

delegate to **YOUR VA PRICE GUIDE** elevate

**WE LOVE THE TASKS YOU DON'T DO,
CAN'T DO AND SHOULDN'T DO**

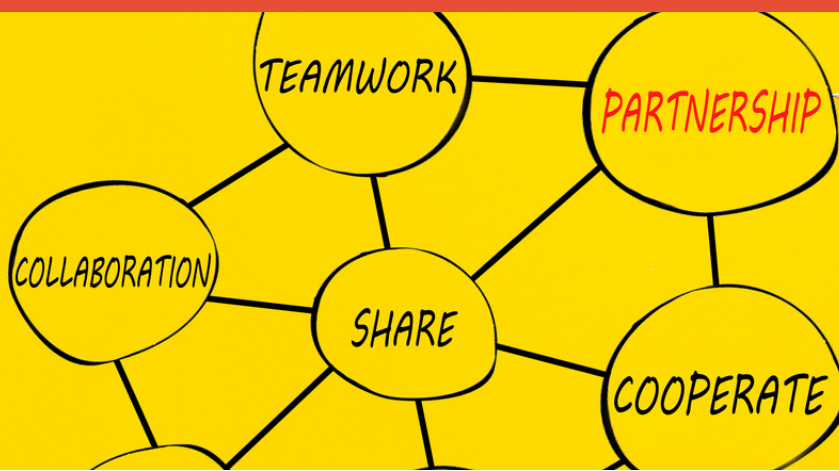





TABLE OF CONTENTS

04	Our Purpose and Promise
05	Key Benefits to Partnering With Us
07	Pricing: Virtual Assistance
09	Pricing: Virtual Management
10	Our Credibility
12	How To Work With Us
14	Core Values
15	A Full Service Agency
16	Frequently Asked Questions
17	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 GUARANTEE that as a client of Your Virtual Assistant you will receive PROFESSIONAL and EXPERT virtual business support services, where we treat your business AS OUR OWN. We promise to PROTECT your IP securely and confidentially and to COMMUNICATE with you honestly and consistently. We cannot guarantee outcomes but we do GUARANTEE YOUR SATISFACTION with our service. If at any time Your Virtual Assistant does not perform to your satisfaction, we ask that you inform us PROMPTLY. We will then resolve the issue to YOUR SATISFACTION, even if that means reducing our service fee or providing rework at NO COST to you.

BENEFITS WHEN YOU PARTNER

with us

①

SCALABLE 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.

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.

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.



YOUR INVESTMENT

MONTHLY RETAINER

\$2500+ GST

30 hours p/mth

INCLUDES:

- + 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
- + All repeatable tasks documented in shared SOPs
- + Monthly strategy zoom
- + Monthly link to our time tracking system

PLUS

- + Any additional admin hours at a reduced rate*
- + Access to our creative team at a reduced rate**

TERMS

- 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.
- Additional admin hours*: invoiced at \$83 + GST per hour (paid in arrears on top of your retainer).
- Creative team reduced rate**: invoiced at \$120+ GST per hour (paid in arrears on top of your retainer). This includes projects such as graphic design, website creation and marketing.



HELP IN A HURRY? OUR CASUAL RATES

Our casual rates are a perfect option if you're wanting to try before you commit to a retainer or have a specific task of project you need help with.

YOUR INVESTMENT

CASUAL VA ADMIN SUPPORT
\$93 + GST

CASUAL CREATIVE SERVICES
\$130 + GST

FIXED PRICE PROJECTS
POA

We can help with your:

- Inbox cleanup
- Newsletter design
- Marketing campaigns
- Documents and templates
- Graphic design
- Website design, development and maintenance updates
- Automation consultancy and implementation
- Brand guidelines
- Logos
- Finance and accounting support
- Strategy and planning
- App advisory and setup (incl Xero)
- and so much more!

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 know you're busy. That's why we've developed our outsourcing made easy process, so you don't feel overwhelmed. Our team are here to take the weight off your shoulders, partners every step of the way!

step by step

①

BOOK YOUR 15 MINUTE DISCOVERY CALL

We listen as you talk us through your goals, your challenges and 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 at 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 report showing exactly how we've spent your time.

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 US YOU PARTNER WITH A WRAP AROUND SERVICE

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. Easy!

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, virtual experts and virtual business managers are seasoned strategists, project managers and... experts! 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 own strengths lie.

NEXT STEP



It's time
TO DELEGATE
WORKING IN YOUR
BUSINESS

SO YOU CAN START WORKING ON IT



SELECT A TIME

FOR A 15 MIN CALL

On the call:

- We'll explain a bit more about how we work
- We'll discover how you like to work
- You'll leave knowing the support options that will have the biggest impact for where you are, right now!



CONTACT INFORMATION

"Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life."

~ Amy Poehler

JUSTINE PARSONS

FOUNDER, YOUR VIRTUAL ASSISTANT



+64 21 177 5137



justine@yourva.co.nz



Auckland, New Zealand



<https://yourva.co.nz>