



Australian Government

Department of Social Services

Interim Home Based Carer Subsidy Programme
[Nanny Pilot Programme]

Programme Guidelines

14 July 2015

Preface

The Australian Government Department of Social Services (DSS) has a suite of Programme Guidelines documents which provide information about each Programme that provides grants funding, and the group of Activities that contribute to that Programme. They provide the key starting point for parties considering whether to participate in a Programme and form the basis for the business relationship between DSS and the grant recipient.

DSS recognises and supports the work of civil society organisations. The DSS approach to working with civil society is based on reducing red tape, providing greater flexibility and respecting the independence of the sector. This approach recognises that civil society organisations should be supported to self-manage the delivery of support to our communities rather than being burdened with unnecessary government requirements.

The suite of Programme Guidelines documents are provided to applicants for each grant funding round. The approach to grants funding described in the Guidelines aims to foster collaboration and innovation in the community across civil society freeing up resources to improve outcomes for individuals, families and communities.

The Programme Guidelines suite for each grant funding round includes:

- a Programme Guidelines Overview document (this document) that provides an overview of how funding rounds may be conducted for each Activity (PBS administered line item) that contribute to the overall Programme outcome, and
- an Application Pack - a suite of documents with information specific to each grant funding round conducted within the Activity.

The simplified Programme arrangements establish the framework for DSS to move towards a single grant agreement per provider, implement new and improved financial reporting systems, reduce reporting and regulation, consolidate funding rounds and support greater service delivery innovation to meet the needs of clients.

DSS reserves the right to amend these documents from time to time by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

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1 Structure of the Programme Guidelines

The Nanny Pilot Programme Guidelines have been developed to provide clear and consistent guidance for families, service providers and nannies who are interested in applying to participate in the Nanny Pilot Programme.

The purpose of these Guidelines is to provide families, service providers and nannies with an understanding of the programme so an informed decision can be reached before applying to participate in the programme.

These Guidelines describe the operation of the Nanny Pilot Programme and outline the eligibility requirements for participation in the programme. The guidelines include relevant information concerning:

- overall programme objectives and outcomes (section 2).
- requirements for families including eligibility and how to apply (section 3)
- requirements for service providers including eligibility and how to apply (section 4 to 6).
- requirements for nannies, including eligibility (section 7).

These guidelines will be supplemented by a suite of documents relevant to each funding round.

Further information is available, and may be released from time to time, at the [Department of Social Services website](http://www.dss.gov.au/) (<http://www.dss.gov.au/>).

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2 Programme Overview

2.1 Context

Despite the large number of Australian children participating in formal child care and early learning, many families still cannot find child care services that meet their needs and enable them to meet or increase their workforce participation.

The Australian Government tasked the Productivity Commission (PC) to undertake an inquiry into the child care and early learning sector, with a focus on developing a future system to support modern families' working circumstances. Within the report, the PC highlighted the need for increased flexibility for families and recommended nannies should be part of the mainstream child care system. On 28 April 2015, the Government announced the Interim Home Based Carer Subsidy Programme (Nanny Pilot Programme), which will provide \$246 million over two years, commencing in January 2016.

The Nanny Pilot Programme is an Australian Government initiative, administered by the Department of Social Services (DSS), will extend fee assistance to child care delivered in the home by nannies. The ability to find appropriate child care will provide many families with the opportunity to engage or increase their workforce participation.

The Nanny Pilot Programme responds to the burden faced by families experiencing difficulty in finding child care to meet their needs. The Nanny Pilot Programme aims to include an additional care option that is more flexible and accessible, particularly for families experiencing difficulty in obtaining care due to non-standard hours, living in remote or rural areas, and other access issues, such as the need for multiple care types for their children.

The Nanny Pilot Programme will operate in parallel to the In Home Care Programme. It will provide eligibility to a broad range of families who meet work, training, or study requirements to access a nanny, with a focus on prioritising parents who work non-standard hours and are unable to access mainstream child care due to their family circumstances.

2.2 Outcomes

The Nanny Pilot Programme aims to assess the provision of assistance to families who are having difficulties accessing mainstream child care to enable them to maintain or increase their workforce commitments. Information on changes to families' workforce participation during the programme will be gathered and measured and form part of the programme evaluation. The programme will also collect information on the demand, supply, usage and characteristics of participants.

The programme and its evaluation will inform future policy on Government fee assistance for care in the family home. The outcomes of the evaluation will also assist in determining appropriate regulatory requirements for service providers, nannies and families.

The Nanny Pilot Programme will provide the Government with quantifiable data on the nanny workforce, including nannies' qualification levels, families' patterns of usage and the types of service providers that offer nannies for families. It will also provide information on the characteristics of families who may use nannies, including their income, location, workforce participation, preference for full time or part time care, and the ages of children cared for by a nanny. Preliminary data will be collected on the average hourly cost of home based care and whether the ability to attract a subsidy makes care in the child's home affordable for families. Despite nannies being a care choice used by many families, there is currently little data available regarding the nanny workforce.

2.3 Overview

The Nanny Pilot Programme will commence in January 2016, run for a period of 24 months, and engage and support approximately 4,000 nannies and 10,000 children. The Nanny Pilot Programme is a grants programme that will be governed by these Guidelines and funding agreements. Australian Government funding will be provided over a two year period through fee subsidies for families associated with engaging a nanny. The subsidies will be paid directly to service providers.

Families with an annual family income of less than \$250,000 and who meet the eligibility criteria outlined in these Guidelines will be asked to express interest in participating in the Nanny Pilot Programme. This

programme will assess the provision of assistance to families who are experiencing difficulties accessing mainstream child care to meet or increase their workforce commitments. Families from a range of circumstances will be selected, such as two parent families, sole parent families, metropolitan families, regional, rural and remote families, and families with a preference for either full time or part time care. This is to ensure appropriate and representative information is collected to inform future eligibility settings. Information collected will include number of children, location of care, and obstacles in using existing child care options (if any) to ensure a variety of circumstances are included.

The Nanny Pilot Programme will be capped and families will be prioritised for participation against specified criteria using an application process. While data and information gathering activities will be kept to a minimum, families must be willing to assist with these activities throughout the programme to support the evaluation. Submission of an application does not guarantee a subsidised place in the Nanny Pilot Programme. In the event of the programme reaching the maximum subscription, applicants meeting the eligibility criteria will be placed on a register to be contacted should places become available.

A small number of providers in each state or territory will be selected to deliver the programme on behalf of the Government. Service providers will be selected through an open competitive selection process and will be required to enter into a contractual agreement with the Commonwealth. Successful service providers will be subject to standard Commonwealth reporting and acquittal processes in the contractual arrangements, however, a key focus of their role will be on financial management, and monitoring and compliance activities, including "spot checks" of the provision of the subsidy to families.

Service providers selected will receive two types of payments:

- an administrative fee, paid quarterly in advance, which is 5 per cent of the subsidy paid to the service provider.
- a subsidy payment on behalf of the eligible families, paid in arrears.

The subsidy on behalf of eligible families will be based on the family's income. The subsidy will be a proportion of the fixed hourly fee of \$7.00 per hour per child, for up to a maximum of 50 hours of care per week. Families earning up to \$60,000 per year will receive 85 per cent (of the fixed hourly fee of \$7.00), and the level of subsidy will taper to 50 per cent for families earning \$165,000 per year. Families on incomes above \$250,000 will not be eligible for subsidies under the Nanny Pilot Programme. The maximum subsidy a family can receive is 85 per cent of the hourly fee of the nanny.

