

Safe. Inclusive. Joyful. Always.

The complete set of policies and procedures that guide every Little Shakers class — provided to your centre as part of onboarding. Aligned with the National Quality Framework, the Education and Care Services National Regulations, and the Australian Government's National Principles for Child Safe Organisations.

INCLUDES

10 Policies

Plus sign-off & index

ALIGNED WITH

NQF · NPCSO

Reg 84, 85, 86, 168

REVIEWED

Annually

By Founder / CSO

VERSION

v1.0 · 2025

NEXT REVIEW

Jan 2027

CONTENTS

Ten policies that keep every child safe, every educator aligned, and every centre confident.

This pack is provided to your centre director, retained for your records, and reviewed annually. Each policy below is owned and signed off by the Founder, who acts as Little Shakers' Child Safety Officer.

- | | |
|---|--|
| 01 Child Safety Policy
ALIGNED WITH THE 10 NATIONAL PRINCIPLES | 02 Code of Conduct
EXPECTED BEHAVIOUR WITH CHILDREN |
| 03 Reportable Conduct & Mandatory Reporting
IDENTIFYING & ESCALATING CONCERNS | 04 Privacy, Photo & Media Consent
HOW WE HANDLE CHILDREN'S IMAGES & INFO |
| 05 Health, Hygiene & Infection Control
ILLNESS, ALLERGIES, HAND HYGIENE | 06 Class Operations & Supervision
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HOW TO USE THIS PACK

Keep one copy in your educator policy folder, one with your centre director, and one accessible to families on request. Little Shakers maintains the master version and will provide updates each January, or sooner if regulatory changes require it.

FRAMEWORKS REFERENCED

NQF — Education and Care Services National Law & Regulations · **NQS** — Quality Areas 2, 5 & 6 · **NPCSO** — National Principles for Child Safe Organisations (Australian Government, 2019) · **EYLF V2.0** — Belonging, Being & Becoming.

Statement of commitment. Little Shakers is committed to the safety, participation, empowerment and wellbeing of every child in our care. We have **zero tolerance for child abuse, harm or neglect** in any form. Children have the right to feel safe, to be listened to, and to participate in decisions that affect them. We take all allegations seriously and report to the appropriate authorities as required under Australian law.

THE 10 NATIONAL PRINCIPLES IN PRACTICE

- 01 Leadership, governance & culture**
 Child safety is embedded in our leadership, with the Founder acting as Child Safety Officer and accountable for this policy.
- 02 Children participate in decisions**
 "You can always say no thank you" is cued aloud at every class; child-led choice is built into every activity.
- 03 Families & communities are informed**
 Parent welcome pack, weekly EYLF recap, and open-door access to the educator for any questions or concerns.
- 04 Equity & diverse needs respected**
 Inclusive choreography, First Nations content (Week 6), and sensory-aware modifications available on request.
- 05 Suitable & supported people**
 Current WWCC, Child Safety course completed, reference-checked, supported with annual refresher training.
- 06 Child-focused complaints process**
 Two adults present at all classes; concerns may be raised verbally, via host educator, or to hello@littleshakers.com.au.
- 07 Ongoing education & training**
 Accredited Child Safety course completed; First Aid & CPR current; annual mandatory-reporting refresher.
- 08 Safe physical & online environments**
 Classes never run with the educator alone; written photo-consent only; social posts approved by the centre.
- 09 Reviewed & improved**
 Annual self-audit against all 10 principles; feedback loops with host directors; version-controlled policy.
- 10 Documented policies & procedures**
 This pack — provided to every host centre on engagement and reviewed annually.

Every Little Shakers educator agrees to uphold the following standards of behaviour at every class, in every centre, every week. This code is signed annually and applies during set-up, class delivery, pack-down and any communication with families or the host centre.

I WILL

- Treat every child with **warmth, respect and dignity** — regardless of culture, ability, background or behaviour on the day.
- Use **positive, child-friendly language** — invite, encourage, model. Never shame, single out, or use sarcasm with children.
- Maintain **visible, professional supervision** at all times — within sight and within sound of the host educator.
- Use **consent-based touch only** — e.g. high-fives, hand-holding in a circle, demonstration of a step with the child's permission. Always with the host educator present.
- Listen when a child says no, "stop," or shows they need a break. Respect **opt-out** as a healthy, valid choice.
- Report any concern about a child's safety or wellbeing **without delay** per Policy 03.
- Keep my Working with Children Check, First Aid, CPR and Child Safety training **current** and provide copies on request.
- Arrive on time, prepared, presented professionally, and ready to deliver a high-quality class.

