

FACILITY AND EQUIPMENT-RELATED RISKS

Locker / Change Areas

	Pass	Fail	Comments	Fixed
Monitored on an hourly basis				
Wet areas are cleaned on a daily basis				
Floors: Non-skid/sanitised				
Room capacities posted				
Conduct regulations posted				
Adequate lighting				
Lockers: Corrosion-free, good condition, lockable				
Showers: Single showers provided				
Toilets: In good condition				

Gym/ Weights, Group Exercise Area

	Pass	Fail	Comments	Fixed
Adequate safe working space between machines				
Adequate ventilation measures taken				
Equipment checked daily for loose parts, fraying, safety, etc. and has index card identifying date last checked and last serviced				
Equipment is mechanically sound and conforms to safety standards established by Standards Association of Australia				
Equipment pads wiped down with disinfectant daily				
All participants visible to instructor				
Area is accessible for disabled clients (i.e. wheelchairs) including between equipment				
Number of people in floor classes restricted to 1 person for every 3 metres of effective exercise area				
Room tidy and free from obstruction				
Facility rules in visible area and easy to understand				
Safe instructor/participant ratio				
Signs easy to read with message clearly stated				

Aquatics

	Pass	Fail	Comments	Fixed
Non-skid walk areas				
Proper supervision at all times				
Railings checked for sturdiness				
Water chemical balances checked and maintained				
Signage displayed (no running, no diving, etc.)				

Parking Lots and Pathways

	Pass	Fail	Comments	Fixed
Parking lot is free of debris				
Pot holes and cracks are repaired or marked				
Pedestrian paths are provided and clearly marked				
Adequate lighting				

STREET ADDRESS:

47 Hume Street,
Crows Nest, NSW 2065
Australia

POSTAL ADDRESS:

PO Box 577,
Crows Nest, NSW 1585
Australia

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E-MAIL: info@fitnessnetwork.com.au
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PERSONNEL-RELATED RISKS

Staffing Matters

	Pass	Fail	Comments	Fixed
All instructors current (including FA and CPR) with appropriate training, registration and qualifications (e.g., Pilates, massage, personal trainers, etc)				
References thoroughly checked and candidates auditioned for position				
Staff uniformly dressed and readily identifiable to patrons. If applicable, uniforms provide staff protection from the environment				
All staff have been through orientation program				
Proof of insurance maintained by all instructors and personal trainers				
Differing responsibilities to employees and contractors are known by facility owner/manager				
Staff are aware of how they are evaluated for performance/termination measures				
Regular in-service training program is conducted (bi-monthly, monthly, etc) and includes: - Rehearsal of emergency action plans - Practice of technical skills - Client relations				

Public Relations

	Pass	Fail	Comments	Fixed
Staff demonstrate professional/positive guest relations				
Facility has plan of action on how to deal with media inquiry regarding accident etc.				
When correcting guests, staff demonstrate an approach and delivery that uses positive commands that show concern and respect for guest				

Performance

	Pass	Fail	Comments	Fixed
Staff adhere to rules and regulations of the facility				
Staff provide good role models for guest behaviour				
Staff know the emergency procedures for facility				
Enforcement of rules is accomplished with tact/diplomacy				

Professionalism

	Pass	Fail	Comments	Fixed
Staff act in an ethical and professional manner				
Staff reads professional journal/materials to keep up-to-date on current industry standards				
Staff attend workshops, conferences and/or courses in facility management and/or technical information				
Staff are encouraged to certify in as many areas as possible so that they are aware of proper procedures and understand a minimum standard of reasonable care for each activity				

GENERAL, EMERGENCY AND MARKETING-RELATED RISKS

General Risk Management

	Pass	Fail	Comments	Fixed
Casual visitors asked whether they have reason to believe they may be at risk from participation in the fitness service. If they do have reason to believe this, they shall not participate until an appropriately qualified person has advised on their condition				
Consumers must complete PAR-Q before participating in a fitness service				
Dead and active information files are safely secured				
Public liability insurance and professional indemnity insurance is current				
Procedures in place for delivery, storage and handling of hazardous material				
A security system is in place (cameras, alarms etc)				

Operations & Operations Manual

	Pass	Fail	Comments	Fixed
Copies of the appropriate insurance included				
Duty statements clearly written for staff				
Equipment manuals included with a brief one-page 'how-to' for staff orientation				
Financial controls & processes stated				
Forms clearly designed with an example of how to fill them out				
Procedures of membership sign-ups, sales techniques, new member orientation, etc. included				
Laws and regulations met for employment personnel, sales (inc. GST), operations and maintenance, etc.				

Emergency Procedures

	Pass	Fail	Comments	Fixed
Facility has Emergency Action Plans (EAP) for all foreseeable accidents/incidents including fire, bomb scare, heart attack or life-threatening injury, civil disorder or chemical leak (e.g. chlorine)				
EAP describe the step-by-step procedures to be followed when an accident/incident or emergency situation occurs				
EAP are reviewed by the entire staff at least once a month				
Relevant education in use of emergency equipment				

Marketing

	Pass	Fail	Comments	Fixed
Consumer is given copy of membership agreement, rules of fitness centre and other relevant documentation prior to securing membership				
Fair advertising and marketing practices				
Membership information is stored in secure area and is not disclosed				
Promotional material does not mislead consumers with false comparisons of competitors				
Prospective consumers are allowed to inspect premises without obligation to purchase a membership or accept free session				
Sufficient information is provided to consumer upon enquiry of joining				
Membership agreement meets the Code of Practice				
Centre discloses full price of the services being offered meeting the requirements of the Code of Practice				

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