

MyTime Code of Conduct

Group Structure

- 9.30 Group Starts
- 9.40 Group Chat - Gratitude Statement / Notices
- 10.00 Group Activity / Chat
- 10.30 Tea & Coffee Break
- 11.30 End of Group

1. Confidentiality is important, what is said at the group stays within the group.
2. MyTime/ Connect staff provide support. Staff are not experts on the childcare, schools or disability services in the Bay and Basin area. Sanctuary Point Connect (SaCC) believe that Parents/Carers are the leading experts on their children and it is their responsibility to seek appropriate information to make an informed decisions.
3. MyTime is run on Thursdays from 9.30 - 11.30 am. MyTime staff are hired 1/2 hour before and 1/2 hour after the group to set up and pack up. We ask that attendees be on time (if possible) and leave on time. Connect/MyTime staff are not responsible for attendee's children outside of 9.30 – 11.30 am.
4. Whilst at MyTime staff and attendees are asked to have a positive attitude.
5. Staff and attendees are asked to be respectful and sensitive to others. We ask that attendees are supportive and encouraging to each other. This includes comments posted online and within the Bay and Basin MyTime Facebook group.
6. Everyone has an equal say and group members are to respect each other. Please avoid interrupting or having side conversations. All families are different and it is important that we recognise and respect these differences.
7. The Group Facilitators is responsible for group planning and implementation, promotion and engagement, administrative and reporting requirements as well as the smooth running of the group. Aggressive behaviour towards the Group Facilitator/Connect Staff is not acceptable.
8. Play Helpers are trained early childhood professionals and have current first aid certificates. Play Helpers are employed to engage with your pre-school aged children. Aggressive behaviour towards Play Helpers by children or parents/carers is not acceptable. If a child is upset, having a meltdown or is a danger to other children, parents/carers are required to step in and take control.
9. Let the Group Facilitator know each week if your child is attending the group so we can make sure we have adequate staff are rostered on. This can be done via the Facebook group, phone or email.
10. Children are not to attend the centre if they have vomited two or more times in 24 hours, Have a rash, lice or nits, have had diarrhoea in the last 24 hours, have an eye infection, have a sore throat, fever or swollen glands, are generally unwell (tired, pale, lack of appetite, confused or cranky). Most of our staff are parents/carers themselves and also hold down other jobs which can be impacted if they are exposed to sick children.
11. Children to be dressed appropriately for inside and outside play, including shoes and a spare set of clothes.
12. If an attendee has a grievance/complaint about the Group Facilitator or Play Helper they are to take this issue up with the Sanctuary Point Connect (SaCC) Facilitator. If an attendee feels that their complaint has not been dealt with appropriately, the attendee is required to speak with the MyTime Area Coordinator Rebecca Serratore, 0451 592 254.
13. These Code of Conduct is additional to the Sanctuary Point Connect (SaCC) Code of Conduct.