

# General Policies and Procedures

## 1. Code of Conduct

### 1.1. Student code of conduct

Students at OTM are required to comply with the following:

- Show respect for teachers, assistants, fellow students and families.
- Respect the belongings of others.
- Come to each class on time and be prepared to learn.
- Follow instructions and comply with teacher expectations of behaviour.
- Communicate any serious discomfort or pain to the teacher or assistant.
- Attend all classes except in the case of illness. If a student has a short-term mild injury they are encouraged to come to class and watch.
- Show respect for the studio. Students must clean up after themselves and keep the bathroom, change room and studios tidy.
- Wear the appropriate attire to class as specified in the Dress Code, including hair management as required.

*If a student's behaviour in class negatively impacts on other students' wellbeing, safety or ability to focus and learn then the student may be asked to sit and watch the class or leave the room (under supervision) and can re-join the class when they are calm and focussed.*

*In the event that a student's behaviour is consistently disruptive and prevents the teacher from properly delivering the class the student may not continue attending OTM. To the extent permitted by law, refunds will not be given.*

### 1.2. Parent/Guardian code of conduct

Parents and guardians at OTM are required to comply with the following:

- Show respect for teachers, students, staff and other parents/guardians at all times.
- Take responsibility to read email updates, including newsletters and keep up to date with current activities and important information.
- Ensure children (including students, siblings & friends of students) are supervised at all times in the waiting area.
- Take responsibility to arrive with students five minutes before class and pick them up on time at the end of class from the studio.
- Take responsibility for their children until the scheduled start time of their class.
- Meet payment deadlines.
- Refrain from taking photographs or video without permission from the teacher (see Privacy policy).
- Preferred communication is via platforms managed directly by OTM domain email addresses and Business Phones.
- Refrain from direct communication with OTM staff via private email, text, phone or social media.
- Keep the waiting areas, bathroom and change room tidy.

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- Keep noise levels in waiting areas to a minimum.
- Encourage students to show commitment and positivity while working to the best of their own ability.
- Raise any concerns with a teacher or staff member by emailing [director@overthemoonstudio.com](mailto:director@overthemoonstudio.com)

*In the event that parent/guardian conduct impacts negatively and seriously on the safety, wellbeing or security of OTM staff, students or families, the parent/guardian may receive a warning and/or have their child unenrolled from OTM. To the extent permitted by law, refunds will not be given.*

### 1.3. Teacher code of conduct

Teachers at OTM are required to comply with the following:

- Always treat students, families and fellow teachers with respect.
- Comply with OTM's Child Safety Policy and Child Safety Code of Conduct.
- Possess current First Aid and CPR.
- Possess current Working with Children Check (WWCC).
- All teachers, including cover teachers, must check student information and note any students with medical conditions or special requirements.
- Always provide a warm, supportive and safe learning environment for students.
- Accommodate students with special requirements appropriately.
- Actively manage challenging behaviours and disruptions within the class environment.
- Identify, reduce and prevent bullying from occurring.
- Respond professionally and efficiently to any concerns and ensure the Directors are made aware of any verbal or written correspondence with families.
- Do not discriminate against any child, including but not limited to because of culture, race, ethnicity, religion, disability, gender identity and sexual orientation.
- Do not put children at risk of abuse or ignore or disregard any suspected or disclosed child abuse. (See Child Safety Policy (2).
- Do not use inappropriate language or music in the presence of children.
- Do not engage in open discussions of a mature or adult nature at the studio (for example, personal social activities).
- Do not do things of a personal nature that a child can do for themselves, such as toileting or changing clothes.
- Comply with the OH&S policy including not directing students to attempt movements for which they are not physically ready.
- Complete an incident report for any injuries that occur during class, inform the parent/guardian and report to the principal as soon as possible.
- If available, be willing to cover other classes.
- Attend staff meetings (minimum 1 per term) and professional development sessions.
- Refrain from Social Media contact with current students under 18 years old.

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- As role models for students, teachers are expected to wear appropriate, clean attire for the style of dance that they are teaching (e.g. Ballet shoes for Ballet Class).

*In the event that a teacher does not comply with the code of conduct a warning may be given and/or the teacher may not continue teaching at OTM.*

### 2. Statement of Commitment to Child Safety

Our organisation, Over the Moon Yoga and Dance Studio, is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously. We will contact authorities when we are worried about a child's safety.

Our organisation is committed to educating our staff, volunteers and members on child abuse risks.

We are committed to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Every person involved in Over the Moon Yoga and Dance Studio has a responsibility to understand the important and specific role they play individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

**If you believe a child is at immediate risk of abuse, phone 000.**

### 3. Health and Safety

OTM is committed to ensuring, so far as reasonably practicable, that all employees and contractors are adequately informed and trained and are able to work in an environment that is free of hazards that may cause personal injury.

#### 3.1. Risk Management

All staff, students, families and other visitors to the studio are responsible for maintaining a safe environment, including following general reasonable instruction and by taking corrective action to halt or prevent unsafe acts and conditions within their control.

Teachers and Assistants assist with risk reduction through appropriate preventative practices such as warm-up and cool down, responsible teaching practice and maintaining a safe studio environment.

#### 3.2. Emergency Procedures

In the event that an emergency evacuation is necessary during class, teachers will call emergency services and escort their students to the assembly point (grass area opposite the Midland Hotel), account for all students and await further instructions from emergency services.

