

LITTLE WONDERS



# Team Introduction Guide

**A short guide to who we are, what we do and  
where we are heading!**



**WELCOME!**  
***LETTER FROM THE DIRECTOR***  
***NICOLE HORTON***

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Hey there! Thanks for checking out our awesome team.

From a young age, I had a mission to make life a little easier and stress-free for families. I mean, who doesn't love a good puddle jump or cozy blanket fort lit up by fairy lights? That's why I started our babysitting and event services company - to bring some extra joy and engagement to the childcare experience.

Fast forward to today, I'm still just as passionate about this goal. I've got an amazing team by my side, and we're always looking for new ways to improve and grow. So if you're ready to have some fun, make a difference, and join a supportive community, let's talk!

Nine years later, I am proud to be at the forefront of our team, managing operations in two states, Toowoomba and Darwin. And guess what? We've got big plans for expansion in the future!

This Introduction Guide is a chance for you to learn more about how our team works, and gives you a chance to decide if this could be an opportunity that works for you!

So if you're looking for your next career opportunity, and you're ready to join a fun and relaxed team that's dedicated to making a difference, you're in the right place! Thanks for considering Little Wonders.

Chat Soon!



# Care Teams

Independent Care



Babysitting

Mothers Helper

Overnights

Group bookings

Rural Childcare

Vacations with Children

Functions Team



Weddings

Private functions

Defence Events



# Our Timeline

From Launch- Today!

2013

Launched in Toowoomba

2014

Our First Wedding Care!

2018

Supported over 500 families!

2021

Supported over 200 brides!

2022

Expanded our team to NT

2023

Expanded Wedding Care to  
South East QLD

# Why Work With Us?

## *Choose Your Hours*



Being a babysitter allows you to choose your own hours and take on as many or as few jobs as you like, making it an ideal job for those with other commitments such as study.

## *Do What You Love*



Turn your love for kids into a paid gig! Being a babysitter is the perfect way to bring happiness and fulfillment to your workday. Imagine getting paid for doing something you enjoy - it's the ultimate win-win situation!

## *Learn with Us*



Babysitting allows you to build strong relationships with families, which can lead to long-term job opportunities and positive personal connections. Additionally, working with children can be a very rewarding and fulfilling experience, bringing joy and satisfaction to your life.

## *Grow with Us*



Our not-just-babysitter approach means we are working towards many roles becoming available in our team soon which can include event management and admin services

## *Experience for the Future*



Being a responsible and dependable babysitter within a professional company can provide a strong reference for future job opportunities, especially those in the childcare, health or education fields.



# Support + Team Work

At Little Wonders, we believe that together we can achieve so much more! That's why we're committed to providing you with the support you need to succeed in your caregiving journey. Whether you need a helping hand, some inspiring resources, or just a friendly ear to listen, we've got you covered.

Join our supportive community and enjoy access to a wealth of resources, including our Toy Library, mini training sessions, and social gatherings. You don't have to go it alone - we're here to help you every step of the way!

## *Support When You Need It*



Whether is scheudle a phone call to chat about something that happened, helping your plan more fabulous and fun experience, or lending and ear to listen. You have direct support Monday- Friday

## *Training That Matters*



Online & In Person. Theres nothing worse then training that does not relate to your role . Here we get hands on and learn things that matter, protect you as a babysitter and engage your interests within our team

## *Celebrate & Connect*



Working independely can be really fulfilling but can sometimes be a lonely gig! We meet as a team 2-6 times a year in person & online to connect in celebrate as a team. (No weekly team meetings!)



# Our Values

We are all about making life easier for families and our team. We take pride in offering a service that is personalised and one-of-a-kind. This means we look for unique people who align with our values and those can share these attributes as a member of our team



## NURTURANCE

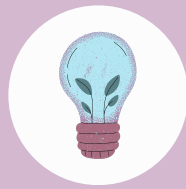
Nurturing each child's growth and happiness is part of our dedicated approach to childcare. Our low ratios (1:3) allow us to give each child the individualized attention they need to thrive in all areas of their development. We comfort with cuddles, share high fives and aren't afraid of silly jokes and silly giggles. We prioritize each child's well-being every step of the way.



