



For families and carers
FAQs

What is childcare@home?

childcare@home assists families, who have chosen to keep their child/ren at home during the COVID-19 pandemic, with professional learning and support services by connecting you with either qualified educators or experienced carers.

How does it work?

It's easy. Once you download the MiStaffing app and complete your profile, you can create either a casual or long term position. When this is completed, educators/carers nearby are notified and have the option to apply to your position. You can then review all applicants and choose the one that best matches your position or family's need.

How do I pay my educator/carer?

MiStaffing has an in app payment system. Payments occur directly between families and educators (at a rate set by the family) using a secure payment gateway - Stripe. At the end of a shift when the hours of work are confirmed by the family, payment is calculated and made instantly.

Are my credit card details safe?

MiStaffing uses global secure payment gateway Stripe for all transactions. Credit Card details are kept securely directly with Stripe. MiStaffing does not have access to them. For more information please visit www.stripe.com

How much does it cost?

For any bookings between 1 day and 4 weeks, families set the educators rate (min \$20p/h), MiStaffing takes a small \$2.50 hourly booking fee. For any long term positions (4 weeks or greater) families can advertise directly to educators via the MiStaffing job board at a one off cost of \$50.

Is there a minimum booking time?

There is a minimum of 2 hours per booking for all educator/carers.

Can I make contact with an educator/carer before they start?

Yes. You can email or call directly prior to a booking commencing.

My child has additional needs, would you have someone who can assist?

MiStaffing educators/carers come from a wide range of experienced backgrounds. When completing a job booking ensure to put in all relevant information about the position to ensure you get the right match.

How do you manage COVID-19?

Families and educators/carers are required to read and accept our COVID-19 policy. In addition, prior to any shift commencing, all participants must agree to the COVID-19 status checklist which ensures that all current best practices are being adhered to. Our Educators/carers have also been recommended to complete the COVID-19 infection control training recommended by the Dept. of Health for frontline workers.

How is social distancing adhered to?

When filling out the COVID-19 checklist prior to a shift, educators/carers and family members acknowledge that they will adhere to social distancing of 1.5m where possible.

Want to know more?

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