

ELEVATE

PERFORMING ARTS

PARENT & STUDENT HANDBOOK



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QUICK REFERENCE STUDIO INFORMATION

FIVE DOCK Address: 1a/142 Great North Road, Five Dock 2046

STRATHFIELD Address: Meriden Junior School Hall (access via Margaret St Gate)

BELLEVUE HILL EAST SIDE Address: 'The Field' @ Easts Rugby - 22a O'Sullivan Rd, Bellevue Hill

HILLSDALE Address: 17/57A Rhodes St, Hillsdale

Phone Number: 0410 325 348

Contacts:

- **For General Enquiries regarding our Five Dock + Strathfield Studios:**
team@elevateperformingarts.com
- **For General Enquiries regarding our East Side + Hillsdale Studio:**
enquiries@elevateperformingarts.com

Website: www.elevateperformingarts.com

1/ Introduction

It's our absolute pleasure to warmly welcome you into our family at Elevate Performing Arts. Our team is thrilled to see many familiar faces return to the studio and even more excited to see some new faces join our community. We have created this one-stop handbook to hopefully shed some light on how things will run throughout the year as well as answer a lot of queries you may have before the year begins. While we would love you to take the time to read this information carefully and keep your handbook in a safe place to refer to as you need, don't forget that our friendly staff are always here to help and will happily answer any queries you may have. Nothing is too big or too small, we promise! ☺

2 / Studio Manifesto

To start us off, it's important to us at Elevate Performing Arts that all of us share the Elevate vision, our purpose and the philosophy that encompasses everything we do both in and outside of our classes. This is a vision that is shared and demonstrated by the directors, teachers and staff members at our studio and it is the driving force behind every interaction with our students and their families.

Elevate Performing Arts is a place where kids of all ages, shapes and sizes learn to dance, sing and perform. This is a studio where creativity, individuality and self-expression is encouraged and has a community of teachers, students and families who are passionate about the performing arts. Our goal is to create a positive and happy experience for all of our students. We strive to nurture and develop talent, celebrate the achievements of all students and inspire a love and appreciation of all styles of dance and the arts. We are committed to providing a safe and positive environment in which all students can feel empowered, comfortable and free to express themselves.

No matter what your level, we take you higher....

We have created a boutique style dance educational environment, offering two or more teachers for our younger classes with over 10 students, while keeping our classes smaller than most other dance studios.

The most important gift we can give to your children, a gift that we strive to do so with each and every lesson, is to give them a moment to feel special - watched, heard and understood. We strive to be positive role models for your children, nurturing confidence and providing a safe space where they can try, fail and grow.

3/ Registration

Before lacing up those jazz shoes, it's important that all students and/or parents – whether returning or new - fill out and sign a CC authorization PDF form so we can ensure we have the most up-to-date details for you on file. **Please note that we don't charge your CC for fees each term.**

There are no annual registration fees.

4/ Communication

By now you have probably noticed that we are BIG on communication here at Elevate. It is our promise to respond to all enquiries within 24-hours and we will never leave a query unanswered. Our phone number is 0410 325 348. Our friendly team members are listed below and will answer all of your general enquiries. For important personal queries, please feel free to contact our principal.

Contacts:

- **For General Enquiries regarding our Five Dock + Strathfield Studios:**
team@elevateperformingarts.com
- **For General Enquiries regarding our East Side + Hillsdale Studios:**
enquiries@elevateperformingarts.com

For convenience, our primary means of communication is via email. You will receive newsletters which include important information via email, so please ensure you have provided the studio with an up-to-date email address that is regularly checked. We are of course happy to include multiple email addresses per family if you would like your correspondence sent to numerous recipients. Don't forget to add our email addresses to your contacts so we don't end up in the dreaded Spam folder!

It is our expectation that you read the correspondence that goes out to you please.

In the infrequent case of urgent information (for example, unexpected class cancellations or performance changes), we will send an SMS to all families. So, for this reason, please make sure the mobile phone number you have provided to the studio is correct and up-to-date.

Social Media

We like to post awesome footage and imagery of your loved ones across our social pages. Facebook + Instagram are a great way for us to keep in touch with a large number of people at once, so we encourage all families to join these pages:

Main Facebook Page: <https://www.facebook.com/ElevatePerformingArts/>

Hillsdale Facebook Page: https://www.facebook.com/elevatedancestudio/?ref=pages_you_manage

Instagram: https://www.instagram.com/elevate_performing_arts/

Content is always appropriate and relevant.

