

The Undefeated Precision Orthotic Programme™

Your Personalised Treatment Plan

Helping you walk better, move better and live better — with a treatment plan designed around your feet, your lifestyle and your goals.

✓ **Two complete pairs included** with every prescription

Standard top covers are included on both pairs.
Premium or leather covers are available for an additional cost.

PREPARED FOR

DATE

TREATING PODIATRIST



Welcome to Undefeeted Podiatry

Firstly, thank you for trusting our team with your foot health.

We understand that choosing custom foot orthotics is an important decision, and naturally you'll want to understand exactly what you're investing in and why it has been recommended. This booklet has been designed to answer those questions.



Inside you'll discover

- ✓ Why your podiatrist has recommended custom orthotics
- ✓ How custom orthotics work
- ✓ Why we use advanced assessment technology
- ✓ What happens throughout your treatment journey
- ✓ The investment involved
- ✓ Frequently asked questions
- ✓ How we support you after fitting

At Undefeeted, we don't simply manufacture orthotics. We provide a comprehensive treatment programme designed to improve the way your feet function, reduce pain and help you stay active doing the things you love.

Whether your goal is keeping up with your children, returning to sport, standing comfortably at work or simply walking without pain — we're here to help every step of the way.

"We look forward to being part of your journey."

THE UNDEFEETED PODIATRY TEAM

Why Choose Undefeeted?

Choosing custom orthotics isn't simply about purchasing an insole — it's about choosing the right team.

At Undefeeted Podiatry, every orthotic prescription is backed by advanced assessment technology, clinical expertise and a commitment to delivering exceptional patient care.

We don't guess. We measure. We assess. We analyse. We personalise.

Every prescription is developed using detailed information gathered during your assessment — allowing us to understand not only how your feet look, but how they function in everyday life.

Your assessment may include

- ✓ Advanced 3D digital foot scanning
- ✓ Pressure and force mapping
- ✓ Dynamic treadmill gait analysis
- ✓ Joint range of motion assessment
- ✓ Muscle strength testing
- ✓ Footwear assessment
- ✓ Biomechanical examination
- ✓ Lifestyle & activity assessment

Why patients choose us

- ✓ Longer appointment times
- ✓ Personalised treatment plans
- ✓ Modern assessment technology
- ✓ Evidence-based podiatry
- ✓ Friendly, experienced clinicians
- ✓ Ongoing support & follow-up
- ✓ Focus on long-term outcomes



No two patients are the same. That's why no two orthotic prescriptions should be the same. Our goal is simple: to help you move comfortably, confidently and without unnecessary pain.

Your Feet Are the Foundation of Your Body

Your feet carry you through thousands of steps every day.

They absorb impact, provide balance, adapt to different surfaces and support every movement you make. When the feet aren't functioning efficiently, the effects can travel well beyond the foot itself.

Small changes in foot movement can increase stress on the

Feet

Ankles

Calves

Knees

Hips

Lower Back

Over time, this increased stress may contribute to pain, fatigue and recurring injuries.

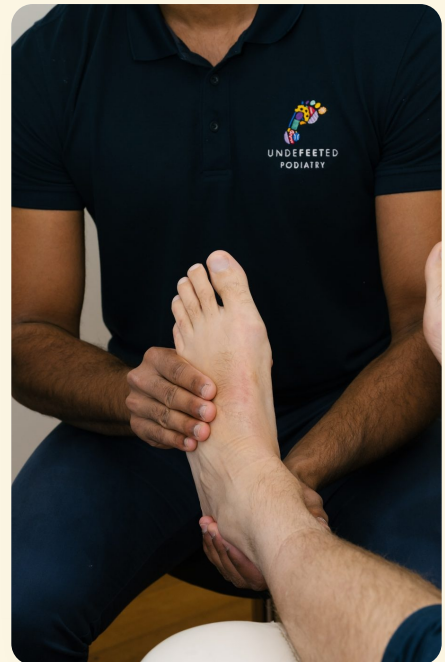
Our philosophy

At Undefeeted Podiatry, we don't simply treat where the pain is located — we look for **why** it developed in the first place.

