

Guidelines for parents- Aquarena

MYMCA is committed to the well-being and safety of all customers and staff. Therefore customers are required to:

- Treat staff and other customers with courtesy and respect. We do not tolerate abusive or bullying behaviour
- Let us know if there is a problem
- Work with us to solve problems
- Comply with staff directions, centre rules and policies
- Be honest and accurate in your dealings with us
- Read the terms and conditions of the services you are purchasing
- Let us know if you do not understand any information we give you

We ask all parents (and other spectators) to:

- Observe MYMCA's guidelines for parents
- When necessary, politely and respectfully remind others of their obligations under these guidelines
- In the event of serious or ongoing breaches of these guidelines by another person, to report the matter to a MYMCA staff so that appropriate action can be taken

Guidelines for parents

Children and young people's safe participation and enjoyment of the programs and activities at MYMCA stadiums is our primary consideration. As parents your role is to support these outcomes by:

- Encouraging your child's participation in a positive manner
- Advising us of any special needs that your child may have, or develop, during the course of the program (for example, they may suffer from asthma or allergies, or have hearing difficulties), so that we can assist in their safe participation in the program
- Engage with our teachers, program leaders and other staff positively, and report any concerns to reception, the program co-ordinator, Teacher In Charge or Centre Supervisor
- Ensuring that your child is picked up on time at the conclusion of a program session
- Ensuring that children under the age of 10 remain under active supervision by a responsible person 16 years and over whilst in the centre or program venue
- Not requesting contact with staff outside of Aquarena or program venue
- Not asking staff to provide any other support or service outside the boundaries of their role at Aquarena, such as asking for babysitting services or for lifts home for your child
- Not engaging in behavior that discriminates against any other person on the basis of gender, race, ability, color, religion, language, politics or national or ethnic origin
- Not encouraging or inciting your child to commit violent acts or to breach the program rules
- Advise staff of any changes in contact information for use in the event of an emergency

Photos and films

We don't want to get in the way of parents catching magic moments at Aquarena on camera or video. However the privacy of others also needs to be respected.

Please ensure that you take photos or video of your child/young person.

If you wish to take some photos of your child/young person participating in a program such as aquatic education, please speak to the teacher who will arrange some photo opportunities for you at the start or the end of the lesson.

Serious or ongoing breaches of these guidelines are not tolerated. Parents who breach our guidelines may:

- Be asked to leave the program
- Be provided with advice and/or a warning to encourage positive participation
- Jeopardise their future participation in the program