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Health and Safety Policy Statement

1. Change Coaching Australia is committed to your health and safety. Together, with your support, we will endeavour to ensure that everyone who resides, hires facilities, conducts business activities and participates in Shared Personal Training (SPT), Personal Training (PT) and Wellness Coaching (WC) sessions at the premise abide by all relevant Australian law and adopt Change Coaching Australia practices and procedures necessary to providing a safe, supportive, clean and hygienic environment.

Privacy Policy

1. Change Coaching Australia requires personal information to provide you with services. The Privacy Act 1988 sets out how we should collect, hold, use and disclose your personal information. We may collect personal information from children as well as adults. Personal information we collect includes but is not limited to business information, credit card or direct debit details, date of birth, name and contact details, emergency contact details and opinions and any communications we have.
2. We also collect sensitive information from you with your consent such as information pertaining to your sex, health, philosophical beliefs, information contained in your pre-exercise health questionnaire, medical certificates and medical clearances, financial information and information about how you use our website, via third parties.
3. The main way we collect information about you is when you provide it to us by filling out forms on our website when purchasing services, completing our Registration and Induction Packs, phone calls, emails, or social media, providing information through your medical and allied health professionals and the person that referred you, or other people or organisations.
4. We also use cookies on our website to help our website work better and make it more secure. Cookies are bits of data that identify and track pages you visit, making it easier for you to use our website so you do not have to fill in your information each time. At times personal information may also be gathered from third parties, such as Google Analytics or Facebook Pixel. These third parties may use cookies, web beacons and similar technology to collect or receive information about your habits on the internet.
5. We collect your personal information to communicate with you in relation to your initial enquiry, verify your identity for security purposes, send information when you register for our services, conduct our business, and enable your use of our website, products and services, comply with our legal obligations, such as safety obligations to our staff, contractors, hirers, visitors and clients and comply with record keeping obligations. Currently, the law requires us to keep adult records for 7 years and childrens' records until they turn 25 years of age.
6. We also collect personal information to analyse and enhance our business operations and improve your experience with our business such as statistical information to analyse our website traffic and to customise the content and advertising we provide. You can opt-out of the collection and use of this information by changing your privacy settings or opting out. To opt-out of Google advertising you can go here: <https://tools.google.com/dlpage/gaoptout>
7. To change your Facebook ad preferences you can go to "Facebook Help Centre", "Manage my account" and "Ad preferences". Where we collect your financial information, we use it to help you pay for our products and services. Only the staff that need to know this information have access to it, and we only keep it as long as it is necessary. We use SSL certificates to verify your identity and encrypt any data you give us. All financial information is encrypted on our servers, and we do not keep all your data (to prevent unauthorised and duplicated transactions). We do not keep any details of your direct debit or credit card details, and all information is sent to our bank for processing.
8. If you want to access, correct or delete your information, please email us at enquiries@change coaching australia.com.au. We will help unless we are required by law to withhold it. If you have any concerns at all about your privacy, please email us at enquiries@change coaching australia.com.au. You can also make a complaint with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au> where you can go to the "Lodge a Privacy Complaint with us" page, or post to: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.
9. We use reasonable precautions to make sure your information stays safe and secure. Only authorised personnel can access it, and we keep it in accordance with our legal record keeping obligations. When it is no longer required, we destroy it appropriately. We generally will not disclose your personal information unless we have your consent, it is required by law*, or it's necessary for us to provide you with our services.

* This can include where we are of the reasonable belief that there is a serious risk to life, health or safety of you or another person. For example, if there is evidence of clear danger of harm to self and/or others, we may be legally required to report this information to the authorities responsible for ensuring safety. This includes if there is a strong suspicion of physical or sexual abuse or emotional, or neglect or





exposure to family violence of any person under 18 years of age. A court order could also require us to release information contained in records. Sometimes we do disclose your personal information where it is necessary to obtain third-party services, like analytics, data storage, payment providers or advertising services. We do our best to make sure the providers we use comply with privacy laws and regulations. You can opt-out of the collection and use of this information by changing your privacy settings or opting out.

