



childcare services

...We Service Australia Wide...

"for a magical childhood"



P: 1300 011 167

M: 0403 222 117

E abra.childcare@gmail.com

Agency Information

Welcome to Abracadabra Childcare Services.

We are an introduction and booking agent dedicated to providing the highest quality creche childcare services for your event. Each ACS Registered Carer completes our thorough reference check procedure, including the 'Working with Children Check' and a Police Records Check. We also contact previous employers for verbal references.

We are available to discuss your childcare needs during business hours, which are from 9am to 5pm (AEST). Our after-hours service runs from 5pm to 9pm and from 6am to 9am daily you may choose to leave a message or text our after-hours service number (0403 222 117) for urgent casual bookings and one of our friendly consultants will get back to you. Throughout placements we are happy to be contacted by Clients and Carers alike for support and advice.

Attached you will find your Mobile Creche Registration Form; we ask that you please complete and return to ACS if you wish to engage our services. By engaging in our services, you agree to the 'Terms and Conditions', a copy of which is attached for your information. We ask that you sign and date this copy and return it to us with your form.

Thank you for your enquiry, we look forward to speaking with you soon.

A handwritten signature in black ink, appearing to read "Felicity Gray".

Felicity Gray
Director

***ACS supports the valuable child advocacy work achieved by the
Australian Early Childhood Association***

Abracadabra Childcare Services

We are an introduction and booking agent dedicated to providing the highest quality Babysitting and Nanny services in your own home.

Our Commitment

Abracadabra Childcare Services (ACS) assists families by gaining a full understanding of personal requirements and we take pride in offering experienced candidates that are compatible with your family's needs.

ACS is actively committed to satisfying your requirements through:

- Listening to your needs for childcare and understanding your family dynamics
- Maintaining attentive customer service
- Providing nurturing and competent carers with proven abilities and willingness to further develop and improve skills
- Further developing our services through obtaining your feedback at any time
- A four-week replacement guarantee on permanent placements
- Competitive rates
- On-going family support and referrals

A Valuable Relationship

We understand that standards are high when it comes to the care of your children. At ACS we endeavour to offer you peace of mind. By utilising the information, you share with us, we match our Carers as closely as possible to your family's specific needs. Our role is to pre-screen Carers so we can provide suitable candidates for you to personally interview. We can help suggest interview questions to ensure you find out exactly what you need to know.

Our People

All Carers registered with ACS are extensively screened and reference checked including the Working with Children's Check and Police Records Check. Each individual that we send to you has fully satisfied ACS with the following proven attributes:

- Experience and/or qualifications in childcare

- Sensitivity to the needs and rights of a child
- Nurturing and communication skills
- Commitment to work with the family
- Ability to competently deal with every day and out of the ordinary situations involving the care of children
- Willingness to further develop childcare related skills

Our Services

- Corporate/Event Casual Bookings
- Employee Incentive Programs offering childcare
- Respite for Foster/Kinship Carers
- Hotel Bookings
- Centre Based Care – Casual Core Staff
- Short/Long term Casual Babysitters/Nannies
- Permanent Babysitters/Nannies
- Interstate Bookings
- Mothercraft Nurses/Mothers Help
- After school and holiday care
- 24-hour care/Overnight stays
- Children's party assistance

Permanent Placements

Each family situation will have unique requirements; contact us for a tailored placement quote. Nannies are paid by you according to their qualifications and skills and wages can range from \$30 to \$40 per hour for experienced qualified childcare professionals. Permanent Carers' remuneration details are negotiable between families and their Carers. ACS offers advice on wages and taxation; however the final employment contract will be between you (the Client) and the Carer.

Private Casual Bookings

Evening babysitters and casual day nannies charge from \$30 to \$40 per hour dependent upon the number of children to be cared for and their qualification. Families can share their babysitter/nanny with other families which will incur a \$20 surcharge per family to the booking fee and a \$5 to the hourly rate quoted. You have the option to pay the nanny directly for the hours they have worked or if you would prefer the full amount be charged to your credit for both the booking fee and hours worked we would be happy to do that on your behalf.

Our minimum event booking fees are as follows. Please note that the location of care can affect these costs:

Weekday Daily Booking Fee	\$55-\$60
Weekend Daily Booking Fee	\$55-\$60
Daily Booking Fee (within 7 days from commencement date)	\$55-\$65

Please note that the above rates are GST exclusive.

Corporate/Events/Conference/Casual Group Bookings

Casual hourly rates for between Monday to Friday excluding Public Holidays ranges between \$65 to \$75 per hour. For weekend bookings & public holidays please contact the agency for hourly rates. The rates are also dependent upon the number of children to be cared for and the carers qualification. The hourly rates cover the pay rate to each carer, casual leave loading, tax, super, payroll tax, public liability and professional indemnity insurance and workers compensation. Our preferred method of payment is via Corporate Credit Card, however we can enter a 7-day invoice Term Agreement with payment via EFT, as long as the booking fee and minimum 4 hours to be worked by each carer is received prior to the event taking place. We also provide Employee Incentive Programs to large Corporations who offer childcare to their employees. Please call us for further information. (All of our corporate bookings are plus GST).

