



INVITATION

ACWA has arranged a ZOOM Video Conferencing Meeting to allow ACWA members to share information and ask questions in this difficult Coronavirus environment. The meeting will be led by ACWA President Neil Fox.

Use this forum to let the Association understand how we can support your business at this time.

ZOOM is an easy to use Video Conferencing Platform and anyone can join the meeting via their computer or smart phone. You don't need to download anything in advance, simply click on the link provided below at the scheduled time and follow the prompts.

Australian Car Wash Association
is inviting you to a scheduled Zoom meeting.

Topic: ACWA COVID-19 MEMBER SUPPORT MEETING

Date: Thursday April 2, 2020

Time: 11:00 AM Canberra, Melbourne, Sydney

Join the Zoom Meeting by clicking on this link and follow the prompts: <https://zoom.us/j/473737188>

Meeting ID: 473 737 188

One tap mobile

+61280156011,,473737188# Australia

+61370182005,,473737188# Australia

Dial by your location

+61 2 8015 6011 Australia

+61 3 7018 2005 Australia

+61 8 7150 1149 Australia

+1 253 215 8782 US

+1 301 715 8592 US

+1 312 626 6799 US (Chicago)

+1 346 248 7799 US (Houston)

+1 646 558 8656 US (New York)

+1 669 900 9128 US (San Jose)

Meeting ID: 473 737 188

Find your local number: <https://zoom.us/u/adn3aiFo7p>

Open Letter from ACWA President, Neil Fox Western Australia



As is usual at this time, ACWA has compiled its quarterly for distribution in March. However, much of the content is a retrospective look at the summer months, and that feels somewhat redundant in the COVID-19 space we find ourselves in now.

That said, I am very proud of the work the Association has undertaken over summer and the results we achieved. Our work ensured many car washes around Australia continued operating during one of the country's most prolific droughts. I will not dwell on that here, and now, the information is contained in the newsletter as a matter of record.

No one can be sure where the coronavirus journey will take our industry and more importantly Australia. However, it is these kinds of situations that make membership of an organisation like ACWA, all the more critical. At times like this, ACWA can play a pivotal role in ensuring that members are informed and are galvanised in a community. Through membership, we will find support if we need it and importantly learn from the experience of others.

As I pen this statement, the impacts on car washing from COVID-19 are just starting to bite. Whilst we haven't been shut, the members I've spoken to since the weekend are all reporting dropping sales. There is no doubt the government's request to stay at home and do less is starting to be taken seriously. Unfortunately for us this means less cars will be washed. The question that nobody can answer is how long will this go on for? The more we comply now, the less restrictive / draconian measures the government will go to. I'm now hoping for us not to be shut for too long as the best case outcome.

I've had a lot of discussions and emails from people saying we are "an essential service". It will be very hard to convince a Government in panic mode of that point. We were very successful talking to authorities about water over the past twelve months with fantastic outcomes. This is a completely different situation. Some might disagree.

Everyone needs to look at their current operations from a hygiene point of view for both staff and customers. I congratulate all those operators who have taken up the challenge so far. Most car washes have already invested in improving their cleaning processes and ensuring social distancing happens at our sites. We are told that these are the core tools that allow us to keep operating our businesses in the short-term.

However, we all need to brace ourselves for what the future may bring. As sure as night follows day, our businesses, our income and our families are set to face challenges we have never experienced before. It is not my role to tell members how to think or what to do; each of us will travel a route set by our moral compasses. For what it's worth, however, I would like to outline my very personal perspective;

In my opinion, our priority should be our civic obligation to help control the virus. In doing this, we will contribute in a small way to saving the lives of fellow Australians. Allowing customers to continue to use our equipment as they have always done, is not holding ourselves, or our industry to our obligation. It cannot be business as usual, every company and every person in Australia is being asked to play their part. I implore all ACWA members to take up the challenge of contributing to society by doing the right thing.

We also have a duty to our employees. This is not only a community duty, for many of us, it is our legal responsibility as Company Directors. We need to do everything in our power to ensure customers using our equipment and on-site services, do not infect our staff. They deserve that commitment from us. It is not good enough to say "I couldn't wipe down the surfaces after every use because people steal the wipes" or "I'm open 24/7 and can't be there to clean all the time... I did my best". We need to do more than our "business as usual" best.

Of course, we are all business owners with families we worry about. The unanswered question is; if and when the time comes that car washing is required to shut down, how will I manage? Do this with the knowledge that we are all experiencing the same doubts and concerns. You are not alone out there, lean on the ACWA community for someone to talk to if you need it.

