



## Application form: Client

### *Client information*

Name: .....  
Surname: .....  
Telephone number: .....  
Mobile number: .....  
Email address: .....  
Address: .....  
Relation to patient: .....

### *Patient information*

Name: .....  
Surname: .....  
Telephone number: .....  
Mobile number: .....  
Email address: .....  
Address: .....  
Gender: .....  
Date of birth: .....  
Nationality: .....  
Languages: .....  
Occupation: .....  
Religion: .....  
Hobbies: .....  
Brief description of personality traits: .....  
Other: .....

### *Patient requirements*

Please describe any medical conditions, diseases or disabilities that you require the carer to attend to:

.....  
.....

Duration: .....

Start date: .....

Gross weekly salary: .....

Live in or out?: .....

If live in, please briefly describe the accommodation provided.

.....  
.....

Hours: .....

Do you require your carer to drive? .....

Do you require them to use their own vehicle? .....

Brief description of duties:

.....  
.....

### *Household information*

Does anyone smoke in the house? .....

Are there any pets? .....

Is there any other domestic staff? .....

### *Candidate preferences*

Language/s: .....

Will you consider a candidate who smokes? .....

Education/Qualifications: ..... Other: .....

## Terms and conditions

### DEFINITIONS

"Agency" shall mean Handy Helpers.

"Candidate" shall mean any person registered with Handy Helpers for the purpose of seeking employment.

"Client" shall mean any person registered with Handy Helpers for the purpose of seeking to employ a Candidate.

### PREAMBLE

Once the Client is registered with the Agency, by virtue of requesting the services of the Agency, the Client is deemed to have understood and accepted the terms and conditions as set out below.

### AGENCY OBLIGATIONS

1. The Agency will make every effort to provide the Client with the best-suited Candidate; to meet the needs and requirements of the Client.
2. Should the Client request the services of a Candidate, the Agency will provide a contract, with terms and conditions relative to the work of the Candidate.
3. The Agency shall keep the Client's details strictly confidential.

### CLIENT OBLIGATIONS

1. The Client needs to provide the Agency with all the required information, about themselves, what position they need a Candidate to fulfill, or any other required information the Agency needs to carry out its obligations successfully.
2. The Client is under no obligations to employ any Candidate.
3. Should the Client request the services of a Candidate, the Client must inform the Agency immediately.
4. In the case of a foreign employee, the Client is obliged to ensure that the Candidate is legally entitled to work in the Republic of South Africa, although reasonable measures will be taken by the Agency to provide the Client with a Candidate as such.
5. The Client must sign a contract of employment with the Candidate but understands that the signing of the contract of employment is merely a formality, and once the Client has made an offer that the Candidate accepts, the Candidate is viewed as an employee of the Client.
6. The Client must send a copy of the Contract of Employment to the Agency, before the Candidate commences work
7. The Client shall keep all Candidates' details strictly confidential. Any breach of this condition which results in a Candidate accepting an offer of employment by a third party renders the Client liable for full payment of the Agency's fees.

### FEES

1. All stipulated fees are quoted in Rand.
2. VAT is payable as prescribed in the Agency's fees below. VAT is payable at a rate of 14 percent and is subject to change in accordance with the current VAT rate.

#### *Registration fee*

3. The Client undertakes to pay the specified registration fee, before or upon meeting with any *Candidates*
4. The registration fee is valid for a period of time not exceeding 3 months.
5. The registration fee is non-refundable.

#### *Placement fee:*

(please note that the placement fees are non-negotiable)

The Client agrees to the fees as stipulated below:

### AGENCY FEES

<b>Fees</b>	<b>Permanent placement</b>	<b>Temporary placement</b>
Registration fee	R200	R200
Placement fee	Equal to one month's salary	Equal to 25% of candidates earnings

6. In the case of a shared placement, the Client will be liable for the percentage of fees in correlation with the percentage of time the Candidate works for the Client.
7. In the case of a dual placement, the Client will be liable for one full placement fee and one half placement fee.
8. The Client will be liable for these fees, should the Candidate be employed by a Third party, referred to by the Client.
9. The Client becomes liable for the placement fee once the Client has requested the services of a Candidate, and the Candidate has accepted the offer of employment.
10. The Client is required to pay the placement fee within 7 days from the date of invoice.
11. If the Client fails to pay the Agency within the stipulated times, the Agency will take legal action against for all outstanding fees; including recovery of any expenses incurred.

#### RETAINER

If the client cannot provide for the Candidate to commence work on the agreed date then the Client will be liable to pay the Candidate a retainer of 50% of the agreed salary from the original agreed commencement date in order to secure the placement.

#### THREE MONTH GUARANTEE PERIOD

If the Client lawfully terminates the employment of a Candidate, within three months of commencement of duties, the Agency will do their best to provide another Candidate. In this case, the Client will not be liable for a placement fee but will be liable for the registration fee even within 3 months of registration. However, in the unlikely event of the Agency not being able to provide another suitable Candidate, the Agency is not liable to refund the placement fee.

#### CANCELLATION POLICY

##### 1. Cancellation by Client

If the Client cancels the Candidate's employment before the Candidate commences work, the Client is still liable to pay the full placement fee. This is because the Agency has already provided the Client with the service of finding them a suitable Candidate.

##### 2. Cancellation by Candidate

If the Candidate terminates the employment before or after commencing work, the Agency will take every measure to find the Client another Candidate, free of charge. However, in the unlikely event of the Agency not being able to provide another suitable Candidate, the Agency is not liable to refund the placement fee.

#### DISCLAIMER

The Agency does not accept any responsibility and/or liability in terms of any information or misrepresentation concerning the Candidate, nor shall they be liable for any loss or damage incurred or suffered by the Client, resulting from any act or omission of a Candidate, whether intentional or through negligence.