



How do you know what your Virtual Assistant is working on?

A great relationship starts with great communication!

At Your PA and More we operate on the basis that good, consistent, and effective communication is a fundamental building block in our business. As a valued client, you have multiple ways to keep in touch with us -

Your PA	Fern Rice
mobile	(+61) 0421 556 700
email	fern@yourpa.com.au
Skype	Yourpaandmore
Zoom	fern@yourpa.com.au

Your PA and More is your 'external PA'

As with an assistant who works alongside you, in your office, it is best that we know what projects are underway and where they, and we, fit into the overall puzzle. That way we can offer the best level of support, keep you on track with deadlines and follow up any outstanding tasks.

Your PA will schedule a weekly, fortnightly, or monthly meeting with you, as agreed and by phone or Skype. Just like a PA in your office, keeping on top of what needs priority treatment and project progress is very important.

Keeping us informed of your expectations, deadlines and contact requirements means we can be sure our support is directed where you most need it.

Email is the preferred means of communication during business hours. However, if the matter is urgent please text and we will phone you back as soon as we are available.

If you are a regular client, the hours required of Your PA per week/month will be established at your initial meeting. These hours will be scheduled and confirmed each week for the following week. More, or less, hours may be scheduled depending on availability and notice.

If you purchase blocks of hours Your PA will schedule time for your work and advise you when only 2 hours of your package remain.

At Your PA and More we ensure that all our clients are comfortable with our procedures, how long we are spending on each task and how we are keeping track of it.

So how do we do this?

When you engage Your PA, your business will be added to our Time Management tool – Teamwork.



With this software we can identify every project we work on, break it down into deliverables and record the time spent. We assign milestones to ensure your deadlines are met.

All YOU need do is let Your PA know what you want and when you want it!

We will invite you to join your 'project' so you can add information at any time. If you are more comfortable flicking over an email, that's just fine too; we'll work in whichever way gives you the support you need, in the way you prefer. We don't want to give you more work!

We can provide a breakdown of time and expenses on request.

Keeping us informed of your expectations, deadlines and contact requirements means we can be sure our support is directed where you most need it.

When instructions are received Your PA will review and reiterate what you have requested, ensuring that both parties are 'on the same page' before work commences. This way we can be sure that time spent will be on getting the right results.

So, let's get going together.