But there are things we CAN do and our strategy must be to delay a shutdown situation for as long as we possibly can. The way we do this is to adhere to the principals of the statements above. By abiding by the Government regulations imposed on us and looking after our communities and staff, we will be doing the best we can. We will be giving car wash operators the best chance of continuing to run their businesses.

ACWA Operations Impacted by COVID-19

It is looking increasingly likely that Car Wash Show Australia 2020 will be cancelled as a result of COVID-19. The Board has agreed to meet on 26 April to make a final decision on this matter.

ACWA has significant sunk costs in the event, and this is has required the Board to take immediate action to reduce ACWA expenditure for the remainder of the year. As a result and from 26 March 2020, ACWA's staff work hours will be dramatically reduced; Fiona's hours from fulltime to two days per week and Doug will go from four days per week to one day per week. Once the Show can be rescheduled, we will review these arrangements.

On behalf of Board members, I would like to acknowledge this was a proposal put to us by Doug and Fiona and serves to highlight their commitment to ACWA and its members. This selflessness follows a summer where our staff made themselves available throughout their annual leave to attend to ever-changing water restriction complications. This included helping members who had found themselves in difficulties with authorities, responding to water restrictions developments as well as the consultation required to allow wash operators to continue to operate.

Fiona, Doug and the Board remain determined that on the other side of the COVID-19 pandemic, ACWA will be in a position continue to provide the best service it can to our members and protect their rights. We are sure cutting back now will see us return bigger and better in the future.

Thankyou all for your support through these difficult times.

Keep yourself, your staff and the community safe over the coming months.

Regards, Neil - Titanium Carwash, Pelican Point, West Australia

COVID-19 Resource Centre

Along with or regular email bulletins, ACWA is currently bringing together the COVID-19 Resource Centre on the ACWA Website.

The Resource Centre will contain all the information you need to navigate your business through this tumultuous period ahead. It will contain vital links to information and will be updated regularly.

We will make an official announcement in the days ahead but in the meantime, by logging into the Member's area, you will be able to access a range of COVID-19 resources including;

- Coronavirus-Covid-19 What You Need to Know
- Coronavirus, Your Obligations as an Employer
- COVID-19 Employees rights to leave and pay
- Tips to help keep you and your staff safe
- The First \$17.6 bn Stimulus Package - What You Need to Know
- The Second \$66.1bn Stimulus Package - What You Need to Know
- Australian Government Fact Sheet - Cash Flow Assistance for Business
- Detailed COVID-19 Management Plan compiled by Moore Stephens
- Australian Stimulus Package Summary - PowerPoint Moore Stephens

And that's just for starters, so don't be alone out there. And remember, if you need help at any time we are just a phone call or email away.



Australian Car Wash Association
COVID-19 RESOURCE CENTRE

Bah Humbug says the Council Water Authority

On Christmas Eve, the local Ranger in one NSW City Council Water Authority area attended several car wash sites. He was delivering a message...cease operations immediately, or he would be back to cut off the water supply. And in the true bah spirit of the Festive Season in this Shire area, the Ranger waved \$2,000 penalty notices warnings in the faces of the local car wash operators. An employee of one of the operators felt so threatened, the car wash was immediately closed.

Its times like these ACWA members seek our assistance, and of course, the Association will always do whatever we can to help a car wash friend in need.



Our logical first port of call on this occasion was the Shire offices, to no avail, the entire Council/Water Authority was closed for the Christmas holiday period! Fortunately, an ACWA Director based in the region was able to make contact with the Mayor, and from there, some sense of reason prevailed, and the Ranger's harassment abated.

To be entirely fair, as a result of prolonged drought, water conditions in the region were of the direst kind. However, in ACWA's view (and we suspect the opinion of any reasonable person) this does not excuse an authority moving to close down a legitimate small business, without any thought of the personal consequences. Furthermore, there had been no consultation process, nor any means for the enterprises to appeal the decision. This just doesn't feel like natural justice to us.

Long story short, ACWA was able to establish a meeting with the Council in the middle of January and delegation of the impacted car wash owners and ACWA representatives presented the case for the small business wash owners and car washing in general.

As occurs in most negotiations, no one gets everything they want, and that was certainly true of this one. However, the closed car wash business was able to reopen, and the five other wash operators in the area were able to continue to operate under various conditions.

