



Australian Government

Department of Social Services

Interim Home Based Carer Subsidy Programme
[Nanny Pilot Programme]

Programme Guidelines

September 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.

Version Control

DOCUMENT VERSION #	DATE	DESCRIPTION
V1.0	3 August 2015	Department of Social Services approved

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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](http://www.dss.gov.au/), and may be released from time to time, at <http://www.dss.gov.au/>.

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), that 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 aims to provide an additional care option that is more flexible and accessible 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 assistance to a 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 pilot programme will be gathered and measured and form part of the programme evaluation. The pilot programme will also collect information on a range of factors including, but not limited to, the demand, supply, usage and characteristics of participants.

The pilot programme and its evaluation will inform consideration of how care in the family home could be supported beyond the pilot period. The outcomes of the evaluation will also assist in determining appropriate regulatory requirements for service providers, nannies and families for any future programmes.

The Nanny Pilot Programme will also 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. As part of the evaluation process, 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 and cease on 31 December 2017, and engage and support approximately 4,000 nannies and 10,000 children.

Families with an annual family income of less than \$250,000 and who meet the eligibility criteria outlined in these Guidelines will be invited to apply to participate in the Nanny Pilot Programme. This programme will assess the provision of assistance to families who are experiencing difficulties accessing mainstream child care to enable them to meet or increase their workforce commitments. Families from a range of circumstances will be selected, such as two parent families, sole parent families, families living in metropolitan, regional, rural and remote areas,

Participating families will receive a subsidy as a fee reduction towards the cost of using a nanny. The subsidy will be a percentage of the fixed hourly fee of \$7.00 per hour per child, for up to a maximum of 50 hours of care per week.

A provider or 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.

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.

3 Families

3.1 Eligibility requirements

The Nanny Pilot Programme supports families who are experiencing difficulties accessing mainstream child care to meet or increase their workforce commitments such as those working non-standard hours (for example in occupations such as nursing, policing and emergency services), living in remote or rural areas, and those who have children with additional needs. These families will be prioritised as outlined in section 3.3. Families will only be able to engage a nanny that meets the eligibility requirements outlined in section 7.1 to undertake the allowed duties outlined in section 7.3.

Families must apply to participate in the Nanny Pilot Programme and must meet the following eligibility criteria:

- Must earn a combined annual household income of less than \$250,000.
- At least one parent/guardian must be an Australian citizen or a permanent resident.
- On 1 January 2016 children in receipt of care must be dependants under the age of 13 or in their last year of primary school; or 13 years or older with additional support needs or a disability.

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

3.1.1 Minimum activity requirement

To receive the subsidy, both parents/guardians (or in the case of sole parent family, the sole parent) must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

At the time of application, if either parent/guardian does not meet the minimum activity requirements, this will not exclude this family from applying for the pilot programme, as long as the parent/guardian can demonstrate they will meet the activity requirements from the time care is requested.

3.1.2 Immunisation requirements

Children receiving a subsidy under the Nanny Pilot Programme must have received all vaccines required for their age as per the immunisation schedule.

3.1.3 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 and not in primary school can still be under the care of a nanny but 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.

3.1.4 Number of children

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

3.1.5 Families sharing a nanny

The Nanny Pilot Programme is evaluating different forms of care provided by nannies, including the sharing of a nanny initiated by two families with similar requirements to provide more flexible and affordable care (where this is allowable under state or territory legislation).

If two families agree they would like to share a nanny, each family will need to apply to the Nanny Pilot Programme separately and their applications will be cross referenced and considered for selection together. Both families will need to meet the eligibility requirements.

3.1.6 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.
- 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 Application Process – Families

3.2.1 How to apply

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

Families must meet the eligibility criteria for the Nanny Pilot Programme and address the programme priorities applicable to their family. 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.

Families will apply via an online process, filling in the required information and providing evidence where required. Families who are unable to complete an online application will need to contact the Nanny Pilot Programme on 1800 249 873 for an alternate process to apply. 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).
- each parent's 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.
- 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.

