User Guide

Jobs, Services, Messages & Business Tools

Version 1.0 · October 2026

jackjobs.work

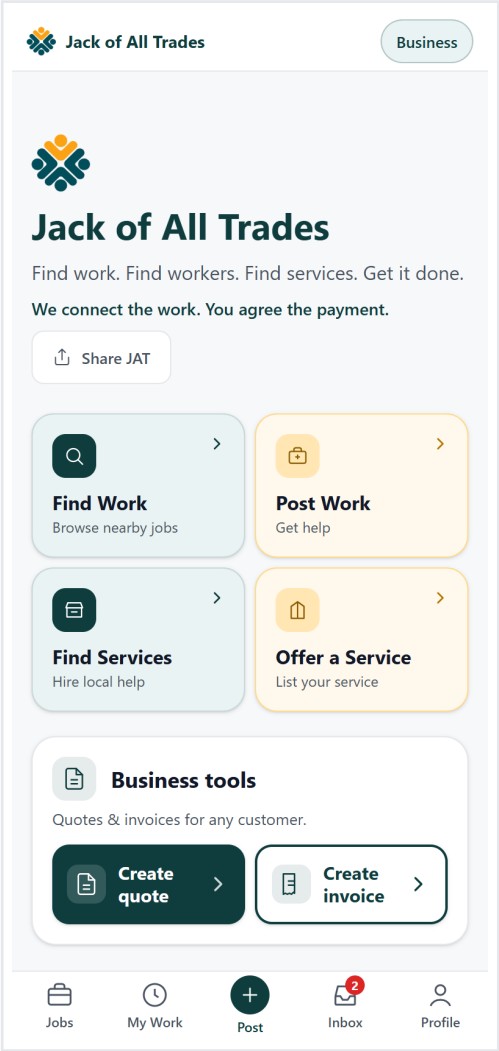
Support: jackjobtradies@gmail.com

Jack of All Trades connects people who have work with people available to help. It is a community marketplace for local, real-world work, built for everyday Australians.

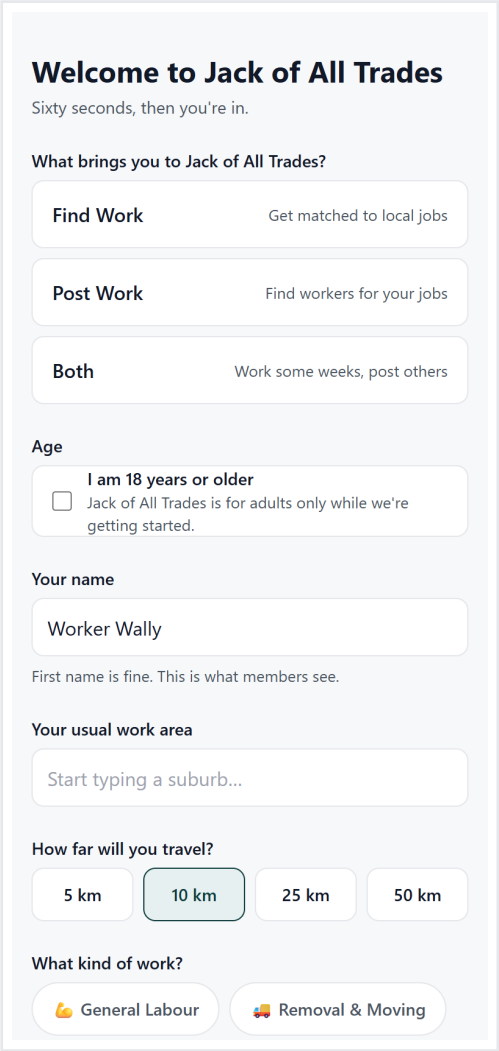
Two marketplace sides

1. Jobs: one-off or casual work people need done, like painting a room, moving furniture or garden cleanup.
2. Services: ongoing services members offer, like furniture moving help, deliveries or tip runs.

There is also a set of optional Business Tools for quotes and invoices, for work found on JAT or anywhere else.



The JAT home page.



The short setup after your first sign-in.

> **PAYMENT**
>
> Payment is arranged directly between members. Jack of All Trades does not hold, process or guarantee payments.

