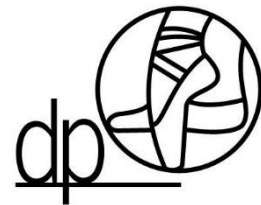


Dance Partners Policies and Procedures, Terms and Conditions

It is your responsibility to read and understand these Policies and Procedures – Terms and Conditions and to adhere to them accordingly. Dance Partners Terms and Conditions and Code of Conducts are incorporated into these Policies and Procedures and it is important all documents are read. These Policies and Procedures along with our Terms and Conditions and Code of Conducts can change from time to time and we will endeavor to inform our community of these changes promptly.

Policies included in this document:

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Changeroom policy

The purpose of this policy is to outline how our studio operates changeroom facilities for events such as examination day, photo day or the annual production.

- Students in Junior and Middle school will be allocated to shared gender neutral change rooms. This will be restricted to Dance Partners staff and volunteers that include all genders. We will allow for private areas to change in the following ways; room dividers, bathrooms, pop up change rooms.
- Avoid one-on-one unsupervised contact with students at all times in the change room (other than their own child)
- We will respect the right of a student to choose a changeroom that allows them to feel safe and we will endeavor to support them as much as possible.
- All students in our Middle and Senior School programs will be asked to wear dance appropriate underwear and coverings to allow for quicker changes and gender-neutral changerooms. This will include but not limited to; dance underwear and body stockings.
- Under no circumstance can students, staff, parents/guardians or approved volunteers access the changeroom areas unless under the direction of the studio owner or for the logistical access to an area for example accessing the theatre toilets or accessing side stage. If required to do so the utmost care and courtesy should be given to those using those changerooms.
- Strictly no use of photography or filming in the changeroom area while students are getting dressed.
- Senior School students where possible will be allocated gender based changed rooms.

Child safety and wellbeing policy

Please refer to individual document. This can be found on our website, or on request via email.

Child safety responding and reporting obligations and procedures

Please refer to individual document. This can be found on our website, or on request via email.

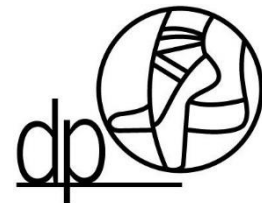
Child safety code of conduct

Please refer to individual document. This can be found on our website, or on request via email.

Class attendance and expectations policy

The purpose of this policy is to ensure a standard of expected behavior at Dance Partners from all individuals.

- Students are expected to attend all their enrolled classes on a weekly basis.
- If unwell a student is required to stay at home. This absence should be formally notified to the studio via our email admin@dpstudios.com.au or via text to 0410 496 961.
- Students should arrive ten minutes before class to allow for a safe warm up. Students are asked to remain quiet to ensure they are respectful to classes operating.



- Parents/Guardians with permitted viewing are to not talk or create noise during the classes as this provides an added distraction. This may apply to students in their first weeks of classes but will be at the discretion of the studio. Parents/Guardians in these classes may be asked to participate if there is a benefit to your students dancing.
- All other parents/guardians are of course welcome to come on site to speak to staff but are asked to leave the studio when their student class commences. This is applicable for both group and private lessons. Dance Partners offers an open week at the end of each term to view students.
- All individuals at the studio are to treat each other with respect and kindness in line with the appropriate Code of Conducts.
- Dance Partners has a zero tolerance to bullying and its priority is the safety and wellbeing of all students who attend our classes.
- Studio uniform is required for all students after three weeks of registration. At all times appropriate footwear must be worn in the studio. Additional items that are not part of the studio uniform are not permitted in the studio and the student will be asked to remove the item privately before starting their class.
- Long hair should be in a ballet or dance bun. At a minimum all hair should be kept off and away from the student's face.

Communication policy

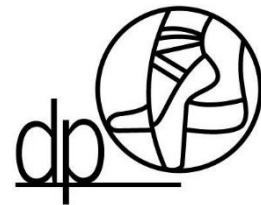
The communication policy outlines how information is delivered at the studio.

