

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

Policy Objective

The objective of this policy is to ensure compliance with Health and Safety legislation and with the Fitness Industry Code of Practice.

Rationale

At our facility, new clients must complete an orientation procedure prior to commencing any physical activity. This is an excellent opportunity for the clients to receive comprehensive information about the facility and have the opportunity to ask any questions they may have. It will also ensure that clients answer the necessary screening questions, that they are familiar with the environment, equipment, amenities, and any relevant emergency procedures.

Strategies and Practices

Pre-requisites to Providing Fitness Services

Before a supplier provides any fitness services to a consumer including casual visitors, it must:

- a) Ensure that the consumer completes a pre-exercise questionnaire, and if required, this should be assessed by a suitably qualified professional, in relation to the consumer's risk in participating in a Fitness service;
- b) Ensure that the consumer is aware of and understands all disclaimers
- c) Offer a suitable induction for the consumer prior to the consumer undertaking any physical activities in respect of the relevant Fitness services. This must include, but not be limited to, an emergency response policy and procedure and rules for safe use of equipment and amenities.

Therefore:

- The client will be given a tour of the facility and be introduced to Team Members.
- The Orientation session can be as long as the Manager or Client deems necessary, depending on their needs and existing knowledge.
- The Team Member conducting the orientation will include:
 - How to use Mindbody to:
 - *Complete Screening Questions*
 - *Enter Payment details*
 - *Book classes / Buy Passes*
 - *Sign in and out of the facility*
 - The fee structure/ Contract options / Notice period for Cancellation
 - Where the Company Policies are available - *Hard Copy and digital*

- The Philosophy & Code of Conduct Policy - and outline the expected behavior and responsibilities of being a client.
- WHS and Hazard Identification procedures
- Safe Manual Handling Techniques
- Where amenities are located
- Emergency Evacuation and Lock Down procedures
- Compliments, Suggestions, Complaints Form location.

The onsite Manager / Team Member conducting the Orientation will complete the Client Orientation Checklist and keep it on file.

Important Relevant Documents

- *Client Orientation Checklist*
- *Company Policies and Procedure Manual*
- *Philosophy & Code of Conduct Policy*
- *Fees and Payment Policy*
- *Emergency Evacuation Procedures*
- *Compliments, Suggestions & Complaints Form*
- *Hazard Alert Form*
- *Screening questions on Mindbody App*

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 5:*** Treat their customers fairly
- ***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 10:*** Aim to establish a quality improvement culture
- ***Fitness Australia: Scope of Practice for Registered Exercise Professionals***
- ***Fitness Industry Code of Practice***
- ***Fair Trading (Code of Practice – Fitness Industry) Regulation 2003***

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