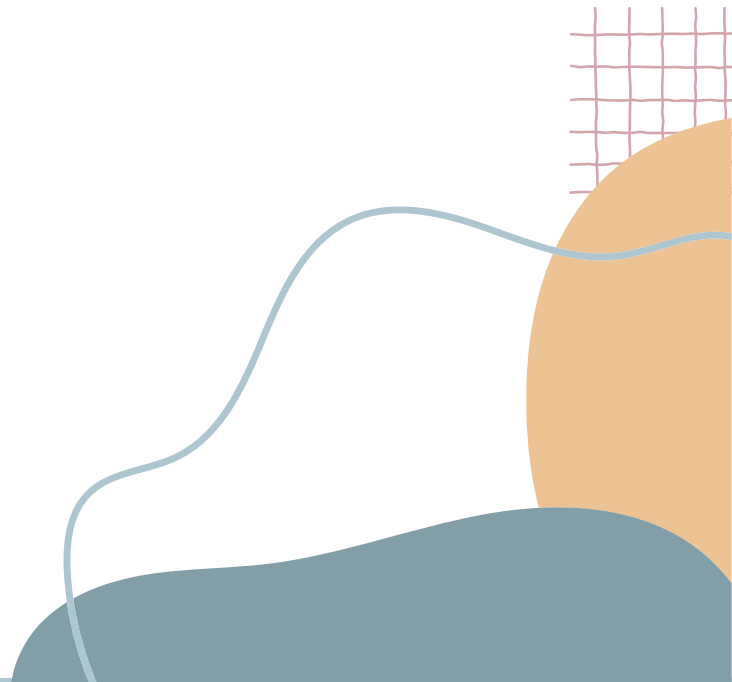


SERVICES & PRICING GUIDE



- 01** Welcome
- 02** Professional Profile
- 03** Fee Structure
- 04** Administration Services
- 05** Administration Services Fees
- 06** Financial Services
- 07** Financial Services Fees
- 08** How I work
- 11** What's Next
- 12** Contact

Welcome

Hello and welcome!

Thank you for downloading my Services & Pricing Guide, inside you can access my:

- Professional Profile
- Services & Pricing Information
- How I Work
- Next Steps

I'm excited at the possibility of collaborating together and can't wait to see how our partnership could transform the way you do business.



Hollie Sargent



[Book a call to connect](#)



hollie@vasociety.com



PROFESSIONAL PROFILE

Lighten Your Load, Amplify Your Passion

Hello - I'm so glad our paths have crossed. I'm Hollie - the owner behind Virtual Assistant Society.

I help busy professionals and small business owners reclaim their time and focus on what they love by providing tailored administration and financial services.

As a kind-hearted people-centric individual, I thrive on connecting with others and making a positive impact. With three-year-old twins keeping me on my toes, I'm no stranger to the beautiful chaos of balancing work and family life.

Fuelled by a love for learning and passion for personal growth, I approach every task with enthusiasm and dedication. My journey from financial accounting in various industries to becoming a virtual assistant has equipped me with a unique blend of skills and experiences.

At Virtual Assistant Society, I bring more than a decade of experience in financial accounting to the table. But it's not just about numbers, I have a knack for detail and a flair for organisation. I excel in tasks ranging from email management to data entry, research services to proofreading. Need help with a presentation or expense analysis? Consider it done. Product costing or understanding your P&L? I've got you covered.

Together we can define your unique needs and tailor solutions that streamline processes, tackle your to-do list, and ultimately reclaim your time and drive your success.

So, whether you're a seasoned entrepreneur or a busy professional, let's navigate the intricacies of business together. With my dedication, expertise, and personalised approach you can reclaim your precious time to focus on what truly matters - nurturing your passion and achieving your goals.

Let's connect! Together we can lighten your load and amplify your passion.

Hollie Sargent

LET'S CONNECT



Casual*Rate*

A casual hourly rate tends to be more suitable for clients whose workload fluctuates or is uncertain week to week. This flexibility is particularly advantageous for businesses experiencing peak periods or those whose project requirements vary unpredictably.

Rush*Rate*

Rush rates are applied for services requested at short notice, typically within a 48-hour window, or for work required to be completed after hours on a weekday or weekend. The additional fee of \$50 reflects the urgency and inconvenience associated with accommodating such requests.

Retainer*Packages*

Retainer packages offer clients a convenient and cost-effective solution for ongoing support and services. Essentially, they are prepaid bundles of time that clients can utilise for various services as discussed and agreed upon.

SERVICE LIST & PRICING OPTIONS

Email Management

Schedule & Calendar

Management

Word Processing

Data Entry & Document

Formatting

Automation & Organisation

Proof Reading

Creating Presentations

Report Writing

Research Services

Customer Enquiries

Social Media Engagement

CASUAL

Hourly Rate

\$55

PER HOUR
(MINIMUM 2 HOURS)

RETAINER

Packages

FROM \$270

(SEE NEXT PAGE)

Please note services are not limited to those listed above. If what you require is not listed please reach out and we can discuss your needs.

RETAINER PACKAGES

5 hour
Package
\$270
PER MONTH

10 hour
Package
\$530
PER MONTH

15 hour
Package
\$790
PER MONTH

20 hour
Package
\$1,050
PER MONTH

Packages can be tailored to individual needs. Packages and services are agreed upon and billed monthly in advance.

