

LITTLE WONDERS



# Meet & Family Communications Guide

A guide to knowing what to do, what to ask and  
how to confidently provide care for families



# Building Professional Family Relationships

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Providing care for families is never a one size fits all approach - so how do we know how to provide the best care when so many factors change each time?

Ages, times, locations, development stages and even the culture or religions of families, can play into how we provide care. Parents and children can be nervous - because they've never had a babysitter before, had a bad experience in the past, or perhaps they have stepped off a plane and are in an entirely new location. (a tad nerve wracking with kids!)

This guide is here to help you navigate the best ways of getting to know your family and providing care stress free.

# Steps to Quality Care

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Following a step by step process helps us customise care along the way and provide a seamless approach that allows you to do your job with confidence.

You've received your Position Information Email about the family you are to provide care for- so what's next?

## *Connect*



Reach out to your family via text or phone call to introduce yourself, including booking information (such as date and time)

## *Meet*



Ask your family whether they would like to meet you in person before your booking date. Discuss if you both have the capacity to do so, an arrange a meet location & time that works for you both.

## *Ask*



Get to know you family's needs by asking questions at your Meet & Greet, via text and when you arrive for each booking so you have the information you need.





# Introducing Yourself

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Before you even get to meet your future family - you have to achieve the first step! Saying Hello!

The way you say hello is completely up to you, though you need to note the following to make a great first impression.

A welcome text or a phone call is the most common form of contact preferred by families. Ensuring your communications with each family are professional and nurturing is important.

## Text Message Example:

"Hello I'm Mollie, Your babysitter for Friday 03 March, 2023. I have your booking times as 6.30pm-11.30pm with care of Oliver and Rose. It looks like you are travelling into town, do you have your accommodation sorted yet? Excited to meet your little family super soon! Mollie"



# What is a Meet & Greet?

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A Meet & Greet is when you meet in person with a family to get to know each other. These can take place in a number of locations including the parents home, accommodation, a cafe or park.

The Meet & Greet is the only unpaid part of your experience with a family (unless you are required to travel outside of Toowoomba or Highfields) and should ideally take no longer than 20 minutes.

This is the chance for the family and you to:  
~ Get to know each other ~ Meet the children ~ Ask questions~  
~ Decide if it could be right for you ~ get a tour of child relevant rooms~



# What if a Meet & Greet isn't possible or required?

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Sometimes a Meet & Greet isn't always necessary.

This could be because the family is travelling, the booking was requested last minute, a family doesn't wish to have a meet and greet or the booking was made in a high demand period.

When a meet and greet is not necessary or possible it is still important to get the information you need to know - and the family needs to know about you - for you both to feel comfortable and confident to proceed with care.

When there is no meet and greet included - ensure to ask the questions you need to know via text or phone call, so you have a starting point for planning and preparing yourself for care.





# Organising Your Meet & Greet

A Meet & Greet may not always be required - if it isn't, please ensure you arrive a minimum 15 minutes early to your care booking.

When arranging a Meet & Greet with your chosen family ensure you select a time and location that suits you both. Most often for families this will be their home, accommodation, a local park or cafe.

## HOT TIP :

If you have arranged a meet and greet that might be over 72hrs+ away always message to confirm your meet and greet the day of (or the day before) to check the time and location still suits you both.



# What to Wear

Treat each meet with a family as a mini job interview. This is your time to shine and show a family your personality and who you are!

Wear a modest, practical and tidy outfit that you might commonly wear for a babysitting booking. Think of the footwear you might wear and wear a makeup look that reflects how they might expect see you each day (i.e. save the clubbing looks for the club). If you have a Little Wonders uniform please wear this.

## HOT TIP:

Research your family - you'll get an idea of how professional a family might expect you to be by looking at the religion and occupation sections of their registration form. For example if it's a lawyer or doctor, dress on the smart casual side, if it's a farmer - jeans and a plaid shirt could work just fine.





# Before Your Meet & Greet

Prior to meeting each family it's recommended to:

Read the relevant registration form (for example the families address, children/s details, emergency contacts, and medical information)

Look up the address on Google Maps (and determine how long it might take you to get there from the location you will be driving from, at the time you need to drive it)

Ensure to add and update all your bookings in a calendar (both on and off your phone). We recommend having a diary or notebook.

Create a questions list to ask parents (somewhere-like your phone- that will go with you)

Ensure you have a copy of all of your qualifications stored on your phone and/or a paper copy in your vehicle in case parents wish to view them.



# ASK + CHAT

Are you ready to ace that first family meeting as a babysitter, and impress the parents with your knowledge and preparedness? We've got you covered!

