & BALANCE WAITLIST ONLY	9.30am STRENGTH BONES & BALANCE WAITLIST ONLY
				11.30am STRENGTH BONES & BALANCE Sofie
			5.00pm STRENGTH BONES & BALANCE Sofie	

PHYSIOTHERAPY LED CLINICAL PILATES – WITH PHYSIOTHERAPIST (4:1)
DUET AND PRIVATE CLINICAL PILATES WITH PHYSIOTHERAPIST BY APPOINTMENT

HOW TO GET STARTED

Schedule an Initial assessment with one of our Pilates Physiotherapists (60 minutes). This allows a thorough assessment and a plan to be developed to set you up ready to join a class. If you need more support or focused attention, we recommend private sessions with your Pilates Physiotherapist. Your Physiotherapist can talk you through how many 1:1 sessions will be valuable for you.

Review appointments (30 or 60 minutes) are recommended every 4-8 weeks, depending on your health goals and injury status.



GROUP CLASS DESCRIPTIONS

CLINICAL PILATES

DURATION 50 MINS | MAX 4 PARTICIPANTS



Semi-private clinical equipment classes utilise Pilates Equipment including the reformer, trapeze table, wonder chair and small apparatus to rehabilitate injuries or work at a beginners to advanced level to target specific core and mobility goals. Each individual is working on their own exercises and own program under close supervision and instruction by your Physiotherapist.

Pre attendance requirements

You will need a 1:1 Clinical Pilates assessment with one of our Physiotherapists. Following this we recommend between 2-3 private clinical pilates sessions with your physiotherapist prior to joining the class setting to assess, teach foundational movements and plan your program based on individual client goals.

Review 1:1 assessments are conducted every four to eight weeks in order to freshen up your program and update your goals based on your progress.



CLINICAL PILATES TIMETABLE

Last updated March 2024

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8.30am CLINICAL PILATES Sofie		9.30am CLINICAL PILATES Christine	8.00am CLINICAL PILATES Christine	7.30am CLINICAL PILATES Valerie	8.00am CLINICAL PILATES Rotating
10.30am CLINICAL PILATES Christine	10.30am CLINICAL PILATES Sofie			10.30am CLINICAL PILATES Sofie	9.00am CLINICAL PILATES Rotating
12.30pm CLINICAL PILATES Christine	12.30pm CLINICAL PILATES Sofie			12.30pm CLINICAL PILATES Sofie	
		5.00pm CLINICAL PILATES Christine			
	6.30pm CLINICAL PILATES Christine				

PHYSIOTHERAPY LED CLINICAL PILATES – WITH PHYSIOTHERAPIST (4:1)
 DUET AND PRIVATE CLINICAL PILATES WITH PHYSIOTHERAPIST BY APPOINTMENT

HOW TO GET STARTED

Schedule an Initial assessment with one of our Pilates Physiotherapists (60 minutes). This allows a thorough assessment and a plan to be developed to set you up ready to join a class. If you need more support or focused attention, we recommend private sessions with your Pilates Physiotherapist. Your Physiotherapist can talk you through how many 1:1 sessions will be valuable for you.

Review appointments (30 or 60 minutes) are recommended every 4-8 weeks, depending on your health goals and injury status.



CONSULTATIONS

INITIAL CONSULTATION (CODE 500)

UP TO 60MINS

Your first consultation with a physiotherapist for up to 60 minutes. The Physiotherapist will assess you and this consultation may involve exercise and/or hands-on treatment.

EXTENDED SUBSEQUENT CONSULTATION (CODE 506)

UP TO 60MINS

A 60 minute consultation consisting typically of half exercise and half hands-on treatment. Recommended for a complex condition, or for two areas that need treatment.

SUBSEQUENT CONSULTATION (CODE 505)

UP TO 30MINS

A 30 minute consultation consisting typically of either exercise or hands-on treatment.

INITIAL EXERCISE CONSULTATION (CODE 500)

UP TO 60MINS

For new or existing clients wishing to join duet or semi-private exercise sessions. Includes a thorough assessment of whole body fitness, assessment and development of both an in clinic exercise program and home exercise program.

