



FOR CLEANERS · MELBOURNE

Cleaner Info Pack

Everything you need to know about joining Fyxes — the on-demand cleaning marketplace bringing the jobs to you.

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WELCOME

Your cleaning business, on demand.

Fyxes is a Melbourne-based marketplace that connects independent cleaners with local customers who need a home clean. We handle the bookings, the payments, and the customer support — you focus on the work.

What you get

- **Earn \$148 for a standard 2-bed clean.** Paid within 48 hours — no chasing invoices, no monthly statements.
- **No quoting, no bidding, no lead fees.** Jobs come to you with the price already set.
- **Scope-change protection.** If the home is worse than described, you propose an extra charge in-app — the customer approves and pays before any extra work starts.
- **Same-day & next-day jobs pay +20%,** paid through to you pro-rata.
- **You set your own hours.** Accept the jobs that fit your schedule, skip what doesn't.
- **We bring the customers.** No more marketing, no more cold calls, no more quote-shopping.
- **80% take-home** on every job — never reduced by customer promo discounts. Our platform fee is a flat 20%.
- **Your voice on pricing.** Every 4 months we run a Pricing Input cycle — you tell us what you think the platform rate should be, and we publish how the input shaped the next set of rates.

Note: Fyxes is launching across 16 inner-north Melbourne suburbs — Carlton, Northcote, Thornbury, Ivanhoe, Alphington, Collingwood, Clifton Hill, Fitzroy, Brunswick, North Melbourne, Coburg, Preston, Bellfield, Heidelberg, Eaglemont, and Fairfield.

GETTING STARTED

Onboarding in 6 steps

Have your documents ready before you start — ABN, public liability insurance, and your National Police Check — and you'll be through onboarding in about 15 minutes.

01 Create your profile

Add your name, photo, a short bio, and any languages you speak. This is what customers see when you accept their job.

02 Set up your availability

Pick the days and time windows you're available to work. You can change this any time — even block out a week if you're away.

03 Choose your service area

Select the inner-north suburbs you're willing to travel to. Only jobs in those suburbs will be sent to you.

04 Accept the user agreement

Read and accept the Fyxes Cleaner Agreement. This covers how the marketplace works, what we expect, and what you can expect from us.

05 Upload your documents

Upload your ABN, public liability insurance certificate, and your National Police Check. We'll verify everything within 1–2 business days.

06 Set up Stripe Connect

Connect your bank account through Stripe Connect — this is how we send your earnings. The setup is handled inside the app and takes 5 minutes.

Once all six steps are complete, you'll start receiving notifications whenever a new job matches your availability and service area. Acceptance is up to you — every job.

ON THE JOB

How a clean runs from start to finish

Every booking follows the same flow inside the Fyxes app. Two taps at the start, one at the end — and you're paid two days later.

01 You get notified

A new job that matches your availability and service area pops up in the app. You see the rooms, condition, expected duration, suburb, and what you'd take home — all upfront.

02 Accept the job

Tap accept. The customer gets a confirmation with your name and arrival window. The booking is now locked in.

03 Tap "I've arrived" on arrival

When you reach the customer's home, open the app and tap the **I've arrived** button. This starts the clock and notifies the customer you're on site.

04 Do the clean

You focus on the work. No need to touch the app while you're cleaning.

05 Tap "Mark job complete"

When the clean is done, tap **Mark job complete** in the app. The customer gets a notification asking them to confirm and leave a rating and review.

06 Get paid

Payouts land in your linked bank account 2 days after the clean is marked complete. Processed automatically via Stripe — no invoices, no chasing.

THINGS CHANGE

Reschedules & cancellations

Life happens. Both cleaners and customers can request changes — and both sides can cancel if needed. Here's how it works.

Proposing a new time

Either party (cleaner or customer) can propose a new time through the app. The other side gets a notification with the proposed new slot and can **accept**, **counter-propose**, or **cancel** the booking.

If you both agree on the new time, the booking is rescheduled. If you don't reach an agreement, either party can cancel the booking.

Cancelling a booking

Both cleaners and customers can cancel a booking at any time through the app. When a customer cancels **for convenience** (change of mind, schedule clash, anything not caused by you or Fyxes), the fee depends on how much notice they give:

Notice given	Customer fee
48+ hours before	Free
24–47 hours before	25% of booking total
2–23 hours before	50% of booking total
Less than 2 hours before	100% of booking total

The **booking total** here is the customer's Total Booking Payment — the Cleaning Fee plus the Customer Service Fee (see Pricing reference). Of any cancellation fee collected, you receive **80% of the Cleaning Fee portion** after our 20% platform fee. The Customer Service Fee portion is retained by Fyxes.

Customer no-shows are handled separately — see *Customer not home* on the next page.

