

YOUR  VIRTUAL ASSISTANT

PRICING GUIDE
2022

WELCOME!

Thanks for downloading this guide. I'm so happy you're looking into virtual support to help you achieve your business goals... and your personal ones. We've included some kind words from clients so you can get an idea of what working with us looks like.

If you have any questions at all please don't hesitate to contact me, or if you'd like to discuss what support you're looking for to see if we're a good fit please [click here](#) to book an obligation free chat with me.

Justine

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Our purpose

TO PROVIDE

flexible, scalable virtual business solutions for clients and team.



Our promise **TO YOU**

WE PROMISE

**to treat your business as our own,
working as a strategic partner
ensuring confidentiality and
protection of your IP.**

KEY BENEFITS WHEN YOU PARTNER WITH YOUR VIRTUAL ASSISTANT

SCALEABLE AND FLEXIBLE

In uncertain times, having a VA team means you're agile enough to take advantage of opportunities and lean enough to reduce spending if needed. No commitment, no risk. Our level of support can change to suit your lifestyle, budget and business.

BUSINESS GROWTH

Business development and nurturing growth is paramount to your success. We offer strategy sessions to brainstorm your ideas, goals and development. All included as part of our support.

SPEED OF HIRE

If you're like most of our new clients, you need help yesterday! Employees can take an average of 42 days to recruit whereas you can onboard a VA immediately. Just imagine how much you could accomplish with 42 additional days of help!

Source: 2019 HireVue Study

COST SAVING

Having employees means the cost of payroll taxes, benefits, annual, sick and maternity leave. With a VA, pay only for what you need, when you need it, and have a skilled person ready to hit the ground running to work for you.

ACCOUNTABILITY

Enjoy working with accountable business support, taking more of the load (and stress) from your own shoulders. We make mistakes, we're only human, and we own these and go out of our way to put them right, every time. Beware, we'll make sure you're accountable as well!

PRODUCTIVITY

VAs love what they do! Studies show home-based workers are 13% more productive than their in-house counterparts. Our VAs only turn on the timer when working on your tasks. And, we actively review your processes looking for productivity gains through automation, apps, tools and procedures.



To read about all the benefits of partnering with us, please [click here](#)

PRICING



VIRTUAL ASSISTANT SUPPORT

MONTHLY RATES

CASUAL
UP TO 20 HOURS

\$75 +GST per hour

21 TO 30 HOURS

\$69 +GST per hour

31 TO 40 HOURS

\$65 +GST per hour

41 TO 50 HOURS

\$60 +GST per hour

51+ HOURS

\$55 +GST per hour

INCLUDED:

- + A dedicated NZ-based VA assigned to you
- + A backup assistant assigned to you (for uninterrupted support)
- + Access to our full team and [range of services](#)
- + No contract or commitment
- + Weekly email update on your monthly hours
- + Any additional hours invoiced at your package rate
- + Full confidentiality and IP protection
- + Routine tasks documented in SOPs and shared with you
- + A monthly progress report with time on task reporting

Example A:

We tracked a total of 47 hours for XYZ Company in the month of March. They will be invoiced at 47 x \$60 per hour for a total of \$2,820 plus GST on 31 March.

Example B:

In December, we only tracked 7 hours for XYZ Company. Things were quiet while the boss was away! They then receive an invoice of 7 x \$75 per hour for a total of \$525 plus GST on 31 December.



MANAGEMENT

VBM

Managing your projects, people and operations, leaving you to concentrate on growing the business.

[Download more info](#)

Our VA rate for VBM clients is **\$55 + GST** per hour, regardless of the number of hours tracked



PRODUCTS

SHOP

\$various
fixed prices

At yourva.co.nz/shop/
just click and 'add to cart'
to get your task/project at
a fixed price

HAPPY CLIENTS



Our business transitioned to a virtual environment about 18 months ago. We called on Justine and her team to support us in this process. We found the way in which the team assisted us to adapt, streamline and then provide value as our “virtual support team” quite exceptional. The learning and growing is on-going, but it is now a team effort and we have more support than we ever had! Brilliant service. Thanks Justine, Renee, Lisa and crew... we love your work!

ROD WAY, ADVANTAGE BUSINESS LTD



Justine, you and your team are: straight forward, upfront, honest, trustworthy, capable, creative and highly productive – you make things happen. Whenever I come across somebody looking to become more productive and effective, who wants people on their team who add heads and hearts not just arms and legs – I always mention your service.

GRAEME DODD, ALPINE VIEW



I have absolutely no hesitation in recommending Your VA's services. I know that, with the breadth of skill-set across your wider team, you never let me down when I need help.

CHERRY VANDERBEKE, SIMTICS



The Your VA team have provided total support as I started in my own new business. They have guided where I needed guiding and listened when they needed to learn what I do. The service has been invaluable so far and I'm looking forward to seeing where we can go from here.

