

# THE ACCA UPDATE

NEWSLETTER DATE: 15 JUNE 2005

PROUDLY SPONSORED BY:

**JohnsonDiversey**  
Clean is just the beginning



## CURRENT INDUSTRY HAPPENINGS

<b>CURRENT</b>	<b>1</b>
<b>REGULAR COLUMNS</b>	<b>3</b>
<b>PREFERRED SUPPLIERS</b>	<b>4</b>
<b>WORK WANTED</b>	<b>3</b>

I guess the talk of the Industry is about our so called "CRISIS" Meeting and certainly it has generated a lot of discussion, including a letter to the Editor of the Inclean magazine which takes a huge potshot at me (John Laws) claiming that I am leading this meeting for personal and financial benefit.

Obviously the person who wrote this letter, the same person who came in to enquire about our Association and did not proceed to join, has taken a personal dislike to me. That's okay. Nor everybody likes me or what my aims and aspirations are. However, as a person who has been involved directly in the cleaning industry since 1977 and as a Part Time Cleaner since 1970 I do feel I have a background which qualifies me to have an opinion and to express it. If others are inclined to agree with me so much the better from my viewpoint. I will always defend the right of others to speak their own mind and one of the reasons for calling the meeting is to allow all points of view to be heard. This gentlemen who so disagrees with me is most welcome to attend and give his thoughts for us all to hear, and he will be listened to with respect.

However, the simple fact is that there is a major crisis of confidence within the industry on the part of many contractors and suppliers. We have seen hourly rates plummet to the point where, in Sydney at least, an acceptable rate is seen by clients to be in the region of \$24.00 per hour plus GST. You will note that below the wages of Part Time Cleaners are going up by a further 2% but rest assured the client does not want a 2% increase.

We have brought this situation on ourselves and we are the only ones who can do something about it. Unity in this situation is just so important. We cannot collude to raise prices for that is illegal. The fact that we have been operating at rates below the legal minimum for years has nothing to do with the current situation. Subcontracting is not, of itself, illegal. Passing jobs to people and calling them subcontractors is illegal.

Please come to our meeting on 15 July 2005 at Drummoyne Community Centre and help bring about a unity of purpose which will give industry leaders the motivation to go out and do something about making our businesses profitable again.



## INDUSTRIAL MATTERS

- QLD:** Effective from 1 July 2005, the Queensland Government has introduced a Portable Long Service Leave Act which will see all cleaning staff become entitled to Long Service Leave. All employers are obliged to pay into a Fund specially set up for this purpose. It seems that prior service will be granted and, hopefully, the premiums will be set to take this into account. We await the issue of Regulations by the Department before giving you the full rundown.
- NSW:** Agreement has been reached with the Union for an increase of 3.3% to Full Time Cleaners and 2.0% for Part Time Cleaners, effective from 1 July 2005. Allowances will also increase by 3.3%. The same increases will apply for 1 July 2006. Importantly, a Memorandum of Understanding has been agreed which will see the Award in its entirety reviewed with the aim of simplifying and rationalising it to a point where it is relevant to today's needs.
- ACT:** The National Wage case has recently been handed down with an increase of \$17.00 per week for Full Time employees. This will be passed on to our award when the next increase is due on 24 February 2006.
- VIC:** Nothing to report.
- WA:** The newly elected WA Labor Government has undertaken to the Union that it will take all its cleaning requirements in house. This is of great concern to WA members because the Governmental sector constitutes a large proportion of the work available to contractors in that state. I note that three tenders have since been called so all is not yet lost.



## NEWS FLASH!!

### IMPORTANT INFORMATION FOR ALL CLEANING ORGANISATIONS

It was recently announced that the long awaited changes to the Asset Maintenance (Cleaning Operations) training package have finally been endorsed in NSW as traineeship PRM04.

The inclusion of imported, specialised units from other endorsed Training Packages and increased flexibility in the qualifications provides more relevant training for employees. The full time nominal traineeship term for Certificate III is now 2 years.

The new traineeship Certificate II & III in Asset Maintenance (Carpet Cleaning) PRM20604 has also been introduced and may be of interest to a number of companies in this field.

#### What does this mean for our clients?

This means that **both new and existing workers** may be eligible for government incentives. This will allow you to train not only new workers but also those who have been with you for a while.

For more information on these changes you should contact a New Apprenticeship Centre (NAC) on 1800 639 629, or visit <http://www.newapprenticeships.gov.au/> or Lennox Institute would be happy to assist you.

In anticipation of these changes Lennox Institute has already rewritten the necessary training materials and has been approached by a number of training organizations who would like to use our resources.

We are ready to commence training in the new package as soon as your employees have completed the sign up process with the NAC so please give Elaine a call on 0408 647 922 to arrange your training.

© 2005, Lennox Institute Pty Ltd ACN 28 103 519 937

Telephone: 1300 130 666, [www.lennoxinstitute.org](http://www.lennoxinstitute.org)

**JohnsonDiversey**  
Clean is just the beginning



## CAVERS CORNER

## GRIEVANCE PROCEDURES

Most awards have a clause which relates to grievances of individual employees and/or a group of employees.

The employee is required to notify the employer if there is a grievance and request a meeting with the employer. A grievance must first be dealt with in the workplace, if possible, and if not resolved an opportunity allowed for further discussion. If the problem is of a routine nature i.e. an employee not getting overtime, say, on week-ends or being denied holidays when the company lets other staff go at short notice, then these problems should be resolved at local level.

However, if the grievance is of a more serious nature, e.g. sexual harassment, or an OH & S issue, then senior management must get involved to resolve the problem. The employee/s may call on the union for help and advice. The employer can also seek advice from its organisation if required.

