



Insurance, Council & Legal Requirements

Applies To: All Franchise Clubs

Departments: Franchise Owners, Centre Managers, Head Office (HO), Council/Regulatory Agencies

Purpose: To ensure all UAC franchise locations maintain the required insurance coverage, comply with local council regulations, and follow legal standards relevant to gym, sport, and high-performance facility operations.

This SOP protects members, staff, owners, and the brand through proactive compliance management.

Scope

This SOP applies to all:

- UAC franchise owners
- Centre managers
- Facility operations (gym, academy, recovery)
- All contractors and allied health partners
- Head Office compliance oversight

Responsibilities

Franchise Owner

- Ensure all insurance policies are active and current
- Maintain compliance with council permits and building regulations
- Meet all legal obligations under the Franchise Agreement
- Keep documentation on-site and accessible
- Notify HO of incidents requiring insurance claims

Centre Manager

- Monitor operational compliance (WHS, emergency, signage)
- File and store documentation in the Compliance Folder
- Complete quarterly safety audits
- Report risks or non-compliance immediately

UAC Head Office

- Provide templates, guidelines, and compliance requirements
- Support council approvals/scope variations
- Provide policy updates and legal changes
- Assist with major incident escalation

CLUB OPERATIONS STANDARDS

Mandatory Insurance Requirements

All franchisees must maintain and provide evidence of the following insurance policies annually:

1. Public Liability Insurance (Minimum AUD \$20M)

Covers:

- Member injuries
- Third-party injuries on-site
- Property damage

2. Professional Indemnity Insurance (Minimum AUD \$5M)

Required for:

- Personal trainers
- Coaches
- Allied health partners

3. Workers Compensation Insurance

Required if employing:

- Staff
- Coaches
- Admin team
- Facility attendants

4. Contents & Equipment Insurance

Covers:

- Gym equipment
- Basketball court infrastructure
- Recovery equipment
- Computers, POS, tools

5. Cyber Liability Insurance (Recommended)

Covers:

- Member data breaches
- System compromises
- CRM/GymMaster data exposure

6. Business Interruption Insurance (Optional but Recommended)

CLUB OPERATIONS STANDARDS

Annual Insurance Compliance Process

Step 1 — Renewal Reminder

HO sends reminder 6 weeks before expiry.

Step 2 — Franchisee Submits Updated Certificates

Must include:

Certificate of Currency

Policy schedule

Renewal dates

Insurer contact details

Step 3 — HO Compliance Review

HO verifies:

- Correct coverage
- Adequate limits
- All required policy types present

Step 4 — Upload to Compliance Folder

Stored in:

 UAC Compliance → Insurance → YYYY

Step 5 — Spot Checks During Audit

FSO confirms:

- Hard copy on-site
- Digital copy in shared drive

Council Compliance Requirements

All UAC franchises must comply with:

- Local council regulations
- Victorian Planning Provisions
- Fitness/gym-specific guidelines
- Structural, fire, and occupancy codes

Common Requirements:

- Building Occupancy Permit
- Change of Use permit when fitting out a gym or recovery facility
- Parking & traffic report compliance
- Noise management plan (especially with basketball courts)
- Fire safety compliance (extinguishers, exits, alarm panel)
- Waste & hygiene compliance (wet recovery zones, showers)
- Signage permit for external signboards

Council Documentation Must be Stored:

 UAC Compliance → Council Permits → Approvals

CLUB OPERATIONS STANDARDS

Legal Requirements (Franchisee Responsibilities)

1. Franchise Agreement Obligations

Franchisees must:

- Adhere to UAC brand standards
- Maintain royalty and marketing fund payments
- Use approved suppliers where required
- Participate in audits and training
- Maintain confidentiality and IP protection
- Protect UAC logo, branding, and assets

2. Employment Law Compliance

Must comply with:

- Fair Work Act
- Modern Awards (Fitness & Sports Industry)
- Working With Children Checks
- Contractor and subcontractor laws
- WHS Act (VIC Standards)

3. Privacy & Data Protection

Franchisees must comply with:

- Australian Privacy Act
- Data storage standards for member information
- Secure handling of GymMaster, CRM, and payment data
- No unauthorised data exporting

4. Payment & Consumer Law

Includes:

- Transparent membership contracts
- ACCC compliance
- Fair billing practices
- Correct cancellation and hold policies

CLUB OPERATIONS STANDARDS

Incident Reporting & Insurance Claim Process

Step-by-Step:

Incident occurs

Staff complete Incident Report Form within 2 hours

Centre Manager reviews and logs into the Incident Register

For major injury, notify HO within 24 hours

Complete insurance claim with:

- Photos
- CCTV (if relevant)
- Witness statements
- Medical documentation
- HO assists with insurer communication
- Franchisee keeps all documents on file for 7 years

Non-Compliance Consequences

If a franchise fails to maintain insurance or legal compliance, HO may:

- ⚠ Issue a formal compliance warning
- ⚠ Freeze marketing support
- ⚠ Conduct mandatory audit
- ⚠ Limit new membership promotions
- ⚠ Escalate to legal enforcement under the Franchise Agreement

High-risk breaches include:

- 🚫 Operating without insurance
- 🚫 Failure to meet council occupancy requirements
- 🚫 Fire safety non-compliance
- 🚫 Data breaches
- 🚫 Child safety violations

Required Documentation Checklist

Every UAC facility must maintain the following in a Compliance Folder (digital + on-site):

- Public Liability Certificate
- Professional Indemnity Certificate
- Workers Comp Evidence
- Occupancy Permit
- Fire Safety Inspection Reports
- Electrical & Essential Services Reports
- Signage Permit
- Council Health Approvals (if applicable)
- WHS Policies
- Child Safety Standards Compliance
- Franchise Agreement (latest version)