



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

- **80% take-home** on every job. Our service fee is a flat 20%.
- **Money in the bank 2 days** after the clean — no chasing invoices, no monthly statements.
- **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.

Note: Fyxes is currently in pilot launch 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. Customer cancellation fees depend 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
Under 2 hours / no-show	100% of booking total

When a customer cancellation fee applies, the cleaner is still paid out their share of the fee — you're protected against late cancellations.

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 **last-minute no-show**. The customer is charged 100% of the booking fee, and you're paid your share — same as if you'd done the job.

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.

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 (incl. GST), to compensate you for travel and the ~1 hour reserved for on-site assessment
- **Fyxes service fee** — \$10 (incl. GST), covering payment processing and platform costs
- **Remainder of the booking total** — refunded to the customer's original payment method

REFERENCE

Pricing

All prices in AUD. The customer-facing booking value below is what gets charged; you take home 80% after our 20% service fee.

Rooms

Room	Price per room
Bedroom	\$25
Bathroom	\$40
Kitchen	\$40
Living area	\$30
Laundry	\$25
Study	\$25

Condition

Condition	Effect
Tidy	1.0x (base)
Overdue	1.2x booking value
Deep clean	1.4x booking value
End of lease / bond	1.0x + \$250 flat

Extras

Extra	Price
Oven clean — light	\$50 per oven
Oven clean — heavy duty	\$100 per oven
Fridge clean	\$60 per fridge
Inside windows	\$30 per window

Balcony — small (~3x2 m)	\$40 per balcony
Balcony — medium (~5x4 m)	\$60 per balcony
Balcony — large (~7x5 m)	\$100 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	\$140
Cleaner service fee (your cut: 80%)	20%

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

fyxes.app/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.