SERVICE LIST & PRICING OPTIONS

Budgeting

Product Costing

Sales Analysis

Expense Analysis

Monthly Reporting

Financial Literacy Support

Reconciliations

CASUAL

Hourly Rate

\$75

PER HOUR
(MINIMUM 2 HOURS)

RETAINER

Packages

FROM \$370

(SEE NEXT PAGE)

Please note that whilst I have extensive experience as an Accountant I am not a registered BAS Agent.

RETAINER PACKAGES

5 hour
Package
\$370
PER MONTH

10 hour
Package
\$730
PER MONTH

15 hour
Package
\$1090
PER MONTH

20 hour
Package
\$1,450
PER MONTH

Packages can be tailored to individual needs. Packages and services are agreed upon and billed in advance.

How I Work

01 HOW DO WE STAY IN TOUCH?

Correspondence can be tailored to your preference. Trello, email or we can set up regular video calls.

02 OFFICE HOURS

Wednesday to Friday 10am to 4pm

Whilst these hours represent my typical schedule, I work on a part-time basis and my hours are flexible. If you need to speak with me I am happy to accommodate and can arrange a video/phone call.

03 RESPONSE TIMES

During my office hours expect a maximum response time of 24 hours, however I usually respond within the same day. Outside my regular office hours including Saturday to Tuesday please expect a minimum of 48 hours.

04 WHEN DO I COMPLETE YOUR TASKS?

I will complete your tasks between my standard working hours at my own discretion and have them completed within the agreed timeframe.

05 RUSH RATES

I pride myself on my flexibility, which is why I don't schedule work for a particular client on a particular day. This gives me the flexibility to prioritise more urgent tasks. However, there are some situations where this may not be possible, and rush rates will apply. Please allow 48 hours notice for tasks that require an urgent completion to avoid the rush rate. I will always advise when a rush rate will apply and will request approval prior to beginning the task. I reserve the right to refuse urgent requests if I am unable to meet the demands of the project scope and will do my best to find an alternative solution if possible.

06 DO I BILL FOR LEARNING HOURS?

If learning the platform will benefit my business and future clients, then no, I will learn it at no cost to you. However, if you have a platform that is specific to your business or unlikely that I will use this with other clients in the future, then yes, I will charge for the learning hours.

How I Work

07 IS THE CONTRACT LOCKED IN?

You will be required to sign a contract, however my casual hourly rate gives you the flexibility to increase or decrease hours as necessary or, end our contract completely. Monthly retainer clients will be required to provide 4 weeks notice for any changes to their package or to end our contract.

08 HOW DO I KEEP TRACK OF TIME?

Please note that I do not normally keep detailed timesheets for retainer packages as I believe the project management tools used reflect this information by noting completed tasks. However, for clients on casual hourly rates or if you specifically require a timesheet to be submitted, this will be done so using a platform called Toggl.

09 INSURANCE

Yes, I am 100% covered for Professional Indemnity insurance.

10 ARE PACKAGES SET IN STONE?

Certainly not! If you find that your current package doesn't quite align with your requirements, I'm more than happy to discuss how I can better assist. Please keep in mind that clients on retainer packages are required to provide 4 weeks notice for any changes.

11 INVOICING

Please note that any time spent on your business is billed, this means onboarding calls, emails and zoom/phone calls. This time will either be billed at the casual hourly rate or taken out of your retainer hours depending on your contract. If I am doing any kind of work with or for you and your business, then this is billable.

Invoices for casual clients will be invoiced fortnightly on the Friday.

Retainer clients are required to pay upfront for the month. An invoice will be issued 2 weeks prior to the beginning of the month.

How I Work

12 WILL UNUSED HOURS ROLL OVER TO THE NEXT MONTH?

No. For any clients on a retainer package hours are billed in advance for that month only. Unused hours do not roll over to the following month.

13 HOLIDAYS

My business observes all Australian National public holidays. If you have any deadlines during this time we will need to take into account these holidays.

14 CONFIDENTIALITY

I take my business seriously. Confidentiality is very important to me so you can be sure that all of your private information is protected. When you share your passwords with me, the information is encrypted and stored off-line.

What's Next?



LET'S CONNECT

If you think we would make a great team I would love to chat and see how we can best work together. Click [here](#) to book in a time that suits you so we can discuss your business needs further.



CONTRACT IS SIGNED

If you're happy to move forward, I will send through a project proposal and client agreement outlining what services have been discussed. This can then be signed and emailed direct to hollie@vasociety.com



CLIENT INTAKE FORM IS COMPLETED

You will receive an email from me requesting to complete the Client Intake Form. This information is critical to enable me to manage your business tasks and projects successfully.



COMMENCEMENT SESSION IS SCHEDULED

Shortly after you will receive a link to access my calendar and choose a day and time to book in a 30 minute kick off session. This session is designed to ensure we are both on the same page and also gives us both the opportunity to ask any further questions about our time working together. This is also a great time to schedule regular meetings.



FIRST WORK DELIVERED FOR REVIEW

Depending on the length of the project generally first review is sent within 7-14 days. However, this will differ from client to client and what was agreed.

CONTACT

My standard working hours are 10:00am to 4:00pm Wednesday to Friday and I can be contacted per below:



[Book a call to connect](#)



hollie@vasociety.com

Please keep in mind that I am a freelancer and work for multiple clients. Whilst I may not be available to answer your call I will strive to respond as soon as possible, and do so within 1 business day.

Your understanding is greatly appreciated.

