



Don't Let Our Coronavirus Success go Down the Drain.

The Coronavirus (COVID-19) crisis has had a significant impact on community health in Australia. It continues to have a profound effect on our car wash businesses.

It feels like eons ago that we first felt the impact of COVID-19, but in reality, the time is more appropriately measured in weeks. Let's quickly reflect.

Australian borders were closed to all non-residents on March 20, and strict social distancing rules imposed immediately after. At this time, State Governments moved to close "non-essential" services which included venues such as restaurants, pubs and clubs. However, unlike other countries, many Australian businesses were able to continue to operate, and this included car washing.

This is not to say that business continued as usual. With the community warned to only venture from their homes under essential circumstances and Governments imposing huge fines on those flouting isolation regulations, our cities and streets became ghost towns. Most car washes came face-to-face with a massive downturn in customers and revenue.

Pleasingly, the strict social distancing and isolation policies of State and Federal Governments, which dramatically impacted our businesses, have also served to slow the spread of the Coronavirus. We are now potentially looking toward a future with fewer restrictions.

However, we cannot afford to become complacent. Each one of us has an important role to play in making sure we can continue to claw our way back. Social distancing and hygiene are as relevant today as they were yesterday, and they must become the new norm until we are rid of the scourge of COVID-19.

No one is sure where the Coronavirus journey will take our industry and more importantly, Australia. but with traffic on our roads slowly returning hopefully, the worst is behind us.



Changes to Business Restrictions and Shutdowns

Australian States and Territories have now issued slightly different operating restrictions on businesses as well as border, travel and other conditions.

Until most recently, each State Government had adopted a general approach to COVID-19 virus regulations. However, restrictions now vary from State-to-State and appear to be continually changing. ACWA takes this opportunity to remind members to regularly check State and Federal health websites for the most up-to-date information.

The links are listed in the COVID-19 Resource Centre on the ACWA website <https://acwa.net.au/covid-19-update-page/>.



Keep up to Date - Check Out the COVID-19 Resource Centre

ACWA constructed its COVID-19 Resource Centre web page to support the car wash industry's thirst for understanding and knowledge of the Coronavirus landscape.

The COVID-19 Resource Centre housed on the ACWA website was designed to provide the car wash industry with a central hub of information and links to help navigate the challenging and confusing COVID-19 environment.

During the COVID-19 crisis period, the Australian Government issued two economic stimulus packages totalling more than \$83 billion. Importantly, the Members Only area of the ACWA website is chock-full of resources for those who need to manage the Government stimulus packages, including the critical JobKeeper program.

It seems likely from news reports that as the Australian recovery continues and businesses reopen, existing programs will be replaced by new Government stimulus initiatives. ACWA will do its best to keep the site up to date.

Importantly, to assist with our obligations to staff and community, ACWA's IR and WHS partners (ESSA and Eastman Lynch respectively) have prepared comprehensive guides for the car wash industry. These documents can be found in the Member's section of the ACWA website.



Australian Car Wash Association COVID-19 RESOURCE CENTRE

Car Wash Show Australia 2020 - A Casualty of COVID-19

At a Special ACWA Board Meeting held on April 30, it was determined that Car Wash Show Australia 2020 would be postponed as a result of the COVID-19 Pandemic.

We understand that everyone in the car wash industry was looking forward to the event which was set to be the largest ever conducted in the southern hemisphere. Car Wash Show Australia was scheduled to be held on the Gold Coast 21-23 September 2020 and we trust that members understand the need for the Board's decision during these uncertain times.

It is ACWA's intention to reschedule the Show to the earliest possible date. However, the outlook for a resumption of domestic and international travel, as well as changes to COVID-19 legislation surrounding social distancing remain uncertain at this time. ACWA believes the environment will become more apparent in the months ahead and we have therefore convened a Special Meeting on August 12, 2020, to determine a new date for the event.