Successful service providers may engage nannies as an employee or a contractor, and must manage the relationship between families and nannies. Service providers will also need to provide support for families as required, such as finding a suitable replacement for a nanny who is sick or on leave. Service providers will be responsible for invoicing families, receipting the reduced fee from participating families, paying nannies, including the subsidised component, receiving and acquitting funding received from the Government, and reporting on expenditure and usage.

To participate in the programme, nannies must be engaged through a service provider either as an employee or contractor. The successful service provider could be an existing provider in the child care sector, community service field, or other type of service that demonstrates it can provide appropriate professional and peer support to a nanny and manage relationships with families.

3 Families

3.1 Applicant eligibility

The Nanny Pilot Programme supports families who are experiencing difficulties accessing appropriate child care to meet their circumstances. The Nanny Pilot Programme requires a good spread of family circumstances and child care needs to facilitate a robust and meaningful evaluation.

Applicants will include but are not limited to:

- couple families.
- sole parent families.
- families requiring before/after school care.
- families with a mix of child care needs.
- families in metropolitan areas.
- families in regional, rural and remote areas.

By submitting an application, families declare that the information supplied by them is true, correct and complete in every respect. All information provided in the online application form will be verified by DSS. The provision of false, incorrect, incomplete or misleading information may result in the application not being considered for the Nanny Pilot Programme. Applicants must read and agree to the declaration.

Submission of an application does not guarantee participation in the Nanny Pilot Programme or that a suitable nanny will be found for participating families.

3.1.1 Eligibility requirements

Families are invited to participate in this programme and must meet the following eligibility criteria:

- must earn a combined annual household income of less than \$250,000.
- both parents/guardians must meet the minimum activity requirement as set out in section 3.1.2.
- at least one parent/guardian must be an Australian citizen or a permanent resident.
- children in receipt of care must be dependents.

Families must be willing to participate in the Nanny Pilot Programme and assist with minimal data and information gathering activities. Families must also agree to their information being shared with the third party engaged to deliver the programme on DSS's behalf, as well as the organisation engaged to conduct the evaluation of the programme.

3.1.2 Minimum activity requirement

Both parents are required to be engaged in work, training, or study for a minimum of eight hours per fortnight. This also includes reasonable travel time.

3.1.3 Immunisation requirements

All child care subsidies and support from 1 January 2016 will remain linked to immunisation requirements that will be strengthened under the Government's 'no jab, no pay' policy. Children must have received all vaccines required for their age as per the immunisation schedule. The only exemption to this policy will be on medical grounds.

3.1.4 Age limit

Subsidies will be paid for children up until 13 years of age or the end of primary school, whichever comes last. Children over the age of 13 years under the care of a nanny will not attract a subsidy under the Nanny Pilot Programme.

Families seeking to enter or increase their workforce participation who have children who are over 13 years of age that require additional support or have a disability will be considered on a case by case basis. Parents will need to demonstrate that they need the care to maintain workforce participation, and no other care or assistance exists.

3.1.5 Number of children

Under the Nanny Pilot Programme a nanny can care for a maximum of four children under school age and seven children in total. This is in line with the current In Home Care programme requirements.

3.1.6 Families sharing a nanny

A nanny can care for children from two families in the home of one of the families on the following conditions:

- both families must apply separately and be eligible to participate in the programme.
- both families agree to this arrangement.
- the majority of the children being cared for must reside in the house where the care is being provided by the nanny.
- the service provider is responsible for managing the contractual arrangements that support both families.
- the number of children able to be cared for does not exceed the requirements set out in section 3.1.5 at any time.

3.1.7 Children in shared care family arrangements

The Nanny Pilot Programme recognises that some children are in a shared care arrangement and living with each parent part of the time and that a nanny may assist in meeting the care requirements of both families. Where parents share the care of a child and live within a reasonable distance of each other, both parents can apply separately to participate in the Nanny Pilot Programme to share a nanny.

Parents living separately have flexibility under this programme to provide continuity of care to their child/ren by engaging the same nanny. Both parents must meet the following conditions:

- both parents must apply separately and both parents must be selected to participate in the programme.
- both families agree to this arrangement as it is beneficial to the children in care.
- the number of children to be cared for does not exceed the requirements set out in 3.1.5 at any time.
- both homes have been inspected for health and safety concerns to minimise risk to nannies.
- the service provider is responsible for managing the contractual arrangements that support both families.

3.1.8 Out of scope arrangements

Subsidies to families are for care of children by a nanny that is not immediately related to the children. The nanny/child relationships excluded from this Nanny Pilot Programme include, but are not limited to, a:

- parent, grandparent, brother, sister, uncle, aunt, or cousin of the child, whether of whole blood or half blood, and whether that relationship arises by marriage (including a de facto relationship) or by adoption or otherwise.
- relative of the child according to Aboriginal or Torres Strait Islander tradition.
- person with whom the child resides in a family-like relationship.
- person who is recognised in the child's community as having a familial role in respect of the child.

Families cannot simultaneously participate in the Nanny Pilot Programme as well as using an In Home Care service. Families using an In Home Care Service will be required to give up their place with that service before participating in the Nanny Pilot Programme.

3.2 Priority of placement

The Nanny Pilot Programme provides assistance to those wanting to work or increase their workforce participation and who are experiencing the greatest difficulty in finding appropriate child care for their children. For these reasons, the programme will give priority of placement to families who have difficulty accessing mainstream child care for the following reasons:

- located in remote and very remote areas of Australia ¹.
- geographically isolated from an existing child care and early learning service (including outside school hours care).
- work non-standard hours, such as evenings or weekends.
- have children that require additional support or have a disability.

Preference will be given to families who:

- can demonstrate an increase in work hours/activity.
- meet the activity test through workforce participation.
- require more hours of care per week.
- have two or more children.

If there are a large number of applications from families located in a similar geographic area, consideration will be given to prioritisation of that area (so long as eligibility requirements are met) to inform the evaluation of the Nanny Pilot Programme in addressing barriers to employment participation in a particular area.

3.3 Application Process – Families

3.3.1 How to apply

DSS will call applications from families interested in participating in the Nanny Pilot Programme. DSS will advertise the application process on the [DSS website](#).

Families must meet the eligibility criteria for the Nanny Pilot Programme and will be prioritised based on individual circumstances and need. The application process for families will be open for six weeks. Depending on interest, it may be necessary to run more than one application round. These processes will be used to fill places that become available throughout the Nanny Pilot Programme.

Families will apply via a smart form or portal, filling in the required information and providing evidence where required. The applicant will need to be an Australian citizen or permanent resident. Information collected will include:

- name and contact details.
- Customer Reference Number of applicant
- Customer Reference Number of the other parent (if they have one).
- family income details.
- employment status of both parents.
- occupation of both parents.
- agreement that they meet the required activity test as set out in section 3.4.
- Customer Reference Number(s) of children
- number and ages of children.
- hours of care required per child.
- type of care required (part time/full time/overnight).
- length of time care is required (ongoing or for a certain period of months).
- reasons why care is needed.
- acknowledgement that their information will be shared with a third party.

Information collected by DSS will be used to prioritise families, manage funding and evaluate the programme.

¹ Measures of remoteness are based on the Australian Bureau of Statistics' Remoteness Structure categories, which are part of the Australian Statistical Geography Standard.

3.3.2 Assessment and selection process for families

All applications will be registered, recorded and assigned an ID number for future reference. Applicants will receive a confirmation email notifying that the application has been received and will be assessed against eligibility criteria.