It's totally normal to feel a little jittery but fear not. We have put together a comprehensive list of must-ask questions to help you build rapport with the parents, get to know the children better, and ensure a smooth and successful babysitting experience every time you visit. So let's dive in and show that family why you're the best babysitter around!

## HOT TIP:

Your Meet & Greet should take no longer than 15-20 minutes. Parents are welcome to book a paid trial booking (3 hour minimum) if they would like you to have a trial booking prior to any regular care start dates.



# MEET QUESTIONNAIRE

*When first Meeting (or connecting) with a family ask about...  
(ask these questions via text/call if not meet is possible)*

Routine (i.e homework, bed times, dinner time etc.)

.....

Food allergies & preferences

.....

Do you have any rules or preferences the parents should know?

.....

The families behaviour management preferences  
Are there any out of bounds areas (for children or nannies)

.....

Where are the first aid kit/supplies located?

.....

Locations of toy rooms, games and/or craft cupboards

.....

How often would parents like updates (normally sent via text message)

.....

Do the children have comforters/blankets/calming techniques, that help in stressful times?

.....

Comfirm start/finish times + Care dates or rosters

.....

Light house duty expectations if necessary

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Bed Routine (if applicable) oincluding locations of pajama's, sleeping bags etc.

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Location of after school activities (and times) if relevant

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IS THERE ANYTHING ELSE YOUR FAMILY SHOULD KNOW ABOUT YOU?

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# Questions On-The- Job

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Caring for little ones often means routines can change from one week to another. Building on the questions you have asked in your Meet Questionnaire, or over the phone (including text) will help you gain a clearer understanding of each child's direct needs, on the date of care.

This will help you to assess the activities you can provide (i.e. messy play probably won't be suitable on the first booking) and the routine you will follow for a fun filled time with the children in your care.

Unsure of what to expect when you walk in the door? Create a Boredom Buster Box that you can easily store in your car for last minute bookings

It can be easy to feel like you should just let parents be on their way without asking questions - but this creates very little trust and leaves you without the important information you need to know to provide care confidently and safely. We also want parents confidently leaving their child in your care, knowing you have all the information you need to support their little ones.

Don't feel bad about asking questions that help you gain a clearer understanding of each families expectations and help you do your job with peace of mind.

If in doubt ask Little Wonders Management for advice. You're not alone!

# CARE QUESTIONNAIRE

*Questions to ask when you arrive for care with each family - each time*

Tell me about the childrens day so far today - what have they been up to?

.....

What snacks, meals and refreshments do you have in mind for your children?

.....

If preparation is required, is there a recipe or instructions to follow?

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Tell me about the routine you would like to children to follow today

.....

Is there a specific bedtime or rest time you have in mind for each child (if applicable)

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Is there a spot within the home/yard/room you would prefer children to do craft or messy play (if you are providing it) recommend balcony or bathroom if in doubt

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When was the last time infant/toddlers nappy was changed? do an immediate nappy check/change after parents leave if in doubt

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Do any toilet trained child wear nappies to bed or do you find your little ones need reminders for toilet breaks?

.....

Comfirm start/finish times + Care dates or rosters

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Confirm Light house duty expectations if necessary

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Confirm Bed Routine (if applicable) oincluding locations of pajama's, sleeping bags etc.

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Are there security codes you need to be aware of to enter/exit or lock the premises incase of emergency?

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Location of after school activities (and times) if relevant

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IS THERE ANYTHING ELSE YOUR FAMILY SHOULD KNOW ABOUT YOU?

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Let the family know if there is a specific time you can extend to (i.e 12am) if they wish to extend their booking



# Keeping Parents Up To Date

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Keeping parents updated whilst they are out and about creates peace of mind and builds trust with your family. As a babysitter you are required to send parent text message updates inline with the following frequencies:

- Within 15-20 minutes if parents/guardians departing – let parents know how their children are settling in, and what they are up to. Accompanying this with a photo showing a child engaged in play or happy is a great option for children or parents who maybe nervous.
- Every 2 hours there after (see below for other frequency recommendations based on approximate booking times)
- for bookings 3-4 hours- exact to send 2-3 updates
- for bookings 4-12 hours every two - three hours
- full day bookings/overnight - 4-6 updates per day
- Ask parents if they specific update frequency they prefer.

Aim to respond to a parents message within 5-15 minutes of their message unless in the case of emergency.

Helpful information to include when communicating with parents via text message:

Details about their child's routine- Play & activities , toileting (in particular for children in nappies and toilet training) , sleep or naps, mood and feeding. If you would like advise on ways to professional update parents





# Professional Communication

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It's important to remember that whilst we task ourselves with creating long lasting bonds with children and parents - they are still our clients and not our friends. It is expected that you maintain a professional level of communication both written and verbal with families and team members.

