

# The HandL Helpline

NEWSLETTER DATE: 6 JANUARY 2003

*The only regular printed Monthly Update for the Cleaning Industry*

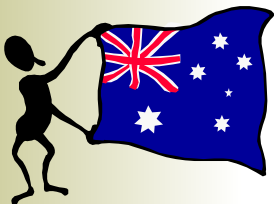
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## WHY YOU SHOULD NOT SUPPLY COMPANY VEHICLES — PAGE 3

## SPECIAL POINTS OF INTEREST:

- Equipment For Sale on Page 2—Place your ad here free
- Positions Vacant —Need a Supervisor or Office Manager—Place your free ad here
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## PUBLIC LIABILITY GONE CRAZY

Did you know that some of the brighter people from the Australian Property Council are now suggesting to Property management companies that they should insert clauses within their contracts which require Public Liability cover of \$50 million.

Could someone please inform me of any Insurer prepared to provide that type of cover and at what cost and for what purpose?

I understand the whole reason is to "sort out the men from the boys". Or to put it more nicely "to look after the big guys with their expense accounts etc at the expense of the smaller more cost oriented contractor".

The whole idea is ridiculous. Why can't the Property Managers understand that we are all in this insurance nightmare together? And why can't they look at the options whereby a joint approach to insurance coverage and risk management is seen as a sensible way of ensuring the deserving ones are properly compensated and the rogues get the appropriate treatment?

My very inadequate powers of deduction tell me that the whole thing is game which has not been thought about. As I understand it the Property Managers are able to pass Liability Insurance costs onto tenants as part of their "outgoings". If this is the case, why then do we have the ri-

diculous situation where a company obtains a cleaning contract for a property with a retail component and after twelve months discovers the insurance premium is four times the amount expected. OK, so the contractor had some slips and fall accidents to contend with but now he has a contract where the client wants to shift all responsibility for the accident to the contractor, despite them continuing efforts to drive prices down. The contractor is unable to increase prices to account for insurance increases so is forced to cut labour and the never ending cycle goes on.

Someone has to step in with a degree in **Common Sense** and get all parties to work towards a more reasonable solution.

## SAVING WITH SUITABLE DUTIES

Providing suitable duties to injured workers can potentially save you BIG dollars on a Workers' Compensation claim and therefore your Claims Experience. Look at the following example:

A 35 year old single person with no dependants entitled to the Statutory rate of \$281.60 per week, has had major knee sur-

gery which will slowly recover over 42 weeks. After 16 weeks he is fit for Suitable Duties.

Because the Employer was unable or unwilling to provide Suitable Duties the employee, whose normal wages were \$500.00 per week has a claim with the potential to cost at least \$126,000.00. Had the

employer been prepared to provide Suitable Duties after 16 weeks he may have returned on half duties and after 26 weeks on full duties. The total cost would have been \$37,500.00. A massive saving and food for thought. Can you not provide Suitable Duties?

## WORKERS' COMPENSATION UPDATE

The NSW Government has its hand in our pocket again!

The Workers' Compensation Legislation Amendment Bill 2002 changes the definition of wages to include both Superannuation and Long Service Leave. This simply increases your premiums without there being any change to the percentage level applied to your industry group. Lets say around an 11% increase no questions asked. Don't

forget there is an election coming up and this increase by stealth is just another way of grabbing your money.

Furthermore, the WorkCover Authority has also had the law changed such that anyone with a number of companies must group them together for the purposes of Workers' Compensation premiums and the premium will be assessed on the basis of what industry the group is placed in.

Everyone affected should seriously look at their current business arrangements to ensure the most economical way of paying for insurances is utilised. Give us a call and we can discuss your situation and offer advice. If you prefer David Tually can visit you and seriously look at your situation and give best advice but this will incur a fee (which may save you heaps anyway).



## LONG SERVICE LEAVE

Don't quote me but I have a funny feeling that come 1 March 2003 we will all be liable to pay Long Service Leave payments into a fund run on similar grounds to the Building Employees' long Service Leave fund.

It has been the case in Victoria for many years and more recently has applied also in the ACT.

I personally am sympathetic to this move as it is long overdue but I have great concern that the whole thing is being done quietly and behind closed doors and will be presented as a fait accompli.

Far be it for me to suggest anyone has ulterior motives but my suspicious mind keeps thinking that a certain employer group and a certain Union are setting up a deal which may allow them to administer the fund and benefit from

possibly benefit from any administrative fees paid.

This is not a greedy, jealous person speaking but one who has some legitimate concerns that the total good of all contractors must be taken into account.

I am also concerned that a great many of you will not be able to pass any charges on to your clients because many contracts already allow for Long service Leave and in the interests of competition you did not complete that part of the tender nor make any allowance for such LSL. This could mean that you are faced with an increase of around 1.7% in your wages bill without any way of claiming the increase back.

