

The HandL Helpline

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Clean is just the beginning



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We recently had a number of new clients join our organisation.

A great big welcome to you all—you have taken us to a record 60 clients thus far.

We continue to grow with your support — thank you sincerely.

CLEANING TRAINING

We have been promoting the need for all companies to get stuck into the training of their cleaning staffs so that we have an efficient workforce but also to ensure you get the benefit of the various bonuses and savings to be made whilst the various Government departments are assisting.

It will soon be too late. From 1 January 2004 the NSW Government will no longer carry the Workers' Compensation costs for employees during their training period and this is quite a sum over a two year period. Even further, they are no longer allowing you to reduce your wages to account for Payroll Tax but you must pay in full now and claim an adjustment at year's end.

Ian Charlton is qualified to carry out the training, to assess capabilities and to recommend payment of subsidies. You have everything to gain and nothing to lose by taking advantage of this service. Ring Ian on (02)97744120, tell him you are a HandL client and he will get things underway for you.

Go on do it now before its too late!

CAVERS CORNER

Its back.

Our Industrial Guru, John Cavers, has agreed to supply us with a monthly snippet of wisdom so we can all marvel at our complete lack of knowledge of the Award which we all live by.

Over the last twelve months I have learned a great deal by working with John and I am constantly surprised by the real shortage of understanding that many of our companies have. So, in order to help, we have decided to reintroduce the famous **Cavers Corner. Here goes;**

Superannuation Guarantee Charge

Many companies believe that employees are only entitled to Superannuation if they earn \$450.00 or more per month. **WRONG!!**

Our Award overrides the National legislation and it provides that a minimum payment of \$6.00 or 9% of gross earnings for each week the person works.

EXAMPLE

An employee works 3 hours every Friday only. She is paid Casual Rates of \$17.13 per hour. Earnings are 3 x \$17.13 = \$51.39 x 4 weeks = \$\$205.56.

The employee is entitled to \$24.00 Superannuation for the month, as well as death and disablement benefits.

We all easily fall into the trap by thinking simply 9% on amounts of \$450.00 per month and over.

If you have any concerns or questions don't hesitate to ring John on 9712 1566. he likes nothing better than to advise clients of their rights and the best way to ensure you are meeting your legal requirements at the most economical cost. In fact he just loves a chat on anything and I love him doing that cause it gets him off my back.

WORKERS' COMPENSATION FRAUD

28/07/2003

\$12,256 Penalties for Coffs Harbour Workers' Compensation Fraud

A former Coffs Harbour security man has been ordered to pay penalties totalling \$12,256 after being found guilty in the NSW Chief Industrial Magistrates Court of 18 charges of workers compensation fraud.

Geoffrey William Flower, 53, was fined \$200 on each of the 18 counts, ordered to pay costs of \$2,462 and restitution of \$6,194 to the insurer, Allianz Workers Compensation (NSW) Ltd.

The insurer had reimbursed Flower for hydrotherapy and associated accommodation expenses he had claimed in connection with a back injury suffered while working as a security officer in 1991.

Doubts about the claims were raised in 2001 after Allianz checked the accounts.

An investigation by WorkCover's NSW Fraud Investigation Team uncovered 15 forged accounts for hydrotherapy, totalling \$5,414, and three false accounts for accommodation amounting to \$780.

Chief Industrial Magistrate George Miller said he favoured making a community service order, but decided on a financial penalty due to Flower's health condition.

Flower was given 28 days to pay, with a majority of the \$3,600 fine awarded to WorkCover.

WorkCover Acting General Manager Robert Seljak commented: "This conviction demonstrates WorkCover's determination to prosecute workers compensation fraud.

"WorkCover recently expanded its fraud and compliance units to ensure that maximum effort is being directed to improve WorkCover's detection and prosecution of workers compensation fraud," said Mr Seljak.



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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.

Technical Bulletins

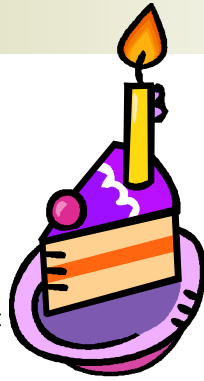
Sorry, carried over to next month.

