



Piper (Qld) Pty Ltd

Domestic Bliss Total Solutions

The Clean Dream Team

Domestic Bliss Home Cleaning Fact Sheet 2026

Welcome. This information sheet will cover some of your likely questions about our regular home service. We have 19 fully trained, uniformed, police checked staff and roster on a weekly basis. clean a wide array of private homes, offices, buildings and other regular cleans. Some of our clients have been with us since 2010. Some of our staff since 2017.

Pricing = Costs

We are the most ethical and transparent cleaning company in Gladstone. Our books are open for inspection and our company financial statements may be given to any who request them.

Here is a table outlining the costs per staff member for any single visit and illustrate how we price each clean.

We charge as above per hour for weekday cleaning 6am to 3pm and have a minimum of 90mins per visit.

Night Cost Per Worker			L1		L2		L3 ppt
Item	rise		ppt	casual	ppt	casual	ppt
AWARD RATE	CURRENT		\$ 35.20	\$ 33.85	\$ 36.36	\$ 39.16	\$ 38.29
SUPERANNUATION	12.00%		\$ 4.22	\$ 4.06	\$ 4.36	\$ 4.70	\$ 4.59
Qleave 0.75%	0.75%		\$ 0.51	\$ 0.49	\$ 0.52	\$ 0.56	\$ 0.55
Workcover	3.50%		\$ 1.23	\$ 1.18	\$ 1.27	\$ 1.37	\$ 1.34
Public Liability Insurance per staff member per hour	3.00%		\$ 1.06	\$ 1.02	\$ 1.09	\$ 1.17	\$ 1.15
kit and chem			\$ 1.30	\$ 1.30	\$ 1.30	\$ 1.30	\$ 1.30
ALLOWANCES (all) averaged			\$ 1.19	\$ 1.19	\$ 1.19	\$ 1.19	\$ 1.19
4 WEEKS ANNUAL LEAVE (rate X 100/52/20)			\$ 3.38		\$ 3.50	\$ -	\$ 3.68
12 PUBLIC HOLIDAYS \$rate X 60/52/20)			\$ 2.03		\$ 2.10	\$ -	\$ 2.21
10 DAYS SICK PAY (\$rate X 10 /52/20			\$ 0.34		\$ 0.35	\$ -	\$ 0.37
LEAVE LOADING 17.5%	17.50%		\$ 1.01		\$ 1.04	\$ -	\$ 1.10
subtotal			\$ 51.47	\$ 43.09	\$ 53.08	\$ 49.46	\$ 55.77
overheads 15%	15.00%		\$ 7.72	\$ 6.46	\$ 7.96	\$ 7.42	\$ 8.37
average bonus rate			\$ 2.58	\$ 2.58	\$ 5.00	\$ 2.58	\$ 7.00
BASE COST PER WORKER NO TRAVEL NO GST			\$ 61.77	\$ 52.13	\$ 63.63	\$ 61.88	\$ 71.13
Averages			Averaged Evening Cost		\$ 62.11		

