



# BodyMatters Australasia

## SYDNEY OFFICE MOVE 2025 FAQs

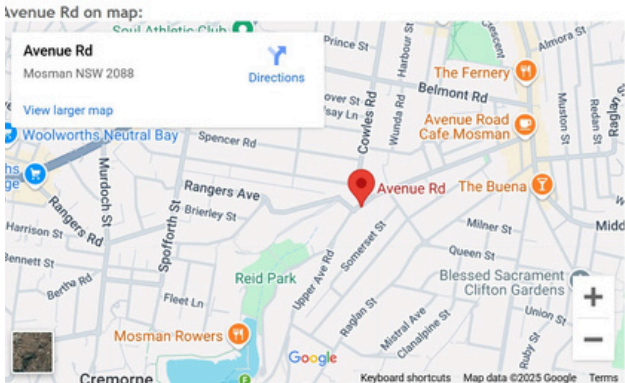
### General Information


#### When is the practice moving to the new location?


We will be operating from our new office from **Monday 3 March 2025**. Please note that to assist in our move all appointments on 28 February 2025 will be via Telehealth only.


#### What is the address of the new office?

The new office is located at **Suite 1, Level 1, 44 Avenue Road, Mosman, NSW 2088**









This is near the Cowles Rd & Avenue Rd intersections, up the hill from the BP petrol station and down the hill from Cafe Rosa coffee shop. If you face Mosman Osteopathy you will see a pathway to your right with some stairs. We are located upstairs.

The office is located approximately 10 minutes walk from our current offices in Cremorne.



The office is accessible by bus, with a bus stop “Avenue Rd after Cowles Rd” out the front of the premises.

The office is accessible from Military Rd buses- exit either Cowles Rd or Avenue Rd and walk for approximately 5 minutes down the hill

The closest ferry station is Mosman Bay, and can be accessed by a short bus trip or 10 minute walk up the Avenue Rd hill.



### **Accessibility Disclaimer:**

The office is accessible via a flight of external stairs only. Please contact us if you experience mobility concerns to discuss alternative options.

### **Will there be any changes to the services provided?**

No, all services will remain the same. The only change is that all services will now be provided at the new location, making it more convenient for clients to access everything in one place.

### **Will the phone number or email address change?**

No, the phone number and email address will remain the same. You can continue to contact us using the existing details, even after the move to the new location.

### **Appointments Will my appointment time or day change because of the move?**

No, your appointment time and day will remain the same unless otherwise discussed with you. If any changes are required, we will contact you directly to ensure a suitable arrangement.

### **How do I book an appointment at the new location?**

You can book an appointment at the new location using the same methods as before—by phone, email, or through our online booking system. If you need assistance, please don't hesitate to contact us.



### **What happens if I already have appointments scheduled after the move?**

If you already have appointments scheduled after the move, they will

automatically be transferred to the new location. You don't need to take any action, and we'll provide a reminder with the new address to ensure a smooth transition.

## Getting to the New Office

### Is the new location accessible by public transport?

	<p>The office is accessible by bus, with a bus stop "Avenue Rd after Cowles Rd" out the front of the premises.</p> <p>The office is accessible from Military Rd buses- exit either Cowles Rd or Avenue Rd and walk for approximately 5 minutes down the hill</p> <p>The closest ferry station is Mosman Bay, and can be accessed by a short bus trip or 10 minute walk up the Avenue Rd hill.</p>	
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### Is there parking available at the new office?

Unlimited, unmetered street parking is available within minutes walk of the office. The street names are listed below:

- Avenue Rd (down the hill towards the ferry)
- Cowles Rd
- Holt St
- Spencer St
- Wolger St

### Billing and Medicare Will the change of location affect how I claim

#### Medicare rebates?

No, the change of location will not affect how you claim Medicare rebates. You can continue to claim rebates as you normally would.

#### Do I need to update any of my details with Medicare or private health insurance?

No, you don't need to update any of your details with Medicare or private health insurance. The change of location does not impact your existing information or coverage.

### **Will there be any changes to fees or payment methods?**

No, there will be no changes to fees or payment methods. You can continue to pay using the same methods as before. If any updates are required in the future, we will inform you well in advance.

### **Facilities and Amenities**

#### **What amenities are available at the new office (e.g., waiting area, restrooms)?**

The new office includes a comfortable waiting area, restrooms, and other facilities to ensure your visit is as convenient as possible.

#### **Can I bring someone with me to my appointments at the new location?**

Yes, you are welcome to bring someone with you to your appointments, just as you could at the previous location. If they will need access to the waiting area or other facilities, please let us know in advance so we can accommodate them.

**Communication and Updates What should I do if I have questions or concerns about the new location?** If you have any questions or concerns about the new location, please don't hesitate to reach out to us. We're here to help make the transition as smooth as possible for you.

#### **Who can I contact for more information about the move?**

For more information about the move, you can contact our team directly via phone or email. We'll be happy to provide any details or address any concerns you may have.