10. If you are a resident of the European Economic Area ("EEA") or the UK you have certain rights and protections under the *General Data Protection Regulations* ("GDPR") or it's UK equivalent, *The Data Protection Act 2018*. We want you to know that we take these rights seriously and will always do our best to protect your personal information. We are what is called a "controller" under the GDPR as we collect, use and store your personal information to provide you with our website services and information about them. We will always rely on a lawful reason for processing your information like where you have given us valid express consent to use your personal information we will rely on that consent, and only use the personal or sensitive information for the specific purpose for which you have given consent; and where we need comply with the law or act in an emergency, we will rely on that lawful means of processing your personal information.
11. Your rights as an EEA or UK resident include the right to be informed; right of access; to rectification; to object; to restrict processing; to erasure or to be forgotten; to data portability; and the right not to be subject to automated processing. If you want to access personal information we hold about you, or ask if that the information be corrected, or deleted or otherwise exercise your rights, please contact us at enquiries@change coachingaustralia.com.au. You can also opt out of email newsletter communications by following the instructions in those emails or by clicking unsubscribe. In some circumstances where we have a legal basis to do so we may continue to process your information after you have withdrawn consent, for example if it is necessary to comply with an independent legal obligation or if it is necessary to do so to protect our legitimate interest in keeping our services secure.
12. We keep all personal information on our website platform confidential and secure, and it can only be accessed by authorised personnel. We collect what is necessary, and keep it only as long as is necessary, taking into account the purpose for which it was collected. We implement and maintain appropriate technical, security and organisational measures to protect your personal information against unauthorised or unlawful processing and use, and against accidental loss, destruction, damage, theft or disclosure. We ensure the encryption and pseudonymisation of personal information and we have adequate cyber security measures in place. By providing us with your personal information you consent to us disclosing it to third parties who reside outside the EEA countries and the UK. We will ensure that those third parties are GDPR compliant as much as possible.

Smoking and Vaping Policy

1. In the interests of health and safety; smoking, vaping, or the use of any electronic nicotine delivery systems is strictly NOT permitted on the Change Coaching Australia premise. This risk mitigation strategy is in place to maintain air quality, avoid exposure to potentially harmful substances, protect those with medical conditions, vulnerabilities, allergies and to promote a safe experience for everyone. Fitness facilities have a duty of care to patrons, employees and visitors and must abide by health and safety legislation which includes mitigating this risk.

Arrival Procedure

1. Lighting and security cameras have been installed at all entry and exit points for your safety. Security cameras have also been installed in studios. If you do not want these on when you are training, please ask your personal trainer to switch them to privacy mode.
2. Do not park on the driveway. Ambulance and other emergency services must have immediate access in the event of an emergency.
3. You may park wherever it is lawful to park. We simply request you are courteous of neighbouring houses. Mullion Park (Encounter St) is 100m away and has ample public parking. If you feel unsafe walking to your vehicle alone, please ask someone to accompany you.
4. Walking from the park is a great opportunity for personal training clients to do a lap or two to warm up prior to a session and equally a great opportunity for wellness coaching clients to contemplate what they want to achieve from their session.
5. Please arrive promptly at your session time. Do not enter the studio early as you are likely to impede the session conducted prior, or the set up for the next session.