Applications that meet all eligibility criteria will be given priority for participation in the programme based on the priority of placement at section 3.2, which considers the family's need, workforce participation requirements and current care arrangements.

Families will be required to upload a copy of each parent's last notice of assessment issued by the Australian Taxation Office for the purposes of demonstrating family income. Applications will be sorted by state/territory and assigned a priority ranking.

Families that have met the eligibility requirements and have been selected to participate will receive written notice of acceptance to the Nanny Pilot Programme and be advised of the approved service provider in their region. Successful families will be contacted by the service provider that is delivering the programme in their area on behalf of DSS to begin the process of matching a suitable nanny to the family. Further details about the matching process are provided in section 5.3.

Families that have met the eligibility requirements but have not been selected to participate will be notified by DSS and given the option of staying on a contact register for possible future placements. Families can also opt to be contacted by a service provider regarding engaging a nanny outside of the Nanny Pilot Programme. Any arrangement with a service provider that is outside of the Nanny Pilot Programme will not attract fee subsidies.

3.4 Activity requirements

Under the Nanny Pilot Programme, eligibility for fee assistance is determined based on how many hours each parent is engaged in approved work, training or study. The number of hours of subsidised care is commensurate with the amount of activity undertaken by the parent per fortnight, as per the table:

Activity (per fortnight)	Number of hours of subsidy (per fortnight)
8 -16 hours	Up to 36 hours of care
17 to 48 hours	Up to 72 hours of care
49 or more hours	Up to 100 hours of care

Where there are two parents, the number of subsidised hours will be based on the parent who does the lesser amount of activity per fortnight.

3.5 Subsidy payments

Subsidies will be paid directly to service providers and passed on to families as a reduction in the cost of using a nanny. The subsidy amount is based at \$7.00 an hour per child for a maximum of four children under school age and seven children under 13 in total. A maximum subsidy of \$5.95 per child per hour (85 per cent of the base amount) will be paid to families earning up to \$60,000. The subsidy amount reduces as family income increases, to a minimum subsidy of \$3.50 (50 per cent of the base amount) for family incomes over \$165,000 (up to \$250,000).

The programme is not intended to fully subsidise the cost of a nanny. If the number of children in the family means that the total subsidy will be greater than the maximum subsidy for which that the family is eligible, the family will need to contribute the difference between their subsidy rate (e.g. 85 per cent) and the total cost of care.

Families will receive up to 50 hours of subsidised care per child per week depending on their level of activity as outlined in section 3.4. Families using a Child Care Benefit approved child care service provider may also use a nanny to supplement child care requirements. However, families using both care arrangements cannot claim for more than a combined total of 50 hours of subsidised care. Regular compliance activities will be in place and any family found to be accessing more than 50 subsidised hours per week will potentially lose funding and will be required to repay the overpayment.

3.6 Change of circumstance

Participants are required to notify the service provider if their circumstances change. This will ensure that the correct subsidies are being paid. Participants must report any change in circumstance for either parent within 14 days of the change.

Some changes that a participant will need to tell the service provider about are:

- personal and contact details.
- relationship status.
- care arrangements for anyone in their care, including their children.
- work status.
- starting or finishing studying.
- family income.

Families should be aware that some change in circumstances, such as family income and meeting the activity test may result in a reduction or loss of subsidy but not the loss of care arrangements.

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4 Service Providers

4.1 Applicant eligibility

DSS will engage a small number of service providers per state/territory to deliver the Nanny Pilot Programme on behalf of the Government. Interested service providers will not need to be a current CCB approved service but will need to be able to deliver the programme across a region of a state/territory or a whole state or territory. Applications will be assessed against the eligibility criteria to ensure public accountability and maximise programme outcomes by DSS. Each state/territory has been divided into two regions, metropolitan and regional/remote, with the exception of the Australian Capital Territory and Tasmania where there is only one region per state/territory.

Service providers submitting an application must meet the following eligibility criteria:

- must be a registered company/organisation that was established and has been operating for more than two years in the child care sector or other community service field and has provided the appropriate evidence of its legal status. (In the instance of a consortium, all members must meet the eligibility criteria of being in the sector for more than two years).
- owners/directors must meet fit and proper person requirements (outlined below) and provide supporting evidence.
- have addressed all the selection criteria at section 4.4.
- have a proven track record (DSS will undertake a due diligence check based on the service provider's previous performance).
- where applicable, have a licence to operate an in home care service in the state/territory.

For the purposes of demonstrating that the owners/directors are fit and proper persons, the following documentary evidence must be attached to the application:

- proof of identity.
- a criminal history check issued not more than six months before submitting an application.
- a current working with children check, working with children card or working with vulnerable people check issued on the basis of a criminal history record check.
- if the applicant has lived and worked outside Australia at any time within the previous three years, an overseas criminal history statement made by the applicant.
- details of any disciplinary proceedings (see glossary) or bankruptcy.

4.2 Outcomes required

A competitive selection process will be open to all providers operating in the market place. The selection process will be advertised through the media, the [DSS website](#) and other sources in order to attract as much interest as possible and will have opening and closing dates.

Successful service provider/s will be required to recruit nannies to meet the needs of the families allocated to them. The successful service provider/s will be responsible for managing the payment of nannies' fees, including the subsidised component.

DSS will provide the selected service providers with a list of successful families accepted for the Nanny Pilot Programme. The service provider will be required to contact the family and arrange a suitable time to meet the family and discuss their child care needs. Service providers will be required to sight and copy the child's Immunisation History Statement issued by Medicare.

4.3 Commonwealth of Australia Grant Agreement

Selected service provider/s are required to enter into a legally binding grant agreement with DSS, which specifies a range of contractual obligations, including in relation to record keeping and retention, performance reporting, and financial expenditure and acquittal.

Under the grant agreement, DSS will pay service providers the nanny fee subsidy and service providers will pass this on to families through a fee reduction. Service providers will receive an administrative payment to acknowledge their role in administering the programme on behalf of the DSS. Regular reporting and acquittal procedures will ensure accurate allocation and payment of funding. Section 8 further describes the funding for the Nanny Pilot Programme.

Service providers considering going into partnership/agreement or sub-contracting with other service providers must make this clear at the point of application.

4.4 Selection criteria for service providers

All grant processes will be undertaken in accordance with the requirements of the *Commonwealth Grant Rules and Guidelines July 2014* and will be for the purposes that are consistent with the objectives and priorities of the Nanny Pilot Programme.

DSS will conduct an open competitive selection process in the second half of 2015 to select the service providers. The selection process will be open for six weeks. Service providers must ensure they meet the eligibility criteria outlined at section 4.1 to apply.

DSS will assess the applications and will select a small number of providers in each state or territory. The successful provider/s will be contracted after the assessment process and will be required to recruit nannies for participating families to commence January 2016. Service providers will need to ensure any employment relationship with the nanny complies with the *Fair Work Act 2019*, Independent Contractor Act and any other relevant Commonwealth, state or territory legislation

The equally weighted selection criteria are:

Selection Criterion 1 – Ability to plan for the Nanny Pilot Programme activities

Applicants should outline a comprehensive service delivery framework for the region that identifies the strategies or mechanisms that will be used to deliver outcomes required by service providers under the Nanny Pilot Programme. The response to this criterion should include, but not be limited to, the following:

1. An outline of the organisation's engagement strategy to ensure recruitment and placement of appropriately vetted nannies, including provision of ongoing professional support.
2. An outline of the strategies planned to ensure that all eligible families contacting the service are interviewed in a timely manner, including approaches to ensure their child care requirements are captured and assessed appropriately.
3. Details of fees that will be charged for nannies, including any basis for variations, such as number of children, location of care and other circumstances.
4. Demonstrated understanding of issues that impact on matching nannies with families.
5. The proposed strategy for managing funding, including allocation and budgeting, invoicing, reporting and management of the administration component.

