



GET IN TOUCH

 (02) 6185 7979 (ACT/NSW)

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WELCOME TO CALL A BUDDY



A GUIDE FOR CLIENTS

(GARDENING)



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INTRODUCTION

Dear Valued Client,

Welcome to Call A Buddy! Thank you for choosing us to provide you with a gardening service. This document is our Guide for Clients (Gardening). It tells you a bit about our company and contains important information about our gardening services.

We recommend you read the information contained within to ensure you understand our policies, how we operate and how to get the most out of our services.

If you require further assistance understanding any of the content in this guide, please do not hesitate to contact a friendly member of our team on (02) 6185 7979.

Sincerely,

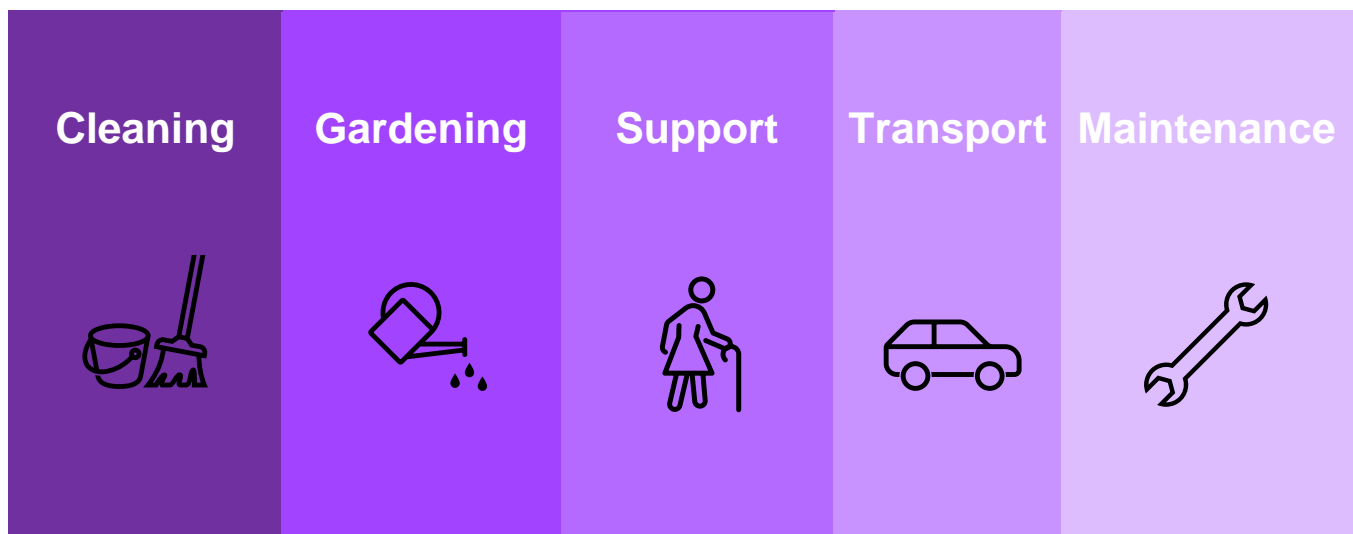
Helen Mason (Director of Call A Buddy)

ABOUT CALL A BUDDY

We provide a wide range of in-home care and domestic services to the Canberra region and surrounding suburbs. We are committed to quality, excellence, safety and care. Our aim is to provide much needed assistance to individuals requiring that little extra help around the home.

We offer five (5) different categories of services:

- (1) **Cleaning (Housekeeping):** Help with daily household tasks (domestic assistance).
- (2) **Gardening:** Lawn and gardening maintenance services.
- (3) **Support:** Assistance with personal care, respite, social support and much more.
- (4) **Transport:** Local transport services to and from locations.
- (5) **Home Maintenance:** Assistance with minor household repairs & installations.



