

Policies & Standards





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. Our business is growing and we are seeking dedicated and experienced carers to join us. As well as working with families across Sydney, we are now able to support families throughout the Shires of Byron & Tweed, the Gold Coast and Brisbane.

Founded in 2015 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 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. Little Lovelies strives to recruit experienced Nannies, and will match a Nanny to a family based on many factors not just location.

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



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 are aware there are many lovely carers who lack experience or qualifications and may not be ready to take on the challenge of a Nanny job, but with out proper processes may otherwise be given too much responsibility too soon. In the future we hope to introduce programs to help train and prepare Nannies.



“IN THE FUTURE WE HOPE TO
INTRODUCE PROGRAMS TO HELP TRAIN
AND PREPARE NANNIES.”



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 CV
- Access to document templates that can assist with applying for positions
- Interview tips and guidance
- Professional Development opportunities
- Access to skill related workshops and services
- Invitations to professional events (Guest/Key speakers, Q&A sessions)
- Social events and festive occasions
- Put you in touch with other nannies in your area so you can arrange play-dates.



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



Permanent Employment

We offer a comprehensive employment package for permanent nannies who are employed by the Agency that ensures the following is in place:

- 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

The fortnightly payments are based on the hours of work reported for the period via a timesheet. Timesheets are approved by the Family. Any requested leave or sick days are recorded, monitored and reported.





Payment & Invoices

If the Agency arranges work for you, and you are not employed by Little Lovelies Nanny Agency, the Family will pay you directly. You are expected to have your own Australian Business Number (ABN) and provide the Family with a valid invoice at the conclusion of each session, or within an agreed timeframe.

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!”



“IN THE CASE OF UNAVOIDABLE DELAY,
THE NANNY SHOULD CONTACT
LITTLE LOVELIES SO WE CAN
NOTIFY THE FAMILY.”

Late Policy

It is essential that you arrive at 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 are booked for a job it is imperative that you phone the Family to introduce yourself and confirm your attendance at the soonest practical moment prior to the job. The Family contact number will be attached to the position briefing which you will receive prior to the booking.

In the case of unavoidable delay, you should contact Little Lovelies so we can notify the family. 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 occur with any Family for our references. Failure to do so is a breach of the Agreement and will have consequences as outlined within our Terms and Conditions.

Health & Sickness Policy

In the event that you are sick or unable to work, it is your responsibility to notify Little Lovelies with as much notice as possible via a phone call in the first instance or an SMS if the call is not answered.

It is not acceptable for you to cancel a job with a family. Cancellations or a change of Nanny/Carer are handled between the Family and the Agency directly.

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. If any health concerns or medical problems that affect your ability to work with children arise after registering with the Agency, it is the your responsibility to update the Agency so that all necessary care is taken.

Little Lovelies reserves the rights to request medical clearance if any concerns are raised by the Family or another, in relation to your ability to care for children.



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



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. Whether you do so by participating in a blog, online social network or any other form of online publishing or discussion is completely up to you. 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.

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

Our 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 are running late or cannot make a job or interview you must inform agency with as much notice as possible
- 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 difference between a good carer and a great carer
- Dress appropriately and act professionally
- 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





little lovelies

NANNY & BABYSITTING AGENCY