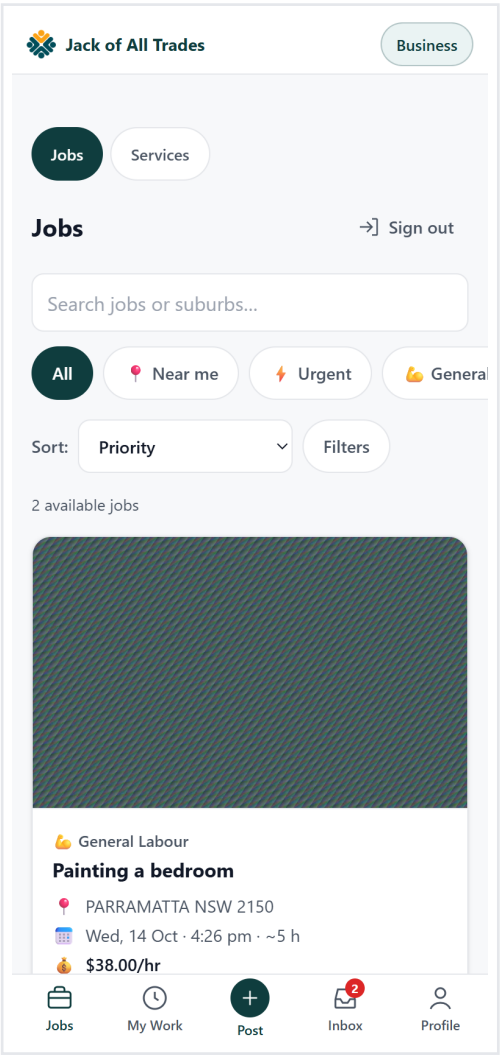
You can browse jobs and services before signing in. When you are ready to take part:

1. Tap Sign in and continue with Google. That is the only sign-in method, and it keeps your account secure.

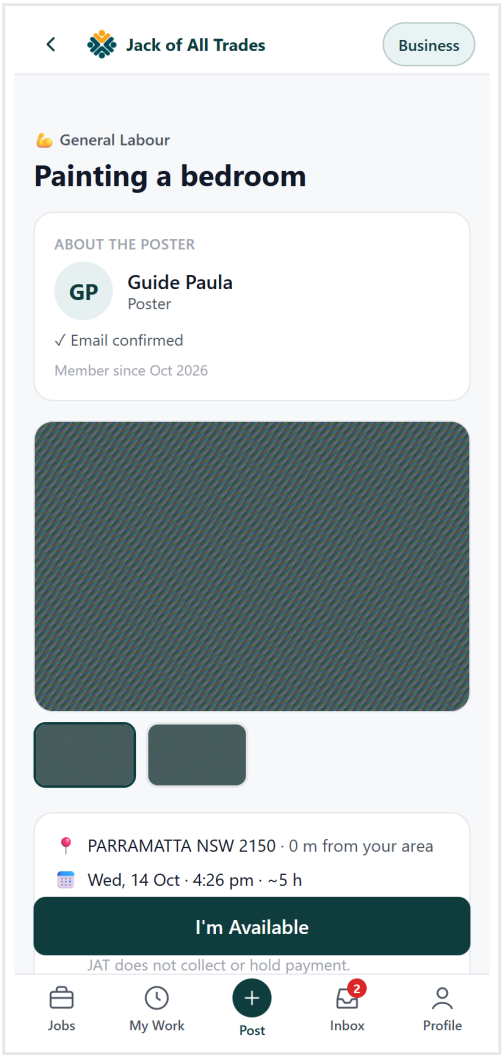
2. Complete the short setup: choose whether you want to Find Work, Post Work or Both.
3. Set your suburb and the area you can travel within.
4. Confirm you are 18 or older.
5. Add a display name. A profile photo is optional and represents you.

> **TIP**
> Browsing is free and needs no account. Sign in only when you want to post, offer or apply.

The Find Work feed shows open jobs near you. Use the search box, the category chips, the Near me toggle and the filters to narrow the list. Urgent work is pinned to its own section at the top.



The jobs feed: what, where, when and pay at a glance.



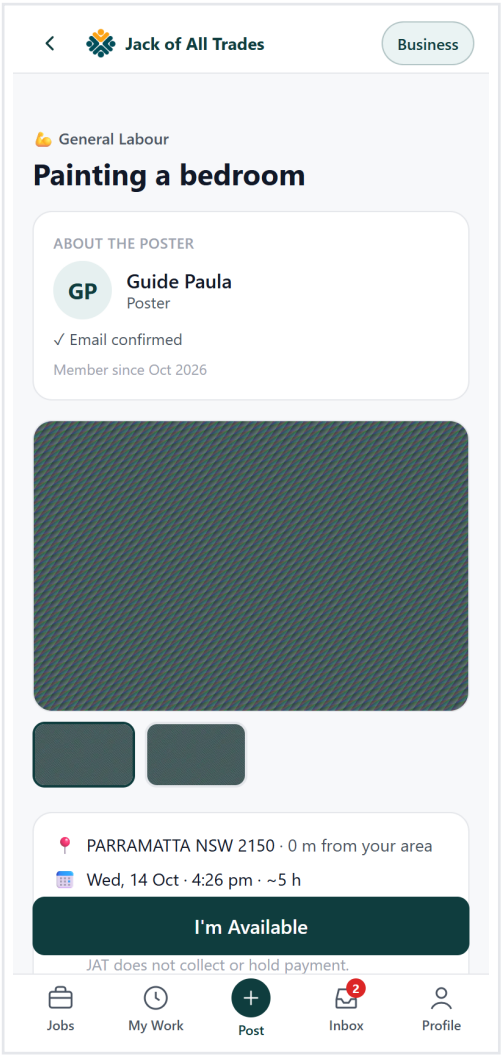
A job detail page with task photos.