Personal Training and Shared Personal Training Procedure

1. All PT and SPT clients must complete a pre-exercise health questionnaire and disclose any injury, illness, conditions or concerns that could be exacerbated during physical activity to your personal trainer. A medical check-up including a blood pressure test is recommended prior to commencing any exercise regimen. Please provide your results to your personal trainer prior to attending your first session.
2. If you are over 35 and not used to vigorous exercise or if the pre-exercise health questionnaire prompts you to seek medical clearance, you must provide your personal trainer with your medical clearance prior to attending your first session.
3. If you are unsure about the impact of exercise on a pre-existing condition, you must consult a doctor and provide a medical clearance to your personal trainer stating that your condition is "stable and managed".
4. If you have a medical condition requiring an aid such as an epi-pen or an inhaler, please ensure you bring it to your session accompanied by a letter from your doctor regarding its' usage. You must make your aid known to your personal trainer on arrival, have it easily accessible and advise where it is located.
5. You must provide a medical clearance from your doctor if you haven't been undertaking any regular physical activity; if you fall pregnant or are returning from a pregnancy or if you are returning from an illness (including COVID-19), injury or medical procedure.
6. If you have sustained a musculoskeletal injury, such as a strain, sprain, tear or fracture, please seek medical advice and do not attend sessions until you have received a diagnosis and medical clearance. Undiagnosed musculoskeletal injuries involving a trauma, such as a slip, trip or fall can become life threatening if not managed appropriately (eg; undetected blood clot).
7. If your health circumstances change in any way, you sustain an injury or illness anywhere and at any time after commencement, you must advise your personal trainer and seek medical advice and medical clearance prior to resuming your physical activities. If your doctor deems you temporarily unfit, you must obtain a medical clearance to resume, clearly stating that your condition is "stable and managed" and you are fit to exercise. Your personal trainer cannot train you without the expressed statement, "stable and managed" on your medical clearance.
8. You must inform your personal trainer of any change to your health status and/or if you feel unwell before, during or after a session.
9. Pace yourself, train within your limitations and be extra cautious during extremes of temperature. If you are at all concerned, consult your doctor.
10. Please arrive 5 minutes prior to your session to don your lace up, soft soled, closed toe indoor shoes. You must don indoor shoes on arrival to protect the floor and prevent risk to others. Wet or dirty shoes impact other participants. Sweat and water spills can cause slips, trips and falls hazards. Dirty shoes can damage cardio equipment when dirt accumulates and becomes trapped in componentry such as motors. Dirty shoes also soil the floor creating an unhygienic environment to perform floor-based exercises.
11. Do not wear excessively baggy clothing or jewellery as this could get caught in equipment, restrict or impair functional movement. Close fitting, cotton clothing is recommended.





12. Ensure you bring a bottle of water (and electrolytes if your doctor recommends). Regularly hydrate before, during and after sessions. Drink bottles are to remain outdoors at all times and can be refilled using the outdoor taps.
13. Please bring a towel for floor exercises and stretches.
14. Your personal equipment and clothing may pose a biological and/or trip hazard to others. If you need to put items down, please put them in your bag and store in a pigeon hole. Specifically, do not leave your shoes or umbrellas in doorways on arrival or water bottles, towels or sweaters on shared floors or gloves, focus mitts, keys and telephones on furniture.
15. The fitness environment is an ever-changing space. Please move slowly and carefully, keeping mind of moving objects, relocated objects and adjustable objects. In particular, be cautious of water and sweat spills, unsecured step platforms, pins, knobs and dials and move carefully when sitting, standing and moving near Speedball Units. NEVER sit or stand immediately under a Speedball Unit.
16. Disinfect all personal items including foam rollers, shoes, gloves, focus mitts, towels and wraps after every session. Segregate these items from your other personal items and wash your clothes immediately after your session. An anti-bacterial disinfection fogging machine, germicidal light and medical grade air purifier are regularly used to sanitise the studio.
17. Do not chew gum or have anything in your mouth that could cause you to choke.
18. Please treat others with respect and be mindful of your language.
19. It is highly recommended and encouraged that you wear a heart rate monitor and regularly monitor your heart rate during the session. Slow down if you exceed 80% of your maximum heart rate or otherwise stay within a heart rate range recommended by your treating medical practitioner.
20. Don a face mask when required by law, during virus outbreaks, during flu season when the conditions of entry stipulate or if recommended by your treating physician and ensure your doctor trains you in correct donning and doffing techniques.
21. Dispose of all biological waste (PPE, wipes, tissues etc) into a sealed bag and take with you.
22. When training outdoors, comply with Cancer Council sun smart advice. You will need to wear breathable clothing that provides coverage to protect against the sun's harmful rays. Please bring your own mosquito repellent; hat; sunglasses and sunscreen. These will not be provided due to varying individual requirements and potential for skin reactions to unfamiliar products.
23. When training outdoors, monitor the Bureau of Meteorology (BOM) and the Air Quality Index (AQI) website for conditions. While the courtyard is semi enclosed with sails and heating; sessions will not run outside if AQI reaches moderate levels; during extremes of temperature or when it is raining due to potential slips, trips and falls hazards. In these circumstances, sessions will be conducted indoors. You must confirm your attendance as preference will be given to Package holders. Casual participants will only be accepted if room capacity permits.
24. Your personal trainer may use tactile cueing and adjustment methods or make physical contact with clients for correction purposes to ensure that activities are undertaken correctly. If you do not wish to be touched, you must notify us in writing prior to attending sessions.