Detailed emergency procedures are listed in each studio.

### 4. Injuries and Medical Conditions

#### 4.1. Medical condition disclosure

We encourage parents/guardians to provide any medical or behavioural information about students that may impact their participation in class.

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The following medical conditions must be disclosed to OTM on enrolment of a child at the studio: Any medical or other condition(s) that may impact on the student, the other students participating in class or teachers.

This includes, without limitation, Asthma; Diabetes; Anaphylaxis; Epilepsy.

Medical information is stored securely and is accessed only by OTM staff.

It is the responsibility of the parent/guardian of a student with a known medical condition such as anaphylaxis, asthma and diabetes to ensure that the appropriate medication is brought by the student into their class. EpiPens must be labelled and in date. EpiPens may be administered by a first aider if required, under the instruction of OTM staff if an emergency arises.

### 4.2. Injuries/Medical emergencies

Parents/guardians/students are responsible for making a decision about when a student can attend dance classes after any injury.

Teachers have the right to refuse a student's participation in any activities that they feel may exacerbate an injury.

If an injury occurs at the OTM studio, the teacher will render first aid and communicate details of the incident with the parent/guardian and Directors.

In the event of a student experiencing a medical emergency, OTM may need to seek appropriate medical attention for the student before contacting the parent/guardian. This may involve OTM rendering first aid to the student or calling an ambulance for the student. Parents/guardians of students attending OTM agree to indemnify OTM for any costs incurred in obtaining such emergency medical attention, including ambulance fees.

An incident report will be completed, and confidentially and securely stored online.

## 5. Liability

Dance is a physical activity and whilst all reasonable care is taken, to the extent permitted by law OTM is not liable for injuries sustained during classes, instruction, performance activities or otherwise.

## 6. Diversity and Inclusion

### 6.1. Accessibility

OTM takes all reasonable steps to accommodate children in need of specialist support in such areas as mobility, expressive and/or receptive communication, social behaviour, behavioural control, fine/gross motor skills, vision, hearing, and cognitive skills.

Approaches to accommodating students are based on consultation with families.

There may be a trial period during which the teacher can determine how best to accommodate the student.

If a student requires focussed assistance from an additional teacher in class, this will be at the parent/guardian's expense.

### 6.2. Gender expression

OTM is open and accepting of gender diversity, including transgender and non-binary people.

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Students are supported in wearing any appropriate dancewear that makes them feel comfortable, regardless of gender.

With regard to performances, students who wish to wear a different version of their class's costume will be supported to do so.

### 7. Non-discrimination and Equity

OTM does not discriminate on the basis of age, culture, race, ethnicity, religion, disability, gender identity and sexual orientation and grants to all the same rights, privileges, programs, and activities generally accorded or made available to students.

### 8. Bullying and harassment

OTM has zero tolerance towards all forms of bullying and harassment. All students, staff and families have the right of respect from others and to feel safe and secure at OTM.

Any incidents of perceived bullying or harassing behaviour at OTM will be investigated and appropriate measures taken to address the situation by the attending staff member. This may include immediate dismissal from OTM without refund, to the extent permitted by law.

OTM Teachers and Assistants will report any situation that they are aware of to the Directors as soon as possible.

It is the responsibility of any bystander to report bullying or harassment (student, staff member, volunteer or parent/guardian) to report the incident to the Directors.

### 9. Privacy

#### 9.1. Personal information

OTM does not sell, rent or trade personal information to any third party. OTM takes special care to protect the privacy and security of personal information.

Upon enrolment, OTM collects contact information including guardian names, addresses, phone numbers, emergency contacts, e-mail address and student information such as student names, birthdays, medical conditions, and additional comments.

OTM teachers and staff have access to personal information only to manage the studio business and such personal information will not be used or sold for any other purpose, except as described below.

OTM will access personal information for the following purposes: (i) as needed for studio business; (ii) if required to do so by law or to comply with legal process; or (iii) to protect the rights, property, or personal safety of the public.

OTM will share personal information with third parties only for the following purposes: if required to do so by law or to comply with legal process.

Information regarding medical conditions is stored securely and made available to all teachers. Some class assistants may view this information where it is deemed appropriate and necessary.

#### 9.2. Photos and Filming

Photos/videos are taken of students in the studios, at performances and on other specified occasions for promotional and educational purposes. Upon enrolment parents/guardians can choose to disallow photos of their child to be used for the above purposes.

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### 10. Queries and Complaints

#### 10.1. Queries

OTM teachers are not available to answer queries in person before and after classes.

If a parent/guardian has a query or wishes to discuss something of a private nature this should be done through emailing the Directors at [director@overthemoonstudio.com](mailto:director@overthemoonstudio.com)

#### 10.2. Complaints

OTM recognises that open communication and feedback are essential elements of a satisfying and productive environment.

Students will not be disadvantaged in the event that they and/or their parent or guardian raise a complaint with OTM.

The first step to raising a complaint is to email the Directors at [director@overthemoonstudio.com](mailto:director@overthemoonstudio.com)

All complaints will be addressed promptly, seriously and with sensitivity.

At any time, the parent/guardian has the right to withdraw their complaint. It is requested this is dated and put in writing.

Correspondence and discussion regarding complaints will remain confidential.

*Over the Moon Studio's Policies and Procedures will be reviewed annually unless earlier modification is required. Families will be advised of any changes.*