

Information Management System

HiFlex Physio

HiFlex Physio is made up of four fitness (4) centres with its head office located in Cairns, Queensland. Each centre consists of a gym weights area, separate rooms for aerobics/circuit classes, change rooms with showers, toilets and lockers, a cafe, and a retail area. HiFlex Physio sells annual memberships and casual visits. Their information system collects data on all areas of the business.

Policy

HiFlex Physio uses a custom-designed holistic information management system called 'HiFlex IT'.

HiFlex IT **has two information systems:** ***The Client Database*** which includes all internal an external personal details of all members including: name, adress, email, contact number, payment, finance arragements, their fitness goals and personal training sessions including preferred personal trainer, composition measurements and progress; and the staff database which includes all name, address, email, contact numbers, qualifications, experience, KPI's, goals, professional development plan, employment contract and payslips of all HiFlex Physio staff.

The ***Business Finance System*** records all transactions for the business and has the ability to create valid reports. Manager use this system to total the business income each day for sales/refunds from memberships, casual visits, the cafe and the retail shop and reports on stock consumed.
The owner uses this system for payroll, income/expenses and taxation purposes.

Employees use this to perform sales transacations, create new memberships, access client records and record client results.

The information collected allows HiFlex Physio to track client membership activity; more specifically, tracks the client's day and time of arrival. Other Information it can track includes the business finances and stock consumed within th business.

The system securely retains internal and external clients' personal information and abides by all relevant legislation, regulations, codes of practice and standards for protecting their clients' safety and privacy.

Procedures

1.1 All employees must be trained on how to use HiFlex IT upon commencing employment.

1.2 All employees will be assigned and individual secure login, password and access code with permissions access to only the areas that management wish them to access.

1.3 All employees must abide by the Privacy Act when gathering and recording client's personal information in HiFlex IT.

1.4 All employees must only use their own login to access HiFlex IT and never tell anyone their password or access code.

1.5 Managers and the owner of HiFlex Physio will be the only ones to access certain sections of the information system such as Finance and Reporting.

1.6 Employees must always follow the Privacy Act when collecting and storing personal information. The personal information gathered on staff includes: their name, address, email, contact numbers, qualifications, experience, KPI's goals, professional development plan, employment contract and payslips.

The personal information gathered on members includes: their name, address, email, contact numbers, payment and finance arragements, their fitness goals and personal training sessions including preferred personal trainer, composition, measrurements and progress.

1.7 All feedback collected from members must be recorded in HiFlex IT for managers to analyse and make continous improvements to the business operations.

1.8 If problems or issues arise such as data not aligning or system failure, first contact the centre manager and then the assigned technical specialist;

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Using HiFlex IT

1.1 Always use your own individual secure login when accessing HiFlex IT. This ensures that you only access the areas you are allowed to access and traks your activity in the system.

1.2 To Log in: Select your assigned username from the drop-down box then type in your private password.

1.3 To access a client's details: Select your client's name then click next, select if you would like to create a new membership for this client, then click next.

1.4 To create a new membership. Type the client's personal details: Name, Address, Mobile number and email address, then click next.