



CLIENT WELCOME PACK

Practical Support for Brighter Days

Welcome

Thank you for considering **Home Help for Her**. My aim is to provide friendly, reliable and respectful practical help that makes everyday life a little easier.

I understand that inviting someone into your home requires trust. I will always aim to respect your privacy, your belongings, your preferences and your routine, while providing support in a warm, dependable and professional way.

Based in Manly West, Queensland	Services from \$65 per hour
Phone 0499 635 424	Email terrihomehelp@gmail.com

How I Can Help

Light Cleaning & Tidying

General tidying, dusting, vacuuming, mopping, kitchen and bathroom cleaning and everyday household upkeep.

Laundry & Organisation

Washing, folding, putting laundry away, linen changes and simple home organisation.

Simple Meal Preparation

Help preparing simple meals, basic food preparation and kitchen assistance.

Errands & Shopping

Selected everyday errands and shopping assistance where practical and agreed in advance.

Companionship & Home Support

Friendly company, conversation and practical general support around the home.

Light Gardening

Light weeding, watering, sweeping and small outdoor tidy-up tasks.

My Approach

Home Help for Her is built around **respect, reliability, privacy, clear communication and your individual preferences**. Every home and every person is different, so we can discuss your priorities and agree on the practical help that suits you.

Please note: Home Help for Her provides non-medical home help and general support. Services do not include nursing, medical treatment, medication administration, major building or trade work, heavy lifting or other specialised tasks unless separately agreed and appropriately qualified.

Bookings, Pricing & Payments

Pricing

Services currently **start from \$65 per hour**. The actual rate for your service will be discussed and agreed before services commence. Approved expenses such as shopping, parking, transport or other agreed costs may be charged separately.

How Bookings Work

- 1. Enquiry** - Contact me to discuss what you need and your preferred days and times.
- 2. Discuss your needs** - We agree on the services, expected duration and price.
- 3. Booking** - Once the details are confirmed, your visit is scheduled.
- 4. Service** - I arrive at the agreed time and complete the agreed tasks respectfully and professionally.
- 5. Payment** - Payment is made according to the arrangement recorded in your Service Agreement or invoice.

Cancellations & Changes

Please provide at least **24 hours' notice** when cancelling or rescheduling a booked service wherever reasonably possible. Where less than 24 hours' notice is provided, a cancellation fee may apply if one has been agreed in your Service Agreement. Exceptional or emergency circumstances may be considered individually.

Keeping Your Home Safe

Please let me know about any hazards or circumstances that could affect the safety of the service, including pets, stairs, wet or slippery areas, difficult access, heavy items, cleaning products or other potential hazards. I may modify, postpone or decline a task if it cannot reasonably be completed safely.

Privacy, Communication & Your Service

Privacy & Confidentiality

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

Photos, Testimonials & Social Media

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

Questions, Concerns or Feedback

Please feel comfortable raising any questions or concerns directly with me so they can be discussed and, where possible, resolved promptly and respectfully. Genuine feedback and recommendations are also very welcome and help a small local business grow.

Your Details

Client name:	
Preferred phone:	
Email:	
Preferred service day/s:	
Preferred time/s:	
Services you are interested in:	

Ready for a Helping Hand?

Whether you need regular assistance or simply a helping hand from time to time, I am happy to discuss what would make everyday life a little easier for you.

Home Help for Her

Terri-Ann Hill

Manly West & surrounding local areas

Phone: 0499 635 424

Email: terrihomehelp@gmail.com

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This Welcome Pack is general client information. Your individual services, rates, payment arrangements, cancellation terms and other important details should be confirmed in your Client Service Agreement.