CARDIOBOX (Padwork) Procedure

1. CARDIOBOX (Padwork) sessions are a non-contact physical activity. You will not be permitted to participate with bare fists. Wrist wraps, (preferably 2 metres) ounce gloves and focus mitts must be worn at all times. These items cannot be shared with others. Hire equipment is available but not recommended and at times is prohibited by law due to health restrictions. Your personal trainer can provide guidance regarding ounce gloves and focus mitts in order for you to make a sound purchase.
2. Numbers will be capped at 8 participants (4 pairs) in Padwork sessions to allow sufficient physical space between pairs. Numbers may increase or decrease as stipulated by law, for example as imposed by government restrictions.
3. You must arrive 5 minutes prior to your session to don your indoor shoes, wrap your hands and permit your personal trainer necessary time to determine partner allocation, individual exercise modification and health considerations.
4. Warm up, cool down and stretch components are compulsory. Please do not disrupt the group once the session has commenced. If you are late, please do not attend.
5. Although you are learning boxing techniques and combinations, you are punching for exercise, not for self-defence or sport. Please do not use any techniques or combinations taught in sessions outside the fitness environment.
6. Please do not attempt to teach, guide, motivate, encourage or instruct other Padwork participants. People have varying physical and psychological abilities and tolerances, level of skill, experience and fitness goals. Personal circumstances can change. It is important not to make assumptions.
7. Your personal trainer will attempt to partner you with someone of similar height and strength. In the event this cannot be avoided, you must adapt to your partner and follow your personal trainer's advice.
8. The puncher must ask the pad holder if they are comfortable with the level of force, pace and accuracy executed and adapt accordingly. If the pad holder expresses lack of control or discomfort, the puncher must stop immediately. Upon permission to resume punching, please ensure you are contacting the centre of the focus mitts, reduce speed and power until the pad holder indicates otherwise.
9. The pad holder must not move the focus mitts away until the punch has been executed and must not push down on the puncher's hands. The pad holder must not hold the focus mitts up if unprepared to receive a punch. The puncher must not attempt to execute a punch until the target becomes available and the pad holder is paying attention in order to avoid overthrowing and locking out joints. The puncher must use controlled movements. Excessive swinging is dangerous and will not be tolerated.
10. If you are concerned about partnering with others for any reason; you may opt to bring someone to partner with and advise the personal trainer that you do not want to circulate with other participants.
11. Refrain from blowing, yelling, spitting, laughing, coughing, clearing your throat, sneezing and talking in the direction of your partner's face. Wear PPE if recommended by your treating physician and ensure your doctor trains you in correct donning and doffing techniques.
12. As law permits during virus outbreaks, sessions may be able to run outdoors if contact is limited; time in proximity is limited; distancing measures are abided; progressive stations removed; equipment not shared; virus and hygiene procedures followed; appropriate PPE donned and you partner with a friend/family/household member.
13. Disinfect gloves and focus mitts between every swap over and before and after every session.

CARDIOBOX (Speedball) Procedure

1. Please only punch your allocated speedball to prevent transfer of germs.
2. Speedball gloves must be worn at all times. Hire equipment and sharing of gloves is not recommended and at times is prohibited by law due to health restrictions. Your personal trainer can provide guidance regarding purchase of gloves.
3. Height of speedball frames are ergonomically adjusted to the user. Never move, sit or stand directly under speedball units. Please move carefully around Speedballs and be aware of varying heights of the backboards in the studio so to be mindful not to hit your head.
4. As law permits during virus outbreaks, sessions may be able to run if distancing measures are abided; progressive stations removed; equipment not shared; virus and hygiene procedures followed and appropriate PPE donned if required.
5. Although speedball stations face walls, please refrain from blowing, yelling, spitting, laughing, coughing, clearing your throat, sneezing and talking in the direction of others.
6. Please disinfect your gloves, speedball and backboard after your session.





