



## CATHY-LEA POLICIES & PROCEDURES

### 1. CHILD SAFETY STATEMENT

#### Cathy-Lea Studios' Commitment to Child Safety

- Cathy-Lea Studios are committed to Child Safety.
- We strive to ensure children feel safe and happy at our studios.
- We are committed to facilitating participation and empowerment of all children.
- We strive to develop students' engagement in performing arts classes, and develop confident self-expression.
- We recognise the importance of friendships and peer support, and encourage respectful relationships among staff and students.
- We facilitate inclusion and do not tolerate any form of discrimination.
- We respect the diverse and unique identities of all children and strive to support all students' needs.
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- Our organisation is committed to preventing child abuse; identifying risks in both physical and online environments, and working to remove or minimise these risks.
- We welcome communication and interaction with families regarding students' wellbeing.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently, including reporting concerns to police or child welfare as required by mandatory reporting laws.
- Our organisation has robust selection and recruitment practices for all staff and volunteers.
- We train staff to identify and minimise potential child safety risks, and to support culturally safe environments.
- Staff work in accordance with the Cathy-Lea Studios Code of Conduct, and follow Child Safety policies and procedures to ensure they support these Child Safety commitments.



## 2. CODE OF CONDUCT (see our Policies and Procedures for more information)

- Cathy-Lea Studios is committed to providing a safe, respectful, and inclusive environment for all students and families.
- Kindness, positivity, and cooperation are expected in the studios, at events, and online.
- We value tolerance, fairness, diversity, and equal opportunity.
- Language and behaviour must reflect these values at all times.
- Bullying, harassment, intimidation, or inappropriate language, whether in person or online, will not be tolerated.
- Behaviour that is rude, aggressive, or disrespectful toward staff, students, or other families will lead to permanent removal from the studio.
- Our Zero Tolerance Policy is displayed throughout the premises and applies to all contexts and communication channels, including social media.

*Staff adhere to a Professional Code of Conduct detailed in our Child Safety and Wellbeing Policy*

## 3. ZERO TOLERANCE POLICY (also displayed around our studios)

### **Cathy-Lea Zero Tolerance Policy**

Cathy-Lea Studios are committed to supporting Child Safety and wellbeing.

We also support the wellbeing of our staff and wider community, and strive to nurture a caring studio environment that is respectful of all members and accepting of diversity.

We will not tolerate behaviour that may negatively affect the learning, wellbeing or happiness of others.

Examples of poor behaviour include :

- Offensive or discriminatory words or actions of any kind
- Nastiness or disrespect to staff, students or other community members,
- Derogatory or defamatory comments in online contexts relating to Cathy-Lea students, staff or other community members
- Failure to comply with studio policies and practices.

*Parents :*

If you believe any parents or students are behaving in a manner that may affect wellbeing of others in the school, please let a staff member know immediately either in person, via email at [office@cathy-lea.com](mailto:office@cathy-lea.com) or via phone to 9704-7324.

**Students:**

**If you feel unhappy or uncomfortable at any time about something that someone says or does, please tell your teacher, office staff or Cathy.**

Poorly behaved students or parents will be asked to leave this studio immediately.

*Cathy-Lea Child Safety officers:*

Cathy [cathy-lea@cathy-lea.com](mailto:cathy-lea@cathy-lea.com) or Kathryn [office@cathy-lea.com](mailto:office@cathy-lea.com) or 9704-7324

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



#### 4. HOW WE IMPLEMENT THE CHILD SAFE STANDARDS

**Standard 1: Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued**

- 1.1 Children at Cathy-Lea Studios are encouraged to express their culture, and their cultural rights are encouraged and actively supported in interactions with teachers, other students and the wider studio community both during performing arts classes and at wider studio events.
- 1.2 An appreciation of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children and young people underpins teaching practice and studio activities. A welcome to country is presented at major studio events.
- 1.3 The Director, teachers and administrative staff of Cathy-Lea Studios do not tolerate racism. Staff and community members are urged to report any racist behaviour to the Director who will respond with appropriate consequences proportionate to the incident.
- 1.4 Cathy-Lea Studios actively supports and facilitates participation and inclusion of Aboriginal children, young people and their families.
- 1.5 The studio's policies, procedures, systems and processes together support a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families

