

# Acacia Exercise Physiology

## Terms and Conditions of Service

**Effective Date:** 6 August 2026

Thank you for choosing Acacia Exercise Physiology. These Terms and Conditions outline the expectations and responsibilities of both Acacia Exercise Physiology ("the Practice", "we", "our") and our clients ("you", "your"). By booking or attending an appointment, you acknowledge that you have read and agree to these Terms and Conditions.

### 1. Exercise Physiology Services

Our Accredited Exercise Physiologists provide assessment, education, exercise prescription and rehabilitation based on current evidence and professional standards. Treatment recommendations are tailored to your individual needs and goals.

While every effort is made to provide high-quality care, outcomes cannot be guaranteed and may vary between individuals.

### 2. Your Responsibilities

You agree to:

- Provide accurate and complete information regarding your medical history, medications, injuries and health conditions.
- Inform your Exercise Physiologist of any changes to your health before or during treatment.
- Follow exercise and rehabilitation recommendations to the best of your ability.
- Ask questions if you do not understand any aspect of your treatment.
- Treat staff and other clients respectfully.

### 3. Risks of Exercise

Exercise carries inherent risks including, but not limited to:

- Muscle soreness
- Fatigue
- Sprains or strains
- Falls
- Exacerbation of existing conditions
- Rare cardiovascular events

Your Exercise Physiologist will take reasonable steps to minimise these risks through appropriate assessment and exercise prescription. You acknowledge that no exercise program is entirely risk-free.

You should immediately stop exercising and notify your Exercise Physiologist if you experience symptoms such as chest pain, dizziness, severe shortness of breath, fainting, or significant pain.

## 4. Consent

By participating in Exercise Physiology services, you consent to:

- Assessment and treatment by an Accredited Exercise Physiologist.
- Exercise prescription and progression appropriate to your condition.
- Communication with your referring practitioner or other members of your healthcare team where appropriate and with your consent, or where otherwise authorised by law.

You may withdraw your consent at any time.

## 5. Fees and Payment

Payment is required at the time of your appointment unless alternative arrangements have been agreed in writing.

We accept approved payment methods including EFTPOS, credit card and electronic transfer.

Where eligible, Medicare, DVA, WorkCover, NDIS or private health insurance claims will be processed in accordance with the relevant funding body's requirements. Any gap payment remains your responsibility.

Outstanding accounts may result in suspension of future appointments until payment has been received.

## 6. Appointment Cancellations

We understand that circumstances change.

If you need to cancel or reschedule your appointment, we request at least **24 hours' notice**.

Appointments cancelled with less than 24 hours' notice or missed without notification may incur a cancellation fee of up to the full consultation fee, unless exceptional circumstances apply.

Funding bodies such as Medicare, NDIS or WorkCover may have additional cancellation requirements, and these will apply where relevant.

## **7. Late Arrival**

If you arrive late, your appointment may need to be shortened to avoid delaying other clients. The full consultation fee may still apply.

## **8. Telehealth Services**

Where clinically appropriate, consultations may be provided via telehealth.

You acknowledge that:

- Technology failures may occasionally occur.
- A private location should be used where possible.
- Telehealth may not be appropriate for every condition.

## **9. Privacy**

Your personal and health information is collected to provide safe and effective healthcare.

Your information will be managed in accordance with applicable Australian privacy laws. Information may be shared with your referring practitioner, other healthcare providers or funding bodies where necessary for your care or where required by law.

You may request access to your health records in accordance with applicable legislation.

## **10. Communication**

We may contact you by phone, SMS, email or other agreed communication methods regarding:

- Appointment reminders
- Appointment changes
- Clinical follow-up
- Administrative matters

You should not rely on email or SMS for urgent medical concerns.

## **11. Medical Emergencies**

Exercise Physiology services do not replace emergency medical care.

If you experience severe symptoms including chest pain, difficulty breathing, loss of consciousness, stroke symptoms or other medical emergencies, call Triple Zero (000) immediately or attend your nearest emergency department.

## **12. Children and Dependent Clients**

Clients under 18 years of age require consent from a parent or legal guardian unless otherwise permitted by law.

Parents or guardians may be required to attend appointments where appropriate.

## **13. Referrals**

A referral from your GP or specialist may be required for certain funding programs. It is your responsibility to ensure referrals and care plans remain current where applicable.

## **14. Changes to These Terms**

Acacia Exercise Physiology may update these Terms and Conditions from time to time. The current version will be available upon request and on our website if applicable.

## **15. Contact**

Acacia Exercise Physiology

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Phone: 0493 469 239

Address: 84 Peg Leg Road, Sailors Gully, VIC 3556