

# The HandL Helpline

NEWSLETTER DATE: 10 FEBRUARY 2004

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JohnsonDiversey  
Clean is just the beginning



## A LOOK AT 2004

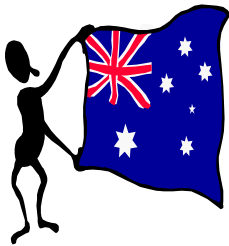
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Firstly, I have to note the passing of John Goldsmith, who made Research Products an industry name and who was an innovator in the manufacture of specialty chemicals to the carpet cleaning and stone surface areas of the industry. John was well known and respected, especially by the carpet cleaners, and the industry is poorer for his loss.

With the launch of Tempo Franchising we can expect that franchising will be the hot topic for some time to come. I have been given a run down on the Tempo model and believe that it will be both a success for Tempo and a success for those who take on a franchise with their eyes wide open. It is not a Passport to riches, nor is it a means for those who are too lazy to make their own efforts to succeed. Rather it is a way

For Tempo to capitalize on its name and to bring in funds in advance of doing the work, in a way which will please its shareholders. The price of entry is reasonably high and, for the first twelve months at least, the number of franchises issued will be relatively small. If you don't have confidence in your selling abilities but do believe you can supply a high quality cleaning service and are good at customer relations then give it a go. If you are too lazy to try then forget it because you will lose your money.

NSW Award increases don't apply until July 1 this year so get March out of your heads please. On July 1 you will have Wages, Workers' Compensation and other increases to pass on so it will be a single increase this year.

As the interest rates increases bite you will be under pressure to trim your margins. DON'T!! There is no margin.

This year we should all be concentrating on an industry united in its approach to forcing clients to carry the Public Liability can, those who cause the problem in the first place and who pass the costs on to us.

An approach will be made to the BSCAA to arrange a joint submission to the Australian Property Council with alternatives to the current totally unsatisfactory situation. After all, most of these clients can pass their costs on so that the whole community bears the cost and not one small sector.

**NOTE—THE A.C.T. AWARD INCREASE IS PRESENTLY BEING PROCESSED AND WE EXPECT IT WILL HAPPEN MID FEBRUARY AT \$18.00 PER WEEK. NEW RATE SHEETS WILL BE ISSUED AS SOON AS IT IS OFFICIAL.**

**THE NEXT NSW AWARD INCREASE DOES NOT APPLY UNTIL JULY 2004,**



Female IT Experts...

## Cavers Corner

I believe the most important clause in the NSW award for companies to fully understand is Clause 2, Contract of Employment. You must get this right.

Every employee must know on what days they are required to work, as well as the hours of commencing and ceasing work. These days and hours can be changed by giving 7 days notice in writing.

How many employees do you have working 7 days per week?

Every worker, including Casuals, can only work a maximum of five ordinary days in a calendar week, the other days are overtime days. Remember the Statutory Acts which cover Annual leave, Superannuation, Long Service Leave, Sick Leave etc are only observed on the employee's ordinary hours of work each week. Someone may be a Monday to Friday employee so the Saturday and Sunday would be paid at overtime rates. Alternatively, a company may wish to have Wednesday to Sunday as the ordinary days of work to ensure that the busy periods on weekends are covered by ordinary hours of work, which would attract an additional week's annual leave under the 7 day shift provisions of the award. Remember, a Monday to Friday employee shall not be compelled to work on each weekend. The NSW Industrial Act states that every employee can be requested to work a reasonable amount of overtime. One day every second week would be a reasonable amount under the Act.

Another thing to remember is that a Full Time employee must work 5 consecutive days each week as above, Monday to Friday, Wednesday to Sunday etc. You cannot employ a Full Time worker on Monday & Tuesday, off Wednesday, then work Thursday, Friday and Saturday for 5 days ordinary work.

In the above example, the person would be a Part Time employee, only working 32 ordinary hours Monday to Friday at \$15.81 per hour, the Saturday shift would be at overtime rates on \$15.81 per hour. Time for a Brandy? Cheers!

On a happy note, the Award does have provision for Part Time weekend employees who would be paid Ordinary Saturday and Sunday rates and receive 4 weeks annual leave only.

**Handl Cleaning Industry Software**

- Want the flexibility to prepare a quote and issue it on the spot?
- Would you like to professionally prepare and present Tenders?
- Ever thought of having tenders prepared by staff from remote sites, which will meet all company requirements?
- Would you like to have supervisors prepare Time Sheets which automatically calculate wages payable and compare with Budgets?
- Would you like to automatically prepare budgets for every site and the company with a simple sales figure entry?

*Handl Cleaning Industry Software* does all this and more. Developed over many years in the cleaning industry, this Excel based software is suitable for use anywhere in Australia, and can be set to your company's requirements.

Interested? Call Handl on 02 9712 1566, speak to John Laws and find out what you are missing. Prices are reasonable with no ongoing service or update costs.

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**PO Box 233, Five Dock NSW 2046**

### One of the best Blonde Jokes I've heard

A blonde tries to go horseback riding even though she has had no lessons OR prior experience. She mounts the horse unassisted and the horse immediately springs into action.

It gallops along at a steady rhythmic pace, but the blonde begins to lose her grip and starts to slide in the saddle. In terror, she grabs for the mane but can't seem to get a firm grip.

