

Policies & Standards





“LITTLE LOVELIES WAS ESTABLISHED
TO PUT HEART BACK INTO HELPING
FAMILIES FIND A NANNY.”

About Little Lovelies Nanny Agency

Little Lovelies is a trusted name in child care. We are recognised for our personalised service along with the care we take when selecting nannies, babysitters and carers.

We support families throughout most of the major cities across Australia which include Melbourne, Sydney, Brisbane, Perth, Canberra, Hobart, Adelaide, Gold Coast, Noosa, Sunshine Coast and the Shires of Byron & Tweed.

Founded in 2014 by Jacqui Nixon, Little Lovelies was established to put heart back into helping families find a Nanny and Nannies to find a great job. Jacqui had noticed the Nanny Agency market was very cold and process driven, and that often the children and nannies were forgotten about during the process.

She established Little Lovelies to break away from the traditional mould and create a more engaged service between families and Nannies.

Our Philosophy

We believe a Nanny and family should fit like a glove. We will go out of our way to find a role with a family whose values and requirements align with yours and not just your postcode. By adhering to our philosophy during the recruitment process of each and every role we work on we have found the nannies we have placed have built strong relationships with the families leading to a happy home and a happy Nanny.



“WE HELP NANNIES BUILD STRONG
RELATIONSHIPS WITH FAMILIES.”



“WE’RE DEDICATED TO SUPPORT YOU
AND HELP YOU PROGRESS WITH YOUR
NANNY CAREER.”

Building Our Community

With many years experience working in the childcare industry we appreciate the need for a reliable, professional and friendly service. Let us assist you to secure your perfect job.

Little Lovelies offers both temporary and permanent childcare positions, working as a nanny, mothers help, live in nanny or babysitter.

We’re dedicated to support you and help you progress with your nanny career. We value our nannies and babysitters and are committed to ensuring a positive and professional early childhood community is formed.

In an effort to build our early childhood community we offer the following:

- Ongoing professional support and career guidance
- Assist you to write or update your profile
- Access to document templates that can assist you
- Interview tips and guidance
- Professional Development opportunities
- Social events and festive occasions
- Put you in touch with other nannies in your area so you can arrange play-dates.



Permanent Employment

Permanent nannies work with families on a fixed term of three months or longer. The hours are flexible depending on the families needs - one day a week, after school hours, 8am to 6pm Monday to Friday, or six days a week - the choice is yours!

We will take the time to get to know the families requirements and find out what is important to them so when we are discussing the role with you, we can match you with your perfect family.

You can be employed by the family or work on your own ABN. We encourage a professional and legal contract drawn up between you and the family to meet the National Australian Standards.

- Insurance cover
- Tax and Superannuation payments to your nominated account
- Payment of fortnightly wages and issuance of pay slips and group certificates





Temporary Nanny & Babysitting

Once registered and approved, you can be added to our casual nanny and babysitter text list where you will get the option of accepting any temporary jobs located near you. We have over 400 casual jobs a month across all the areas we cover.

You can expect to get paid \$35.00 per hour for most jobs, with this increasing to \$40.00 per hour if caring for 4 or more children. Public holidays and (newborn) night nanny work, you will earn \$45.00 per hour.

As you work for yourself, the families will pay you directly (not us) and they choose to pay you either by bank transfer or cash. We expect all our registered nannies to have an Australian Business Number (ABN).

Invoices must include the following details:

- Australian Business Number (ABN)
- Date of issue
- Your personal details (name, address, contact number and/or email)
- Date(s) and hours worked with the Family
- Total amount to be paid
- Your bank details (BSB and account number)

Dress Standards

We encourage Nannies to wear suitable, practical and appropriate clothing when working. Please keep in mind you are working with families from different values and cultural backgrounds. But most importantly, you are working with children so please wear clothes that you don't mind getting a little dirty when you're playing, painting and exploring!

Please consider the following:

- Hair should be tied back if longer than shoulder length, particularly if dealing with food at any time.
- Hats should be worn outdoors to ensure positive role modelling and protection from the sun.
- Interviewing process – professional attire e.g. pants, blouse, closed in shoes. We don't recommend wearing heavy make up, excessive perfume or tattoos/piercings being visible.
- Working with families – suggested attire includes jeans, t-shirts, active wear, appropriate length shorts and keeping practicality in mind. Do not wear short skirts, low cut tops, mini shorts or revealing clothing.

If you have any questions around this area please feel free to contact us at any time.



**“BUT MOST IMPORTANTLY, YOU ARE
WORKING WITH CHILDREN SO WEAR
CLOTHES THAT YOU DON'T MIND GETTING
A LITTLE DIRTY WHEN YOU'RE PLAYING,
PAINTING AND EXPLORING!”**



“IT IS ESSENTIAL THAT YOU CONTACT THE
FAMILY THROUGH THE CHAT CHANNEL AS SOON
AS YOU ACCEPT.”

Job Attendance & Confirmation

It is essential that you arrive to all jobs 5 to 10 minutes early to allow time to meet the Family. This ensures the briefing about routines and the schedules the Family would like you to adhere to is not rushed.