We want to take this opportunity to thank all our Exhibitors and Sponsors for their support to date, and we ask that you bear with us as we set about finding a new date.



Social Distancing REMAINS OUR BEST FRIEND

Until just two months ago, few had heard of the concept of social distancing. However, social distancing remains the Government's key strategy to get us all through this health crisis, keep the pressure off our health services and protect our staff and customers.

Each of us continues to have a civic obligation to help control the virus. In doing this, we will contribute in a small way to saving the lives of fellow Australians and keep COVID-19 under control.

This is no time to become complacent. Despite the Government's scaling back isolation regulations, car wash sites must continue to do everything in their power to ensure the safety of staff and customers.

COMMUNITY SAFETY POSTERS EXCLUSIVE AND FREE FOR ACWA MEMBERS

ACWA's Community Safety Posters reinforce the need for customers to maintain the principles of social distancing while at your car wash and highlight the ways your wash site is helping to ensure customer safety.

Each poster is available in A4 and A3 (poster) sizes. Simply place your order by clicking on the poster most appropriate for your car wash site or select both options. Once you have placed your order, you will be forwarded the artwork which can be printed and laminated in the quantities you require.

See two examples below - email ACWA for the link to order your Safety Posters for your Car Wash Site.
contact@acwa.net.au

Let's keep our community safe from COVID-19



- Our site is open so you can keep your vehicle clean inside and out
- We follow social distancing protocols, please keep 1.5 metres away from others at all times
- We adhere to the safety protocols outlined by the Australian Department of Health
- All our equipment is sanitised regularly
- Use contactless payment where possible
- Please practice good hygiene



Let's keep our community safe from COVID-19



- Our site is open so you can keep your vehicle clean inside and out
- Maintaining a safe distance (1.5 metres) is easy in our car wash and vacuum bays
- We regularly sanitise our wash and vacuum bays
- Please practice good hygiene



Thank You for Being Part of ACWA's ZOOM Video Conferences



In addition to regular email bulletins over the past few weeks, ACWA has added COVID-19 Member's Video Conferences to its communications. And feedback from the nearly 150 members who have taken part in them has been fantastic.

The second of our Conferences held on April 15 focused on areas of specific interest to members, namely;

- The Federal Government's JobSeeker and JobKeeper Packages
- The Federal Government Rent Relief Package for Commercial Tenants

At this Zoom Video Conference Meeting, ACWA brought together a panel of experts to answer questions. Our group consisted of industrial relations, workforce and accounting professionals and including:

- Graham Lilleyman – ACWA HelpLine - Employment Services Solutions Australia (ESSA)
- Tony Young – ACWA Treasurer - New Vision Accounting
- Ben Haycroft – ACWA Supplier Member - Workplace Central

The information provided was powerful, and the positive response from the almost 100 members we had on the Zoom Meeting was outstanding. We take this opportunity to thank Graham, Tony and Ben for their support of the initiative.

Want to Keep Up to Date with Global COVID-19 Data ?

Johns Hopkins University of Medicine are experts in global public health, infectious disease, and emergency preparedness. They have been at the forefront of information on the international response to COVID-19.

Those wanting to stay abreast of the international COVID-19 scene should check out their excellent website, which provides a resource to help advance the understanding of the virus, inform the public, and brief policymakers.

Worldwide Infection Rates and Graphs (including Australia) can be found here <https://coronavirus.jhu.edu/map.html>.



And they call it GOOD Friday !



In the spirit of goodwill to all men, we had a local Ranger closing car wash sites on Christmas Eve (as reported in the ACWA Summer Newsletter). Only to be topped by VIC Pol issuing a fine of \$1652 to a customer using a self-serve bay on Good Friday Eve.

What is it with car washing and Christian holidays?

It's no national secret that the Victorian Government has taken a hard-line when it comes to COVID-19 regulations. However, things became borderline crazy over Easter when the Government announced there were only four reasons for Victorians to leave their home; purchasing essential food and supplies, medical care and caregiving, exercise, and work or education.

