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Star Dance Studios

Policies & Procedures Handbook

Version 1.0

Effective: 25/07/2026. Location: Perth,
Western Australia

Prepared by: Studio Management **Review date:** Annually or as required
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1. Enrolment & Participation

Enrolment Agreement Policy statement: Enrolment is confirmed once the enrolment form is completed and payment has been received. Purpose: Clarify enrolment steps, responsibilities, and studio expectations.

Payment and Fees

- Due date: Term fees due before first class.
- Methods accepted: Card; bank transfer; invoice (including NDIS plan-managed or self-managed).
- Late payments: Administrative fees may apply; participation may be suspended for outstanding accounts.

Refunds and Cancellations

- Fees non-refundable once term commences for term class payment structure.
- Private lessons as Pay as you go:
 - Full fee is required when cancelled by client with 24 hours or less notice.
 - Half fee is required when cancelled by client with 48-25 hours notice.
 - No Cancellation fee given if the client cancels with more than 48 hours notice.
- Refunds or credits considered for long-term medical reasons with documentation.
- NDIS participants follow NDIS cancellation and billing rules.

Trial Classes and Attendance

- One trial class permitted; must be booked in advance.
- Make-up classes offered where space allows and must be used within the same term.

Uniform and Grooming

- Required: Studio-approved dancewear; appropriate ballroom shoes. Two uniform shirts will be provided. extras will be at you own expense.
- Adjustments: Reasonable adjustments for sensory, mobility, or medical needs.

Codes of Conduct

- Parent Code: Supportive behaviour; respect instructors; private communication of concerns.
- Student Code: Respect peers and staff; follow instructions; maintain safety and attendance.



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2. Safety & Compliance

Child Safety and Mandatory Reporting

- Zero tolerance for abuse, bullying, or unsafe behaviour.
- Staff must report any suspicion of child abuse to the Department of Communities immediately.

Working With Children Checks

- WWCC required and verified before commencing duties.
- Expired or suspended WWCC results in immediate removal from duties.

First Aid and Emergency Response

- At least one staff member with current First Aid and CPR certification present.
- Stocked first aid kit and displayed emergency procedures.

Incident Reporting

- Report all incidents to management within 24 hours.
- Notify parents/guardians and review to prevent recurrence.
- **NDIS:** Reportable incidents follow NDIS Incident Management Rules.

Studio Safety Rules

- No food or street shoes on the dance floor; spills reported immediately.
- Faulty equipment reported; students must not move heavy equipment.

Health and Illness

- Do not attend if symptomatic with fever, vomiting, or contagious illness.
- Follow current WA Health guidance for COVID-19 and other communicable diseases.



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3. Staff Policies

Staff Code of Conduct

Purpose

This Code of Conduct outlines the standards of behaviour expected from all employees of the dance studio. It ensures a safe, professional, inclusive, and inspiring environment for students, families, staff, and visitors.

Professional Behaviour

Maintain a positive, respectful, and encouraging attitude at all times.

Treat all students, parents, colleagues, and visitors with courtesy, fairness, and professionalism.

Avoid gossip, negativity, or behaviour that damages team morale or the studio's reputation.

Follow all studio policies, procedures, and instructions from management.

Child Safety & Protection

Always uphold the studio's Child Safety Policy and mandatory reporting obligations.

Never be alone with a student in an isolated or closed space.

Maintain appropriate physical contact only when necessary for instruction and always in a professional manner.

Use positive, age-appropriate language and avoid any behaviour that could be perceived as intimidating, inappropriate, or favouring certain students.

Report any concerns about student wellbeing immediately to management.

Professional Boundaries

Do not engage in personal relationships with students or parents that could compromise professional judgement.

Avoid communicating with students on personal social media accounts.

Keep personal life separate from studio responsibilities.



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Attendance & Punctuality

Arrive on time for all classes, meetings, and events.

Provide adequate notice for absences and follow studio procedures for finding class cover.

Repeated lateness or unapproved absences may result in disciplinary action.

Communication Standards

Communicate professionally in person, via email, and through studio systems.

Do not discuss sensitive matters in front of students or parents.

Escalate concerns to management rather than addressing conflicts independently.

Maintain confidentiality of all student and staff information.

Social Media & Public Representation

Represent the studio positively online and in public.

Do not post content that could harm the studio's reputation or breach privacy.

Only use studio branding, photos, or videos with management approval.

Never post images of students without written consent.

Dress Code & Presentation

Wear appropriate dance attire or staff uniform as required.

Maintain a neat, professional appearance.

Avoid clothing or accessories that may be unsafe or inappropriate for teaching.

Health, Safety & Facility Care

Follow all workplace health and safety procedures.

Keep studios, equipment, and common areas clean and organised.

Report hazards, injuries, or maintenance issues immediately.

Use studio equipment responsibly and only for approved purposes.



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Confidentiality & Data Protection

Protect all personal information of students, families, and staff.

Do not share class lists, contact details, or internal documents without permission.

Respect intellectual property, including choreography, music mixes, and studio materials.

Anti-Bullying, Anti-Harassment & Equal Opportunity

The studio maintains a **zero-tolerance policy** for bullying, harassment, discrimination, or intimidation.

Treat everyone equally regardless of age, gender, ability, background, or identity.

Report any incidents immediately to management.

Conflict of Interest

Avoid situations where personal interests conflict with studio responsibilities.

Disclose any external teaching, coaching, or performance work to management.

Drugs, Alcohol & Prohibited Behaviour

Employees must not consume alcohol or drugs before or during work hours.

Smoking or vaping is prohibited on studio premises.

Any behaviour that endangers students or staff will result in immediate disciplinary action.

Compliance & Consequences

All employees must read, understand, and comply with this Code of Conduct.