We always display important information, dates and studio details on our website, so please get online and lock in our important dairy dates (including TERM dates and Compulsory Showcase Event Dates) [HERE](#). We are always happy to chat in more detail about communications you may receive from the studio, so if you need any clarification please don't hesitate to call us on 0410 325 348 to chat with one of our helpful team members.

5/ Important Dates

We understand wholeheartedly how busy the lives and schedules of our dance families can get as the year rolls on, so we have tried to get all of our important dates organized and ready for you so you can plan other commitments. Below we have listed some of our most important "Save the Dates" with more information (including times, costumes, requirements, etc.) to be communicated via email as we get closer to the events.

Compulsory Events (3 x separate days of the year): Photo Day, Dress Rehearsal + Concert Day. Dates are listed on our website [HERE](#)

If you know ahead of time that your family will be unable to attend these compulsory events due to planned holidays or existing commitments, please let us know immediately, thank you.

6/ Code of Conduct

To ensure the smooth, safe running of Elevate 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 reserve the right to dismiss or take disciplinary action on any students or parents who breach our studio's code of conduct.

Fees are due before you are permitted in the dance studio after your free trials. Families who do not comply with their fee or costume payment obligations, will be charged using the credit card we have on file. You 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 an Elevate staff member. All parents must wait in the waiting areas 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 via text message 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 our principal. Personal meetings with the studio principal can happily be arranged via email or phone.

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.

Elevate 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.

Elevate 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 Elevate Performing Arts and may not be reproduced or sold by any students, parents or staff without permission of the principal..

7/ Age Groups / Genres of Dance

For a list of all the services we offer, [CLICK HERE](#)

In addition to this, we also offer:

- **Elite Performance Packages** for students wanting solo, duo or trio private lessons to further their education and compete at regional eisteddfods, click [HERE](#).
- **R.A.D Ballet Examinations** for students wanting to sit their exams, click [HERE](#)

8/ Safety

With the safety of our families a number one priority, Elevate 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 and signed an enrolment form allowing us to proudly use images and video footage of your child for advertising and promotional purposes. Should you have any concerns whatsoever with signing this declaration, please contact us on 0410 325 340 or info@elevateperformingarts.com to discuss.

At our Five Dock studios, we have a number of CCTV cameras, viewing windows + parent viewing rooms within the studio rehearsal space which can be checked by parents and family members from the comfort of our common areas. All of our teachers and staff members have undergone official checks allowing them to work with children.

The directors and staff at Elevate 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 so we avoid using such music. We are committed to restricting costumes that project sexuality, contain explicit graphic or textual content.

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. Our staff are required to avoid eating nut products on the days they teach at our studios.

Elevate 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.

You will find within our enrolment paperwork an accident, injury and liability disclaimer. Please read this paragraph carefully and sign it prior to the commencement of classes so you fully understand the rights and responsibilities of your family and our studio.

Our Safety Policies -

LINE OF SIGHT

All students (in primary school or younger) MUST remain in the line of sight by their teacher or assistant at all times. This means that no student is to be left in the studio space at any time on their own (even to go inside the common waiting area). Students in year 5 and above may go to the bathroom and common areas on their own, however they are not permitted to leave the venue by themselves or with anyone other than their parent/guardian, unless given special permission. These special permissions must be sent in written form via text or email and are then recorded so it is visible to all staff on our ROLL system.

WATER BOTTLES ARE A MUST!

All children must come to class with a drink bottle and bring it into the studio for class time. This means they do not go back and forth between the waiting area / outside area and studios during class instruction and are therefore accounted for the entire time they are under our care.

BATHROOM PROCEDURE

The only time a child will leave the studio during class time is to go to the bathrooms. They will need to ask permission to do this, so we are aware of exactly where they are at all times. At Meriden & East Side, when an assistant teacher is present, they will accompany each child to the bathroom door.

GOODBYE TILL NEXT TIME - PROCEDURE

NO CHILD is allowed to leave the hall / studio space without being personally handed over by the teacher to their parent / guardian. We will give a 'high five' or sticker to all students as they leave the doorway to greet their parents who are visible to us.