Each job card shows what the work is, the suburb, when it starts, what it pays and how many workers are still needed. Some jobs include a task photo so you can see the work before you open the listing.

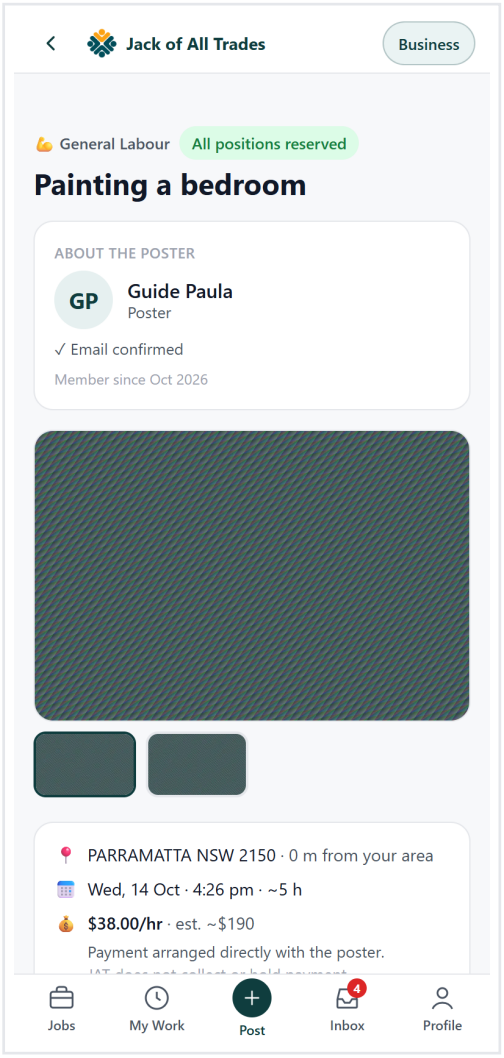
Open a job to see the full description, the poster's profile and public questions and answers from other members.

When a job suits you, tap I'm Available. This tells the poster you are ready to do the work.

> **IMPORTANT**
> "I'm Available" does not mean you have the job yet. The poster chooses who fits, and you are notified if you are selected.



The I'm Available action on a job.



A confirmed job: the details you need for the day.

1. You tap I'm Available and get a confirmation that you are marked available.
2. The poster is notified and reviews everyone who is available.
3. If the poster picks you, JAT notifies you straight away.
4. You then confirm your spot within the confirmation window shown in the app.

If you are not selected this time, the position may reopen if a selected worker's confirmation window expires or they withdraw. You will not be left wondering: JAT tells you either way.

After the poster selects you, a short confirmation window opens. Confirm to lock in your spot. If the window passes, the position reopens for others, so confirm or withdraw as early as you can.

Once you confirm, the poster's meeting details become visible to you, and a private job chat opens for questions and changes.

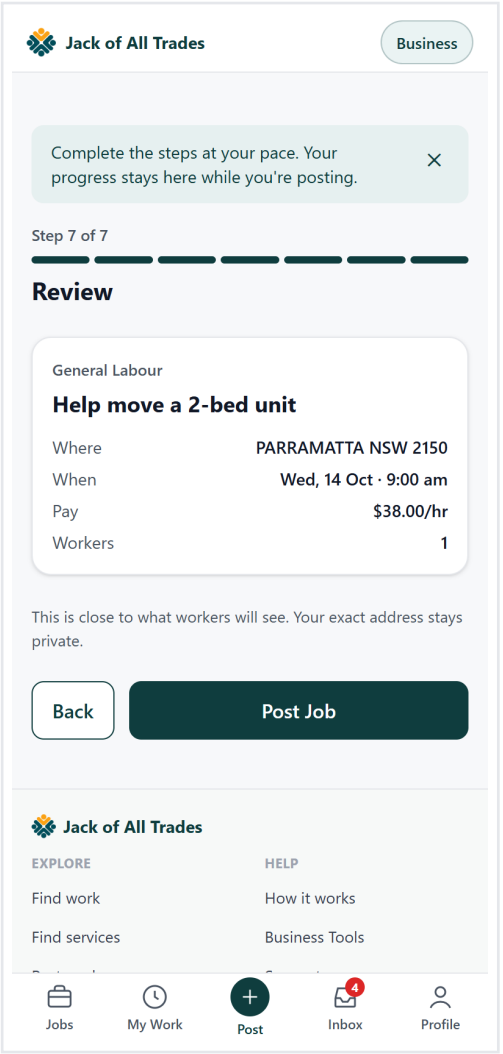
Reminders

1. Workers get reminders before the job starts (the day before and again closer to the start time).
2. Posters get a reminder before their job starts.
3. If anything changes or the job is cancelled, everyone involved is notified in the app.

