



# PRANA

PHYSIOTHERAPY & HEALTH

## WELCOME DOCUMENT





# 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



**SOFIE FRENCH**

Physiotherapist  
Clinical Pilates Instructor  
McKenzie Therapist



**JESSICA BALDOCK**

Physiotherapist  
Clinical Pilates Instructor  
McKenzie Therapist



**ISAAC SNELL**

Physiotherapist  
McKenzie Therapist



**MADELEINE GREGSON**

Physiotherapist  
Clinical Pilates Instructor



**DR HELEN CLARE**

Specialist Musculoskeletal  
Physiotherapist  
Credentialled McKenzie Therapist



**JENNY COOLICAN**

Lymphoedema Massage  
Therapist



**LYNDA EAGER**

Practice Manager



OUR SERVICES

# PHYSIOTHERAPY



At Prana Physiotherapy & Health, we offer a range of physiotherapy treatments for disorders of the musculoskeletal system. We employ Australia's most experienced McKenzie-trained physiotherapists who can provide an expert opinion on the most effective management for spinal and extremity symptoms.

We aim to provide all patients with prompt and thorough assessment, diagnosis and treatment of sports injuries as well as muscle pain, joint and nerve pain. Our physiotherapists are able to create customised self management and injury prevention exercise programs to aid in recovery and ongoing health of your body.

## HOW CAN OUR PHYSIOTHERAPIST'S HELP YOU?

Our highly skilled Musculoskeletal Physiotherapists specialise in the identification and treatment of people with cervicogenic dizziness, neck pain, headaches and jaw (TMJ) problems. We also treat the following conditions:

- Back pain
- Neck pain
- Headaches
- Muscle and joint pain
- Pelvic pain & sacroiliac joint pain (SIJ)
- Acute or chronic injury
- Postural problems
- Chronic pain
- Sports injuries
- Running related injuries and assessment
- Sports taping
- Dry needling
- Work related injuries
- Motor vehicle accidents



## OUR SERVICES

# LIFELONG SPORTS ASSESSMENTS



### **RUNNING ASSESSMENTS**

A running assessment benefits runners with pain, recurring injuries, or those aiming to improve performance and technique. It's also helpful for preventing overuse injuries and maintaining a consistent running program, especially for new runners.

During the assessment, a Physiotherapist will analyse your foot strike pattern, stride length, body position and running strength and capacity. Whether you're new to running, dealing with injuries, or looking to increase your running load, a running assessment can be beneficial.



### **GOLF ASSESSMENTS**

Whether you're a seasoned golfer or just starting out, our golf assessment is designed to help you prevent recurring injuries and improve your performance on the course. It focuses on analysing various aspects of your game to identify areas for improvement.

During the assessment, our experienced Physiotherapists will evaluate your swing technique, body mechanics and overall movement patterns. By examining these factors, we can provide tailored recommendations to address any issues and help you play golf with greater comfort and efficiency.



### **PRE POINTE ASSESSMENTS**

Progressing into pointe shoes is an exciting time for dancers and we advocate to ensure this experience is unbiased, friendly and safe. Our one-hour pre pointe assessment thoroughly analyses posture, lower limb flexibility, strength, endurance and dynamic control.

Your Physiotherapist will evaluate your readiness for pointe shoes taking into consideration your injury history, dance load, and performance goals. You'll receive targeted exercises to prevent injuries and enhance performance.



## PHYSIOTHERAPY CONSULTATIONS

### INITIAL CONSULTATION (CODE 500)

UP TO 50MINS

Your first consultation with a physiotherapist for up to 50 minutes. The Physiotherapist will assess you and this consultation may involve exercise and/or hands-on treatment.

### SUBSEQUENT CONSULTATION (CODE 505)

UP TO 25MINS

A 25 minute consultation consisting typically of either exercise or hands-on treatment.