Happy Birthday HandL

A great many organisations don't last the first twelve months. A great many publications don't last more than a few months. We have done both.

In twelve months we have delivered on our promises, we have expanded our services and we have provided competition to the industry association and seen it lift its game to combat us.

We won't go away. We love the work, thrive on the competition and relish the opportunity to see our clients grow and effectively take on the those who choose to dominate our industry. There's room for all of us and we can all prosper.



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.

Hako Jonas Ride On Sweeper.

Gazda Gas Buffer

Hako 32B Scrubber.

All in good condition. Call John on 97121500 for prices etc.

WEBSITES

As you know by now there are a number of websites which can be of use. How many of you have thought to obtain your MSDS Sheets over the Web? Very simple and immediate. Try these:

www.johnsondiversey.com.au/msds www.agar.com.au www.cleantec.com.au www.research-products.com.au www.truebluechemicals.com.au www.whiteley.com.au

HELPFUL WEBSITES

www.tenders.nsw.gov.au

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



Positions Vacant

Cleaning Supervisors

We recently advertised for Site Supervisors and Area Managers.

The response has been huge.

If in need give us a call as we have a number of capable people available.

Trained Cleaners

We also recently advertised a short training course for potential cleaners and the response has been overwhelming. Once trained these people will be available to you. Let us know

We are on the web:

www.cleaningcontractors.com.au

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Occupational Health and Safety Manuals

So, you've been putting off the expense of organizing OH&S Manuals because it's a load of crap and you won't get caught anyway.

Wrong on both counts. Its absolutely essential that you are set up and ready to go by next month because:

- A) Your clients won't be bale to deal with you unless you can prove you are operating under an approved OH&S Scheme.
- B) The WorkCover Authority has been training a large number of Inspectors for months and they will be out there from September 2003. Furthermore, they MUST be self supporting so the only way they can do that is by hitting you with huge fines. **YOU HAVE BEEN WARNED.**

There are substantial savings to be made on your Workers' Compensation premiums by having an approved system in operation and you must be a fool if you do nothing about it.

Call us, for \$300.00 for the first and \$100.00 for subsequent manuals we can put you in a position where you will be able to avoid those fines.

This married couple was on holiday in Jamaica. They were touring around the marketplace looking at the goods and such, when they passed this small sandal shop. From inside they heard the shopkeeper with a Jamaican accent say, "You foreigners! Come in. Come into my humble shop." So the married couple walked in. The Jamaican said to them, "I have some special sandals I think you would be interested in. Dey make you wild at sex." Well, the wife was really interested in buying the sandals after what the man claimed, but her husband felt he really didn't need them, being the Sex god he was. The husband asked the man, "How could sandals make you into a sex freak?" The Jamaican replied, "Just try dem on, Man." Well, the husband, after some badgering from his wife, finally gave in, And tried them on. As soon as he slipped them onto his feet, he got this wild look in his eyes, something his wife hadn't seen in many years!! In the blink of an eye, the husband grabbed the Jamaican, bent him violently over a table, yanked down his pants, ripped down his own pants, and grabbed a firm >hold of the Jamaican's hips. The Jamaican then began screaming, **YOU GOT DEM ON DE WRONG FEET MAN!!!**

PAYROLL TAX

From 1 July 2003 Superannuation payments must be included in your wages declaration for the purposes of Payroll Tax calculations.

This has been done to bring both Workers' Compensation and Payroll Tax calculations into a common line with each other. The fact that it will generate more revenue for Mr Carr and his friends was not part of the reason because they reduced premiums by 10% to account for the change.

How then did our premiums rise by a small amount given there was a reduction in premiums.

We are an accident prone industry with a terrible record and must pay for that record.

SUBCONTRACTOR STATEMENTS

A NEW FORM, COPY ATTACHED, MUST BE COMPLETED AND SUBMITTED WITH EACH INVOICE SENT BY A CONTRACTOR.

This applies in respect of wages paid, Superannuation contributions and Payroll Tax. If you have no form then you, the main contractor, must pay the amounts due.

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