

Yes we are open!

Our COVID-19 Safety Plan is helping to create and maintain a safe environment for our staff, our customers and visitors to our premises.

Upon arrival

All customers and visitors are required to have a temperature check and asked to sanitise their hands.

1.5m distancing is observed in our waiting area with a maximum of 4 people at any one time.

Customers or visitors who are unwell are asked not to enter our premises. If a customer or visitor presents as unwell, we have complete discretion to decline treating the patient and to request that they re-schedule their appointment after being tested and cleared for COVID-19. Should a customer have negative results but is showing symptoms or has a cold or flu, we will also request that they re-schedule their appointment. Results of testing are to be communicated to Excel Physiotherapy and Wellness as soon as possible.

Hygiene and cleaning

Hand sanitiser is available at multiple locations throughout the clinic.

Our therapists thoroughly sanitise treatment surfaces after each client.

Fresh linen/towels are provided for each patient.

Surfaces including door handles are regularly cleaned with disinfectant wipes.

Our bathroom is fully stocked with soap, hand sanitiser and paper towels at all times. Posters with instructions on how to effectively wash hands are displayed.

Declared NSW COVID-19 hot spot areas are on display at entrance to premises, waiting area and bathroom (updated daily). Anybody entering the premises who has visited these hot spots are asked to leave and be tested/monitor symptoms/re-schedule their appointment.

Our eftpos/healthpoint machine is cleaned between customers where contactless payments are not unavailable.

Masks are available for customers to wear at no charge.

Our therapists will wear masks at the customers request.

Our staff wear gloves where appropriate and wash hands thoroughly before and after each treatment.

Record keeping

Name, mobile number and email address to be supplied for all customers to support contact tracing. Personal information is kept securely.

We agree to full cooperation with NSW Health if contacted in relation to a positive case of COVID-19 at our premises. We agree to contact SafeWork NSW on 13 10 50 should we become aware of any confirmed COVID-19 cases to our clinic.

Thank you for your cooperation and hygiene practices, together we can stop the spread.