**Standard 2: Child safety and wellbeing is embedded in organisational leadership, governance and culture**

- 2.1 Cathy-Lea Studios make a public commitment to Child Safety. This statement is published on our website and emailed to parents annually. We talk about Child Safety often and it underpins all practices and procedures in the studio and at events. The Director is actively involved in promoting Child Safe practice in dance studios in the wider dance teaching community.
- 2.2 A Child Safe culture is championed and modelled at all levels of the organisation from the top down and bottom up. Teachers model inclusive behaviour and practices and children are taught to respect one another regardless of ability, disability, gender, cultural or religious background.
- 2.3 A staff Code of Conduct in both the staff handbook and our Child Safety and Wellbeing Policy, provides guidelines for staff on expected behavioural standards and responsibilities. A Studio Code of Conduct and Zero Tolerance Policy are issued to parents on enrolment, at the commencement of each year and published on our website.
- 2.5 Risk management strategies focus on preventing, identifying and mitigating risks to children and young people. This is regularly discussed at staff meetings and documented in our Child Safety and Wellbeing Policy and communicated in a simple, child-friendly manner in our Zero Tolerance Policy and Code of Conduct for Parents and Students.
- 2.6 Staff and volunteers understand their obligations on information sharing and record keeping. This is published in the staff handbook and reviewed annually at staff meetings

**Standard 3: Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously**

- 3.1 Children and young people are informed about their rights, with regards to safety, their right to a voice, and right to access and participation. Staff speak with children about this and it is displayed on posters around the studios. Staff facilitate child-friendly ways for children and young people to express their views, participate in decision-making and raise their concerns.

- 3.2 The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated. New and vulnerable students are given 'buddies' and students are placed in classes with friends where possible.
- 3.3 Cathy-Lea Studios Child Safety and Wellbeing Policy outlines how we develop a culture that facilitates participation and is responsive to the input of children and young people. We have a "Zero Tolerance" policy displayed in all studios which informs children how to report their concerns.
- 3.4 Cathy-Lea Studios provide opportunities for children and young people to participate in dance, music and drama classes. Teachers are responsive to children's contributions to classes, thereby strengthening their confidence and engagement.

**Standard 4: Families and communities are informed and involved in promoting child safety and wellbeing**

- 4.1 Families are engaged in decisions affecting their child when appropriate. The studio asks parents to share information on students' physical, medical, learning, and emotional needs and preferences, so we can support students in our classes and at our events. We welcome ongoing communication with parents regarding their children's wellbeing.
- 4.2 Our Customer Care co-ordinator is dedicated to engaging with clients, seeking feedback, and building relationships. Office staff respond to parents enquires, questions and concerns via email, phone and on a face-to-face basis. We communicate our Child Safe approach via email and information is accessible via our website and on posters around the studios. Occasional customer surveys allow families to contribute to the development and review of the organisation's policies and practices.
- 4.3 Parents are welcome to enter Cathy-Lea Studios, interact with reception staff, and watch classes through windows, as long as they do not disrupt teaching and learning. Some classes can also be viewed on cctv.
- 4.4 Families, carers and the community are informed about the Studio's activities and operations via weekly newsletters distributed via email to the registered email address. Information around major events is posted on google drives and parents are given links to access this when it suits them. Further to this, parents can seek information from reception staff, and students are offered pre-event briefings by teachers.

**Standard 5: Equity is upheld and diverse needs respected in policy and practice**

- 5.1 Cathy-Lea staff appreciate children and young people have diverse circumstances, and we strive to respond to those who are vulnerable, and provide support in our teaching and wider studio activities.
- 5.2 Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand. Posters at the studios give clear simple directions on how to respond if students feel unhappy or unsafe at the studio. Teachers speak with students about this, so they are aware of their ability to speak up at any time.
- 5.3 Cathy-Lea Studios strive to develop safe, inclusive learning spaces, and are attentive to the needs of children and young people with disability, children and young people from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.
- 5.4 Cathy-Lea Studios pays attention to the needs of Aboriginal children and young people and provides a culturally safe environment for them by using inclusive language, and practices in our activities.

