



AusCleaners
CLEANING & HOME MAINTENANCE

Terms & Conditions

AusCleaners - Cleaning & Home Maintenance Service
(ABN: 19 665 058 926)

Important: These terms and conditions are to be observed at all times. Failure to observe these terms and conditions could result in a reduction of the clients jobs we offer you OR your service being excluded from AusCleaners jobs and contracts.

Date: _____

AusCleaners Obligations

- ❖ For the duration of this collaboration, AusCleaners will manage the clients. Such management includes recruiting the clients, managing their jobs or contracts, organizing recurring jobs between you and the client and handling client complaints.
- ❖ AusCleaners will inspect the jobs completed by the service providers when necessary. The inspection could be face-to-face or via a phone call to the clients to ensure they are happy with the job. This is essential as it will reduce clients dissatisfaction, improve our service and help bring more jobs to the Service Provider as well.
- ❖ AusCleaners will not be providing the tools needed for the Service Provider to complete their job. A separate negotiation can be made for AusCleaners to provide the essential tools.
- ❖ AusCleaners will contact the Service Provider via mobile or email when a client needs their job done. The job may also be updated on a scheduling software.

Contracts/Jobs Offering

- ❖ AusCleaners will contact the Service Provider when clients need a job done. The job quote is based on a \$32/hr rate for cleaning jobs. After each job, AusCleaners goes through the checklist with the client.
- ❖ AusCleaners will provide invoices to the client.
- ❖ The Service Provider agrees that a well trained staff, who is legally permitted to work in Australia, will be at the work location on time.
- ❖ The Service Provider is responsible for the safety screening of its staff or representatives. The Service Provider must show evidence of police clearance and other safety documentation 'if' requested by AusCleaners' client. This is only if the client requests it.
- ❖ The Service Provider must ensure its employees abide by these terms.

Cancellations

- ❖ The more cancellations a Service Provider has, the less job offerings AusCleaners will give them. We need a service that is reliable and trustworthy.
- ❖ From 2pm onwards the day before a job is due, you are not allowed to cancel the job as AusCleaners will not have enough time to reallocate the job. Please make sure that you inform AusCleaners between 7am - 1:59pm the day before the job is due to make any cancellations.
- ❖ If you need to cancel after 2pm and onwards the day before the job is due, it must be for a critical reason and evidence must be provided(ie: doctor's certificate). Failure to provide these documents will result in your service being excluded from our job offers.

Service Provider interaction with AusCleaners clients

- ❖ If the Service Provider has staff, the Service Provider must inform its staff about AusCleaners and the name of the main contact person. When they arrive at the job, and are asked by the client who sent them, they will know what to say.
- ❖ The Service Provider must wear an anonymous uniform that does not specify any company. This should be a Hi Vis vest or shirt, or any work shirt that does not specify any company.
- ❖ A Service Provider or their staff member must not actively persuade or encourage AusCleaners' clients to contact their service directly for the next or recurring job and by-pass the management of AusCleaners service. This includes actively offering their business cards or marketing to AusCleaners' clients to persuade them. If this happens, the Service Provider will not receive job offers from AusCleaners. We will always find out if a marketing happens as we get feedback from the clients. This condition is essential to protect the privacy of the client and prevent double marketing. AusCleaners will take care of the marketing for you and we will always call your service back if this client needs a recurring job.

Upon Completion of Job

- ❖ Once the job is completed, please advise the client to contact AusCleaners and discuss any payment arrangements. AusCleaners will pay you directly, not the client. The client will pay to AusCleaners as we have a small management fee on the payment from the client.

Customer Complaints

- ❖ If a customer is not satisfied with the job of a Service provider, AusCleaners will contact the service to go back and complete the job.
- ❖ If there's damage, the Service Provider will be responsible for covering the cost. Please try to prevent any damage on the client's property.

Payment Process

- ❖ AusCleaners agrees to always pay all Service Providers on time and as early as possible.
- ❖ AusCleaners will pay the Service Providers between 2 to 4 business days after the job is done.
- ❖ AusCleaners will discuss with each Service Provider on the suitable payment method.
- ❖ When the Service Provider is with the client and the client asks for cash payment, the Service Provider should inform the client to contact AusCleaners.

Other Key Considerations

- ❖ AusCleaners will get feedback from the clients after each job.

- ❖ Before a Service Provider receives job offers, a phone call/Zoom meeting will be scheduled with the Service Provider so that AusCleaners can have a better understanding of the service and the people/person we will be working with. We will also review the tools your service has or uses so that we can have a better understanding of the scope of job to offer your service. Pictures of the tools and the service provider together must be sent to AusCleaners for confirmation.
- ❖ When the Service Provider is on their way to the job location, we advise you to contact AusCleaners and the client via phone call or message.
- ❖ If you are running late for a job, please contact AusCleaners as well as the client. In most cases the client contacts AusCleaners if a Service provider is running late. By informing us of your status, it will help us understand the situation and know what to tell the client.
- ❖ Please do not discuss the amount you are being paid with clients as it confuses the clients. If they decide to ask you about the payments, please simply refer them to us.

Service Provider Statement: _____ (*Service name*) agrees to observe these terms and conditions and accept the result if I/we do not observe these terms. Failure to observe these terms and conditions could result in a reduction of the clients jobs we offer you OR your service being fully excluded from AusCleaners jobs and contracts.

AusCleaners Pty Ltd

Director Name: Emmanuel Garley

Contact: 0415 46 92 71

Business Address: 309/60 Charlotte St, Campsie NSW 2194

Service Provider/Subcontractor name: _____

Signature: _____

Date: _____

Please note, agreeing to this T&Cs via the form submission on the website is equivalent to signing this document.