

# THE ACCA UPDATE

NEWSLETTER DATE: 15 JUNE 2004

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Clean is just the beginning



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## NSW AWARD APPLICATION

Last month we reported that the ALHMWU (NSW Division) served an application for a new Award, known as the "Cleaning and Building Services Contractors' (Cleaning of Government Sites Portability of Entitlements) (State) Award". This application was served on the existing companies currently cleaning under the schools contract and on the major Employer organisations including ACCA.

At a hearing in May the Commissioner set down three days for hearings into the application, being 19,24 and 26 August 2004.

It appears the Union believes it has a good case and is proceeding full tilt knowing that the employers unanimously oppose the application.

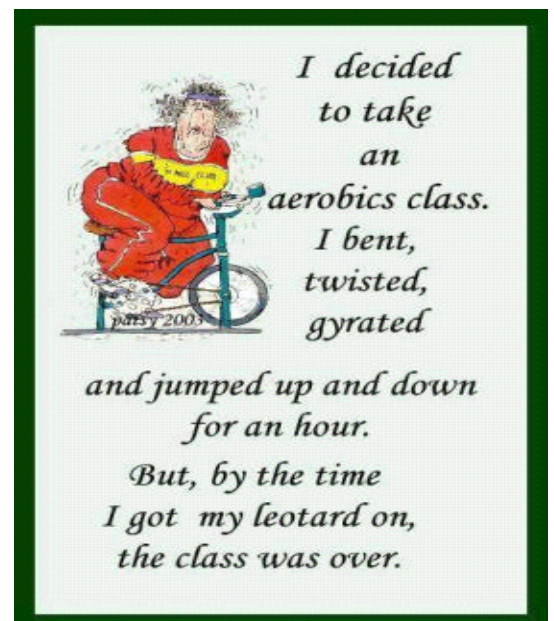
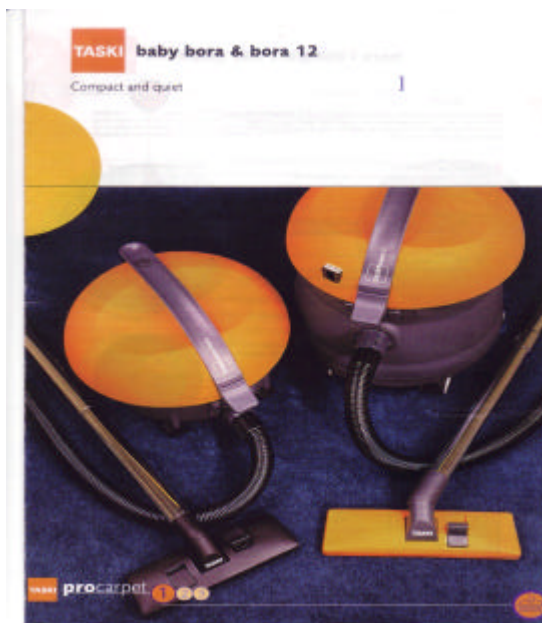
I am unaware if this action has had any effect on the NSW Government, who are parties to the case, but it appears, according to rumours from those "in the know", that the current School Cleaning Contractors have been given the nod for a further full twelve months from January 2005. If this is the case, then the contractors will have been given two extensions of twelve months over the normal five year span of the contract.

To my way of thinking, this is highly irregular and I will be putting my thoughts in writing to the Department of Commerce on behalf of all ACCA members. Not only will the Union be seen to be looking after the interests of incumbent contractors by the terms of their application but the Government, through the Department of Commerce may well be seen to be helping a couple of contractors, one in particular, which has recently been attracting some negative headlines.



"The  
breakfast  
of  
champions  
is not  
cereal,  
it's the  
opposition."

Anonymous



## Cavers Corner

## ACCA NEWS

Last month we spoke about winning a new contract and the provision of staffing.

When you start a new contract the most important thing to do is to establish a good relationship with your client. During the first three months regular inspections are essential at least on a weekly basis to ensure your cleaning is meeting the contracted standard. You should put some emphasis on toilets, as clients are sometimes prepared to accept a little dust but will not accept dirty or smelly toilets.

Always take notes when carrying out inspections because it is far better that you find problems than have your client point them out to you. Always be neat in appearance and ensure your staff are also as untidy employees reflect poorly on your attitude to the job.

When talking to your client always give the impression you have sufficient time to talk to them as many just like a chat and are often sizing you up in those circumstances. Ensure you always carry your mobile phone so you can be in touch at a moment's notice and be sure the client has your number. A Communication Book should be kept on every site in a designated location known to both cleaner and client so any problem can be quickly attended to. Sometimes the cleaner needs to advise the client of items needing repair or that they could not clean a certain area because there was a meeting etc.

Discuss with your client their requirements and expectations for various intermittent services, e.g. window cleaning, stripping and sealing etc.

Always remember that a happy client is your best reference and they will often pass on your information unasked if you do a good job. Also remember that your current job/s are the best ones you have, others are only possibilities.

