

GSMC & Fitness Lab

Inclusion, Diversity, Equity, and Accessibility (IDEA) Policy

Effective: May 2025

1. Purpose

This policy outlines GSMC & Fitness Lab's commitment to creating a respectful, inclusive, and accessible environment. We aim to ensure all individuals—regardless of background, identity, beliefs, or ability—feel safe, supported, and welcome within our spaces.

We are guided by kindness, operational viability, and our legal obligations, and we take a case-by-case approach to requests or concerns that arise within our shared environment.

2. Legal and Ethical Framework

Our policy complies with key national and state laws, including:

- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)

We are required by law to consider reasonable accommodations for individuals with disabilities, religious observance needs, and other protected characteristics—so long as those accommodations do not create unjustifiable hardship, safety risks, or significant disruption to our operations.

3. Scope

This policy applies to all clients, staff, contractors, support persons, and visitors across the GSMC & Fitness Lab facilities, including clinical, fitness, hydrotherapy, Pilates, and administrative zones.

4. What We Mean by IDEA

- Inclusion: Every person should feel safe, respected, and able to participate fully in our services.
- Diversity: We value and welcome differences in race, culture, gender, ability, identity, belief, and background.
- Equity: We strive to ensure fair access by recognising individual needs and circumstances.
- Accessibility: We work to remove physical, procedural, or cultural barriers that prevent engagement.

5. Access and Reasonable Adjustments

We support fair access and may provide adjustments such as:

- Gender-sensitive or private care options for cultural or religious reasons
- Use of interpreters, carers, or support persons
- Access for accredited assistance animals
- Modified communication formats or physical assistance

Some requests may not be viable. We will always communicate clearly and respectfully where this is the case.

6. Assistance Animals

Trained, accredited assistance animals are welcome in all public areas. Documentation may be requested. Animals must be well-controlled and hygienic. Non-accredited pets are not permitted.

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7. Support Persons

Support persons (e.g., caregivers, interpreters, cultural liaisons) may accompany clients as needed. Prior approval is preferred to manage safety, space, and privacy considerations.

8. Behaviour Expectations

We ask all clients, staff, and visitors to:

- Treat others with respect and kindness
- Avoid discriminatory, aggressive, or inappropriate language or behaviour
- Supervise children at all times
- Use shared spaces responsibly (e.g., phones, noise, photos)
- Avoid requesting staff based on race, gender, or similar personal traits

Inappropriate behaviour may lead to service refusal, removal from the premises, or discontinuation of services.

9. Clinical and Facility Limitations

GSMC & Fitness Lab may not be equipped to manage all disability or behavioural needs. For example:

- We may not be suitable for clients requiring high-acuity support or complex mobility aids
- We may refer clients with aggressive behaviours, extreme sensory needs, or unmanaged mental health risks to more specialised services

This protects the safety, capacity, and appropriateness of care for all involved.

10. Requests, Feedback, and Complaints

If you have a request, concern, or feedback:

- Speak to a manager in private, or
- Email the Director at admin@gsmc.net.au

All matters will be reviewed respectfully and confidentially. When a formal complaint is required, our internal resolution process is applicable.

Clients may also contact:

- Victorian Equal Opportunity and Human Rights Commission
- Australian Human Rights Commission

11. Organisational Fit and Decision-Making

While we aim to be flexible and inclusive, some expectations, requests, or behaviours may not align with the services we provide. In these cases, we may:

- Recommend another provider better suited to the client's needs
- Decline or discontinue services in a respectful and lawful manner

This is done to ensure:

- Safe, consistent, high-quality care
- Protection of our staff and clients
- Preservation of our inclusive and respectful culture

12. Commitment to Kindness and Safety

We are proud of the environment we've built. We lead with kindness, act within the law, and aim to treat every person as an individual, balancing their needs with our duty of care to others.

This policy supports our commitment to building a safe, inclusive, and respectful space for all.

Nick Jarman

Director - Geelong Sports Medicine Centre & Fitness Lab Gym