Our operating hours for gardening services begin at 8:00am and conclude around 6:00pm. Our office operates from 9:00am to 5:00pm (Mon – Thurs) and 9:00am to 4:30pm (Fridays). Our contact details can be found below:

MODE	CONTACT
Telephone	(02) 6185 7979
Email	admin@callabuddy.com.au
Website	www.callabuddy.com.au
Emergency	000

OUR GARDENING SERVICES

At Call A Buddy, we pride ourselves on delivering quality, personalised gardening services to our clients. Whether you're looking to transform your garden or maintain its beauty, our professional gardening services are here to help you achieve **your** vision.

We have a team of dedicated gardeners who bring a diverse range of skills and experience to transform outdoor spaces into vibrant, flourishing environments. Our team includes gardeners with horticultural experience, backgrounds in landscaping and much more. When booking our services, make sure you tell us what it is your garden needs so we can ensure we allocate a gardener that's right for you.

Categories of Gardening Services

Our gardening services are categorised in two ways:

- (1) General Gardening, and
- (2) Specialised Gardening.

Please refer to Page 6 of this Guide for more information about our two categories of gardening services and what they entail.

Types of Services Available

Once-off	Ongoing
A once-off visit to spruce up your garden.	Ongoing visits to regularly maintain your garden.

Frequency of Services Available

Weekly	Fortnightly	Monthly	Quarterly
Gardener arrives on the same day each week.	Gardener arrives on the same day each fortnight.	Gardener arrives once every 4 weeks.	Gardener arrives once every 3 months.

Government-funded Packages (Aged Care Packages)

If you receive services through a government-funded package, we require written approval from your relevant agency or coordinator prior to the booking or commencement of any service.

OUR APPROACH

Same Gardener Every Service

Our aim is to provide services that are tailored to your specific needs. When you book ongoing gardening services with us, we allocate a gardener to your home permanently. This means that you have the same gardener attending each service. The purpose of this is to ensure that your gardener can get to know you and your garden, allowing the gardener to effectively maintain ongoing and regular maintenance according to the specific needs of your unique yard. In the rare event your regular gardener is absent, we will always offer you an experienced fill-in, however, you are also welcome to cancel or reschedule the appointment free of charge.

SCHEDULING MATTERS

Booking Appointments

Appointments can be booked via email or telephone, however, if you are receiving services through a government-funded package, you must request your booking directly with your agency or provider. We require the approval of your provider prior to the commencement of any service.

Amendments to Appointments

Our goal is to ensure that services run as smoothly as possible. To assist us with this, we kindly ask that any requests for additional tasks (e.g. specialised tasks), to reschedule your appointment to a different day or to change the duration of your appointment, be communicated to us via email or telephone with a minimum of 24hrs notice. Due to capacity, we are not always able to facilitate last-minute requests, however, providing us with as much notice as possible gives us a better chance at being able to implement requested changes.

Please note that appointments cancelled with less than 24hrs' notice will incur a late cancellation fee. The amount of the late cancellation fee totals the amount of the service.

Inclement Weather

If your gardening service cannot go ahead due to inclement weather (e.g. rain, hail, extreme winds or extreme heat), our administration team will attempt to get in touch with you as soon as possible to reschedule your service. Alternatively, if you wish not to reschedule your service, you may cancel your service free of charge.

Please note that in the event of inclement weather, our administration staff are tasked with facilitating many reschedules for all of our impacted gardening clients. As such, we kindly ask for your patience while we complete this time-consuming task on the day of inclement weather.

GENERAL VS SPECIALISED GARDENING

We offer two categories of gardening services:

(1) **General Gardening:** Our general gardening service includes regular maintenance and upkeep of all your garden, lawn and yard needs. This service is utilised to complete general tasks such as mowing, weeding, edging, pruning, watering and more.

(2) **Specialised Gardening:** Our specialised gardening service includes the use of special tools and equipment to complete more complex and time consuming gardening tasks, such as hedging, sculpting, mulching and more. All specialised gardening services require a quote (free of charge) prior to the commencement of any work.

We also offer large garden tidy services where our team work together to tackle those tough roots and transform any overgrown yard space into a clean, pristine lawn and garden area.