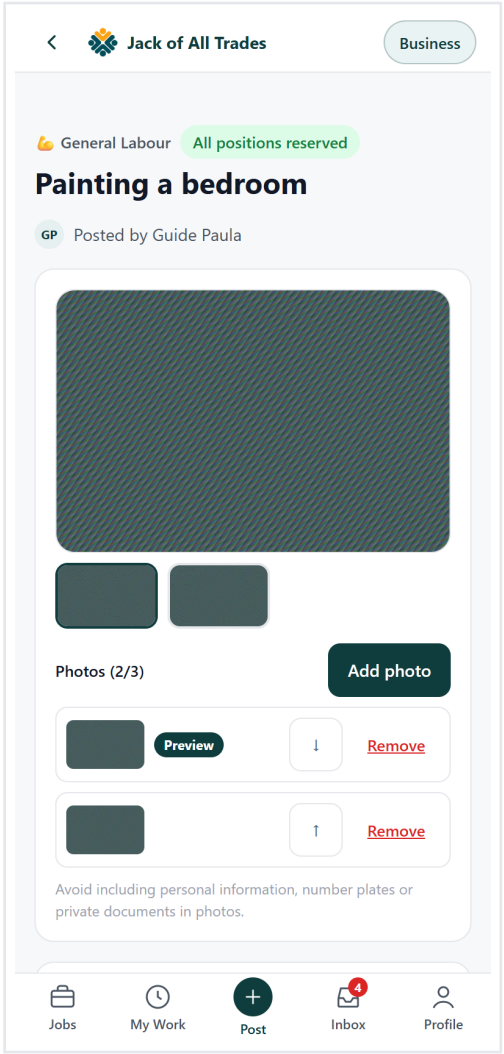
> **TIP**
> Urgent jobs move faster: check the confirmation window shown on the job and confirm quickly.

Post Work walks you through seven short steps: What, Where, When, Pay, Workers, Requirements and Review. Nothing goes live until you review and post.

1. What: pick a category, write a short title and describe the work.
2. Where: choose the suburb. Your exact address is optional and is never public; it is shared only with workers you select.
3. When: pick the date, start time and how long the work should take.
4. Pay: choose an hourly rate or a fixed amount, and how you will pay (cash or bank transfer).
5. Workers: choose how many workers you need.
6. Requirements: add things like tools, transport or experience if needed.
7. Review: check the summary, then Post Job.



The review step: this is what workers will see.



Managing job photos: add, reorder or remove.

> **PRIVACY**
> Your exact job address is not shown publicly. It is shared only with workers you select and confirm.

After your job is posted, JAT offers to add photos of the task. Photos are optional, and the job is live whether or not you add any.

1. Open your job and find the Job photos card.
2. Tap Add photo and choose up to 3 photos that show what needs doing.
3. Use Move earlier and Move later to set the order. The first photo is the preview people see in the feed.
4. Remove a photo any time.

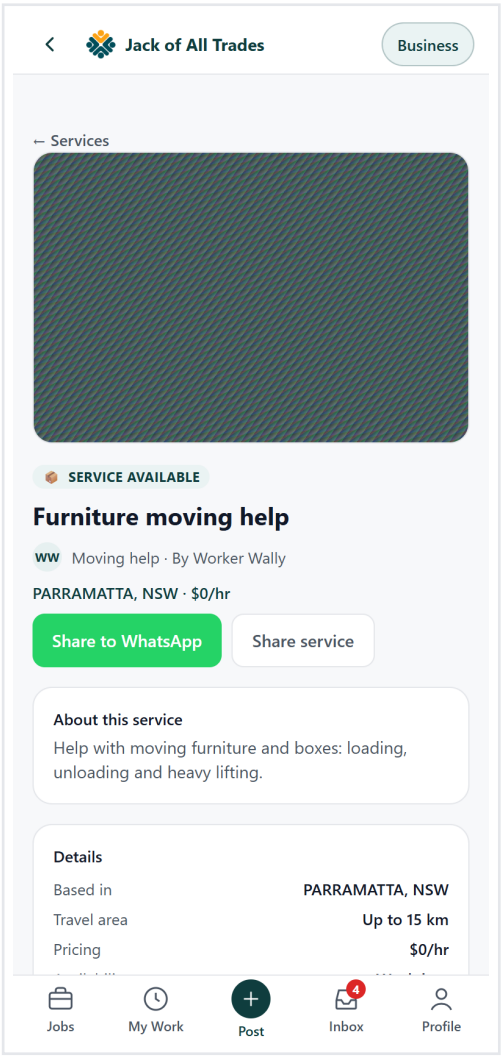
> **PRIVACY**
> Avoid including personal information, number plates or private documents in photos.

