



MotionMate Training

Services Guide

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Welcome to MotionMate Training

We are pleased that you are considering MotionMate Training to support your health, movement, and rehabilitation goals.

MotionMate Training provides physiotherapy services that are **mobile, practical, and individualised**, designed to fit into real life rather than requiring you to adapt to a clinic environment. Our approach focuses on improving **real-world function**, supporting **independence**, and building **long-term capacity**, not just short-term symptom relief.

This Services Guide has been created to help you clearly understand:

- Who MotionMate Training supports
- The services we offer and how they are delivered
- How appointments, pricing, and billing work
- What you can expect when engaging with our services

We believe that informed clients are empowered clients. By outlining our services, expectations, and policies clearly, we aim to support transparency, shared decision-making, and a positive therapeutic experience from the outset.

Whether you are accessing services privately, through the NDIS, or via another funding pathway, MotionMate Training is committed to delivering respectful, evidence-based physiotherapy that supports your goals and circumstances.

I look forward to working with you and your family.

Kind regards,

Chad McLean

Founder | MotionMate Training



The Values

1. AGENCY

We empower people to understand their bodies and take ownership of their health through informed, supported decision-making.

2. COLLABORATION

We work alongside clients through open communication and shared decision-making to achieve safe, meaningful, and sustainable progress.

3. FREEDOM THROUGH MOVEMENT

We believe movement creates independence and opportunity, and we work to help people safely expand what they can do in everyday life.

WHO DO WE HELP?

Who we support

MotionMate Training supports people across a wide range of ages, abilities, and backgrounds, including:

- People living with disability (NDIS participants)
- People recovering from **work-related injuries** (Workers' Compensation)
- People injured during **sport, training, or everyday activities**
- Children, adolescents, adults, and older adults
- People seeking support to improve mobility, independence, confidence, or performance

Services are tailored to individual needs rather than diagnoses alone.

SERVICE AGREEMENT

What is a Service Agreement?

A Service Agreement is a written agreement between you and MotionMate Training that outlines:

- The services to be provided
- How services will be delivered
- Fees and billing arrangements
- Cancellation and notice requirements
- Rights and responsibilities of both parties

The Service Agreement helps ensure transparency, shared understanding, and safe service delivery. You may request changes to your agreement at any time.

OUR SERVICES

NDIS Services

MotionMate Training currently operates as an **unregistered NDIS provider**.

NDIS participants can access services with MotionMate Training if they are **plan-managed or self-managed** for their **Improved Daily Living (IDL)** supports.

All NDIS services are delivered in line with the **NDIS Code of Conduct**, relevant legislation, and principles of dignity, safety, and respect.

Direct supports

Direct supports involve face-to-face or live interaction with you, such as:

- Mobile physiotherapy sessions in your home, school, or community
- Functional assessments and goal-based therapy
- Exercise prescription and movement retraining
- Telehealth physiotherapy sessions (where clinically appropriate)

Indirect supports

Indirect supports are services provided on your behalf to support your outcomes, including:

- Clinical documentation and progress notes
- Program planning and review
- Liaison with support coordinators, plan managers, or other providers
- Report writing and communication relevant to your supports

Other NDIS-related services

Where appropriate and within scope, MotionMate Training may also contribute to:

- Functional capacity assessments
- Education for carers, families, or support staff
- Recommendations relating to equipment or supports

All NDIS services are delivered in line with your plan goals and available funding.

Private Services

MotionMate Training also provides **private fee-for-service physiotherapy**.

Private services are delivered **exclusively as mobile or online services** and may support a range of presentations, including:

- Musculoskeletal conditions (e.g. joint, muscle, or spinal pain)
- Neurological conditions
- Vestibular conditions (e.g. dizziness or balance issues)
- Paediatric physiotherapy
- Sports and running-related injuries

- Functional rehabilitation and movement optimisation

Services are tailored to your goals and delivered using an evidence-based, practical approach.

PRICES

NDIS and Private Pricing

Current pricing for all services is available on our website:

www.motionmatetraining.com.au

Pricing information can be found by navigating to:

"About" → "Pricing and Billing"

Prices may be reviewed periodically, including in line with updates to the NDIS Pricing Arrangements. Any changes will be communicated where applicable.

CANCELLATION POLICY

Appointments and notice

MotionMate Training requires sufficient notice for appointment cancellations or changes.

Late cancellations or non-attendance may incur a fee in line with your Service Agreement and Cancellation Policy. You can find our cancellation policy on our website under **"Cancellation Policy."**

Please notify us as early as possible if you need to change or cancel an appointment.

TRAVEL CHARGES

NDIS customers

For NDIS-funded services:

- Travel is charged at the applicable **NDIS rate**
- Travel charges are capped at a maximum equivalent of **30 minutes total travel time**
- This cap may affect the areas MotionMate Training is able to service, as excessive travel reduces time available for direct supports

Any travel charges will be discussed transparently.

Private customers

For private services:

- Travel time is **factored into the session price** where applicable
- If travel exceeds 30min one-way, we will discuss options with you to either reduce travel by changing location or agreeing on an additional travel fee
- You will not be charged separate travel or administration fees unless discussed and agreed in advance

PRIVACY

Your information

MotionMate Training is committed to protecting your privacy.

We collect, store, and use personal information only for purposes related to service delivery, administration, billing, and legal obligations. Information is handled in accordance with the **Privacy Act 1988**, Australian Privacy Principles, and relevant health records legislation.

Further details are available in our "**Privacy Policy**" on our website.

CONSENT

What is consent?

Consent means you understand and agree to the services being provided. Consent will be documented through the Consent Forms included in the Welcome Pack.

Types of consent

Consent may include:

- Consent to assessment and treatment
- Consent for telehealth services
- Consent to share information with other providers (where required)
- Consent for billing and administrative processes

You may withdraw or change consent at any time.

EXITING OUR SERVICES

Ending services

You may choose to end services with MotionMate Training at any time.

- Notice requirements are outlined in your Service Agreement
- Any outstanding fees remain payable
- Where appropriate, we can assist with transition or handover to another provider

HOW TO PROVIDE FEEDBACK

MotionMate Training openly encourages feedback of any kind at any time. Feedback allows us to listen, reflect, and improve our services to ensure the best possible experience.

You can provide feedback by:

- Calling **(+61) 437 877 553** and requesting to discuss feedback
- Emailing **chad.mclean@motionmatetraining.com.au**
- Writing a letter and sending it to our business address (available on our website)
- Submitting feedback via our website by clicking "**Feedback**"
- Speaking with us directly during an appointment

Providing feedback will not affect your access to services or the quality of care you receive.

End of Guide