Satisfaction

Our aim is to facilitate introductions that show potential for the development of a unique relationship, based on mutual respect between families and carers. The final employment decision is always your own. Remember, at ACS we are always available to support your family's childcare needs. We encourage communication throughout any placement, and value your queries and feedback.



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ACS Mobile Creche Booking Registration

Date of Registration: _____

Date/s of Event: _____

Please Note: Registration to engage our services must be received a minimum of 5 business days prior to the event.

Event Organisers Business Name: _____

Name of Event Organiser Contact: _____

Phone no. of Event Organiser Contact: _____

Address: _____

Name / Description of Event: _____

Name of Business Holding Event: _____

Name of Contact Person on the Day: _____

Phone no. of Contact Person on the Day: _____

Event Address or Location: _____

Meeting Point for Carers (i.e. reception area): _____

Creche Room Name or Number / Location: _____

Directions to Creche Room: _____

Position Details:

Commencement Date & End Date: _____

Days and Hours Required (below):

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
Date:							
Start:							
Finish:							
Break Times:	Break Times:	Break Times:	Break Times:	Break Times:	Break Times:	Break Times:	Break Times:

Will the carers rotate break times or will the parents be supervising their children during break times (please tick below):

Carers to Rotate Break Times Parents Supervising Children during Break Times

PLEASE NOTE: If parents are late collecting their children, then one of the assigned carers will need to stay on the creche floor until the child/ren are collected. Any additional time required to cover this will be charged accordingly.

Children's Details (please attach additional sheet if needed):

These details can be provided as each parent registers their children and we will advise if an additional carer needs to be assigned as the numbers increase.

Child's Name:	Child's Date of Birth:	Age	Child's Name:	Child's Date of Birth:	Age

Please describe any special needs, allergies or medical information relating to your children:

Supervision at the Event:

Will a parent/supervisor be present for the duration of booking? Yes Variable No

Would you like us to assign an additional carer as a Co-ordinator/Runner on the day? Yes No

(The above option will assist with sufficient supervision of the children whilst the co-ordinator/Runner accompanies the children to the bathroom, and they can also act as the one point of contact for the parents on the day of the event.)

What Resources will be made available to the carers at the venue:

Tables Chairs Play Mats Cushions Kitchenette Microwave Fridge Water

Baby Change Table/ Floor Mat Bathrooms First Aid Kit Snacks & Lunch for the Children

Plastic Cups/Plates/Serviettes Induction on first day (fire exits, bathrooms, kitchenette) brief on requirements of role.

Who will be providing the induction: Name: _____

_____ (Phone Number) _____ (Title) _____ (Company Name)

Other Items:

Please ensure a sign in/sign out table is available to guests at the entrance to the Creche so they can sign their child/ren in and out upon drop off and collection.

Activities and Room Setup:

Would you like ACS to provide room set up and activities as per our quote: Yes No

If Yes, please email through a copy of the floor plan for our reference

If No, please list the Activities that will be made available to the carers at the venue:

Meals: (This will be dependant on the time that the care is required).

Will meals be provided for the children attending the creche: Yes No

If yes, will the meals for the children be in the Creche Room with the Carers or will they be Parents

If meals for the children will be in the Creche Room with the Carers, will you be providing meals to the Carers

If meals are not being provided for the children, please ensure that the parents are advised to bring snacks/water/bottles, etc for the children (no nuts, eggs, etc)

Driving Requirements:

Will the Carer require own car?	Yes	<input type="checkbox"/>	Desirable	<input type="checkbox"/>	No	<input type="checkbox"/>
Will the Carer require a driver's licence?	Yes	<input type="checkbox"/>	Desirable	<input type="checkbox"/>	No	<input type="checkbox"/>
Please confirm that parking will be made available?	Yes	<input type="checkbox"/>	Free Street Parking			<input type="checkbox"/>
Please confirm that parking will be paid for?	Yes	<input type="checkbox"/>				

Please Note: Paid Parking will need to be made available if you require us to provide activities and room setup

Further Instructions/Information including directions to parking:

Other Information:



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Credit Card Authorisation

Credit Card Payment Details: (Please note 2.5% surcharge for AMEX)

Visa/Mastercard/AMEX Card Number:

Name of Bank/Credit Association:

Name on Card:

CVC/CVV No. on Back of Card:

Expiry Date:

Signature:

Invoice Term Agreement

Invoice Agreement & Term: (Please note that registration cannot proceed without the following detail being provided)

We agree to a 7 Day Invoice Term: Yes No (if no, please indicate Term below)

Our Invoice Term:

We agree to make payments due via: EFT

Invoice Made Out To:

ABN Number:

Email Address for Invoice to be Sent:

Phone Number for Accounts Department:

Your Reference to be included on the Invoice:

Print Name:

Signed:

Job Title:

Date:

** Please note that registration cannot proceed without the above details being provided, if preferred payment is Invoice Term Agreement, then payment will need to be receipted prior to the event taking place.