My Work shows both sides of your activity: jobs you posted (hiring) and jobs you are doing (working). From a job you posted you can:

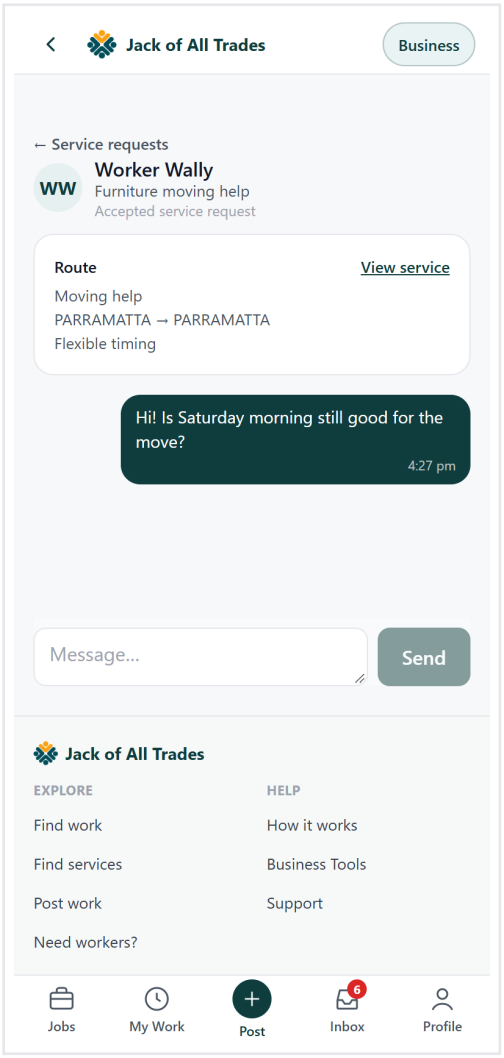
1. See everyone who is available and their notes.
2. Select the workers who fit and wait for their confirmation.
3. Message selected workers in the private job chat.
4. Change times or cancel if plans change; everyone involved is told.
5. Mark the job done and leave a review afterwards.

Completed and cancelled jobs stay in your history, so you can look back at what happened and who helped.

Services are things members offer regularly, like furniture moving help, ute and driver hire, deliveries or tip runs. The Services tab works like the Jobs tab: search, categories and service cards with the provider's identity.



A service listing with photos of the work.



A private service conversation after acceptance.

Offering a service

1. Tap Offer a service and pick the category and service type.
2. Describe the service, set your base area and how far you travel.
3. Set your pricing (hourly, fixed, from, or quote by arrangement) and your availability.
4. Publish. Your listing appears in the marketplace and members can send you requests.

Service photos

As a provider you can add up to 5 photos of your work, reorder them, set one as the cover and remove them. Service photos show the work; your profile photo shows you.

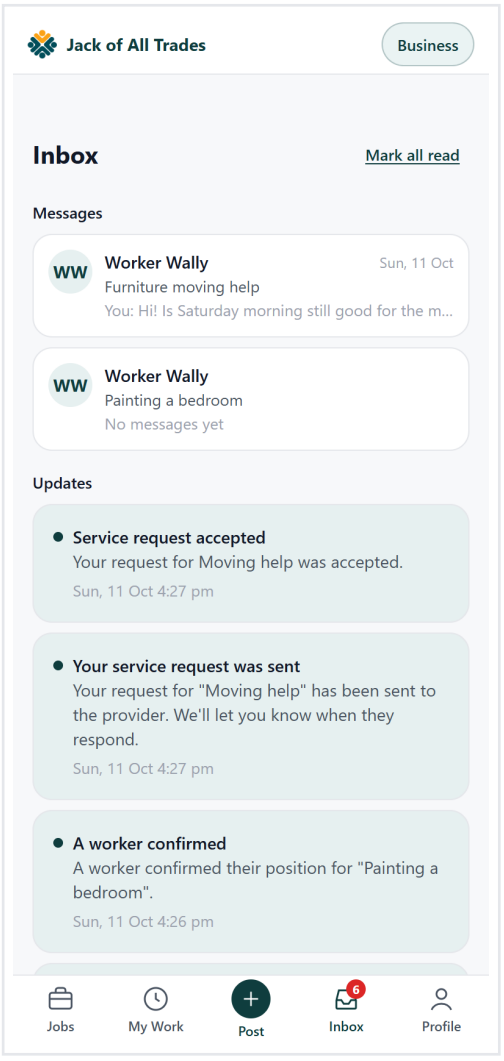
Found the right service? Open the listing and tap the request button. Choose the location type that fits (a pickup and drop-off for transport work, or where the service happens), pick a date and time or flexible timing, describe what you need and optionally set a budget where supported.

1. The provider receives your request straight away.
2. You get a confirmation that your request was sent.
3. The provider accepts or declines. Acceptance is never automatic.