PRIVATE 1:1 CLINICAL EXERCISE CONSULT (CODE 505/506)

30 OR 60MINS

1:1 Exercise session led by a Physiotherapist. This can be for exercise rehabilitation, clinical pilates, or private Strength, Bones & Balance session.

DUET 1:1 CLINICAL EXERCISE CONSULT (CODE 560)

30 OR 60MINS

2:1 Exercise session led by a Physiotherapist. This can be for exercise rehabilitation, clinical pilates, or private Strength, Bones & Balance session.

GROUP CLINICAL EXERCISE (CODE 560)

MAX 4 PER CLASS

Semi Private Clinical Exercise led by a Physiotherapist with maximum 4 people per class.



CLINICAL EXERCISE PRICING

Head to our website to [book online](#) or for more information. For private and duet sessions – book via our website, or contact reception via reception@pranaphysio.com.au or call (02) 9436 2565.

	DURATION	PHYSIOTHERAPIST	PRINCIPAL & SENIOR PHYSIOTHERAPISTS	PRIVATE HEALTH INSURANCE REBATE CODE*
PRIVATE 1:1 SESSIONS	30 minutes	\$110	\$125	505**
	60 minutes	\$165	\$250	506**
SEMI-PRIVATE CLASSES	50 minutes per session	\$62 casual 10 pack \$490 - \$49 per class 20 pack \$920 - \$46 per class <i>Valid for 12 months - All classes to be prepaid Invoices sent after class completed to claim private health rebate Late or cancellation fees are not eligible for private health insurance.</i>		560***
DUET 2:1 SESSIONS	50 minutes per session	\$82.50/person	\$125/person	560**

* Check with your Private Health Insurance that you are covered for Physiotherapy (500 & 505), and Group Therapy (560) under Physiotherapy coverage.

** Claimable on the spot

*** Claimable after all sessions completed. Late or Cancellation Fees are not able eligible for a private health insurance rebate.



CANCELLATION POLICY

Prana Physiotherapy & Health has a 24 hour cancellation policy for 1:1 or Duet appointments, and a 12 hour cancellation policy for Semi-Private Clinical Exercise sessions.

If you miss your appointment, cancel or change your appointment within the 12 hour or 24 hour notice period you will be charged the full appointment fee.

This policy is in place out of respect for our therapists and clients.

Cancellations with less than 12 hours for exercise or 24 hours for Physiotherapy are difficult to fill. Giving last minute notice or no notice at all prevents someone else from attending.

Face to face sessions can be changed to zoom sessions or telephone sessions if needed due to illness or quarantine.





**FREQUENTLY
ASKED
QUESTIONS**



GENERAL QUESTIONS

Why do I need to attend a Pre-Class Assessment?

This initial session provides the Physiotherapist with a thorough history of your health and injuries and to ensure that you are working at a safe yet challenging level of exercise. The initial assessment also provides time for 1:1 instruction of foundational exercises.

I am an existing patient of the practice, do I still need a pre-class assessment consultation?

More than likely yes, however if you are currently under physiotherapy care you can discuss this with your physiotherapist.

What do I wear to an Exercise Class?

Any exercise clothes that you are comfortable moving in. You will be required to wear grippy socks for safety and hygiene. Typically classes are done without shoes, however you may prefer to wear enclosed shoes. Please do not wear any clothing that has belts or zippers that may damage the equipment.

What else do I need to bring?

Please bring a towel and water bottle.

How long are classes?

Private or Duet classes are booked as per a normal appointment and can be 30 minutes or 60 minutes. Semi-private or group classes are 50 minutes.

If you are limited by injury or illness, you do not need to stay for the full duration of the group class.

Who is running each exercise session?

Every exercise consultation is Physiotherapy led with additional qualifications in Exercise Physiology, Clinical Pilates or Exercise Science. These sessions are important in supporting injury prevention, rehabilitation, strength and mobility.

I can only attend a certain time and day, how can I secure this booking?

We recommend clients book their 1:1 sessions in advance to avoid disappointment. Similarly, classes can only be reserved with a prepaid class pack. Our 10 and 20 packs have a 52 week expiry to allow for booking well in advance.

How do I check the appointments or exercise sessions that I have booked?