Understanding how your feet move allows us to create a treatment plan that addresses the underlying cause rather than simply managing the symptoms.

Common conditions we treat with custom orthotics

- ✓ Plantar Fasciitis
- ✓ Heel Pain
- ✓ Achilles Tendinopathy
- ✓ Flat Feet
- ✓ High Arches
- ✓ Forefoot Pain
- ✓ Bunions
- ✓ Arthritis
- ✓ Shin Splints
- ✓ Knee Pain
- ✓ Children's Growing Pains
- ✓ Sports Injuries



What Makes Custom Orthotics Different?

"Can't I just buy an insole from the chemist?"

While prefabricated insoles can provide cushioning and temporary comfort, they are designed to fit the average foot. The reality is — there is no average foot. Your feet are unique. They move differently. They bear weight differently. They have different pressure points.

Off-the-Shelf Insoles

- Made for the general population
- Generic arch shapes
- Limited correction
- Limited support
- May improve comfort
- Not individually prescribed

Undefeeted Custom Orthotics

- ✓ Designed specifically for your feet
- ✓ Individually prescribed by your podiatrist
- ✓ Manufactured from your 3D foot scan
- ✓ Designed around your diagnosis
- ✓ Supports your lifestyle and footwear
- ✓ Can be adjusted as your needs change



At Undefeeted, every pair is prescribed — not selected from a shelf.

Your prescription is based on your assessment, your gait, and your goals — never a generic mould.

How We Design Your Orthotics

Creating a truly personalised orthotic begins long before it's manufactured.

1 Clinical Assessment

Your podiatrist will discuss your symptoms, medical history, lifestyle, occupation, sporting activities, previous injuries and footwear — understanding your daily demands helps us prescribe an orthotic that suits the way you live.

2 Biomechanical Assessment

We assess how your body moves by examining joint flexibility, muscle strength, foot posture, leg alignment, walking pattern and functional movement — these findings help identify the underlying causes of your symptoms.



3 Digital Technology

Your prescription is refined using advanced technology:

3D Digital Foot Scan

Creates an accurate digital model of your feet — no messy plaster casts.

Pressure & Force Analysis

Shows exactly where pressure concentrates while standing and walking.

Dynamic Treadmill Assessment

Allows us to observe your natural walking pattern in real time.

Together, these assessments allow us to design orthotics with exceptional precision — and why technology matters: it doesn't replace clinical experience, it enhances it.

Our technology allows us to

- ✓ Measure instead of guess
- ✓ Identify areas of excessive pressure
- ✓ Assess movement patterns accurately
- ✓ Compare progress over time

What this means for you

Greater confidence. Greater accuracy. Greater comfort. Every piece of information contributes to a treatment plan designed specifically for your body — not somebody else's.

More Than Just Orthotics

A structured, evidence-informed pathway from assessment through to long-term success.

At Undefeeted Podiatry, we don't believe custom orthotics should be dispensed in a single appointment and forgotten. When you choose Undefeeted, you're choosing a team committed to your outcome — not simply providing a product.

Your programme includes

- ✓ Comprehensive biomechanical assessment
- ✓ Pressure and force analysis
- ✓ Personalised prescription by your podiatrist
- ✓ Professional fitting appointment
- ✓ Review appointment
- ✓ Ongoing support from our clinical team
- ✓ Advanced 3D digital foot scanning
- ✓ Dynamic treadmill gait assessment
- ✓ Precision manufacturing
- ✓ Individual break-in plan

We focus on long-term results

Some people are aiming to return to sport. Others simply want to walk comfortably or keep up with their grandchildren. Whatever your goal, our team will tailor your treatment plan to help you achieve the best possible outcome — because better movement means a better quality of life.

Two Pairs Included With Every Prescription

One of the most common reasons patients stop wearing their orthotics? Constantly moving them from one pair of shoes to another.

