



Healthy News Summer 2010

Melbourne Natural Wellness



Message from the Director...

Warning!! This is a big issue:

Firstly I would like to say thank you to everyone who took the time to fill out our recent survey. Its great to have feedback and I have put the results in this newsletter.

I have been seeing a lot more of your around both the clinic and studio which is great to see. We understand its hard to keep up with everything in our lives and your health and well-being is important so keep up the good work! You are doing a great job.

Topics in this newsletter:

- End of year party! - save the date, Tues 7th Dec
- NEW studio timetable
- Survey results and what we are doing to improve
- Staff & services changes updates for clinic and studio
- Some little housekeeping things
- Lift issues
- Changes to the centre
- Christmas Gift Ideas— we have been busy, these are amazing! & closing dates over the holidays
- Competition to WIN amazing prizes
- Newsletter only offers
- Face book
- Loyalty rewards and savings for you
- Healthy tips

Happy reading.. See you soon,

Jodie & team

Start with the most important thing first:

End of Year Event!

Tuesday 7th December from 6.30-8.30pm

Door prizes drawn at 7pm so make sure you are there!

Must RSVP for catering and capacity purposes by Friday 3rd Dec to **Jodie@mnwc.com.au**

Nibbles and Drinks provided. Simply come up to the MNW studio level 4 178 Collins St and mingle with other clients and staff.



NEW SUMMER STUDIO TIMETABLE

We have added some more classes as requested from the survey responses we received. Before we add this to the online booking system for the classes to start Monday 13th December, we would like to get some feedback. Please see the spreadsheet attached and let me know which classes you can make it to. Thursdays especially has two options for the reformer and yoga classes that are currently on. We are trying to use the main large room only for the classes to reduce disruption and avoid disappointment when a class is full. Please email the sheet back to **Jodie@mnwc.com.au** before **Friday 3rd December**. This is your chance to have the classes you want on at a time that is good for you so please remember to let me know what you think. Ps I am looking at Tai Chi instructors, Zumba Dance instructors at the moment and will be putting a class or two on as a trial see how they go. **Also if you would like to use the studio space for meetings, workshops, launches, exhibitions, or make a class for your friends or colleagues at a certain time simply email me as above. Its a beautiful multi purpose space– use it ;)**

Survey Results: here's what you really think.....

You wanted dimmed lights, music and aroma oils when doing yogaDone.

Water cooler in the clinic and studio.... Done.

We have a flyer of our rates not including products as there are too many but range from \$7.50—\$95 each. If you would like to know rates email me, Ill happily email this to you.

If we are running late with an appointment, sometimes people need more time.. We will try as best we can to call you and let you know

Re products: the brands we stock are practitioner only, they are tested more than other brands you can buy in other stores, they don't all do the same things and you need a lot more of the ones you buy in the stores which makes them more

Survey Results: here's what you really think....continued

Expensive. They are also ethically and environmentally ticked by me... I spend a lot of time researching products and we only want the best available for you.

- When products arrive we text you and or call you, we can express post free of charge if you are waiting more than a week, unless the item is out of stock with the supplier.
- If you can not get hold of us on the phone, leave a message as we have 3 lines and often we are on all three and helping clients at reception as well, we will get back to you. If you are needing a voucher urgently, email us or buy online instantly ;)
- Magazines at reception....done.
- Student rates 10% off... done.
- Referral rates... \$15 for you and them... Done
- More focus on Men's health... Done.. Men's health month keep an eye on the website
- Tea and snacks... Done
- All our practitioners are on HICAPS, please check your cover and if your fund is registered for HICAPS as we can only put the service you had and practitioner you had on the machine. We will not be able to practice if we do not stick to this rule.
- More appointments.. Done- some of our therapists have taken on more shifts as they are getting quite booked up... Remember though, book in advance, if you want a 6.00 pm time slot every month, we can do a schedule for you.

Ok here it is...lastly...

Prices... Some of you have said we are pricey. Our rates are a reflection of the quality of service, results, products, environment, location, experience & atmosphere to name a few. We are proud to call ourselves the leading Natural Health and Wellness Centre with all the services we have under one roof in a beautiful location and building. We are also a business, like any other business we didn't choose to be the ALDI, we chose to be the David Jones Food Hall. We need to make a profit to be able to keep the centre and also to improve it for you.

*If we reduce our prices, we reduce our quality. My goal was to make sure this centre was the best for you, to get you results, and to be able to feel special. Its about all the little extras we do....We send \$10 off vouchers when you first come in, then a voucher for your birthday, recommend someone and you both have \$15 off, do a survey for \$20, competitions, we give you prizes for your charity events and staff do's and random thank you's, We give you a nice xmas party, events, offers like get an extra class free, the loyalty card you have in this newsletter, free canvas recycled bags, use wind energy, environmentally sustainable business practices, and much more... Just some little gifts here and there to show you we value you as a client of ours and you are a part of Melbourne Natural Wellness. I sincerely hope you continue to come to see us and if for any reason you can not afford to come, please let me know so I can do a payment plan for you and try to work something out that suits your needs. We also have bulk packages available for all modalities, ask us what we can do for your needs next time you are in or feel free to email or call me to discuss of course
We can not be everything to everybody all the time. We try our best though!*

Staff & services changes updates for clinic and studio



We are sad to say Rach the fabulous receptionist has left Melbourne Natural Wellness and moved on to the Heart Foundation to further her career and we wish her all the best! We understand that changes are sometimes hard so please bear with us as we iron out the bumps . We welcome new instructors, Josh, Lucinda and Donna to the studio, come and try one of their classes! Also welcome to Daniela our Operations Manager who has been doing an amazing job, she is also our new Kinesiologist. Call for an appointment today. Initial consult 90mins \$147 ,

Mention the newsletter and its only \$107!



