

Client Information and Footwear — Happy Feet, Happy Face

Give Sore Feet the Boot

At Happy Feet Pedorthics, we assess, fit and modify footwear to help you walk safely, reduce pain and maximise comfort in supportive shoes.

In designing, manufacturing, modifying and fitting footwear and orthotics, a pedorthist aims to alleviate foot problems caused by disease, congenital defect, overuse and injury.

Our Clients

We help a range of people including:

- **Rehabilitation clients** – post trauma, post-surgery and return to work after injury
- **Children**
- **Aged care clients** – falls prevention, walking, incontinence and protection
- **People requiring orthotics** – shoes, fitting and making of orthotics

Approved Provider

Happy Feet is an approved provider for the following programs:

- Department of Veteran Affairs
- Government subsidies, SWEP and ENABLE
- Health funds
- WorkCover
- TAC
- Case management

Assessment and Fitting

There's no charge for our initial consultation, which takes approximately 15 minutes. During this time, we review your foot health, measure your feet and recommend footwear, modifications and orthotics (as needed). We'll help you make a foot care plan, and explain our ordering and supply process. If further advice is needed, a consultation fee may apply.

Your Current Footwear

While we advocate wearing your 'sensible' shoes most of the time, at Happy Feet, we know there's a time and a place for 'party' shoes! That's why we're happy to evaluate the shoes already in your wardrobe to see if and how they can be made more comfortable with pedorthic modification. Simply bring them along to your appointment.

Team Work

At Happy Feet Pedorthics, we work as part of a team to get the best outcome for you as quickly as possible. We are happy to work with existing healthcare professionals, like your podiatrist, doctor and physiotherapist, or can provide recommendations when needed.

Ordering and Payment

A \$100 deposit is required for all private clients placing an order. Other clients, including insurance, DVA and government subsidy programs, are exempt.

Full payment is needed when you pick up your shoes or, if applicable, before a modification is made.

Layby Available

A layby service is available. A regular payment commitment is required from the client.

Supplying your Shoes

With so many different feet 'out there' and the shoes needed to fit them, we won't always have the right size, style and fit immediately available in stock. In these cases, shoes will arrive 4-6 weeks from the order date.

Refunds

At Happy Feet Pedorthics, we spend significant time assessing, fitting and ordering shoes especially for you. For this reason, refunds are not usually given.

Repairs and Modifications

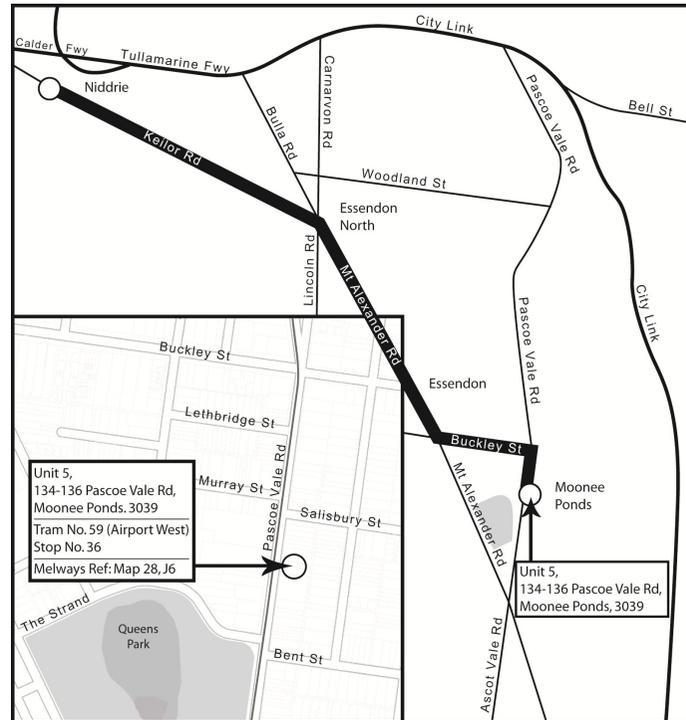
To ensure you get the most from your investment, we can repair and modify all footwear that we supply. Our philosophy is: buy good shoes, care for them and save yourself money.



How We Help

1. We assess your feet, measuring both each time you visit and make a purchase. This is because, over time, your feet can change.
2. It's normal to have two different sized feet, so we fit the largest foot first and make any modifications needed to then fit the smaller one. We can also provide two different shoe sizes.
3. We select shoes that match your feet's length and shape because sizing systems aren't standard.
4. We show you how to wear your shoes comfortably.
5. We can fit orthotics and other inserts into your shoes.
6. Our experienced team helps you choose shoes that match your activity.

Where to find us



Opening Hours

Monday to Friday, 9am to 5pm
One Saturday per month by appointment
Other times by request

Appointments **DEFINITELY** preferred
Home visits available – fee applies
Laybys welcome

Rebates, government subsidies and claims including TAC, DVA and WorkCover may apply

Accreditations

Member, Australian Pedorthic Medical Grade Footwear Association (APMGFA)

Clare Nelson, Certified Medical Grade Footwear Practitioner Number 2515

What is a Pedorthist?

A Pedorthist assesses and fits clients for medical footwear, modifications and/or orthotic devices. This can include prefabricated and cast custom footwear.

Client Information and Footwear



GIVE SORE FEET THE BOOT

Unit 5 & 6 134-136 Pascoe Vale Rd
Moonee Ponds VIC 3039

P 03 9326 0266

F 03 9326 0633

info@happyfeetpedorthics.com.au
www.happyfeetpedorthics.com.au

 Happy Feet Pedorthics

 clare-nelson

Regular Clinics

Wagga Wagga, Wodonga
Wonthaggi – Bass Coast

