



## UTS EXERCISE PHYSIOLOGY CLINIC - INFORMATION SHEET

Welcome to the University of Technology Sydney (UTS) Exercise Physiology Clinic (hereafter referred to as the Clinic). This document explains important aspects of the Clinic. Please read it carefully and ask any questions you might have. This is your copy to keep as a reference.

### OUR SERVICES

The Clinic provides a clinical exercise physiology service to the community and clinical training facility for postgraduate students undertaking our accredited Master of Clinical Exercise Physiology course in the UTS School of Sport, Exercise and Rehabilitation. Clinical services are offered to the public from all demographics (including children, adolescents, adults, and the elderly). To participate in one of our programs you must submit an expression of interest form via our [webpage](#).

The Clinic offers tailored exercise assessments, exercise prescriptions, and supervised delivery of exercise programs on-site, to support you in your health-related goals. Only you, your assigned student Clinical Exercise Physiologists, and their Accredited Exercise Physiologist clinic supervisors are present during your clinic appointment within the consult rooms. However, when exercising in the exercise clinic, other clients (with their students and supervisors) may also be present.

It is important to note that each UTS Exercise Physiology Clinic is a 6-week structured program that we offer once a year. To create a meaningful learning experience for our UTS students, to meet our accreditation standards, and to ensure client progress, we require the following: Clients must commit to their scheduled appointments, understanding that appointments are scheduled for the same time and day each week for the 6 weeks. The nature and course of each session will be determined in accordance with your individual needs.

We currently provide 6-week clinical exercise physiology services for **two different categories** of clinical conditions on different days:

#### Clinic Category 1: Muscle, Bone, and Joint Problems (known as Musculoskeletal Conditions):

- This clinic focuses on providing care for people managing musculoskeletal conditions like arthritis, sarcopenia (low muscle mass), osteoporosis (low bone density), tendon issues, muscle or joint pain like lower back or knee pain, post-injury recovery, and more. This list is not exhaustive.
- This clinic is led by our postgraduate students in the early stages of the UTS Master of Clinical Exercise Physiology and is part of an initial stepping-stone into clinical practice. At this stage of their degree, the students are well equipped to deal with the wide range of musculoskeletal issues and can tailor programs to individual fitness level, activity tolerance, and goals in collaboration with our clinical educators (as practising Accredited Exercise Physiologists)

#### Clinic Category 2: Multiple Health Issues (known as Multimorbidity or Complex Chronic Diseases)

- This clinic category is for people with TWO (or more) health conditions, which can include musculoskeletal concerns OR other conditions like diabetes, mental health challenges, or individuals with cancer AND heart disease (as examples). This list is not exhaustive.
- This clinic is led by our postgraduate students in the advanced stages of the UTS Master of Clinical Exercise Physiology who are equipped to handle the complexities of people with multiple conditions. Programs in this clinic are personalised to individual health status, and adjustments are made to help people reach their specific goals in collaboration with our clinical educators (as practising Accredited Exercise Physiologists).

## SUPERVISION

Clinic services are provided by our Master of Clinical Exercise Physiology students as part of their clinical placement and supervised by nationally Accredited Exercise Physiologists (AEPs) with Exercise & Sports Science Australia (ESSA). Clients of the Clinic will receive the highest standards of service, and through the duration of the program, have access to the expertise of Accredited Exercise Physiologists with extensive experience working across various health settings.

## CLIENT INTAKE & INITIAL EVALUATION

Prior to attending the Clinic, you will be asked to complete an intake form and initial evaluation online. The purpose of the intake process is to fully evaluate your needs and ensure you receive the best exercise program possible. The evaluation will include completing the [expression of interest form](#) with your preference for a session time (that will remain the same for the duration of the program), answering introductory questions regarding your health, including a pre-exercise screening survey created by our accrediting body [ESSA](#) (Exercise & Sports Science Australia), and completing a Clinic and Research Consent Form.

