



With the safety of our families a number one priority, MAD Performing Arts is very serious about upholding Child Protection laws and policies within the studio as well as at public performances and in the online arena (website and Social Media). As part of your registration, you will have read a media waiver box online allowing us to proudly use images and video footage of your student for advertising and promotional purposes. Should you have any concerns whatsoever with signing this declaration, please see our Principal who will happily assist you.

We have a number of CCTV cameras for security. Viewing windows/parent viewing sessions (at the end of Term), within the studio rehearsal space can be checked by parents and family members from the comfort of our waiting area/viewing room/studios. All of our teachers and staff members have undergone official checks allowing them to work with children.

The director and staff at MAD Performing Arts are educated in the negative impact of inappropriate music and costume selection when it comes to performing dance routines and are wholeheartedly committed to ensuring children in all of our dance routines are not subjected to any inappropriate songs or costuming. We recognise that songs with sexist, explicit, violent, racist, homophobic or criminal content may influence our dancers and/or audience and will strive to avoid using such music. We are committed to restricting costumes that project sexuality, contain explicit graphic or textual content. Our staff members have all been trained in first aid and have current Working with Children Checks. We train our staff and volunteers to identify, assess, and minimise risks of child abuse and to detect potential signs of child abuse.

We also support our staff and volunteers through ongoing supervision to: develop their skills to protect children from abuse; and promote the cultural safety of Aboriginal children, the cultural safety of children from linguistically and/or diverse backgrounds, and the safety of children with a disability.

We enforce a nut-free policy at the studio to ensure the safety of any students or parents with allergies to nuts or nut products and encourage gluten and dairy free foods when involved in fundraisers or studio events.

MAD Performing Arts takes no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio where possible. Please label all of your items so that if something is left behind, we can return it to you.

Students are to wait inside until they are picked up. All students under the age of 12 must be walked in and out by a Parent or Guardian as by our Council Permit regulations. If you are late to pick up your child, we will take them into the Studio to sit and wait while the next class is going if there is no one on reception. A text is always appreciated if you are going to be late or absent.

Please make sure the door is always closed behind you to ensure no strangers enter our building and no young children escape and run out the Car park/road.

## **PARKING POLICY**

For the safety of our students, staff, and visitors, we kindly ask that all those attending MAD Performing Arts adhere to the following:

Please be respectful of our neighbours and enter and exit as quickly, quietly and safely as possible. Do not park across their driveway during business hours.

Be mindful of the nature of Melbourne Acrobatic and Dance Studio and that it involves children. Please allow extra care when in the car park.

Please park in our allocated car parks at the front of building. These parks are a 2 minute Vehicle Drop Off / Pick Up Zone.

All students under the age of 12 must be escorted in and out of the building by a parent or guardian.

Please DO NOT park in car parks that are allocated to other businesses, during their opening hours or even after hours as we have residents living next door.

Car pooling with other Parents to and from the Studio is favorable.

## **BULLYING POLICY**

The following will not be tolerated in person, via email, via text messaging or via the internet; Verbal abuse or shouting, Physical Abuse, Excluding or isolating a person, Psychological harassment, humiliating a person through sarcasm, criticism or insults, Ignoring or belittling a person's contribution or opinion.

Where any persons feel that they are the victim of bullying, they should discuss the matter directly with the person/people concerned and request an end to the behaviour. Should this approach fail or be inappropriate, the victim can contact the MAD Studios office or Principal for assistance in resolving the matter.

## **INJURY / FIRST AID POLICY**

Where an injury occurs, the student will receive treatment from a qualified first aider. Physical contact may be required.

In the situation where an ambulance is required, an ambulance will be called by MAD Performing Arts. The parents will incur these costs.

Where an injury occurs, the students' parent/guardian will be contacted by staff using the contact information given on the students registration form.

It is the responsibility of the student/parents to notify MAD Studios of any previous or current injuries or illnesses.

Any injury sustained whilst training or performing in a competition or promotion will be the responsibility of the student/parent. No costs will be incurred by MAD Studios.