If you need to cancel a job

We get that emergencies happen. If you need to cancel a job after you've accepted it, do it in the app as soon as you can. Repeated late cancellations may affect your standing on the platform — we'll always talk to you first if that becomes a pattern.

WHEN THINGS GO WRONG

Customer not home

Sometimes you'll show up and the customer isn't there. Here's exactly what to do — and you're paid either way.

On arriving, if no one's home

Tap the **Customer not home** button in the app **as soon as you arrive** and there's no one to let you in — don't wait first. Tapping the button starts a **15-minute window** while we try to reach the customer.

If we hear back within that window, you'll get an update in the app — the customer might be on their way, running late themselves, or have arranged a key for you.

If we don't hear back within 15 minutes, the booking is automatically cancelled as a **customer no-show**. A flat **\$60 call-out fee** is deducted from the customer's Cleaning Fee — you receive **\$50** for the time and travel you committed, Fyxes retains **\$10** as a fixed platform fee, and the remainder of the Cleaning Fee is refunded to the customer. The Customer Service Fee is also retained by Fyxes. You're not required to perform the clean to receive this.

To qualify for the no-show fee: mark your arrival in the app, make a genuine contact attempt (knock, doorbell, in-app contact), wait the **full 15 minutes**, and snap a quick photo at the property. Leave before the 15 minutes is up and the no-show can't be recorded.

If you're running late

If you're going to be late, tap the **I'm running late** button in your booking. We'll let the customer know straight away so they're not standing at the door wondering where you are. The 15-minute no-show window only starts **after** you mark yourself as arrived — not at the scheduled start time — so you won't be penalised for running late.

WHEN THINGS GO WRONG

Updating condition or adding services

Sometimes the place is in worse shape than the customer described, or they ask you to add a service mid-clean. Both are fine — the app has a tool to update the booking and have the customer pay the difference. Use it as soon as you spot the gap.

Talk to the customer first

If your assessment of the condition differs from what they booked, raise it with the customer directly. Be straightforward — explain what you're seeing and roughly what the extra work would cost. Two paths forward:

- **Update the booking** — they pay the difference and you do the additional work.
- **Stick to the original scope** — you only clean what they've already paid for.

Open the job in the app to show them the live pricing breakdown — same calculator the website uses. Having the numbers on screen makes the conversation easier than guessing.

Updating in the app

Once you've both agreed:

1. From the job detail screen, tap the **three dots** in the top-left corner.
2. Tap **Update Booking**.
3. Make the necessary adjustment — change the condition, add an extra service, or both.
4. The new total and the difference owed appear instantly. Show the customer the screen.
5. If they're happy, add a couple of reference photos — e.g. a shot of the oven if you're adding an oven clean, or photos of the rooms causing the condition bump.
6. Hit **Confirm and send**.

The customer receives a prompt in their app to pay the difference. Once they pay, get on with the updated scope. If they decline, stick to the original job — you've already been paid for that.

If you can't reach an agreement

If you and the customer can't agree and the booking can't proceed, a flat **\$60 call-out fee** applies — this compensates the time you actually spent (travel + assessment), regardless of how big the booking was. Here's how it breaks down:

- **Your call-out fee** — \$50, for travel and the ~1 hour reserved for on-site assessment
- **Fyxes platform fee** — \$10, covering payment processing and platform costs
- **Remainder of the Cleaning Fee** — refunded to the customer
- **Customer Service Fee** — retained by Fyxes

YOUR RIGHTS

Sending a substitute

If something comes up after you've accepted a booking and you can't make it, you can nominate another active Fyxes cleaner to cover the job for you. It's your job, it's your call — but the customer has to approve the swap first.

How it works

1. Email us at hello@fyxes.com.au with the booking and the cleaner you'd like to nominate, plus a short reason.
2. Your substitute must be an active Fyxes cleaner — ABN, insurance, right-to-work, and Police Check verified and in good standing.
3. We'll check in with the customer and share the substitute's profile and your reason.
4. If the customer accepts, we'll let you know and switch the booking over to the substitute.

If the customer declines

The customer can decline for any reason or no reason — and we won't ask them why. If they decline (or don't respond before the booking start time), the substitution doesn't go ahead and you're back on the hook for the job. If you can't perform it yourself either, the booking ends and the customer is entitled to a refund or a re-clean by another cleaner.

No Fyxes penalty for a declined substitution. We don't apply a strike, rating reduction, or account flag for the substitution-decline itself. Repeated patterns of being unable to fulfil bookings are a separate conversation — and we'll always talk to you before any restriction.

If the customer accepts

The substitute attends in your place and the job goes ahead. You remain the cleaner of record on the Service Contract with that customer — meaning you're responsible to Fyxes for the substitute's work to the same standard you'd hold yourself to. Pick someone you'd trust with your own customers.