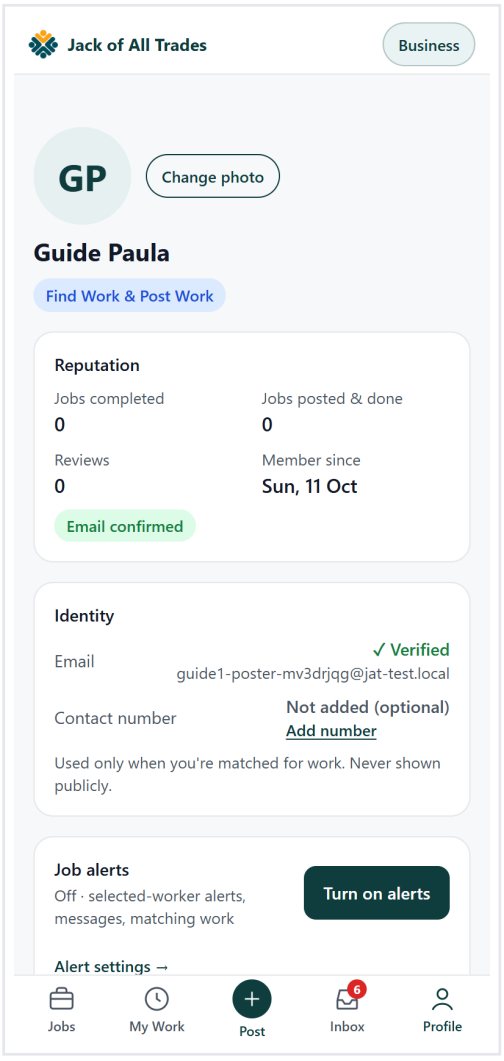
> **IMPORTANT**
>
> Sending a request does not guarantee the service. The provider chooses which requests to accept.

The Inbox has two parts. Messages lists your private conversations; Updates lists your activity notifications.

1. Job chat opens between the poster and selected workers, and stays private to them.
2. Service chat opens when a provider accepts your request: the requester sees Message provider, the provider sees Message customer.
3. Unread counts show on each conversation and on the Inbox tab.



The Inbox: Messages on top, Updates below.



Your profile: identity and factual history.

> **TIP**
>
> If you miss a message, JAT can email you a reminder about the unread conversation. The email never contains the message itself.

Your profile shows factual history only: your display name and photo (optional), when you joined, your

confirmed email, completed jobs and published reviews. Staff members carry a small JAT team badge.

Reviews

After completed work, both sides can review each other. Published reviews appear on profiles and help members see real JAT history before they choose. Reviews are about the work, and everyone can see them.

> **IMPORTANT**
>
> JAT shows history, not guarantees. Check licences, insurance and qualifications yourself when the work needs them.

Privacy

1. Your exact job address is shared only with workers you select and confirm.
2. Private messages stay between the people in the conversation.
3. Photos you upload are public only while the job or service is publicly visible.
4. Avoid sharing unnecessary personal information in photos and messages.

Report & block

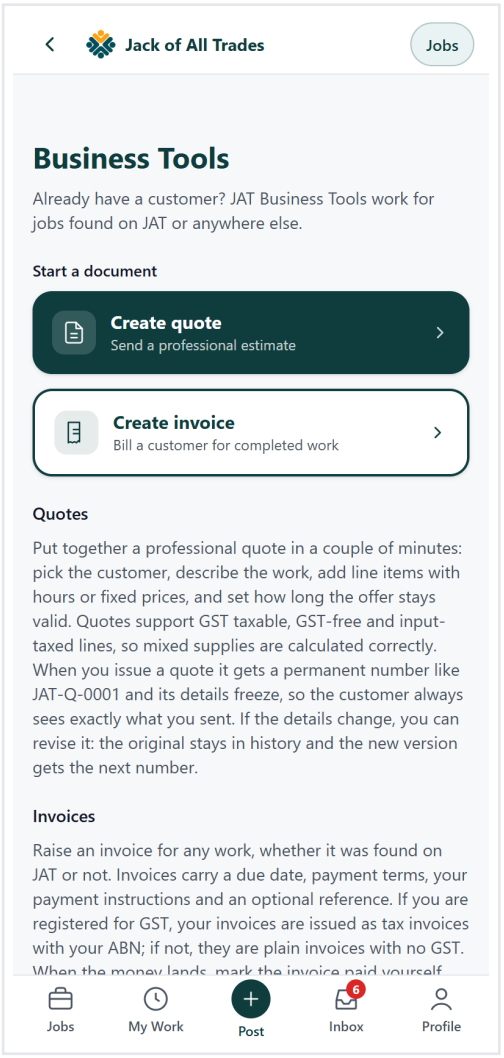
Use Report on a job, a profile or a message if something looks wrong; reports go to JAT's moderation team and are private. Use Block to limit contact between you and another member. Existing conversations stay readable to the people in them, but no new messages can be sent.

