

# The HandL HelpLine

NEWSLETTER DATE: 6 NOVEMBER 2002

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**This month's report on the new Award, page 2. Have your say. Call us on 97121566 so we know what you want.**

## 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
- New Technology
- Christmas is coming—Have you sent out your cards, organised staff replacements?

## TENDERING AND QUOTING

One of the more serious problems faced by smaller cleaning contractors is the preparation and submission of professionally completed Tender and Quotation documents.

Lets be honest here! Many of our client contractors are very good cleaners, but equally, they are not University trained scholars. Not all have the ability to put their thoughts into a coherent and professional presentation.

HandL has gone part of the way to address this problem by supplying standard formats for the wording and layout, but, for more complex submissions we need more.

Software to assist in analyzing and preparing Tenders and Quotes is now available from

us at HandL. Who knows how to work out a complex quote for a High Rise building or Shopping Centre?

### Our Software does!!

It will help you calculate hours needed, cost the Tender/Quote, add your overheads and prepare fully detailed costings to your clients. We are so pleased with the final product we believe the Property Industry will adopt this software as the industry standard.

For just \$495.00 including GST, you can own software which will permit you to compete head on with the more practiced people out there in the Industry. You can now feel totally competitive.

## PAYROLL PROCESSING

So you started out as a single operator and grew. Now you calculate your wages by hand but its starting to take up too much time.

You want to put it on to a computer but don't know how.

Try us. We can supply Software which will allow you to entre daily hours and from that point

have the computer work out the correct rate to pay, penalties etc., and calculate the weekly/fortnightly wages for you, compare them to budget and provide a Cost Comparison BEFORE you put the Time Sheets in to a Payroll Processing service.

For \$495.00 including GST we can provide you with the software.

For \$300.00 per annum we can also provide a computer timesheet HelpLine and will update your software to take account of award etc changes at no further cost to you.

Call us now on 02 97121566.

## DAVID TUALLY JOINS OUR ONE STOP SHOP

David Tually of DBT Agencies Pty Ltd has agreed to become a part of our Consultancy by making his services available to client members of HandL.

He has a great many years experience in the field of Workers' Compensation and can advise and assist you with all of your problems in this area. He will be able to assess your premiums to ensure they are correct and at the lowest possible level. He can investigate "Accidents"

which you find doubtful and will advise you on the best way to handle such claims. David can and will talk to your Insurers in a way which will encourage them to be more proactive on your behalf and to achieve the best possible outcome for you, the employer.

Having personal experience of David's assistance some two years ago I can confidently predict that every employer who utilises his

services will find the money he saves will far outweigh any charges you may incur by way of fees.

DBT Agencies can be contacted on 9712 17777 and an appointment to meet at your convenience can be arranged.

Don't delay as you can only be better off.



Caption describing picture or graphic.

## AWARD 2003

The current "Cleaning and Building Services Contractors' (State) Award" expires on 28 February 2003.

The Union (LHMU) wants a new Award in place by then to commence from 1 March 2003.

The BSCAA would like to hold the process up so that the new Award commences from 1 July 2003. Reasoning, quite sensibly I believe, that the new date would allow all com-

panies to be in a position where it is necessary to apply to clients for one increase per annum. At the moment we have changes to Workers' Compensation premiums and Superannuation and Payroll Tax all occurring on 1 July each year and so sense says implement new wage rates also from the same date.

What will happen? Well I believe that they want to

give the Union a system of Long Service Leave similar to the building industry but I don't understand what they expect in return.

The Union wants lots of things but is quite happy to simply accept the last National wage Increase of \$18.00 per week without giving anything up, and they can. What do you want? Let us know so we can represent you officially.

"The Union is quite happy to accept the National wage Increase of \$18 per week without any trade off"

## AMP GOES TO TENDER

The AMP Insurance giant, through its Property Management arm, has recently called tenders for the cleaning, security, waste management and recycling services at all of its office premises on a national basis. This is a first for the organisation and marks a shift from individual Property Managers calling tenders for only those properties in their portfolio to a true national tender.