We haven't named and shamed the Council because we believe it is important to establish solid working relations for the future. The story however, does serve to demonstrate how the strength of a group working together and supporting each other can achieve great outcomes. **As ACWA says "Don't be Alone Out There".**

BACK OUR FIGHTING FUND

Orange is the New Black - Cars that is

When water restrictions are imposed during drought, commercial car washing is often singled out for more punitive attention than less-visible industries. And as we know, many of these businesses use far higher volumes of water than car washes.

This year, however, the Orange City Council has taken car-wash-bashing during drought to a whole new level. In February, and without any consultation with local car wash operators, the Council launched its "Driving Dirty 2020" campaign.

Those unfamiliar with the campaign can see the press release here;

<https://www.orange.nsw.gov.au/join-the-convoy-and-drive-dirty-in-2020/>

And one of the local newspaper articles here;

<https://www.centralwesterndaily.com.au/story/6635640/dont-wash-your-car-drive-dirty-the-latest-campaign-to-save-water/>



With home car washing already banned under Orange's Level 5 water restrictions, the campaign is clearly directed at the customers of the two commercial car wash operators in Orange.

Of course, when the matter was brought to ACWA's attention, we wrote to the Mayor asking about the processes involved in developing and launching the 'Driving Dirty 2020' campaign. In particular, we were keen to understand any consideration the Council had given to the economic and reputational impact on local car washes.

The response from the Mayor included the following: *"The two car washes located in Orange, which may be part of your membership, are among the top 50 water users in Orange."*

This leaves us wondering, of course, when the Orange City Council will be launching campaigns against the other 48 businesses in list of top 50 water users. And with one of the region's feature industries being wine (a product that as far as we are aware, is not essential to life during drought) perhaps we will see a "Leave the Wine on the Vine" campaign...somehow we doubt it!

In the meantime, I'm sure everyone in the car wash industry will be eager to pick up their Driving Dirty in 2020 Calendar! The calendar is available for purchase for \$5 from the Orange Civic Centre and the Visitors Information Centre.

BACK OUR FIGHTING FUND

Introducing...

bike wash

Australia



>Quality Stainless Steel Construction



>Seat mount model



>Automatic soap dosing



>MDB touchpad controller

Check out the latest creation from the TruBlu K9000 team!
Built to the same high standards we have maintained since 2005.

Proudly designed & built in Australia

A mini carwash for all kinds of bikes- mountain, road and more.

Another passive revenue stream for your carwash,
using a very small footprint of your site.

Safely washes & dries bikes in around 10 mins.

Give us a call to find out more!



Mansfield VIC



Adelaide SA



Warrnambool VIC

Ph: (03) 4504 4099

Email: info@bike-wash.com.au

Tim 0428 615 676 Dale 0419 378 320

bike-wash.com.au  

TRU-BLU
K9000 

Our Summer - A Season of Torture and Bounty

Many of us will have fond childhood memories of summers' past. Beach holidays with the family, games of street cricket or tip-and-run in the backyard or the pure joy of running through the sprinkler to stay cool (there were obviously no water restrictions in those days!).

In early summer 2020 however, and for weeks on end, newspaper front pages and television news reporters brought us graphic images of the devastating effects of bushfires and endless pictures of the impact of unrelenting drought.

With weather forecasters telling us "there will be no significant rain until April", water authorities began introducing more and more stringent restrictions. Our thoughts of summer's relaxed days on the beach were being replaced by a sense of nervousness about what the weeks and months ahead might bring.

That was of course, until Mother Nature said enough is enough and, in the second week of February, she let loose on the east coast. In just a day, Australia lurched from fires to floods, with rain filling many dams and extinguishing flames that had burned for five months and across almost 4 million acres.

Of course, there are still many areas of Australia that remain in drought. But, as I write, Tropical Cyclone Esther is delivering some of those regions, their most torrential rainfall in years. We have our collective fingers crossed that those rains hit the dams and waterways.

As so often is the case, one man's tragedy is another's bounty and that was the situation for many in the car wash industry over summer.

Time and time again, the drought-stricken and barren Australian countryside was battered by strong winds causing dust storms. And after each dust storm, car owners could be seen racing to their local car washes in droves.

Then, of course, there is dear old Melbourne's weather. More than once, its dust storm events came with a light mist of rain and if ever there is a quinnella worth having in the car wash business, its dust and drizzle.

And, while there were few beneficiaries of the bushfires, car wash operators were probably one.

