

The HandL Helpline

NEWSLETTER DATE: 6 OCTOBER 2003

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JohnsonDiversey
Clean is just the beginning



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**CLIENT MEMBERSHIP NUM-
BERS KEEP ON GROWING**

**WELCOME TO ALL OUR NEW
CLIENT MEMBERS**

HOLIDAYS IN CANADA

In reference to the announcement on this page of the 15th WFBSC Congress in Montreal next year, have any of you looked at it as an opportunity to learn something and see a part of the world largely at the taxman's expense? You can make the trip extremely tax effective and if enough people are interested we could organize a special deal.

OCS COMES TO TOWN

OCS Group, one of the largest cleaning companies operating out of the UK has become serious about its intentions to expand in Australasia.

They first acquired an interest in the New Zealand UCS group back in 1993 and finally took the company over completely in mid 2003. At around the same time they also fully acquired Quirk Corporate in Western Australia and have owned Price Quality Cleaning in NSW for some years. OCS also owns a relatively small Hygiene company, Cannon, and fully intends expanding the operation of Cannon in both Australia and New Zealand.

The company Director in Sydney of Price Quality Cleaning, David Nuttall informed The HandL Helpline that it was intended to rebrand all the diverse companies under the OCS Group name and take the company forward as a nationally recognised organisation.

David Nuttall is presently seeking expressions of interest from medium sized cleaning companies which have a diversified client base and which would fit into their portfolio.

Should you be interested in selling then a call to David would not go astray. Let John Laws know of your interest and he will arrange for you to speak with David.

OCS is a family owned UK company with its roots dating back over 100 years. It is the United Kingdom's largest privately owned cleaning and support services company and its presence on a large scale in Australia will put the other large companies on notice.

**15th Congress of the WFBSC
Montréal, Canada
September 26-29, 2004**

Welcome to the 15th Congress of the World Federation of Building Service Contractors

As president of the 15th Congress of the World Federation of Building Service Contractors, I take pride and pleasure in inviting you to Montréal in 2004. Our organizing committee is already at work to provide participants with a business and educational program pointing to the exact reality of our industry: the people, our clients as well as our employees. We are also organizing an exhibition that will bring together the greatest names of the industry. And our social program will be one to remember! This is the atmosphere that will make this coming congress both pleasant and enriching, a most memorable gathering.

Mario Levasseur
President

A people business

Employees, customers and suppliers are all partners of the building service industry, but most of all, they are people. People with whom contractors must maintain a harmonious professional relationship. This issue will be the main topic of discussion during the 15th Congress of the World Federation of Building Service Contractors to be held in Montréal, Canada, in 2004. **Contact:**

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Storm International Wins Two Golden Service Awards In 2003

Wilson Younan, Managing Director of the Fairfield NSW based Storm International Pty Ltd has proudly announced his company's success in two categories of the Golden Service Awards this year.

The company won an award in the education category for the Good Samaritan College at hoxton Park and for the second year in a row for the Manufacturing category at Olex Cables. The picture at the side shows Wilson with Ian Fuller, Olex Operations Manager and Maz Youhana, Storm International's Operations Manager.

Wilson is tremendously proud of the fact that his contract with Olex Cables has resulted in back to back awards. This, he says, is an example of the quality of Storm International's work and prospective clients can be assured of the same attention to service and detail.



EMPLOYEE VS. INDEPENDENT CONTRACTOR

HOW TO DISTINGUISH BETWEEN EMPLOYEES AND INDEPENDENT CONTRACTORS

Certain business and administrative actions that an employer must effect are significantly dependant on whether a person is an employee or independent contractor. These actions include making PAYG tax deductions, superannuation payments and satisfying certain award obligations (set out below).

This test provides a guide to determining if a person is an employee or independent contractor. However, the test is only a guide, because to determine whether or not someone is an employee or an independent contractor is a question of fact in each case and depends on the individual circumstances.

1. Is the worker paid a wage or salary?
2. Is the work performed at the employer's place of business?
3. Does the worker work regular or defined hours?
4. Is the worker engaged to produce a certain result, the completion of which will terminate their relationship with the employer, at least for the time being?
5. Does the worker provide their own plant or equipment as a means of accomplishing their work?
6. Does the worker have the right to sub-contract their work?
7. Is the worker subject to detailed or direct control or could the employer subject them to such control if they chose to?
 - The person is likely to be an employee if you answered 'yes' to questions 1, 2, 3 and 7, and answered 'no' to 4, 5 and 6.
 - Sometimes, the answers to 4, 5 and 6 may be "yes" and the person could still be an employee.
 - If the answer to question 7 is "yes", the worker is most likely to be an employee.

Please note that despite the above, some categories of workers are deemed to be employees by certain State and federal legislation.

The above is a guide only. Each case is a question of fact and depends on the circumstances.

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.

Hako Jonas Ride On Sweeper.

in good condition. Call John on 97121500 for prices etc.

POSITIONS VACANT

We have available some very good Site Managers, Supervisors and other Operations staff. We also have trained cleaning staff who are actively looking for work.

No charge for supplying cleaning staff. Just call the office on 97121566 or 97121500.

We are on the web:

www.cleaningcontractors.com.au

The HandL Consultancy

Suite 5, 34 East Street

PO Box 233,

Five Dock NSW 2046

Phone: 02 9712 1566

Fax: 02 97121699 Email:

john@cleaningcontractors.com.au

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.

