

Frequently Asked Questions about 'Get Moving'

What is 'Get Moving'?

- Noticing changes in your strength, balance and mobility early can help prevent bigger problems and keep you active and independent for longer. This is why Let's Get Care has partnered with Plena Healthcare to create 'Get Moving'
- **'Get Moving'** is an early intervention service that helps identify any potential issues related to your mobility, strength, function or balance that might impact your ability to continue enjoying life at home
- It is designed to complement your existing care plan, building on your goals and needs to create a personalised plan that aims to strengthen your mobility, independence and overall wellbeing
- More specifically, 'Get Moving' explores how allied health services such as physiotherapy and occupational therapy can help you address needs related to balance and mobility before they escalate, enabling a proactive, preventative approach to your ongoing care.
- It focuses on supporting:
 - Strength, balance, and mobility
 - Confidence and independence at home
 - Active and healthy ageing

How does Get Moving work?

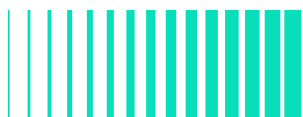
You can get started in 'Get Moving' in three simple steps:

Step 1: Mobility Assessment – One of Plena's mobility coaches, an experienced allied health professional, takes the time to understand you and your current mobility, strength, balance and wellbeing needs. This assessment will be delivered via phone and will last approximately 30 minutes.

Step 2: Goal Setting - During your assessment, you will work with your mobility coach to set some meaningful goals for how you might like to remain active and mobile. This might include revising your existing goals or setting brand new ones

Step 3: Recommendations - following the call, you will receive a report from your mobility coach that will contain recommendations around your ongoing care and specific allied health services specifically tailored to your needs, abilities and goals. You can expect to receive this report within two business days of your assessment

What is a Mobility Coach?



Mobility Coaches are allied health professionals from Plena Healthcare experienced in early intervention and proactive care planning. They may be a Physiotherapist, Exercise Physiologist or Occupational Therapist.

What sort of questions might I get asked?

During the assessment, your mobility coach will ask you questions that relate to your ability to move around your home, get outdoors, complete your daily activities and participate in the hobbies you enjoy.

Some examples of the questions you might get asked include:

- How satisfied are you with your ability to complete certain tasks without being limited by pain or discomfort?
- How satisfied are you with your ability to get on and off public transport?

As part of the conversation, you will also get the opportunity to talk through any meaningful wellbeing or lifestyle goals that you would like to consider incorporating into your services. Your mobility coach will be able to help guide you through this goal setting, helping you to articulate what might be possible.

Your mobility coach will make sure these goals are incorporated into the report that you receive following the consultation alongside the recommended services designed to help you achieve them.

How is this different from my current care plan review?

- Participating in 'Get Moving' does not replace the work you do with your care partner to set your care plan goals. It also does not replace the regular care plan reviews that take place with your care partner under Support at Home on a monthly and 12 monthly basis. These will continue as normal
- 'Get Moving' is designed to complement your current care plan through exploring whether you might benefit from allied health specific services that could improve your physical movement, balance and mobility. This might include consideration of whether there is value in participating in regular sessions with an exercise physiologist or working more closely with a physiotherapist.
 - For example, your care plan might include addressing a challenge regarding showering, specifically getting dressed and undressed, entering the shower recess. Your mobility coach will specifically look to understand how you can incorporate physiotherapy to help develop energy conservation and pacing strategies to manage his fatigue and breathlessness
- To ensure the advice we provide does build on your current care plan, before your appointment the Mobility Coach will review your care plan and goals to understand what services you are currently receiving and the goals you are working towards.

How is this different from my current clinical care plan review?

- Normally clinical care plans focus on addressing issues and managing immediate risks that might have an immediate impact on your health and safety in your home. This

mobility assessment does not replace any review of your plan that you might undertake with your clinical care partner if required.

- It is designed to help you better understand the range of services and supports available that you may wish to consider in working towards your mobility goals.
 - For example, you may have recently experienced multiple falls and now use a mobility aid prescribed by your occupational therapist as part of your clinical care plan. Allied health services could then build on this, helping you to maintain your fitness and provide confidence you will be safe.

How do I get involved?

- You don't need to do anything. Let's Get Care and Plena Healthcare are working together to make sure all our customers can access this opportunity, one region at a time
- Once Get Moving is available in your area, a friendly team member from Let's Get Care will call you to see if you are interested in undertaking a mobility assessment and schedule an appointment at a time that suits you.

How long will the assessment take?

- You will be on the phone to one of Plena's Mobility Coaches for approximately 30mins which should be enough time for them to do the assessment and for you to ask any questions you might have
- Following the phone call, your mobility coach will spend some time preparing your follow-up report including, developing a set of recommendations regarding your ongoing service needs

What happens after the mobility assessment?

- Within two business days of your mobility assessment, your mobility coach will send through a report with tailored recommendations for proactive allied-health specific ongoing care and services aimed at helping you achieve your goals.
 - An example of this might be: Physiotherapy 2x per week, focusing on: 1) improving his upper body and lower body strength and tolerance. 2) developing energy conservation and pacing strategies to manage his fatigue and breathlessness
 - This report will be shared to both yourself and your care partner.
- We will ensure our recommendations complement your current care plan and take into account your Support at Home budget.
- Your Care Partner will be available to discuss the recommendations with you and provide any additional support you might need to access ongoing services

Can I get a copy of the recommendations?

- Yes, a copy of the results of your mobility assessment and a proposed set of recommendations for your ongoing services will be emailed to you and to your Let's Get Care, Care Partner.

How much does the Mobility Assessment cost?

- The Get Moving Program is charged at the same hourly rate as a standard Allied Health consultation. If you have available funds in your Support at Home package, you can use these to cover the cost. In this case, the service charge to your package will be \$220.
- Any ongoing Allied Health services you choose to continue with after the program will be charged at the standard rate of the provider delivering those services.

Do I need to do anything to prepare for the mobility assessment?

- No – there is no preparation required. We would suggest, however, that you make sure you are in a nice, quiet environment where you feel comfortable to ensure you can hear your mobility coach and are able to speak freely

I already receive Allied Health services, should I access 'Get Moving'?

- The initial mobility assessment through 'Get Moving' could be an opportunity for you to stop and reflect on how you are progressing towards your health and lifestyle goals and whether you are still happy with the types of services you are receiving
- It is an opportunity to check in with an allied health professional to see whether there is something more, or different, you could be doing to achieve your goals.
- There is no expectation that you will action the recommendations put forward in the report – you can choose not to take up the suggested services. You can also choose to have any recommended services delivered by an allied health provider of your choice.

Who is Plena Healthcare?

- Plena Healthcare is Australia's largest and most trusted provider of Allied Health supports nationally. including physiotherapy, occupational therapy, podiatry, dietetics and exercise physiology
- With a mission to help people live healthier, happier lives every day and more than three decades of experience delivering allied health services, Plena Healthcare has deep expertise across both residential aged care and home care settings.
- In September 2025, Australian Unity / Let's Get Care welcomed Plena Healthcare. Plena Healthcare is a member of the Australian Unity Group and supports older Australians to stay healthier, safer, and more independent at home.
- Their capability strengthens our shared commitment to providing high-quality, personalised care to you.

Where can I go for more information?

- If you have any questions before your appointment, our Let's Get Care team is here to help on 1300 497 442 or by emailing hello@letsgetcare.com.au.
- You can also visit our website – <https://www.plenahealthcare.com.au/get-moving-letsgetcare/> for further information