- Please direct any enquiries relating to your individual child to admin@dpstudios.com.au
- Important newsletters, notices and term fee invoices will be sent via email. Please ensure you provide us with a current email address. Hard copies of notices will be available at the request of the parent/guardian.
- It is the responsibility of the parent/guardian to read all information given to them via Dance Partners
- To support our communication to you please also follow our social media platforms, facebook and Instagram @dancepartners_albertpark
- Where possible communication via private messaging should be limited between staff/teachers and parents/guardians and should be formally made aware to the studio owner. Private messaging should not occur between students and staff/teachers.

Complaint handling policy

This is an important policy as set out by the National Child Safe Standards. To encourage a safe dance environment children must feel empowered to speak up and raise concerns about their safety, the safety of others and the broader dance experience.

A Complaint should be interpreted broadly and can include expressions of dissatisfaction about an organisation related to its services or dealings with an individual; allegations about the conduct of its staff, volunteers, other individuals engaged by the organisation or another child or young person at an organisation; or the handling of a prior concern.



Who can make complaints?

- Parent/guardian
- Child
- Staff member/volunteer
- Others in the community

Complaints can be about but are not limited to;

- Breaches of Code of Conducts
- Allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with the organisation
- Disclosures of abuse or harm made by a child
- The conduct of a child at an organisation
- The inadequate handling of a prior concern
- General concerns about the safety of a group of children or activity

For complaints or reporting of child abuse please refer to the Child Safety Responding and Reporting Obligations Policy and Procedures.

For complaints that relate to breaches of Codes of Conduct or other matters please direct these to the studio owner email admin@dpstudios.com.au

The information below provides an overview of how Dance Partners will respond to complaints.

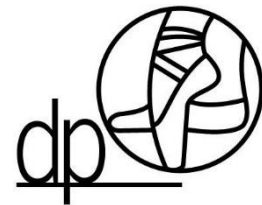
- The complaint is received
- The complaint will be recorded in a written format
- Acknowledgement the complaint
- Assess the complaint and any immediate risks

Resolving complaints

- Conduct an investigation
- Provide regular updates throughout the complaints process
- Provide the final outcome
- Close the complaint and record the outcome

Record keeping of all complaints will take place at Dance Partners. This may include but is not limited to emails, record forms, incident reports, statements, reports and referrals to authorities. Dance Partners will ensure that privacy and anonymity is maintained where legally possible.

Available outcomes of a complaint may include acknowledgement, apology, explanation, action, improved policy or processes, management action, child protection action, disciplinary action, criminal action and provision of counselling.



Costumes and dancewear policy

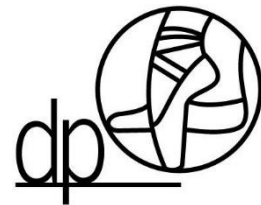
This policy outlines the process Dance Partners has in place to ensure students are always dressed in a safe manner that respects their bodies and makes them feel safe and comfortable.

- Studio uniform is to be worn by all students within three weeks of enrolment. The studio uniform is age appropriate and allows for safe dance practice.
- Correct foot wear must be worn at all times.
- Only dance shoes are to be worn in the studios by students.
- Costumes are to be hired through the studio as per terms and conditions.
- Costumes ensure private parts of a child's body are covered at all times.
- Stockings are used when practical to further allow for coverage.
- Support clothing is encouraged to young people such as a bra under a costume which offers support, dance underwear and body stocking.
- See through fabric is not used.
- Skin colored fabric is used for example on V neck costumes.
- No fabrics, styles or accessories that project adult sexuality.
- Students always have an opportunity to wear their costumes and are able to provide feedback that will be considered and if required fixed.

First aid and injury policy

This policy outlines the steps and processes required to maintain the physical health of students at Dance Partners.

- In the event of an injury, Dance Partners will administer First Aid by a qualified first aider. If medical services are necessary and an ambulance required, the student/parent/guardian will incur the costs.
- Parents/guardians will be called immediately (after appropriate emergency procedures have been followed).
- It is the responsibility of the parent/guardian to inform Dance Partners of any injuries prior to a student's class and to seek medical advice as to how to safely proceed with the student's dance classes.
- If a student injures themselves in class, it is necessary that they alert their teacher immediately.
- It is the responsibility of the parent/guardian to provide correct and up to date medical information through the Student Registration Form. If information changes then it is their responsibility to notify the studio.



