

Version	Date	Author	Change Description
1.0	July 2019	K. Kendall & S. Hunter	Policy Created

Policy Objective

This sets out the requirements for Service Management practices in relation to Team Member Meetings.

This policy aims to provide guidelines to Team Members when holding a meeting and to ensure that Team Members understand the purpose and benefits of conducting meetings.

Rationale

Team Meetings gives our Team the opportunity to come together to discuss ways to address concerns and improve our facility operation and delivery. It also provides time for professional development. During meetings our Team will reflect on the Company policies and procedures, clients' needs and WHS issues.

Strategies and Practices

Team Member meetings are to be held as often as required by management. Team Member meetings will be held outside work hours due to supervision requirements. It is strongly encouraged that all Team members will attend these meetings and have input into decision making within the facility.

The agenda of a team meeting can include, but is not limited:

- WHS issues
- Clients medical conditions
- Review of / changes to company policies
- Professional Development / training
- Review of Compliments, suggestions and complaints
- Upcoming events / challenges

Management understands that there are rare instances when absences from a meeting are unavoidable. Minutes of the meeting and supporting documentation will be made available to all Team Members including those who are unable to attend. These minutes will be filed for future reference.

Relevant Important Documents

- *Team Members Meeting Agenda Template*
- *File Note – Minute Template*
- *Team Members Meeting Attendance record*

Resources and References

- ***Business Principles and Guidance for Fitness Business. Principle 2:*** *Ensure, so far as reasonably practical, the safety of its customers*
- ***Business Principles and Guidance for Fitness Business. Principle 8:*** *Ensure, so far as reasonably practical, the provision of a safe, clean and comfortable physical environment for clients and staff, paying due regard to health and safety requirements*
- ***Business Principles and Guidance for Fitness Business. Principle 9:*** *Strive to operate an effective and sustainable business*
- ***Business Principles and Guidance for Fitness Business. Principle 10:*** *Aim to establish a quality improvement culture*
- *Fitness Australia: Scope of Practice for Registered Exercise Professionals*

Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

Policy Written by: K. Kendall & S. Hunter		Date: July 2019
Final Approval by: Kylee Kendall	Approved Date: July 2019	Next review date: July 2020