Communicable Diseases Procedure

1. Viruses are highly contagious and must be understood and taken more seriously during pandemics and periods of increased risk such as virus outbreaks and flu season (May - October). You must comply with Australian and Australian Capital Territory (ACT) Government laws and advice in conjunction with Change Coaching Australia's Covid-19 Release and Waiver, the Change Coaching Australia CovidSafe Plan, both static and dynamic and Change Coaching Australia's procedures should you want to attend sessions and services conducted at the Change Coaching Australia premise.
2. Respiratory viruses such as COVID-19 and Influenza have the capacity to seriously harm those who are vulnerable such as the elderly and immunocompromised. Clients attend the premise who have medical conditions and some have compromised immune systems. Older adults, pregnant women, those recovering from illnesses, injuries and medical procedures and those taking medications known to suppress the immune system may be susceptible or vulnerable to all types of colds and flus and are at risk if you attend sessions. During a flu season or outbreak, staying home when unwell saves lives.
3. Change Coaching Australia is considered a high-risk setting in the context of communicable disease due to the high number of immunocompromised people attending the premise. Please stay informed, monitor and follow protocols pertaining to high risk environments as outlined by the Australian and ACT Government and keep our small community safe and protected.
4. People with COVID-19 can unknowingly carry the virus. Please protect others by adopting practices and procedures advised by the ACT Government and as stipulated in Change Coaching Australia's procedures, the Change Coaching Australia Covid-19 Release and Waiver and the Change Coaching Australia CovidSafe Plan, both static and dynamic.
5. To prevent health issues and out of respect for others, it is responsible to stay home if you feel unwell. Package Holders receive a generous Client Absence Quota (CAQ) to assist with covering illness, injury, infectious periods, planned and unexpected absences. If your personal trainer catches your virus, cold or flu, everyone could become infected, business ceases and no one trains. If you are at all in doubt, please check with your personal trainer prior to arrival. If the risk is considered low, please don a face mask.
6. Staff and clients must cough and sneeze outdoors away from others. If you can't hold it inside, please walk as far away from others as possible and cough or sneeze into your elbow and hold your arm there for 10 seconds. Please refrain from puffing and laughing directly onto others or equipment as this equally has the potential to transfer germs.
7. Please do not touch your face or wipe under your mask while handling shared equipment. If you need to adjust or change your face mask, please do so away from others and sanitise your hands prior to returning. Clients must bring a hand towel, breathable beanie or hair band to keep hair and sweat off your face. These items act as a deterrent for hand to face contact.
8. Personal disinfectant hand sanitiser and wipes must be used at all sessions. Please apply outdoors. These items are readily available for purchase at shopping centres in quantities for personal use but not always available in bulk for small businesses. By using your own personal hygiene products, the potential for virus transfer from touching communal products is minimised. Furthermore individuals with allergies or preferences are able to use products suitable for them.
9. Face masks and eye protection are required if medically advised or specifically requested by your personal trainer. You will also be required to don a face mask during virus outbreaks; flu season (May - October) and if you require your personal trainer to provide close proximity assistance such as spotting and holding focus mitts. If you have been advised to don such Personal Protective Equipment (PPE), you must ensure that your medical professional has advised you of any risks, trained you in correct donning, removal and disposal of this PPE as Change Coaching Australia does not provide PPE training. Further information can be found at the following websites <https://www.who.int/health-topics/coronavirus>; <https://www.safeworkaustralia.gov.au>. To use PPE you must adopt correct hand washing and sanitising of hands. Please see Change Coaching Australia Hand Hygiene Procedure for further information.
10. Please disinfect your hands and personal equipment on arrival and departure. Personal items such as gloves, towels and clothing may become discoloured from cleaning agents. You attend accepting this risk. You assume cost of damage to these items.
11. If you are allergic to any chemicals found in disinfectants, or PPE you must advise your coach prior to attending sessions. Isopropyl alcohol (70%) and White King bleach and Pine O Clean disinfectant are the products used to clean the studios. Material Safety Data Sheets are available at: www.whiteking.com.au/msds; www.rbmsds.com.au/uploadedFiles/pdf/PineOCleanDisinfectant. We use Air Guard's AG-800 Disinfectant fogger machine to kill a variety of bacteria, yeast, fungi and viruses. The FLD-05 Disinfectant active ingredient is called Umbelliferone. Please refer to the MSDS <https://www.caymanchem.com/msds/24665m.pdf>.
12. Change Coaching Australia encourages clients and visitors to limit contact with all surfaces. Clients are not to touch equipment unless they are using it; this includes handles, rails, walls, buttons, switches and pins. Clients will not be offered beverages. Please bring your own water and equipment where possible. Hire equipment is unavailable due to the potential to transfer germs. Regularly sanitise your hands, wipe down equipment prior to and after use so you can be certain it is clean. Disinfectant spray will be provided.
13. High risk clients must provide a medical clearance to attend sessions during pandemics, virus outbreaks and flu season (May - October). If you fall into a high-risk category your doctor must deem you fit to participate in the activities you have purchased and determine your need to attend exercise sessions essential.
14. Please leave valuables and bulky items at home. Only bring disinfectant wipes, hand sanitiser, disposable surgical mask, nappy bags, disposable gloves, water, small and large towels, gloves, keys, mobile phone, sunglasses, sunscreen and hat <https://www.cancer.org.au/preventing-cancer/sun-protection/preventing-skin-cancer>.
15. Please notify your personal trainer and stay home if: you are displaying symptoms such as fever, cough, sneezing, sore throat, runny nose or generally feeling unwell; you, your close contacts or household members are being tested for viruses including COVID-19; you have been in contact with others who have, or suspect they could have been infected with a virus including COVID-19 and you have not obtained a negative PCR for viruses including COVID-19; you or someone you are in close contact with have been anywhere within the last 14 days where there is a high level of reported active cases of viruses including COVID-19 and you have not obtained a negative PCR for viruses including COVID-19; if you have had close contact with anyone diagnosed with a virus including COVID-19 and you have not obtained a negative PCR for viruses including COVID-19.
16. Where possible, maintain a 1.5m distance from others and allow 4m² space per person. When located indoors, a germicidal light and medical grade air purifier and doors to the outside are utilised to create a hygienic space.
17. Appointment times must be strictly abided. Late and early arrivals cannot be accommodated. You may experience 5 to 10 minute delays attending your sessions. Please wait until you are greeted.
18. Your personal trainer will ask you to vacate the premise when your time is up and do so promptly. At times you may be asked to exit at a different location to that of which you entered to prevent cross over.