Selection Criterion 2 – Capacity and infrastructure to deliver the programme activities

The response to this criterion should include, but not be limited to, a discussion of the Applicant's:

1. Capacity to place and support nannies, including any subcontracting with other service providers.
2. Quality assurance and complaints handling mechanisms.
3. Demonstrated sound human resource management capability, including:
 - a. appropriate screening mechanisms for nannies and families.
 - b. employment and people management practices.
 - c. ability to meet the diversified needs of families as well as accommodating or dealing with unforeseen circumstances, such as a nanny being sick or accidents in the home.
 - d. recruitment and support of staff with diverse backgrounds and abilities.
4. Sound Occupational Health and Safety policies and procedures in place.
5. Demonstrated experience in developing employment contracts and/or managing outsourced staff arrangements, including contracts, conditions and support.
6. Details of payment structures for nannies.
7. Demonstrated sound financial management capability, including knowledge of government contracts, budget management and reporting practices.
8. Capacity to provide reports on outputs and outcomes for the purposes of monitoring and evaluation.

Selection Criterion 3 – Demonstrated relevant knowledge and service delivery experience in the nominated region

The response to this criterion should include, but not be limited to, a discussion of the Applicant's:

1. Demonstrated understanding of the region for which the Applicant is seeking to apply, including local needs and relevant community and service delivery networks, and how they relate to the delivery of the Nanny Pilot Programme activities.
2. Demonstrated understanding of the difficulties some families face in obtaining suitable child care, particularly those working non-standard hours and living in regional, remote and rural areas.
3. Successful delivery of any relevant programmes and/or services, and how this would relate to effectively carrying out the roles and responsibilities of the service provider under the Nanny Pilot Programme.

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5 Service Provider Requirements

5.1 Recruitment of nannies

Successful service providers will be required to recruit nannies to meet the needs of the families allocated to them. Nannies can be recruited directly through the service provider/s recruitment activities. Service providers may require nannies to meet additional requirements based on the demand and needs of participating families.

Recruitment of nannies should be seen as fair and transparent, and the process must be robust so that the selection process minimises the risk to children. The selection process must include, but not be limited to:

- an assessment of the nanny's application and referee reports.
- a verification of their claims.
- a face-to-face interview or an interview via skype or other similar technology.

5.2 Employment contract/agreement

Service providers must ensure written employment contracts or workplace agreements are in place with all the nannies they employ. Terms and conditions of employment under these contracts and or enterprise agreements must comply with the *Fair Work Act 2009* and must ensure an employee's work rights and entitlements are recognised. For example, employee requirements such as minimum rates of pay, annual leave, personal sick leave, worker's compensation, penalty rates, hours of work, vehicle allowance, superannuation and professional development must be included in all nannies' employment contract. Service providers must also ensure they meet all their obligations as an employer, including record keeping obligations. Service providers requiring assistance in regard to their employees' entitlements and employment conditions may wish to contact the Fair Work Ombudsman on 13 13 94 or go to the [Fair Work website](http://www.fairwork.gov.au) (<http://www.fairwork.gov.au>).

5.3 Matching families with nannies

Each service provider will be responsible for matching the families allocated to them with the nannies they have recruited. Successful providers will be given a list of selected families who have expressed interest in participating and who meet the programme's priorities.

Service providers will be required to support families in providing the best care option for their children. An interview to ascertain the family's child care requirements must be carried out. This should be followed up with a visit to the family's home to conduct a health and safety check to ensure that the home is appropriate and does not place the nanny's or children's health and safety at risk.

Families will make the final decision about which nanny is appropriate for their family. Service providers must have policies in place to allow families to trial a nanny for period of time and policies for addressing the replacement of a nanny at short notice.

The service provider must provide families with an acceptable choice of nannies. A minimum of three nannies from which to choose from must be provided to the family where available. If the service provider is unable to find an appropriate nanny for the family, the family must be advised immediately and DSS must also be advised.

The service provider will also need to consider nannies who are in a current arrangement with a family and the family has expressed an interest and has been accepted to participate in the programme. This is on the condition that the nanny meets the eligibility criteria for participation in the programme, including the service provider's requirements.

5.4 Monitoring and supporting nannies

The service provider must have policies in place to monitor the performance of each nanny. Evidence must be available to demonstrate the number of hours a nanny delivers care to a particular family. Service providers will be required to demonstrate that the family received appropriate care for the number of hours required. DSS may request this information and supporting evidence from the service provider at spot checks and it will be required that they acquit funds. Service providers must also ensure that the duties that a nanny provides are associated with the care of the child/ren as outlined in their employment contract.

The service provider must have sufficient policies and procedures in place to ensure the safety of the nanny within the family home, such as a 24 hour hotline. See Section 12 for further detail about complaints handling.

5.5 Nanny performance

Service providers delivering the programme on behalf of DSS are the entity responsible in the event one of their recruited nannies acts in error while supervising and caring for children. Service providers will be required to demonstrate how they monitor the performance of nannies, including disciplinary and capability procedures. Service providers are required to demonstrate that they can offer professional support to nannies.

5.6 Operational requirements

5.6.1 Record management

The service provider must keep up-to-date documentation of all policies and procedures relevant to this programme. Records of subsidy payments, fee payments and hours worked by each nanny must be maintained and kept. Documents must be provided upon DSS's request. Service providers will be required to demonstrate that they have these documents.

5.6.2 Manage subsidy on behalf of the family

Service providers will receive the subsidy on behalf of the children that are being cared for by the nanny. Service providers will then pass the value of the subsidy to the family in the form of reduced fees and will be required to track this and provide evidence that the hours of care are being performed.

5.6.3 Service provider administration fee

Participating service provider/s will receive an administration fee to administer the programme on behalf of the Government as outlined in section 8.4.

The administration fee collected for administering the contracts between families and nannies may be used for:

- staff salaries and on-costs that can be directly attributed to the provision of recruitment and placement of nannies with families.
- activity in the identified region as per the grant agreement.
- employee training for staff that is relevant, appropriate and in line with the programme activity.
- operating and administration expenses directly related to the delivery services, such as:
 - telephones.
 - rent and outgoings.
 - computer/IT/website/software.
 - insurance.
 - utilities.
 - postage.
 - stationery and printing.
 - accounting and auditing.
 - visiting family homes.

5.6.4 Fees for nannies

Service providers will need to declare the schedule of fees they are charging (or intend to charge) for nannies as part of the selection process. The service provider may increase fees as a result of general increases in line with the Consumer Price Index. During the pilot period, service providers needing or wanting to increase their fees will need to advise DSS of their rationale for doing so. Service providers must inform families of their fee policy before care commences.

DSS does not expect service providers to charge families a 'sign up' fee. Service providers will be provided with a list of eligible families to participate in the Nanny Pilot Programme and DSS will pay the service provider an administration fee to administer the programme on behalf of the Government.

5.7 Legislative requirements

In delivering the Activity, organisations are required to comply with all relevant laws, and comply with DSS Policies as specified at [Doing Business with DSS](#).

