



## Venue Arrivals and Dismissals Procedure

At the Australian Girls Choir we take our duty of care for all choristers extremely seriously. This procedure covers one important aspect of the ASPA Duty of Care Policy – the arrival and dismissal of choristers at weekly venues. In addition to caring for the girls during sessions, it is our intention to take all reasonable steps to care for them as they arrive to and depart from AGC rehearsals and events. It is the responsibility of the Venue Manager to ensure this is occurring at their venue each week.

### Chorister Arrivals

It is the parent/guardian's responsibility to:

- Park their car and walk their daughter/s directly to the Venue Manager desk or classroom – this includes walking choristers from the venue carpark whether or not it is situated within the venue grounds.
- Remain with their daughter/s until 5 minutes prior to the class when the venue has been set up, and the Venue Manager can begin supervising choristers.
- Depart from the venue, once your daughter has been dropped off to her classroom. It is a condition of hire with our venues that parents will leave the site and return for collection.

It is the Venue Manager's responsibility to:

- Ensure there is adequate signage at the venue each week for parents to locate classrooms.
- Ensure no chorister is arriving to class on their own.
  - If this is occurring, the Venue Manager should speak with the parent and remind them of our procedure that same day. If this is not possible, or the problem continues to occur, the Venue Manager will inform the office via their report and their Venue & Events Coordinator will contact the parent directly.
- Ensure choristers are supervised at all times
- Ensure that parents/guardians have departed from the venue after drop off
- Note that choristers in Performing Choir, Camerata and Concert Level (aged 13+) are eligible to arrive to and depart from all AGC classes and events independently after returning a signed ASPA parental permission slip.
  - Please be advised that, in accordance with relevant state legislation, choristers aged 13 and 14 years may arrive and depart independently between the hours of 6am – 7pm only. They must be collected by a parent or guardian if the published finish time is after 7pm.
  - The senior manager will refer to a list of choristers who have permission to arrive and depart independently – this list is updated by the office as required.
  - Parents/guardians of choristers in these levels can call their office for more information.

It is the Tutor's responsibility to:

- Be in their classroom and ready to supervise the choristers 5 minutes prior to the start of class.

### Chorister Dismissals

It is the parent/guardian's responsibility to:

- Collect their daughter on time from the Venue Manager desk or classroom.

It is the Venue Manager's responsibility to:

- Invite all parents/guardians into class for the last 5 minutes to see the last activity, hear messages and receive any notices.
- Ensure all choristers leave the classroom with a parent/guardian. Under no circumstances\*\* should a chorister leave the venue without a parent/guardian – this includes going into the venue carpark.  
\*\* Unless the aforementioned parental permission slip has been signed and the age-specific (13 and 14 year olds may only depart independently until 7pm) time considerations have been correctly applied.
- Supervise all choristers until their parent/guardian arrives, including if they are late.

- Be aware of any court orders at their venue and ensure that those choristers only go home with their designated parent/guardian.
- At single manager venues, when a parent/guardian is running late at the end of class, the Venue Manager should not wait alone with the chorister and should ask a Tutor to wait with them. The later departure time is then to be recorded on the Venue Manager report and staff members will be paid for extra time.
- If the parent/guardian has not arrived to collect their daughter after 10 minutes, the Venue Manager should call the parent/guardian. Should the Venue Manager be unable to make any contact with the parent/guardian after a further 15 minutes, they will contact their Venue & Events Coordinator, or CEO, for advice, referring to the number/s listed in the ASPA incident action plan.
  - Staff members may not drive or walk choristers home without consultation with a member of the Senior Management Team.
- Advise parents/guardians that we do not give out venue staff phone numbers; however we have their contact details on file at the venue and will contact them if necessary.
- Advise parents/guardians it is best to contact their office should they have any questions regarding this procedure.

It is the Tutor's responsibility to:

- Say goodbye to all choristers from their classroom door to assist Venue Managers in ensuring all choristers depart with a parent/guardian.
- At single manager venues, wait with the Venue Manager if a parent/guardian is late collecting their daughter/s. Tutors will be paid for this extra time.
- Note that staff members may not drive or walk choristers home without consultation with a member of the Senior Management Team.