



PRACTICE INFORMATION SHEET

About Us

Founded by Kevin & Van Nguyen in 2012, Physio Essentials is the development of their dream to help others, help themselves, with confidence and our support. We strive to continually seek a wide variety of effective and evidence-based physiotherapy and exercise based solutions, that can be utilised to complete thorough assessments with a holistic view in developing tailored treatment programs that work towards optimum long term results for our clients. We pride ourselves in our down to earth and approachable manner, generous appointment times, and the delivery of essential, beneficial and high quality of care in at all times. We strive to have a strong emphasis on a curative and preventative approach to physiotherapy.

Opening Hours

Monday to Thursday	8:00am to 8:00pm
Friday	8:00am to 6:00pm
Saturday (during NSW school terms only)	7:30am to 10:30am
Sunday	Closed

Services & Fees

Our current fee schedule can be found at reception inside the clinic. Physiotherapy services can be claimed under Private Health Insurance (if you have ancillary cover). We also accept Work Cover, CTP Third Party, DVA and chronic care plan claims. EFTPOS and HIPCAPS facilities available on site. Our Pilates services will attract Private Health Fund Rebate if the service is being provided as a treatment to an injury/medical condition. Please contact our reception staff for further details.

Compliments, Suggestions, Complaints & Feedback

Patient satisfaction affects health outcomes and our practice acknowledges that such feedback is important and valuable. Our practice provides patients with the opportunity to provide compliments, suggestions, complaints and feedback in the following methods – our suggestion/feedback box located in our reception area; direct communication with any of our directions or via email to feedback@physioessentials.com.au. For complaints that cannot be directed to the company directly to the Physiotherapy Board of Australia (supported by the Australian Health Practitioner Regulation Agency) by going to <http://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>

Translation Services

Translation services can be organized (with prior notice) with the National Translator and Interpreter Services.

PHYSIOTHERAPISTS

VAN NGUYEN

(FEMALE PRINCIPAL PHYSIOTHERAPIST)

KEVIN NGUYEN

(MALE PRINCIPAL PHYSIOTHERAPIST)

GEMMA KIM

(FEMALE PHYSIOTHERAPIST)

VIVIAN HUYNH

(FEMALE PHYSIOTHERAPIST)

SAMANTHA GARRIDO

(FEMALE PHYSIOTHERAPIST IN TRAINING)

CONTACT DETAILS

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