Service providers must also comply with all relevant state or territory legislation when providing care for children. This may include any state or territory legislation in relation to licensing, service approval, registration and standards applicable to the jurisdiction in which the service provider intends to operate.

5.8 Information technology requirements

Service providers must have systems in place to allow them to meet their data collection and reporting obligations outlined in the Grant Agreement, or at the request of the DSS.

Programme related information outlined in Activity Performance and Reporting (refer section 5.9), such as family characteristics or service delivery information, will be collected by service providers and entered directly into a data capture system or via a DSS approved alternative mechanism.

Service providers may need to purchase third party software so that can communicate with DSS systems. This will be confirmed prior to the formal release of the Guidelines.

There are no minimum Information Technology requirements for families or nannies.

5.9 Activity performance and reporting requirements

Under the Nanny Pilot Programme, service providers, nannies and families will be required to provide reporting to DSS in order for DSS to assess performance and compliance under the programme. In addition to assessing performance and compliance, the reporting obtained as part of the programme will also inform DSS's existing data and information gaps relating to nannies.

An evaluation will be undertaken throughout 2017 by an independent contractor to assess the successes and challenges of the programme, implementation issues and recommendations on future arrangements for home based care. As part of this evaluation, reports obtained throughout the programme will be provided to an independent contractor in order to inform the evaluation.

Suggested reporting requirements are outlined in the table on the next page, however these may change as the programme progresses through its implementation.

General reporting requirements:

Stakeholder	Reporting requirement/ information source	Timeframe
Families	<ul style="list-style-type: none"> Pre-implementation survey prior to programme commencement. Six monthly general check-ups with service providers. Post-implementation survey in early 2017, or on exit from programme (whichever occurs first). Evaluation: Focus Groups will use a selection of families who participated in the Nanny Pilot Programme. 	<ul style="list-style-type: none"> Dec 2015 Six month intervals Early 2017, or on exit Early 2017
Service providers	<ul style="list-style-type: none"> Pre-implementation survey prior to programme commencement. Reporting to DSS as requested in Grant Agreement. Post-implementation survey in early 2017, or on exit from programme (whichever occurs first). Evaluation: Focus Groups will use a selection of service providers that participated in the Nanny Pilot Programme. 	<ul style="list-style-type: none"> Dec 2015 As required Early 2017, or on exit Early 2017
Nannies	<ul style="list-style-type: none"> Pre-implementation survey prior to programme commencement. Evaluation: Focus Groups will use a selection of nannies who participated in the Nanny Pilot Programme. 	<ul style="list-style-type: none"> Dec 2015 Early 2017

Compliance reporting requirements:

Stakeholder	Reporting requirement	Timeframe
Families	<ul style="list-style-type: none"> Responses to spot checks from DSS and their service provider. Mandatory requirement to report against incorrect invoicing. Report of change in circumstances 	Ongoing throughout programme period
Service providers	<ul style="list-style-type: none"> Quarterly reporting to DSS as outlined in the Grant Agreement Weekly/fortnightly two-way reporting with families regarding invoice/statement (with itemised hours of care provided), subsidy amount and out of pocket expenses Acquittal reporting <ul style="list-style-type: none"> In arrears for subsidy payments Quarterly, in relation to administration payments paid under the programme 	<ul style="list-style-type: none"> Quarterly Weekly/ Fortnightly As required
Nannies	<ul style="list-style-type: none"> Reporting to the service provider, as requested. 	<ul style="list-style-type: none"> As required

5.11 Financial and reconciliation reporting

The programme will be managed to ensure the efficient and effective use of public monies which will act to prevent fraud upon the Commonwealth. Financial reporting must be provided to DSS, as outlined in the Grant Agreements with service providers. Grants must only be used for the purposes for which it was provided.

Proposed financial reporting and compliance related requirements are outlined in section 5.9. However, detailed requirements will be outlined in the Grant Agreement with service providers and communications with families.

5.12 Service provider responsibilities and accountabilities

Service providers are responsible for the development and submission of their selection application online. Providers must ensure that all information provided in an application is accurate and in accordance with requirements set out in the online application documentation and these Guidelines.

In entering into a grant agreement with DSS, the grant recipient must comply with all requirements outlined in the suite of documents that comprise the agreement including these Programme Guidelines, the Grant Agreement and the Terms and Conditions.

Service providers are responsible for ensuring:

- The Terms and Conditions of the grant agreement are met.
- Service provision is effective, efficient, and appropriately targeted.
- Highest standards of duty of care are in place
- Services operate in line with, and comply with the requirements as set out within all State and Territory and Commonwealth legislation and regulations.
- Indigenous Australians have equal and equitable access to services.
- They work collaboratively to deliver the programme.
- They meet all reporting and compliance related requirements outlined in the Grant Agreement.
- They participate in evaluation activities.
- They obtain information from participating nannies and families, as requested.
- They contribute to the overall development and improvement of the programme such as sharing best practice.

6 Service Provider Application and Assessment Process

6.1 Overview of the application process

All grant processes will be undertaken in accordance with the requirements of the *Commonwealth Grant Guidelines Rules and Guidelines July 2014* and will be for purposes that are consistent with the objectives and priorities of the Nanny Pilot Programme.

6.1.1 Programme Guidelines

Service providers applying to participate in the Nanny Pilot Programme will be provided with the Programme Guidelines suite of documents comprising:

- the Programme Guidelines (this document).
- an Application Pack – a suite of documents with information specific to each grant funding round conducted within the Nanny Pilot Programme.
- the Terms and Conditions of the Grant Agreement.

6.1.2 Application Pack

The Application Pack will comprise the following documents:

Funding Round Summary

This document includes the following information:

- objectives and requirements of the programme
- eligibility criteria
- the type of selection process being used
- opening and closing dates
- the value of the programme
- how to submit an application form
- a copy of the application form
- selection criteria.

DSS Individualised Support Grant Agreement template – General Terms and Conditions

The signed Grant Agreement will include information relating to the grant objectives, the activities to be undertaken, the duration of the grant, payment, reporting requirements, supplementary terms and conditions, and signatures of DSS and providers.

Questions and Answers

This document aims to answer any questions and provide additional information relating to the Nanny Pilot Programme and the application process.

6.1.3 Open competitive selection process

DSS proposes to undertake an open competitive selection process to achieve the objectives and priorities for the Nanny Pilot Programme.

A competitive selection process is open to all providers operating in the market place who meet the eligibility criteria. Open processes are advertised through the media, the [DSS website](#) and other sources in order to attract as much interest as possible. Open competitive grant rounds have open and closed nominated dates, with eligible applications being assessed against the nominated selection criteria.

6.2 How to submit an application

To apply under this process, applicants will need to complete the Application Form and respond to selection criteria as detailed above. Applications must be received electronically by the closing date and time as stated in the Application Pack.

All applicants will need to respond fully to the Selection Criteria in the Application Form and provide the information required in the format and to the extent specified.

Applications can only be submitted during the application round for the Activity and for the locations or sites as defined in the Application Form.

Your application is not an agreement or contract. Meeting the selection criteria does not guarantee funding. Funding is limited and applications will be assessed and prioritised according to the extent to which they meet the selection criteria. Only applications meeting the selection criteria to a high degree are likely to be considered for funding. All information requested on the application must be provided to enable your application to be fully considered.

6.2.1 Applicant responsibilities

It is the responsibility of the applicant to ensure that their application is complete and accurate. Giving false or misleading information to DSS is a serious offence. Applicants or their partners who do so may be prosecuted under section 137.1 of the *Criminal Code Act 1995*.