Hygiene Procedure

1. Change Coaching Australia has gone to great lengths to create clean and hygienic facilities for clients, residents, hirers and visitors. Equipment is disinfected with isopropyl alcohol periodically. All surfaces including floors, frequently touched objects and equipment are cleaned and disinfected. Use of a germicidal light and disinfectant fogging machine is conducted weekly.
2. To provide the best air quality possible we use medical grade air purifiers and a disinfection fogging machine. The sanitising solution in the fogging machine is reported to inhibit bacterial growth, remove bad odours, kill most fungi, germs, viruses and dust mites.
3. Staff and clients must wash their hands or use hand sanitiser on arrival, before and after sessions and at any point prior to touching their face. Please refer to Change Coaching Australia Hand Hygiene Procedure and the following links [How to hand wash poster](#) and [How to hand rub poster](#) for more information.
4. Please keep our shared space clean and hygienic by employing effective hygiene practices. Please respect others, especially those attending immediately after you by leaving the facilities in the clean condition they were in for you when you arrived. If you soil the studio, they will need to be cleaned during your session as not to impede on the clients arriving after you.
5. Please clean your indoor sneakers prior to your session and don them on entry. Soiled shoes create a soiled floor. As many exercises are performed on the floor, we ask that you wear clean sneakers in the studio. Designating a pair of sneakers for indoor use only or washing your sneakers prevents surface transfer including rocks and dirt from getting on clothing and from damaging the custom floor and machine componentry. If you wear outdoor shoes on the treadmill, while they may look clean, a pile of dirt will accumulate at the base. This is problematic as when the treadmill is elevated, this space is used for floor work.
6. Clients must bring both a full length towel and a hand towel. Hand towels can be used to wipe your face while your full length towel can be used as a barrier to prevent surface contact. Please leave your hand towel in your bag where it remains clean to use. Please do not use your full length towel, that you have used as a surface protector to wipe your face as it has the potential to transfer germs.
7. Please bring your own equipment wherever possible, personal disinfectant wipes and hand sanitiser. Items such as hire boxing gloves are not recommended due to the potential to transfer germs.
8. Staff and clients must cough and sneeze outdoors away from others. If you can't hold it inside, please move as far away as possible from others and cough or sneeze into your elbow and hold your arm there for 10 seconds.
9. Your health is important to us. The best defense against many germs is good hand hygiene. One of the most unhygienic parts of a human body is underneath the fingernails. Hands contact multiple surfaces and can quickly become contaminated. Your keys and phone are two of the most contaminated surfaces you own and should be kept in your bag.
10. Please bring hand sanitiser with you and sanitise your hands on arrival, departure and throughout your session, following guidelines at the following link [How to hand rub poster](#). No one is permitted in residential areas including the indoor bathroom or indoor toilet.
11. Hand sanitiser is located on the premise for instances where you forget to bring your own, however we strongly encourage you bring your personal hand sanitiser as it is more hygienic. Further to this, during a pandemic, hand sanitiser is not always available to businesses to purchase in bulk. Personal quantities are always available for purchase.