## PASSION

Our team isn't just comprised of professionals with impressive experience and qualifications, but of individuals who are truly passionate about their work and making a difference in the lives of children and families.





### AUTHENTICITY

Say goodbye to cookie-cutter services and hello to a truly personalized experience! We understand that each family is unique and deserves individualized attention- as well as our team.

Our mission is to make you feel welcomed and valued every step of the way.



### EMPATHY

Ensuring our team and clients feel supported and are shown compassion, is close to our hearts! We're here to make your life easier with a fun and exciting approach to care that puts you and families first. We are honest and strive to have a true understanding of others who we can uplift and support each other better.



### SUSTAINABILITY

We believe that sustainability and protecting the world we live in is crucial. That's why we're committed to reducing our carbon footprint and educating the next generation about the importance of taking care of our amazing planet. Get ready for some fun and exciting green adventures!







## *Our Mission*

We believe that exceptional care starts with exceptional people. That's why we take the time to carefully select the perfect nanny or babysitter to join our team. We also do the same for the families we provide care for, ensuring that families align with our values and are respectful of the care and support we offer.

We won't settle for anything less than exceptional care, for everyone, and neither should you.

We understand the importance of making your experience within our team is stress-free and easy, which is why we're always researching, planning, and implementing new ways to uplift and support you.

We're dedicated to providing a inspiring and caring experience that's both fulfilling and cost-effective, so you can focus on what matters most: doing what your love best.

# How Position's Work



## AVAILABILITY REQUEST / APPLY

An availability request gives a brief description of the care requested by the family. This is sent to your nominated email address (and if urgent via text message) and include's the position number, location of care, ages & genders of the children, medical conditions, care dates/times and payment rate if known. All you need to do is response "INTERESTED" to apply or express your interest.



## SHORTLISTING

Members of our team are shortlisted for each position based on the preferences of parents (i.e experience, age etc.). Shortlisting can take 30 minutes-4 weeks depending on he urgency of the booking request. When you are shortlisted your profile (which we create in your sign on process) will be sent to the family. You are notified when you are shortlisted and your profile it sent to a parent to view. Parents may select one or may nannies to meet



## POSITION INFORMATION EMAIL

When a parent selects to meet you (or provide care) you will be sent an email which will include a Care Agreement/Purchase Orderand the Parent Registration Form for each family in care. The Care Agreement includes the care information for your booking and the terms of providing care.





## 4

### MEET THE FAMILY (MEET & GREET)

Arrival at the care placement should be 10-15 minutes prior to your scheduled start time, unless a prior meet and greet has been arranged. A meet and greet is a valuable opportunity for you to get to know the family, discuss their care needs, and determine if the placement is a good fit for you. It's important to note that meet and greets are an unpaid portion of your role, but they play a crucial role in ensuring a successful care experience.

## 5


### PROVIDE CARE

Get ready to have a blast with the little ones! Create cozy blanket forts, cuddle babies, explore their imagination through arts and crafts, and have fun together. Keep the parents informed by sending regular text updates about the important moments of the day such as playtime, mealtime, potty breaks, and nap time. If possible, capture a joyful moment and share it with the parents through a photo. Before leaving, make sure to obtain a signature on the time record from a parent or guardian.

## 6

### INVOICE & PAYMENT

Kindly submit your invoices based on the recorded hours, and we will promptly forward the necessary payment documentation to the parents. Our payment process typically takes 21 business days, but we strive to expedite it to within 7 business days whenever possible. Our team processes invoices and time records every Tuesday



# *Our Footprint*

At Little Wonders, we are dedicated to protecting our planet and reducing our carbon footprint in every way possible. This means embracing digital solutions to minimize paper usage, using recycled materials for creative activities, utilizing our toy library for reusable options, and using eco-friendly cleaning products.

Moreover, we believe in educating children about nature and the environment, and actively support Australian charities that work towards a better world. Our commitment to caring for people, earth, and animals is at the forefront of everything we do. So, let's work together to make a positive impact on our world.

## *Teaching Future Generations*



Let's tread lightly on Mother Earth and have a blast while we're at it! Our team is all about encouraging eco-awesome activities and learning experiences for kids. We're talking recycling to the max with reuse-tastic materials like boxes, paper, and supplies. We're all about spreading the love for the planet through arts and crafts and super fun activities!"