Breaches may result in warnings, suspension, termination, or reporting to relevant authorities depending on severity.

Acknowledgement

All staff must sign a declaration confirming they understand and agree to follow this Code of Conduct.



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Employment Requirements and Reviews

- Annual formal review; termly informal check-ins.
- Training and support available; disciplinary action for breaches.

Social Media and Public Representation

- No posting of student photos without consent.
- Studio branding used only with approval.
- Any representation of the studio through social media posts must be approved by Studio Management

Substitution and Absence Procedures

- Provide notice for planned absences; management arranges qualified substitutes.
- Lesson plans accessible for substitutes.

4. Financial & Administrative

Billing and Invoicing

- Fees billed per term or program; private lessons billed per session or package.
- Direct debit available with authorised agreement.

Late Payment Procedure

- Reminder after 7 days; second reminder after 14 days; suspension after 21 days if unpaid.
- Payment plans available on request.

Discounts and Merchandise

- Sibling and multi-class discounts at studio discretion; not applicable to NDIS-funded services.

Merchandise final sale unless faulty; exchanges for sizing within 14 days.



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Data Management and Privacy

- The studio collects personal information solely for enrollment, safety, communication, and service delivery.
- Data stored securely; access restricted to authorised staff; not shared without consent except where required by law.

5. Facility Use & Security

Access and Security

- Access only during scheduled classes or approved bookings
- Staff secure premises before leaving.

CCTV and Surveillance

- CCTV may operate in public areas; not in bathrooms or change areas.
- Footage stored securely; access restricted to authorised personnel.

Cleaning and Maintenance

- Daily cleaning; scheduled professional maintenance; hazards reported immediately.

Room Hire and External Instructors

- External hires must follow studio policies; WWCC required for child-related activities.
- Guest instructors must coordinate lesson plans with management.

Lost Property

- Items stored for 4 weeks; unclaimed items may be donated or discarded.



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6. Events & Production

Event Participation and Rehearsals

- Attendance at scheduled rehearsals required; excessive absences may result in removal from routines.
- Final rehearsals compulsory unless approved.

Photography and Videography

- Only studio-approved photographers capture official footage.
- Flash photography prohibited during performances; backstage photos require approval.

BYO Alcohol

Applies to private events, adult workshops, and studio hire functions.

Purpose

To ensure all events involving BYO alcohol are conducted safely, responsibly, and in compliance with Western Australian liquor laws.

General Rules

- BYO alcohol is permitted only for approved private events.
- Alcohol is strictly prohibited during children's classes, rehearsals, or any activity involving minors.
- Only individuals 18+ may consume alcohol.
- Valid ID must be shown upon request.

Event Approval

- BYO alcohol must be approved by studio management in writing.
- A responsible adult must be nominated as the Event Organiser.
- The organiser must sign the Event Hire Agreement acknowledging responsibility.

Responsible Consumption

- No intoxicated persons may continue drinking.
- Staff may remove alcohol if behaviour becomes unsafe.
- No drinking games or rapid-consumption activities.
- Water must be available at all times.
- Substantial food must be provided.



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Minors

- Minors may attend only if accompanied by a parent/guardian.
- Minors must not consume alcohol.
- Alcohol must be stored out of reach of minors.

Safety & Behaviour

- Guests must behave respectfully toward staff, property, and other attendees.
- Unsafe or disruptive behaviour may result in:
 - Removal from the premises
 - Early termination of the event
 - Additional cleaning or damage fees
- Glass bottles are discouraged.

Cleaning & Waste

- All alcohol containers must be removed by the organiser.
- Additional cleaning fees may apply if required.

Liability

- Star Dance Studios accepts no responsibility for:
 - Injuries related to alcohol consumption
 - Damage caused by intoxicated guests
 - Loss or theft of alcohol
- The organiser assumes full responsibility for guest behaviour.

Staff Authority (Their decision is final)

Studio staff may:

- Request ID
- Ask guests to stop drinking
- Remove alcohol
- End the event early if safety is compromised

7.Social Media and Branding

- Official studio accounts used for promotion; staff and families must not post content that harms the studio's reputation.
- Studio logo and branding require approval for external use.



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Photography Consent and Media Use

- Consent requested at enrolment and may be withdrawn in writing.
- Media used for marketing, education, and archival purposes with respect for privacy and NDIS requirements.

Email and SMS Standards

- Official communications via studio email/SMS; messages must be professional and clear.

Crisis Communication

- Management issues factual, timely communications in emergencies; staff must not post crisis details on social media.
- NDIS reportable incidents follow NDIS Commission requirements.

8. Technology & Systems

CRM and Booking System

- CRM used for enrolments, attendance, payments, and communication.
- Staff must use CRM only for legitimate studio purposes; credentials must not be shared.

Data Privacy and Security

- Personal information stored securely with encryption where available; only authorised staff access sensitive information.
- Data never sold or disclosed without consent unless required by law.

Access Permissions

- Admin: Management only.
- Instructor: Class schedules, attendance, student notes.
- Reception/Support: Enrolments, payments, communication.
- Restricted: Sensitive NDIS documentation, incident reports.
- Access revoked immediately on termination or suspected misuse.

IT Support and Outages

- Report technical issues to management or designated IT support; staff must not attempt unauthorised fixes.
- Use manual attendance sheets during outages; families notified if bookings/payments affected.

WiFi Usage

- WiFi for teaching and administration; high-bandwidth personal use prohibited.



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9. Policy Review

- Reviewed annually or as required by legislative or operational changes.
- Management responsible for updates and staff training.

Acceptance

- By enrolling, attending, hiring, or working with Star Dance Studios PTY LTD individuals acknowledge they have read, understood, and agree to comply with these policies.