That's why we've chosen to do things differently.

Two Complete Pairs of Custom Orthotics — for the Investment of One

This gives you the flexibility to leave one pair in your everyday footwear and another in the shoes you wear most often. For many patients, this means:

Running shoes

Work shoes

Everyday shoes

School shoes

Hiking boots

Rather than constantly swapping orthotics between shoes, you'll always have a pair ready to go. This encourages better consistency — and better consistency often leads to better outcomes.



Why we include two pairs

Because treatment only works when it's easy to follow. We want wearing your orthotics to become part of your everyday routine, not another task to remember.

A Note on Top Covers

Both pairs are supplied with our standard top cover as part of your investment. If you'd like a premium cover — such as leather or an antimicrobial fabric — on either pair, this is available for an additional cost. Your podiatrist can talk you through the options at your fitting appointment.

Your Treatment Journey

From assessment to long-term success — completed over three carefully planned appointments.

1

Assessment & Prescription

We learn how your feet function using advanced clinical assessment and digital technology.

2

Custom Orthotic Fitting

Your orthotics are fitted, adjusted and personalised for the best possible comfort and function.

3

Review & Optimisation

We review your progress, assess how you're adapting and make any necessary adjustments.

This structured process allows us to deliver a personalised treatment plan rather than simply providing an orthotic device.



Comprehensive Assessment & Prescription

Your first appointment forms the foundation of your entire treatment plan.

This appointment is about understanding not just where your pain is, but why it has developed.

Learn About You

Symptoms, medical history, previous treatments, occupation, activity levels, goals.

Assess Your Movement

Joint range of motion, muscle strength, foot posture, walking pattern, balance, function.

Advanced Technology

3D digital foot scan, pressure & force analysis, dynamic treadmill gait assessment.

Using all of this information, your podiatrist will prescribe a pair of custom orthotics designed specifically for your feet and lifestyle.

Appointment One Investment

SERVICE	INVESTMENT
Comprehensive Biomechanical Assessment	\$145
Left 3D Foot Scan	\$40
Right 3D Foot Scan	\$40
Negative Impression (301)	\$80
Total Investment	\$305

What happens next?

Your prescription is sent for manufacture. Your custom orthotics are fabricated to your individual prescription before returning to our clinic, ready for your fitting appointment.



Advanced Technology. Personalised Care.

Every piece of technology has been carefully selected for one reason — to help us better understand how your feet function.

Technology doesn't replace clinical experience. It enhances it. By combining advanced equipment with the expertise of your podiatrist, we create highly personalised treatment plans based on objective clinical findings rather than guesswork.



3D 3D Foot Scanner

A Digital Blueprint of Your Feet

Our 3D scanner captures an accurate digital model of each foot in seconds. Unlike traditional plaster casts or foam boxes, digital scanning provides exceptional accuracy while being clean, comfortable and efficient.

- ✓ Highly accurate prescription
- ✓ Comfortable scanning process
- ✓ Digital record of your feet
- ✓ Greater manufacturing precision