9/ Privacy

When you purchase or hire a product or service with Elevate Performing Arts, the information we may collect from you includes your name, address, telephone numbers, email addresses, medical information and credit card details. It may also include details of the products and services we provide to you as well as the status of your enrollment. We only collect information directly from our students or their parents/guardians primarily for the purpose of providing services and products to you and to administer and manage invoicing and debt collection.

We may occasionally use your information to promote and market to you information which we consider may be of interest to you unless you contact us and tell us not to do so.

We will never sell or pass on any of your information to third parties unless required by government authorities or in the event of debt recovery. Any information passed on will be done so with appropriate privacy and confidentiality protection.

Information is stored securely in paper or electronic form and is accessible only by authorised personnel. If you would like to know what information we hold about you or wish to update the information, or if you wish to be removed from all further direct marketing communications, please contact our office on telephone 0410 325 348.

10/ Exams

As a studio who values the growth and commitment of our dancers from all ages, it's our pleasure to offer exams to students in Primary Ballet and above grades. While exams are not compulsory, our syllabus programs are the most highly recognised worldwide. If your child is considering continuing to dance

vocationally as they grow older, we strongly recommend completing your exams annually. On a side note, our vast experience shows that formal exams present a unique opportunity for the children to display and take pride in how hard they work and are able to progress in their classes. Our exam students always find their exam experience to be uplifting, beneficial and rewarding.

As part of the exam preparation, exam dancers will need to attend one holiday intensive session each school holidays, or make this up with a private lesson. If you would like to find out more information about examinations @ Elevate, please contact us via phone or email or click [HERE](#) to see this information on our website.

11/ Timetable

Timetabling our classes is a huge task and we take all care to ensure that children are given classes at an age-appropriate time without long hours that may lead to fatigue or disrupt home / school life. Please find the below link to our timetable and please contact us if you have any questions at all.

<https://www.elevateperformingarts.com/timetable-1>

12/ Uniform

All students are required to wear an Elevate uniform to each dance class. These can be purchased:

- INNER WEST Families: at our Uniform shop located at our Five Dock Studios: 1A/142 Great North Rd.
- HILLSDALE Families: at our Uniform shop located at our Hillside Studio: 17/57A Rhodes St, Hillside.
- BELLEVUE HILL Families: Email us your desired items and we will deliver to your child during dance class.

[CLICK HERE](#) to see a list of uniform requirements for each class and please email team@elevateperformingarts.com to organise a uniform fitting.

Please ensure all parts of your child's uniform are clearly labelled - individual shoes, socks, underpants... you'll be amazed at the amount of lost property we generate!

13/ Fee Structure

At Elevate, we offer a range of fee structures to suit everybody, including Term Fees per Class, Unlimited Dance Packages, Family Packages, Private Lessons, Casual Class Rates and Costume Prices. Feel free to contact our office staff on team@elevateperformingarts.com if you have any fee-related queries.

PAYMENTS

Once you have completed your free trials and wish to officially enrol with us, you are required to pay your fees for that term, before you come back to dance with us. No student will be allowed inside to dance with us until their fees for that term are paid. We accept:

- CREDIT CARD PAYMENTS

We take these over the phone - 0410 325 348 (these incur a 2.2% bank charge).

- ELECTRONIC FUNDS TRANSFER

Elevate Performing Arts Pty Ltd

ANZ

BSB: 012401

ACC: 192354742

(please reference your child's name and term)

Please note:

Our invoices roll over from term to term and we assume you will be dancing with us for the year. You do not have to re-enrol each term. If you decide to withdraw from classes mid-term for any reason, you will still be charged for the entire invoiced period.

Refunds will not be issued for missed classes due to cancellation or public holidays. In these instances, we encourage you to choose a 'make up' class from any age appropriate alternative class on our timetable.

14/ Attendance / Compulsory Events

Your child's attendance in class is very important to their peers and our teaching staff. As a member of the team, it is a commitment for you to ensure your child attends their classes on time each week and attends all lessons planned for them. Not only do absences impact the concert routines we create, it also impacts the social and confidence-building principals we work hard to foster in each age group.

If you know ahead of time that your child will be absent due to holidays/vacations, commitments or school trips, please let us know ahead of time so the class impact is minimal. If your child is too unwell to attend class, we ask that you inform our admin team as soon as you can so they can let the teachers know and preparations can be made to catch up on any missed work.