I WILL NOT

- Be alone in a one-on-one situation with a child — toileting, change rooms or otherwise. **The host educator manages all care routines.**
- Photograph, film or post any child without the host centre's written permission and the family's signed media consent.
- Exchange personal contact details, gifts or social media follows with any child or family outside the centre's approved channels.
- Transport a child in any vehicle under any circumstances.
- Use physical discipline, restraint, or any form of verbal/emotional pressure as a behaviour-management tool.
- Discuss confidential child or family information outside of those who need to know.

BREACH OF CODE

A breach of this Code of Conduct triggers an immediate review by the Founder/CSO. Serious breaches result in stand-down pending investigation and, where required by law, notification to the Working with Children regulator and/or police.

POLICY 03 · REPORTABLE CONDUCT & MANDATORY REPORTING

ALIGNED · CHILD PROTECTION ACTS

Little Shakers follow a child safe approach. We have a legal obligation to report any reasonable suspicion that a child is being, or is at risk of being, harmed. This policy sets out what to look for, who to tell, and how quickly.

WHAT IS REPORTABLE

- **Physical abuse** — non-accidental injury, bruising in unusual locations, age-inconsistent explanations.
- **Sexual abuse or grooming** — sexualised behaviour or knowledge beyond developmental stage; disclosures.
- **Emotional / psychological harm** — persistent fear, withdrawal, regression, age-inappropriate anxiety.
- **Neglect** — unmet basic needs (food, hygiene, supervision, medical care).
- **Family or domestic violence** — exposure to violence in the home environment.
- **Child-on-child harm** — behaviour by another child that causes or risks harm.
- **Allegations against a worker** — including any Little Shakers educator, host educator, contractor or volunteer.

REPORTING STEPS — WITHIN THE SAME DAY

● STEP 1 · NOTE

Write down what you saw or heard, in the child's own words where possible. Date, time, location. Don't interview the child.

● STEP 2 · TELL

Inform the host centre director immediately, and the Little Shakers Founder/CSO by phone or email the same day.

● STEP 3 · REPORT

The CSO contacts the state child protection authority and/or police as required. Police first if a child is in immediate danger.

EMERGENCY · 000

If a child is in **immediate danger** — call **000** first, then the host centre director and the Little Shakers Founder/CSO. Do not delay a call to 000 to consult internally.

KEY CONTACTS

CONTACT	NUMBER / DETAIL	WHEN
Police — Emergency	000	Immediate danger
Police — Non-urgent	131 444	Reporting after the event
State Child Protection	via host centre / QLD: 1800 177 135	Suspected abuse or neglect
Kids Helpline	1800 55 1800	Support for child or worker
1800RESPECT	1800 737 732	Family or domestic violence
Little Shakers CSO	hello@littleshakers.com.au	Internal escalation, same day

Confidentiality: reports are handled on a need-to-know basis. The reporting educator's identity is protected by law. **No retaliation** for reporting in good faith — ever.

Little Shakers collects, stores and uses personal information about children, families and centre staff only for the purpose of safely delivering our program. We comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

WHAT WE COLLECT & WHY

INFORMATION	WHY WE COLLECT IT	HOW LONG WE KEEP IT
Child first name + age	To deliver age-appropriate, personalised class experiences	Duration of enrolment + 12 months
Medical / allergy alerts	To keep the child safe during class	Duration of enrolment + 12 months
Parent contact (if direct-enrolled)	Class updates, term enrolment, billing	Until withdrawn or 24 months inactive
Photos / video of child	Only with signed media consent — for parent updates & marketing	3 years from capture, or until withdrawn
Centre operational data	Class scheduling, invoicing, compliance	7 years (tax & legal retention)

PHOTO & MEDIA — THE RULES

- **No photo or video without two consents** — the host centre's written permission *and* the family's signed media consent on file.
- Children are **never identified by full name** in any public-facing post.
- Photos must show the child **safely engaged in the activity** — fully clothed, in a respectful pose. No close-ups of faces without explicit consent for that specific image.
- Media consent can be **withdrawn at any time** in writing. We remove the relevant content within 7 days of notification.
- Personal phones are **never used** for capturing media; only the approved Little Shakers device, with images deleted after upload to secure storage.

STORAGE & ACCESS

All personal information is stored on password-protected, Australian-hosted cloud systems with two-factor authentication. Access is limited to the Founder and the educator delivering the class. Records are **not sold or shared** with third parties.

Your rights: you may request access to, correction of, or deletion of your child's information at any time by emailing hello@littleshakers.com.au. We respond within 14 days.

