



**CHILD
COLLECTION
PROCEDURE**

STAGE DOOR Child Collection Procedure

THE PROCEDURE

At STAGE DOOR Performing Arts Academy Ltd we take the protection, safety and emotional and physical wellbeing of all of our students very seriously. We will do everything we can to help ensure their safety and wellbeing in our care. This document outlines our Child Collection Procedure which has been developed in order to ensure that students are only collected by their parent/guardian or by a pre-approved person.

Our Child Collection Procedure is monitored and managed by a STAGE DOOR Crew Member and involves parents, guardians or caregivers coming in to the Gateway Theatre foyer area to collect their child. Before children are released the STAGE DOOR Crew Member must sight the parent/guardian/caregiver and tick the child off the sign out list.

The STAGE DOOR Child Collection Procedure is outlined on our Student Info forms which are given to all students when they enrol (or re-enrol) at STAGE DOOR.

We recognize that the requirement for a parent or guardian to come into the facility to physically collect their child may not be practical in all cases, so parents/guardians have the option to opt out of this procedure if they wish.

To opt out, parent/guardians can either complete the 'Opt Out' section of the student info form, or send through written notification of this. Please note that we **MUST** receive written confirmation of this for our records and therefore this cannot be given at the door verbally.

If a child is 11 years or older, parents/guardians are very welcome to 'Opt In' to our Child Collection Procedure if they wish.

Any friends or family members who are likely to pick up your child from STAGE DOOR Classes [either regularly or on occasion] should be listed in the "Persons permitted to pick up my child" section of the Student Information Form. (Note that anyone not listed will not be permitted to pick your child up)

TIMELY STUDENT DROP OFF & PICK UP

STAGE DOOR classes run back to back, and at times concurrently.

Please note that tutors are not available to look after, or be responsible for children outside of their enrolled class times. Parents/caregivers are asked to ensure that children are dropped off and picked up no more than 10 minutes prior to, and no later than 10 mins after their classes.

In some cases by prior arrangement only, a child *may* be permitted to wait quietly inside the complex for longer than 10 minutes before or after their class.

If a child with permission to arrive early or leave late is found to be misbehaving, or is disruptive to classes, parents/caregivers will be contacted and asked to make alternative arrangements in future, so that the child is dropped off and/or picked up within 10 minutes of their class.

This section of the STAGE DOOR Child Collection Procedure outlines the action/s which will be taken in the event of any of the following...

IN THE INSTANCE THAT A CHILD HAS NOT BEEN COLLECTED:

If we think that a child has been forgotten or left behind STAGE DOOR Crew Members will initiate the following procedure:

- 1) Reassure the child that they are safe, that their parent/caregiver will be contacted, and that they are able to wait with us until they are collected.
- 2) A senior STAGE DOOR Crew Member will be informed of the situation and kept up to date.
- 3) The child will be asked to sit quietly in the classroom, and comforted if needed, while phone calls and collection arrangements can be made.
- 4) The primary parent/caregiver contact will then be phoned and collection arrangements will be made.
- 5) Parents/Guardians (or other listed persons) will be required to come inside to collect and sign them out.

IN THE INSTANCE THAT A CHILD HAS NOT BEEN COLLECTED, AND STAGE DOOR ARE UNABLE TO GET HOLD OF THEIR PRIMARY PARENT/GUARDIAN:

Children will be reassured and directed to continue quietly sit in on a class until they are collected.

A STAGE DOOR Crew Member will leave a telephone message before trying to contact the alternate contact person/s who have been listed on the Student Info Form.

IN THE INSTANCE THAT A CHILD HAS NOT BEEN COLLECTED, AND STAGE DOOR ARE UNABLE TO GET HOLD OF ANY OF THE PEOPLE LISTED AS PARENTS, GUARDIANS OR EMERGENCY CONTACTS:

Children will be reassured and then directed to quietly sit in on subsequent classes until the end of the STAGE DOOR timetable for that day, at which time STAGE DOOR Crew Members will ensure the continued safety of the child by any and all means.

This may include, but is not limited to:

- continued attempts to contact all of those listed on the Student Info Form;
- waiting longer at the venue; dropping the child home;
- taking the child home with them until they can be collected; or
- other appropriate means.

IN THE INSTANCE THAT SOMEONE NOT LISTED AS PERMITTED TO PICK A CHILD UP ATTEMPTS TO COLLECT A CHILD AFTER CLASSES:

A STAGE DOOR Crew Member will first need to contact the child's parent/guardian to obtain their permission to release the child.

If permission is not granted, the child will remain under Stage Door care until suitable collection arrangements can be made.

IN THE INSTANCE THAT A STUDENT SAYS THEY HAVE PERMISSION TO LEAVE WITH SOMEONE ELSE, OR ALONE:

A STAGE DOOR Crew Member will first need to make contact with the parent/guardian to confirm this before the child will be permitted to leave. If permission is not granted, the child will need to remain at STAGE DOOR until suitable collection arrangements can be made.

IN THE INSTANCE THAT THERE ARE SPECIFIC PERSONS NOT PERMITTED TO PICK UP CHILDREN:

Parents/Guardians are invited to list the names of any persons they do not wish to be allowed to collect their children in the "Persons not permitted to pick up my child" section of the 'Student Info Form. In the instance that one of these people attempts to collect a child from STAGE DOOR a Crew Member will send the student to another STAGE DOOR Crew Member before informing the listed person that that they are unable to collect the student. The primary parent/guardian will then be contacted while the student will remain at STAGE DOOR until suitable collection arrangements can be made.