
Sitter Guidelines

Being a Mumma Co sitter is more than just a great way to earn money on your terms. Together, the entire Mumma Co sitter community is empowering the lives of thousands of families across Australia. You play an important role in a family's life...being entrusted with small humans is no small thing!

So here, to get your started, we have outlined some top tips & answered some frequently asked questions, so now all you need to do is get earning!

You've Got This

Don't be shy, say Hi:

When you're booked, reaching out to the family is a great start! An introductory message goes a long way—and it sets the stage for how awesome you are!

Time Matters:

Being on time means everything. It's an opportunity to make or break a first impression. Arriving just 5-10 minutes late can be a big deal—many parents have a dinner reservation to get to.

- Be on time to all your bookings
- If you need to cancel a booking, please do so immediately to allow the parent as much time as possible to source another sitter
- Avoid no-shows. If you can't make a booking – let your family know straight away! They may be relying on you to make a reservation, or an important meeting. The sooner you can let them know, the more time they have to source another sitter.

Your attendance also impacts how you are promoted for jobs on the Mumma Co platform as well, through your Reliability Rating. Sitters with higher reliability ratings may be presented before sitters with lower reliability ratings.

Star Power:

We ask families to rate you after each sitting, so reach for the stars (5 of them, ideally)! Sitters with the highest star ratings will be displayed first

What if I am sick and can't attend a booking?

We definitely don't want you to sit for children when you are under the weather. Let your family know of your circumstance straight away via app contact services and immediately cancel your booking so that they have as much time as possible to source an alternate sitter.



What happens if my account is suspended due to expired documentation?

We will notify you via email when any of your eligibility documents are nearing expiration to allow you time to obtain & upload updated certifications. If however we have not received an updated certification upon expiry, your account will be temporarily suspended.

To re-activate your account, email your updated certifications to support@mummaco.com.au and upon verification, your account will be re-activated within 48 hours.

No Cash:

Mumma Co is 100% cashless so you never have to worry about if or when you will be getting your payment. As soon as your booking is complete your payment will be processed by Assembly Payments

(This may take a few days to process with your banking provider)

Same-Day Parent Cancellations:

If a parent cancels within 24 hours of your booking start time, you'll receive a \$15 fee to make up for the last-minute cancellation.