If the matter is still not resolved it shall be referred to the Industrial Commission in the particular state. When this procedure is in place, normal work must continue. The end of the matter is that if an employee has a genuine complaint you should fix the bloody thing because a disgruntled employee will surely use up accrued sick leave before resigning and perhaps even make a fake Workers' Compensation claim. Remember, a happy workplace is one sure way of running a successful business.

## GRUMBLEBUM'S GRIPES

## NATIONALISATION OF THE AWARD SYSTEM

Over recent months we have been hearing a lot about the newly empowered Federal Government taking over the Award system from the states. May I be permitted to add my two bib's worth?

1. Yes, the Federal Government has control, or almost, of the Senate from 1 July 2005. This is not something new – its happened before.
2. The Feds have an agenda item to run the whole of the Industrial relations systems in this country. This is not something new – they have tried on previous occasions.
3. This country has a few good institutions, one of which is a national Constitution. Surprise, surprise! That grants the States the right to organise their own Industrial relations matters. The Feds can only control matters affecting companies which operate in more than one state.
4. Unless the States agree to refer their industrial powers to the Federal Government they are facing an uphill battle to take over Industrial Relations nationally:
  - a) They need a referendum to go in their favour; or
  - b) They need the states to take them on in a High Court test and be stuck with the end result.

My unqualified opinion is that the Federal Government will only win by offering to fund the states in matters they regard as highly important and tying the grants to conditions which include the referral of their industrial powers to the Federal Government.

Whichever way it goes, my guess is that it may take two or three years to finally finish with a result and by then another election will be due. Don't get overexcited.

**THE AUSTRALIAN CLEANING CONTRACTORS' ASSOCIATION INC.**

Suite 6, 34 East Street  
 PO Box 233, Five Dock 2046  
 Phone: 02 9712 1566  
 Fax: 02 9712 4168  
 Email: john@cleaningcontractors.com.au

## WEBSITES

These and other websites are useful for your business:

[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)  
[www.lennoxinstitute.org/](http://www.lennoxinstitute.org/)  
[www.thecleanzine.com](http://www.thecleanzine.com)

**TRAINED CLEANERS LOOKING FOR WORK**

**All have completed Asset Maintenance II training.  
 Please contact them at their telephone number below:**

Gaye Kennedy, Camperdown—0411 643 297 or 9516 2060

Korin Westacott, Burwood—0400 787 925

Anthony Denehy, Lewisham—0410 188 320 or 9572 9569

Rusty Nannup, Stanmore—0400 751 361 or 9518 3431

We recently conducted a Certificate II training course on behalf of Innerskill, an organisation devoted to getting unemployed people back to work. The above people actively participated and have indicated their interest in being employed in the City or Inner West.

## PREFERRED SUPPLIERS

The Association has been able to arrange special services for its members.

Some of these preferred suppliers have ACCA Member only services which require you to nominate your membership number, and this will be checked back with us to ensure you are a financial member, prior to the service being provided.

Each one of these Preferred Suppliers has joined our Association to help make it stronger and we commend their services to you. You will not, in most cases, be able to beat the deals they can arrange for you and we trust you will take advantage of their interest and make your purchases through them.

They are:

<b>Agar Cleaning Systems Pty Ltd</b>	Contact Stephen Agar on (Chemicals, polishes and cleaning supplies)	<b>03 9480 3000</b>
<b>Assign Recruitment Pty Ltd</b>	Contact Andrew Barker on (Recruitment of Management, Marketing and Cleaning Staff)	<b>02 8833 7000</b>
<b>Hako Australia Pty Ltd</b>	Contact Kevin Jackmann on (Cleaning Equipment)	<b>02 9684 2433</b>
<b>Honan Insurance Brokers</b>	Contact Ted Simpson on (Insurances)	<b>02 9299 0767</b>
<b>Inclean Magazine</b>	Contact Alan Hardcastle on (Cleaning Industry Magazine)	<b>02 4267 3566</b>
<b>JohnsonDiversey</b>	Contact Michael LeGoff on (Polishes, Cleaning Products & Equipment)	<b>0411 173 512</b>
<b>Lizzard McFlynn Pty Ltd</b>	Contact Liz Young on (Web Site design and adjustment, Tender Typing and Preparation, Payroll Processing etc etc.)	<b>0411 407 947</b>
<b>Private Fleet</b>	Contact Pam on (All motor vehicle purchases both new and second hand)	<b>1300 303 181</b>
<b>The Lennox Institute</b>	Contact Ms Elaine Torode on (Cleaning and Associated Training)	<b>1300 130 666</b>
<b>Zoom Services</b>	Contact Baz Saad on (Ha Ra Fibre based cleaning products)	<b>0414 186 113</b>

All of these companies have invested in the success of our Association by supporting us as financial members.

They see us as the future of the cleaning industry.

Please show you agree with them and support their efforts in return.



We have made reciprocal arrangements with the UK based **Cleanzine Magazine**. To keep up to date with world news go to [www.thecleanzine.com](http://www.thecleanzine.com). The weekly email magazine is free and full of useful information including stuff we insert.



"Poor bastard's hooked on crack"

### Men, The Woman's Perspective

Q. How are husbands like lawn mowers?

A. They're hard to get started, they emit noxious odors, and half the time they don't work.

Q. How do you keep your husband from reading your email?

A. Rename the mail folder "Instruction Manuals."

Q. How do you get a man to stop biting his nails?

A. Make him wear shoes.

Q. How many men does it take to screw in a light bulb?

A. One. He just holds it up there and waits for the world to revolve around him.

Or...(typical of women to change their mind)

Q. How many men does it take to screw in a light bulb?

A. Three. One to screw in the bulb, and two to listen to him brag about the screwing part.