Families will be required to upload a copy of each parent's notice of assessment from either 2013-2014 or 2014-2015 if available issued by the Australian Taxation Office for the purposes of demonstrating family income. If a notice of assessment is not available, other evidence such as a statutory declaration will be required to support the claim.

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

All applications will be registered, recorded and assigned an ID number for future reference. Applicants will receive a confirmation email notifying them that the application has been received. By submitting an application, families declare that the information supplied by them is true, correct and complete in every respect. 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.

3.3 Assessment and selection process for families

3.3.1 Programme priorities

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, however all families who meet the eligibility criteria are able to apply and may be considered.

Families will be prioritised for one or more of the following reasons:

- can demonstrate an increase in activity, particularly workforce participation, if they have access to a nanny.
- one or both parents work non-standard hours, such as evenings or weekends.
- located in a regional or remote area of Australia ¹.
- geographically isolated from existing child care and early learning services.
- have children that require additional support or have a disability.
- have difficulty accessing existing child care because of complex logistics (for example, needing to use a variety of care types such as long day care and outside school hours care for two or more children).
- unavailability of existing child care.

In addition, where there are a large number of families that are prioritised for inclusion in the programme, consideration may also be given to the following factors that will assist in informing the evaluation of the Nanny Pilot Programme:

- the prioritisation of a geographic location to assess the impact of the programme in addressing barriers to employment participation in a specific region.
- the amount of care required each week.
- whether care will be required for the duration of the pilot programme or a shorter time period.
- the number of children in the family.
- other special circumstances.

Families that 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 and nanny eligibility requirements are provided in section 7.1.

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.

3.4 Activity requirements

Under the Nanny Pilot Programme, eligibility for fee assistance is determined based on how many hours each parent will be engaged in approved work, training or study at the time they are requiring care. 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 hours to 16 hours	Up to 36 hours of care
More than 16 hours to 48 hours	Up to 72 hours of care
More than 48 hours	Up to 100 hours of care

In the case where two parents are eligible for different steps, the parent with the lowest entitlement will determine the hours of subsidised care for the child.

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

3.5 Subsidy payments

Subsidies will be paid directly to service providers and passed on to families as a fee reduction towards the cost of using a nanny. The total fee for the nanny will be aligned with the fee schedule from the service provider (see section 5.6.4).

The subsidy amount paid is a percentage of the fixed hourly fee of \$7.00 per child. The maximum subsidy is \$5.95 per child per hour (85 per cent of the fixed hourly fee of \$7.00) and will be paid for families earning up to \$60,000 per annum. The subsidy amount reduces as family income increases, to a minimum subsidy of \$3.50 (50 per cent of the fixed hourly fee of \$7.00) for family incomes over \$165,000 and up to \$250,000 per annum.

3.5.1 Maximum subsidy amount

The programme is not intended to fully subsidise the cost of a nanny. Regardless of the number of children in the family eligible to receive a subsidy, the highest total subsidy a family can be eligible for is 85 per cent of the total hourly fee of the nanny.

3.5.2 Families using Child Care Benefit approved care in addition to a nanny

Families will receive up to 100 hours of subsidised care per child per fortnight depending on their level of activity as outlined in section 3.4. Families using a Child Care Benefit approved child care service provider (with the exception of In Home Care) 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 100 hours of subsidised care. Regular compliance activities will be in place and any family found to be accessing more than 100 subsidised hours per fortnight will be investigated by DSS and may lose their place in the Nanny Pilot Programme.

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 change or loss of subsidy or loss of a place in the pilot programme.

4 Service Providers

4.1 Applicant eligibility

DSS will engage a service provider or 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 Northern Territory, Australian Capital Territory and Tasmania where there is only one region per state/territory.