Injuries that occur on the premises will be recorded on the Incident report form.

## **CCTV POLICY & PROCEDURES**

MAD Performing Arts operates a CCTV system to deter anti-social and/or criminal behaviour. This system will aim to provide a secure & safe environment for the children, parents/guardians, and staff involved.

Access to the CCTV system display monitor will be limited to authorised staff only. Authorised staff include the office receptionists and the Director/Principal. Authorised staff will utilise the system for OHS (Occupational health and safety) and security reasons only. Access to recorded footage will be limited to the Director, and the password is protected. Recorded footage will be accessed by the director if a serious offence, allegation, or incident has taken place. An offence, allegation, or incident will be defined as serious if it includes ASB (Anti-social behaviour) or a crime.

Should an offence, incidence, or allegation lead to a criminal investigation or lawsuit, the recorded footage may also be accessed for this purpose. It should be noted that the current system within the premises only records video and has no capacity to record sounds. It should be noted that all cameras are visible.

It should be noted that there are signs in place to notify individuals of the presence of cameras.

It should be noted that cameras are not located in private areas, such as the toilets.

### **REFUND POLICY - MAD Performing Arts does not give refunds.**

Please notify us if you will be withdrawing from classes for the following Term by the last week of the current Term, or at least 2 weeks prior to Term commencing, as all enrolments are rolled over each Term.

In special circumstances i.e. student has sustained an injury that inhibits their participation in class for a prolonged period of time; it is at the discretion of the Principal. These requests will be handled on a case-by-case basis. No discounts will be given for holidays taken during Term.

**PHOTOGRAPHY WAIVER - I/We understand that from time to time professional photographs of performances and/or classes will be taken and used strictly for promotional purposes only. If you wish to withdraw your permission please contact the Principal directly. If you have any questions/queries regarding relevant classes, enrolment/payment: please contact the Principal directly using the details below.**

Contact Details:

Natalie Bale - Principal

Ph: 0425 032 623

e-mail:

[info@madperformingarts.com.au](mailto:info@madperformingarts.com.au)

## Parent Release Form for Photography and Videography

I, the undersigned, give permission for MAD Performing Arts to use video footage and / or photographs of my child/ward, \_\_\_\_\_. This usage may include (but is not exclusive to) displaying publicly, distributing, or publishing, photographs, and/or video of my child for use in materials that include, but may not be limited to:

- printed materials (eg - brochures and newsletters)
- online and offline advertising and promotion
- videos and digital images such for use on Social Media.

By signing this form, I acknowledge that I am giving unrestricted permission for my child's image to be used in print, video, and digital media. I agree that these images may be used by M.A.D.Studios for a variety of purposes and that these images may be used without further notification. I do understand that any identifying information including surname and location will not be used in conjunction with any video or digital images.

Parent/Guardian signature \_\_\_\_\_

Date \_\_\_\_\_

- Identifying information of any featured minors - including names, ages or location - will be removed when posting on Social Media.

## MAD Performing Arts - Studio Code of Conduct

To ensure the smooth, safe running of MAD Performing Arts and an enjoyable experience by all, below you will find our code of conduct. As always, we are open to feedback, so if any of the requirements outlined below are unclear or concerning, please give us a call to discuss further. Following a formal meeting, we do reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio's code of conduct.

Families who do not comply with their fee or costume payment obligations may be charged a late fee, and/or excluded from performances. External debt collection may occur when fees remain overdue and this will be at the expense of the client. Costume expenses are the responsibility of the parent, and costumes will not be issued to students with unpaid class fees.

No classes (including private lessons) or teachers are to be disturbed unless it is an emergency. Parents are not to approach teachers or students during class and if messages or food/drink/medication needs to be passed on to a student, it must be done through a MAD Performing Art staff member. All parents must wait in the waiting areas or outside of the studios until classes have been dismissed.

We are unable to take responsibility for our students before or after their scheduled classes and it is the responsibility of the parent to ensure their child is picked up and dropped off on time. In the case of an emergency or unavoidable delay, please contact the studio immediately to inform us of the situation so we can keep your child calm and safe until they can be collected.