For any 1:1 consultation for your Initial Assessment, private exercise consultations, or duet exercise consultations - you will receive an email at the time of booking and a reminder text message. Our friendly team can send you your booking list at any time. You will receive an email and text message at the time of booking, and a reminder email 24 hours before your class time.



CLINICAL QUESTIONS

I'm pregnant, am I safe to exercise?

If you have clearance from your obstetrician, we will ensure exercises safe for pregnancy. We can also liaise with your Women's Health Physiotherapist.

I'm postnatal, am I safe to exercise?

If you have clearance from your obstetrician, we will ensure exercises safe for the postnatal period. We can also liaise with your Women's Health Physiotherapist.

I've had spinal or orthopaedic (shoulder, hip, knee etc) surgery, am I safe to exercise?

Absolutely. If you have been given clearance by your surgeon to commence physiotherapy rehabilitation, these individualised classes can be a fantastic supplement to 1:1 physiotherapy consultations and home exercises.

I have tried clinical pilates and other exercise groups before and my symptoms flared up. I want to exercise but I'm not sure if this is for me?

All exercise prescriptions are carefully considered and individualised to your needs and injury history. Your session will be paced to your needs

I have no injuries or health concerns, can I still join in for health and performance?

Absolutely, we can provide challenging exercise sessions to improve strength, tone and flexibility.

FEES & REBATES

What are the fees?

Private and duet exercise consultations are dependent on the practitioner you see. Group session packs are available for group classes.

How do I purchase my class pack?

Semi-private casuals, 10 packs or 20 packs can be purchased at reception, over the phone, or online using your credit card, Apple Pay or direct debit. All classes need to be prepaid before attending.

How do I claim exercise sessions with my private health insurance?

Private exercise consultations can be claimed at the time of consultation. Any prepaid pack, introductory pack or semi-private session: at the completion of the pack reception will email you a receipt for you to claim completed sessions with your health fund. Unfortunately we are unable to claim for you.

Can I claim exercise sessions using Medicare?

If your GP has provided you with an Enhanced Primary Care plan, one on one exercise consultations can be claimed under your plan if they relate to your referral.



POLICIES

What is your cancellation policy?

If a 1:1 exercise consultation is cancelled with less than 24 hours' notice, full fees will be charged. Prepaid semi-private sessions that are cancelled with less than 12 hours notice, full fees will be charged or a prepaid class deducted. We understand that we live busy and often unpredictable lives, however to ensure we are fair and consistent with all clients no exceptions will be made to our Cancellation Policy.

What is your COVID and Influenza policy?

We ask that you do not attend the practice if you have any cold or flu symptoms, if you have tested positive for Covid-19, influenza or any other respiratory infection. For those who are well and attending the practice, mask wearing is optional. Touch points and surfaces are regularly cleaned. We ask that you bring your own towel, drink bottle and clean grippy socks.

What is the etiquette for a Clinical Exercise Class at Prana Physiotherapy & Health?

- Please remove your shoes if you are using the Pilates Equipment or exercise mats, and leave them on the shelves near the entry.
- Please bring your own water and a towel.
- Please arrive no earlier than 5 minutes before your appointment. If you are earlier than this, please wait in our main reception area in Suite 24.
- Grippy socks must be worn for safety on the equipment. These may be purchased at reception.
- Please do not wear jeans, belts or clothing that may damage equipment.
- Please leave your belongings on the shelves near the entry. Please do not bring any valuables.
- No hands on treatment will be provided during a semi-private exercise session. If you require specific advice, treatment, hands-on or taping, please book a 1:1 session with one of our Physiotherapists.
- Please refrain from eating or drinking in the pilates studio (with the exception of water, unless you have to due to a medical condition).
- Please refrain from taking phone calls in the Pilates Studio.
- Please be mindful of fellow clients who may be concentrating on their rehabilitation.

Can I bring my baby or child to my appointment or Clinical Exercise group session?

Babies who are sleeping or happy to rest on the floor, or children happy to sit and read, draw or be on a device, are more than welcome to join class. There are many dangers and hazards in the studio, so we ask that any baby, toddler or child who may be mobile in the studio refrain from attending. You may be asked to leave if your child is at risk of injury to themselves.

Can I bring my dog to my appointment or Clinical Exercise group session?