Please ensure you:

- Maintain a level of professional technology usage during your time caring for children
- Only use your phone or other devices for social or entertainment purposes when children are asleep and your tasks for your booking are complete (such as clean up and tidying, light house duties etc.)

Please refrain from:

- Using more than 2 emojis in a text message (if any)
- Describing children in unsavoury terms such as "bad, naughty, chaotic, needy, rebellious, etc."
- Adding parents, guardians or children on social media

If you would like advice on ways to professionally message parents about challenging behaviours, or scenarios that can be difficult to talk about please reach out to Little Wonders Management at anytime.





# Boredom Buster Kit

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Sometimes it's a little tricky to work out what the kids really enjoy - and sometimes parents don't always put any details in the hobbies and interests section of the registration.

Creating a Boredom Buster Kit that can be easily stored in your vehicle (or easy to through in last minute) is a great way to have some easy access resources as your fingertips.

You could choose to store your Boredom Buster Kit in a backpack, suitcase (great for hotels) or evening a water proof plastic tub!



THE TOP 10 THINGS TO ADD TO YOUR

# Boredom Buster Kit

1. Balloons
2. Chalk
3. Bubbles
4. Stickers
5. Crayons or Pencils
6. Paper
7. 2-3 story books
8. String
9. Water Colour Paint  
+ Brushes
10. A small amount of  
craft supplies

## What is a Boredom Buster Kit?

A Boredom Buster Kit is a small amount of supplies you can source yourself when you can't make it to the toy library.

Usually kept in a water proof container in the boot of your car.





# Your Go Bag

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Your Go Bag - is literally that - the bag you grab when you need to GO!

Creating a babysitter friendly go bag is a great way to be prepared for all your bookings and last minute jobs . Remember this bag is exclusively for you - not the kids in your care- so ensure to store is somewhere safe and away from little fingers when you arrive at your care location.

It's also a great idea to have less accessible items (such as changes of footwear and clothes) stored in your vehicle as an on the go Survival Kit



THE TOP 20 THINGS TO ADD TO YOUR

# Go Bag/ Survival Kit

- Spare change of clothes
- Spare shoes - I normally have a nice pair, thongs + joggers
- Toiletries Bag
- Towel
- First Aid Kit
- Sunscreen
- Hat
- Bottle of water
- Mozzie Spray
- Manicure Kit
- Phone charger
- Cash (for unexpected expenses)
- Blanket or picnic rug
- Baby Wipes
- Hand Sanitizer
- Folder of all Little Wonders Paperwork + Note Book
- Pencil Case (pens etc.)
- Non perishable snacks
- Hair brush
- Picnic Rug

## What is a Go Bag/ Survival Kit?

A survival kit makes care more manageable and less stressful - you never know when a poo-xplosion/vomit will soak you down to your bra, you'll have the wrong pair of shoes, or your phone won't work to transfer money into your account to fuel your car - being prepared always makes life better!





# Taking Care of You

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Setting yourself up for success starts with creating healthy habits and routines that in turn allow you to create a safe & fun play experience for children. Create a pre-care-for-kiddos routine that allows you to feel prepared, courageous and excited to provide care.

This will look different for each person but consider a few things such as:

- Organise - get your go bag + activities ready in advance
- Prepare - your uniform, vehicle and body (hygiene etc.)
- Nutrition- prepare nutritious balance food and drink
- Mindset- listen to podcasts/tunes to get you in the groove!
- Rest- Ensure to create a balanced rest/sleep and work routine. This includes resting your mind.





# Mental Health Days

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Taking time out isn't just for when you are physically unwell. A Mental Health day is the perfect opportunity to schedule some well deserved (and essential) YOU-TIME.

Schedule mental health days in advance to avoid becoming burnt out. Schedule days off a minimum two weeks in advance (including family/holidays). Mental health days are not a paid contribution however you can schedule as many days in advance for any date you are not available to provide care. On these dates we will refrain from contacting you so you can create the work/life balance you desire. (unless in the case of a last minute booking request or emergency)



# Support Starts Here

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It's always good to have someone in your corner, even when you are working independently!

If you would like to discuss any part of your role- whether to celebrate or have some support please reach out at any time. If you find you don't enjoy working with a specific family - please reach out and arrange a time to connect to discuss your options. It is important that you enjoy being with the families you work with - if it's not a right fit (it may be the wrong fit for your family too!), or we can help you discuss extra tools to help making it easier.

Reach Out Here:

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