Music and choreography policy

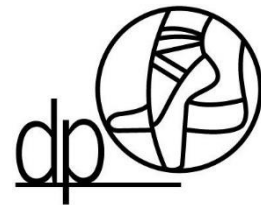
This policy states how music and choreography is to be used at the studio and stipulates that child safety is at the forefront of all decisions.

- All music choices at the studio are to be approved by the studio owner.
- When considering music, teachers must consider lyrics, tempo, language, messages and so on. All choices must consider the age and maturity of the student.
- Dance Partners has a strict no swearing stance for music choices.
- Hypersexualised movements are never choreographed in a routine
- Any leg tilts, split actions or other open positions are performed away from the audience
- Children are not asked or encouraged to use adult gestures or facial expressions such as winks, kisses, finger licks, crotch grabbing, open crotch drops or positions etc.

Photographing and filming children policy

The purpose of this policy is to outline the expectation of photography and filming at the studio. The ultimate priority is child safety and it is important we act at all time with this in mind.

- Written consent is given by parents/guardians/student 18+ to photograph their children/self by Dance Partners staff when completing the Student Registration Form. This will be strictly for the purposes of student learning, advertising and performance recording.
- Teachers may film students in class for teaching purposes, however, these images may not be posted without the express consent of the studio owner and parents or guardians of the children.
- Teachers will still respectfully ask a child before they take any photos/film.
- No photography or filming by parents/guardians of children in classes unless directed by the studio owner.
- Parents, guardians, students, family members or friends must not post pictures of other children publicly via social media or any other means.
- No photography or filming at concerts.
- No mobile phones in class. Unless at the direction of a teacher or studio owner.
- Under no circumstances is there to be photography or filming of any kind in change rooms or toileting facilities.
- Where possible student names will be omitted from websites and social media where their photo is published. Exclusions to this may occur with parental/guardian consent.



Physical contact policy

Physical contact with children is often necessary when teaching dance and we encourage the use of safe physical contact within the following guidelines.

- Teachers must first ask a student before they touch them and students must agree to this contact and feel safe. This may be established in the first lessons with the teacher and carried through as an agreement between both teacher and student.
- Examples of safe touch include correcting positions such as arm lines, partner work, lifts, assistance with costumes and hair/makeup application.
- No touching ever in private areas of a child's body.
- No touching in a sexual manner.
- When guiding or correcting students, never push them past their physical limits.
- If a student is visibly uncomfortable or asks a teacher/student to stop they must do so immediately.
- Ensure students feel comfortable and safe before any partner work including contact improvisation. Students must be taught safe and correct lifting and weight taking techniques.

Pick up and drop off policy

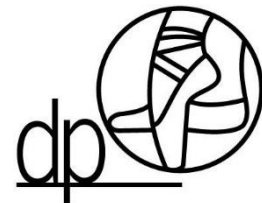
This policy is to outline the conditions of a safe pick up and drop off. It is important that this is adhered to for the safety of all individuals at the studio.

- Students under the age of 14 are to be walked to the entrance by a parent/guardian for all classes. They also must be collected in the same manner.
- Older aged students (under the age of 18) may safely walk to the studio entrance but must do so under the supervision of their parent/guardian. The same applies for when they leave the studio.
- Dance Partners staff will ensure all students are safely dismissed at their end of their class and will ensure a safe handover from teacher to parent/guardian.
- After student collection we ask that families promptly leave the premises as Dance Partners will not take responsibility for injuries outside of class time once handover has taken place.
- If a parent/guardian has not arrived within fifteen minutes of pick up time, staff will endeavor to contact them to locate whereabouts.
- If under any circumstance a parent/guardian is running late please contact the studio via text to 0410 496 961

Private lesson policy

Private lessons have been assessed as a high risk part of the dance training industry through the Royal Commission into child abuse. This policy has been developed to ensure the safety and wellbeing of our students and teachers.