→ Dynamic Gait Analysis

Watching Your Feet in Motion

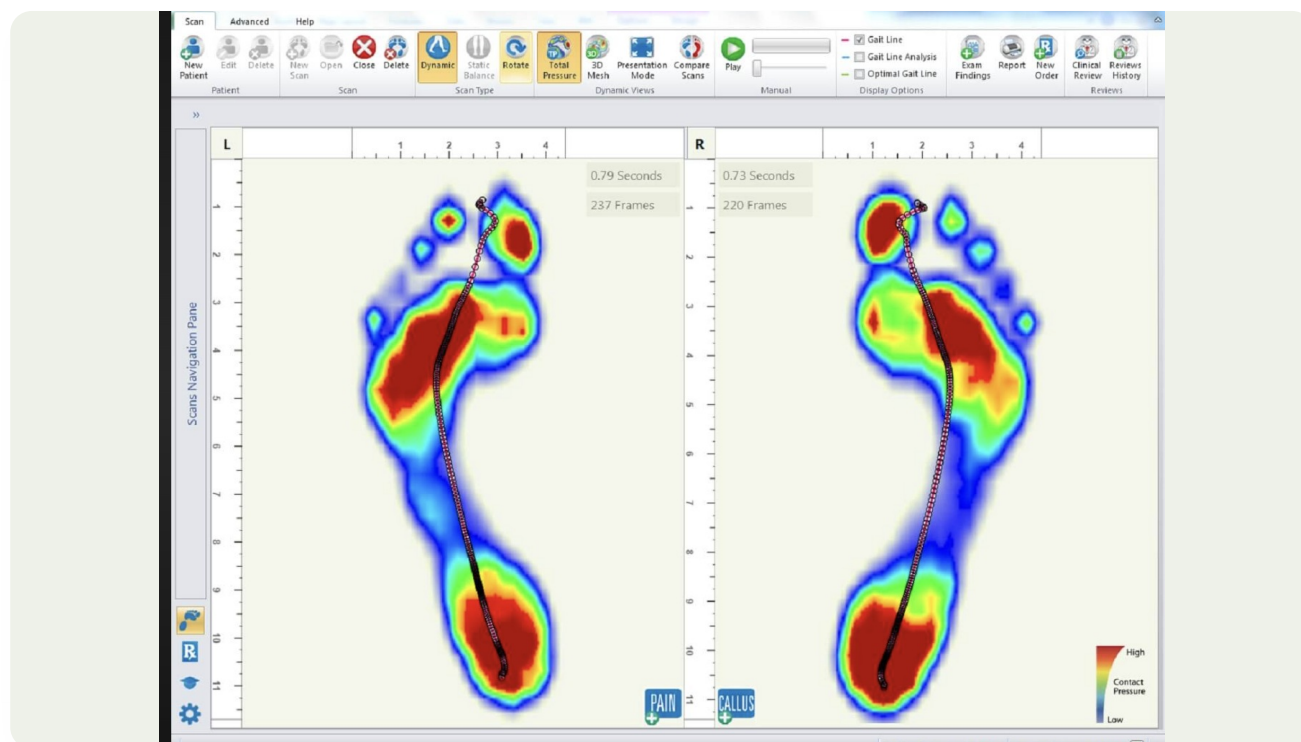
Standing still only tells part of the story. Walking allows us to observe how your feet move naturally through every step, identifying patterns that may contribute to pain, instability or recurring injuries.

- ✓ Identifies abnormal movement
- ✓ Assesses walking efficiency
- ✓ Personalises your prescription
- ✓ Baseline for future comparison

Understanding Pressure & Force

Not every area of your foot experiences the same amount of pressure.

Our pressure mapping system (TOG GaitScan™) measures how forces are distributed across your feet while you stand and walk — helping us identify areas of increased load that may be contributing to pain or tissue overload.



An actual TOG GaitScan™ pressure map — warmer colours show higher-pressure zones under the heel and forefoot.

We can identify

- ✓ High pressure areas
- ✓ Areas of instability
- ✓ Walking asymmetry
- ✓ Weight distribution
- ✓ Pressure under painful joints

Why this matters

Understanding where pressure occurs allows us to design orthotics that redistribute force more effectively, reducing stress on painful structures.