Across the east coast and South Australia, the tragic bushfires created a shroud of persistent smoke. While this forced many an asthmatic to stay indoors, their cars did not. Another summertime win for car washing.

Yes, it was indeed a summer to remember.



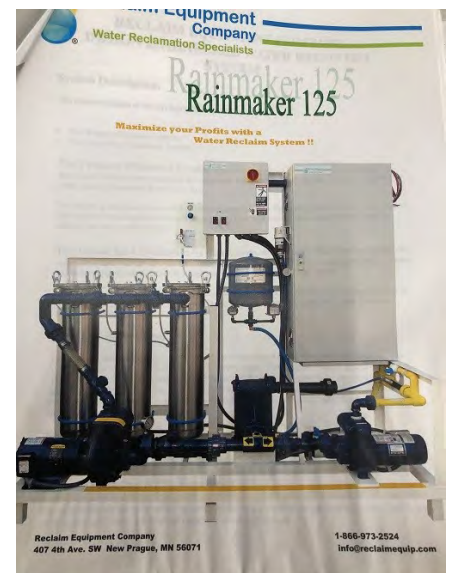
ACWA Classifieds

FOR SALE

Water Reclaiming System Rain Maker 125 - complete asking price \$5,000

WashTec Mark V11 XT 700 - complete with all running gear Including Tracks Plumbing and Dosing pumps ready to be installed, Asking Price \$15,000

For all enquiries, contact ACWA Member, Clint (West Australia) on 0417 980 873



Car Wash Show Australia 2020

In his opening commentary, ACWA President Neil Fox indicated the significant likelihood of Car Wash Show Australia 2020 facing cancellation or postponement as a result of the COVID-19 pandemic.

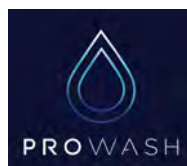
This is devastating news for all of us at ACWA, particularly in light of the fantastic commitment we received from Exhibitors and particularly Sponsors. We can't thank you all enough.

The way you rallied to support what was set to be (and still might be) the biggest exhibition on record was outstanding.

Members, please get behind our great group of Car Wash Show Australia 2020 Sponsors.



CAR WASH CHEMICALS



WATCH OUT FOR UPDATES

<https://acwa.net.au/car-wash-show-2020/>

Water Minister Says Car Washing Presents a Great Story

As the New Year dawned in 2020, the already dire dam levels in many communities across New South Wales and southern Queensland was worsening rapidly. Areas serviced by the Sydney Water authority entered level three water restrictions and, many other authorities had implemented level four and five restrictions. And, no matter which body is in control, car washing's visible use of water almost always sees the industry singled out for the harshest treatment during water restrictions.

There are more than 90 independent water authorities spread across NSW. At this time, each of them appeared to be introducing restrictions with conditions unique to their authority area. It had become impossible for anyone to keep abreast of the ever-changing water use landscape in NSW.

In February 2020, ACWA was able to secure appointments with the New South Wales Minister for Water, the Hon Melinda Pavey and the Minister for Small Business, the Hon. Damien Tudehope. Establishing these one-on-one sessions was a process that commenced months before and, we were pleased to have secured the opportunity to meet with them.

The meetings were attended by Association President Neil Fox, Business Manager Doug Cross as well as our communications specialists, Lighthouse Communications. ACWA approached the meetings as an opportunity to clearly present the challenges facing the industry. We wanted to educate each of the Ministers regarding the complexities involved in water restrictions compliance, and suggesting ways forward that would be mutually acceptable. The objective of the meetings was to ensure each of the Ministers had a personal understanding of the impact of a close down on car washing would have on individuals and small businesses.

We also needed to ensure they understood that imposing more draconian restrictions on car washing could send our small business operators to the wall, for what amounted to a minuscule overall water saving.

With the bushfire crisis still raging in NSW, the Minister for Small Business was forced to cancel our meeting on the morning of our visit, and we instead met with his Chief of Staff. As a result, we have made a substantial step forward in developing an ongoing small business relationship with the Minister's office.

The Meeting with Minister Pavey, however, was the most important on our schedule and this proceeded as planned.



The Hon. Melinda Jane Pavey, New South Wales Minister for Water, Property and Housing

The Minister's principal concern was that car wash operators were not paying high enough regard to their social responsibility to recycle water. Her strong opening statement was that the industry should be unilaterally recycling water on car wash sites. However, her position on this softened somewhat when ACWA President Neil Fox explained the intricacies and costs associated with retrofitting reclaim systems at sites.

