

## 10 Tips for Getting Started: How we can help our clients

1. If they have made contact then foster that, and make sure that you still allow them to take their time to get started. It's often a big decision to have even reached out to you.
2. Make sure before you begin, you have captured their health information, consent to contact their team including health professionals, emergency contacts, and anyone who is important regarding their health and wellness. Let them tell you who they think these people are.
3. Speak in a positive language.
4. Foster a positive environment.
5. Focus on what they CAN do. Build a programme that can progress from their start point.
6. Do relevant and individualised tests that you can report on regularly. Make sure when creating these tests, that you follow tips 3, 4 and 5.
7. If something is out of your expertise or knowledge base, be ok with referring your clients to experts.
8. Make anything you want them to practice outside of your sessions, relevant to their day to day activities.
  - Getting out of a chair, off the couch, off the toilet would be easier if you practiced your squats.
  - Standing on one leg while waiting for the jug to boil will help with your balance and fear of falling over.
9. Have a cancellation policy in place that allows people to attend at their own pace. Often de-conditioned clients have things in their lives – how we manage their no-shows can be determined if they come back or not.
10. Have fun and ask questions – your client knows their pain, health, and limitations the best. Always remember tip 1 and you will have long, loyal, referring clients.



Adapted from information produced by Cate Grace ([www.categrace.com](http://www.categrace.com)).

The above tips have come from Cate's own experiences and working with a varied client base – they are opinion only and she shares them in the hope that it may inspire others in the industry to embrace this diverse client base.