**Standard 6: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice**

- 6.1 Recruitment, including advertising, referee checks and staff screening emphasise Child Safety and Wellbeing.
- 6.2 Staff and volunteers all have current Working with Children Checks or equivalent background checks (eg VIT). These are checked for currency and validity. Staff must provide evidence of having linked their WWCC with our organisation.
- 6.3 All staff receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations. They complete an online training module, are issued with our Child Safe and Wellbeing Policy, receive a staff handbook, and attend staff meetings which include regular training in Child Safety.
- 6.4 Staff management is informed by Child Safety and Wellbeing. The Director frequently discusses student wellbeing with staff in person, at meetings and via email and works with staff to develop and implement best practice in this regard.

**Standard 7: Processes for complaints and concerns are child-focused**

- 7.1 The organisation has a simple accessible, child-focused complaints handling procedure (Zero Tolerance Policy) which outlines how to raise a concern and appropriate follow-up. The studio's Child Safety and Wellbeing Policy articulates Codes of Conduct, appropriate and inappropriate behaviours for staff, and obligations to act and report.
- 7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe. This is communicated to parents in our studio policies and procedures which are agreed upon on enrolment each year, as well as in our information pack, in newsletters, and on our website. This is also communicated in simple terms in our Zero Tolerance Policy and code of conduct posters at the studio, and verbally to students in classes.
- 7.3 Complaints regarding children's safety and wellbeing are taken seriously, responded to promptly and followed up thoroughly. Concerns of a serious nature will be referred to appropriate Child Protection agencies or law enforcement.
- 7.4 Cathy-Lea Studios has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and we co-operate with law enforcement.
- 7.5 Reporting, privacy and employment law obligations are met.

**Standard 8: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training**

- 8.1 Staff are trained and supported to effectively implement the organisation's Child Safety and Wellbeing Policy.
- 8.2 Staff receive training and information to recognise indicators of child harm including harm caused by other children and young people. Our Child Safety and Wellbeing Policy includes information on the signs of harm and how to respond to this.
- 8.3 Staff receive training and information to respond effectively to issues of Child Safety and Wellbeing and support colleagues who disclose harm. Staff are required to complete an online training unit in mandatory reporting of child abuse. This is spoken about regularly at staff meetings.
- 8.4 Staff receive training and information on how to build culturally safe environments for children and young people. This occurs through staff training at regular staff meetings, and through external PDs.

**Standard 9: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed**

- 9.1 Staff identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.
- 9.2 The online environment is used in accordance with Cathy-Lea Code of Conduct and Child Safety and Wellbeing Policy and practices. Students are not permitted to contact teachers directly via social media or messaging platforms. Band is used to share class resources. This is strictly limited to current students and monitored by class teachers and the studio Director.
- 9.3 The Director and staff identify potential risks to Child Safety at our studios and at events we attend, and they take action to minimise risks in all contexts. Our Child Safety and Wellbeing Policy describes measures we take to minimise risks. We advise parents of how we minimise risks at events through emails, newsletters, and pre-event briefings.
- 9.4 Organisations that Cathy-Lea Studios interact with (such as ATOD, SFD and Cecchetti Ballet Australia), and events we attend (such as dance competitions), and venues we use (such as the Drum Theatre, Dandenong), have policies and practices that ensure the safety of children and young people.

**Standard 10: Implementation of the Child Safe Standards is regularly reviewed and improved**

- 10.1 Cathy-Lea Studios regularly reviews, evaluates and improves its Child Safe practices and procedures.
- 10.2 Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.
- 10.3 Updates from reviews are reported to staff and families, and children and young people as appropriate.

**Standard 11: Policies and procedures document how the organisation is safe for children and young people**

- 11.1 Cathy-Lea policies and procedures address all Child Safe Standards.
- 11.2 Policies and procedures are documented in the Cathy-Lea Info Pack and the Cathy-Lea website.
- 11.3 Best practice models and stakeholder consultation informs the development of policies and procedures.
- 11.4 Cathy-Lea staff and volunteers champion and model compliance with policies and procedures.
- 11.5 Staff are regularly trained in Child Safety, so they understand and know how to implement policies and procedures

For a copy of the full *Cathy-Lea Studios Child Safety and Wellbeing Policy* contact the Studio Child Safety officers: Cathy [cathy-lea@cathy-lea.com](mailto:cathy-lea@cathy-lea.com) or Kathryn [office@cathy-lea.com](mailto:office@cathy-lea.com)



## 5. CATHY-LEA POLICIES & PROCEDURES (also included in the Cathy-Lea Info Pack)

*Parents and students should read and agree to the following policies before enrolling.  
If you have any questions about these policies, please email [office@cathy-lea.com](mailto:office@cathy-lea.com)*

### **Premise**

Cathy-Lea teaching staff are committed to delivering high-quality performing arts education and fostering creativity and confidence in every student.