Clinical Assessment

Technology provides valuable information, but it's only one part of the picture. Your podiatrist will also assess:

- ✓ Joint flexibility
- ✓ Foot posture
- ✓ Balance
- ✓ Muscle strength
- ✓ Leg alignment
- ✓ Functional movement

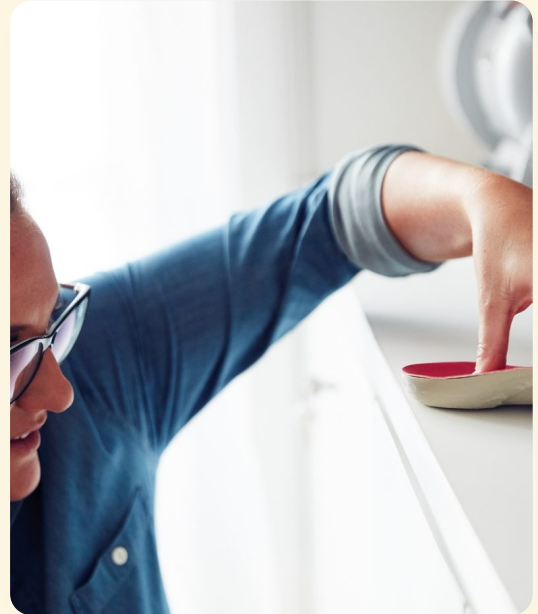
Why Precision Matters

Custom orthotics aren't simply made to fit your feet — they're designed to influence the way your feet move.

Even small changes in the prescription can alter the way pressure is distributed throughout your body. That's why attention to detail is so important.

Every prescription considers

- ✓ Your diagnosis
- ✓ Your symptoms
- ✓ Your activity levels
- ✓ Your occupation
- ✓ Your footwear
- ✓ Your goals
- ✓ Your assessment findings
- ✓ Your gait analysis
- ✓ Your pressure mapping



No two people move exactly the same. That's why no two orthotic prescriptions should be exactly the same.

Precision Doesn't Stop When Your Orthotics Arrive

Receiving your orthotics isn't the end of your treatment — it's the beginning of a new chapter.

Your body needs time to adapt to its new movement pattern. During your fitting appointment, we'll:

- ✓ Check the fit of your orthotics
- ✓ Ensure comfort inside your footwear
- ✓ Explain your wearing schedule
- ✓ Answer any questions
- ✓ Make immediate adjustments if needed



Over the following weeks, we'll continue monitoring your progress during your review appointment to ensure you're achieving the best possible outcome.

Our Promise

We don't believe in handing you an orthotic and wishing you luck. We're committed to supporting you throughout your treatment journey. That's why every prescription includes:

- ✓ Professional fitting appointment
- ✓ Scheduled review & adjustment visits at the 2-week and 6-week marks
- ✓ Fine-tuning and adjustments whenever clinically required

"Because your success is our success."

Your Investment in Better Movement

Complete transparency, broken into three structured appointments.

You're not simply purchasing a pair of orthotics. You're investing in a comprehensive assessment, personalised prescription, advanced technology, ongoing reviews and long-term support from our clinical team.

What's included

- ✓ Comprehensive biomechanical assessment
- ✓ Joint range of motion assessment
- ✓ Pressure & force analysis
- ✓ Personalised orthotic prescription
- ✓ Professional fitting appointment
- ✓ Scheduled review visits (2 & 6 weeks)
- ✓ Advanced 3D foot scanning
- ✓ Muscle strength testing
- ✓ Dynamic treadmill gait assessment
- ✓ Two pairs of custom-made orthotics
- ✓ Individual break-in programme
- ✓ Adjustments whenever clinically required

Adult Programme (18 years & over)

Step One — Biomechanical Assessment & Scans	\$305
Step Two — Custom Orthoses & Fitting	\$655
Step Three — Review Appointment	\$115
Total Programme Investment	\$1075

Includes scheduled review & adjustment visits at the 2-week and 6-week marks.

Children's Programme (under 18 years)

Step One — Biomechanical Assessment & Scans	\$305
Step Two — Custom Orthoses & Fitting	\$455
Step Three — Review Appointment	\$115
Total Programme Investment	\$875

Growing feet need a little extra flexibility — the same comprehensive assessment, fitting and review process applies.

Payment & Rebate Options

- M Medicare Plan (EPC)?** If you have a Medicare Enhanced Primary Care plan, you'll receive a Medicare rebate of **\$63.80** each visit you're charged under item code 014.
- H Private Health Insurance?** Our reception team can give you an accurate on-the-spot quote for your rebate — just ask when you book in.

