

HOME HELP FOR HER

CLIENT SERVICE AGREEMENT

Friendly • Reliable • Respectful Home Help & Support

Phone: 0499 635 424 Email: terrihomehelp@gmail.com

1. Client Details

Client name: _____

Address: _____

Phone: _____

Email: _____

Emergency contact name: _____

Emergency contact phone: _____

2. About Home Help for Her

Home Help for Her provides friendly, reliable and respectful assistance to help clients manage everyday tasks in and around their home. Services are arranged according to each client's individual needs and the services agreed between Home Help for Her and the client.

Home Help for Her provides non-medical home help and general support services. Unless separately agreed and appropriately qualified, services do not include nursing, medical treatment, medication administration or other clinical services.

3. Services

Services may include:

- Light cleaning and tidying
- Laundry, washing and folding
- Simple home organisation
- Light meal preparation
- Errands and shopping assistance
- Companionship
- General in-home support
- Light gardening and outdoor tidy-ups
- Other agreed assistance: _____

Home Help for Her may decline tasks that are unsafe, outside the agreed scope, require specialist qualifications or equipment, or cannot reasonably be completed safely.

4. Service Schedule

Preferred day/s: _____

Preferred time/s: _____

Expected hours per visit: _____

- One-off service
- Weekly
- Fortnightly
- Other: _____

Service times may be changed by mutual agreement.

5. Service Fees

Home Help for Her services currently start from **\$65.00 per hour**. The actual rate for the client's service will be agreed before services commence.

Agreed client rate: \$ _____

Approved expenses incurred on the client's behalf, such as shopping, parking, transport or other agreed costs, may be charged separately. Any change to a regular service rate will be communicated before the new rate takes effect.

6. Payment

- On completion of each service
- Weekly
- Fortnightly
- By invoice
- Other: _____

Preferred payment method:

The client agrees to pay the agreed service fee and any approved additional expenses. Receipts or invoices may be provided where applicable.

7. Cancellations and Changes

Clients are asked to provide at least **24 hours' notice** when cancelling or rescheduling a booked service wherever reasonably possible. Where less than 24 hours' notice is provided, Home Help for Her reserves the right to charge the cancellation fee agreed below. Exceptional or emergency circumstances may be considered individually.

Agreed cancellation fee:

No cancellation fee will be charged where Home Help for Her cancels the service.

8. Client Responsibilities

- Provide a reasonably safe environment for services.
- Advise Home Help for Her of known hazards.
- Provide clear instructions about requested tasks where necessary.
- Treat the service provider with dignity, courtesy and respect.
- Ensure appropriate access at the agreed service time.
- Pay agreed fees within the agreed payment period.

Home Help for Her may stop or refuse a service where there is a serious safety risk, threatening or abusive behaviour, illegal activity, or another situation that makes it unreasonable or unsafe to continue.

9. Cleaning Products and Equipment

- Client will provide products/equipment.
- Home Help for Her will provide agreed products/equipment.
- Combination of both.

The client should disclose special product requirements, allergies, sensitivities or surfaces requiring particular care.

Special instructions: _____

10. Access to the Client's Home

Where keys, access codes or other access arrangements are provided, Home Help for Her will take reasonable steps to keep them secure and use them only for providing the agreed services.

Access arrangements: _____

11. Personal Property

Home Help for Her will take reasonable care when working in the client's home. Clients should identify fragile, valuable or particularly delicate items and provide any special handling instructions. If accidental damage occurs, the client should notify Home Help for Her as soon as reasonably possible so the matter can be discussed and appropriately addressed.

12. Privacy and Confidentiality

Home Help for Her respects client privacy. Personal information will be used for legitimate purposes connected with providing services, communicating with the client, maintaining business records and meeting applicable legal obligations. Information will not intentionally be shared with another person unless authorised by the client or where disclosure is required or permitted by law.

13. Photos, Testimonials and Social Media

Home Help for Her will not intentionally publish photographs of the client, the client's home or personal belongings, or a client testimonial, for advertising or social media purposes without separate permission from the client.

14. Health, Safety and Emergencies

The client agrees to advise Home Help for Her of hazards or circumstances that could reasonably affect safety. Home Help for Her may modify, postpone or discontinue a task where it cannot reasonably be completed safely.

If an emergency occurs while services are being provided, Home Help for Her may contact emergency services and/or the client's nominated emergency contact where reasonably necessary.

15. Concerns or Complaints

Clients are encouraged to raise concerns directly so they can be discussed and, where possible, resolved promptly and respectfully.

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16. Ending Services

Either the client or Home Help for Her may end an ongoing service arrangement by providing reasonable notice. Where possible, at least **7 days' notice** is requested for regular ongoing services.

Home Help for Her may end services immediately where continuing would create a serious safety risk, involve unlawful conduct, involve threatening or abusive behaviour, or where agreed payments remain outstanding. Any fees already owing for services provided remain payable.

17. Changes to this Agreement

Significant changes to the services, regular service rate or other important arrangements should be discussed and agreed between Home Help for Her and the client.

18. Australian Consumer Law

Nothing in this agreement is intended to exclude, restrict or modify any right or remedy that cannot lawfully be excluded under the Australian Consumer Law. Home Help for Her will provide services with the care and skill required by applicable law.

HOME HELP FOR HER

SERVICE SUMMARY & SIGNATURES

Client name: _____

Services agreed: _____

Agreed hourly rate: \$ _____

Regular day/s: _____

Regular time/s: _____

Expected hours: _____

Start date: _____

Special instructions: _____

Agreement

By signing below, the client confirms that they have read and understood this Service Agreement and agree to the services, fees and arrangements recorded above. The client has had the opportunity to ask questions and discuss the terms before signing.

CLIENT	HOME HELP FOR HER
Client name: _____	Representative: Terri-Ann Hill
Signature: _____	Signature: _____
Date: ____ / ____ / ____	Date: ____ / ____ / ____

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Template note: This document is a general business template and is not legal advice. Consider having it reviewed for your particular business, insurance and service arrangements.