

Mission, Vision Values, and Culture

HiFlex Physio

Mission Statement

The Centres will serve the community with quality, comprehensive, unique, and distinctive health programs and services. The employee team will expand upon the preventive services while improving the quality of life among participants through health and fitness services utilising state of the art equipment and practices. These programs will reflect members' needs and be financially viable for all stakeholders.

Vision Statement

HiFlex Physio is committed to an expanding role as a premiere provider of wellness integrated services. Through the evolvement of an empowered employee culture and the creative acquisition and use of resources, we will develop and implement comprehensive programmes and services appealing to all.

Values

Integrity

We hold ourselves and co-workers accountable for building trust with our members and each other by being honest, ethical and consistent in what we say and do.

Teamwork

We are committed to empowering our internal teams and external members with the appropriate resources to effectively achieve our common vision.

Accountability

We hold ourselves and our co-workers accountable for our behaviours and responsibilities as they affect us, our members and our culture.

Quality

We are committed to continually leading the fitness industry by providing the highest standards of quality to our members, through services, programs, and community relations.

Culture

Philosophy

Our philosophy at HiFlex Physio is to provide the very best experience for each of our customers. We believe fitness should be fun and as individual as each of our members. That's why we provide free ongoing support throughout our client's fitness journey.

Change

We pride ourselves to conduct change in any area of the business practice that does not have a positive effect or sign of growth for the members of HiFlex Physio. We believe change starts at the top so our Managers perform ongoing research to ensure we are up to date with the latest equipment, training techniques, technology and operational practices.

Customer Care

We conduct regular feedback and really listen to our members. Every HiFlex Physio employee prides themselves in taking the time to make sure members know they are supported to achieve their fitness goals. Our Managers have an open-door policy and work in an office at the front of each HiFlex Physio Centre, so they can regularly interact with members.