She understood very quickly that immediately imposing what can sometimes amount to very significant capital investment on small businesses, would make them unviable. Notwithstanding, she was adamant that wash operators needed to plan for a future where reclaim/recycle systems were the norm.

The Minister was also quick to recognise the problematic nature of keeping abreast of water restrictions in a State with 96 water authorities. It was a position she found herself in daily! Minister Pavey agreed to explore standardising water restrictions conditions across the State, as had been achieved in Victoria in more recent times.

ACWA also took the opportunity to present some of car washing's other achievements since the Millennial Drought, including the Car Wash Water Saver Rating Scheme. The Minister applauded the industry for adopting the path of self-regulation. She was most complimentary about the way the Water Rating Scheme encouraged car wash operators to invest in the most efficient water-saving practices. ACWA also detailed the environmental attributes of commercial car washing, and this was something that struck a chord.

The meeting concluded with the Minister better understanding the intricacies and importance of the car wash industry. What perhaps was the most satisfying outcome, however, came with the Minister's closing statement "Car Washing has a great story to tell, particularly around the environment and recycling. Let's see how we can work together to tell it".



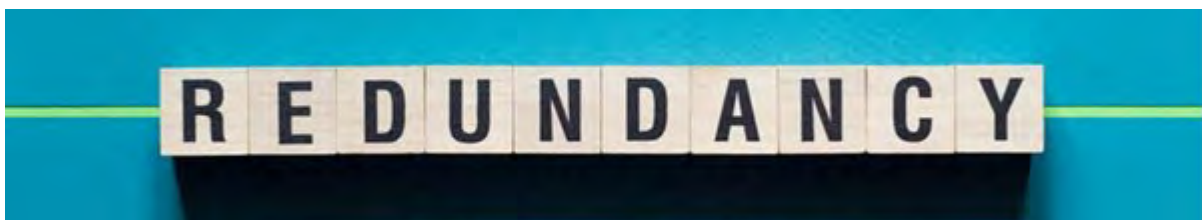
Workplace Central has everything covered from Payroll Management and Reporting, to Recruitment, Human Resources and Compliance

Imagine if you had a team of experts on hand to support you whenever you needed, without having to employ them? At Workplace Central, we are a one stop shop for all things payroll and people related.

We provide a complete Workforce Management service that can be tailored to your business needs. Covering all the essentials such as payroll, reporting, employment legislation, compliance and recruitment, you can spend your time focusing on your core objectives and the fun things you enjoy about owning a business. Here are some of the benefits our existing Clients are experiencing;

- Employment Contracts with the monitoring of licenses, tickets and qualifications.
- Processing of wages, PAYG and superannuation.
- Immigration, Fair Work, & junior compliance
- Integrated staff timesheet software with day to reporting and roster values.
- Management of flexible work arrangements.
- Annual on-site system review and staff survey.
- Health and safety induction and manuals.

Don't let changing legislation and employee drama keep you up at night. Let us lighten the load with our up to date knowledge and industry skills experience.



Our Guide to Redundancy:

For when you've got some tough decisions to make

It's a bitter pill to swallow, however, we understand that this is a tumultuous time and redundancies may be on the cards for a variety of workplaces. As the Coronavirus COVID-19 pandemic continues to spread across the world, it's inevitable that there will be wide-reaching implications.

Through effective social-distancing and hand-washing, amongst other measures, we're hopeful for all the business owners and employees reading this, but we're realistic that some employers may need to understand their obligations NOW.

To help the small businesses in our network, we're sharing (*without any requirement to add email details etc.*) our Guide to Redundancies. It offers practical, straightforward information to help with these tough decisions moving forward.

If you're unsure about the next steps to take in your business, give our Workplace Partners a call on 1300 766 380.

**This is general information only and doesn't take your specific circumstances into account.*



Workers' Compensation Queensland and COVID-19

One of the most common questions we're receiving is in relation to Workers' Compensation, also known as WorkCover Queensland.

Under the *Workers' Rehabilitation and Rehabilitation Act 2003 (Qld)*, for any claim to be accepted, whether it be injury or illness, basic criteria must be met;

- the claim was made within the required timeframes;
- the worker was in fact a 'worker';
- an injury (diagnosis of COVID-19) has occurred;
- the exposure to COVID-19 occurred in the work environment; and
- the work exposure was a significant contributing factor to the COVID-19 diagnosis.

The challenge we face is predominantly around the last two components, especially as this infection is so easily spread.