This seems like a pretty simple message. The problem is, this is not what the legislation said and left individual members of the Victorian police force believing they needed to make decisions around what was considered "essential".

No surprise then, when on Thursday before Easter, a Melbourne man washing his car in a self-serve bay at 1am was approached by two police officers and fined \$1652. This was despite the man telling them he had worked a 14-hour day delivering food and did not have time to wash his car during the day. The disgruntled (read angry) recipient of the fine recorded the incident on his phone and posted it online. It wasn't long before the video went *viral*.

Just a few hours later, ACWA received a call from another distressed car wash owner in Victoria who had also been visited by the local Police. The officers attending had apparently ordered customers off the site, warning them that if they did not leave immediately, they would be issued with an infringement. With fines \$1652 a pop, you could smell the burning rubber as customers vacated the premises.

ACWA responded first thing Good Friday morning with a call to the local police station. We wanted to avoid what looked like may quickly escalate to an Easter police blitz on COVID car washing. It was at this point it became clear, police officers believed they needed to make a call on what represented essential and non-essential activity over Easter. And they were crystal clear in their view that car washing was NON-essential.

While ACWA's staff are not lawyers, we can read. It seemed obvious that the law allows members of the community to go out for all sorts of reasons, including to visit any business that is permitted to be open for business. Our next step was a request to speak to someone senior who may have a better understanding of how to interpret the law.

Victorian Police at all levels of seniority seemed to be out in force on Good Friday. Some were even on patrol using drones to find and fine Victorians who were banned from a range of activities including sunbaking, fishing, boating and playing golf. We needed to wait for a call-back.

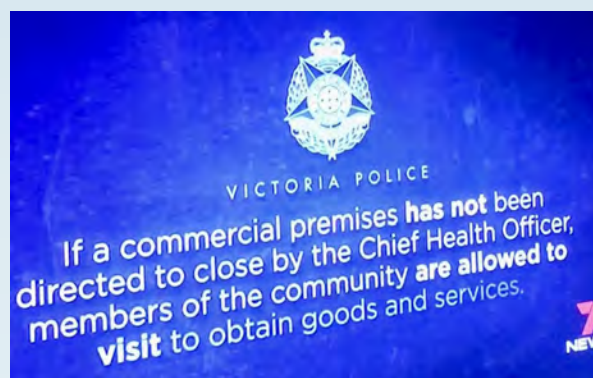
Our next call was to the National Coronavirus Helpline, who understood our predicament. They also confirmed our understanding of the law but couldn't help because law enforcement is state-based.

True to their word, however, Vic Pol did call back, and by lunch time we seemed to be starting to make some headway. ACWA was asked to quickly put something in writing so the matter could be resolved and at 2pm, ACWA sent an email detailing our perspective. (Note, while we had a bit of a sarcastic stab at the Police a couple of paragraphs ago, they really were helpful and a pleasure to deal with).

By late Friday, Victoria Police had advised that the early morning fine imposed at the car wash had been revoked.

That night the Minister for Police was called to comment on the evening news bulletin. She explained that errors were sometimes made and people were allowed to buy goods and services from commercial outlets that had not been ordered to close, so long as they observed social-distancing rules.

All-in-all a good result but it was a long way from being a Good Friday.



Our COVID Story - Blair Woolcott, Cargroomers



A date I will always remember - March 22, 2020, the day when Scott Morrison announced huge changes to be implemented the following day including the closure of some industries such as pubs, gyms etc. It was at this point I realised how serious the COVID-19 issue was and worked all night on launching a new brand and website called 'Simply Sanitisers'.

We have been making sanitisers for the past 12 years so the product was not a problem but getting it out to the mass market was!

It was a family effort ! I had my children working on the website and we made a video. We launched it all at 11am on Monday March 23, 2020 and my wife posted it up on our Facebook page and so it began !

