

## Frequently Asked Questions about the Wellness Assessment

### What is the Wellness Assessment?

- The Wellness Assessment is key to promoting your strength, function and independence. It supports you to embrace active ageing, build resilience, maintain momentum and stay in control of how you live. It is an early-intervention service that identifies needs before they escalate, enabling a proactive, preventative approach with tailored support that helps people maintain independence for longer.
- Early intervention is at the heart of this approach. By identifying needs early, we can support:
  - Strength building to maintain balance, mobility and agility
  - Prevention of decline
  - Tailored support that helps you stay independent for longer

### How does the Wellness Assessment Work?

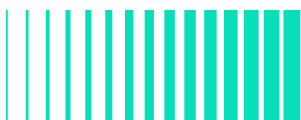
- Your assessment is delivered virtually over the phone with an experienced Plena allied health professional – your Wellness Partner. During the session, they will:
  - Guide you through an assessment to best understand you and your wellness status
  - Help you define meaningful wellness and functional goals
  - Create a personalised plan to help you achieve them

### What is a Wellness Partner?

- Your Wellness partner is an Allied Health Professional, experienced in early intervention and proactive care planning. They may be a Physiotherapist, Exercise Physiologist or Occupational Therapist.

### Who is Plena Healthcare?

- Plena Healthcare is Australia's largest and most trusted provider of Allied Health supports nationally. Every day, our team of over 800 Physiotherapists, Occupational Therapists, Dietitians, Speech Pathologists and Podiatrists support elderly Australians in the comfort of their own homes and in residential aged care facilities.



### **When will I be contacted to book my Wellness Assessment?**

- Let's Get Care and Plena Healthcare are currently rolling out this program nationally, region by region. Once Wellness Assessments are available in your area, a friendly team member from Plena Healthcare will call you to book your Wellness Assessment.

### **How long will the assessment take?**

- Your Wellness Assessment will take approximately thirty minutes, with additional time to complete the required clinical reporting and formulate recommendations.

### **What happens after the assessment?**

- Your Wellness Partner will make recommendations for proactive ongoing care aimed at improving your functional independence. These recommendations will be tailored to your specific needs, your current services in place and your Support at Home budget utilisation. With your approval, these follow-up services can be approved and scheduled following your Wellness Assessment.

### **Can I get a copy of my report?**

- Yes, a copy of your Wellness Assessment will be emailed to you and to your Let's Get Care, Care Partner.

### **How much does the Wellness Assessment cost?**

- The Wellness Assessment cost is in line with the hourly rate of a standard Allied Health consultation. The service charge for your package will be \$209.

### **I already receive Allied Health services. Should I get a Wellness Assessment?**

- The Wellness Assessment can be an additional benefit to your existing Allied Health services. It is an opportunity to track your progress and ensure all your services are working to achieve your wellness goals.

### **Who can I contact for further information?**

- For further information, please reach out to [wellness@plenahealthcare.com.au](mailto:wellness@plenahealthcare.com.au)

**Your  
Plena Healthcare Team**