As this is a teaching and research clinic, we reserve the right to deny your participation if we do not think it would be safe for you, or if you do not meet the relevant criteria. Exercise is a safe and beneficial activity for most people, but as with any physical activity, there is a small chance of experiencing an issue, such as a minor muscle strain. For individuals with a health condition or symptoms of a condition, this risk may be slightly higher. By understanding these potential risks, we can work together to ensure your exercise experience is safe, enjoyable, and tailored to your needs.

Once your expression of interest has been evaluated by Clinic staff, you will be contacted via telephone by one of our Clinic staff to further discuss your clinical needs and finalise your exercise screening evaluation. You will then be emailed your scheduled program appointment time and additional program information.

Please note: You may be asked to obtain additional documentation (e.g. medical clearance, medical history, Guardian consent, etc), or we may refer you to a specialist Exercise Physiology clinic more suited to your clinical needs.

**Please see a Step-by-Step Guide for Clinic Intake in Appendix A**

## RESEARCH CONDUCT & INFORMED CONSENT

The Clinic conducts research in association with the [Human Performance Research Centre](#) (HPRC), UTS School of Sport, Exercise, and Rehabilitation. Our research seeks to improve outcomes for clinical clients, students, and clinical educators. Your information collected as part of your clinical exercise physiology service cannot be used for research, unless you provide explicit written informed consent. During your Client Intake and Initial Evaluation, you will be issued with a Clinic and Research Consent Form where we will seek your consent to retain your [de-identified information](#) that is collected within your clinical exercise physiology sessions for these research purposes. De-identification of your information is overseen by our authorised Data Custodians, who will ensure that your de-identified information is only provided to researchers who have explicit ethical approval from the [UTS Human and Medical Research Ethics Committees](#).

It is important that you understand that this is [optional](#). You do not need to participate in this research initiative, or any other research projects proposed by UTS researchers. Your decision will NOT affect your treatment provided by the Clinic. Your provision of information to research, and participation in any research is entirely voluntary. It is important that you are aware that you can provide and revoke informed consent, at any time, for any reason, without any consequence. If you have any questions about the potential use of your data in research initiatives, you can contact the Clinic Director via emailing the Clinic ([clinicalexercise@uts.edu.au](mailto:clinicalexercise@uts.edu.au)). If you wish to raise any concerns about any aspect of research conducted in the Clinic that you wish to raise independently of the Clinic and researchers of the UTS School of Sport, Exercise, and Rehabilitation, please contact the UTS Ethics Secretariat on Phone (02 9514 2478) or email: [Research.Ethics@uts.edu.au](mailto:Research.Ethics@uts.edu.au). Any matter raised will be treated confidentially, investigated, and you will be informed of the outcome.

## LEGAL, PRIVACY, ETHICAL, AND PROFESSIONAL REQUIREMENTS

The Clinic is bound by legal, ethical, and professional requirements of ESSA, and its Code of Professional Conduct and Ethical Practice. As part of ESSA's supervision requirements, all students and clinical supervisors have ethical and legal obligations to protect the privacy of people requiring and receiving care. Clients of the Clinic have a right to expect that the Students, Supervisors, and Clinic staff will hold information about them in strict confidence.

These requirements will also transfer to any Clinic services provided in the virtual care environment, such as telehealth, in addition to privacy obligations and other protections that are unique to the virtual care environment, including (but not limited to) data security. These obligations also extend to de-identified data used in research with your explicit permission and consent that must adhere to ethical standards defined by the [National Statement on Ethical Conduct in Human Research \(2025\)](#), and the [Australian Code for the Responsible Conduct of Research \(2018\)](#), in compliance with the [Privacy Act 1988](#), which sets the standard for how personal information is collected, used, stored, and shared.

For further details about the management of your health information, refer to our [Clinic's Privacy Notice](#).

