



## Family Fit Policies

### Client Safety Rules Policy

- No one is permitted to use equipment without PT approval.
- Children clients must be supervised by a parent or carer and are not to leave the session without a parent or care giver.
- Children must be supervised to/from toilets.
- No jewellery to be worn during session.
- Inappropriate behaviour or language from clients is unacceptable and will result in the dismissal of the client from the session. A refund will not be provided.
- Misuse of equipment will not be accepted.
- Appropriate attire must be worn when participating in sessions, ie no loose fitting clothes. Accepted: sports shoes, socks, gym clothing that covers body.

### Child Protection Policy

- Staff have completed all appropriate forms and have had a Police and Children's Check in order to train children.

### Environmental Protection Policy

- Family Fit will provide a safe and stable environment minimising risks, injuries and accidents through proactive design and use of equipment and space.
- All activities are "Lead by Example" in response to environmental issues.
- Exercise areas will be smoke free.
- Recycling and minimal use of energy, emission, cleaning chemicals, water wastage will be the basis for organic and environmentally friendly sessions.
- Cleaning products for equipment will reflect natural ingredients and equipment will be cleaned between sessions and clients.
- Session will be modified, discontinued, re-located or re-scheduled where environmental conditions place the client at risk, ie - Sun (>30 degrees), heat (high humidity), cold (<10 degrees), rain (torrential), hail (no train policy or undercover only), lightning (wait 20 minutes before recommencing session on condition of no further lightning), foot stability & personal safety (ground underfoot is stable, flat & clear of debris)
- Physical hazards that may cause falls, equipment hazards arising from wear and tear or incorrect set- up, biological hazards such as infectious disease, handling blood, ergonomic hazards, such as carrying or moving heavy objects, Spotting hazards will be prevented by hazard inspection prior to the commencement of the session.

### Behaviour Policy

Family Fit expectations are based on five key principles: -

- Cooperation
- Courtesy
- Integrity, honesty, dignity, trust & respect
- Behavioural Beliefs & expectations
- Punctuality
- Be a good sport

- Positive comments are motivational, while negative comments either from or to the trainer will not be tolerated.

### **Privacy Policy**

From 21st December 2001, Family Fit is bound by the new sections of the Commonwealth Privacy Act 1988, concerning the protection of individual's personal information.

- Personal information is information about an individual who can be identified, or whose identity could be reasonably ascertained, from the information.
- To deliver the services by Family Fit certain personal information is collected.
- Personal information will be safely and securely filed and not disclosed to anyone other than the client.
- Your personal information that will be collected and stored for 7 years will include Pre-screening Forms, Programs, Invoices, surveys, purchases, accident reports,
- Family Fit stores personal information on a computer database and in hard copy. Your personal information may be held in both paper file and computer file form. We have implemented measures of a reasonable nature to ensure that all personal information about you is securely stored from misuse, loss and unauthorized handling.
- We take reasonable steps to ensure that whenever we collect, use or disclose personal information that it is accurate, complete and up to date.
- You have a right to access your own personal information, subject to some exceptions allowed by law.

### **Fees and Payment Policy**

- Communication will be in plain language to ensure information is clear, accurate and easily understood.
- Clients will pay for service at the beginning of each session or upfront for a period.
- Any session not delivered by Family Fit will be provided through rescheduling within a fortnight of original session.
- Cancellation of a session by the client requires 3 or more hours' notice, otherwise full payment will be required.

### **Refund Policy**

- Refund refers to the transfer, exchange or reimbursement of monies paid for services not delivered in the timeline stated, don't match the original prescription, services poorly delivered, non-delivery of agreed services.
- Non-attendance at general training sessions does not qualify a customer for a refund, transfer, credit or exchange against fees paid.
- Claims for refunds, transfer, credit or exchange will not be considered unless accounts have been paid up-to-date or in credit.
- Make-up classes may be arranged (but not guaranteed) for genuine illness and/or special circumstances.
- Notification of absence must be given prior to the customer missing the start of their normal training session.

### **FIRST AID KIT POLICY**

- First Aid Kit will include Icecool, Jelly beans for Diabetics, sunblock, stingoes, Vaseline, strapping tape, face mask, pepper for dogs ( to be sprinkled around cones or equipment if dogs come close and won't leave area) and all other specified First Aid resources for minor cuts, abrasions, sprain, strain.
- First Aid Kit will be on hand at all times and updated regularly.
- Panadol or other medications will not be provided as part of first aid.
- First Aid Report Form will document incident, date, response, outcome and be filed for 7 years.

## **Risk Management Policy**

- Family Fit is committed to providing a safe and stable sporting and work environment, where risks are minimised.
- Family Fit's Risk Management Plan is in-line with the Australian Standards of Risk Management AS/NZS 4360:1999. All risk management activities will be carried out in-line with the principles and guidelines set out in this policy document and further detailed within our Risk Management Plan.
- Risk is the chance of something happening that will have an impact on the objectives of Family Fit. Action taken to treat, eliminate, transfer or reduce the risk therefore needs to address the likelihood of an event occurring, the consequences if it does occur, or both. Risk Management is the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects.
- Risk Management is characterised by reliance on a number of principles which include:-
  - Leading by example
  - Responding promptly to any concerns
  - Trusting and empowering volunteers and paid staff to manage risks at all levels
  - Acknowledging, rewarding and publicising good risk management
  - All employees, volunteers and clients are responsible for ensuring that risks to themselves, others are minimised.
  - Actively encourage reporting of risk, real or potential, and ensure that appropriate action is taken to minimise such risk
  - Provide appropriate induction on risk management and all other associated policies to new staff and volunteers
  - Distribute information on risk management as required
  - Adopt and implement appropriate risk management behaviour in all aspects of their work
  - To assist in communicating the key elements of Family Fit's Risk Management Policy to all clients.
  - All grounds, space and area for both inside and outside sessions will be evaluated, monitored, treated and reviewed for all risks including environmental, human, wildlife, weather and equipment.
  - Reporting of risks to include date, persons, situation, events, outcomes and follow-up will be in writing and filed.