REFERENCE

Pricing

All prices in AUD. The customer-facing booking value below is what gets charged; you take home 80% after our 20% platform fee. As an independent contractor you run your own business — you manage your own tax and any GST obligations on your earnings.

Rooms

Room	Price per room
Bedroom	\$30
Bathroom	\$45
Kitchen	\$45
Living area	\$35
Laundry	\$30
Study	\$30

Condition

Condition	Effect
Tidy	1.0× (base)
Overdue	1.2× booking value
Deep clean	1.4× booking value
End of lease / bond	1.0× + \$290 flat

Extras

Extra	Price
Oven clean — light	\$60 per oven
Oven clean — heavy duty	\$115 per oven
Fridge clean	\$70 per fridge

Inside windows	\$35 per window
Balcony — small (~3×2 m)	\$45 per balcony
Balcony — medium (~5×4 m)	\$70 per balcony
Balcony — large (~7×5 m)	\$115 per balcony

Surcharges & minimum

Item	Value
Same-day or next-day booking	+20%
Recurring weekly	–15%
Recurring fortnightly	–10%
Recurring monthly	–5%
Minimum customer booking	\$155
Platform fee (your take-home: 80%)	20%

What you'd earn — worked examples

Your earnings are 80% of the cleaning subtotal (rooms + extras, × condition multiplier, × any same/next-day surge, floored at the \$155 minimum) — and never reduced by customer promo discounts.

Job	Booking value	You earn
2 bed · 1 bath · kitchen · living (standard)	\$185	\$148
3 bed · 1 bath · kitchen · living (standard)	\$215	\$172
3 bed · 2 bath (overdue ×1.2)	\$216	\$172.80
Smallest job (minimum booking)	\$155	\$124

What the customer also pays

Separate from the Cleaning Fee above, customers are charged a small **Customer Service Fee** at checkout for use of the Fyxes platform. **You have no share in this fee** — it's paid by the customer to Fyxes and isn't deducted from your take-home.

Item	Value
Customer Service Fee (paid by customer)	\$3 + 1% of Cleaning Fee

Worth knowing because the customer's receipt will show a slightly higher total than the Cleaning Fee you see on your end. Their Total Booking Payment = Cleaning Fee + Customer Service Fee.

YOUR SAY

Your say on pricing

Fyxes sets the platform rate — but you're the one who decides whether to accept a job at it. So every four months we ask: are these rates fair for the work? This isn't a nice-to-have. It's a written commitment in your Cleaner Agreement (§8.2A) and the Pricing Input Policy you accept at onboarding.

How often — every four months

We run a **Pricing Input Cycle** roughly every four months — three times a calendar year. Indicative timing:

Cycle	Indicative month
Cycle 1	February
Cycle 2	June
Cycle 3	October

We may shift the timing for a clear operational reason (e.g. an emergency rate review), but the gap between two cycles will never exceed **five months** without notice to every active cleaner.

How it works

- **We'll email you when a cycle opens.** Tap the link in the email to open a short form.
- **It's short.** Up to five questions, all optional — including what you'd charge for a standard 2-bed / 1-bath tidy clean, and any clean types where the rate doesn't match the work.
- **The window is 14 days.** Fill it in once, any time before it closes.
- **It's completely voluntary.** Skipping it changes nothing — not your account, your visibility to customers, or the rates you're offered.

What we do with your input

We aggregate every response — medians, ranges, and themes — and weigh it alongside platform costs, market benchmarks, and how the marketplace is performing. We're not obliged to change the rate off the back of any cycle, but we commit to consider your input in good faith.

We close the loop. Within **30 days** of a cycle closing, we email all active cleaners the number of respondents, the aggregate results for each question, our decision (rate up, down, held, or under further review), and our plain-language reasoning. We only ever publish aggregate results; your individual responses are never shared with other cleaners or any third party.

Outside a cycle

The four-monthly cycle is the structured channel — not the only one. Email pricing feedback to **hello@fyxes.com.au** any time and we'll log it alongside the next cycle's responses.

And if a cycle does lead to a rate change, you still get at least **14 days' notice** before it takes effect — with the right to leave before it does if you don't accept it.

GET IN TOUCH

Questions? We're here.

Have a question, an issue, or just want to chat through whether Fyxes is right for you? Reach out and we'll get back to you within one business day.

Email us

hello@fyxes.com.au

On the web

www.fyxes.com.au/cleaners — calculate your earnings, see the requirements, get back in touch.

Thank you for considering Fyxes. We're building the cleaning marketplace we wished existed in Melbourne — fair pricing, fair payouts, and respect for the work cleaners do. We'd love to have you on board.