GENERAL GARDENING	SPECIALISED GARDENING
<ul style="list-style-type: none">• Weeding & weed spraying,• Mowing and whipper-snipping grass and lawn areas,• Pruning,• Trimming,• Edging,• Planting,• Re-potting plants,• Moving and rearranging small plant pots,• Watering of plants and gardens,• Monitoring and maintaining plant health,• Sweeping of outdoor areas, balconies or verandas,• Blowing green waste debris, and• Removal of green waste.	<ul style="list-style-type: none">• Hedging,• Sculpting• Installation of veggie gardens,• Mulching (spreading mulch),• Removal of small shrubs,• Removal of small tree branches,• Minor or basic garden installations,• Large garden tidies/clean-ups, and• Any gardening tasks that require the use of ladders and/or working at heights.

Please note that if you are receiving services through a government-funded package, we require written approval from your relevant agency or coordinator prior to the commencement of any work or service.

OUR GARDENING POLICIES

Welcome to the Policies section of this Guide. Here you will find the policies and procedures we have in place to ensure a smooth and enjoyable experience with our services. Our policies are crafted to promote transparency and foster a strong partnership, helping us meet your needs effectively.

We encourage you to review these policies carefully, as they outline important information about how we operate, safety measures and other essential things you need to know.

First Appointment & Ongoing Safety Checks

On our first appointment with you, our staff will have a walk-through of the service area (or premises) and complete any appropriate safety assessments to ensure their safety and that of your own. Our staff will also be familiarising themselves with the premises, what tasks require completing and where items belong. For this reason, we kindly ask for your patience with our staff while navigating their first time at your residence. For more information about our safety checks, feel free to get in touch with a friendly member of our team on (02) 6185 7979.

Weed Spraying

If you **do not** wish for our staff to use weed-killing chemicals at your residence, please contact a member of our administration team on (02) 6185 7979 to ensure this note is added to your file and communicated to your gardener(s).

If you **do** wish for our staff to use weed spraying chemicals at your residence, we have AQF3-certified gardeners on our team that are trained to safely apply weed-killing chemicals to your garden to help rid those stubborn weeds.

Please note that weed spraying is charged as an additional cost. For more information on the fees associated with the use of weedkiller (weed spray), feel free to get in touch with a friendly member of our team on (02) 6185 7979 for more information.

Due to health and safety laws, our gardeners are only permitted to use the weed-killing (weed spray) chemicals supplied by our organisation. We apologise for any inconvenience this may cause. For more information about the chemicals we use, ask one of our friendly staff members.

Arrival Times

We do our best to arrive at your scheduled time. However, given the nature of gardening work, it can often be difficult to determine exact arrival times due to varying workloads and other circumstances. For this reason, we kindly ask that you allow a buffer of 30 minutes up to an hour outside of your scheduled time for the gardener to arrive.

Safety Distance - Operation of Powered Tools & Equipment

Due to health and safety reasons, clients, household members and any other visitors of the premises are not permitted to be within 20 metres of our workers while they are operating powered tools, equipment or machinery. We kindly ask that, where possible, all household members and visitors stay indoors while powered tools and machinery are in operation.

Removal of Green Waste

If you require the removal of green waste, a small portion of time from your service will be reserved for removing any green waste you would like the gardener to take with them. The time allocated to the removal of green waste depends on the amount of green waste to remove.

If you consent to the gardener using your green waste bin, no time from your service will be allocated to the removal of green waste.

Please advise us at the time of your booking whether you would like the gardener to use your green bin or remove the green waste (take the green waste with them).

No-one Home for A Service

If you anticipate that you will not be home for a service and wish for the service to go ahead, but have specific instructions for your gardener, please feel free to leave your gardener a note on the door.

Alternatively, you may contact our administration team to provide instructions, and a friendly member of our staff will pass these instructions onto the gardener for you.

