

Client Welcome Pack

NDIS Mobile Personal Training & Fitness Support

Welcome

Welcome to Suncoast Strength and Support.

Thank you for choosing us to support your health, fitness, confidence, and wellbeing journey.

Our goal is to provide safe, personalised, and enjoyable training sessions that are adapted to each individual's abilities, needs, and goals.

About Suncoast Strength and Support

Suncoast Strength and Support provides mobile personal training and fitness support designed to help clients improve:

- Strength
- Mobility
- Balance and coordination
- Fitness and confidence
- Independence in everyday activities

Sessions are personalised and delivered in a supportive environment where progress is encouraged at every stage.

What To Expect From Your Sessions

Each session may include:

- Warm-up and movement preparation
- Strength exercises
- Mobility and flexibility work
- Balance and coordination activities
- Functional exercises
- Progress discussions and feedback

Every session is adjusted based on your current ability, goals, and how you are feeling on the day.

Our Training Approach

At Suncoast Strength and Support, we believe training should be:

Safe — exercises are selected with your abilities and limitations in mind.

Personalised — sessions are designed around your individual goals.

Progressive — we gradually build confidence, strength, and physical ability over time.

Supportive — we create an encouraging environment where everyone can improve.

Preparing For Your Session

Please bring:

- Comfortable clothing suitable for movement
- Closed-in shoes where appropriate
- Water bottle
- Any equipment requested by your trainer

Please inform your trainer before a session if you have:

- New pain or injuries
- Changes to your health
- Changes to medication
- Any concerns about exercising

Communication

Your trainer can be contacted for:

- Session scheduling
- Questions about training
- Updates regarding your goals or needs

Email: info@suncoaststrengthandsupport.com.au

Cancellations and Rescheduling

If you need to cancel or change a session, please provide as much notice as possible. A minimum of 24 hours notice is requested where possible.

Cancellations or missed sessions with less than 24 hours notice will be charged at 100% of the session fee, except in exceptional circumstances.

In Case of Emergency

If a medical emergency occurs during a session, your trainer will call 000 immediately, contact your nominated emergency contact, and stay with you until help arrives or it is safe to do so.

Feedback and Complaints

If you ever have feedback or a concern about your sessions, please reach out directly at info@suncoaststrengthandsupport.com.au — it will always be taken seriously and addressed promptly.

Insurance

Suncoast Strength and Support holds current Professional Indemnity and Public Liability insurance, for your peace of mind.

Your Progress

Your progress is important. We will regularly monitor improvements in:

- Strength

- Mobility
- Confidence
- Fitness
- Ability to complete daily activities

Your goals will guide the direction of your training.

Thank You

Thank you for trusting Suncoast Strength and Support. We look forward to supporting you and helping you achieve your goals.

Suncoast Strength and Support | Email: info@suncoaststrengthandsupport.com.au