The demand was unprecedented, we had 17,000 hits on our website within 24 hours, it crashed and we had orders from all around the country.

Then, after setting this all in motion, we couldn't make any more product because we ran out of alcohol like very other manufacturer.

Our in house chemist Roger White , formulated a non alcohol sanitiser and was able to get it TGA approved immediately, so we took this to market.



Our factory was at full capacity and we were using our new filling lines that had only just been installed and TRUE STORY we purchased it from Wuhan!! We had all our staff working split shifts from 6am to 10pm, 7 days a week. Then we had to adapt again and change tracks when we couldn't get enough packaging for the product! We ended up changing from 5ltr drums to 20ltr drums.

The two week rush was a complete blur and we got a lot of exposure from ABC Radio, TV local news, the paper and politicians as we donated a lot of product to charities such as meals on wheels.

The photos show the hashtag **#making it for Qld** which was for the government to promote Queensland manufacturers.

A bonus for car wash sites was that we were able to pay them to be pick up points for our sanitiser.

Life is back to some form of normality now with demand dropping back to normal levels and the market is indeed flooded with alcohol sanitisers which we are manufacturing.

When you buy a sanitiser please ensure its Australian made and support Australian manufacturers who, without sanitisers, would all be suffering due to the situation we are all faced with.

Thankyou to ACWA Supplier Member, Blair Woolcott, Cargroomers for writing this article.





KEEP YOUR WORKPLACE SAFE

It takes a collective effort from businesses and employers to continue in stopping the spread of COVID-19 and assist in recovery efforts. Talk to us today about your complete workplace sanitiser and hygiene needs.



SANITISATION STATION



**ANTIBACTERIAL HARD
SURFACE SPRAY**



ANTIBACTERIAL WIPES



ANTIBACTERIAL HAND WASH

Great Idea from ACWA Member

My thought to install handwashing stations was inspired from the first ACWA Zoom meeting when it was raised that to negate interest from authorities such as Worksafe, it was important to be seen to be doing the right thing and taking precautions.

As a result we installed signage in all wash bays and high customer impact areas such as vending and change machines. These signs were taken from the Vic Gov COVID-19 Resources Hub.

The installation of external Handwashing Stations was an extension of this and has stopped customers constantly requesting gloves etc. and has been well received!

Thankyou to ACWA Member, Jon Roberts, Extreme Carwash VIC



Carwashing in the Nation's Capital

Business in Canberra since the Coronavirus has been very challenging to say the least. When the Government announced for people to stay home our full service valet business was impacted immediately, literally overnight our customers just stop coming and Canberra was like a ghost town. You could fire a gun in the middle of the city and you would not hit anyone. We had no choice but to shut operations as we were bleeding. We practiced social distancing in our café's and within 1 week we pulled the pin as our business dropped 90%. Our 24/7 Automatics and Self-Serve Carwash continue to operate through the Coronavirus pandemic and there has been a significant down turn in patronage. Over the last 2 weeks we have seen an increase in web traffic and enquiries as to when we'll re-open our Valet Service. Our strategy will probably be a staggered approach with limited services and possibly starting with weekends only.

Until everything is back in 100% full swing we will not open valet service.

On a positive note we have been able to soldier on with the construction of our new site that is scheduled to open late June early July 2020. We are very excited with this new development and look forward to some ground breaking technology that works especially well leading on from the Coronavirus restrictions. The new site has 7 Eleven, Oporto's a 36m wash & polish tunnel, on demand detailing belt, 2 Combi Auto's, 5 Self-Serve bays, Vacs and 2 x Dog washes.

Thankyou to ACWA Member, Rob Sacco, Waves Car Wash ACT for writing this article.



