



Are all of your babysitters checked?

Yes! Upon application, babysitters are asked to provide their Working With Children Check number. This number is then checked by our staff.

The Working with Children Check screening process checks the following groups of records:

1. Your national criminal history. The records that are reviewed include:

- convictions (spent or unspent)
- charges (whether heard, unheard or dismissed)
- juvenile records.

2. Any findings of misconduct by a relevant entity

Once the WWCC screen is complete, babysitters are interviewed via a Zoom interview or face to face. Interview screeners ensure Nest & Nurture are aware of prior experience, First Aid qualifications if relevant, and are reference checked following the interview. At Nest & Nurture, it is our job to ensure that we have done all of the hard work in ensuring your babysitter is enthusiastic and reliable.

Who pays the babysitter?

Once families have chosen their date, time and requirements of the babysitter needed, the family pays Nest & Nurture Agency a booking fee. This booking fee ensures that a suitable babysitter is found for the required work. Babysitters are paid by the family directly, by cash or bank transfer. This payment is to take place on the same day as the babysitting job. *The carers are self-employed and are responsible for their own tax and insurance affairs.*

What if my babysitter cancels?

Unfortunately, things out of our control arise. If your babysitter cancels, we will try our hardest to find you another babysitter. If we are unable to find you another babysitter for your job, we will reimburse you the booking fee.

Do I need to take out insurance?

At Nest & Nurture, we provide a platform to allow parents/guardians to find a babysitter with a current WWCC and located within the area of requirement. It is clearly stated in our Terms and Conditions that Nest & Nurture is not liable for any action(s) taken by the hired babysitter. All babysitters are encouraged to hold their own insurances. It is also recommended that you have insurance. This will ensure both you and your babysitter are protected in the unlikely event of injury etc. Some home insurance policies cover domestic workers.

What if we aren't happy with our babysitter?

We highly recommend all of our babysitters at Nest & Nurture, however we understand that sometimes you may not connect with someone. We would love to hear from you after the babysitting job has taken place. You will see a feedback form pop into your inbox! We can then relay this constructive feedback to the carer.

Can I request a specific carer?

Of course! If there is a babysitter that your family connected with, you can request this carer again. You will see this option on the booking form.



Can I book in for more than one date?

As we are new to the world - we can only book in one babysitting job at a time. This is something we are busy working on behind the scenes, as we want to ensure booking a babysitter is as seamless as possible. We will announce this exciting feature once we are ready!

What if I only need a babysitter for 2 hours?

At Nest & Nurture Agency we require our bookings to be a minimum of 3 hours. We need to ensure the time is worthwhile for our babysitters too.

How do I book?

Follow the prompts on the website. This will link you to a Google Forms, where you will be asked to fill in the date, time and some information in relation to the requirements of the babysitting job. You will not be charged a booking fee until we find you a babysitter. This fee will come through as a PayPal Invoice from hello@nestandnurtureagency.com.au

What if I need to cancel the babysitting job?

We understand that sometimes life gets in the way! Particularly with children. If you are unable to attend your night out or event and need to cancel, we ask you email us as soon as possible. Please check the cancellation policy on the website for further information in regard to charges.