Waste Management Procedure

1. Biological hazards are often invisible to the human eye. Disposing of paper towel, tissues, gloves, face masks and band-aids safely and correctly protects against illness. COVIDSAFE training is available at <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>. Please familiarise yourself with donning, doffing and disposing of biological matter.
2. To remove disposable gloves, grasp the outside of the glove with the opposite gloved hand and peel off. Hold the removed glove in the gloved hand. Slot your finger under the lip of the remaining glove and peel it off, taking care not to touch the contaminated outer surface. When removing a face mask, do so from behind. Do not touch the front of the mask. Remove the mask from the face gently as to not disturb liquid and solid contaminants on the mask. When disposing of gloves, face masks, contaminated tissues, paper towel and band-aids, place in a plastic bag and seal tightly and perform hand hygiene as described in the Hygiene Procedure.

Amenities Procedure

1. The front outdoor courtyard has taps for washing your hands and filling drink bottles
2. The outdoor toilet is not a public toilet; it is for residential use only. Clients are asked to use the toilet in their homes or at one of the several public toilets located within 1 to 5km of the studio. There is a public toilet at the end of the road on Nullarbor Avenue. As the site toilet is not for public use, the courtyard gates to access this toilet is locked at all times to ensure privacy and security. The outdoor toilet door itself is not locked and there are no sanitary bins. Anyone using the outdoor toilet must use their own towel to dry their hands and take all sanitary items with them for safe disposal. There are no showers or changing room facilities on site
3. As the premise is a private residence occupied by immunocompromised, immunosuppressed and highly allergic individuals, access to indoor amenities is strictly prohibited. Clients are not permitted access to the house including the indoor bathroom and toilet under any circumstances for safety reasons

Personal Items Procedure

1. Surfaces can transfer germs. The bottom of your bag has a surface, as does your clothing, your keys, phone, towel, water bottle, shoes and gloves. Your personal items come into contact with multiple surfaces on any given day. Please treat everything as potentially contaminated and contain your footprint when visiting the premise.
2. We urge you to only touch permitted surfaces and bring only essential personal items with you to your sessions.
3. We encourage you to leave all personal items and valuables at home. Only bring essential items required to participate in your session
4. When attending sessions, you may put your mobile phone, keys, sunglasses, water bottle and towel in one of the pigeon holes provided.
5. Please do not put your personal items, especially keys or mobile phone, on bench tops or chairs.
6. Please use the outdoor coat rack to hang jackets.

✓ As stated in my Service Agreement, I agree to comply with all Australian and ACT Government legislation and advice and all Change Coaching Australia conditions, policies and procedures. In case of any non-compliance of the aforesaid by me, I shall be solely responsible, and Change Coaching Australia shall have the right to take adequate actions against me for such non-compliance.

