

Home and Garden Brokerage New Client Service Referral

Client Surname:		Given Name:	
Address:		Post Code:	
Phone:		Email:	
Is the client affected by deficits in <input type="checkbox"/> hearing <input type="checkbox"/> sight <input type="checkbox"/> mobility <input type="checkbox"/> memory			
Referred from (Company):		Date:	
Referred by (Name):			
Details of Services Preferred start date: ___/___/___			
Preferred <input type="checkbox"/> AM or <input type="checkbox"/> PM (NB: 2 hour window is required)			
Property Size: <input type="checkbox"/> Small <input type="checkbox"/> Large (NB: See Terms & Conditions overleaf 2a and 2b)			
Service details / instructions		Days of week M-F	Frequency (wk / fn / mnth)

My Flex Health Home and Garden Services provide:

- Lawn mowing, weeding, pruning bushes, repotting plants, trimming hedges.
- Sweeping / blowing debris from pathways.
- Sweeping cobwebs around the house, cleaning gutters, washing windows.
- A separate quote for minor maintenance / repairs such as replacing sprinklers, car wash, small painting jobs, small carpentry and paving jobs and shed tidy.
- A Job Safety Assessment (JSA) will be completed where a site is a potential risk to Work, Health and Safety of workers to comply with WH&S requirements; it will be completed prior to the first service and charged at the normal hourly rate.

My Flex Health Home and Garden Services do not:

- Cut down trees higher than ladder height.
- Work on roof tops for any maintenance, gutter cleaning etc.
- Perform electrical or plumbing jobs that require the appropriate licence
- Remove green-waste; we will use designated green bins or green waste bags supplied by client that are approved by local shires/council/city.
- Provide landscaping services or horticultural advice.
- Use chemicals to kill weeds.
- Use client's equipment unless previously agreed upon and liability for damage has been revoked by the client. This equipment may not be covered by insurance.
- Permit unsafe work practises by our staff and therefore work within the parameters of Workplace Health & Safety WA.

Request submitted to gardening@myflexhealth.com.au by:

Name: _____

Company: _____

Date: _____ Signed: _____



TERMS AND CONDITIONS - Home and Garden (Labour Hire)

1. Please note that hire of the temporary relief *Staff* supplied by **MFH** to the *Client* shall be deemed as acceptance of these Terms and Conditions, which apply to the appointment of *Staff* to be available to perform services at the request and direction of the *Client* as agreed.
2. Minimum booking times:
 - (a) **MFH** will provide a two hour window time frame for the gardening service delivery; where possible the *Staff* member will notify the *Client* of arrival time for service delivery on the day.
 - a. Small properties; for small properties such as villa, unit, townhouse and duplex 1 hour service will apply if the service is included within a rostered shift of other client services, or a 2 hour service if the booking is not incorporated within a rostered shift of other client services.
 - b. Large properties; for a single house property a 2 hour service will apply if the service is included within a rostered shift of other client services, or a 4 hour service if the service booking is not incorporated within a rostered shift of other client services.
 - c. Home repair and maintenance: a 1 hour rostered home repair and maintenance service will apply.
3. Requests for home repair and maintenance work requires a Home and Garden Quote for Services to be submitted to gardening@myflexhealth.com.au; the written quote will be approved by the *Client* prior to the service being scheduled.
4. Cancellation of a booking will be accepted up to 24 hours prior to the shift start time. Less notice will incur full payment of the missed service at the applicable shift rate.
5. **MFH** will communicate directly with the *Client and Recipient of Services* on scheduling and service delivery.
6. The recipient of the services must be present at the residence at the scheduled time otherwise the *Client* will incur a cancellation payment of 2 hours at applicable scheduled rate (see 2).
7. Where a site is a potential risk to health and safety of workers **MFH Staff** may conduct a Job Safety Assessment (JSA) of 1 hour chargeable time prior to the first scheduled service delivery to comply with Work Health and Safety requirements. A WH&S Report including photos where required will be provided on request.
8. **MFH** will provide to the *Client*:
 - (a) *Staff* members with identification, uniforms, mandatory checks and clearances, COVID-19 and influenza immunisation and other necessary information (except specific requirements from *Clients*).
9. On request **MFH** will act on report of substandard performance/conduct and issues raised by the *Client*.
10. **MFH** reserves the right to carry out investigations into any incident, accident or any other matter which may give or has given rise to a complaint, charge, prosecution, demand, allegation or claim against the *Staff* or **MFH** and the *Client* shall ensure that its full cooperation is given to **MFH** in regard to any such investigation.
11. The *Client* shall indemnify and keep indemnified **MFH**, its directors, officers, employees, *Staff*, contractors and consultants from and against all actions, suits, costs, charges, claims and demands arising out of or relating to the assignment, the services and this contract except to the extent caused by any neglect, default or omission of **MFH** or its employee/s.
12. **MFH** office personnel maintain telephone contact from 0500 to midnight Monday to Sunday and Public Holidays.
13. **MFH** holds Professional Indemnity Insurance covering for breach of duty or contract.
14. Payment terms are strictly 14 days. Outstanding invoices will attract a 5% surcharge and interest at the rate of 10% pa compound unless other arrangements are made.
15. The rates provided are subjected to change; any changes to the rate listed would be communicated at the earliest to avoid any inconvenience
16. All information supplied by **MFH**, either written or verbal, is confidential and is not to be disclosed by the *Client* to any other party without prior consent from **MFH**.
17. **MFH Home and Gardening Services do not:**
 - Cut down trees higher than ladder height.
 - Work on roof tops for any maintenance, gutter cleaning etc.
 - Perform electrical or plumbing jobs that require the appropriate licence
 - Remove green-waste; we will use designated green bins or green waste bags supplied by client that are approved by local shires/council/city.
 - Provide landscaping services or horticultural advice.
 - Use chemicals to kill weeds.
 - Use client's equipment unless previously agreed upon and liability for damage has been revoked by the client. This equipment may not be covered by insurance.
 - Permit unsafe work practises by our staff and therefore work within the parameters of Workplace Health & Safety WA.

Please note:

Forms and documents you may require from **MFH** are located on our website at www.myflexhealth.com.au