Make sure you keep a copy of your application and any supporting papers, either electronically or in hard copy, for your own records.

Only one application per organisation/region will be assessed. If more than one application is submitted, only the latest application will be considered.

6.2.2 What needs to be included?

DSS will not assess applications that do not contain all required attachments (see Application Form checklist) outlined in the Application Form where an Application Form is provided for completion by applicants.

6.2.3 What should not be included?

Any attachments to the Application Form which are not specifically requested in the Application Form will not be considered as part of the assessment process.

6.2.4 What happens if you provide more than the specified number of words?

The Application Form specifies a word limit for each selection criteria. Text beyond the word limits will not be considered as a part of the assessment process.

6.2.5 Closing date and time

The timeframe for submission of applications for any funding process will be set out in the Application Pack. In order to be received by DSS, the application must be submitted in full via the method prescribed in the Application Pack. The applications must be received by DSS within the application period to be considered.

6.2.6 Late applications

DSS may reject any application lodged after the closing date. If an application is late, DSS may determine that there were exceptional circumstances beyond the applicant's control that meant the deadline could not be met. The applicant will need to supply documentary evidence to support any exceptional circumstances. DSS has no obligation to accept a late application. Any decision by DSS to accept or not accept a late application will be final.

6.2.7 Questions and answers during the application period

Details of 'Questions and Answers' facilities and contact details will be provided on the [DSS website](#) under the Grants tab. DSS will respond to emailed questions within five working days.

Note: A list of 'Frequently Asked Questions' will be available on DSS's website. Responses to questions of interest to all applicants may be added to the list during the application period.

DSS will only respond to requests for information that seek clarification of issues to allow them to better understand the requirements of the Programme Guidelines Overview including the Application Pack.

6.2.8 Questions after the application period

DSS will **not** accept or respond to any applicant requests for information or correspondence about the status or progress of their application during the assessment phase.

6.2.9 Application acknowledgement

Unless prior agreement has been reached with DSS an application will not be considered lodged until it is received by DSS. The applicant will receive email notification from DSS within 48 hours of an application being lodged correctly. If the applicant has not received notification in this timeframe, the applicant should contact DSS to confirm that the form has been lodged correctly.

6.2.10 Conflicts of interest

Applicants must identify, in their application, any potential or actual conflicts of interest they believe will or may arise from submitting the application. This should address their responsibilities to the Australian Government and other parties in the course of the Activity.

A conflict of interest can arise when an applicant's integrity, objectivity or fairness in performing the services is at risk due to a pecuniary interest of a person or organisation associated with the applicant or a conflicting business arrangement.

Applicants must specify in their applications how any actual or perceived conflict of interest will be addressed and monitored to ensure it does not compromise the outcomes desired for this grant process.

DSS reserves the right to assess the potential impact of the conflict or perceived conflict and what plans, if any, are proposed to address the conflict of interest in relation to the application for funding.

DSS may reject an application if DSS is not satisfied that there are arrangements in place to appropriately address/manage a perceived or actual conflict of interest.

DSS also has mechanisms in place for identifying and managing potential or actual conflicts of interest such as requiring assessment staff to sign conflict of interest declarations prior to undertaking the assessment of applications.

Follow this link for more information on the [Conflict of Interest Policy for DSS](#) employees and contractors (who are treated as agency staff and required to abide by this policy and the APS Values and Code of Conduct).

6.3 Assessment process

6.3.1 Eligibility

Grant assessors will conduct an initial eligibility, validation and compliance review to ensure applicants and their services are eligible.

The eligibility check will ensure applications have been completed in full, are signed, include all relevant certifications and mandatory attachments, and meet the eligibility requirements outlined at section 4.1. This compliance process will also determine if application instructions such as word limits and restrictions on additional content have been adhered to. Any applications deemed to be non-compliant through this process will be removed from the application process at this time. Non-compliant applications will not be assessed.

DSS will advise those applicants as soon as practicable that their application is non-compliant and the reason for non-compliance. Applicants advised that their application is non-compliant may re-apply up until the closing date for funding.

All eligible and compliant applications will be assessed against the assessment criteria set out in section 4.4 of these Guidelines.

A compliant application is:

- Submitted
 - includes evidence that the service provider has been operating in the sector for more than 24 months
 - includes evidence that the owner/director is a fit and proper person
- Complete
 - responses to all questions in the Application Form
 - addresses all eligibility and assessment criteria without altering the form
 - declaration statement in the Application Form completed and signed
 - submitted with all required attachments as listed at section 4.1
- Authorised
 - submitted by a person authorised to commit the service provider to financial and operational obligations.

Eligible applications will be sorted by state and territory and assessed against selection criteria. Selection criteria under the Nanny Pilot Programme are equally weighted.

Grant assessors will make recommendations for funding to the Programme Delegate.

In the event that no service providers apply for particular regions, DSS may choose to approach particular providers to service those regions.

6.3.2 Assessment officers

Information provided by applicants will be reviewed by DSS using information and systems available within DSS as well as from external sources.

All individuals involved in the grant assessment process (departmental and external) will be provided with training on the grant assessment process.

- All individuals involved in the grant assessment process will be required to complete conflict of interest declarations prior to commencing assessment and cannot access information and assess applications where a conflict of interest exists. Examples of such conflicts include the ownership by a DSS employee of shares in a company competing for DSS business, the unauthorised disclosure or personal use of any information which would result in insider trading, or a DSS employee engaging in dealings with the business partner that may benefit a member of the employee's family.
- In cases like this, whether the conflict can be avoided or not, DSS staff should declare it promptly in writing to their supervisor. Normally, such a staff member would be excluded from any duty that could be seen to give rise to a conflict of interest.
- Completed forms will be stored in the internal record management system. This is in line with DSS's record keeping policy.

Applications may be assessed by one or more grant assessment officers (one assessment officer may undertake the validation and compliance process and another may undertake the review of responses to assessment criteria). All eligible and compliant applications will be assessed.

7 Nannies

7.1 Applicant eligibility

Nannies offer a flexible and accessible alternative to mainstream Australian Government subsidised child care services. Approximately 4,000 nannies will be able to participate in the Nanny Pilot Programme.

During the two year Nanny Pilot Programme, nannies will not be required to have formal early childhood qualifications. However, nannies will be required to meet the eligibility requirements listed below to ensure that the health and safety of children is met. Nannies will be required to be employed by a service provider to ensure they have access to suitable policies and procedures to assist them with their work as well as ongoing professional support.

To be eligible to apply to participate in the Nanny Pilot Programme, each nanny must:

- be at least 18 years old
- hold a current Working with Children Check in the state or territory in which they intend to work in
- hold a current first aid qualification
- be an Australian citizen or a permanent resident or have a relevant visa to allow employment on a continuous basis for 12 months or more .

7.2 Application process

Nannies who would like to participate in the programme will need to apply directly to the approved service provider/s in their state or territory. Details of the approved service providers for the purposes of the Nanny Pilot Programme will be published on the DSS website following the selection process.

The service provider will be responsible for selecting suitable nannies to potentially be matched with families. Applying to the service provider does not guarantee a position in the Nanny Pilot Programme.

The service provider will manage the process on behalf of DSS to match nannies with participating families. Nannies must be willing to have the information they provide to the selected service provider shared with DSS and families.

