

# The HandL Helpline

NEWSLETTER DATE: 6 MARCH 2003

[WWW.CLEANINGCONTRACTORS.COM.AU](http://WWW.CLEANINGCONTRACTORS.COM.AU)*The only regular printed Monthly Update for the Cleaning Industry*

## AWARD INCREASES FROM 1 MARCH 2003 IN NSW AND IN THE ACT FROM 13 FEBRUARY 2003

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**NSW**

By the time you read this it is expected that the NSW Industrial Commission will have ratified the new "Cleaning & Building Services Contractors' (State) Award". A copy of the new rates of pay schedules and a letter for your clients will be sent immediately we have ratification.

The main points of the new Award are: Award to operate from 1 March 2003 and expire on 30 June 2005.

**Wages.:**

**Full Time** increase by 4% from 1 March 2003 and a further 3.25% from 1 July 2004.

**Part Time** increase by 0.31c per hour from 1 March 2003 and a further 0.26c per hour from 1 July 2004.

**Weekend Rates** up by 1.75% from 1 March 2003 and a further 1.4% from 1 July 2004.

**Event Cleaning** increase by 0.24c per hour from 1 March 2003

2003 and a further 0.24c per hour from 1 July 2004.

**New Allowances:** **Forklift Allowance** and **Offensive Cleaning** where appropriate. A **Qualification Allowance** for Leading Hands will also apply for those who hold Certificate IV Asset management Qualification.

**Bereavement Leave** clause to include parents in law.

**TAFE RDO's**—Schedule to be posted by 30 November in year prior to leave being taken.

**ACT**

The new rates of pay became effective from the first full pay period on or after 13 February 2003.

**Wages:**

**Full Time** Day staff increased by \$13.00 per week. Others increased by \$15.00 or \$17.00 per week.

**Part Time** staff increased by 0.34 cents per hour, 0.39c or 0.45 c per hour which is the weekly increase divided by 38.

**Casual** rates have been increased by 1/12 of the adjusted Part Time rates.

**Event Services** rates have

been adjusted in line with their correlation to Cleaner and Building Services Employee rates.

**Work Related Rates:**

It has been agreed between the parties the Building Service Employee Day Shift Worker rate of \$506.12 (2002 Award Rate) be the key relativity unit for adjustment of

allowances. Therefore allowances were adjusted by 2.96% The new rate Schedules have been forwarded to HandL clients needing them and others can contact us if they also require copies.

**WEBSITE**

Our new Web Site [www.cleaningcontractors.com.au](http://www.cleaningcontractors.com.au) is finally up and running.

The site has been designed to showcase the services we offer, provide an order form for clients to print off and fax orders to us, list available products and pricing and most importantly, provide a link to all our client companies.

Whenever we get a request to nominate a contractor the person will be referred to the website in order to locate the names and details of the most appropriate contractor.

No details with us then no entry! Simple, fax back the details.

## 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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## TAGGING MACHINERY

One of the requirements of your OHS & IM responsibilities is that all electrically operated equipment be tested and tagged as such at least on a six monthly cycle.

I know we often overlook these simple matters but it is vitally important that you do this including all extension cords, kettles etc.

Should one of your employees suffer injury as a result of a defective cord and it has not been tagged within the past six months then you will suffer heavy fines for your failing.

## REINVENTING THE WHEEL

When it comes to writing a letter or designing a form many of us struggle. The cleaning industry is essentially the same from one company to the other, often the only difference being the name on the invoice. We employ from the same pool of people, have learned from the same group of people and were mostly employed by others in the industry at one time.

So why reinvent every letter and format? We have a disk available with most of your QA forms, employment forms, leave forms etc. Simply add your name and its yours. Cost \$165.00 inc GST. Call John Laws on 97121566 for more information.

## AMP-HENDERSONS

In a previous issue we mentioned that the AMP people had called for tenders on a national basis for all of their cleaning requirements and that some of the smaller contractors looked a little shaky.

Well, its been proven right. From the information we have it appears that all the NSW properties have been allocated to BIC and all of Queensland has gone to Baytons.

Good news for those companies but a kick for the small guys who lost out.

The need for us to stick together and look at the possibility of becoming a national tendering group is becoming more important by the day. We have to become strong to compete.



