

The HandL HelpLine

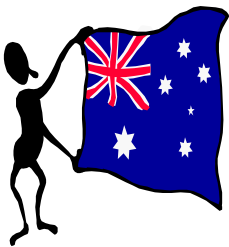
NEWSLETTER DATE: 6 APRIL 2003

WWW.CLEANINGCONTRACTORS.COM.AU*The only regularly printed & electronic Monthly Update for the Cleaning Industry*

NEW SERVICES FOR HANDL CLIENTS

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SPECIAL POINTS OF INTEREST:

- Equipment For Sale on Page 3—Place your ad here free
- Positions Vacant—Need a Supervisor or Office Manager—Place your free ad here
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FINANCE AND INSURANCE

We have managed to make an arrangement with GIO Suncorp for HandL clients to obtain insurance and finance products at preferential rates.

Should you wish to purchase motor vehicles or cleaning equipment then Suncorp equipment Finance will give preferential rates for any borrowings in excess of \$20,000.00.

Business Insurance is also available to all clients at preferential rates and Public Liability Insurance is available to clients who do not operate in the retail sector. Sorry, but to this point, we have been unable to find any deals at all for clients in that area.

Of course all of these arrangements are subject to:

“To approved applicants only. Terms and conditions apply and are available upon application or request”.

Tony Clarke, Business Development Manager, Equipment Finance, for Suncorp on 02 8248 3521 is the contact and Paddy Norton of GIO on 02 9714 9929 is the contact for Insurances.

If you are interested in a Small Business Loan you can contact Mark Milner who is in charge of Small Business Distribution for Suncorp, telephone 0439 469 176.

Mark can supply loans up to 80% of valuation secured against residential properties and up to 70% of valuation secured against commercial properties.

Loan terms up to 25 years are available subject to the usual disclaimers and type of security offered.

Interest only, principal & interest and fixed or variable options available. Of course interest rates are highly competitive.

In all cases mention you were referred by John Laws at HandL to obtain the best level of service and attention.

Of course all of these arrangements are subject to:

“To approved applicants only. Terms and conditions apply and are available upon application or request”.

For further information and to arrange application forms call John Laws on 02 9712 1566.

TENDER OPPORTUNITIES

We are now checking the papers on a daily basis and emailing any tender opportunities to all of our clients who have an email address.

If we don't have the correct address please advise so we can get information to you.

WEBSITES

Our new website:

www.cleaningcontractors.com.au

Is up and running. Why not take a security look?

The site has been designed to showcase the services we offer, provide an order form for clients to print off and fax orders to us, list available products and pricing and most importantly, provide a link to all our client companies. It also provides a link to the current Newsletter each month.

Whenever we get a request to nominate a contractor the person will be referred to the website on order to locate the names and details of the most appropriate contractor.

Many of you have not given us your email address. Even if you are only a very small operator you can organize, quite simply, a “Hotmail” account which is free. We can then send you our regular updates, tender information etc., quickly and efficiently, not to mention much more cheaply.

CLUB CLEANING? WHICH AWARD APPLIES?

We recently appeared for one of our clients in an Unfair Dismissal case and thought we had a cut and dried case. How wrong we were!

Both the Commissioner hearing the case and the Solicitor appearing for the Union insisted that the case be heard under the provisions of the Clubs Award. We protested that the Cleaning Award was the correct award to be heard under but were told by the Commissioner the case would go to arbitration and that it would be heard under the Clubs Award.

Upon leaving the Court the Solicitor person informed us that the Clubs

Award contained a provision which included any person employed in a Club whether employed directly by the Club or by a contractor. We explained that the Cleaning Contractors' award applied totally to Cleaning Contractors wherever employed. Not acceptable to this person who then threatened to undertake a wages audit at this Club, reinforcing her attitude. When asked if she was threatening us she denied it but repeated the threat anyway.

The matter has been raised with the Union but, at this point, they have not come back to us.

As a matter of interest the current boss of the Union's Cleaning Division once, at least, forced a contractor to use the Cleaners' Award in lieu of the Club award. Now, with the situation reversed she does not appear to be willing to talk to us. All we want is to know where the industry stands.

This is not a HandL versus the Union issue but one of grave concern to the Industry.

Why stop at the Clubs, lets do something different for Hospitals & Nursing Homes. Private Schools, airports etc etc.