## VIRTUAL CARE SERVICES AND ONLINE COMMUNICATIONS

The Clinic uses the 'Coviu' (<https://www.coviu.com>) video-conferencing platform for telehealth services. The web-based video-conference service will require that you have access to an appropriate device, whether personal laptop, tablet, iPad, or mobile telephone device with connection to a private, secure, and stable internet service. Please note that you will NOT be required to download any additional software. By participating in the virtual care service, it is your responsibility to install and keep up to date the security of your device and any appropriate firewall, intrusion detection, and anti-virus programs. Please be aware that you are responsible for any costs incurred in relation to the provision of your own software, hardware, and data usage associated with this virtual care service. By agreeing to participate in the UTS Clinical Exercise Physiology program, you agree to expressly release the UTS Exercise Physiology Clinic from any liability associated with the unintended cyber-security issues and/or difficulties with unsecured communication.

Clients need to take care when sharing personal information by email. Email communication is not a completely secure means of transmitting your information. The Clinic uses email communication for administrative purposes only (e.g. providing general Clinic information, confirming appointments, or providing generic clinical resources).

Note: any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. It is important to protect yourself while using online technology. Refer also to Australia's online [ESafetyCommissioner](#) and government advice (<https://www.staysmartonline.gov.au>).

## STREAMING AND VIDEO RECORDING OF CLIENT SESSIONS

Secure video live-streaming within the consult rooms of the Clinic will occur for the purposes of clinical supervision through 'Coviu' and the cameras installed in the consultation rooms. The live stream may be viewed for supervision and learning purposes by the Clinical Supervisor overseeing the students working with you to ensure your safety and to assess the student's performance. Occasionally, virtual care sessions via Coviu may include audio and video recordings for supervision and learning purposes. **You will always be informed and asked for consent before a recording is to take place.** Please see [Clinic Privacy Notice](#) for further details.

## APPOINTMENTS AND CANCELLATIONS

The Clinic strives to provide a high-quality evidenced-based exercise-focused service through a system of booked appointments (your booked appointment time is consistent for the duration of the program). Please arrive at your appointment on time and let us know if you are no longer able to attend the appointment as early as possible. It is appreciated if you can provide a minimum of 24 hours' notice of cancellation.

Missed sessions are problematic for both clients and students. Therefore, we ask clients to make a commitment to attending their 6 sessions promptly. It is important to note that irregular attendance is likely to compromise

the effectiveness of this service, and sessions may need to be discontinued if this occurs.

If you wish to withdraw from the program at any time, please contact the Clinic via email at [clinicalexercise@uts.edu.au](mailto:clinicalexercise@uts.edu.au).

## ATTENDING YOUR APPOINTMENT

Upon your arrival at the Exercise Physiology Clinic, please inform reception, and take a seat in the waiting area, even if you are running late. We kindly request that you refrain from entering the Clinic until the student Exercise Physiologist assigned to supervise your session approaches you. This precaution ensures your and others' safety and allows for the smooth operation of the Exercise Physiology Clinic.

Please note that only clients scheduled for a session in the Exercise Physiology Clinic are permitted to enter the training facility and associated rooms. Any individuals (adults or children) accompanying a client must remain seated in the waiting room, unless required to provide support as described below.

**Note:** Clients under 18 years of age, or persons who require legal supervision (such as individuals with diminished or impaired capacity) require a parent, legal guardian, or authorised adult to accompany them to the appointments. This is imperative so that the guardian may provide legal consent. Additionally, guardians are encouraged to participate or observe the session as appropriate. For sensitive discussions, the student exercise physiologist may request private time with the client in the presence of the clinical supervisor, but only with guardian consent. This policy ensures that treatment is delivered safely, aligns with legal requirements for informed consent, and fosters better outcomes through guardian involvement in the client's care plan. For questions or clarification, please contact our team.

Clients are not permitted to initiate their exercise program or use any exercise equipment until they are in the presence of their supervising student Exercise Physiologist or clinical supervisor.