Our Little Wonders Toy Library in Toowoomba (with more locations coming soon) is all about making the most of what we've got. We're talking about reusing and multi-using resources that go beyond just crafts. With access to all sorts of supplies, free of charge, we're reducing our need for single-use items and making a positive impact on the environment. That way, kiddos get to have a blast and do some good for the planet at the same time!



# Our Toy Library

So all this talk of the Little Wonders Toy Library has probably got you wondering - what is it!

Our Toy Library is a resource created for our team to have access to 24/7 - because we all know babysitting isn't really just 9-5!

Our Toy Libraries are located at 24/7 secure storage facilities which are accessed by all of our current team members - when you need it!

There is no limit to the supplies you can borrow out for each booking - only a requirement to return them as soon as possible after use so other team members can make use of these supplies too.

Our Toy Library isn't just filled with craft supplies but for plenty more resources for all energy levels, interests and development stages from infant toys, to hotwheels tracks, dress ups and even ingredients to make volcanoes and slime!





# Team Communication

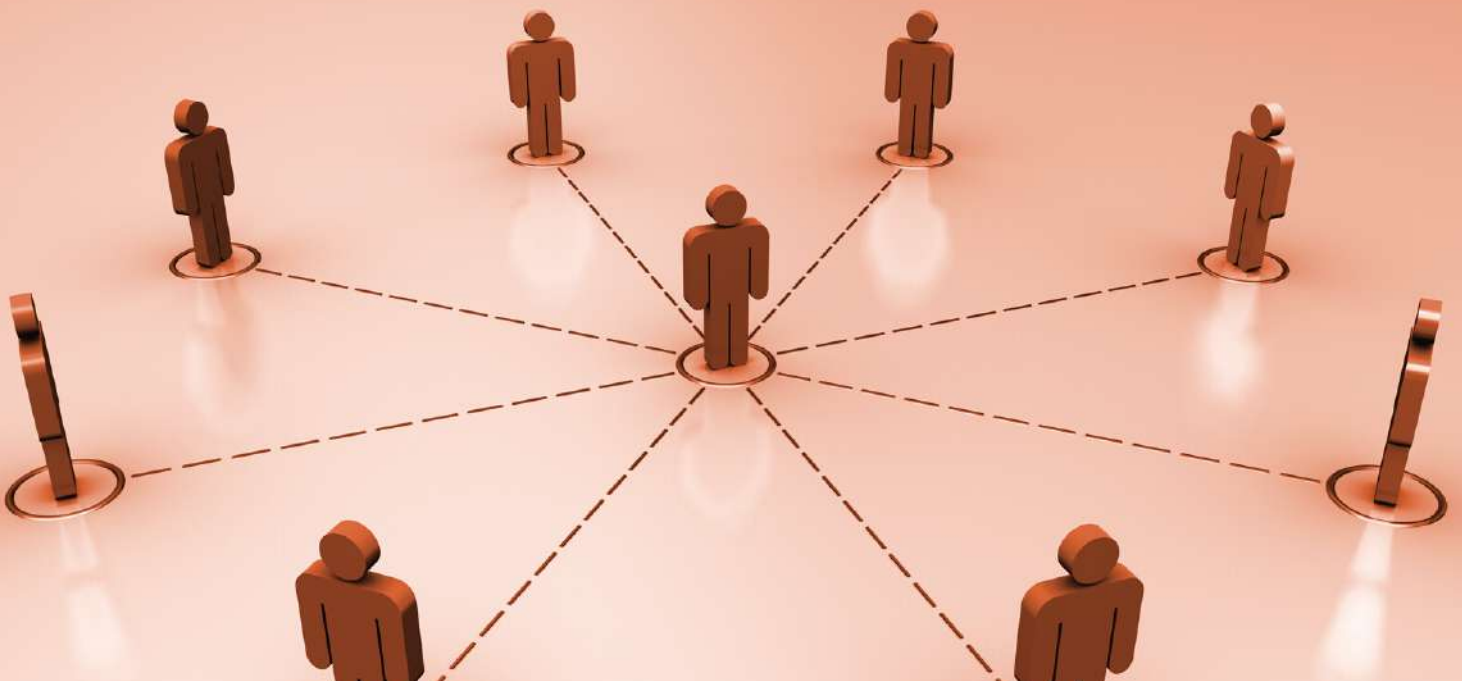


Previously Little Wonder's used private Facebook groups as our forms of communication for updates and job posts. Throughout the pandemic we reassessed our values and how much social media can impact mental wellbeing.

