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FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Q: How do I contact Nationwide Nannies?

A: You can call or SMS us on 0458 094 708 or 1300 971 639 or email info@nationwidenannies.com.au. Please provide details of: Your name, your child/ren's name/s and age/s, your address, suburb, state, contact phone/s and email, the date and start and finish times you require, any allergies your child/ren has and any special needs your child/ren has.

Q: How much advance notice do I need to give in order to make a booking?

A: As much notice as possible e.g. 3 days, however, we take pride in our prompt response to requests and will endeavour to book a child-minder for you urgently if required. For weekend bookings it is advised to book at least 1-2 weeks in advance.

Q: What is the cost?

A: The cost is \$25 per hour plus \$25 admin fee. Our minimum booking is 3 hours, so the minimum you will pay is \$100 (calculation: \$25 admin fee + \$25 x 3 hours = \$100). If you require a regular booking e.g. every Friday, please contact us for a special price on your admin fee.

Q: How do I pay?

A: When your booking is confirmed, we will email you and invoice for the admin fee (\$25). After the booking, we will invoice you for the remainder. You can pay via credit card (Mastercard, VISA, AMEX or Diners) via our website or EFT. You do not need to pay your child-minder in cash. If you foresee any problems with this, please let us know.

Q: Is in-home childcare eligible for the Childcare Rebate?

A: Registered care is childcare for work related purposes that is provided by in-home nannies or childcarers who are registered as carers with the Family Assistance Office. You can claim up to 50 hours of Child Care Benefit a week for each child in registered care if parents are working or looking for work, training, studying or exempt from this requirement. The Child Care Benefit Rate for registered care of Non-school children is \$0.581 per hour each child or \$29.05 per child per week for the maximum of 50 hours. The rate for a schoolchild is 85 per cent of the non-school child rate. Our child-minders are not automatically registered with the Family Assistance Office, so this operates on a case-by-case basis. However in general, because we specialise in casual care, the Childcare Rebate is almost always not payable.

Q: May I book a regular service?

A: Yes. Simply let us know and we will provide you with a special price for the admin fee.

Q: Can I request the same child-minder again?

A: Yes you can. However, it is best for us to ask the child-minder on your behalf in case the person feels pressured or obliged to accept a regular booking. We will make every effort to assist with your request.

Q: What happens if I do not like the child-minder or am not satisfied with his/her work?

A: Please call or email us to let us know and we will ensure that the particular child-minder is not offered your booking again. We will be sure to follow due process in handling your complaint or feedback.

Q: What will happen if my child-minder is suddenly unable to attend due to illness, for example?

A: The child-minder will notify us and we will find a replacement as a matter of urgency. If the child-minder notifies you first, please let us know so we can start working on a suitable replacement immediately.

Q: What insurance cover should I have in case the child-minder has an accident in my home?

A: As our child minders are employees of Nationwide Nannies they are covered under our public liability and workers compensation insurance and you do not need to have separate insurance.

Q: What qualifications do Nationwide Nannies child-minders possess?

A: All Nationwide Nannies have experience with children and most have a First Aid Certificate as well as formal qualifications relating to child care such as Diplomas in Early Child Care/ Degrees in Early Childhood Education and Teaching or are studying Early Childhood/Teaching or Nursing. All Nationwide Nannies are required to have a Working with Children and/or Police Check. Other qualifications depend upon the child-minder and your requirements. If you have a child/ren with special needs, please let us know in advance.

Q: What will the child-minder do when the child/ren are asleep?

A: The child-minders' primary responsibility is to care for your children and undertake regular checks of sleeping infants and children. Should you have light tasks that you would like them to undertake such as tidying up, feel free to ask them to do so once the child/ren are asleep.

GLOSSARY

Child-minder/baby-sitter

A child-minder/baby-sitter provides supervisory/custodial care of children typically on a part-time or an as-needed/casual basis.

Nationwide Nannies child-minders/babysitters are accepted for registration after having been interviewed and screened (with all references confirmed verbally). Police clearances and/or "Working with Children Checks" are checked where State Laws allow.

Au pair (Note Nationwide Nannies does not supply Au Pair's)

An au pair generally lives-in and assists a host family with childcare and/or housework. Although not intended as an employment situation, the au pair is provided with a small allowance (or pocket money). The au pair is usually a traveller from another country and intends to learn about the culture, traditions and language of the host family during her stay.

Screening

A system of selecting child-minders through interviews, background checks, reference checks, education verification and other methods.

Working with children background check

The process of gathering and assessing relevant information about an applicant for child-related employment to assist employers to make an informed decision on whether or not to employ an applicant for a position.

TOP TIPS

Our top 5 tips:

1. Reserve child-minders well in advance, especially if the event is on a Friday or Saturday night. We take bookings up to 1 year from the event.
2. When leaving your children in the care of a child-minder, have the following information written down and readily accessible in the event of an emergency:
 - Family name, children's name/s and ages
 - Any allergies or food restrictions
 - Your home address and nearest cross street
 - Instructions regarding how to contact you
 - Phone number(s) of close relatives and/or neighbours
 - Doctor's name and phone number (our child-minders will always try to contact you before contacting your child/ren's doctor)
 - Child/ren's likes/ dislikes and any special routines, especially bed-time routine
3. If you are happy for the child-minder to take your child outside your home or hotel (during a day-time booking), leave a mud map of the area to show local walking path or parks.
4. Leave a set of keys to your home or hotel in case the child-minder needs to evacuate with your child in case of emergency e.g. smoke alarm.
5. Give the child-minder a quick tour of your home or hotel so they know where the bathroom and child/ren's bedrooms are.