

CANCELLATION PROCEDURE

Use this cancellation process if you are unwell or declared unfit for work by a medical professional



Medical Cancellation

1. Notify Little Wonders Management (Nicole) that you are unwell as soon as possible. 0488 233 252 (work hours) 0438870832 (outside of work hours)
2. Notify Little Wonders Management (Nicole) what positions or placements you need to cancel- you will need to the following details - client number, client name, booked times, booking date.
3. Notify your family that you are unwell - ask them if they are comfortable with Little Wonders finding a replacement for their booked times. (If they are not comfortable please let Little Wonders Management know so we know the booking has been canceled completely)
4. Provide a medical certificate within 7 days of your cancellation. If you show covid like symptoms you may be required to have a covid negative result in order to return to work.

Covid or isolation Requirements

1. Notify Little Wonders Management (Nicole) that you have covid or are required to isolate as soon as possible. 0488 233 252 (work hours) 0438870832 (outside of work hours)
2. Notify Little Wonders Management (Nicole) what positions or placements you need to cancel- you will need to the following details - client number, client name, booked times, booking date.
3. Provide a medical certificate within 7 days of your cancellation. Or proof of Covid (RAT/PCR result)
4. If you show covid like symptoms you may be required to have a covid negative result in order to return to work.

Medical certificates are to be emailed to admin@littlewondersaustralia.com

***Why we describe symptoms to parents - in particular if you have provided care for this family recently this will help prepare parents for any illness and monitor symptoms.

"Hi Ally, unfortunately I am unwell (describe symptoms) and do not feel it is safe to attend our booking on Friday 21 April 10.00am-6.00pm. Are you comfortable with me or Little Wonders (Nicole) finding a replacement for you?"

 0488 233 252

 admin@littlewondersaustralia.com

CANCELLATION PROCEDURE



Use this cancellation procedure if you have a current booking and have had a change of availability

PLEASE NOTE: These cancellations should be with a minimum 2 weeks written notice unless it is an emergency circumstance (such as a family illness or death - proof may be required).

Change of Availability Cancellation

1. Notify Little Wonders Management (Nicole) that you are unable to take on a current commitment due to a change in availability. Please include the reason for this change in your message.
2. Notify Little Wonders Management what positions or placements you are no longer available for - you will need to the following details - client number, client name, booked times, booking date.
3. Little Wonders management will let you know if you are required to find a replacement.


Reminder

When you accept a babysitting or nanny booking - whether from Little Wonders Management or directly from a Little Wonders family - it is expected you fulfill this requirement to the best of your abilities. Cancellations because you do not feel like working, want to go on a last minute holiday/party or other similar circumstances are not acceptable and cause massive disruptions to our team. Days off holidays and simply put - rest days however they look for you, can be scheduled as far as 8 months in advance and we encourage you to use this as a tool when planning your life/work balance schedule.

If you have other work commitments you need to ensure your employer is aware that you also have other work. You are still expected to work for your family even if your employer at other job/s asks you to work.

Tips of what to say

"Hi Ally, thank you for your message, unfortunately I am no longer available for Friday 26 April 2021 at 10am-6pm however if you're comfortable, I will send your care request back to Little Wonders (Nicole) and she can see if anyone else in the team is available for you. How does this sound?"

 0488 233 252

 admin@littlewondersaustralia.com

CANCELLATION PROCEDURES



Use this process if a Little Wonders client/parent messages you directly requesting a booking time that you are not available for

Requested Booking - Unavailable

Notify the Little Wonders client/parent that you are not available however if they wish, you can refer their request to Little Wonders Management (Nicole) who can find someone within the nanny team to assist.

If your Little Wonders Client - does not want another babysitter/nanny

Notify Little Wonders Management (Nicole) that a Little Wonders client/parent has messaged you requesting a booking time/date you are not available for however they do not wish for another babysitter/nanny for this booking date/time. This allows us to make contact and follow up if a parent is nervous or unsure. You can send this information this via text or email.

OR


If your Little Wonders client/parent - DOES want another babysitter/nanny

1. Notify Little Wonders Management of the client number, client name, booked times, booking date if known. Sending a screenshot of communication from a parent is also helpful. You can send this information this via text or email.
2. Please leave finding a replacement to the Little Wonders Management Team.

Tips:

- If a Little Wonders client/parent messages last minute and expects you to accommodate them, it is understandable that you may not be available - if this is the case let Little Wonders Management know. If this does become a habit for certain clients/parents we do discuss this issue with parents to find a resolution.
- Please notify Little Wonders of all requests and cancellations by a client/family - this is how we track bookings, invoice families and track who is treating our team fairly and respectfully

"Hi Ally, thank you for your message, unfortunately I am not available for Friday 26 April at 10am-6pm however I will send your request through to Little Wonders (Nicole) and she can see if anyone else in the team is available for you. How does this sound?"

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