### EXTENDED SUBSEQUENT CONSULTATION (CODE 506)

UP TO 50MINS

A 50 minute consultation consisting typically of half exercise and half hands-on treatment. Recommended for a complex condition, or for two areas that need treatment.

### INITIAL EXERCISE CONSULTATION (CODE 500)

UP TO 50MINS

For new or existing clients wishing to join Strength, Bones & Balance, Clinical Pilates or duet 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)

25 OR 50MINS

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

### DUET 2:1 CLINICAL EXERCISE CONSULT (CODE 560)

25 OR 50MINS

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)

UP TO 50MINS

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



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.

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 50 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 Feb 2025*

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
7.30am STRENGTH BONES & BALANCE Madeleine	8.00am STRENGTH BONES & BALANCE Isaac			7.30am STRENGTH BONES & BALANCE Isaac
	8.30am STRENGTH BONES & BALANCE Jessica	8.30am STRENGTH BONES & BALANCE Jessica		8.30am STRENGTH BONES & BALANCE Isaac
9.30am STRENGTH BONES & BALANCE Sofie	9.30am STRENGTH BONES & BALANCE Isaac		9.30am STRENGTH BONES & BALANCE Madeleine	9.30am STRENGTH BONES & BALANCE Isaac
10.30am STRENGTH BONES & BALANCE Isaac		10.30am STRENGTH BONES & BALANCE Jessica	10.30am STRENGTH BONES & BALANCE Madeleine	
				11.30am STRENGTH BONES & BALANCE Jessica
			5.00pm STRENGTH BONES & BALANCE Madeleine	

PHYSIOTHERAPY LED STRENGTH BONES & BALANCE – WITH PHYSIOTHERAPIST(4:1) DUET AND PRIVATE STRENGTH BONES & BALANCE WITH PHYSIOTHERAPIST BY APPOINTMENT

## HOW TO GET STARTED

Schedule an Initial assessment with one of our Physiotherapists (50 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 Physiotherapist. Your Physiotherapist can talk you through how many 1:1 sessions will be valuable for you.

Review appointments (25 or 50 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, wunda 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 Feb 2025

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8.30am <b>CLINICAL PILATES</b> Sofie				7.30am <b>CLINICAL PILATES</b> Sofie	8.00am <b>CLINICAL PILATES</b> Jessica
		9.30am <b>CLINICAL PILATES</b> Jessica	8.00am <b>CLINICAL PILATES</b> Jessica		9.00am <b>CLINICAL PILATES</b> Jessica
	10.30am <b>CLINICAL PILATES</b> Sofie			10.30am <b>CLINICAL PILATES</b> Sofie	
	12.30pm <b>CLINICAL PILATES</b> Sofie			12.30pm <b>CLINICAL PILATES</b> Sofie	
		5.00pm <b>CLINICAL PILATES</b> Jessica			
	6.00pm <b>CLINICAL PILATES</b> 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 (50 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 (20 or 50 minutes) are recommended every 4-8 weeks, depending on your health goals and injury status.



## 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 inability to attend the practice.





## PRICING

	DURATION	PHYSIOTHERAPISTS	SENIOR & PRINCIPAL PHYSIOTHERAPISTS
PRIVATE CONSULTATIONS	Up to 25 minutes	\$115	\$130
	Up to 50 minutes	\$170	\$260
DUET 2:1 SESSIONS	Up to 50 minutes	\$85/person 10 pack \$765/person	\$130/person 10 pack \$1150/person
SEMI-PRIVATE CLASSES	50 minutes per session	\$65 casual (6 months expiry) <b>10 pack \$520 - \$52 per class – Most Popular (6 months expiry)</b> 20 pack \$960 - \$48 per class (6 months expiry) 30 pack \$1380 - \$46 per class (6 months expiry) <i>Invoices sent after class completed to claim private health rebate</i>	
LIFELONG SPORTS ASSESSMENTS	Up to 50 minutes	\$170	\$260

Prana Physiotherapy & Health is a private clinic and a fee for service applies. All duet and semi-private sessions are prepaid prior to the date of service. All private sessions are taken in full on the day of service.

