

## Additional FAQs

### ***Why are Healthy Living classes capped at 20?***

In response to client and clinician feedback, we determined that we could deliver this popular class safely and comfortably at 20 participants. By adhering to a firm maximum capacity, we can offer lower rates to clients on Permanent Bookings, while still ensuring clients have enough support on the floor.

### ***What is the difference between Standard, Category 1 and 2 classes?***

During assessment phase we will recommend Standard, Category 1 or 2 classes depending on your goals and requirements. Category 2 classes offer the most intense level of support, such as smaller class sizes and/or specialised monitoring. Clients may progress to Category 1 and then Standard classes; or remain in their current category long term to ensure appropriate support.

### ***I think I'm ready to move from a Category 1 class to a Standard class. Can I change my booking?***

Discuss this with our EP before making any changes to your booking. They will approve any movement between classes to ensure your safety and give you the best chance at achieving results at your pace.

### ***I'm on a 10 Pass and my EP has approved a change to a Standard class which is cheaper. Can I receive a refund for the difference?***

Congratulations on your progress! There are no refunds or credits for differences in the sessional prices should you graduate before using up your current pass. However, you are now eligible to set up an ongoing direct debit arrangement for even better value.

### ***I'm on a Permanent Booking and I'm going on holidays. Can I pause the payment for three weeks?***

The direct debit option offers a lower price per session to accommodate the likelihood of vacations or periods of non-attendance. Therefore, we do not offer a suspension on direct debit billing. However, this method guarantees your place for the duration of the year. If you anticipate that you will have several periods absence throughout the year, you could consider purchasing 10 Passes instead, to suit your need for more flexibility.

### ***Can I claim a Medicare rebate on classes?***

Medicare rebates are not available for exercise classes. However, Team Care Arrangement (TCAs) can apply to individual consults e.g. dietetics. Contact us to find out what is required for UQ Healthy Living to process your TCA before booking your individual consult.

### ***Will I still be able to claim from my private health fund?***

Please check with your fund to determine your eligibility. We can provide invoices for rebates on Category 1 and 2 classes and individual consults with qualified clinicians.

### ***Will I still be able to book online?***

Ask reception for your new booking code to schedule casual sessions, individual consults and Express Re-assessments at [uqhealthyliving.org.au](http://uqhealthyliving.org.au). Reception will schedule 10 Pass and Permanent Bookings at the time of payment. (New clients will receive their code after their Health Assessment.)

***I have more questions / How can I give feedback?***

Stay tuned for upcoming Focus Groups which will be advertised through our email newsletter. If you don't receive our newsletter, please advise reception. Any questions, concerns or suggestions can be directed to **feedback\_uqhealthyliving@uq.edu.au** or **P: 3443 2586**.