Household Animals and Pets

All animal feces and droppings (i.e. dog poo) must be removed prior to your service. We do not clean up animal feces. If the gardener arrives and animal feces are present, your service will be rescheduled and subject to our late cancellation policy.

Safety

Safety is our highest priority. To assist us in providing a safe service, we kindly ask that you:

- 1) Remove any loose items or belongings that may obscure access or cause a slip, trip or fall hazard prior to the arrival of your gardener.
- 2) Ensure that, where possible, household animals are secured. Where a pet cannot be secured, we ask that you please closely monitor the animal to ensure it does not interfere with the worker and/or the provision of the service.
- 3) Advise the gardener of any hazards you are aware of to ensure the worker can help remove the hazard (where safe to do so) or implement appropriate measures to minimise any risk(s) associated with that hazard (for example removing a sharp object protruding from the ground).

Public Holidays

Gardening services are generally not permitted to go ahead on public holidays. If you require your gardening service urgently on a public holiday, please get in touch with our team. Any services that do occur on a public holiday will incur public holiday charges.

We will do our best to reschedule your gardening service if it falls on a public holiday, however this will depend on very limited capacity during certain periods. For services acquired through a government-funded packages, you will also require approval from your provider for any services you require on a public holiday.

Supervision of Children

Children under the age of 18 must be supervised at all times during your service.



LATE CANCELLATION POLICY

We require a minimum of 24 hours' notice for any appointment cancellations. Appointments cancelled with less than 24 hours' notice will be subject to forfeiting the full fee of the service. This policy applies to services cancelled once the gardener has already arrived and/or if the gardener has been turned away at the door due to no available tasks or for any other reason.

You will not be charged for any services cancelled due to inclement weather (i.e. rain, hail).

NO ANSWER PROCEDURE

Our gardeners will always knock on your door and announce themselves upon arrival.

If our gardener arrives for your scheduled appointment and there is no answer to the front door, they will commence general gardening tasks (unless otherwise notified). Gardeners will only be able to commence work where access has been provided.

If the gardener does not have access to commence the service while you are not home, the gardener will have to leave and the service will be charged as per our late cancellation policy above.

FEEDBACK

Your feedback is extremely important to us.

We are always looking for ways to improve and we encourage any suggestions you may have.

There are multiple ways you can submit feedback regarding our services:

(1) Face-to-Face

You are welcome to provide feedback directly to our Call A Buddy staff in attendance. Feedback may be provided verbally or alternatively, you may ask our friendly staff for a Feedback Form and an envelope. Feedback Forms can be filled in, sealed in their envelopes and returned directly to our staff member in attendance for delivery straight to management.

(2) Via Telephone

You may also provide feedback to us over the telephone. We can be contacted between the hours of 9:00am to 5:00pm (Monday to Thursday) and 9:00am to 4:30pm (on Fridays). Our contact number is (02) 6185 7979.



FEEDBACK

Face-to-Face



Via Telephone



Via Email

(3) Via Email

Another way you can submit feedback to us is via email (electronic mail) to admin@callabuddy.com.au. This is a good option if you wish to provide feedback after-hours. Our mailbox is monitored on a very regular basis with a quick response time.

Please note that all feedback is passed onto our Office Manager for review. Where it is necessary or where further action is required, our Office Manager will be in touch. Please ensure you include contact details in your feedback if you wish to be contacted after we review your submission.



DEFINITIONS

“Agency” refers to the provider or agency that facilitates your government-funded package.

“Buddy” or “Buddies” refers to our Call A Buddy staff members. Our Buddies are here to help you with any of your home care and domestic needs.

“WWVP” refers to a Working With Vulnerable People registration.

THANK YOU

We appreciate you taking the time to familiarise yourself with our services.

If you wish to discuss any content in further detail or require clarification on any information, please do not hesitate to contact a friendly member of our team on (02) 6185 7979 and we will be happy to assist you.

Thank you again for choosing Call A Buddy to help you with your gardening needs. We are pleased to have you as part of our community and we hope you love our services as much as we enjoy providing them!