



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 rehearsal venues. In addition to caring for the choristers 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, it is the Head Manager's responsibility on event days.

Chorister Arrivals

It is the parent/guardian's responsibility to:

- Park their car and accompany the chorister to the Venue Manager desk or classroom.
- Remain at the venue until the scheduled start time at which point, the Venue Manager and Tutor can begin supervising choristers.
- Depart from the venue once the class has begun and return 5 minutes prior to the end to help us ensure choristers depart safely from the venue.

It is the responsibility of AGC staff 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 or guardian that day and remind them of our procedure. 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 primary contact directly.
- Ensure choristers are supervised at all times
- Ensure that parents/guardians have departed the building 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 their primary contact has signed the AGC Permission to Arrive and Leave Independently form.
 - Please be advised that ASPA has adopted guidelines based on those outlined in Victorian Child Employment Legislation. In accordance with these guidelines 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.
 - ASPA Managers have access to a list of choristers who have permission to arrive and depart independently.
 - Parents/guardians of choristers in these levels can call Head Office for more information.

Chorister Dismissals

It is the parent/guardian's responsibility to:

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

It is the responsibility of AGC staff 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 form has been signed and the age-specific time considerations have been correctly applied (13 and 14 year olds may only depart independently until 7pm).*
- 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 the designated people.

- If a parent/guardian has not arrived to collect a chorister after 5 minutes, the Venue Manager should call the contact on file. Should the Venue Manager be unable to make any contact after a further 15 minutes, they will follow the ASPA incident action plan and contact the Executive Director – AGC, Executive Director – Corporate Service, or in their absence, the CEO.
- Staff members may not drive or walk choristers home without consultation with the Executive Director – AGC, Executive Director – Corporate Service, or in their absence, the CEO.
- 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.