### REBATES FROM PRIVATE HEALTH INSURANCE

Everyone's level of cover varies. Check with your insurer for your rebate by quoting Physiotherapy codes (500, 505, 506, 560). Bring your card to your consultation so we can claim private sessions on the spot, and you only pay the gap.

Only one Physiotherapy item is claimable per day via Private Health Insurance. We recommend scheduling private consultations (including Clinical Pilates and Strength, Bones & Balance review appointments) and class sessions on different days to maximise your rebate.

### REBATES FROM MEDICARE

Your GP may provide an Enhanced Primary Care plan, offering rebates for up to five allied health sessions per year, applicable to Physiotherapy. Rebates are \$55 or 80% of the consult cost if you've passed the Medicare safety net.

Medicare rebates apply only to private consultations, including private clinical exercise or review consultations for Clinical Pilates or Strength, Bones & Balance. They cannot be applied to duet or semi-private sessions. **Please note, we do not bulk bill.**

### FUNDING UNDER NDIS, CTP, WORKERS COMPENSATION

Services provided by Physiotherapists may be funded by the National Disability Insurance Scheme, Compulsory Third Party Insurance or Workers Compensation Insurance. Please reach out to our Reception Team for more information.



**FREQUENTLY**

**ASKED**

**QUESTIONS**



## GENERAL QUESTIONS

### **Why do I need to attend an Initial 1:1 Assessment?**

This assessment session provides the Physiotherapist with a thorough history of your health and injuries and run you through the safety requirements to use the various equipment to ensure that you are working at a safe yet challenging level of exercise. We take objective measurements, assess your biomechanics (how you move), teach you the basics of appropriate motor patterns, discuss your goal and start to create the basis of your program. We will formulate a management plan tailored to you.

### **I am an existing patient of the practice, do I still need an Initial 1:1 Assessment?**

Yes, everyone starting Clinical Pilates with Prana, whether they have done it elsewhere or not, will require an initial 1:1 assessment however what we cover in the session will vary depending on what your level, health and goals are.

### **When do I need to schedule a 1:1 Review?**

A 1:1 Review is for the benefit of you, to get the most out of your sessions. We highly recommend a review every 3 months to re-assess your progress, goals and change your program.

### **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. If you require wearing shoes because of a medical reason, please discuss this with your physiotherapist/pilates instructor.

### **What else do I need to bring?**

Please bring a towel, water bottle and grippy socks for safety and hygiene. Grippy socks can be purchased at reception. Help us reduce land fill by bringing your own water bottle.

### **How long are classes?**

Private or Duet classes are booked as per a normal appointment and can be 25 minutes or 50 minutes. Semi-private 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. Classes can also be modified if you need to avoid exercising an injured area.

### **Who is running each exercise session?**

Every exercise consultation is Physiotherapy led with additional qualifications in Exercise Physiology, Clinical Pilates or Exercise Science. We consider exercise consultations "shared physiotherapy appointments" as we are still working on injury prevention, rehabilitation, strength and mobility – from our Physiotherapy lens. Note that no manual therapy, taping or individual assessment can be performed in a group setting, for fairness and attention for each participant.

### **When do I book a 1:1 or 2:1 rather than a 4:1 class?**

Once you have your initial 1:1 consultation, you and your physiotherapist/instructor will discuss the best course of action depending on your goals and physical fitness. It may be that you will benefit from some 1:1 or 2:1's prior to joining the semi-independent 4:1 classes. Likewise, if you are finding the program challenging and just require some more 1:1 attention, you can have a few 1:1's for some more personalised assistance prior to returning to the classes. Or you can keep doing 1:1's if you prefer! Your Pilates journey is up to you!