Any questions or complaints must go through admin – parents and students are not permitted to contact MAD Staff or teachers via phone, in person, or via email / social networking with studio issues unless it has been broached with the principal first. Personal meetings with the studio principal can happily be arranged via reception.

In the rare case of a parent or student showing disrespect or defamation to any parent, staff member or student, a meeting will be called immediately and dismissal may be considered at the discretion of the principal. Physical, mental, emotional or cyber bullying by parents, staff or students will not be tolerated and may result in dismissal from the studio.

MAD Performing Arts takes no responsibility for any stolen or misplaced property on the studio premises and we encourage our families to avoid bringing valuable items into the studio where possible.

Only private lesson students are permitted to enter solo competitions and it must be with the permission of their teacher and choreographer.

MAD Performing Arts management reserves the right to change teachers or timetabling when necessary at any time throughout the year.

Choreography, costuming and studio policies remain the intellectual property of MAD Performing Arts and may not be reproduced or sold by any students, parents or staff without permission of the principal.

Students are required to dress neatly in our school uniform for class, with hair tied up neatly (a bun for ballet classes). Dress appropriately to and from class, ie: cover up with a tracksuit and not wear dancing shoes outside the classroom.

Students are to arrive on time, ready for class so appropriate warm up time can be given.

Students are expected to behave appropriately and show respect to their teachers and fellow students. Negative language is not permitted our school, such as “can’t or won’t. Instead we use phrases such as “I’m trying my best” or “I will get it, with practice”.

Students shall show respect for their belongs and other peoples belongings. Our school is a community. Students should endeavour to work together and help each other when it is appropriate.

Students should use 100 percent energy in class and come in with a positive attitude.

Students are to wait inside until they are picked up.

Students under the age of 12 must be walked in and out by a Parent or Guardian as per our Council permit regulations.

**SOCIAL MEDIA** - No student has permission to post video or photographs on social media that contains footage of other students, without permission given from the other parents and the Principal.

## **PRIVACY POLICY**

### **1. We respect your privacy**

**1.1. MAD Performing Arts respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.**

**1.2. "Personal information" is information we hold which is identifiable as being about you.**

### **2. Collection of personal information**

**2.1. MAD Performing Arts will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.**

**2.2. You may provide basic information such as your name, phone number, address, and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.**

**2.3. Additionally, we may also collect any other information you provide while interacting with us.**

### **3. How we collect your personal information**

**3.1. MAD Performing Arts collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.**

### **4. Use of your personal information**

**4.1. MAD may use personal information collected from you to provide you with information, updates, and our services.**

**We may also make you aware of new and additional products, services, and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.**

**4.2. MAD may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.**

### **5. Disclosure of your personal information**

**5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our product/services.**

**5.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, during a legal proceeding or in response to a law enforcement agency request.**

**5.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property, or safety of MAD Performing Arts, its customers or third parties.**

5.4. Information that we collect may from time to time be stored, processed in, or transferred between parties located in countries outside of Australia.

5.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality.

We would seek to only disclose information in good faith and where required by any of the above circumstances.

5.6. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. When we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## 6. Security of your personal information

6.1. MAD Performing Arts is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification, and disclosure.

6.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## 7. Access to your personal information

7.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant, or misleading, please email us at [admin@evolve-studio.com.au](mailto:admin@evolve-studio.com.au)

7.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

## 8. Complaints about privacy

8.1. If you have any complaints about our privacy practices, please feel free to send details of your complaints to [info@madperformingarts.com.au](mailto:info@madperformingarts.com.au) We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **9. Changes to Privacy Policy**

**9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.**

## **10. Website**

### **10.1. When you visit our website**

**When you visit our website ([www.madperformingarts.com.au](http://www.madperformingarts.com.au)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.**

### **10.2. Cookies**

**We may from time-to-time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time-to-time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.**

### **10.3. Third party sites**

**Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites.**

**Please be aware that MAD Performing Arts is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of every website that collects personal identifiable information.**