EFTPOS

Visa & Mastercard

Afterpay

Medicare (EPC)

Private Health Insurance

Looking After Your Orthotics

Your orthotics have been individually designed for your feet and deserve the same care as any other medical device.

Caring for your orthotics

- ✓ Wipe clean with a damp cloth when required
- ✓ Allow them to air dry naturally
- ✓ Avoid soaking them in water
- ✓ Never place in a washing machine or dryer
- ✓ Avoid excessive heat (e.g. a hot car)
- ✓ Store inside your shoes when not worn

Wearing Schedule

Most patients adapt best by gradually increasing their wearing time. Your podiatrist will provide a personalised wearing schedule based on your condition and lifestyle. It's normal to notice a different feeling during the first few days as your body adjusts to improved foot alignment.

When should you contact us?

Please contact our team if:

- ✓ Your orthotics become uncomfortable
- ✓ They no longer fit your footwear
- ✓ You notice excessive wear or damage
- ✓ Your symptoms return or change
- ✓ You purchase significantly different footwear

We're always happy to help.



Common Questions

Q. Will orthotics make my feet weaker?

No. Custom orthotics are designed to improve the way your feet function by supporting areas that may be under excessive strain. For many conditions, your podiatrist may also recommend strengthening exercises to complement your orthotic treatment.

Q. Will I need to wear them forever?

Not necessarily. Some people only require orthotics during recovery from an injury, while others benefit from ongoing support for work, sport or long-term conditions. Your podiatrist will review your progress and guide you every step of the way.

Q. Do orthotics fit every shoe?

Most enclosed footwear is suitable. If you regularly wear work boots, running shoes, school shoes or dress shoes, let your podiatrist know so your prescription can be tailored accordingly.

Q. How long do they last?

Most adult orthotics provide many years of reliable support. Children's orthotics may need replacing sooner as their feet continue to grow.

Q. Can they be adjusted?

Absolutely. Fine-tuning is a normal part of the process — that's exactly what your scheduled review appointments are for, and any adjustments needed during those visits are made at no extra charge.

Q. Will my orthotics cure my condition?

Orthotics are designed to reduce stress on painful structures and improve foot function. Depending on your diagnosis, your podiatrist may also recommend rehabilitation exercises, shockwave therapy, laser therapy, footwear advice or other evidence-based treatments to help you achieve the best possible outcome.



Our Commitment to You

When you begin the Undefeeted Precision Orthotic Programme™, you're not simply becoming another patient.

You're becoming part of a clinic that genuinely cares about helping people stay active and enjoy life with healthier feet. From your very first appointment through to your final review, our team is committed to providing exceptional care, honest advice and evidence-based treatment.

We understand that every patient has different goals —

Walking the dog without pain

Playing sport again

Keeping up with the grandchildren

Standing comfortably at work

Our Promise

- ✓ Listen to your concerns
- ✓ Provide personalised recommendations
- ✓ Explain your treatment options clearly
- ✓ Support you throughout your journey

Patients Like You



Placeholder — a short story from a runner who returned to sport, in their own words.

Name Here · Runner



Placeholder — a parent describing their child's return to pain-free sport.

Name Here · Parent

Placeholder quotes — to be replaced with real patient stories (with written permission).

Ready to Begin?

We're excited to be part of your journey towards healthier, more comfortable movement.

If you have any questions at any stage, please don't hesitate to ask. Our team is here to help.

What happens from here

Your podiatrist will talk you through the recommended programme, answer any questions, and help you book in your first appointment whenever you're ready to get started.

1 Book your assessment appointment

2 We design & manufacture your orthotics

3 Fitting, review & ongoing support

"Helping you move further, with less pain."

Contact Us

📍 Craigieburn ☎ (03) XXXX XXXX ✉ hello@undefeeted.com.au 🌐 www.undefeeted.com.au