She tries to throw her arms around the horse's neck, but she slides down the side of the horse anyway.

The horse gallops along, seemingly impervious to its slipping rider. Unfortunately, the Blonde's foot has become entangled in the stirrup.

She is now at the mercy of the hooves as her head is struck against the ground over and over again.

As her head is battered against the ground she is moments away from losing consciousness when, to her great fortune, the friendly Woolworths Manager sees her and unplugs the horse.

### CONTRACTOR OF THE MONTH

We aim to highlight a different company each month, as the "Contractor of The Month". To do this we need some feedback. Have you just won a new contract, started a new section of your business, come up with an innovative way of selling your services, identified a new, exciting and untapped market niche? Tell us so we can tell others! Call John Laws on 0297121566 and give him the story and he will make it look good for you.

We are on the web:

[www.cleaningcontractors.com.au](http://www.cleaningcontractors.com.au)

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## WORKERS COMPENSATION UPDATE

A Penrith metals manufacturer has been fined \$195,000 by the NSW Industrial Relations Commission sitting in court session following serious injuries suffered by a worker who became trapped in a conveyor.

Crane Enfield Metals Pty Ltd pleaded guilty to three charges brought by WorkCover NSW under Section 15(1) of the Occupational Health and Safety Act 1983 for failing to ensure the health and safety of its workers.

On 17 December 1997 an employee had his right leg severed at the groin, two fingers amputated and other injuries when he became trapped in the chain-and-sprocket system of a conveyor used to move large metal ingots.

Safety breaches uncovered by the WorkCover investigation included the failure to ensure that an appropriate isolating system was in place to prevent the conveyor operating while it was being worked on.

In imposing the fine, Justice Wright ordered the company to pay WorkCover the fine and WorkCover's legal costs.

WorkCover Acting Chief Executive Officer, John Watson, commented: "This incident highlights the need for employers to provide systems of work that allow work to be carried out safely."

"This particular employer has been before the courts on a number of occasions for occupational health and safety related breaches in the past, and this latest case indicates that greater attention is required to secure working environment," Mr Watson said.

Media contact: John Kirby, WorkCover NSW, (02) 4321 5474 or 0413 186 799

WorkCover NSW (Insp Legge) v Crane Enfield Metals Pty Ltd—IRC6864, IRC6865 & IRC6866 OF 1999

## MARRIAGE GUIDANCE

While attending a marriage seminar on communication, Colin and his wife listened to the instructor declare, "it is essential that husbands and wives know the things that are important to each other."

He addressed the men, "Can you describe your wife's favourite flower?"

Colin leaned over, touched his wife's arm gently and whispered, "Self raising, isn't it?"

We understand his ribs are healing and he will be able to get about in a few weeks.

## 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 aim to supply services which will assist 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.**

## WEBSITES

As you know by now there are a number of websites which can be of use.

[www.johnsondiversey.com.au/msds](http://www.johnsondiversey.com.au/msds)    [www.agar.com.au](http://www.agar.com.au)  
[www.cleantec.com.au](http://www.cleantec.com.au)    [www.research-products.com.au](http://www.research-products.com.au)    [www.truebluechemicals.com.au](http://www.truebluechemicals.com.au)    [www.whiteley.com.au](http://www.whiteley.com.au)    [www.tenders.nsw.gov.au](http://www.tenders.nsw.gov.au)    [www.incleanmag.com.au](http://www.incleanmag.com.au)  
[www.market.fairfax.com.au/tenders/smh.html](http://www.market.fairfax.com.au/tenders/smh.html)

## For Sale

### CARPET CLEANING SYSTEM

"Hot Vapour Hybrid" powered by an 18hp Honda Generator complete ready to use. Has only done 970 hours, owner desperate to sell & needs to pay out lease. Comes complete with fully auto Avenger booster Box, 15" ss wand, 12" ss wand, vapour tech upholstery tool, pre spray gun, stair tool, 3 way live hose reel, 45 metre solution hose, cold water fill hose. Will sell separately if required. Can provide owner fianance if necessary.

Call Darren on  
0427 996 169 NSW.



## TECHNICAL FILES

Issue 4

High Speed Spray Buffing

**PURPOSE:** During the periods between scrubbing and recoating your floor, it is possible to spray buff the floor to fill in small scuff marks and scratches in the floor finish. This procedure will also level the floor finish giving an even gloss.

### EQUIPMENT:

Spray Buffing Solution

Personal Protective Equipment

Labeled Spray Bottles

Wet Floor Signs

Single Disk High Speed Rotary Buffing Machine

Red Buffing Pads

### METHOD:

1. Assemble your equipment.
2. Remove any free standing objects from the floor.
3. Put on any appropriate safety gear.
4. Post wet floor signs. There should be more than one sign posted. The signs must indicate to traffic which areas are being buffed.
5. Apply spray buff in a fine mist with the labeled spray bottle. **DO NOT OVERUSE THE PRODUCT AS TOO MUCH WILL RESULT IN A HAZY FLOOR.**
6. Make one pass over the sprayed area with your buffer. When the pad begins to collect particles turn it over to use the other side.
7. Clean your equipment and return it to appropriate area. Do not remove the wet floor signs until the floor has dried.
8. Dust mop the floor and remove wet floor signs after the floor has thoroughly dried.
9. Further operations may be performed after the floor has been allowed to dry.