To satisfy eligibility requirements, applicants to the Nanny Pilot Programme must fall into one of the following categories:

- Incorporated Associations (incorporated under State/Territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name).
- Incorporated Cooperatives (also incorporated under State/Territory legislation, commonly have 'Cooperative' in their legal name).
- Companies (incorporated under the *Corporations Act 2001* (may be a proprietary company (limited by shares or by guarantee) or a public company).
- Aboriginal Corporations (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*).
- Organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc.).
- Partnerships;
- Trustees on behalf of a Trust.
- State and Territory Governments.
- Local Governments.

In addition, 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 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 from 1 January 2016².

For the purposes of demonstrating that the owners/directors are fit and proper persons, the following documentary evidence will be requested:

- 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 statement (see glossary) or bankruptcy.

4.2 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.

² Tasmania and South Australia currently require services to be licenced to operate an in home care service.

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 DSS, which is 5 per cent of the expected subsidy. 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 partnerships or agreements to procure labour through other service providers must make this clear at the point of application. Partnerships and consortiums will need to meet the same eligibility criteria as individual service providers.

Draft Terms and Conditions of the Grant Agreement are available on the DSS website.

4.3 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 service provider or a small number of service providers in each state or territory. The successful provider/s will be contracted after the assessment process and will be required to engage nannies for participating families to commence in January 2016. Service providers will need to ensure that the engagement of the nanny complies with all relevant Commonwealth, State and Territory legislation. This includes the *Fair Work Act 2009* and the *Independent Contractors Act 2006*.

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:

- An outline of the organisation's engagement strategy to ensure engagement and placement of nannies, including provision of ongoing professional support.
- An outline of the strategies planned to ensure that all eligible families assigned to the service are interviewed in a timely manner, including approaches to ensure their child care requirements are captured and assessed.
- 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.
- Demonstrated understanding of issues that impact on matching nannies with families.
- 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:

- Capacity to place and support nannies including in the context of agreements for the procurement of labour with other service providers.
- Quality assurance and complaints handling mechanisms.
- Demonstrated sound human resource management capability, including:
 - screening mechanisms for nannies.
 - employment and people management practices.
 - 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.
 - recruitment and support of staff with diverse backgrounds and abilities.
- Sound Work Health and Safety policies and procedures in place.
- Demonstrated experience in developing employment contracts and/or managing outsourced staff arrangements, including contracts, conditions and support.
- Details of payment structures for nannies.

- Demonstrated sound financial management capability, including knowledge of government contracts, budget management and reporting practices.
- 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:

- 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.
- 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.
- 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.

5 Service Provider Requirements

5.1 Engagement of nannies

Successful service providers will be required to engage nannies to meet the needs of the families allocated to them.

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 Conditions of engagement of nannies

Service providers can choose whether nannies at their service are hired as employees, or engaged as contractors, or a combination of both. Regardless of the employment arrangements, service providers must ensure that all nannies at their service meet all eligibility requirements, are suitable people to provide child care, and are aware of, and comply with, all relevant legislative obligations.

Terms and conditions, including their remuneration arrangements, should be clearly defined in a written agreement between the service provider and the nanny. The nature of the written agreement will vary subject to whether the nanny is an employee or an independent contractor.

Service providers must be aware that remuneration of the nanny is agreed between the service provider and the nanny, not between the nanny and families. Service providers should seek their own legal advice on setting terms and conditions for the nanny and must ensure such arrangements comply with employment and workplace relations legislation requirements, including their business model 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 their 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 by DSS with the nannies they have engaged. Families will be placed in order of priority and the service provider should adhere to the order of the list as far as possible.

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

As part of the matching process, families may request, and service providers will need to provide, a nanny who has an early childhood qualification, additional first aid qualifications, and/or prior industry experience. 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 a period of time and policies for addressing the replacement of a nanny at short notice.

The service provider must provide families with a minimum of three nannies to choose from where available, noting that options may be limited in some circumstances. If the service provider is unable to find an appropriate nanny for the family, the family and DSS must be advised immediately.

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 and children within the family home, such as a staff member always on call. See Section 12 for further detail about complaints handling.