Just how this works out remains to be seen but something like 26 companies, both large and small, were invited to tender. Some companies currently hold one AMP contract, some hold many. The aim is to reduce costs, of course, but not necessarily by cutting the actual service cost. No, by issuing a number of contracts to one service provider, they expect savings in Administration and reporting. All contractors will have to supply an electronic system of QA reporting, hours of labour supplied etc., and this will be used to determine payments and tenure of contract. Interesting? Yes, but of concern to smaller contractors who look like losing access to another large market.



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## 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.

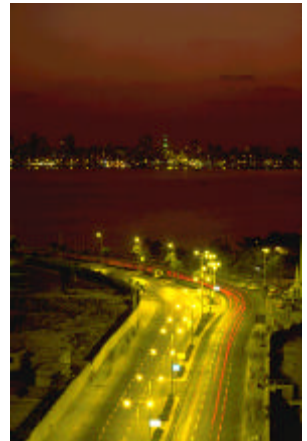
Just fax us (02 97121699) some quick details and a phone number and we will place it in the next issue. No prices please so you can negotiate privately.

### Positions Vacant

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.



Caption describing picture or graphic.

## NEW TECHNOLOGY

Have you seen some of the top new cleaning gear out there.

From microfibre dusting cloths, window cleaning cloths to flat mops for quick and safe floor spillage clean ups to new escalator cleaning technology. (I see someone has finally adopted my idea of a hand held escalator cleaner which does risers as well as treads.)

Battery operated vacuum

cleaners? Well there are now proper battery vacuums for large areas, much better than the old, adapted small sweepers.

Next thing will be battery operated back packs.

Have you noticed the new self propelled and directed vacuum. Works all by itself—no operator attention required. Between it, robots and battery back packs we will be able to meet all de-

mands. All great but, as usual, any advances in technology leading to advances in productivity will be given away. Take a look at the advances in hard floor finishes and machinery to service those finishes. We saved hours and hours in buffing time and then gave all the savings back to the customer because we are so stupid we had to outbid the next guy for his job. When will we ever learn?

“When will we ever learn?”

## CHRISTMAS IS COMING

Okay, so what.

Well, have you sent your clients and staff their Christmas Cards? Have you even bought the cards? Did you have them specially printed?

It is important. Clients and staff really appreciate this small acknowledgement for the past year.

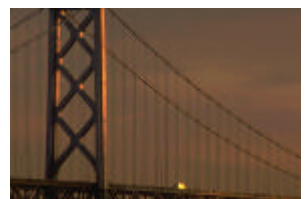
Now, how many of your staff

are going on leave at or around Christmas? Have you arranged replacements?

Are any of your clients closing down for Christmas? Have you put it to them that this is the perfect time to have the carpets shampooed, windows cleaned, floors stripped and sealed, factory floor scrubbed and sealed.

This is the time of year that a smart cleaning contractor can use to great advantage.

Clients are usually in a good humour and you will be able to sell up more successfully than at any other time of year. Sure, you need a holiday too! Take it another time and make some good money now. Go go go for the dough.



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We will be on the web soon. Details in a later issue.

## HandL Consultancy

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PO Box 233  
Five Dock NSW 2046

Phone: 02 9712 1566  
Fax: 02 97121699  
Email: lawsp@bigpond.com

## HandL Cleaning Software

S O F T W A R E   W E   A L L  
C A N   U S E ! ! !

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.

## STOP PRESS

### Occupational Health, Safety and Injury Management.

Are you aware that the NSW Government is very serious about this subject. So serious that they have employed literally hundreds of Inspectors to visit small companies to ensure they are operating within the guidelines of the current Acts.

These Inspectors have authority to enter your premises and check that you are complying with the law. e.g. do you have a copy of the award on display at the workplace? Do you have information readily avail-

able to all staff regarding their rights and obligations under the Workers' Compensation Act and do the staff know who is the company Return To Work Coordinator? True. You can be fined heavily for any of these seemingly trivial offences.

The Workers' Compensation scheme loses millions every year and the Government is serious about ensuring we all pay our share of the loss.

Have a good think about your position. Going along happily and then you get one claim which becomes long term. The small con-

tractor will find he has to pay an additional \$25,000.00 per annum for three years in premiums if the employee is off work longer than one year. It happens all too often in our industry and has sent many small cleaning companies to the wall.

Don't be one of them. Call us.. Everything from claims investigation to supply of a proper manual allowing you to obtain the premium discount can be obtained from this one stop shop.



Caption describing picture or graphic.