Little Shakers follows the NHMRC *Staying Healthy: Preventing infectious diseases in early childhood education and care services* (5th ed.) and works within each host centre's existing infection-control protocols.

BEFORE EVERY CLASS

- Educator **hand wash with soap** on arrival, after any toileting break, and before pack-down.
- All **props sanitised** with centre-approved wipes between classes when shared across rooms.
- **Surface check** of the class space — slip hazards, sharp objects, exit access clear.
- Educator checks own health: **no class delivery if symptomatic** with fever, vomiting, diarrhoea or any infectious illness within the last 24 hours.

ALLERGIES & MEDICAL ALERTS

- Little Shakers receives a **medical alert summary** from the centre before each first class (children with anaphylaxis, asthma, epilepsy, diabetes, severe allergies).
- The host centre **retains primary responsibility** for administering all medication (EpiPen, asthma reliever, etc.) — Little Shakers supports as a trained first-aider.
- Educator is trained in **asthma and anaphylaxis first aid** as part of HLTAID012.

WHEN ILLNESS AFFECTS CLASS DELIVERY

EDUCATOR UNWELL Class is rescheduled or a credit/make-up is issued — one (1) make-up per 10-week cycle per centre. The Founder notifies the director by 7am where possible.

OUTBREAK IN THE CENTRE Little Shakers follows the centre's lead. If the centre closes a room or pauses incursions, a make-up class is offered within the same 10-week cycle where possible, or credited to the next cycle if not.

Every Little Shakers class runs to the same operational standard, regardless of centre. This policy sets out supervision, ratios, props and the structure of a safe, joyful class.

TWO-ADULT RULE

A Little Shakers educator **never operates alone** with a group of children. A host centre educator is present in the room at all times, retains duty of care, and manages toileting, distressed children, and any care routines.

GROUP SIZE & RATIOS

GROUP	MAX GROUP SIZE	ADULT SUPPORT REQUIRED
2.5–3 yrs (toddlers)	12 children	1 Little Shakers educator + 1 host educator minimum
3–4 yrs (kindy)	15 children	1 Little Shakers educator + 1 host educator minimum
4–5 yrs (pre-prep)	18 children	1 Little Shakers educator + 1 host educator minimum

CLASS STRUCTURE (30 MINUTES)

- **Welcome circle** · 3 min — name song, calm hellos, set the tone.
- **Warm-up** · 4 min — gentle movement, breath, body wake-up.
- **Skill exercises** · 12 min — 4–5 jazz, ballet or creative-movement exercises.
- **Prop-based exploration** · 6 min — scarves, ribbons or parachute (age-appropriate).
- **Free dance & cool-down** · 4 min — expression and regulation.
- **Closing circle** · 1 min — calm, breath, applause for every child.

PROPS & EQUIPMENT SAFETY

- All props are age-appropriate, choking-hazard checked, and free of small detachable parts.
- Parachute and ribbons used with active supervision; never around necks or wrists.
- Educator carries the props in/out — children do not transport equipment.
- Music is played at a moderate volume (60–70 dB) and reviewed each 10-week cycle for age-appropriate lyrics.

Risk is managed proactively (before class) and reactively (when something happens). Every incident, however minor, is documented and reviewed.

PRE-CLASS RISK ASSESSMENT

- **Space** — clear of trip hazards, sharp corners padded or avoided, exits unblocked, flooring suitable for movement.
- **People** — medical alerts reviewed, headcount confirmed, host educator confirmed present.
- **Props** — visually inspected before use; damaged items removed and replaced.
- **Weather** — if outdoors, sun, heat, rain and surface check; relocate indoors if outside safe range.

IF AN INCIDENT OCCURS

● 1 · STOP & STABILISE

Pause the class. Attend to the child. Host educator takes primary care role; Little Shakers supports as trained first-aider.

● 2 · NOTIFY

Centre director informed immediately. Parent contacted by the centre per their policy. Little Shakers CSO notified same day.

● 3 · DOCUMENT

Incident report completed within 24 hours — time, child, what happened, who was present, action taken, follow-up.

NOTIFIABLE INCIDENTS (REG 175 / 176)

Where a serious incident occurs at a Little Shakers class — serious injury, illness, trauma, missing child, or any incident requiring emergency services — the host centre is responsible for the **Regulatory Authority notification** within the required timeframes (24 hours for serious incidents, 7 days for complaints). Little Shakers provides all supporting documentation within the same day.