- All private lessons must be conducted with uncovered windows and where windows are not available, with doors open.
- Parents/guardians must have an option of sitting in on the class for viewing and these classes will



be regularly visited by staff.

- We understand that filming students is an excellent teaching tool and we encourage teachers to do this in lessons where suitable. However, teachers may not film children in a private lesson without the express consent of the parent or guardian
- Any approved filming must be sighted by the parent or guardian and must be deleted from a teacher's personal device if requested by the parent, guardian or child.
- Filming or photography must not be presented online in any format or on any platform without the express consent of the parent or guardian
- As in all classes teachers are expected to use appropriate language at all times in a private lesson.
- When choosing music consideration must be given to age appropriateness including language, message, corresponding music video, adult themes and violence.

Privacy policy

Dance Partners is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

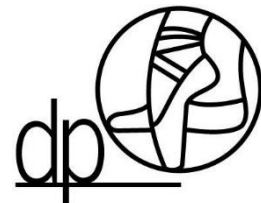
This Personal Information is obtained in many ways including correspondence, by telephone, by email, via our website www.dpstudios.com.au from media and publications, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or



health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

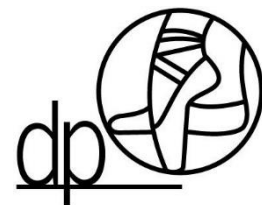
You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Dance Partners will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practical so we can update our records and ensure we can continue to provide quality services to you.



Social media policy

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. In particular, this policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to Dance Partners.

This policy contains guidelines for the Dance Partners community to engage in social media use. It also includes details of breaches of the policy.

In circumstances where guidance about social media issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, etc)
- Review sites (e.g. Yelp, Urban Spoon, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Viber, etc)
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media as:

- an officially designated individual representing Dance Partners on social media; and
- if you are posting content on social media in relation to Dance Partners that might affect Dance Partners's business, products, services, events, sponsors, members or reputation.

We encourage active participation and responsible participation by parents on social media platforms. All posts and comments must be respectful, polite, inoffensive and appropriate.

Dance Partners does not always monitor its platforms, so if you see that something inappropriate or offensive has been posted please email us immediately.

Dance Partners takes no responsibility for the posts or comments of parents/students on its platforms.

Dance Partners does not encourage teachers following/befriending students/parents/guardians on social media platform.

It is the teacher's responsibility if they allow for students to follow their social media that it is age appropriate for the students that follow them.

Private messaging between students and teachers/staff is not permitted unless the student is over 18 years of age or if the parent/guardian is also in the same messaging channel. We discourage this form of communication and encourage more formal communication via email for students if they have a concern while they are not at the studio.



Terms and Conditions

Enrolment

An enrolment form must be completed for each student of Dance Partners and is registered on an annual basis. All student enrolments will be automatically rolled over through Terms 1 to 4, a new enrolment form must then be completed for next year's tuition. When a class becomes full or is closed to new enrolments students may go onto a waiting list. An enrolment form must be completed to secure your place in the waiting list queue and as positions become available you will be given the opportunity to either accept or decline the place.

Withdrawal of any student must be in writing and delivered to the Directors giving two (2) weeks notice. Regardless of when a student ceases to attend class fees will still apply for the duration of the notice period. Third party 'passing on' of another student/s departure is NOT an acceptable method of withdrawal and in the absence of a written withdrawal communication must only be to the Directors.

It is advisable that withdrawal notice be given prior to the end of the term so you do not incur class fees during the two week notice period.

The Directors, reserve the right to offer part or full scholarships within the school at any time and at their discretion. These scholarships will be offered in writing and will state the length of time the said scholarship will stand and will nominate the fiscal value of said scholarship.

Dance Partners does not conduct classes on public holidays. Discounts and fee reductions will not apply.

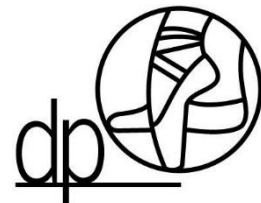
Dance Partners reserves the right to deny student/s participation in their scheduled dance classes four (4) weeks after the commencement of the term, if payment has not been received and no communication has been received from the parent/s as to reasons why payment has not been forthcoming.

