



DIAL-AN-ANGEL Pty Limited ABN: 81 002 501 797

TERMS OF BUSINESS FOR PRIVATE CLIENTS WHO ARE ASSIGNED STAFF ANGELS

For the purpose of these terms of business

- a. DIAL-AN-ANGEL means DIAL-AN-ANGEL Pty Limited
- b. Client means any person or persons who has contracted DIAL-AN-ANGEL[®] to refer appropriately screened and skilled Angels
- c. An Angel is an appropriately skilled and screened person registered with DIAL-AN-ANGEL, who accepts bookings and undertakes services for a Client of DIAL-AN-ANGEL
- d. A Staff Angel is an Angel employed by DIAL-AN-ANGEL.

All references in this document to Angel, Angels[®] and Staff Angels[®] shall be deemed to include housekeepers, housecarers[®], homemakers, housecouples[®], childcarers, nannies, babysitters, mothers help, nurses, attendant-carers, case managers, Contact Supervisors, eldercarers, carers of the frail and clients with a disability, handymen, gardeners and all other domiciliary workers and carers.

DIAL-AN-ANGEL is responsible for the selection and allocation of appropriate persons to work in the areas nominated in the preceding paragraph and for the co-ordination of the services. Staff Angels are covered by DIAL-AN-ANGEL Worker's Compensation, Professional Indemnity and Public Liability Insurances.

A cancellation fee equivalent to 50% of the total cost of the service booked will be charged where the booking is cancelled after the Client has been advised that an Angel has accepted the booking. If a service is cancelled within 24 hours of the scheduled commencement time, the full cost of the service booked will be charged.

All regular or ongoing bookings of 3 months or more will require 14 days notice of cessation of the service in writing. Casual services of a shorter set period of time will require 7 days notice of cessation of the booking in writing.

A loading of double-time-and-a-half of the normal hourly, daily or weekly rate is charged when Staff Angels are required to work on a Gazetted Public Holiday. Bookings for New Year's Eve (after 6pm) also attract a loading. Loadings may apply to all bookings made out of normal office hours.

Additional charges apply should Angels be required to use their own cars in the course of their duties. The current rate is 80c per kilometre (plus GST where indicated).

If an Angel is driving a Client's vehicle during a booking and is involved in an incident, the cost of any repairs/damages will be borne by the Client. If a Client or the child of a Client is being transported in a vehicle owned by an Angel and any damage occurs to this vehicle that has been caused by the Client or the child of a Client, the Client will be liable for the costs involved to have all damage repaired.

The passing on of an introduction by a Client, whether directly or indirectly, which results in the engagement(s) of the Angel's services for the Client by a third person or Corporate entity may render the Client liable for the payment of an Agency Placement Fee. Should an Angel be engaged through the recommendation of or re-engaged by the Client under a private contract within a period of 4 months of the end of the last assignment with DIAL-AN-ANGEL for the Client the full Agency Placement Fee may be payable. Any fee imposed will be in accordance with the financial detriment suffered by DIAL-AN-ANGEL to a maximum of 9% of the Angel's total remuneration package.

Full Name of Client: _____

Client's signature: _____ Date: _____

Full Name of Witness: _____

Witness' signature: _____ Date: _____

*DIAL-AN-ANGEL[®] Privacy Policy demonstrates our firm commitment to the privacy rights of all applicants, clients and customers. We undertake to comply with the Privacy Amendment (Private Sector) Act 2000 to the Privacy Act 1988 and the National Privacy Principles.
A full Privacy Statement is available on our website www.dialanangel.com*