CHANDRA HARRISON, ACCESS ADVISORS



Justine and her team have helped me out on more than one occasion when I wasn't sure how we were going to meet deadlines. The turnaround in delivery is quick, the work done to a high standard and Justine is flexible and professional.

ELLIE TER HAAR, NZ PHARMA



Justine and her team have made such a difference overall but particularly in marketing, financial management and membership queries. They have such an instinctive feel for our large membership, we have been confident to let them deal directly with our members without our oversight. Their response times are hugely impressive and their reporting is transparent. The one thing I have valued most of all though is the “can do” attitude; the fact that we feel listened to; and that they run a raft of ideas/solutions past us to gauge where we are comfortable and consult with us throughout any change. Justine and her team have turned CANZ on its head in the most positive way I have seen in years.

DIANNE TROUP

CELEBRANTS' ASSOCIATION OF NEW ZEALAND



HOW TO WORK WITH US

We make working with a VA (whether it's your first time or not) easy as pie. Whether you already know what tasks you want to outsource, or you know you simply can't keep doing everything yourself but have no idea how to shift the work from your desk to ours, we help you every step of the way.

★←→ YOUR 6 STEP JOURNEY TO A SUCCESSFUL WORKING RELATIONSHIP WITH YOUR VA →→★

- step 1** **BOOK YOUR FREE DISCOVERY SESSION**

We listen as you talk us through your goals, your challenges and help you identify what needs to shift from your desk to ours. This session is all about you! Use this time to ask any questions you have about outsourcing and we'll explain how we work, and why we're a little bit special!
- step 2** **WE'LL FOLLOW UP WITH YOUR PROPOSAL**

Along with an outline of your goals and priorities, we'll send you an email with all the details and send you our letter of engagement following our discovery session. Once (if!) you decide to work with us, simply return the signed letter of engagement. This is where the magic happens!
- step 3** **MEET YOUR NEW VA**

We'll pair you up with one of our senior virtual assistants and introduce you during your strategy session. We'll talk about your expectations and ours, and work with you to ensure we have the information we need to get started. Then we get cracking.
- step 4** **DELEGATE AND ELEVATE**

It's more than just ticking off boxes; we build a relationship with you so we can help in ways that you might not expect. More than just routine support, our VAs are trained to be your business partners, and collectively use the resources within our team to help you grow your business while freeing you up to work in your zone of genius.
- step 5** **CHECKING IN**

Communication is everything. You'll check in with your senior VA daily, weekly or monthly. You choose! Also have the option to zoom with Justine each month on a strategy level, talking through your goals and making sure that as a team we're all moving in the same direction.
- step 6** **MONTHLY REPORTING**

Accountable and transparent. Each month you'll receive a dashboard report showing how we spent your monthly hours (linking to a detailed time on task report), wins, what worked well and suggestions for improvement.



It's as easy as getting in touch with us and booking your free discovery session.

OUR CAPABILITY

TASKS THAT YOU CAN DELEGATE TO US...

ADMINISTRATION
BLOGGING
COPY WRITING
CREDIT CONTROL
EDITING EXISTING PDFS
EMAIL & DIARY MANAGEMENT
EMAIL MARKETING
EVENT MANAGEMENT
EXECUTIVE ASSISTANCE
FINANCE
GOOGLE ADWORDS
GRAPHIC DESIGN
LANDING PAGES
MAIL MERGES
MARKETING
MARKETING STRATEGY
MEMBERSHIP SITES
ONLINE COURSES
ONLINE BUSINESS MANAGEMENT
PROCEDURES
PROOF READING
SEO
SOCIAL MEDIA AD CAMPAIGNS
TRAVEL ITINERARIES
VIDEO EDITING
WEBSITES

ACCESS MANAGEMENT

SITEMINDER

APPS

CANVA
EVERNOTE
MYROUTE APP
PROCESS STREET
SURVEY MONKEY
ZAPIER

CRM

AGILE
AUTOTASK
HUBSPOT
INFUSIONSOFT
LESS ANNOYING
SAP
SHARP SPRING

EMAIL MARKETING

ACTIVE CAMPAIGN
CONSTANT CONTACT
MAILCHIMP

FINANCE

MYOB
QUOTIENT
XERO

LANDING PAGES

INSTAPAGE
LEADPAGES

MAC

KEYNOTE
NUMBERS
PAGES

PROJECT MANAGEMENT

ASANA
HARVEST
MONDAY
TRELLO

REAL ESTATE

CAMPAIGNTRACK
MYDESKTOP

TICKETING

HUMANITIX
EVENTBRITE

SOCIAL MEDIA

BUFFER
FACEBOOK
HOOTSUITE
INSTAGRAM
LINKEDIN
POSTFITY
SOCIAL MEDIA
TWITTER

SOFTWARE

ADOBE
INDESIGN, PHOTOSHOP,
ILLUSTRATOR, ACROBAT
MICROSOFT
WORD, EXCEL,
POWERPOINT

WEBSITES

123ONLINE
SHOPIFY
SQUARESPACE
WEEBLY
WIX
WORDPRESS

Our team CORE VALUES

HUMBLY CONFIDENT

★★★★★

We have an ability to appear confident without arrogance, to be self-effacing while still projecting strength and competence. We call this special quality 'humble confidence'. It's the sweet spot and comes from knowing and being able to focus in our own zones of genius.