15/ Social Media

Elevate Performing Arts Social Media Policy refers to all social networking sites, video/photo sharing sites, blogs, micro-blogs, wikis, podcasts, forums, instant messaging and geo-spatial tagging (for example, Facebook check-ins). Please see below for our regulations regarding Social Media and feel free to contact our office staff if you have any questions.

- Please remember that your anonymity on Social Media is never guaranteed and to exercise particular caution when posts, images or videos identify children in your care.

- Remain mindful that your behaviour on Social Media remains in keeping with Elevate Performing Arts code of conduct as outlined in chapter 6 of this handbook.

- Any comments or posts perceived to be obscene, defamatory, threatening, harassing, discriminatory or hateful towards Elevate staff, students or families may subject the owner to disciplinary or legal action.

- Should you wish to engage on Social Media while identifying as a studio volunteer or employee, you may only do so with integrity, respect, and adhere to privacy and confidentiality policy.

- Any content revealing or referring to sensitive studio information is not allowed to be shared online.

- Intellectual property laws (for example, costume design and choreography) must be observed by all studio patrons when posting online.
- While affiliated with our studio, (for example, images of your child in Elevate's uniform) we will not tolerate any posts that are racially, sexually, physically or religiously offensive.
- All matters pertaining directly to the studio - whether it be fees, scheduling, placements or performance opportunities - may not be communicated via Social Media. We have an open door policy and encourage all communication, complaints and feedback to be communicated to the principal directly.
- We discourage parents / students and teachers from becoming 'friends' or 'followers' on Social Media, unless there is an existing relationship. We consider all studio members to be family and as such feel the obligation to respect and monitor personal boundaries.
- Families found to be engaging in 'hidden' or 'private' groups formed for the specific purpose of discussing studio matters will be encouraged to join our closed Facebook group for public discussion and warned against discussing Studio matters in their private online groups.
- Photos or Videos taken from performances or rehearsals may NOT be posted online, unless by an Elevate Staff Member.
- You may not post photographs / videos that feature Elevate dancers other than your own online without the proven consent of their parent/guardian.
- Identifying information of any featured minors - including names + ages - must be removed when posting on Social Media.

11/ Discipline Policies

At Elevate, we want to ensure that all our students are able to learn the magic of dance in a fun-filled and positive nurturing environment. Sometimes, very rarely, some young students may find it hard to channel their energies in a constructive way during class time. The signs of this are often:

- * Constantly talking to others in class
- * Not following teacher's instruction
- * Not engaging in class activities

This general disruption of class makes it difficult for others to learn and hard on our teacher who is consistently having to encourage the student to join in class activities. If this occurs often enough (i.e - every week), it can result in a negative class dynamic for all involved.

To help our young students understand the boundaries of class interaction and be the best they can be in class, we have developed a 3 x rule discipline policy. While this may sound very regimented and strict, I can assure you that these will be implemented with love, care and understanding from our nurturing teachers. The aim here is to make our students more mindful of their actions because their actions affect others. This is a very important lesson that they can carry with them in all areas of life.

1. NO TALKING

No talking in class unless doing an exercise that needs you to communicate with your partner or group. From the time your warm up commences to the time your class concludes, you shouldn't chit chat in class when the teacher is talking or leading an exercise. Just like at school, you should put up your hand to answer questions and only talk when the teacher has said so.

2. NO SITTING DOWN

No sitting down in class at any time unless asked to by your teacher. If you are injured or hurting, we will notify your parents to come and collect you.

3. NO NEGATIVE ENERGY!

No uttering the words - "I'm Tired" in the dance space. This is a space that promotes positivity and saying those words does no good for anyone. Instead, you should arrive bringing with you a positive energy, knowing how blessed you are to be able to be a part of something so awesome!

If any of the above rules are not followed, the student will be given 1 x warning on the spot - after all, we all understand that "everyone makes mistakes". If the bad behaviour continues, they will be asked to leave the space and return to their parents in the waiting room. If a parent is not waiting, they will be notified and asked to collect their child from class.

The above procedures are obviously only for students who are old enough to understand the rules.