## WHAT TO BRING:

- Clothes you can exercise comfortably in
- Close-toed, comfortable shoes with good grip
- Drink bottle (we will have a refill station in the corridor outside the gym)
- Towel
- Any necessary medication/s, equipment, and/or food to manage any relevant medical condition/s

## EXERCISE PHYSIOLOGY CLINIC SESSION DURATION

The Clinic sessions, including appropriate warm-up, rest periods, and exercise volume, will run for a maximum of 60 minutes. Sessions may include a range of prescribed exercises, which may include aerobic, strength, balance, range-of-motion, or stretching exercises. Your co-operation in adhering to specified timelines is crucial for achieving an efficient session for all clients. It's important to note that supervision cannot be extended beyond this period, as student exercise physiologists need to attend to clients scheduled for the subsequent session. Please also note that if you arrive late, your session time cannot be extended.

## CHANGE OF HEALTH STATUS OR MEDICATION

**So that we can ensure your safety, you must advise your student Exercise Physiologist or Clinic staff immediately of any changes to your health status or medication. Especially if any of these changes relate to:**

- New or worsening muscle or joint injuries
- New or deteriorating heart/lung, problems which may include:
  - Shortness of breath (not relative to level of physical exertion)
  - Pain/pressure/tightness/heaviness in the chest, neck, jaw, back, and/or arms.
- New or changed medication/s

You must also advise your student Exercise Physiologist regarding any changes to your usual medication regime (e.g. forgetting to take your medication that day or starting a new dose).

The above information must be disclosed prior to commencing any Exercise Physiology Clinic session.

## **EMERGENCY CARE AND CRISIS SITUATIONS**

Please advise your student Exercise Physiologist if there are any issues with the program so exercise/s can be altered or stopped. When receiving exercise treatment in the Exercise Physiology Clinic, we will provide support by helping to facilitate First Aid/CPR and/or arranging emergency services if required.

If receiving exercise through virtual care modalities, it is important you have a safety plan in place. For emergencies, contact 000.

## **BREACHES IN POLICIES / RIGHT TO REFUSE ENTRY**

The Clinic reserves the right to discontinue services to any persons found to be in breach of the Clinic policies. Additionally, the Clinic reserves the right to deny entry to individuals it deems may pose a risk to the safety and/or wellbeing of its staff, students, and/or clients.

## **CONTACTING THE CLINIC**

A staff member is available to answer phones from Monday to Friday 9am-5pm. There may be times during peak Clinic periods where you will need to leave a voice message. We will ensure that all voicemails or messages are responded to within 24 hours on working days. Students are unable to be contacted directly, however you are welcome to contact the Clinic and a member of staff will pass on your message to the student.

Clients can contact the Clinic via phone on 0419 799 861, or email at [clinicalexercise@uts.edu.au](mailto:clinicalexercise@uts.edu.au) for general enquiries, appointment information, or to leave a message for their supervising student EP.

## **Appendix A: STEP-BY-STEP GUIDE FOR CLINIC PARTICIPATION**

### **Step 1: Complete an Expression of Interest and Clinic and Research Consent Form Online**

Indicate your preferred session times for the program based on your health Category.

Category 1: Muscle, bone, or joint problems (Musculoskeletal Conditions).

Category 2: Multiple health issues (Multimorbidity or Complex Chronic Diseases/Conditions).

Complete a pre-exercise screening survey designed by Exercise and Sports Science Australia (ESSA).

Answer introductory health-related questions to help us understand your needs.

Complete the Clinic and Research Consent.

### **Step 2: Eligibility Review**

Clinic staff will evaluate your expression of interest and screening results.

Based on your health and condition, we will determine if the clinic is suitable for you and confirm which Category.

### **Step 3: Follow-Up Contact**

Clinic staff member will contact to discuss your clinical needs and finalise your evaluation.

### **Step 4: Medical Clearance (if needed)**

You may be asked to obtain additional documentation (e.g. medical clearance, Guardian consent, etc) or be referred to a specialist Exercise Physiology clinic if we determine your needs are beyond our scope of care.

### **Step 5: Receive Program Details**

You'll be emailed the following:

- Scheduled program appointment time (the same day and time for the 6 sessions)
- Clinic Information Sheet.
- Clinic Privacy Statement.

By following these steps, we ensure a safe, personalised, and effective exercise program tailored to your needs.