

Mini

CONNECTIONS

FREQUENTLY ASKED QUESTIONS

Why work with Mini?

We are a Brisbane based small business that has been operating since 2008. We specialize in referring live-out trusted Nannies providing nannies and pet + house sitters. We work very closely with both our families and our nannies to ensure the perfect fit. Being a referral agency, we have some of Brisbane's best selection of experienced first-class Nannies that are highly experienced in the care of children and pets.

Please feel free to contact us at any stage, we are always happy to answer any questions you have!

Why hire a Nanny?

Nannies are great for the whole family because...

- Your mini can spend the day in a familiar environment not regulated by policies
- Your mini has one on one attention and records significant milestones
- Flexibility – the nanny comes to your home – no picking up or dropping off – more quality time with your mini
- Your mini may not get as sick as often if he/she was in shared care
- A nanny can help with grocery shopping and light household duties so you have quality time with the mini as many of “the chores” are done
- Come home to harmony knowing your house smells great and dinner is prepped and your minis have been fed, bathed and clothed
- Your mini builds a strong bond with one person and they may be able to help with looking after the child throughout holiday times and provide overnights
- Our nannies come highly recommended and if you require a high end nanny we can provide that!

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How long does it take to find the right Nanny?

Each family is different and it's all about timing. We recommend anywhere from 2 - 6week to find your perfect fit!

Will a Nanny provide their own car for use?

Yes, most Nannies will have access to their own vehicle which is available for work purposes and as their employer you will need to cover the travel cost. However, it is usual for the family to provide a suitable car seat and they may prefer the nanny to use the family car. This is something that can be discussed at interview.

What is a general working week for a Nanny?

Generally, for a permanent Nanny the hours range from 25 - 50 hours per week. This may look like Monday - Friday 6am - 6pm. Some families may need a nanny for a few days a week only or just for before and after school care. Most Nannies are flexible so this can be discussed at interview.

What do I pay a Nanny?

Mini Connections do not engage payroll with the nanny or enter into employment agreements with the nanny. Although, if you need domestic payroll, we will refer you to CarePayCo who can support and facilitate payroll. Normally, permanent nannies earn anywhere from \$26-35 per hour dependent upon skills, qualifications and experience. This is something you discuss in the interview stage with the Nanny and we will guide you through their expectations.

Do I need to provide a contract?

Yes. We strongly suggest and encourage you to put together a letter of engagement to finalise your nanny's employment. These documents offer legal protection to you (parents) as the employer and to prevent any blurred lines. It's important to note all employment contracts for nannies need to be in line with the Miscellaneous Award 2010 and conditions set out by Fair Work Australia. The team at mini will be able to provide you one upon offer

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management stage as a guide only for you to amend where necessary.

Our process

Our goal is to find the perfect Nanny for you! We provide a personalised and responsive service. We discuss with you in detail all aspects of finding, selecting and employing someone who is not only experienced but trustworthy, fun, kind and reliable. Using a Nanny provides your children with one to one attention and loving care.

Finding a Nanny privately can be time-consuming, stressful and overwhelming. Mini makes the process easier and provides peace of mind as we have over 12 year's recruitment experience. We meet each Nanny personally and conduct an in-depth interview, personality profiling then carry out thorough checks of their qualifications and speak with their latest employers.

SCREENING: Our agency meet the nanny face-to-face and check their identity, social media, references, documents, blue cards and qualifications.

MATCHING YOUR FAMILY: Once we are aware of your requirements and a family registration is completed we commence the searches by alerting our nanny database, job advertising campaign, screen profiling every application, phone-screen, interview, sight child care qualifications, validity and identity, reference checks and other verification checks.

GUIDANCE: We provide guidance throughout the interview process.

INTERVIEW: Upon a successful shortlist we will only represent to your family our top candidates and coordinate an interview between the nanny and your family in the comfort of your home and supply you with an interview guide to ensure you are equipped. Very

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important to get the children (and pets) involved let's face it, they are the ultimate decision makers!

EMPLOYMENT LETTERS: It's useful to negotiate and agree on arrangements like salary, hours, fuel allowance and leave entitlements with your nanny and put this into an agreement. We provide you HR paperwork to ensure your equipped and employer ready!

ONGOING SUPPORT: We check back with both you and the nanny once employment has begun to ensure that both parties are happy.

RESOURCES: The team at mini provide you extra resources upon offer management stage to finalise your nanny's employment to ensure a clear & thorough process is followed through.

Costs Involved

If you choose to employ a nanny through Mini Connections there is no registration fee. We charge a one-off recruitment fee. Once we have completed the family registration and profiling for your new nanny, we ask for a 35% non-refundable deposit which is deducted in full of your total balance once your nanny is appointed. You pay the balance of the Placement Fee upon verbal offer management stage and we then release the nanny to you. As an employer, you will be responsible for payment directly to the nanny and are responsible for their tax, super and insurance.

Mini Connections Guarantee Period

If a Nanny leaves your employment within 6 weeks of that Nanny's starting date, or is terminated within 42 calendar days of that Nanny's starting date and you can show us reasonable evidence that termination was justified, then we will endeavor to replace the Nanny once only with a replacement Nanny. Please refer to our terms of business.

A temporary / contract nanny has a replacement of 5 days.

Please note that if the family circumstances change for any reason or if the initial brief and job description has changed, then a replacement will not be applicable.

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We will not offer a replacement Nanny at no additional fee if any of the following circumstances apply:

- the termination is the result of any of the following: -
- death or illness of the Nanny.
- retrenchment.
- a change of job description or working conditions
- mistreatment of the nanny
- provided unsafe and unhygienic home to the nanny
- the Original Permanent Nanny is a Replacement Nanny
- the Placement Fee has not been paid in full when due and payable.

If you re-engage the Original Permanent Nanny within 12 months from the date of termination, then you must notify us immediately and pay the Placement Fee for the Replacement Permanent Nanny within 7 days from the date of the re-engagement of the Original Permanent Nanny.

Employing a Nanny

You need to be aware of your obligations as an employer, which include:

- Salary and tax: You have to provide pay advice records and PAYG payment summaries (formerly group certificates) and submit PAYG tax.
- Superannuation: If you pay an employee \$450 or more (before tax) in a calendar month, you have to pay super – 10.5% on top of their wages. You pay super no matter whether the employee is full time, part time or casual. You have to pay super for some contractors, even if they quote an Australian business number (ABN).
- Holiday leave and sick leave: There are minimum leave entitlements for full- time and part-time employees which vary from state to state. Refer to the Miscellaneous Award 2010.
- Insurance: It's strongly recommended that you have insurance that covers domestic employees in the event of injury in the workplace (your home) or on their way to and from work.
- If the Nanny is going to drive the family car you will need to consider your insurance policy. If they Nanny will be driving their own car you will need to consider either a weekly fuel allowance or pay per kilometer rate of 78 cents.

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Need help with paying your Nanny?

Get in touch with the awesome team from CarePayCo! They can assist with paying your Nanny and keep track of all tax, superannuation and leave owing as well as provide the Nanny with a pay slip.

Visit <https://carepayco.com.au/>

Employing a nanny with their own ABN or Contractor

Income Tax As they are working under their own ABN they will be responsible for all PAYG submissions to the ATO. A Nanny working under their own ABN, they will still need super contributions put in their nominated super account. This needs to be paid 28 days after the end of each quarter at the current rate of 10%.