Our office team manages enquiries, payments, and communication.

These guidelines ensure the smooth, safe, and professional operation of our studio and maintain a positive environment for staff, students, and families.

### **1. Enrolment**

1.1 Enrolments are accepted via the customer portal (existing students), online at [www.cathy-lea.com](http://www.cathy-lea.com) (new students), or via the google enrolment form (music students).

1.2 Class places are secured upon payment of a \$20 deposit per class OR \$100 per student.

1.3 An invoice will be emailed once enrolment is processed. Payment by the due date on your invoice confirms your enrolment.

1.4 Trial classes do not guarantee a place. Term fees must be paid to secure ongoing enrolment.

### **2. Fees**

2.1 Fees are payable as per the current fee schedule.

2.2 Invoices are emailed to the registered client email address at the Advance Payment Rate.

2.3 If fees are paid by an agency or school, forward the invoice promptly.

2.4 Late payments revert to the Standard Rate.

2.5 Fees unpaid by mid-term may result in suspension of tuition.

2.6 Accounts unpaid beyond mid-term will be referred to debt collection.

2.7 Debtors are liable for all collection costs.

2.8 Fees are non-refundable and non-transferable under any circumstances.

### **3. Attendance**

3.1 Students are expected to attend all scheduled classes. Notify absences via [office@cathy-lea.com](mailto:office@cathy-lea.com) or 9704-7324.

3.2 Missed classes *are not* refundable.

3.3 Missed classes *may be* made up within the same term in an equivalent class.

3.4 Repeated unexplained absences may result in loss of performance eligibility or loss of class placement.

3.5 Extended travel (4+ weeks) may qualify for account adjustment upon written request.

3.6 Extended illness or injury requires a medical certificate for fee adjustment.

3.7 Students must attend Cathy-Lea Studios exclusively for performing arts training, (except school programs) to avoid conflicts of interest.

### **4. Awards**

4.1 All students who complete the year, and have taken classes for at least a term, will receive a medal and certificate at Presentation Day.

4.2 Certificates reflect classes enrolled in for Term 4.

4.3 Trophies are awarded after 5, 10, and 15 years of attendance.

4.4 Students completing 15 years and aged 18 join the Star Club with lifetime free classes.

4.5 Silent scholarships may be awarded at the Director's discretion based on work ethic, family support of studio, student potential, or student achievement.

### **5. Concerts**

5.1 Two major concerts are held annually for dance and performing arts students. Participation is encouraged but optional.

5.2 Opt-out for the Mid-Year Concert must be advised in writing to [office@cathy-lea.com](mailto:office@cathy-lea.com) by end of Term 1.

5.3 Opt-out for the End-of-Year Show must be in writing to [office@cathy-lea.com](mailto:office@cathy-lea.com) by 7 August 2026.

5.4 Students must attend classes regularly in Terms 3 & 4 and attend two compulsory rehearsals to be eligible to perform in the End-of-Year Show.

5.5 Music students may participate in optional mid-year and end-of-year soirees.

## **6. Concert Bond**

6.1 An \$80 concert bond will be invoiced in Term 3. This covers the concert video and contributes to costume costs.

6.2 Payment confirms commitment to attend Full School Rehearsal and Dress Rehearsal, and maintain regular class attendance to prepare for the show.

6.3 Payment also confirms liability for costume costs.

6.4 Concert bond must be paid by 7 August 2026 for costume sourcing.

6.5 If participation is withdrawn, the bond is forfeited and additional costume costs remain payable.

## **7. Costumes**

7.1 End-of-Year costumes cost approximately \$50–\$70 each. Some costumes may be hired for a lesser cost of \$20–\$40.

7.2 One costume per class is required.

7.3 Costumes will not be ordered without concert bond payment by 7 August 2026.

7.4 Late enrolments may not be costumed due to early bulk orders.

7.5 Hired costumes must be returned immediately after the concert.

7.6 Mid-Year Concert uses class uniform.

7.7 Elite troupes have additional costume requirements.

## **8. Uniform**

8.1 Cathy-Lea uniform is compulsory for school-aged dance and performing arts classes.

8.2 Ready Set programs have specific uniforms available from the office.

8.3 No uniform is required for adult classes or private music lessons.

8.4 Uniform items are available at the office or local dance shops such as Energetiks Fountain Gate and Total Dance in Clyde.

