

Rise provides light-touch gardening and minor home maintenance services. The frequency of ongoing services, such as lawn mowing and garden pruning, are based on your assessed needs to support your safety, accessibility, and overall wellbeing.

Our focus is on helping you maintain a tidy, safe, and easy-to-manage home environment, rather than providing services for visual or aesthetic purposes.

Gardening Services

Lawn Mowing & Whipper Snipping

We help maintain your lawn and pathways to ensure clear and safe access around your home.

- **Included:**
 - Mowing of lawns to ensure safe and clear access.
 - Whipper snipping edges around lawn areas, access paths, walkways, and larger weeded areas.
 - Light debris (e.g. honky nuts) may be raked or removed from all areas before mowing or whipper snipping, where safe and practical to do so.
- **Not included:**
 - Paddocks or large open rural areas.
 - Areas not within close proximity to the home — these may be discussed further with your Client Coordinator.
- **Access and Equipment Use:**
 - Elevated or sunken lawns with stairs will be assessed by the gardener for safe mower access.
 - Temporary ramps cannot be used to access these areas.
 - Whipper snipping may be considered as an alternative solution, depending on the size of the area.
 - For larger elevated or sunken lawns that cannot be whipper snipped, Rise may schedule a two-gardener service to safely carry the lawn mower up or down as required.
- **Client responsibilities:**
 - Our team cannot complete work in areas where dog faeces are present. Please ensure all work areas are clear before your service.
 - Our team is unable to move vehicles on your behalf. Please ensure all vehicles are removed from the immediate and surrounding work areas prior to your service.

Leaf Blowing, Raking & Small Branch Cleanup

- Clearing leaves, small branches, and garden debris from around the home, especially on paths and walkways.
- Leaf blowing and raking of access areas to reduce slip or trip hazards.
- All green waste will be managed in line with the Green Waste section below.

Pruning

- Light pruning of shrubs and plants to keep paths, windows, doors, letterboxes, and washing lines clear and accessible.
- All green waste will be managed in line with the Green Waste section below.

- **Not Included:**

- Working above shoulder height, on ladders, or near and under powerlines using power tools.
- Tree lopping.

Small Hedge & Shrub Trimming

- Trimming of hedges and shrubs to a safe, manageable height.
- If a hedge is too tall to safely maintain, the gardener may recommend that you engage an external person to reduce its height for easier ongoing maintenance.
- Our focus is on maintaining safety and access, rather than decorative shaping or aesthetic detailing.

Hand Weeding

- Light weeding around the home, paths, and walkways to maintain safe access.
- Completed in short intervals (e.g. approx. 15 minutes at a time), with rest breaks as needed.
- **Not included:**
 - Weeding of vegetable gardens (unless approved by your Client Coordinator).
 - Weed spraying or chemical treatments.

Ground Levelling for Safety (non-paved areas only)

- Filling small holes and levelling uneven ground around the home to improve safety and access, while reducing trip hazards.
- Major groundworks or paving are not included.

Minor Home Maintenance Services

Window Cleaning (Ground Floor Only)

- Cleaning external ground-floor windows that can be reached safely without a ladder.
- Flyscreens will not be cleaned, though they may be removed temporarily if safe to do so.
- Our team uses professional tools (squeegees, washers, buckets) and gentle cleaning solutions (detergent or vinegar-based).

Clothesline Re-Wiring

- Replacement of old clothesline wire only (no structural repairs or cementing).
- Clients must provide replacement wire or materials.
- The task must be discussed with your gardener beforehand and will only be completed if safe.

Moving and Repotting Pot Plants

- Assistance with moving or repotting pot plants to improve safety and accessibility.
- Only completed where safe and within the gardener's physical capability.

Cobweb Removal from Eaves

- Removal of cobwebs around the home from ground level — no ladders used.

Ceiling Fans

- Dusting of ceiling fans from ground level only, using a long-handled duster.

Minor Home Maintenance Services (By Appointment Only)

These services require advance booking and are dependent on availability. Please note that these tasks cannot be completed as part of your scheduled gardening service.