Add this to the previously mentioned impost on Workers' Compensation and you could be up for an additional

Be up for an additional 2.5-3% on your wages bill. Has anybody seriously thought this through?

Where will you get the money to make up for this extra cost? Rip off your jobs again, suffer further complaints from your clients, lose jobs and generally wonder why you are in this industry.

Its about time the industry got together and seriously looked at the hourly rates being charged.. If the large companies were to individually set a floor hourly rate (and they control 80% of the market) the rest of us could follow and we might get back to some common sense.

At present the Government continually increases its charges without consultation and we, the poor employer, meekly accept the direction and continue to try to make a living without having our voices heard. Maybe we should utilise the voting power of our employees and do something to bring about change.

## LIST OF SERVICES SUPPLIED

**As part of our new Web Site ([www.cleaningcontractors.com.au](http://www.cleaningcontractors.com.au)) we intend putting the names of all our clients on a "Schedule" of specialist suppliers..**

**Would you please fax us on 02 97121699 with the full name of your company and a list of your specialties.**

**If you already have your own web site, that's fine, we can put a link to your site beneath our entry for your company.**

**Please have your information back to us by 31 January 2003 so that we can include you and your company from the beginning.**

**Our aim is to promote our clients to all potential purchasers of your services so you are only helping yourself.**

## EQUIPMENT FOR SALE, POSITIONS VACANT

### For Sale

Hako Jonas 1450 Power Sweeper. Excellent condition. Properly maintained and serviced. Relatively low hours and recently refurbished to ensure quality presentation.

Further information and pricing available from John Laws 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.

This Newsletter could pop up anywhere in the Industry.

For absolutely nothing you can run an ad for a Supervisor, an Office Manager, even a Managing Director – Jeez I might apply for that.

Send you information and phone number and we will see what help can be found.



### Positions Vacant

## 10 CHARACTERISTICS OF A COMPANY VEHICLE

1. Has incredible acceleration;
2. Can pull up in a shorter space than any other vehicle;
3. Can take speed humps at twice the speed of the drivers private vehicle;
4. The battery, radiator, oil & tyres never require checking;
5. It can be driven up to 100 klms with the oil light flashing;
6. It needs less cleaning than the private vehicle;
7. It has reinforced suspension to allow for moving furniture and carrying bricks, concrete slabs and other materials on weekends;
8. Unusual and alarming noises from the vehicle can simply be eliminated by turning the radio up;
9. It needs no security system and may be left anywhere, unlocked with the keys in the ignition;
10. It is especially sand-proof and waterproof to enable barbeques and fishing expeditions on remote beaches etc.



## PAYROLL SERVICES

Who prepares your Payroll each fortnight? Many of you will say that it is done by your Accountant and he costs a fortune. Why then do you continue this way?

We have a Payroll Preparation Service here at **HandL**. We are happy to process your payroll, supply information for banking wages, prepare sum-

maries of your deductions, prepare Pay Slips and Group Certificates.

The best news is that we understand the Award totally. Kay, our Administration manager, has been processing cleaning industry Payrolls for over 18 years and knows the award as well as you or I. For the reasonable sum of \$200.00 + GST per

fortnight we will process a Payroll up to 100 employees. A small set up fee of \$200.00 + GST will also apply to allow us to take over the information for our computer system.

We know this is better value than you are getting elsewhere and we know we will understand your situation. Talk to Kay on 97121500.



## HandL Consultancy

Suite 5, 34 East Street

PO Box 233

Five Dock NSW 2046

Phone: 02 9712 1566

Fax: 02 97121699

Email: lawsps@bigpond.com

## HandL Cleaning Industry Software

We can help with your tendering and presentation problems.

We can help with your Time Sheets and Budgeting needs.

Call John Laws on 02 9712 1566 to get up to date now.



### TENDERS AND QUOTES

How do you chase up any publicly advertised tenders and quotes?

1. Pay a company to do the work for you, e.g. Tenders on Line. Good service but they are sometimes late.
2. Use the Herald's services for free. Each day simply log onto this :

[Http://market.fairfax.com.au/tenders/mkt.html](http://market.fairfax.com.au/tenders/mkt.html)

3. When the page pops up follow the instructions

but make sure you select "All Tenders" then "All Publications" and under "Keyword" type CLEANING.

4. The press the button on "Search" and away you go.
5. Do it daily, do it weekly or whenever you like but DO IT.
6. Its very simple, cost free and works!!!

### OCCUPATIONAL HEALTH AND SAFETY

Sorry to harp but you must have made good progress towards having a proper policy and manual on all work sites before September 2003.

Time is running out as we can only help you. You have to do much of the work in conjunction with your staff.

If you need help call us. We can help.

Whoever you go to remember that you will be up for at least \$2000.00 to comply.

Happy New Year

### 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.

### GOOD NEWS AT HandL

In the very short time we have been operating we have been able to retain some 28 new clients. This means we are already the second largest service group in Cleaning Contracting in NSW and we can confidently give your opinions at Award hearings etc.

