

NET PROMOTER CLIENT SURVEY*

QUALITY INDICATORS

FITNESS EMBASSY®



REGISTERED
NDIS
PROVIDER

**MOVEMENT AS A MEDIUM
TOWARDS HAPPINESS®**

ENABLE MOTION

1 X 1 MOVEMENT SESSIONS

For my daughter, exercise is challenging due to her disability. FE accommodates to her abilities and many changes to her mood, making exercise engaging and fun. I feel confident that I can leave her with her trainer if I need to attend errands or go for a de-stressing walk - Maria Revelos

My son is 19 years of age and has been attending FE for the last 14 months. I have been his primary carer for all of his life. The staff sought advice as to how best support my son and immediately proceeded to action that advice. My son is provided with a choice of activities during the program, which is so important.
- Margaret Zalac

ENABLE SOCIAL

ALL ABILITIES HIP HOP DANCE

The program is well set up to support our son who has autism. They promote social participation, physical and mental fitness, alertness, and they are all done in a conducive and friendly environment. The instructors are professional and passionate in their dealings with us and our son - James Lai

Great social and healthy activity. Caring staff and well organised. My child has gained confidence through this Well-being activity and I am sure it will benefit anyone in a similar way - Raj Kanari

EXERCISE PHYSIOLOGY

Our daughter has achieved so much, and again this is due to the people who work there, they really care about their participants - Deanna & Bruce Grant

REMEDIAL MASSAGE

We specialise in musculoskeletal and dynamic postural assessment, rehabilitative exercise programming and utilising corrective movement patterns in support of our clients in redeveloping functional capacity.
- Eric Said (Founder)

OUR FITNESS PARTNERS



Adam Holding



Aiden Wollam



Eric Said



Felicity Harper



Hernan Yoia



Jake Baxter



Janine Cameron



Mark Moy



Sara Walling



Sam Beard



Zeljka Winslow

*100% Survey respondents stated YES and have referred
The Fitness Embassy® to a family member or friend

1



QUALITY

Excellent Service

Specialises in movement

Welcoming & safe environment

Genuinely care and respectful

Professional

Obtained professional advice

Created visual aids

Flexible calendar

Scheduled routine played an important role

Family friendly atmosphere

Modern clean facility that is not crowded

Accommodating in appointment changes

Excellent guidance with movement

Always greeted on arrival

Passionate & highly experienced staff

2



PROGRAMMING

Choice of exercise or activity

Tailor program to child's needs

Numeracy Important

Enjoyable and fun

Loves attending

Improved balance

Achieving program goals

Understanding of a child's needs

Ability to alter or modify program immediately

Stimulating sessions each week

Increased muscle strength & balance

Well set up programs

No pressure to complete exact routine

Improved coordination

Learning to listen & copy instructor

3



BEHAVIOURAL

Child loves it

Gained confidence

Making new friends

Positive behaviour in the home

Come out of child's shell

Child calmer and happier

Improved social interaction

Feel reassured during moments of change

Child looks forward to attending each session

Improved self-expression and communication skills

Accommodating to child's abilities including mood

4



PRIMARY CARER

Staff support

Friendly environment

Personal and professional

We all celebrate in child's success

Good networking with other parents

Child is supported, creating peace of mind

Physical changes in weight loss, improved posture, strength

Staff empathise with stress in raising a child with a disability

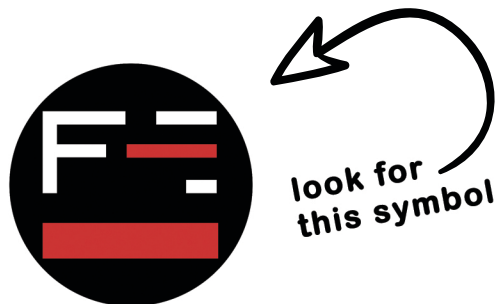
Parents involved in exercise using fitness equipment

Confident I can leave my child with a trainer

Parents can relax knowing their child is in good hands

Staff do not judge my child which is lovely

where
movement
does not
discriminate



fitnessembassy.com.au



Fitness Embassy



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