When you accept a job it is imperative that you send the family an introductory message straight away through the chat channel on our App, to introduce yourself and confirm your attendance. It is important to send the message through the chat so there is a record of arrangements being made.

In the case of unavoidable delays, you should contact the family by phone. You will find the families phone number in the job details in your profile. If you are continually late for jobs the Agency will cease to offer further jobs.

All families have agreed to our Terms and Conditions and are aware that future bookings need to be made directly with Little Lovelies via the online booking form. It is your responsibility to notify the Agency of any bookings that may have been requested from any families that we have introduced to you. Failure to do so is a breach of the Agreement and will have consequences as outlined within our Terms and Conditions.



Sickness & Cancellation Policy

In the event that you are sick or unable to work, it is your responsibility to cancel your shift through our Little Lovelies App with as much notice as possible. You can find the cancel button in the shift details in the booking on the App. It is not acceptable for you to cancel a job directly with a family. Cancellations or a change of Nanny/Carer are handled between the Family and the Agency directly.

If a family contacts you directly to cancel your shift, please advise them to cancel the shift in their App by clicking into their booking. If a cancellation fee is due to be paid we will arrange this on your behalf.

If a cancellation fee is due, we require you to invoice Little Lovelies with your ABN number. An invoice template can be found in the resources section on your profile.

Your cancellation rates are \$50.00 if your shift is cancelled with less than 12 hrs notice, and \$75.00 if cancelled with less than 4 hrs notice.

When registering with Little Lovelies, it is your responsibility to inform the Agency of any existing health concerns and/or medical problems that may affect your ability to work with children.



“CANCELLATIONS ARE HANDLED
BETWEEN THE FAMILY AND THE
AGENCY DIRECTLY.”



**“...TAG @LITTLELOVELIES OR
#LITTLELOVELIES AND
#LITTLELOVELIESNANNIES
WHEN COMMENTING PUBLICLY IN
RELATION TO OUR SERVICES.”**

Social Media Policy

At Little Lovelies we believe in open communication and you are encouraged to tell the world and your colleagues about your work and share your passion. However, the way we communicate is changing the way we talk to each other. In order to avoid any problems or misunderstandings, we have come up with a few guidelines to provide helpful and practical advice for you when operating on the internet as an identifiable employee of the Agency.

- It is prohibited to share information about the families you are working with, without gaining prior consent from the parents and the Agency.
- It is also important to know that whilst children are in your care, no child is to be used for media purposes (photographs, films) without prior permission from their parents or guardians.
- All Carers registered with Little Lovelies are to tag @LittleLovelies or #littlelovelies and #littleloveliesnannies when commenting publicly in relation to our services.
- The internet does not forget. Do not swear, make untruthful comments or state controversial opinion, or what could be interpreted as controversial opinion, when posting about the Agency and Services, Families, Colleagues, other nannies or competitors.

If you have any questions or need clarification around this area, please contact the Agency.

Little Lovelies Expectations

- Take the time to read and understand Little Lovelies Terms of Agreement
- Adhere to our policies, guidelines and ethics
- Always direct the Family to the Agency for follow up or repeat bookings and inform the Agency
- Be punctual. Always arrive at least 10 minutes early for a job or interview
- If you cannot make a job you must cancel your shift in the App with as much notice as possible so we can arrange a replacement
- Keep lines of communication open. Ask questions, offer to help where you see an opportunity, give feedback and be willing to receive feedback.
- If you find yourself in a difficult situation while caring for children always phone the parents in the first instance for their guidance
- Always tidy up after the children and yourself and help out with light housework where you can - this makes the world of difference to the parents
- Dress appropriately and act professionally





Our Expectations cont..



- If you are driving for work purposes you must have a valid drivers license and appropriate insurance
- If you are contracting through an ABN you must have the appropriate insurance cover
- Keep First Aid and CPR training and Working With Children Check and/or Blue Card up to date and valid
- Ask the parents if they would like to be kept up to date with a few photos, please do not assume they would like this. Advise that you will delete the photos after your shift has finished.
- Take your own food (no nuts or anything that children may be allergic too) and do not eat the families food unless they have specifically advised you too.
- Your priority is to ensure the children are safe and happy at all times. This means actively engaging with the children in play activities, not sitting in front of the TV or iPads for extended periods of time.
- Children's hygiene should be monitored and maintained throughout the shift.

Our Expectations cont...

- Do not use your phone in front of the children. Phones are only to be used in emergencies and to stay in contact with the parents.
- Please do not sleep when the children are sleeping (unless you are working as an overnight nanny). You should be alert and be regularly checking on the children whilst they are asleep.
- In case of an emergency please notify the parents and call 000
- Please ensure you follow all instructions from the parents regarding routines, food, medications etc
- Never take the children outside of the home or hotel unless the parents have agreed to this
- Never leave the children alone
- Do not asked to be paid cash only. It is the parents decision on how they would like to pay you.
- At the end of each shift, always complete the Little Lovelies 'What We Did Today' form, ensuring to complete each section and to put as much detail as possible, as well as a thank you message to the parents in the notes section. You can find this form in the shift details once your shift begins.





little lovelies

NANNY & BABYSITTING AGENCY