### QUEENSLAND

We have served a claim on the ALHMMWU for a new Australian Workplace Agreement, in the form of a Queensland Certified Agreement.

We have taken this route in order to try to get the Union to negotiate a national agreement which would make life so much easier for all parties if the requirements were the same from one state to another. However, if the Union is not agreeable and we are unable to convince them of the merits of our application then we are in a position to submit the application to the Queensland Industrial Relations Commission for a Certified Agreement in that State, one which would be a competitive agreement with the current BSCAA Agreement.

This could then be used as the basis for AWA's in each state in order to gain some consistency.

### NSW

We have received an order to attend the NSW Industrial Court regarding an application by a Tempo employee to have the "Second Engagement" provisions of the Award declared illegal and for back pay to be made. As an industry participant and understanding the usefulness of the provision we have agreed to cooperate with the company and other defendants in attempting to ensure the legality of the clause.

We also looked at the situation should the clause be outlawed and we believe it is cheaper in the long run to pay overtime rather than employ someone on a second engagement as it is not necessary to pay superannuation or annual leave or sick leave on the overtime versus the second engagement.

### ACT

There remains some disaffection between ACCA and the Union in the ACT because we advised our members not to sign the Best practice Agreement.

### VIC

New Rates Schedules have been issued effective from 28 May 2004.

## A FRENCH LESSON

A French teacher was explaining to her class that in French, unlike English, nouns are designated as either masculine or feminine.

"House" is feminine - "la maison."

"Pencil" is masculine - "le crayon."

A student asked, "What gender is a 'computer'?"

Instead of giving the answer, the teacher split the class into two groups - male and female - and asked them to decide for themselves whether "computer" should be a masculine or a feminine noun. Each group was asked to give four reasons for their recommendation.

The men's group decided that "computer" should definitely be of the feminine gender ("la computer"), because:

1. No one but their creator understands their internal logic;
2. The native language they use to communicate with other computers is incomprehensible to everyone else;
3. Even the smallest mistakes are stored in long-term memory for possible later review; and
4. As soon as you make a commitment to one, you find yourself spending half your salary on accessories for it.

The women's group, however, concluded that computers should be masculine ("le computer") because:

1. In order to do anything with them, you have to turn them on;
2. They have a lot of data but still can't think for themselves;
3. They are supposed to help you solve problems, but half the time they ARE the problem; and
4. As soon as you commit to one, you realise that if you had waited a little longer, you could have got a better model.

The women won!

We are on the web:

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

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## 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, vapor 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 finance if necessary.

## WORKERS COMPENSATION GROUPING

The NSW Government has decided not to go ahead with the grouping provisions in workers' compensation, which were due to commence on June 30.

The Minister, John Della Bosca, stated, "Limiting grouping to only those employers who have structured their businesses to reduce or avoid workers compensation premiums, as opposed to legitimate business reasons, proved too complex and expensive for both employers and the Scheme.

To ensure that legitimate businesses in this State are not disadvantaged by such a policy, I consider it would be more equitable to develop specific measures to target such industries and employers, rather than proclaim the grouping provisions.

In the meantime I have asked WorkCover to conduct a number of workers compensation insurance compliance crackdowns in the construction, cleaning and labour hire industries, where company splitting is known to be a problem".

Already, in the first half of 2003/4 almost \$13 million in additional premium has been identified.

So, the big boys can go on with their schemes to reduce premium costs and the little ones have to make up the slack through being checked up during compliance audits. It always seems to be the same ones getting away and the same little ones being forced to carry the can. By the way, new premiums will be announced on 1 July and any information prior to this is purely guesswork.

## 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)

**Ours is the most useful with many freebies**

## 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 0418 225 180 to come and help.



## TECHNICAL FILES

Issue 7

TOILET BOWL CLEANING

**CHEMICALS:** GO GETTER diluted automatically

**EQUIPMENT:** Personal Protective Equipment (goggles, gloves)  
 No Entry Washroom Closed Sign  
 Squeeze Bottle  
 Clean Cloth  
 Urinal Brush

**PROCEDURES:**

STEPS	KEY POINTS
1. Assemble equipment	1. See above.
2. Protective gloves should be worn when cleaning washroom. Flush bowl or urinal.	2. Wear appropriate safety equipment when handling chemicals and to prevent cross contamination.
3. Using a squeeze bottle only labelled with product name, apply cleaner to the inside of bowl or urinal.	3. Ensure job is started with soiling removed. When using acid cleaners, spray bottles are not to be used.
4. Wait 5 minutes for the chemical to break through heavy soiling.	4. Water & Uric Scale is not dissolved instantly.
5. Using a bowl brush agitate to assist with soil removal.	5. Some stains under the water may need special treatments to remove.
6. Using a squeeze bottle only, apply cleaner to cloth or sponge, wipe over the outside of bowl or urinal.	6. Allow surface to dry before opening washroom.
7. Flush bowl and rinse out applicators.	7. Keep tools clean to prevent cross contamination.