Kinesiology, study of body movement, encompassing holistic health disciplines which use gentle manual muscle monitoring to discover information about a person's well being. Kinesiology can assist in spiritual, emotional and structural issues. As a discipline it empowers people and allows them to work through stresses that are undermining their development.

Benefits of Kinesiology

Kinesiology releases your blocks by getting to the real issue, the root cause of your problems - no matter how long ago or recently the problem began. By harmonizing your body's energies and reducing stress around issue, you can heal and achieve:

1. Increased energy levels
2. Better health
3. Release from nagging aches and pains
4. Greater uptake of nutrients from your food
5. Weight loss
6. Clarity, Confidence and Courage to succeed in whatever you choose

Some little housekeeping things

Our cancellation policy is on all our new patient forms, the sms reminder we send and emails we send with the directions to the clinic. When you make a booking with us, we schedule that time in for you to see the practitioner to get the help you are after. As you can imagine, when people don't show up for these appointments we can not give that appointment time to anyone else who may be waiting. We understand things can come up and sometimes our brains just forget things. We are forgiving...when you get in contact with us or when we call you after you have missed an appointment so you can reschedule. If you make an appointment and don't give us 24 hrs notice (with some exceptions of course) to cancel or not show up we will invoice you 50% of the consultation fee.

Lift issues

Oky dokey, the lift... maintenance men are out here almost daily. We can not get a new one because its is, according to the lifty people the only water lift left in Melbourne in original condition. So, you guessed it, heritage! For an added butt workout, 4 floors of stairs will get those calories burning.. That's all I'm sayin' people... oh.. Sorry for any inconvenience too ;(

Changes to the centre

We are in the process of getting new filing and storage solutions to ensure your records are safe and easy to find when you come in. This will give us more space for a 2nd reception area/ chill out space for detox foot spas in the hallway in the clinic. Speaking of the hallway, we are getting rid of the old carpet and polishing those lovely boards! Some new art work to follow and some new desks as well. Ps if anyone has a furniture maker friend, let me know!

Christmas Gift Ideas – we have been busy, these are amazing!



Silly season has approached us, shop smart this season and give yourself a break. Don't stress out! We have put together some amazing hampers for you for \$25, \$75, \$150 they will be up on the book and shop page of the website shortly. Simply purchase online and we will make them up for you to pick up or we can post them.

Also remember to pick up any vouchers before 24th December at the clinic. Why not purchase vouchers online and have the voucher send directly to your or the persons email instantly. Great for last minute gifts and secret Santa's! This one has been very popular.....give someone a week of Yoga and Mat Pilates for only \$27 or add Reformer Pilates for an extra \$20. [See online store](#) for more great ideas!

If you are needing products for the holidays, the last order goes in Monday 20th Dec so don't miss out, email or call us before then.

Closing Times:

We will be closed Friday 24th at 4pm

Open Wednesday 29th - Friday 31st (close at 5pm)

Open for the New Year Tuesday 4th Jan 2011.

Simply call us 9662 1311 to make appointments during these times.

Competition to WIN amazing prizes

I know you are all waiting for this one! For every \$100 you spend from 1st December to 31st January, you go into the draw to win these great prizes:

- **1st Prize a 6 month membership to the studio valued at \$1550**
- **2nd Prize a 60 min massage a month for 6 months valued at \$582**
- **3rd Prize a \$100 voucher to use towards any product or service in the clinic or studio!**

Plus for every gift voucher or hamper you purchase, you get an extra entry!
Prizes will be drawn 1st Feb and winners notified 2nd February.

Newsletter only offers– you asked for it, you got it!

- I have mentioned Kinesiology: Initial consult 90 mins \$147 for only \$107
- 6 x 60 mins massages - \$582 valid for 12 months and we will give you a 7th one FREE! Save \$97
- 6 x 30 min naturopath follow up consults –\$504 valid 12 months get a 7th one free! Save \$84
- Purchase a 10 class pass and receive a one free!
- A big one... Clients are already loving this one..... Put \$1000 on your account and we will add an extra \$150!

Loyalty rewards and savings for you:

Have you seen this card? If not, get one from reception. There are lots of offers and



Healthy tips:

Silly season...we are going to drink, we are going to eat like crazy, several times so here it is! Ready? **ITS OK, accept it, do your best.**

1. Don't go back for seconds
2. leave white space on your plate, it shouldn't look like Mt Everest!
3. Have only one dessert or a third of a portion and try all three desserts.
4. Drink LOTS of mineral water, this helps fill you up, not to mention helps the food coma you have put yourself in and the hangover arghhh!
5. Take a walk, swim, run, keep up with your exercise, play Frisbee, beach volley ball, backyard cricket, move your ass! A favourite of mine...Dance! Put some crazy songs on random and each person has to get up and mime and or dance—making a video clip for the song. Burn calories and its fun!

Face book

Keep up to date, ask us questions, get advice , come to events, get handy tips on our face book site... Help us get to 1000 fans! [click here](#) or go to the front page of our website and click on the face book link!