Week Day Cost Per Worker			L1		L2		L3 ppt
Item	rise		ppt day	casual	ppt day	casual	ppt day
AWARD RATE	CURRENT		\$ 31.14	\$ 33.85	\$ 32.17	\$ 34.96	\$ 33.87
SUPERANNUATION	12.00%		\$ 3.74	\$ 4.06	\$ 3.86	\$ 4.20	\$ 4.06
Qleave 0.75%	0.75%		\$ 0.23	\$ 0.49	\$ 0.46	\$ 0.50	\$ 0.49
Workcover	3.50%		\$ 1.09	\$ 1.18	\$ 1.13	\$ 1.22	\$ 1.19
Public Liability Insurance per staff member per hour	3.00%		\$ 0.93	\$ 1.02	\$ 0.97	\$ 1.05	\$ 1.02
kit and chem			\$ 1.30	\$ 1.30	\$ 1.30	\$ 1.30	\$ 1.30
ALLOWANCES (all) averaged			\$ 1.19	\$ 1.19	\$ 1.19	\$ 1.19	\$ 1.19
4 WEEKS ANNUAL LEAVE (rate X 100/52/20)			\$ 2.99	\$ -	\$ 3.09	\$ -	\$ 3.26
12 PUBLIC HOLIDAYS \$rate X 60/52/20)			\$ 1.80	\$ -	\$ 1.86	\$ -	\$ 1.95
10 DAYS SICK PAY (\$rate X 10 /52/20			\$ 0.30	\$ -	\$ 0.31	\$ -	\$ 0.33
LEAVE LOADING 17.5%	17.50%		\$ 0.89	\$ -	\$ 0.92	\$ -	\$ 0.97
subtotal			\$ 45.61	\$ 43.09	\$ 47.25	\$ 44.42	\$ 49.62
overheads 15%	15.00%		\$ 6.84	\$ 6.46	\$ 7.09	\$ 6.66	\$ 7.44
average bonus rate			\$ 2.58	\$ 2.58	\$ 2.58	\$ 5.00	\$ 7.00
BASE COST PER WORKER NO TRAVEL NO GST			\$ 55.03	\$ 52.13	\$ 56.92	\$ 56.08	\$ 64.06
Averages			Averaged Evening Cost		\$ 56.85		



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Pricing Table – Why \$77-\$200 an hour?

Although the accountant has suggested a new rate of \$80 per hour, we know that the market can only bear so much and so will keep any cleans 2hrs or longer to \$77 per hour for all new clients to 30.06.27.

Domestic Bliss Day Time Rates Inc GST									
Area Covered		Price Analysis with Travel				valid to 30-06-2027			
		travel components	Total in Travel	Base Rate per hour	60 Mins Visit	90 Min Visit	2hrs+		
					per hour	Per Hour	per hour		
Radius 1	GLADSTONE LOCAL 0-12kms radius from cbd	15 mins \$ 14.21 12kms \$ 12.12	\$ 26.33	\$ 56.85	\$ 120.47	\$ 91.50	\$ 77.00		
Radius 2	Beecher- Burua - SouthTrees 12-18kms	1 x 20mins \$ 20.00 1 x 20kms \$ 20.20	\$ 40.20	\$ 56.85		\$ 106.76	\$ 84.65		
Radius 3	Boyne Island Calliope 20-25 mins 25kms	2 x 25 mins \$ 50.00 2 x 25kms \$ 50.50	\$ 100.50	\$ 56.85		\$ 173.09	\$ 117.81		
Radius 4	Benaraby - Wurdong - Tannum Sands 30 mins 30kms	2 x 30mins \$ 60.00 2 x 30kms \$ 60.60	\$ 120.60	\$ 56.85			\$ 128.87		
Radius 5	Ambrose/Bororen- Machine Creek Mt Larcom 40 mins 40kms	2 x 40 mins \$ 80.00 2 x 40kms \$ 80.80	\$ 160.80	\$ 56.85			\$ 150.98		
Radius 6	Miriam Vale - Darts Creek 65kms 60 mins	2 x 60mins \$ 120.00 2 x 65kms \$ 131.30	\$ 251.30	\$ 56.85			\$ 200.75		
Deep Cleans: Gladstone Calliope & Tannum Sands 5hr blocks					\$365.00 to \$435.00				
Price rises each June in line with CPI as labour/travel is 92% of our costs									
Travel time Plus Base rate \$56.85 per hr comprises the award rate plus Qleave, Super, Workcover and Public Liability and Allowances plus 15% overheads									
Domestic Bliss Day Time Rates ex GST									
Area Covered		Price Analysis with Travel				Exp 30/06/2027			
		Allowances	Total in Travel fees	plus Base Rate per hour	60 Mins	90mins	2hrs+		
					base plus t x 2 Per Hour	base plus t Per Hour	base plus 1/2 t Per Hour		
Radius 1	GLADSTONE LOCAL 0-12kms radius from cbd	15 mins \$ 14.21 12kms \$ 12.12	\$ 26.33	\$ 56.85	\$ 109.52	\$ 83.18	\$ 70.00		
Radius 2	Beecher- Burua - SouthTrees /Inner Calliope 12-18kms	1 x 20mins \$ 20.00 1 x 20kms \$ 20.20	\$ 40.20	\$ 56.85	n/a	\$ 97.05	\$ 76.95		
Radius 3	Boyne Island /Outer Calliope 20-25 mins 25kms	2 x 25 mins \$ 50.00 2 x 25kms \$ 50.50	\$ 100.50	\$ 56.85	n/a	\$ 157.35	\$ 107.10		
Radius 4	Benaraby - Wurdong - Tannum Sands 30 mins 30kms	2 x 30mins \$ 60.00 2 x 30kms \$ 60.60	\$ 120.60	\$ 56.85	n/a	n/a	\$ 117.15		
Radius 5	Ambrose/Bororen- Machine Creek Mt Larcom 40 mins 40kms	2 x 40 mins \$ 80.00 2 x 40kms \$ 80.80	\$ 160.80	\$ 56.85	n/a	n/a	\$ 137.25		
Radius 6	Miriam Vale - Darts Creek 65kms 60 mins	2 x 60mins \$ 120.00 2 x 65kms \$ 131.30	\$ 251.30	\$ 56.85	n/a	n/a	\$ 182.50		
Deep Cleans: Gladstone Calliope & Tannum Sands 5hr blocks					\$331.81 to \$395.45				
Price rises each June in line with CPI as labour/travel is 92% of our costs									
Travel time Plus Base rate \$56.85 per hr comprises the award rate plus Qleave, Super, Workcover and Public Liability and Allowances plus 15% overheads									