8.5 Second-hand uniforms can be purchased via the 'Cathy-Lea Buy and Sell' Facebook page.

## **9. Privacy**

9.1 We collect personal information solely for the purpose of operating the studio and ensuring the safety and wellbeing of your child while in our care.

9.2 Emergency contact details and medical alerts are essential and must be provided.

9.3 Relevant information may be shared with your child's teacher or other staff members who require it to deliver classes and care for your child.

9.4 Contact details may be shared with the costume team for performance-related matters.

9.5 Staff will not disclose clients' personal details to third parties.

9.6 Please notify the office of any court orders or confidentiality requirements affecting your child.

9.7 Photos and videos may be used for promotional purposes with first name and initial only.

9.8 End-of-Year Show videos are distributed exclusively to current parents.

## **10. Communication**

10.1 Parents are responsible for staying informed about studio activities.

10.2 A current email address must be provided and updated as needed.

10.3 Two emergency contact numbers are required.

10.4 Weekly newsletters are emailed to parents.

10.5 All communication must go through the office: Phone: 9704-7324 Email : [office@cathy-lea.com](mailto:office@cathy-lea.com)

- 10.6 Staff will not respond to aggressive, offensive, or argumentative communication.
- 10.7 Teachers must not be approached directly. Messages can be left at the office or via email.
- 10.8 For child safety, teachers must not be contacted via social media or mobile phone.
- 10.9 Parents are encouraged to join the Cathy-Lea Parents Facebook page and Band app.

## **11. Safety**

- 11.1 Cathy-Lea Studios is committed to child safety and complies with Child Safe Standards.
- 11.2 All staff hold Working with Children Checks and are trained regularly in child safety.
- 11.3 Safe Dance practices are observed at all times.
- 11.4 Most staff are trained in first aid, CPR, asthma, and anaphylaxis management.
- 11.5 Students must inform teachers of injuries or discomfort.
- 11.6 In case of accident, staff will administer first aid and seek medical care.
- 11.7 Parents are responsible for any emergency medical costs.
- 11.8 Registration includes individual accident insurance for students.

## **12. Class Viewing**

- 12.1 Parents must not enter studios during classes.
- 12.2 School-aged students should be dropped off and collected from the foyer.
- 12.3 Parents of school-aged students should not remain on premises during classes due to limited space.
- 12.4 Parents of preschool students may stay if desired.
- 12.5 Studios have viewing windows; some have CCTV for foyer viewing.
- 12.6 Extended viewing is not permitted as it disrupts learning.
- 12.7 Filming classes is prohibited for child safety and copyright reasons.

## **13. Behaviour**

- 13.1 Cathy-Lea Studios is committed to providing a safe, respectful, and inclusive environment for all students and families.
- 13.2 Kindness, positivity, and cooperation are expected in the studios, at events, and online.
- 13.3 We value tolerance, fairness, diversity, and equal opportunity.
- 13.4 Language and behaviour must reflect these values at all times.
- 13.5 Bullying, harassment, intimidation, or inappropriate language, whether in person or online, will not be tolerated.
- 13.6 Behaviour that is rude, aggressive, or disrespectful toward staff, students, or other families will lead to permanent removal from the studio.
- 13.7 Our Zero Tolerance Policy is displayed throughout the premises and applies to all contexts and communication channels, including social media.

## **14. Complaints, Concerns and Feedback**

### *General Feedback*

- 14.1 Students – You can speak with your teacher, reception staff, or Cathy, or email [office@cathy-lea.com](mailto:office@cathy-lea.com)
- 14.2 Parents - You can offer feedback, submit complaints or ask questions either in person at the Cathy-Lea office, on the phone 9704-7324 or via email to [office@cathy-lea.com](mailto:office@cathy-lea.com)

### *Child Safety*

- 14.3 Contact the Cathy-Lea Child Safety officers: Cathy [cathy-lea@cathy-lea.com](mailto:cathy-lea@cathy-lea.com) or Kathryn [office@cathy-lea.com](mailto:office@cathy-lea.com)

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