Please contact our Scheduling Team on 08 6145 3110 to arrange an appointment.

Changing Batteries in Smoke Detectors

- Gardeners can assist with battery changes.
- Clients must provide batteries.
- No electrical work will be carried out.

Changing Light Globes

- Light globes can be replaced.
- Clients must provide the replacement globes.
- Light covers will only be removed if safe to do so.
- **Not included:**
 - Fluorescent tubes
 - Downlights
 - Electrical repairs

Gutter Cleaning

- Completed only on single-story homes, using a Rise-supplied A-frame ladder.
- Carried out where safe and accessible, for gutters that can be safely reached from ground level.
- Two gardeners must attend for safety.
- **Not included:**
 - Climbing onto roof structures
 - Use of machinery while on ladders
 - Removal of fixed gutter guards
 - Interior or covered gutters (e.g. those blocked by verandas or patios)
 - Working on or near asbestos guttering

Additional Information

Tools and Equipment

The Rise Gardening team will bring all required tools, equipment, and ladders including:

- **Machinery:** mower, blower, whipper snipper, hedge trimmer, pole saw, pole hedger.
- **Hand tools:** broom, dustpan, cultivator, weeding fork, trowel, small mattock, pruning saw, bow saw, shovel, spade, secateurs, loppers, window cleaning tools, cobweb cleaner, rakes.
- **Consumables:** detergent, vinegar, fuel, oil, whipper snipper cord.

Please note:

- Gardeners cannot use client-supplied tools, machinery, ladders or chemicals.
- Chainsaws and lawn edgers are not used.

Weather and Safety Conditions

Total Fire Bans & Extreme Weather

If your scheduled service falls on a Total Fire Ban Day (as declared by the Department of Fire and Emergency Services – DFES), or during extreme weather or seasonal conditions (as determined by Rise), your service may be modified to protect worker wellbeing and safety.

- In these cases, the gardener will work with you to identify alternative tasks from the list included in this document that do not require the use of machinery, in line with fire safety regulations.
- Rise strictly follows DFES fire safety regulations, which restrict the use of certain equipment (such as combustion engine machinery) during Total Fire Bans.

Wet Weather

If there is heavy rain or thunderstorms on the day of your scheduled service:

- Gardeners will still attend and assess if work can proceed safely.
- If outdoor tasks can't be completed safely, the gardener will work with you to carry out alternative tasks, where appropriate.
- All gardeners are equipped with wet weather gear and will continue work safely when conditions allow.

Green Waste

Our gardeners do not remove green waste from your property.

All green waste generated during your service will be:

- Collected and tidied at the end of the visit.
- Placed in your green waste bin or another designated area as directed.

If no bin or area is available, the waste will be left neatly in an accessible location as discussed with your gardener.

Gardener Breaks & Wellbeing

Our Gardeners take scheduled rest and hydration breaks, particularly in warm weather, to ensure their health and safety.

While we always aim to complete all tasks during your visit, please understand that these short breaks may occasionally reduce total work time. The wellbeing of our team is essential, and we appreciate your understanding and support.

Reschedules & Cancellations

Rescheduling or Cancelling Your Service

If you need to reschedule or cancel your service, please contact our Scheduling Team directly at 08 6145 3110.

For efficiency, please note that gardeners are unable to pass on messages regarding changes to your service.

Cancellation Policy

Please provide a minimum of 24 hours' notice if you wish to cancel or reschedule your service.

- If less than 24 hours' notice is provided, a cancellation fee may apply.
- This fee will be waived if the gardener determines that conditions are unsafe for the service to go ahead.
- The earlier you contact us, the more likely we'll be able to reschedule your visit to a suitable time.

If You're Not at Home

Even if you're unable to provide 24 hours' notice, it's still important to notify us. We have procedures in place for situations where clients are not home when our gardening team arrives.

- Our gardening services can be provided while you're not home, as long as prior approval has been arranged with your Client Coordinator or the Scheduling Team.
- If prior approval is not in place and the team cannot access the property, the cancellation fee may still apply.

We appreciate your understanding and cooperation, which helps us continue delivering timely, safe, and reliable services to all our clients.