EXCEEDING EXPECTATIONS

We never settle because we believe there's always an opportunity to do better and improve how our clients run and grow their business. We go the extra mile to add value, 'it will do' isn't in our vocabulary.

POSITIVELY DETERMINED

◀ • ▶

Armed with a can-do attitude we look for solutions, not problems. If it can't be done, we'll find a way and we'll do it knowing we're making a difference for who we work with, and who we work for.

SOCIALLY AUTHENTIC

◀ • ▶

Our whole is greater than the sum of our parts. We're human, not perfect. Our success is driven by our ability to ride through highs and lows with a smile. Team is valued over individuals and we're here for each other as our success is driven by our ability to create relationships.

ETHICALLY HONEST

◀ • ▶

We work with transparency and integrity. What's right isn't always easy, but we do what's right. Building trust requires confidence, patience, respect and effort so we do what we say we'll do and if we can't do it, we'll say. We recognise strength in asking for help. In asking, we all get over the finish line together.

TRAIL BLAZERS

★★★★★

We have a culture of innovation and continuous improvement, there is no status quo. By constantly seeking personal and professional growth we keep our passion for what we do, we stay relevant and blaze a trail for those who follow us.

When you partner with Your VA, you partner with a full office agency.

◀ • ▶

That means you have full cover, no matter what happens.

Because we document all your procedures, and share those with you, your support isn't dependent on one person.

And if you ever do take the plunge and get someone in-house, we can help you with the handover. No stress!

Agency support also means we're a one-stop-shop. You're busy, and we know you don't want to be dealing with a number of different companies or contractors to get what you need done, done. So we make sure you don't have to.

Our virtual assistants and virtual business managers are seasoned strategists, project managers and... geniuses! More than being your assistants, it is our mission to partner with you in order to help grow your business while giving you the time you need to add value where your strengths lie.

We are focused on outcomes and adding value and while you'll be working predominantly with the VA you're paired with, you have full access to our team. Your lead VA will delegate some projects in order to meet your deadlines and ensure you have the best person for each project you delegate.

FREQUENTLY ASKED QUESTIONS (FAQ)

Q. HOW DO YOU PROTECT MY IP?

Every contractor on our team signs our cyber security process, protecting your IP online by following the latest best practice guidelines.

Q. HOW DO I KNOW YOU WILL KEEP MY MATERIAL PRIVATE AND CONFIDENTIAL?

Our team sign a comprehensive Confidentiality Agreement when they become part of Your VA.

They're also put through rigorous testing and assessment before working with you, only the most reliable and responsible people make it through our on-boarding process.

Q. HOW MUCH NOTICE DO I HAVE TO GIVE YOU?

You can pause or stop our service at any time.

Q. WHAT HAPPENS IF I HIRE AN EMPLOYEE OR ANOTHER VA?

Because we document your routine tasks and processes in SOPs as we learn your business, and share these SOPs with you, if you decide to hire elsewhere, you have all the information you need for an easy transition.

Our VA will work with your new team member to ensure a smooth handover with minimal disruption for you.

Q. WHAT HAPPENS IF MY VA IS SICK, ON LEAVE OR LEAVES?

Every client is allocated to a lead VA and a back-up VA who carries out tasks for you in the background.

In the event your lead VA is away, your back-up is able to cover for them with minimal disruption for you.

Q. WHAT IF I NEED A TASK DONE OUTSIDE OF MY VA'S SKILLSET?

Your lead VA will delegate some projects in order to meet your deadlines and ensure we have the best skillset for each project we take on.

We have a full range of expertise in-house and if you do need something specialised, we'll find a specialist for you and project manage that task or project.

PRICING



VIRTUAL ASSISTANT PACKAGES

ENTREPRENEUR

\$2,070
monthly
(30 hours per month)

EXECUTIVE

\$3,600
monthly
(60 hours per month)



INCLUDED IN EACH PACKAGE:

- + A dedicated NZ-based VA assigned to you
- + A backup assistant assigned to you (for uninterrupted support)
- + Access to our full team and [range of services](#)
- + No contract or commitment
- + Weekly email update on your monthly hours
- + Any additional hours invoiced at your package rate
- + Full confidentiality and IP protection
- + Routine tasks documented in SOPs and shared with you
- + A monthly progress report with time on task reporting



MANAGEMENT

VBM

Managing your projects, people and operations, leaving you to concentrate on growing the business.

[Download more info](#)



HOURLY RATE

CASUAL

\$75
per hour

Perfect for ad hoc tasks and projects such as templates or branding



PRODUCTS

SHOP

\$various
fixed prices

At yourva.co.nz/shop/ just click and 'add to cart' to get your task/project at a fixed price