## GENERAL QUESTIONS

### **There are many studios that offer Clinical Pilates. Why should I come to Prana?**

Our Clinical Pilates classes are all run by experienced physiotherapists that have in depth knowledge of injury rehabilitation, prevention and how to transition you back safely to long life sport and activities. Every patient has a tailored program that works on their goals and our classes are a maximum of 4 patients per instructor. This means you will always have assistance when you need it and will be constantly challenging and trying new things rather than just following a class program where everyone does the same thing.

## CLINICAL QUESTIONS

### **I'm pregnant, am I safe to exercise?**

If you have clearance from your obstetrician or general practitioner, we will ensure exercises safe for pregnancy.

### **I'm postnatal, am I safe to exercise?**

If you have clearance from your obstetrician or general practitioner, we will ensure exercises safe for the post-natal period. This is essential prior to commencing exercise early than 6 weeks post natal.

### **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. We even tailor your Pilates to tackle the specific functional challenges that you will be facing for your particular surgery and the Pilates sessions can become part of your rehabilitation.

### **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?**

Our Clinical Pilates classes are tailored by our Physiotherapists to your needs, goals and limitations. We commonly find that classes are well tolerated as we work closely with each person with their bespoke program. 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, our programs are tailored to your needs. Clinical Pilates work on strength, dynamic posture, flexibility, body awareness and proprioception, which enhances sports performance, prevents injury and improves all components of wellness. We can even tailor the program to reflect specific skills and biomechanics that you will need for your chosen sport.



## FEES & REBATES

### **What are the fees?**

Private and duet exercise consultations are dependent on the practitioner you see. Group session packs are available for private, duet and semi-private classes. Please page 16 for full information on our prices.

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

After your session, you will be emailed a receipt to claim with your Private Health insurance if you are eligible for a rebate. Receipts are provided after completion of a casual class, or once you have completed all 10 or 20 sessions of your exercise pack. Please let reception know if you require a receipt.

### **Can I claim exercise sessions using Medicare?**

If your GP has provided you with an Enhanced Primary Care plan, private sessions are eligible for rebate. Duet or semi-private classes are not eligible for Medicare rebate.

### **How do I purchase my class pack?**

All class packs for Clinical Pilates and Strength Bones & Balance can be purchased at reception, by providing credit card details over the phone, or by paying via a secure link using your credit card details, apple pay or direct debit. We can also securely store your credit card details can bill your account when your next pack is due. All class packs are valid for 6 months from purchase date.

### **I have a permanent class spot reserved. How do I know when I need my next pack?**

Reception will send you a courtesy text when you have two sessions remaining on your exercise class pack. They will ask you how you would like to secure your next lot of sessions.

### **How do I claim pre-paid exercise sessions with my private health insurance?**

After you have completed your existing class pack, our reception team will provide you an itemised receipt to claim directly with your Private Health Insurer. At the moment, Private Health Insurers only allow us to claim on the spot sessions that are completed on the same day as claiming.

### **Can I claim a late cancel fee with my private health insurer, medicare, CTP, Workers Compensation or NDIS?**

Private Health Insurance companies, Medicare, CTP, Workers Compensation and NDIS do not provide rebates or refunds for late cancellation fees.





## 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 and hygiene on the equipment. These may be purchased at reception.
- Please do not wear jeans, belts or clothing that may damage equipment. Be mindful of your rings or jewellery which may damage the vinyl on the machines.
- Please leave your belongings on the shelves near the entry. Please do not bring any valuables.
- Please tie up your hair, as long hair can get caught in springs and the reformer wheels.
- 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 Exercise Studio and ensure your phone is on silent.
- Please be mindful of fellow clients who may be concentrating on their rehabilitation.
- Do not commence any exercise until instructed by your Physiotherapist. Your Physiotherapist will set up your equipment for your safety.