Every student at Elevate will have these rules and procedures explained to them by their teacher at the start of the year or when necessary. If (on the very off-chance) we need to dismiss a student, the principal will be notified and will make the call to parents if the parents are not in the studio space. Please also know that this will no doubt be a one time occurrence - the reality of a future with "no dancing" for some of our beautiful big personalities will be enough to help them interact in a more positive way during class time.

17/ ACTIVE Kids + CREATIVE Kids Government Rebates

To use a voucher, please fill in your voucher details [HERE](#) so we can process and apply directly to your term invoice.

Elevate Performing Arts is proud to be a registered ACTIVE KIDS + CREATIVE KIDS PROVIDER.

This means that all school aged children enrolled with us are eligible to claim up to \$300 per year rebate as part of the Active Kids + Creative Kids program.

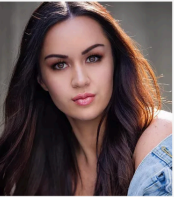
Click [HERE](#) to find out how to get your vouchers!

Please note: All term fees are required to be paid before your child's first class with us, so please have your voucher information ready to redeem upon paying your fees.

18/ Our Teachers + Faculty

Our enthusiastic, passionate and dedicated teachers are thrilled to be a part of your family's dance journey this year! We are truly looking forward to growing together to mould this generation of skilled, confident and unique young humans.

To find out more about our faculty's education and career highlights - [CLICK HERE!](#)

				
GABRIELLE ABELA CREATIVE DIRECTOR - EPA	INA BORCH DIRECTOR - HILLSDALE STUDIO	HANA TRUBAN PRINCIPAL EDUCATOR	JEREMY SANTOS PRINCIPAL EDUCATOR	SARA HARUTA PRINCIPAL EDUCATOR
				
				
TEAGAN CIRILLO PRINCIPAL EDUCATOR	TAYLOR TROETH PRINCIPAL EDUCATOR	ALLYRA MARTINEZ PRINCIPAL EDUCATOR	MOLLY METCALFE PRINCIPAL EDUCATOR	OLIVIA REILLY PRINCIPAL EDUCATOR
				



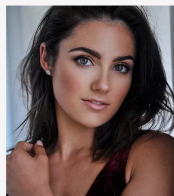
CORINNE URQUHART
PRINCIPAL EDUCATOR



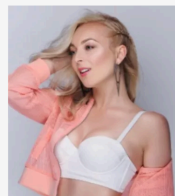
ANNELIESE KIRK
PRINCIPAL EDUCATOR



BIANCAROSE SCALONE
PRINCIPAL EDUCATOR



BREE STEPHENS
PRINCIPAL EDUCATOR



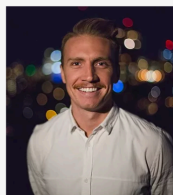
SHERRI BURROWS
PRINCIPAL EDUCATOR



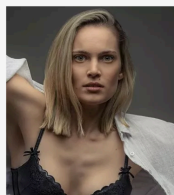
ELYSSA SAVILLE
PRINCIPAL EDUCATOR



ALICE MORLING
PRINCIPAL EDUCATOR



NATHAN ZAMMIT
PRINCIPAL EDUCATOR



OLIVIA KINGSTON
PRINCIPAL EDUCATOR



ASHLEIGH OVENS
PRINCIPAL EDUCATOR



LAUREN DREIS
PRINCIPAL EDUCATOR



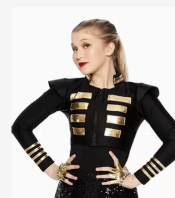
AMY CHAMBERLAIN
PRINCIPAL EDUCATOR



LUKE JARVIS
PRINCIPAL EDUCATOR



ISABELLA BRITTEN
ASSISTANT EDUCATOR



ALANNAH BAILEY
ASSISTANT EDUCATOR



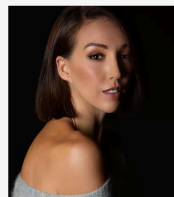
CAITLIN GABRIEL
PRINCIPAL EDUCATOR



KATIE PLAYER-FANNING
HEAD OF BALLET (HILLSDALE)



LAURINDA PRIDDLE
PRINCIPAL EDUCATOR



ELISE KIELY
PRINCIPAL EDUCATOR



KELLY METCALFE
PRINCIPAL EDUCATOR