### George Constanza's ...WORDS OF WISDOM...

"The most unfair thing about life is the way it ends. I mean, life is tough. It takes up a lot of your time. What do you get at the end of it? A death. What's that, a bonus?!? I think the life cycle is all backwards. You should die first, get it out of the way. Then you go live in an old age home. You get kicked out for being too healthy, go collect your pension, then, when you start work, you get a gold watch on

your first day. You work forty years until you're young enough to enjoy your retirement. You drink alcohol, you party, and you get ready for High School. You go to primary school, you become a kid, you play, you have no responsibilities, you become a little baby, you go back, you spend your last 9 months floating with luxuries like central heating, spa, room service on tap, then you finish off as an orgasm!! Amen"

#### HELPFUL WEBSITES

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

Consultants

[www.tenders.nsw.gov.au](http://www.tenders.nsw.gov.au)

Government Cleaning Tenders

[www.market.fairfax.com.au/tenders/smh.html](http://www.market.fairfax.com.au/tenders/smh.html)

Publicly advertised tenders—daily

#### HandL NATIONAL AXIS

**Does becoming part of a national or state tendering group interest you? I see advantages for small contractors in becoming part of a group competing for large national and state based tenders. Please call John Laws on 02 97121566 or 02 97121500 to discuss the idea and your participation.**

#### NSW SUPPLY

We are meeting with Mr. Richard Gibbons of the NSW Supply section of the Department of Public Works and Services on Tuesday 11 March 2003. We aim to introduce HandL as representative of the smaller contractor and discuss the concerns and worries of our clients.

It is intended that we will commence a relationship which will allow us to represent your interests to Government. We are also in the process of obtaining information on tenders and quotes coming up, details of tenders awarded etc and these will be printed in our Monthly Newsletter.

We encourage all clients to obtain accreditation with the NSW Government as, apart from being able to tender for Government work, it is a good indicator to other potential clients that you have the ability and expertise to meet their needs.

## HandL Consultancy

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PO Box 233, Five Dock NSW 2046

Phone: 02 9712 1566

Fax: 02 97121699

Email:

john@cleaningcontractors.com.au

## Vale BRUCE RANCE

One of the cleaning industry's better known participants, Bruce Rance of Quality Control Pty Ltd, passed away on 3 March 2003 after a short battle with cancer.

We send our condolences to Bruce's wife, Jan, his mother, Nanna Dot, sons Garry, Ross and Scott and their families.

## 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.

## HandL Cleaning Industry Software

We can help with your tendering and presentation problems. Budgets, Forms etc. we've got them.

Call us and come in for a free demo and cuppa—no obligation.

Call John Laws on 02 9712 1566 to make an appointment now.

## GOOD NEWS AT HandL

We now have 39 clients. A few months ago we had none. Welcome to all our new clients and special mention to those from Newcastle.

Both John Cavers and John Laws travelled to Newcastle in late February and met with the smaller contractors operating out of the Newcastle local area. We are very pleased to announce that they have all joined us as a result and we look forward to providing a quality service to the Newcastle region.

We thank all of you who have put your faith and trust in us and we look forward to a long relationship which will ensure you are given the service and assistance necessary to allow you to run your business in a highly successful manner.

### For Sale

We have been approached by investors who are interested in gaining entry to the contract cleaning industry. They are interested in purchasing companies with turnover above the \$2 million per annum mark. If interested call John Laws, confidentially, 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.

### Positions Vacant

Nobody has any vacancies, huh? We have placed advertisements in the main newspapers for both supervisory and cleaning staff with the aim of compiling a list of suitable employees for you to select from.

Supervisors will be sent for approval and, if employed, you will be liable for a reasonable placement fee, not like from agencies.

Cleaning staff will be sent as relief staff. Should you employ a cleaner you will have to pay a small placement fee.

Further details later.

### SCHOOL CLEANING

Those companies wishing to be part of the tender process should note that the NSW Government has apparently decided to defer the tender process for twelve months (an election may have something to do with that decision).

Our information is that the Government intends to review staffing arrangements etc with a view to calling for tenders in early 2004.

The Union wants changes to staffing in the next contract as they believe some present production demands are unsustainable.