Unfortunately we have a no animal policy as many dogs/pets can be very disruptive to the focus of the class. If you have a therapy or assistance dog, please let us know in advance so our clinical dog Winnie the Whippet can be absent from the studio.



CONTACT US



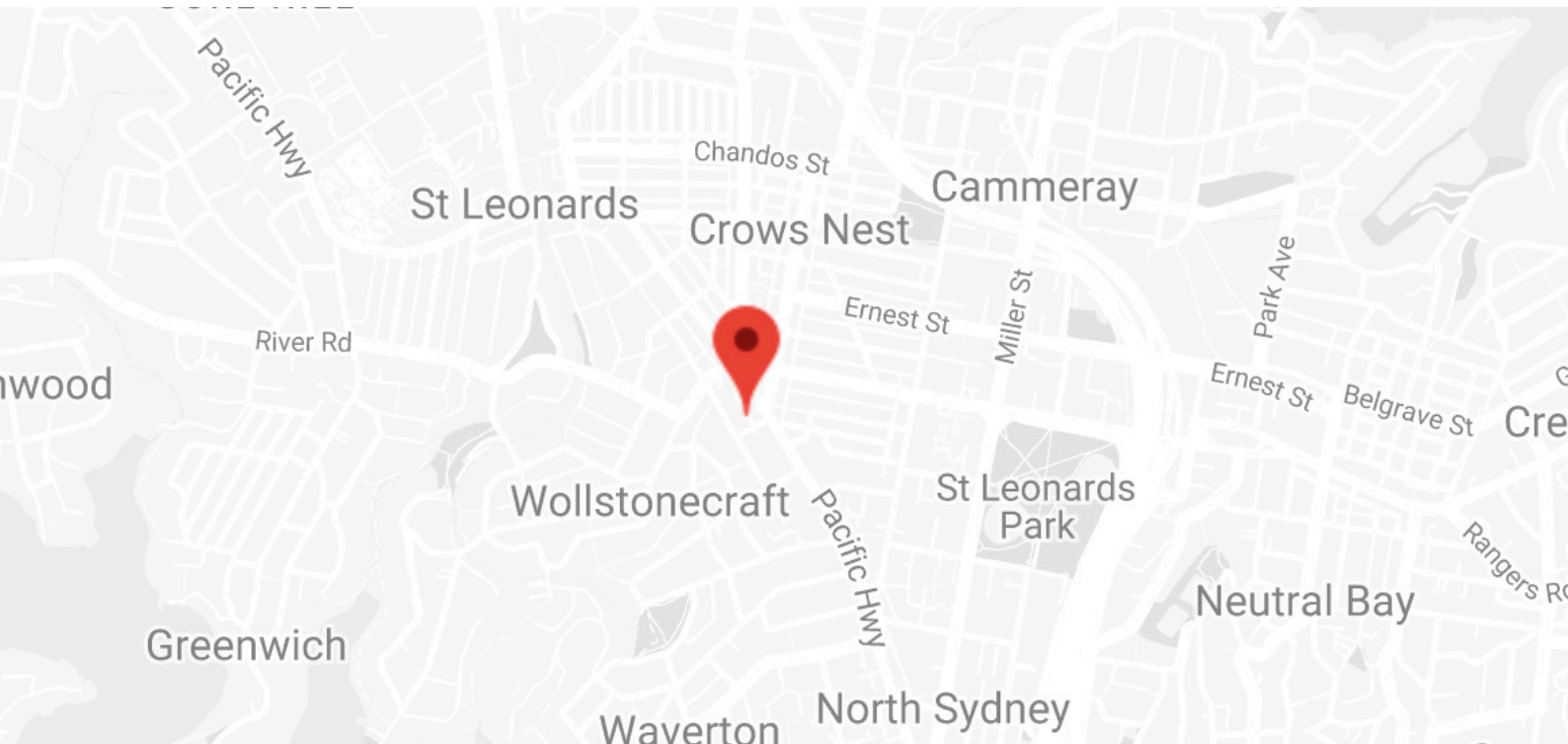
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OPENING HOURS

Mon-Thurs 7am - 7.30pm

Friday 7am - 3.30pm

Saturday 8am - 12pm

Sunday CLOSED