### **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



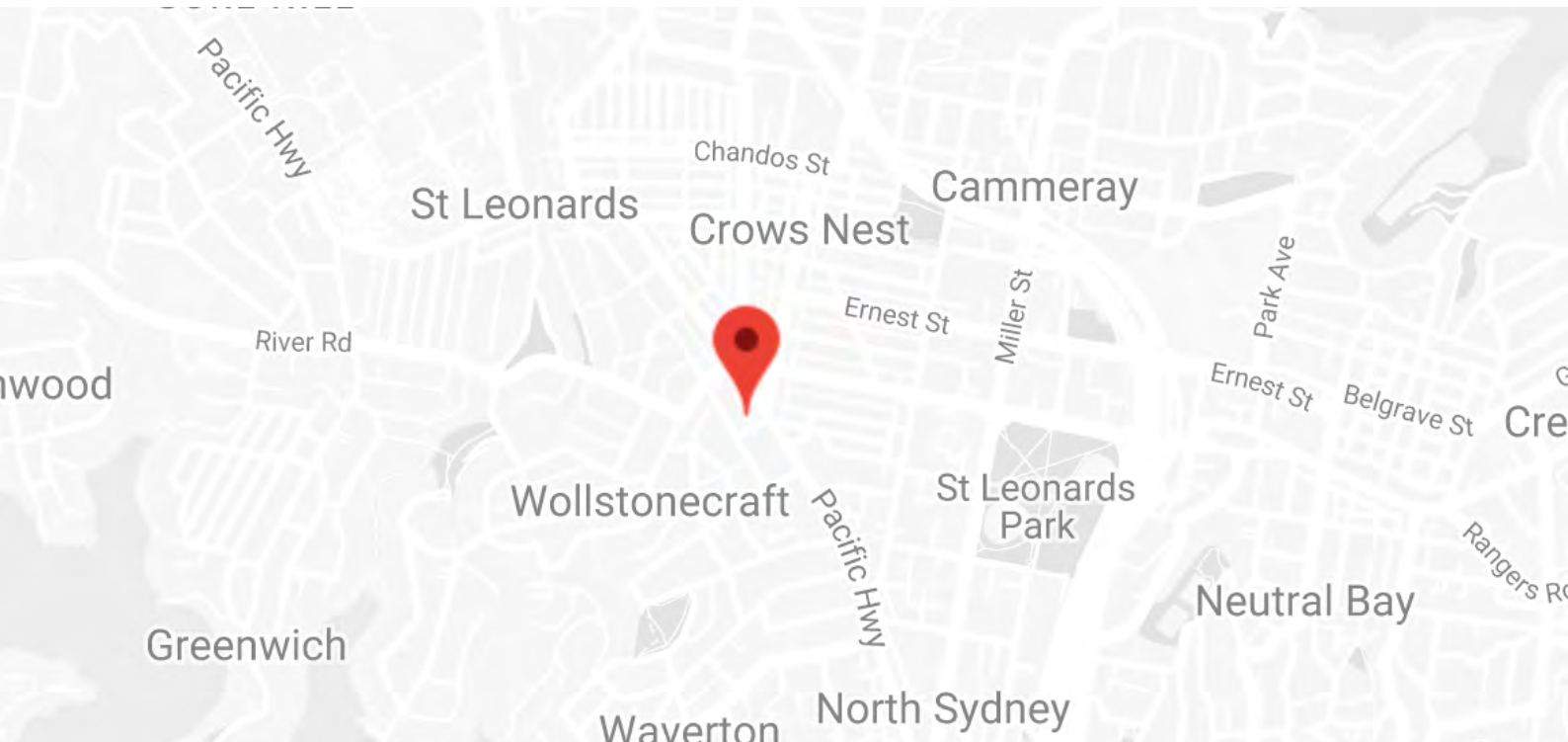
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## OPENING HOURS

Mon 7am - 7pm

Tues 7am - 7pm

Wed-Thurs 7am - 7pm

Friday 7am - 5pm

Saturday 7.30am - 1pm

Sunday CLOSED