

YOUR **VA** VIRTUAL ASSISTANT


PRICE GUIDE: YOUR VIRTUAL ASSISTANCE

WE LOVE THOSE TASKS YOU DON'T DO,
CAN'T DO, AND SHOULDN'T DO.



TABLE OF CONTENTS

04	Our Purpose and Promise
05	Key Benefits to Partnering With Us
07	Pricing: Virtual Assistance
08	Pricing: Virtual Management
09	Our Credibility
11	How To Work With Us
13	Core Values
14	A Full Service Agency
15	Frequently Asked Questions
16	Contact Information

Thank you ... 

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

Founder

NZ's Virtual Business Support Agency

OUR PURPOSE

To provide flexible, scalable, virtual business solutions for our clients.

OUR PROMISE

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

6 KEY BENEFITS WHEN YOU PARTNER WITH US



Meet Larva

1

SCALABLE & 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.

2

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

3

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!

4

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.

5

COST SAVING

Hiring 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.

6

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.



Meet Celeste

YOUR MONTHLY VA SUPPORT PLAN



YOUR INVESTMENT

Monthly Retainer

\$2,220 + GST

30 hours p/mth

INCLUDED:

- + Dedicated NZ-based Lead VA assigned to you
- + Backup VA assigned for uninterrupted support
- + Access to our full team and range of services
- + Full confidentiality and IP protection
- + Monthly dashboard with time-on-task reporting
- + Access to ClickUp for project management
- + All repeatable tasks documented in shared SOPs
- + Monthly strategy zoom

PLUS

- + Access to our creative team at a reduced rate*

- Your retainer is 30 hours per month, invoiced at \$2220 + GST.
- Retainer hours do not roll over to the next month.
- In our initial handover session we agree on your 'wish list' - these are non-urgent tasks that can be undertaken when hours are available to be used. This is how we endeavour to use all the hours in your retainer.
- Any additional admin hours are invoiced at \$74 + GST per hour (paid on top of your retainer).

* Creative team hours are invoiced at \$109+ GST per hour (paid on top of your retainer). These hours are for graphic design, website creation and website maintenance tasks.

VIRTUAL MANAGEMENT OPTIONS

VIRTUAL BUSINESS MANAGER

A solution for business owners who need more than a VA. Proactive and strategic partners, a VBM is responsible for making sure the right things are done, at the right time, in the right way, by the right people.

MONTHLY RETAINER \$4,800

FRACTIONAL INTEGRATOR

Enjoy the benefits of an EOS Integrator without the full-time price tag. Our fractional integrators work with you and your team to execute the EOS framework throughout your organisation.

MONTHLY RETAINER \$7,000

THE ACCELERATOR PROGRAMME

This 90-day programme delivers a framework where we work together to transition you from being overwhelmed with tasks that aren't the best use of your time to being able to leverage the benefits of a VBM.

At the end of this programme you'll be working in your business as a Visionary, leading with big ideas, growing big relationships and driving your business development.

MONTHLY RETAINER (3 MTHS)

OUR CREDIBILITY

A WORD FROM OUR **FAVOURITE** CHEERLEADERS

CUSTOMER SERVICE (SHORT TERM SUPPORT)

"The VAs Justine employs are talented, professional and work hard to give you results and ultimately Justine and her team have helped take the pressure off my own team when work has become too big for my own small team to handle."



Katherine Richards

Save The Children (NZ)

VIRTUAL BUSINESS MANAGEMENT + VA SUPPORT

"Between Justine listening and understanding what we needed and Liz being a true team member, our organisation has made huge administrative strides that has helped me to be able to focus on strategic priorities, thus enabling our team to sow the seeds of growth and love of the outdoors with New Zealand youth."



Hillary Campbell

Sir Edmund Hillary Outdoors Education Trust

VIRTUAL ASSISTANCE

"The VAs Justine employs are talented, professional and work hard to give you results and ultimately Justine and her team have helped take the pressure off my own team when work has become too big for my own small team to handle."



Simon Lewis

GoodWolf Pty. Ltd

CREATIVE DESIGN

"Working with Your VA has been an absolute breeze, I would recommend them to any one or any business who need that extra help to relieve the pressure when there are just too many juggling balls in the air!?"



Rowena Smith

Ngāti Apa ki te Rā Tō Charitable Trust

SOCIAL MEDIA

"Jilanne does a great job of managing all of our regular social media posts and communication and we finally have a regular presence online."



Darryl McClay

Design Thinkers Academy

HOW TO WORK WITH US

We make working with a VA easy as pie (whether it's your first time or not). 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 RELATIONSHIP WITH YOUR VA



1

BOOK YOUR 15 MINUTE DISCOVERY CALL

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!

2

WE'LL SEND YOU YOUR PROPOSAL

Along with an outline of your goals and priorities, we'll send you a proposal with all the details following our discovery call. Once (if!) you decide to work with us, simply sign the signed letter of engagement included in the proposal.



3

MEET YOUR NEW VA!

We'll pair you up with one of our lead virtual assistants and introduce you during your introductory 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.

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.

5

CHECKING IN

Communication is everything. You'll check in with your lead VA daily, weekly or monthly. You choose! You 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.

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.



OUR 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 that 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 because '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.



A FULL SERVICE AGENCY

**WHEN YOU PARTNER WITH YOUR VA,
YOU PARTNER WITH A FULL SERVICE 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.**

FREQUENTLY ASKED QUESTIONS

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.

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.

HOW MUCH NOTICE DO I HAVE TO GIVE YOU?

You can pause or stop our service at any time.

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

Every client is allocated 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.

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

CONTACT INFORMATION





JUSTINE PARSONS

FOUNDER, YOUR VIRTUAL ASSISTANT

 +64 21 177 5137

 justine@yourva.co.nz

 Auckland, New Zealand

 <https://yourva.co.nz>