Additional Notes:

Terms and Conditions

This agreement is between 'Abracadabra Childcare Services' referred hereafter as ACS, and the client.

1. ACS acts as an introduction and booking/placement and/or employment agent. The parties to any employment or contractor agreement are the client and the agent only. Any employment agreement is between ACS and the accepted candidate. Any discussions in relation to charge out rates must be between ACS and the Client only. Any discussions in relation to pay rates must be between ACS and the Candidate only.
2. ACS strives to provide appropriate casual, temporary and permanent candidates for employment by the client. However, ACS will not accept liability for any loss, damage, delay, or expense to the client irrespective of how they occur. The client and if more than one, then jointly and severally hereby indemnifies ACS against all actions, claims, losses, and damage made or suffered by any Nanny contracted to or employed by the client pursuant to or as a result of the relationship between ACS and the client formed under these terms and conditions.
3. Introductions of candidates to clients are confidential. Clients requiring further casual/temporary bookings/placements and/or third-party referrals must deal solely and directly through ACS. Where casual/ temporary bookings or permanent placements are made without the prior knowledge of ACS, the client remains liable for standard casual, temporary, and permanent fees.
4. ACS scheduled casual/temporary fees are non-refundable or transferable unless otherwise outlined under these terms and conditions. Please note fees and charges are subject to change.
5. By engaging ACS in seeking a candidate to do work for a client, the client agrees to pay all ACS casual/temporary scheduled fees in relation thereto and is taken to accept the terms and conditions hereof.
6. If payment is not able to be processed by the due date, then the client will be invoiced and will be liable to pay an additional late fee of 10% of the total outstanding balance per month. If payment is not received and the matter is referred to a collection agency all further costs of collection will also be payable by the client.

Casual Carers (Minimum 4 Hours per day booked)

7. Upon confirmation to ACS of intent to register as a client with ACS for an event requiring childcare/creche services, the client will be charged the quoted agency booking fee (+GST) payable by corporate credit card or invoice in accordance with this Agreement. The booking/agreement will be cancelled if the client fails to pay in accordance with this Agreement. This will incur our cancellation fee.
8. Payment for hours worked:
Carers will be employed by ACS and not by the client. ASC shall perform all obligations as an employer including ensuring adequate insurance cover is attained and compliance with any legislation relating to industrial relations, industrial safety, workers compensation, taxation, and superannuation. The agreed hourly rate will be charged upon receipt of the authorised timesheet for the hours worked and paid in accordance with the terms of this Agreement. All bookings hold a minimum 4 hours per booking per day.
9. Cancellations:
 - Casual / Temporary Bookings made from anywhere between 4 Hours to 14 Days
If the client cancels this agreement or any casual bookings made, the full scheduled casual/temporary booking fees still apply, they are non-transferable or refundable. In addition, if the client cancels this agreement or any casual bookings within 48 business hours from commencement of the booking, the client will be liable for payment to the Carer for 4 hours work for each day booked. ACS will use discretion on negotiations concerning cancellation under special circumstances.
 - Casual / Temporary Bookings made for 15 Days or more
If the client cancels this agreement or any casual bookings within 3 business days from commencement of the booking, the full scheduled casual/temporary booking fees still apply. If ACS receives the cancellation outside of 3 days prior to commencement, the client can request that their credit card account be credited with 30% of the paid fee. In addition, if the client cancels a casual booking within 3 business days prior to commencement, the client will be liable for payment to the carer 4 hours work for each day booked. ACS will use discretion on negotiations concerning cancellation under special circumstances.
 - If the client makes a request for cancellation of the agreement/booking after commencement, the abovementioned rules will also apply. ACS will use discretion on negotiations concerning cancellation under special circumstances.
10. Should a casual or temporary candidate prove unsuitable for any lawful reason. ACS is to be notified immediately and the candidate is to leave the premises of employment within two hours of notifying ACS and the candidate does not return to the premise at any given time. The candidate is to be paid for the hours worked.
11. Should a casual or temporary candidate need to leave due to illness prior to completing the required number of hours to be worked on any one day/eve the candidate is to be paid by you the client for the number of hours worked only. The casual/temporary booking fee will not be refunded or transferable. However, if requested by the client, ACS will endeavour to find a replacement candidate for that day only at no extra charge to the client.

Signature I hereby agree that I have read, understand, and agree to the above Terms and Conditions:

Name:			
Signature:		Date:	