WEBSITES

As you know by now there are a number of websites which can be of use.

www.johnsondiversey.com.au/msds www.agar.com.au
www.cleantec.com.au www.research-products.com.au www.truebluechemicals.com.au www.whiteley.com.au www.tenders.nsw.gov.au www.incleanmag.com.au
www.market.fairfax.com.au/tenders/smh.html



ANOTHER SOURCE OF INSURANCE AND FINANCE R

Craig Lyons of CKB Financial and Owl General Insurance is a Financial Planner who claims to look after individuals and companies. He looks after their investments, superannuation, insurance, business insurance, home contents, motor vehicle business, business fleet, travel insurance etc. He is reputed to be able to obtain Public Liability insurance for those cleaning in the retail arena. No promises here but he may be worth a call.

Contact Craig at: Phone 07 33778279 Fax 07 33778201

Level 5, 9 Sherwood Road, Toowong Qld 4066

A resume of his services is set out below:

FINANCIAL PLANNING SERVICES OFFERED

BY CKB FINANCIAL

INVESTMENT PLANNING

- **Managed Investments**
- Wholesale Funds (AMP, Portfolio Care etc)
- Retail Funds (AMP, AXA, MLC, Colonial, Hunter Hall, Macquarie, ING, Perpetual, IOOF)
- **Margin Lending** (Colonial, BT, Portfolio Care etc)

SUPERANNUATION PLANNING

- Rollovers
- Employer Funds
- Personal Funds
- Spouse Contribution

RETIREMENT PLANNING

- Wholesale Funds (AMP, Portfolio Care etc)
- Retail Funds (AMP, Colonial, Macquarie etc)

INSURANCE PLANNING

ING, AMP, Asteron, AC&L, MLC, Citicorp

- Life Insurance
- Income Protection
- Trauma Insurance
- Disablement Insurance
- Group Insurance

GENERAL INSURANCE

- Business Insurance
- Motor Vehicle Insurance
- Home & Contents
- Professional Indemnity
- Travel Insurance



Cavers Corner

Many companies fail to reap the benefits of the Part Time Broken Shift provisions of the Award.

People look at the Clause and think that the 4 hours daily minimum means two shifts of 2 hours per day.

The Award states that there must be 2 engagements in the day, which means that you could employ the person on a one hour job in the morning and a three hour job in the afternoon, or vice versa, or any combination which meets the minimum requirement of four hours daily.

This achieves two goals:

- A) The one hour per day client may well provide more work for your company in the future;
- B) You may end up with a more stable employee, happy to work four hours daily or twenty per week.

Remember, never knock back small jobs because they may lead to bigger and better things.

Another advantage of the clause works to assist companies which clean six or seven days per week. There is no need to clean clients' premises at close of business on the Saturday (if 6 days) or Sunday (if 7 days) because you are able to bring your employee/s in on Monday morning e.g. 5.30am to 8.30am, in order to have the property ready for trade on Monday morning and then you can have the cleaner/s back for the normal Monday to Friday clean.

The award allows employees to work a Broken Shift on one day of the week only and it must be a Monday or Friday.

This provision enables you to avoid the Sunday Penalty Rates (or Saturday if cleaning Monday to Saturday).

By working each employee 6 hours on Monday (3 in the morning and 3 in the evening) the only additional payment is the Excess Fare Allowance of \$9.10 (you must pay the full \$9.10 because it is a weekly allowance rather than a daily allowance).

CONCLUSION: A number of employees working additional normal hours because of the ability to complete two engagements on each Monday with a huge saving on Penalty payments.

Study: Microfibre Tops Conventional Mops In Hospitals

A recent study conducted by the Sustainable Hospitals Project (SHP) found microfibre mops to be more beneficial from an environmental health and safety standpoint when compared with conventional loop mops in hospitals.

A microfibre floor-mopping system was piloted in a Boston-area hospital and SHP compared the system with the conventional wet loop mop-and-bucket cleaning system.

SHP concluded that the microfibre system is effective, is more comfortable for workers, prevents cross-contamination and reduces ergonomic problems. The group reported that the initial cost for the microfibre system is approximately twice the cost of conventional loop mopping systems. But, the microfibre mop head lasts approximately 10 times longer than a conventional mop and uses fewer chemicals, resulting in a lower life-cycle cost.

Also, read the U.S. Environmental Protection Agency's fact sheet, "Using Microfibre Mops in Hospitals."

WORKCOVER INFORMATION AUGUST 2003

A timber milling company and one of its directors have been fined a total of \$297,000 by the NSW Industrial Relations Commission sitting in court session following the death of a worker hit by a logging vehicle at Niangala, near Tamworth.

Wyoming Mill Pty Ltd was fined \$270,000 for a breach of Section 15(1) of the Occupational Health & Safety Act 1983 and Wyoming Mill company director, Braith Vidler, was fined \$27,000 for a breach of Section 50(1) of the Act for failing to ensure the health and safety of their worker.

The worker suffered fatal injuries on 2 May 2000 when struck by the logging vehicle while crossing the company log yard.

A WorkCover investigation showed that the logging vehicle was not fitted with any warning devices and the forward view of its driver was obscured by the logs it was carrying.

In handing down his judgement, Justice Boland said: "The employment of warning lights or sirens, spotters, guides, safety fences and the like were all feasible options at the time of the accident. They were available to the defendants and may well have prevented this accident."

WorkCover Authority (Insp Dell) v Wyoming Mill Pty Ltd IRC 1906 of 2002 & WorkCover Authority (Insp Dell) v Braith Murray Vidler IRC 1909 of 2002