Everyone should be concerned at the ramifications of Redundancy Pay, multiple awards etc.

NSW SUPPLY

We met with Mr. Richard Gibbons of the NSW Supply section of the Department of Public Works and Services on Tuesday 11 March 2003.

We introduced HandL as representative of the smaller contractor and discussed the concerns and worries of our clients.

The reception given us was most cordial and cooperative and we came away feeling that the NSW Supply people were very interested in having us represent your views and were happy for us to assist those companies desirous of gaining accreditation

We encourage all clients to obtain accreditation with the NSW Government as, apart from being able to tender for Government work, it is a good indicator to other potential clients that you have the ability and expertise to meet their needs.

This can be done on line or via the old manual system.

As

HELPFUL WEBSITES

www.cleaningcontractors.com.au

Consultants

www.tenders.nsw.gov.au

Government Cleaning Tenders

www.contractcleaning.com.au

www.market.fairfax.com.au/tenders/

DID YOU KNOW?

Did you know that you can employ Table Bussers in Food Court areas?

So many contractors employ Part Time or Full Time Cleaners when they should be using the appropriate Building Service Employee category of the Award. A BSE Grade 1 is a table Busser, much less costly than a Cleaner.

Who pays Part Timers who work weekends only at overtime rates., Why? Use the weekend rates available to you in this case.



HandL NATIONAL AXIS

Does becoming part of a national or state tendering group interest you?

I see advantages for small contractors in becoming part of a group competing for large national and state based tenders.

Please call John Laws on 02 97121566 or 02 97121500 to discuss the idea and your participation.

Stockland are the most recent group to call tenders nationally and to exclude smaller companies.

HandL Consultancy

Suite 5, 34 East Street
PO Box 233, Five Dock NSW 2046

Phone: 02 9712 1566

Fax: 02 97121699

Email:

john@cleaningcontractors.com.au



HandL Cleaning Industry Software

We can help with your tendering and presentation problems. Budgets, Forms etc. we've got them. Time Sheets, no problems, all automated.

Call us and come in for a free demo and cuppa—no obligation.

THE NEW AWARD

By now you will all be aware that a new Cleaning and Building Services Contractors' (State) Award is in place. This became effective from the first full pay period commencing on or after 1 March 2003. So if your first pay period after 1 March was 13 March, for example, then that becomes the effective date for your business.

Some points of interest to note:

There is a new provision to pay Leading Hands a special allowance for gaining qualification at Certificate IV level, so you had them trained and now you pay for the privilege. Never mind, it may lead to an improvement of the level of knowledge and provide some sort of career path;

Forklift allowance; Now in place. I had never heard of a cleaner driving a Forklift but since this have heard of at least three persons doing so, so they are now paid for their abilities;

Protective Clothing: Minimum requirements now set out to be provided by employers.

OUR MISSION STATEMENT

Our aim is to provide a range of services specifically designed to meet the needs and aspirations of the small to medium sized companies operating in the Property Services Industry. We know and understand just how difficult it is to operate in such a competitive market and we look forward to supplying services which will assist you in achieving your aims and in doing that part of your job which you do best.

John Cavers is available to assist with any Industrial problem from Unfair Dismissal to award interpretation and you can get him at the office or on 0417 251200. John Laws can help with Tenders, Costing, Documentation, QA, OHS & IM, Cleaning Software etc. Get him on 0418225180 to come and help.

For Sale

We have been approached by investors who are interested in gaining entry to the contract cleaning industry. They are interested in purchasing companies with turnover above the \$2 million per annum mark. If interested call John Laws, confidentially, on 0418225180.



For Sale

If you have something for sale or want to buy some good quality second hand equipment, this is the place.

After all it will cost you nothing.

Just fax us (02 97121699) some quick details and a phone number and we will place it in the next issue. No prices please so you can negotiate privately.

Positions Vacant

Nobody has any vacancies, huh? We have placed advertisements in the main newspapers for both supervisory and cleaning staff with the aim of compiling a list of suitable employees for you to select from.

Supervisors will be sent for approval and, if employed, you will be liable for a reasonable placement fee, not like from agencies.

Cleaning staff will be sent as relief staff. Should you employ a cleaner you will have to pay a small placement fee.

Further details later.



Easter Greetings from all at **HandL** to our valued clients.