Payments

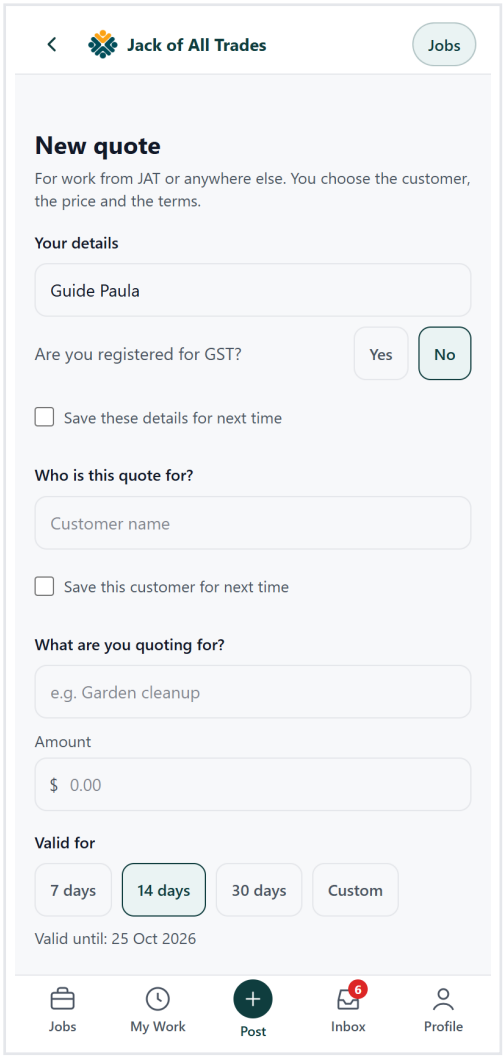
> **PAYMENT**
>
> Payment is arranged directly between members and customers. Jack of All Trades does not hold, process or guarantee payments, and never decides employment or contractor status.

Agree the payment before the work starts, and confirm received payment in the app when it lands so both sides have a record.

Business Tools are optional and free: professional quotes and invoices for work found on JAT or for customers you found anywhere else. Your customers never need a JAT account to receive documents.



Business Tools: quotes and invoices.



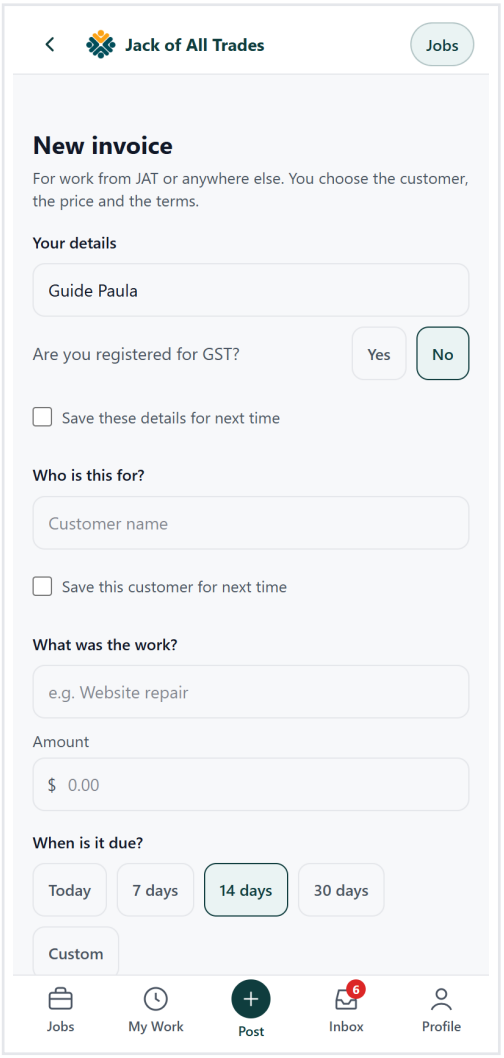
Creating a quote.

Quotes

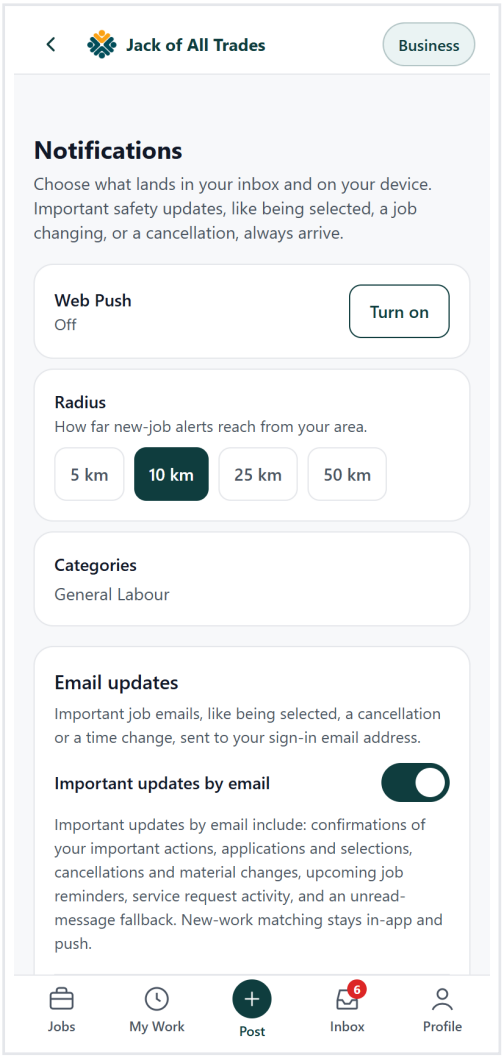
1. Pick the customer, describe the work and add line items with hours or fixed prices.
2. Set GST treatment per line (taxable, GST-free or input-taxed) so mixed supplies calculate correctly.
3. Set how long the offer stays valid, then issue it.
4. Issued quotes get a permanent number and freeze, so the customer always sees exactly what you sent.
5. If details change, revise the quote: the original stays in history and the new version gets the next number.

