

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

## **Policy Objective**

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This policy outlines the philosophy and reflects the values and beliefs of our centre. It also makes clear the type of practices we require all people entering the centre to follow. It will assist in ensuring the safety and wellbeing of clients, team members, visitors and children.

## **Rationale**

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Our mission is to create a supportive and positive group fitness community that effectively impacts people's lives, encourages health and wellbeing and fosters community engagement.

Our facility promotes health and wellness, both physically and mentally, and we strive to ensure an open, welcoming and safe environment for everyone who attends. Therefore, the rights of our clients will be considered first and foremost.

## **Strategies and Practices**

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At our facility we believe it is of the utmost importance that all people entering the facility understand their rights and responsibilities in accordance with the Centres policies and procedures.

As a business, we have a responsibility to provide, as far as practicable, a safe workplace that is free from discrimination, bullying and/or harassment. This policy provides details of our philosophy and also guidelines for desirable and appropriate behaviour.

### **STANDARDS OF CONDUCT – Behavioural practices to follow**

- Always speak in an encouraging and positive manner
- Listen actively to each other and offer empathy, support and guidance where needed
- Regard all people equally and with respect and dignity
- Use respectful, encouraging and accepting language
- Respect the rights of others as individuals
- Give encouraging and constructive feedback rather than negative criticism
- Be aware of guidelines and polices for safety within the Centre, abide by them and seek advice when unsure
- Be aware of emergency evacuation procedures
- Under NO circumstance should Team Member, client, child or visitor be approached directly in a confrontational manner.
- Smoking is prohibited at all times on the Centre premises, including the carpark.

## Relevant Important Documents

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- *Client Orientation*
- *Team Member Orientation*
- ***Business Principles and Guidance for Fitness Business. Principle 5: Treat their customers fairly***
- ***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

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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.

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