REVIEW & LEARNING

All incidents are reviewed monthly by the Founder. Recurring themes drive updates to this pack, the class plan, or educator training — within the same 10-week cycle.

t. That's how we stop the next one becoming an incident.

REVIEW & LEARNING

All incidents and near-misses are reviewed monthly by the Founder. Recurring themes drive updates to this pack, the class plan, or educator training — within the same 10-week cycle.

Every child belongs in a Little Shakers class. We are committed to delivering a program that is culturally safe, ability-aware, and free from discrimination of any kind.

WHAT THIS LOOKS LIKE IN CLASS

- **Choreography is offered, not imposed.** Every step has a "you-pick-your-way" variation; children may sit, watch, or join in their own time.
- **Aboriginal & Torres Strait Islander content** is built into Week 5 of every 10-week cycle, developed respectfully and refreshed annually.
- **Sensory-aware modifications** available on request — lower music volume, dimmer lighting, smaller group, predictable cues.
- **Ability-aware** — children using mobility aids, with motor differences, or with developmental variations are welcomed and adapted for.
- **Gender, family structure, cultural background** — represented in language, choreography choices and prop colour palette.
- **Language access** — short, simple cues with visual demonstrations support children with English as an additional language.

ZERO TOLERANCE FOR DISCRIMINATION

Little Shakers does not tolerate discrimination, harassment or vilification of any child, family, educator or centre staff member on the basis of race, ethnicity, culture, religion, language, sex, gender identity, sexuality, ability, family structure or socioeconomic background. This applies to all our interactions — in class, online and in communication with families.

We welcome feedback — complaints help us get better. This procedure applies equally to centres, families and educators. **No-one is disadvantaged for raising a concern in good faith.**

HOW TO RAISE A COMPLAINT

● OPTION 1 · IN PERSON

Speak with the Little Shakers educator before or after class, or with your centre director.

● OPTION 2 · IN WRITING

Email hello@littleshakers.com.au — include date, child, and detail of the concern.

● OPTION 3 · ANONYMOUS

Anonymous concerns received via the centre director or written note are still acted on.

OUR COMMITMENT TO YOU

WHAT WE'LL DO	BY WHEN
Acknowledge receipt of your complaint in writing	Within 24 hours
Provide a first response and outline next steps	Within 5 business days
Investigate, including speaking to all relevant parties	Within 10 business days
Provide a written outcome and any actions taken	Within 15 business days
Review systemic learnings & update this pack if needed	At the next monthly review

IF YOU'RE NOT SATISFIED WITH OUR RESPONSE

- Request escalation to the **Founder/CSO** for direct review.
- Contact your **centre director** — they may raise the matter formally with us.
- Contact the **state Regulatory Authority** (in Qld: Department of Education — Early Childhood Regulatory Unit, 13 QGOV).
- For child safety concerns, contact the **Office of the eSafety Commissioner** or relevant child protection body — see Policy 03.

PROTECTION

No family, child, educator or centre staff member will be treated less favourably for raising a concern. Retaliation in any form is a breach of our Code of Conduct (Policy 02) and is treated as a serious matter.

POLICY 10 · INSURANCE & COMPLIANCE SUMMARY

VERIFIABLE ON REQUEST

Every Little Shakers class is delivered by an insured, screened and trained educator. The summary below is current at the date of issue and the underlying certificates are provided on engagement.

ITEM	DETAIL	STATUS
Public Liability Insurance	\$20M cover · Australia-wide	Current · Certificate of Currency on file
Professional Indemnity	\$5M cover	Current
Working with Children Check	State-issued · Founder	Current · verified by host centre
First Aid & CPR	HLTAID012 + annual CPR refresh	Current
Child Safety Course	Accredited training completed	Completed · refreshed annually
Anaphylaxis & Asthma	Included in HLTAID012	Current
Diploma in Dance	Professional dance qualification	Verified
ABN / Business Registration	Active ABN	Current

POLICY REVIEW & VERSION CONTROL

This pack is reviewed **annually each January**, or sooner if regulatory or operational changes require it. Every host centre receives the updated version within 14 days of release. The current version is **v1.0 · 2025**. Next scheduled review: **January 2027**.

CENTRE ACKNOWLEDGEMENT & SIGN-OFF

RETAIN FOR YOUR RECORDS

By signing below, the centre confirms it has received, reviewed and retained a copy of this Policy Pack as part of Little Shakers onboarding.

FOR THE CENTRE

Centre Director

NAME

POSITION

SIGNATURE

DATE

FOR LITTLE SHAKERS

Alana · Founder

NAME

POSITION

SIGNATURE

DATE