5.5 Nanny performance

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 8.3.

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, for example 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.

5.7 Specialist requirements (e.g. legislative requirements)

All funded activities are operated in line with, and comply with, the requirements of relevant Commonwealth and state and territory legislation.

In delivering the Nanny Pilot Programme, grants recipients are required to:

- comply with all relevant laws.
- comply with DSS Policies as specified at [Doing Business with DSS](#).

- ensure that workers (paid and voluntary) undertake training appropriate to the service they deliver.

Grants recipients must also comply with all relevant legislation, including state and territory legislation applicable to working with children and vulnerable people. In delivering the Nanny Pilot Programme, organisations are required to comply with all relevant laws; and comply with DSS Policies as specified at [Doing Business with DSS](#).

Australia's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* obliges Australian Government agencies to ensure that cultural and linguistic diversity is not a barrier for people engaging with government and accessing services to which they are entitled, for example, by providing access to language services where appropriate. Grant applicants should consider whether services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services should be factored into grant applications. For further information on the Multicultural Access and Equity Policy please refer to the [DSS website](#).

5.8 Information technology requirements

Grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their Schedule.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by service providers at the client level and entered directly into the department's client data capture system, its predecessor or via a DSS approved alternative mechanism.

The Data System protocols and requirements are available at www.dss.gov.au.

The new application will:

- Be a web based portal.
- Allow submission of data through external approved third party applications.
- Support submission of data through other approved methods.

Performance information required to be collected may include (but is not limited to):

- Client consent (where required).
- Client identity characteristics.
- Client demographic characteristics.
- Service delivery information.
- Client outcomes.

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 and the evaluation framework is finalised.

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 late 2016, 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 November 2016, 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 late 2016, 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 November 2016, 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 November 2016

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

5.10 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. This will be consistent with best value in social services principles; the DSS grant agreement and will aim to maintain viable services and 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.

5.11 Service provider responsibilities and accountabilities

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 Agreement Terms and Conditions (available on the [DSS Website](#)).

Grant recipients are responsible for ensuring:

- the terms and conditions of the grant agreement are met.
- service provision is effective, efficient, and appropriately targeted.
- duty of care standards are applied.
- services are operated in line with, and comply with, the requirements as set out within all state and territory and Commonwealth legislation and regulations.
- working collaboratively to deliver the Programme.
- contributing to the overall development and improvement of the Programme such as sharing best practice.

Failure by the service provider to meet the responsibilities and accountabilities may result in additional conditions on the funding agreement, or ceasing of the agreement.

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

Application Form

This document asks you to address selection criteria relating to the particular funding round you are applying for and also requires you to complete general information about you as the provider applying for funding.

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.

Applicants for funding rounds may also be provided with the following additional information as part of the Application pack including:

Questions and Answers

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

6.2 Type of selection process

When undertaking a selection process DSS will consider the proportionality of scale, nature, funding amount, complexity and risks involved in the funding round. DSS will consider proportionality to inform the choice of the application and selection process, the type of grant agreement to be used and the reporting and acquittal requirements.

6.2.1 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.

6.2.2 Other choices for the selection process

Based on the outcomes from the open competitive selection process, DSS may consider other selection processes for future funding rounds including the selection processes outlined below.

Open competitive selection process

An open competitive selection process is open to all providers operating in the market place. 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.

Restricted competitive selection process

A restricted (or targeted) selection process is used where there are few providers available due to highly specialised services being required, there are geographical considerations, specific expertise is required or there are time constraints. A restricted grant round is still competitive, but only opens to a small number of potential grant recipients based on the specialised requirements of the granting activity or project under consideration. Potential grant recipients are invited to apply and will still need to be assessed against nominated selection criteria.

Direct selection process

A direct selection process is a closed non-competitive process, where an approach is made directly to an existing, high performing provider to expand their current service delivery activities or deliver new services. It involves assessment of a provider's capacity to deliver an expanded service or capability to deliver a new service through use of selection criteria and/or an assessment of a provider's current performance.