Information collected will include:

- name
- date of birth
- contact details
- evidence of currency of Working with Children Check
- evidence of currency of first aid qualifications including additional training such as,
 - current anaphylaxis management training
 - current emergency asthma management training
- qualifications
- valid driver's licence
- years of experience
- days available
- hours available
- preferred location (specify suburb and state/territory)
- maximum kilometres willing to travel from preferred location.

As part of the matching process, families may request that a nanny has an early childhood qualification and/or prior industry experience. This does not exclude the service provider matching families with nannies who do not have qualifications and/or experience where they feel the nanny is able to provide a suitable service; however, the family has the final decision on the nanny for their family.

Nannies must also agree to their information being shared with the third party engaged to conduct the evaluation of the programme.

7.3 Nanny duties

Nannies will be responsible for the care of the child/ren in the family to which they have been matched. Nannies will not be expected to undertake cleaning, shopping or other household duties for the family unless they are directly related to the care of the child/ren. A list of duties must be included in the agreement with the family, and must be agreed in writing by both the nanny and the family before commencing duties. This agreement may be reviewed as, and if, required.

Under the Nanny Pilot Programme, nannies cannot be engaged for the purpose of supervising school aged children undertaking home schooling or distance education programmes as this would be regarded as tutoring and not child care. However, child care can take place for eligible school aged children before and after designated school hours or during school holidays when school is closed.

Nannies will be allowed to reside in the home if circumstances require, for example for those families living on a rural property. The duties of the nanny will need to be clearly outlined in the employment contract, and the family and the nanny need to agree with the duties and expectations in the contract.

7.4 Ongoing professional support for nannies

Service providers will be required to provide ongoing professional support to nannies participating in the Nanny Pilot Programme. The support mechanisms will be outlined in the employment contract between the service provider and the nanny. Ongoing professional support should include:

- A nominated contact person at the service to provide advice to the nanny when required.
- Access to forms, policies and procedures relating to the delivery of home based care.
- Access to skills training or professional development that may be required to provide home based care.

7.5 Employment conditions and what to expect from the service provider

Service providers must ensure written employment contracts are in place with all the nannies they employ. Terms and conditions of employment under these contracts must comply with the *Fair Work Act 2009* and must ensure an employee's work rights and entitlements are recognised. For example, employee requirements, such as minimum rates of pay, annual leave, personal leave, worker's compensation, penalty rates, hours of work, vehicle allowance superannuation and professional development, must be provided for in all nannies' employment contract. Service providers must also ensure they meet all their obligations as an employer, including record keeping obligations. Service providers requiring assistance in regard to their employees' entitlements and employment conditions may wish to contact the Fair Work Ombudsman on 13 13 94 or go to the [Fair Work website](http://www.fairwork.gov.au) (<http://www.fairwork.gov.au>).

8 Funding for the Activity

8.1 Funding allocation

The Australian Government has allocated a total of \$245.9 million over two years for the programme from 1 January 2016 to 31 December 2017. The funding allocation includes the subsidy amount, administrative payments to service providers and evaluation costs for the programme, and is exclusive of GST.

This funding will be used to subsidise the cost of approximately 4,000 nannies that will provide care to around 10,000 children up until 13 years of age or the end of primary school.

Funding will be notionally allocated by state and territory using the population size of 0-13 year olds, and taking into account demand and identified priority areas through the application process.

8.2 Grant Agreements

DSS uses Comprehensive Grants Agreements, with all participating service providers required to enter into an agreement prior to any payments being made under the programme. The terms and conditions of the Grant Agreement cannot be changed and funding will only be provided in accordance with the executed agreement, signed by the Delegate and the applicant's authorised representative.

The Grant Agreement is the legally binding agreement between the Department and the service provider over the funding period. In managing the funding provided, the service provider must comply with all the requirements of the Grant Agreement and they are responsible for ensuring that the terms and conditions of the Grant Agreement are met. The funding must only be used for the purposes for which it was provided.

Under the programme, service providers will receive two types of payment, including:

1. A subsidy payment, paid in arrears following a claim to the department (refer section 3.5)
2. An administrative payment, a proportion paid in advance, with subsequent payments paid on acceptance of agreed milestones (refer section 8.3).

8.3 Administrative payment

Service providers will receive an administrative payment to acknowledge their role in administering the programme on behalf of DSS. The administrative fee is 5 per cent of the subsidy paid to the family.

Given the nature of the Nanny Pilot Programme, service providers will be required to participate in data and information gathering exercises, in addition to other reporting required as part of standard Commonwealth reporting requirements outlined within the funding agreement (refer Reporting Requirements).

Funding will be paid quarterly, with the first payment being paid in advance and subsequent payments based on acceptance of agreed milestones that will be negotiated with service providers. Milestones are likely to include:

- Successful acquittal of advance payments.
- Mandatory reporting requirements, such as financial reporting.
- Participation in data and information gathering exercises.
- Participation in programme evaluation activities.

9 DSS Responsibilities and Accountabilities

9.1 The Department of Social Services will:

- Meet the Australian Government's terms and conditions of the funding agreement established with organisations.
- Ensure that services provided under the programme are accountable to the Australian Government under the terms and conditions agreed in the funding agreement.
- Administer the programme in a timely manner and in accordance with the funding agreement.
- Identify suitable service providers to deliver the activities required as per the programme requirements.
- Run an application process in order to identify families to participate in the programme, work in partnership with the service providers to ensure the programme is implemented and will provide the service provider with constructive feedback.
- Ensure that the outcomes contained within the Programme Guidelines and Funding Agreement are being met and evaluate the service provider's performance against the programme outcomes and requirements.
- Engage an independent contractor to undertake an evaluation of the programme with participation from participating service providers, nannies and families, commencing in early 2017.
- Publish information on the successful grants on the [DSS website](#) within the required timeframes.

9.2 The DSS programme delivery team will:

- Ensure the notification and advertisement of the application processes for families and service providers is done in a timely manner.
- Respond to queries in relation to the process, and resolve uncertainties that may arise in relation to application requirements which will be included in the list of frequently asked questions available on the DSS website.
- Assess and approve applications for participation from service providers and families, and ensure all eligibility criteria is met.
- Ensure that applicants are notified of the outcomes of this application process, with eligible families being notified of placement as soon as possible for the commencement in the programme in January 2016.
- Refer shortlisted families to service providers for matching, with referrals based on the information provided in the EOI process combined with the service provider's physical location (postcode).
- Manage and monitor requirements of participating service providers, including:
 - enter into grant agreements with service providers
 - monitor the requirements and obligations of service providers to ensure the Terms and Conditions of the Grant Agreement are met, including reporting and compliance-related requirements
 - undertake compliance activities and liaison with relevant government departments to verify applicant information is true and correct at the time of application and throughout the programme
 - assess the delivery of agreed milestones, as outlined in each Grant Agreement
 - process payments in a timely and efficient manner, in accordance with the terms of the Grant Agreement.
- Assist in facilitating information and data gathering exercises, as part of the programme and evaluation.

9.3 Risk management strategy

DSS has a Risk Management Strategy for the programme which will inform the Grant Agreement requirements with service providers. Service providers not known to DSS at the time of application will be subject to a risk assessment prior to the negotiation of grant agreements, in addition to a Financial Viability Assessment and Compliance History Check during the assessment process of an application. Service providers will also be required to meet the Department's compliance checking requirements, in addition to all reporting requirements.

9.4 Special conditions applying to this Activity

As this is a pilot programme, the DSS reserves the right to change any of the terms and conditions of Grant Agreements, including notional funding allocations, as required. In the instance this occurs, service providers will be contacted in writing advising of any potential change.