Fees and Payment

Fees are reviewed annually and a fee schedule is published before the years enrolment process begins, all tuition fees are due for payment at the commencement of each term. Dance Partners hopes to avoid late fees, reminder notices may be sent before a \$50.00 Penalty Payment is incurred on accounts that are four (4) weeks outstanding, unless prior payment arrangements have been made with the Directors.

Payments for said tuition costs are accepted in the following ways. Please ensure any manual payment of fees are handed in at Dance Partners school premises or mailed through Australia Post.

- **Credit Card:** Dance Partners invoicing software offers options to make payment via credit card or through various smart payment facilities. Any merchant costs for processing credit card payments are added to the transaction at the time of processing. Merchant fees can be avoided by choosing an alternate payment method.



- **Cheque Payment:** To be made expressly to Dance Partners. If the cheque presented is registered in a *business, company* or *family trust* name and not the family name of the student/s enrolled with the school. It is advisable that the student/s name/s be written in full on the back of the cheque to avoid any confusion. Likewise, if the parent or parents paying are with *another name* to that of the attending student/s, the details for said student/s also are to be included on the back of the cheque.
- **Internet Payment:** When submitting payment on-line, the student/s name/s and invoice number must be included in the 'reference' section to avoid any confusion.

Account Name: Dance Partners
Account Number: 82 264 7188
BSB: 083 419 (National Australia Bank)

Dance Partners
Po Box 5118
Garden City VIC 3207

Production Levy

Each student of Dance Partners will be charged a production levy for the annual end of year production. This levy contributes to the many costs associated with the theatre and is separate from costuming hire charges. The production levy will be charged with the Term 3 account and costume hire fees will be charged with the Term 4 account. All production items including costumes and props will remain the property of Dance Partners unless otherwise specified and will be at the discretion of the Directors.

Costume Hire

Costume/concert accounts will remain a separate entity to the tuition fee accounts. Please note that it is Dance Partners policy that tuition fee accounts be settled first before any costumes, etc. and Dance Partners reserves the right to withhold concert costumes and concert tickets, etc. until all outstanding tuition monies owing have been cleared.

Other

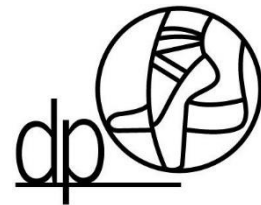
Fees for other programs and items such as private lessons, examinations, holiday programs, uniform or dance packs will be invoiced separately and may use trybooking as a platform to register and receive payment. These fees are separate from term tuition fees.

Payment Plans

Dance Partners can accommodate and structure a payment plan for any of its registered students due to unforeseen financial difficulties. We understand the many financial obligations and stresses most families are under in today's world. Should this situation arise, please notify the Directors immediately so that satisfactory arrangements can be made to the mutual benefit of both parties. At no time do we advise that the matter be 'let go' and not dealt with. The only party to suffer in these instances is the child/children.

Fees Collection Agency

In the event that fees remain unpaid and little or no effort has been made to finalise accounts Dance Partners will employ the services of a debt collection agency to recover outstanding monies. Any costs incurred in the recovery process will be passed onto and payable by the account holder.



Discounts

No discount or amendment to fees is given to any family recreation or holidays taken within the designated school term. Dance Partners operates under similar conditions to any Private School where the same policy applies. Family holidays are a private concern and do not affect the running of the Dance Partners classes or teaching schedule. The registered student/s places are kept open and held until official written notice of withdrawal has been received.

Dance Partners reserves the right to extend credit, to discount or amend tuition fees in the case of severe injury, hospitalisation or illness. This decision will be made at the discretion of the School Directors. In such extenuating circumstances, a medical certificate or report from the registered medical practitioner in charge of the student/s wellbeing must be furnished to Dance Partners before any decision regarding the reimbursement/refund of fees is decided upon.

If, due to absence, classes are wishing to be made up, Dance Partners will try to accommodate this arrangement if there are alternative and appropriate classes for the student/s to attend in the current dance program.

Policy Status – 01/10/2024

These policies and procedures were last reviewed and updated 01/10/2024