Expressions of Interest (EOI) process

DSS may call for EOIs to test the market to ascertain the extent of potential applicants. An EOI will be advertised as the first in a two stage process. The second stage involves applicants selected through the EOI process applying in either a targeted or direct process.

DSS may advertise any funding process:

- in major national newspapers and other selected newspapers
- on the [DSS website](#), and
- on the [Government grants website](#).

Any advertisement will inform potential applicants of where to obtain application information for the relevant process. Processes will be provided on the [DSS website](#) under the Grants tab.

DSS from time to time may conduct a direct selection in the event that there is a change in government policy, a shift in demographics, unforeseen circumstances or due to service provider failure.

6.3 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.

6.3.1 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.

6.3.2 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.

6.3.3 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.

6.3.4 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.

6.3.5 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.

6.3.6 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.

6.3.7 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.

6.3.8 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.

6.3.9 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.

6.3.10 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).

6.4 Assessment process

6.4.1 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 attachments, and meet the eligibility requirements outlined at section 4.1. Any applications deemed to be non-compliant through this process may be removed from the application process at this time. Subject to the correction of unintentional errors of form, non-compliant applications may not be assessed.

DSS will advise those applicants as soon as practicable that their application is non-compliant and the reason for non-compliance.

If, during the compliance process, DSS considers that there are unintentional errors of form in an application, DSS may ask the applicant to correct the error, but will not permit any substantive change to the application in doing so. If DSS considers that such corrections would introduce unfairness into the compliance or assessment process, the corrections will not be taken into account.

All eligible and compliant applications will be assessed against the assessment criteria set out in section 4.3 of these Guidelines.

A compliant application is:

- 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. As part of the assessment process supporting documents may be requested to verify claims in the application.

Please note that offers of funding to service providers will not be made until the legislative authority is confirmed.

In the event that there are an insufficient number of providers to provide adequate coverage, DSS may choose to approach particular providers to service those regions, including providers who have not submitted an application.

6.4.2 Assessment officers

Information provided by applicants will be reviewed by DSS using information and systems available within DSS.

All individuals involved in the grant assessment process 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

Approximately 4,000 nannies will be able to participate in the Nanny Pilot Programme. Nannies will be required to be engaged by or contracted to 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 but not be limited to:

- 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.
- driver's licence status.
- 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, additional first aid qualifications 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 by either party 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 or the child is ill.

Nannies will be allowed to live in the home if circumstances require, for example for those families living on a remote 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 could 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 How nannies will be engaged

Service providers can choose whether nannies are hired as employees, or engaged as contractors, or a combination of both. Regardless of the employment arrangements, the service provider must ensure that all nannies at their service meet all eligibility requirements, are suitable people to provide child care, and are aware of, and comply with, all relevant legislative obligations.

Terms and conditions, including their remuneration arrangements, should be clearly defined in a written agreement between the service provider and the nanny. The nature of the written agreement will vary subject to whether the nanny is an employee or an independent contractor.

Remuneration of the nanny is agreed between the service provider and the nanny, not between the nanny and families. Service providers must ensure such arrangements comply with employment and workplace relations legislation requirements, including their business model obligations.

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 payment is 5 per cent of the expected subsidy payments on behalf of 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 the subsidy paid to families and the acceptance of agreed milestones that will be negotiated with service providers. Milestones are likely to include but are not limited to:

- 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 grant 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 grant agreement.
- promote and communicate information about the Nanny Pilot Programme to families and service providers.
- conduct 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 grant 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.

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.
Dependent child	A child who is wholly or substantially in the care of the applicant
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 has 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.
In Home Care	An approved care type under the family assistance law.
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.
Preschool	Preschool is defined as Preschool in New South Wales, Northern Territory and the Australian Capital Territory; and Kindergarten in Queensland, Victoria, South Australia, Western Australia and Tasmania