Where a claim is lodged for potential COVID-19, WorkCover will also require:

- medical confirmation of COVID-19 diagnosis; and
- evidence to demonstrate that your COVID-19 exposure occurred within your work environment; and
- medical confirmation that your employment was a significant contributing factor to the contraction of COVID-19

Depending on the circumstances, WorkCover may require further information.

WorkCover however still may reject the claim if they are not satisfied the workplace was a significant factor in the diagnosis.

If a worker is found to have COVID-19, please contact us immediately so we can best guide you through this process.

This is especially helpful for reducing any unnecessary stress you may be feeling at this time.

We are here to SUPPORT YOU.

Below is a link to WorkSafe Queensland if you require more information.

<https://www.worksafe.qld.gov.au/claims-and-return-to-work/novel-coronavirus-covid-19-faqs>

Congratulations to Steve Earsman



TAMWORTH REGIONAL
COUNCIL WATER
SUSTAINABILITY AWARD

WINNER

TAMWORTH WIZARD
CAR & DOG WASH

COMMITMENT TO WATER
SUSTAINABILITY
AWARD



ACWA HelpLine - Workplace Health & Safety (WHS)

In response to a number of queries in managing the WHS of car washes Eastman Lynch are providing the following basic information. The following points are what you should be doing to meet the minimum levels of compliance:

Training - ensure all of your workers have been inducted into your site, have provided copies of licences, training and qualifications eg. vehicle licence, (if required) and are trained in the relevant Safe Work Instructions

Consulting - hold toolbox meetings with your workers to discuss WHS issues and provide information

Equipment - ensure all equipment is fully functional, with all safety features operational and required inspections and servicing completed

Chemicals - chemicals correctly stored in labelled containers (**NOT** in used food or drink containers). Safety Data Sheets on site (less than 5 years old). Chemicals correctly used with the correct personal protective equipment

Electrical - equipment tested and tagged and in safe condition

Identifying Hazards - carry out regular inspections of your site to identify and control hazards

Accidents and Incidents - Regulators (eg. Worksafe) don't expect that you will never have an accident or incident **BUT** they **DO** expect they will be recorded, with the more serious events investigated

Emergency Response - display emergency response information on your site

Contractors - send out the information sheet detailing their responsibilities and get copies of their insurance Certificates of Currency

For more detailed information and forms to record your compliance, visit the ACWA website, log in and go to the Work Health and Safety section under the members navigation. Download and read the ACWA WHS Manual from the Work Health and Safety section of the ACWA website Member's area. The "Where Do I Start" form gives a detailed run down of how to manage your WHS obligations for your car wash operation.

"It is much easier to manage WHS as you go rather than in a mad rush when there is an accident or in a panic when Worksafe turn up"

EASTMAN LYNCH
safe guarding your business

ACWA Workplace Health and Safety Helpline and Advice

Eastman Lynch are the Consultants that developed the template WH&S Manual available in the Members Areas of the ACWA website.

If you need further WH&S assistance or have any questions regarding your legal obligations, you can now contact **Eastman Lynch** directly. The **FREE** Service is available for current financial ACWA members and does not include researching of information or preparation of specific documentation. If required, further charges for more complex advice or assistance will be negotiated with the individual member. A quotation will always be provided before any extra charges are incurred.

Contact Eastman Lynch: In Victoria: 03 5442 7862 From Interstate: 1300 137 929 Email: admin@eastmanlynch.com.au

Don't be Alone out There !

ACWA Members log into the MEMBERS AREA of the ACWA website for vital information.

**15 Members are yet to renew for 2019 - 2020
ACWA needs You !**

Don't lose your access to vital industry information, updates, events, Helplines and the support of the Association.

Contact ACWA to CHECK you are a current financial Member
email: contact@acwa.net.au



AUSTRALIAN CAR WASH ASSOCIATION ABN 68 140 680 039

P O Box 4390, Langwarrin, VIC 3910 T: 1300 00 2292 M: 0400 070 417 E: contact@acwa.net.au W: www.acwa.net.au

The Australian Car Wash Association, the editor or the printers are not responsible for the accuracy of information contained in the text of the newsletter pages or of any advertisement flyers inserted inside. The Australian Car Wash Association does not in any way endorse or take any responsibility whatsoever for any material contained in such advertisements or on external websites referred to in this newsletter. Readers are therefore cautioned that they should always take their own independent advice from an appropriately qualified expert where necessary before making any decision relating to any products or services advertised in this newsletter.