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Other Suburbs?

If you live in Calliope Burua, Boyne or Tannum we may be able to mitigate the more expensive rates by booking your job along with another in your area. We also currently have a staff member residing in your area and can book her at the lower Gladstone rate.

Chemicals

We provide all our own chemicals and equipment, unless there is something of yours you would specifically like us to use. All staff carry Safety Data sheets and the correct PPE to perform household cleaning tasks. We can also clean using ***your*** natural ingredient (vinegar/bicarb) regime if required.

Staffing

We can guarantee a **day** but cannot guarantee an absolute fixed **time** of arrival for your clean. This is because the staff rosters change from week to week due to the fortnightly, 3 weekly and monthly cleans. Generally, all cleaning is finished by 4pm. Unfortunately, we can't always send the same staff member due to revolving rosters, time off and sickness. Usually at least two staff will look after you. We find that staff who always have the same clients begin to feel pressured not to take time off so we always allow 2 staff. We aim to arrive within a 1hr window of the booked time.

Payment

We accept credit card payment via STRIPE or Go Cardless direct debit. We may also give a 7-day account and ask that invoices are paid promptly on receipt by bank deposit. Late fees apply for slow payers. All debts no matter how small will be enforced with QCAT.

Insurances

We are covered with \$20 Million Public Liability Insurance and Workcover Qld. We pay staff their Super so they cannot make a claim on you for unpaid Super. This is a common occurrence amongst "cash cleaners" who have the right to claim unpaid super for any hours you have employed them in your home.



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Access

If you won't be present for the clean, we ask that you provide us with a permanent key which is kept in a secure storage facility, or leave a key in a hidden location. Unfortunately, we cannot arrange staff to call and meet you on site as staff phone numbers are strictly private. Staff will advise you via our system when they are On The Way though

Cancellation

You will receive an SMS message at the 48hr point prior to your clean to remind you we are coming. If you wish to cancel any clean we ask that you give at least 48hrs notice so that the staff can be offered other work and not lose hours. Staff that are turned away from a property have the right to claim those work hours. All clients may be charged if cancelled less than two clear business days in advance. We will always try to mitigate this fee by finding the staff member other work.