We discontinued the use of our Facebook groups in January 2022 and have diverted all of our communications back to basic's- email, text and phone calls.

We are currently working towards creating a team log in system that will be incorporated as part of our website. This will include a portal for you to upload your documents, create your profile, update availability and apply for jobs any any region you wish to take work in.

We do not currently have a release date for this platform.







# *Our Team*

## *Minimum Requirements*

At Little Wonders, we believe that creating magical moments with little ones takes more than just qualifications. It takes passion, excitement, and a drive to provide exceptional care. That's why we handpick only the best and brightest individuals to join our team. When we shortlist applicants, we look for those who embody these values and are ready to bring their magic to every moment.

18 -55 years of age

First Aid + CPR

Blue Card (QLD) or Ochre Card (NT)

Police Check (annually)

Minimum 2 years experience caring for children

Drivers Licence - P or Opens

Reliable Roadworthy Vehicle

Public Libaility Insurance

Highly Desired:

Qualified or Studying towards a minimum Certificate III in child care,  
education or health

# Care Types

At Little Wonders, we understand that every family is unique and their childcare needs are just as diverse. That's why we offer a fully customized service to meet each families specific needs, from one-time babysitting to regular baby sitterplacements.

Our focus is to build long-lasting relationships between babysitters and families, so you can always count on us to find the right match for you.

Some of our most popular services include babysitting, before and after school care, full-time nanny care, mother's helper, overnight stays, temporary live-in care, vacation nanny care, day trips, defense care, rural nanny care, and wedding and event care.

It's important to remember that each family has a different set of needs - so even thogh the care type may be the same , the care you provide and the additional tasks may be entirely different.

Your goals within our team can be as unique as you! Meaning you don't have to settle for placements you don't enjoy, infact if you find working with a particular family has 'lost-its-spark' we will work with you to do one of two things : work together to regain the passion, inspire new ideas and resolve conflicts or find alternaitve care options for your and your family.





# Care Duties - Independent

Every family has different needs and expectations, and it's important to understand and accommodate these in order to provide the best possible care. It's also important to stay informed about changes in the family's situation and adjust your care accordingly.

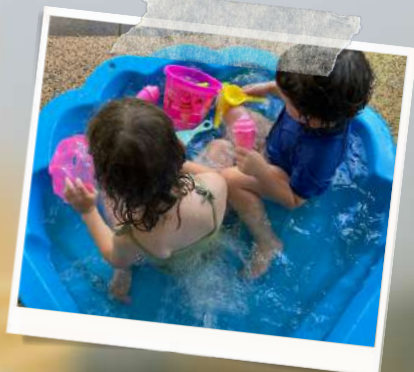
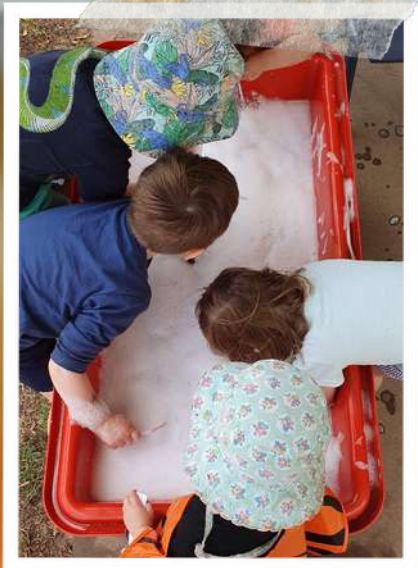
One way to ensure that you are providing the right level of care is to discuss specific needs and expectations when you first connect with each family (in person or over the phone). Overall, it's important to approach each care arrangement with an open mind and a willingness to adapt to the specific needs of each family. By providing customized care that meets the needs of each individual family, you can help ensure a positive and successful care experience for everyone involved.

