



Staff when you need them



We provide  
quality Relief Staff  
when you  
need them

# 5 REASONS TO HIRE FROM SURRELIEVER

1. No leave or kiwi saver entitlements
2. Cannot bring a personal grievance
3. Book them when you want them
4. Less stress managing their personal issues
5. Not bound by employment law



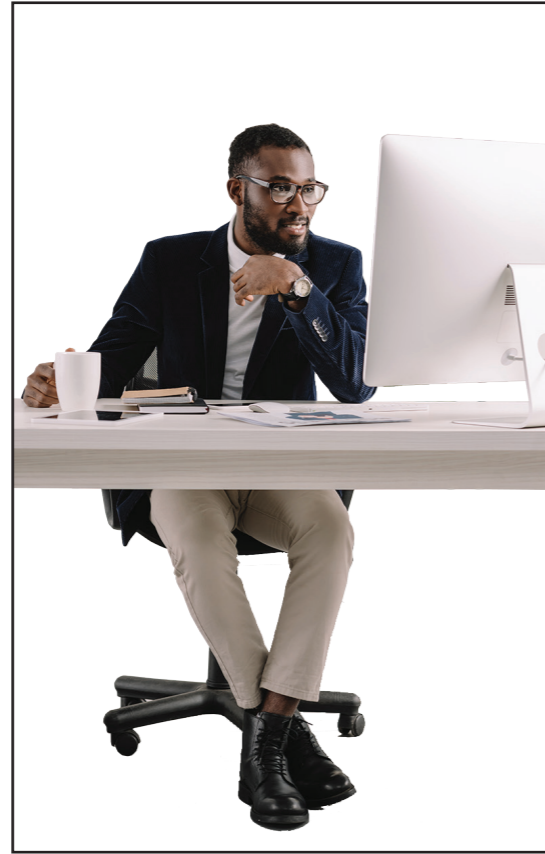
An Agency YOU can  
Trust



# Sectors we specialise in..



Education



Office



Health



Hospitality



Retail

“Our People are ‘fit for purpose’ with the relevant skill, experience and qualifications”

“Relief staff are becoming a more popular permanent choice for business owners”

## Hire or Employ?



With employment law that favours employees and punishes employers, now is the time to weigh up the pros and cons, do you employ or hire?

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### Employee Annual Entitlements

1. Ten sick days
2. Eleven public holidays
3. Four weeks annual leave
4. Maternity Leave
5. Bereavement Leave
6. Domestic Violence Leave
7. Kiwisaver 3%

“ Employment courts are heavily weighted in favour of the employee, even when the employee is wrong!”



# FAQ

## What is a booking?

A booking is a contract between you (the client) and Reliever (the agency) when we mutually agree to fill booked hours on a specific date/s with specific times

## How do I make a booking?

You will be able to book relievers directly through our mobile app by viewing their profile and booking straight into their calendar which shows their availability, this is currently under construction. In the meantime, email [admin@reliever.co.nz](mailto:admin@reliever.co.nz)

## How much notice do I need to give to request a reliever?

Ideally by Close of Business if you want a reliever the following morning. We do have many relievers that will accept short notice too. As the requirement arises, try us!

## If I book a reliever, then decide I no longer need the reliever or I want to amend the booking, how much notice do I need to give if I were to cancel or amend the booking?

Clients will be charged 50% of the original contract fee where a cancellation or variation occurs inside of 8 business hours of the original contract starting time, unless otherwise agreed with the reliever.

## Do you have a large pool of relievers?

Yes, we do. Not all of them are available all the time, and relievers get contracted out quickly so it really is first in first served. However, we understand the urgency with needing relievers at short notice and we will work at solving your reliever problems.

## What are the rates you charge clients?

Our rates vary depending on your sector and the type of reliever you require. Please enquire with our Admin Team [admin@reliever.co.nz](mailto:admin@reliever.co.nz)

## What is your minimum charge?

There is no 'minimum', therefore any number of hours can be booked as long as the reliever agrees. Bear

in mind, relievers are more likely to agree to contracts that will fairly compensate for their time and travel to and from site.

## When do I get invoiced after the completion of a contract?

Invoices go out each Friday with payment due 5 working days from receipt of invoice. Paying through bank transfer with the invoice number as a reference is preferred.

## Do I have to pay up front before the reliever completes their contract?

Yes, until we have an established relationship. If the reliever does not complete the contract in full (whereby the reliever cancels), you will be refunded the entire amount. If the reliever completes part of the contract (E.g. leaves early) you will be credited the difference. Whereby you cancel in full or instruct the reliever to complete only part of their contract, the difference will be credited to your account.

## Do you provide insurance or indemnify us in the event a reliever causes harm or loss?

No, all contracts entered into between you and us are at your own risk. We take all practical steps to provide you with the people that best fit your requirements.

## Are there any additional charges for last minute bookings?

This depends on the circumstances. Some relievers may request additional benefits which may include a better contract rate, petrol or something of this nature. We recommend booking in advance however it is very common to have last minute bookings and we cater to this need.

## Can a reliever bring a personal grievance against me?

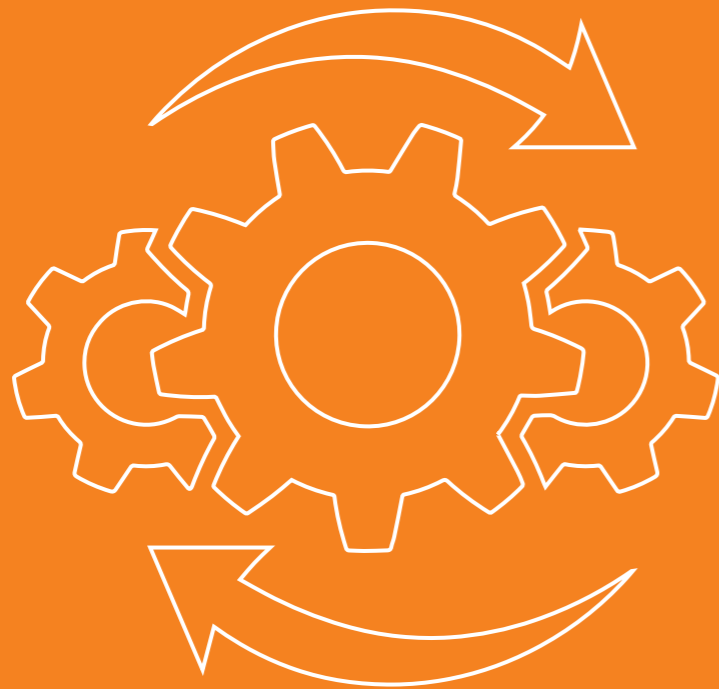
No. A reliever is not an employee and they have no claims against you.

# Simplicity

Our user-friendly App allows you to book staff direct and on demand,

We have a database of staff that love their profession and want to work.

On top of this, we provide 7 days a week support, contact us anytime.



- ✓ User Friendly App
- ✓ Staff all around New Zealand
- ✓ Vetted and Reference Checked
- ✓ Competitive pricing
- ✓ 7 days a week support



## REGISTER