Issues

If you have any issues with the cleaning please call the office to discuss, this is very unusual but sometimes there is a discrepancy between the expectations and delivery of good cleaning and how long it should take. We have well trained staff who work to a high standard, they do not do the "quick flick", they move and clean under and behind things. All staff are trained, or re-trained to our way of cleaning. If you are not happy please call us straight away on 0432018558. All work is under warranty.

The fastest way to get action is to text the office number 0432018558 as this is seen straight away. We do not recommend leaving messages as the voicemail often fills up over a period of a single day and is cleared at the end of the week.

All of our staff are amazing people who really go the extra mile to ensure you get the best value for money possible. All staff can "bond clean" your property, deep clean, declutter, clean ovens and windows, iron and do laundry or make beds. Just ask!



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We look forward to being of service.

Lisa McDade

Director

The Domestic Bliss Clean Dream Team



Lisa



Meagan



Bradley



Vicky



Monica



Jingle



Meg



Sibu



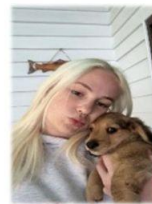
Becky



Rebecca



Deb



Sasha



Ella



Tasha

Sanja





Home Servicing Scope

Kitchen Service Sanitize cabinet fronts, kickboards, scrub sink, wipe over fridge, clean microwave, wipe out oven, clean around power points, scrub splashbacks, clean cook top, wipe over range hood, cobweb area. Clean benchtops, polish all dry. (Dishes can be done but can use up a lot of cleaning time)	Bathroom Service Sanitize cabinet fronts and lip, brush blinds, cobweb area, polish mirror, descale shower stall and sink, scrub and sanitize toilet bowl cistern and under seat, wipe sills, scrub bath, clean splashbacks, wipe tile tops, descale around taps, polish all glass and chrome. Remove all personal items from benchtops and clean fully. Buff all shower floors, sinks & chrome dry.
Damp Dusting Service Move small items and clean, damp wipe or dust as appropriate. Polish mirrors, wipe points and high traffic walls, dust or wipe skirtings, cobweb all cornices and corners. Wipe all furniture and appliances according to room. Deodorize room	Floor Care Service Full Vacuum all hard floors and carpets (except garages) using appropriate head. Hand pole-vac all carpet edges and under all fixed furniture. Move items of less than 5kg to vac underneath. Vac skirtings as you go. With appropriate floor cleaner and hot water thoroughly mop all hard floors inc patio areas
Oven Full Clean Dismantle all removable parts inside oven including shelves, rails, trays, bottom covers. Undo top clip keeping top element in place and lower element. Spray interior of oven with correct chemical. Place all dismantled parts on a large clean towel on the bench and careful spray with cleaner. Leave to sit for at least 5 mins. Carefully wipe off cleaner and rinse in sink ensuring as little as possible meets the stainless steel. Scrub and scrape both sides of all shelves trays and rails with a metal scourer and scraper. Rinse and buff dry. Wipe off excess residue from oven, scrape any existing until removed and buff dry, wipe over element and all sides of oven including roof. Return item to oven and wipe over door, front and handles with low impact chemicals. Ensure lettering is not removed. Use Steel cleaner.	Window Service Hose all screens and windows from outside until water runs clear. Once inside, wipe the outer frame and sill, inner frame and mullions, clean glass all sides using hot soapy water and a squeegee, Pop out windows as required. Clean tracks with a screwdriver/rag and buff all dry. Due to WHS restrictions we can only clean ground floor windows using a 1.5mt ladder.
Blind Service Clean blinds row by row checking both sides for soiling, wipe with a soft cloth, remove any residues on glass or sills	Spring Cleaning 5hr deep cleaning packages available
Office Cleaning – By Site Inspection	Bond Cleans – Not Available