When it comes to understanding the duties required for caring for each family, it makes it a little tricky to come up with a one-size-fits all position description. Some of the tasks that fall within the scope of your role could include:

- Taking care of kids both at home and outside
- Cooking healthy meals and snacks
- Keeping a daily routine for the kids
- Doing light household chores
- Leading kids in fun activities
- Keeping play areas tidy
- Helping with homework and tutoring
- Taking care of infants (feeding, changing diapers, dressing)
- Meeting the kids' physical, emotional, and social needs
- Planning fun, age-appropriate activities
- Setting clear rules and expectations
- Promoting healthy habits and hygiene, including toilet training
- Driving kids to school, playdates, and activities
- Having a first aid kit in your car at all times
- Participating in team training and planning sessions.



*Photos shared by our team*





# Care Duties - Functions

Our Functions Team provides childcare for various event types including:

- Private functions (i.e birthdays, engagements and Christmas Parties)
- Business & Corporate (i.e conferences and celebrations)
- Weddings: care at the wedding venue or nearby accommodation
- Defence Events: on military bases or nearby venues or accommodation (i.e gala balls, dinner nights and family events)

Each event will likely have its own unique set of duties, and the tasks you take on will depend on your role within the team and well as factors such as - depending on the location and children in care.

As a babysitter at events and care locations, your responsibilities will include:

- Packing and transporting activities and supplies to the care location
- Setting up activities and supplies at the care location
- Cleaning up after activities and returning supplies to storage
- Providing care to children on-site or at remote locations
- Completing safety assessments
- Cooking healthy meals and snacks as needed
- Keeping a schedule in line with the event schedule
- Doing light cleaning, such as cleaning up after kids or resetting the venue
- Leading kids in fun activities
- Supervising kids in non-child-friendly environments
- Taking care of infants (feeding, changing diapers, dressing)
- Meeting the kids' physical, emotional, and social needs
- Planning fun, age-appropriate activities
- Setting rules and expectations
- Promoting healthy habits and hygiene, including toilet training
- Transporting kids occasionally
- Working as a team and communicating clearly
- Staying overnight in certain venues for safety reasons



*Photos from past events*







# *Contracts & Agreements*

At Little Wonders, we value exclusivity and partnership. As part of our team, you'll be signed onto a 12-month Sub-Contractor Agreement, granting you exclusive access to the families that come to us for care services. Our team members are responsible for running their own babysitting businesses within the framework of our agreement.

Our babysitters are considered self-employed, with the responsibility of obtaining their own ABN and taking care of their own taxes and superannuation. They invoice Little Wonders for each client they provide care for. We are also exploring employee-based options in the future.

This 12-month contract provides you with one-on-one and group support, as well as access to a range of resources to help you grow in your career. Please note that the sign-on process for this contract can take up to two weeks.



## *Deciding whether it's right for you*

Join the Little Wonders team and be a part of a caring and nurturing community dedicated to creating joy-filled moments for little ones. As a team member, you'll have the opportunity to make a difference in children's lives and bring wonder to their days.

Our positions offer both stability and flexibility, with frequent commitments for before/after school care, regular hours, creche nannies, and full-time care. And the best part? You'll have access to additional casual babysitting and special events like weddings and functions.

With competitive payment rates ranging from \$28 to \$38 per hour, plus the option to add travel packages, you'll be well-compensated for your time and efforts. And with the ability to apply for multiple positions, you have the freedom to find the perfect fit for your schedule.

So, if you're looking for a fulfilling and meaningful career in child care, and you're willing to commit to 5+ hours a week or fortnight, Little Wonders is the place for you!





## *Send your feedback*

We'd love to hear all about your experience with us! Your feedback is so important to us and helps us create even more special moments in the future. Plus, we'd love to see your smiling faces and hear your happy stories. Share your pictures with us and we may even feature them on our social media pages!





## *Connect With Us!*

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We are keen to stay connected and we want to share more of what our team and families need



INSTAGRAM

[little\\_wonders\\_babysitting](#)



WEBSITE

[www.littlewondersaustralia.com](http://www.littlewondersaustralia.com)



FACEBOOK

[@LittleWondersAustralia](#)

*Any time .. Any place .. Any way*