Invoices

1. Pick the customer and add line items.
2. Set a due date, payment terms and your payment instructions.
3. If you are registered for GST, your documents are issued as tax invoices with your ABN; if not, they are plain invoices.
4. Download the PDF or email it to your customer.
5. When the money lands, mark the invoice paid yourself.



Creating an invoice.



Notification settings: the two switches are separate.

PAYMENT

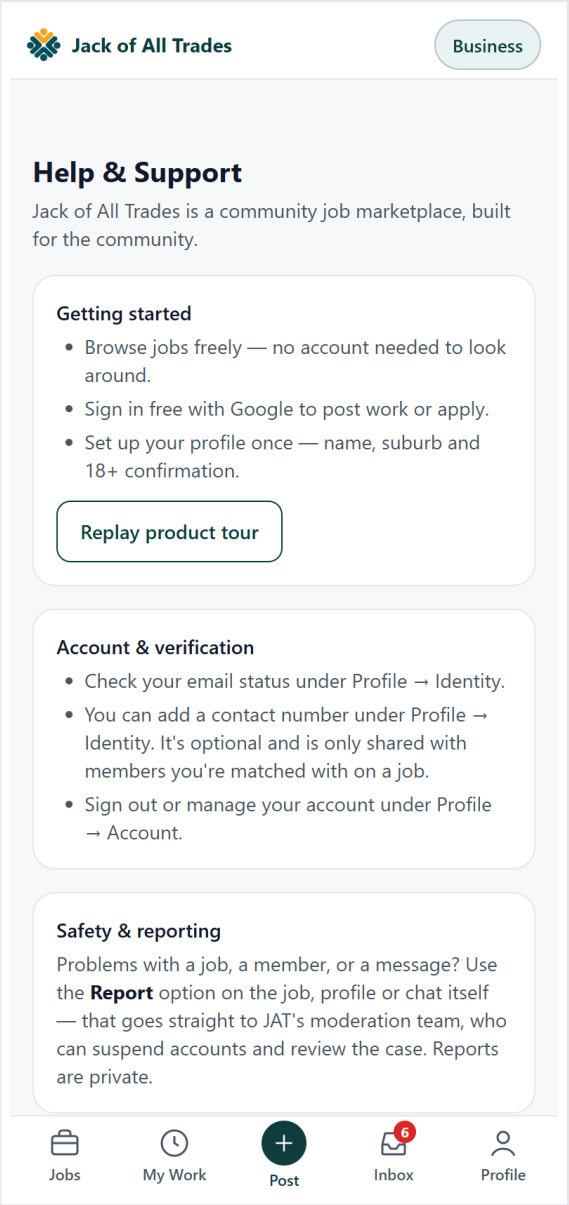
JAT does not hold, process or guarantee customer payments. Documents record what you agreed and issued.

There are two separate email concepts, and you control both in Settings.

1. Important account and activity updates: selections, confirmations, reminders, service request activity, cancellations and an unread-message fallback. These keep your work on track.
2. JAT opportunities and product updates: optional marketing, off by default, and never required to use JAT.

New-work matching notifications arrive in the app and by push where enabled; they are not sent by email.

The Support page has quick answers for getting started, your account, safety and reporting, plus how to reach the JAT team. This guide is always available there.



Help & Support, with the user guide at the top.

For anything else, email the JAT team: jackjobtradies@gmail.com. Please do not include private job details, addresses or phone numbers unless asked.

jackjobs.work/support *(opens in your browser)*

Common questions

1. Does I'm Available guarantee the job? No. The poster chooses, and you are notified either way.
2. Who sees my exact address? Only workers you select and confirm.
3. Are payments handled by JAT? No. Payment is arranged directly between members; JAT does not hold, process or guarantee payments.
4. How many job photos can I add? Up to 3 per job. The first one is the preview.
5. How many service photos can I add? Up to 5 per service listing.
6. Who can see a service conversation? Only the requester and the provider.
7. How do I report something? Use the Report option on the job, profile or message. Reports are

private.

8. How do I stop someone contacting me? Use Block. New messages between you stop; history stays.
9. Is Business Tools free? Yes, and optional. Your customers never need a JAT account.
10. Where do I change emails? Settings, under Notifications. Important updates and marketing are separate switches.

Useful links: jackjobs.work (home), jackjobs.work/jobs (find work), jackjobs.work/services (services), jackjobs.work/business-tools (Business Tools), jackjobs.work/support (help).

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