



## Frequently Asked Questions

### What is a Virtual Assistant?

A Virtual Assistant is an independent contractor who provides secretarial, administrative, project coordination and event management support to businesses. Using the latest technology, a Virtual Assistant can work flexible hours and from their own home office or leased office space. [I am a Virtual Assistant.](#)

### How Karen Barclay Virtual PA Works

The initial consultation is free. This is where we discuss your business, what your requirements are, how I can assist you and together we develop a plan on how we can partner to make your business better. All this will be confirmed in a Service Agreement issued with a Welcome Pack prior to work commencing.

### Is a contract required?

A Service Agreement is signed by both parties prior to any work commencing. The Service Agreement confirms the description of service, confidentiality, payment and collection, client approval of work and amendments, and service termination.

A detailed Confidentiality Agreement is also provided to the client as an addendum to the Service Agreement.

### As a Virtual Assistant, what can you do for me?

I can do most things that a personal assistant would do, but without the need to attend your office.

Below is a snapshot of some tasks that are offered:

- Board and Committee support;
- Word processing;
- Document formatting;
- Diary management and meeting coordination;
- Travel and accommodation bookings;
- Receiving calls and scheduling bookings;
- Updating social media and website content;
- Data entry;
- File and database management;
- Transcription

The list is endless. Visit my website 'Services' page for a more comprehensive list.

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### Why should I choose you?

I care about my business and the business of my client. Each client receives personal, friendly service, my exceptional high standards and attention to detail, and confidentiality reinforced with a wealth of experience obtained from working within a variety of industries.

My job is to make yours easier.

### What hours do you work?

8:00am to 6:00pm weekdays, and 9:00am to 5:00pm Saturdays.

However, I am not limited to these hours and am flexible, in some circumstances, to work around my clients and their timelines.

### How are hours tracked?

Time tracking software TOGGL is used monitor the time spent on a task or project. A report is generated and provided to the client.

### What tools do you use?

Advancing technology allows me the opportunity to work remotely whilst maintaining the ability to stay in touch with clients at any time. I am experienced in many office-based software programs that can be found within any business. I am fully competent in all Microsoft Office modules, productivity software, the Adobe suite of modules, Google apps, a variety of CRM databases and accounting programs, Skype, Zoom and online meeting programs, and file sharing programs such as OneDrive, Google Drive, DropBox and Evernote.

### How much do you cost?

The type of work required determines the cost involved and is discussed at the initial consultation.

The fee structures I offer are:

- A base rate of \$46 per hour for standard administration. eg. Diary/email management, travel arrangements, document formatting, etc.
- A slightly higher rate will be charged for more complex jobs. The rate will be determined by the complexity of work involved. eg. Report writing, minute taking, etc.
- Projects and event management require that the hours and work involved be calculated and a packaged price quoted;
- Packs of hours can be purchased at reducing hourly rates from the base hourly rate. Packs of 5, 10 and 20 hours are available and are valid for twelve months from date of purchase.
  - 5 hours \$44 per hour = \$220
  - 10 hours \$42 per hour = \$420
  - 20 hours \$37 per hour = \$740
- A new addition to the Karen Barclay Virtual PA suite of packages is the Start-Up Package.
  - 5 hours per week \$42 per hour = \$210 for one month.

The Start-Up Package can be renewed a further two times, after which time options are available to purchase either a pack of hours or convert to a retainer of hours per week.

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- Retainer packages are available if you need ongoing weekly, fortnightly or monthly support.
- Transcription services are charged by the audio minute (a/m) and depend on the turnaround requirements, transcription style, and quality of the audio recording. Transcription pricing starts at \$1.60 per a/m for a five-day turnaround, up to \$1.90 per a/m for 24 hours turnaround. Other considerations such as background noise, heavy accents, etc. attract a surcharge of \$0.18 per a/m.

### What are your payment terms?

- For casual jobs an invoice is issued and a deposit of 50% is required in advance. The balance of the invoice is to be paid within seven days from completion of the job.
- Hour packs are invoiced and payable prior to any work commencing.
- Retainer packages are invoiced monthly, and payment is required within seven days of the date of the invoice.
- For the recently launched Start-Up Package, invoices are sent, and payment is required in advance. There is some flexibility on payment terms which can be discussed at the initial consultation.

### Intellectual Property

I care about my clients and respect the integrity of their intellectual property. At no time will any information or client material be shared with a third party.

All work is stored in "pCloud" which uses TLS/SSL and Zero Knowledge encryption. More information on the security features of "pCloud" can be obtained from <https://www.pcloud.com>

From my own office, I can assist you in your organisational and day to day requirements allowing you to focus on what matters to you... growing your business.

You only pay for the time you use.

January 2020

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