

ALMA SICK-WORK ASSISTANCE PROGRAM

Frequently Asked Questions

- *What happens if I don't want to perform sick-work assistance when asked?*
Any member who refuses to assist when asked, forfeits their right to help in the future. (If there is a reason why you can't help at a particular time, discuss this with the Co-ordinator.)
- *How long can I receive assistance when incapacitated?*
You can expect assistance for up to 26 weeks, with further time at the discretion of the Committee.
- *How long could I be expected to assist a sick member?*
You can ask to be replaced after a continuous period of thirteen weeks. However, if you are having difficulty coping with the extra work, contact the Co-ordinator.
- *How will my customers know that I am sick and another ALMA contractor will be doing my work?*
It is expected that you will organise for your customers to be contacted and notified of these events. A suggested notification form will be available from ALMA in the same ways as the customer templates. It is also suggested that the relief worker leaves a note with his/her contact details so the customer can make contact directly if necessary.
- *Can I set a different price for the work while I am relieving?*
All work is to be carried out efficiently and at the existing price. Remember that the sick-work program is primarily about our good-will towards a fellow member.
- *The work I am doing is priced significantly below industry standard rates. What can I do?*
Although the work should be carried out at the existing rates, if you feel that the rates are far too low, contact the co-ordinator and discuss this with him. It may not be unfair to ask for a small increase in these prices to be paid by the sick member, but the extra payment must be agreed to by the sick member.
- *Who collects the payment for the jobs done for a sick member?*
Cash left at the site is taken by the relief worker, but cheques and invoices via post are collected by the sick worker and paid to the relief worker as soon as practicable.
- *What do I do if the customer asks me to stay and replace the sick member?*
The purpose of the Sick-work program is to maintain the sick members business, so it is totally inappropriate to agree to this request. The Committee would take this issue as a very serious breach of ALMA ethics.
- *A customer wants to stop having their lawns cut while I am relieving. What do I do?*
In this case, contact the sick member and ask him to discuss this with the customer.
- *Who keeps the work if a customer asks me to cut a second site while assisting a sick member?*
While you would be paid to do the work until the sick member recovers, the customer, and therefore the new site, belongs to the sick member.
- *What should happen if a customer wants to unreasonably extend the period between cuts?*
Explain to the customer that you don't have the authority to do this and ask them to contact the sick member. (They probably won't!)
- *I am having great difficulty contacting a particular customer. What shall I do?*
Contact the sick member for advice.
- *What do I do if the customer is not happy with my services?*
Contact the Co-ordinator for advice. He may need to speak with the customer and negotiate an appropriate outcome.
- *I am registered for GST but the sick member is not. Do I have to lose the GST I pay for each lawn cut?*
Where possible the co-ordinator will provide a GST registered contractor to assist a GST registered member who is sick, and a non registered helper for non registered members.