10 Terms and Conditions Applying To Selection/s

10.1 Liability issues

DSS is not liable to the applicant in relation to the selection process, including without limitation, when DSS:

- Varies or terminates all or any part of the selection process or any negotiations with the applicant.
- Decides not to acquire any or all of the services sought through the selection process.
- Varies the selection process.
- Exercises or fails to exercise any of its other rights under, or in relation to the Programme Guidelines Overview.

10.2 DSS's rights

DSS reserves the right to amend the Programme Guidelines suite of documents by whatever means it may determine at its absolute discretion and will provide reasonable notice of these amendments.

10.3 Disclaimer

DSS, its officers, agents and advisors:

- Are not, and will not be, responsible or liable for the accuracy or completeness of any information in or provided in connection with the Programme Guidelines Overview.
- Make no express or implied representation or warranty that any statement as to future matters will prove correct.
- Disclaim any and all liability arising from any information provided to the applicant, including, without limitation, errors in, or omissions contained in, that information.
- Except so far as liability under any statute applies, accept no responsibility arising from errors or omissions contained in any information in this document and the Application Form.
- Accept no liability for any loss or damage suffered by any person as a result of that person, or any other person, placing reliance on the contents of these documents, or any other information provided by DSS.

10.4 Fraud

DSS is committed to the Commonwealth Fraud Control Policy and Guidelines. Applicants should familiarise themselves with [the DSS Fraud Control Policy Statement](#). The Fraud Control Policy Statement also underpins an applicant's respective fraud and risk minimisation responsibilities when dealing with DSS.

One key responsibility outlined in the DSS Fraud Control Policy Statement is to report all fraud concerns by:

- leaving an anonymous voicemail message on the DSS Fraud Hotline (1800 133 611), or
- emailing fraud@DSS.gov.au.

10.5 Personal information

Any personal information you provide is protected under the *Privacy Act 1988*. It can only be disclosed to someone else if you have been given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

If you have questions or concerns about how your personal information is handled you can contact the Privacy Officer at DSS on 02 6244 1449, the Privacy Commissioner on 1300 363 992 (local call cost, but calls from mobile and pay phones may incur higher charges) or the Australian Government Privacy Officer by emailing: privacy@privacy.gov.au.

10.6 Freedom of Information

All documents in the possession of DSS including those in relation to the Activity are subject to the Freedom of Information Act 1982 (FOI Act).

The FOI Act creates a general right of access to documents in the possession of DSS and this right of access is limited only by the exceptions and exemptions necessary for the protection of essential public interests and private and business affairs of persons in respect of whom the information relates.

Decisions regarding requests for access under the FOI Act will be made by an authorised decision-maker in accordance with the requirements of the FOI Act.

All FOI requests are to be referred to the FOI Coordinator, Public Law Branch, in DSS.

By mail: FOI Coordinator
 Department of Social Services
 Public Law Branch,
 PO Box 7576
 CANBERRA BUSINESS CENTRE
 ACT 2610

By email: foi@DSS.gov.au

For more information on making a request for access to documents in the possession of DSS under the FOI Act, please visit the [Freedom of Information](#) page on the DSS website.

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11 Financial and Other Arrangements

11.1 Financial arrangements

DSS uses standard grant agreements. Grants will only be provided in accordance with an executed grant agreement. The terms and conditions of DSS's grant agreements cannot be changed.

The grant agreement will contain the entire agreement between the parties. There is no binding agreement on any parties until the grant agreement is agreed to and signed by the delegate and the applicant's authorised representative.

The grant agreement is the legal agreement between DSS and the grant recipient over the grant period. In managing the grant provided, the grant recipient must comply with all the requirements of the grant agreement.

Grant recipients are responsible for ensuring that:

- The terms and conditions of the grant agreement are met.
- Service provision is effective, efficient, and appropriately targeted.
- Highest standards of duty of care are applied.
- Service providers operate in line with, and comply with the requirements as set out within all State and Territory and Commonwealth legislation and regulations.

Grant recipients should also be aware of any case based law that may apply or affect their service delivery.

The Terms and Conditions of the grant agreement are available on the [DSS website](#).

12 Complaints

12.1 DSS Selection Process

Service providers and families can contact DSS with complaints about the DSS's service(s), the selection process or the service of another DSS grant recipient.

Details of what constitutes an eligible complaint can be provided upon request by DSS. Applicants and grant recipients can lodge complaints through the following channels:

Telephone: 1800 634 035

Fax: (02) 6204 4587

Mail: The Department of Social Services Complaints
PO Box 7576
Canberra Business Centre ACT 2610

If an applicant or grant recipient is at any time dissatisfied with DSS's handling of a complaint, they can contact the Commonwealth Ombudsman through the Ombudsman Website or on 1300 362 072.

12.2 General Customer Complaints

It is a requirement of the service provider's grant agreement to have a transparent and accessible complaints handling policy in place for the service provider. This policy should acknowledge the complainant's right to complain directly to the service provider, outline the process for both dealing with the complaint and provide options for escalation both within the service provider organisation and to DSS if necessary. The service provider should ensure that the complaints handling policy and processes are provided to all employees, nannies and families engaged with the service provider.

If the complainant is dissatisfied with the handling of a complaint, they may contact DSS through the methods outlined in section 12.1.

13 Contact Information

Contact information for the Activity:

Address: Tuggeranong Office Park
Soward Way (cnr Athllon Drive)
Greenway ACT 2900

Mail: PO Box 7576
Canberra Business Centre ACT 2610

Phone: 1800 625 136. If you are deaf or have a hearing or speech impairment, you can use the [National Relay Service](#) to contact any of DSS's listed phone numbers.

Email: grants@dss.gov.au

14 Glossary

Approved Provider	A service provider approved by the Department of Social Services for the purposes of participating in the Nanny Pilot Programme.
CRN	Centrelink issued Customer Reference Number .
Disciplinary proceedings statement	A 'disciplinary proceedings statement' means a statement made by an individual that states whether the individual is or has been the subject to a formal disciplinary action under law and if the outcome is known.
Eligible nanny	A person who: <ul style="list-style-type: none"> • is at least 18 years old • is an Australian citizen or a permanent resident or have a relevant visa to allow employment on a continuous basis for 12 months or more • holds a current Working with Children Check in the state or territory in which they intend to work in • holds a current first aid qualification.
Eligible family	A family that meets the following eligibility criteria: <ul style="list-style-type: none"> • must earn a combined annual household income of less than \$250,000 per annum • both parents must meet the activity requirement as set out in section 3.1.2 • at least one parent must be an Australian citizen or permanent resident • children in receipt of care must be dependents • be willing to participate within the Nanny Pilot Programme and assist with minimal data and information gathering activities.
Fit and proper	A person who can produce the following documentary evidence: <ul style="list-style-type: none"> • A criminal history check issued not more than six months before submitting an application • A current working with children check, working with children card or working with vulnerable people check issued on the basis of a criminal history record check.
Family	A family is defined as two or more persons, one of whom is at least 15 years of age, who are related by blood, marriage (registered or de facto), adoption, step or fostering, and who are usually resident in the same household. Each separately identified couple relationship, lone parent-child relationship or other blood relationship forms the basis of a family. Some households contain more than one family.
Mainstream Child care	Child care that is Child Care Benefit approved including Long Day Care, Family Day Care, Outside School Hours Care, In Home Care and some Occasional Care services.