



## Important information regarding Melbourne Lockdown

As a valued client of Gen Physio, we would like to take a moment to reassure you that your health and wellbeing remains our highest priority as we work through this mandatory lockdown in Melbourne.

We specialise in visiting our clients within their home and have a COVID safe plan that all our clinicians must follow. We are 100% committed to supporting you during this time of uncertainty, and we promise to continue delivering a high-quality and reliable in-home service.

With this being said, we must remain vigilant during this time. Our team are aware of the symptoms and will not attend an appointment if they are feeling unwell. If they experience flu-like symptoms, they will need to be tested and cleared before recommencing work.

We ask you to demonstrate the same level of respect and cancel your appointment if you experience any symptoms.

In addition to the above, any of our clinicians who enter the homes of our clients within this area will be equipped with PPE and will ensure they keep a 1.5m distance where possible.

Your wellbeing is important to us. However, maintaining a consistent routine is beneficial in ensuring you achieve optimal health.

Best regards,

**Charlie Bowman**  
National Operations Manager  
Gen Physio