



**RADIANCE ACADEMY
TOOWOOMBA**
Where dancers shine!

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Staff Policy and Procedures Document 21 — Rostered shifts and administration

Our reception offers face to face service to clients. We want every interaction to be a warm hug rather than just a pass of information. It is our endeavor that all reception moments will be positive, inviting and professional from Radiance staff to our clients, dancers, and families.

Our facility is great but not perfect. We are not able to offer a staff room due to our space limitations. Our team is growing and becoming more friendly and inclusive which is amazing. However, at this point we are land locked without opportunity for physical premises growth. (Our negotiations to this end appeared to have stalled out at present.)

As staff of Radiance Academy Toowoomba if you are in the waiting room you may be considered “on duty” by our clients. As annoying and inconvenient as this is, we don’t expect our clients to understand our complicated rostering and staff class timetable.

All staff are entitled to a 10 minute paid meal break every four hours. If you are taking your meal break, please take a walk, sit in a café, rest on the front bench, hide in the studio and enjoy some time un-interrupted. If you are in the waiting room (even sitting at the table or bench) the clients may rightfully assume that you are working and may ask questions and expect service. If you are in the waiting room/office please present as “on duty”. Ready to serve, not eating, not on your own phone etc. I am sorry we don’t have the space to facilitate a staff room, as this would be the best option for everyone.

If you are a student during the day/night and not a staff member, our clients may be completely unaware of this arrangement. Therefore, to combat this issue, we ask that as a student you are actively engaged in classes and not accessible to clients to cause confusion and mis-understanding.

Therefore the following are the best practice arrangements for our staff whilst we don’t have facility to provide a staff room.

- In the waiting room and office be present, on-duty and ready to serve our clients.
- On breaks strategically position yourself away from clients and able to switch-off, eat, make phone calls and enjoy your peace and quiet.
- Actively engaged in classes as a teacher or student.

I understand that the lack of privacy and staff room is not ideal. I apologies if this causes any inconvenience and I appreciate your understanding and co-operation as you we grow into our size.