

Industrial Relations Operational Plan

HiFlex Physio

Overview

Executive Summary

HiFlex Physio is a chain of four (4) Fitness Centres located in Cairns, Brisbane, Sydney and Melbourne with the head office located in Cairns.

Key services include personal use of state-of-the-art fitness equipment and personal training.

HiFlex Physio Relationships Plan has been developed with the stages of implementation detailed in Operational Plans for employees and customers.

Mission

HiFlex Physio will ensure that best, business practice complies with all legislative requirements. This will ensure our employees and customers are treated with respect incorporating relevant industrial relation and customer service best practice.

Relationships Plan Objectives

1. HiFlex Physio has the Strategic Objective of having less than two (2) complaints from staff at each service per year.

2. To increase employee commitment to providing high quality services

3. Each site to have teams that work together towards HiFlex Physio Mission, Goals and Values

4. To pay staff as per Modern Award at the times allocated in their contract

5. To provide all employees with support to undertake their roles.

6. To reduce employee turnovers to a maximum of 2 per centre per year.

Key Performance Indicators

Key performance indicators are metrics used to help a business define and measure progress towards achieving its objectives or critical success factors. They are quantifiable measures that can be expressed in either financial and non-financial terms and reflect the nature of your plan.

Consultation Strategies – Key Stakeholders

Stakeholders	Role in the Problem	Priority Level	Consultation Method
General Manager, Human Resources	Makes decisions relating to employment and industrial matters that are fed back to the CEO and Board	Keep informed	• Reports • Surverys • Email Communication
Centre Management team	Manages and gives feedback to their teams and work directly with employees and customers	Keep informed and Manage closely	• Meetings • Email Communication
Employee group	Team member working directly with customers and other employees to develop training programs and provide services.	Keep satisfied Monitor	• Surveys • Email Communication • Interviews • Team Meetings
Fitness Professionals Union	Clarification of any industrial relations issues	x	Only as required if an issue arises

Activity	Objective	Resources	Procedures	Responsible Person	When	Budget	KPI
Compiling Monthly Reports using information	To have a small number complaints from staff at each service per year.	Complaint Report Forms	Manager compiles any complaints and forwards to General Manager, Human Resources on Monthly basis.	Managers	15th of each month	x	Minimum of two (2) complaints per year
Undertaking Performance Reviews	To increase employee commitment to providing high quality services	Position KPI Report	Annual review using Position Performance Review	Manager	Annually in June	x	Employees achieving the required KPIs on relevant performance report.
Team Meetings Surveys	Each site to have teams that work together towards HiFlex Physio Mission, Goals and Values	Staff Meeting Minutes Surveys	Staff complete surveys Manager writes up reports	Manager	Monthly meetings Surveys every six months	x	Employees achieving the required KPIs on relevant performance report.
Financial Audit undertaken by Auditor	To pay staff as per Modern Award at the times allocated in their contract	Employee Wages Audit Report	Auditor to refer to CEO who will inform General Manager, HR	Auditor	Annual July	x	100% compliance with Fair Work and Modern Award requirements

Activity	Objective	Resources	Procedures	Responsible Person	When	Budget	KPI
Recording supports provided	To provide all employees with support to undertake their roles.	Training Records Private Reports linked to employee	Manager completes Reports Manager or relevant person completes information regards supports	Manager	As required	x	100% employees complete annual training Support is supplied or links to support is provided on 100% of the time
Employee turnover review	To reduce employee turnovers	Monthly Report	Manager informs General Manager Human Resources of need for new employee	x	As required	x	Minimum of 2 per centre per year.