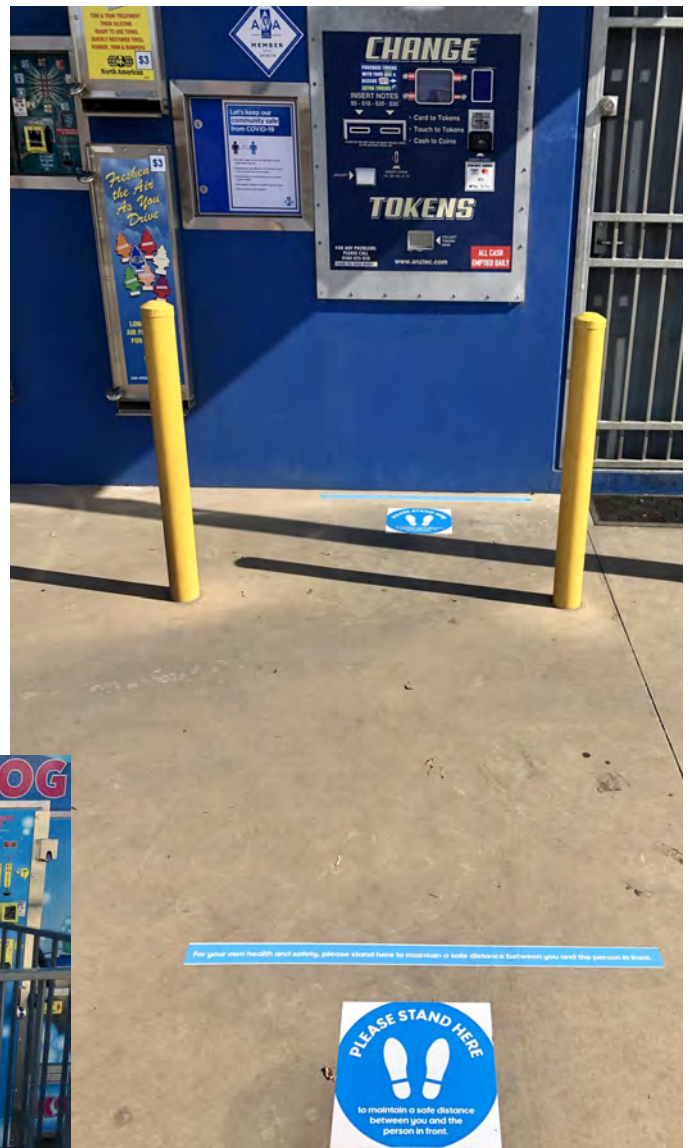
Carwashing Victoria

We noticed the sales really dropping off from the start of April and everyone seemed to be confused as to whether or not they were allowed to wash their car. I was getting a handful of phone calls daily asking this and I noticed some cars would drive into the site and kind of look around as they were uncertain if we were open and if they were allowed to be there. ACWA had released Community Safety Posters, which are great as they explain to the customers that we are open and advise of social distancing measures and other safety recommendations. We had these posters printed at Officeworks and were pleasantly surprised to find out the printing was free as they are helping small businesses with printing related to Covid-19 safety. We put the signs up across the site along with social distancing markers and they have helped.

Looking at the positives, the timing couldn't have worked out better for us to upgrade our automatic wash machine to a new Razor Edge. The install went smoothly by Shiners Car Wash Systems and we are really wrapped with the new machine and its capabilities!

This week has been more positive as restrictions are beginning to be lifted and the general public seems to be gaining some confidence.

Thankyou to ACWA Director, Andrew Triantafyllou, Wash World Car Wash VIC for writing this article.



Carwashing Queensland



Being based in Brisbane I could see things starting to change around the middle of March. The first thing I did was to work out how we changed our onsite procedures in line with the Customers expectations. As such we identified Social Media and signage as the two key elements. We drew up standard signage for all areas of the car wash and ensured it covered the basic points that were coming from the Federal Government ie: social distancing, sanitization procedures and staff to customer contact rules.

As the lockdown conditions increased there was a noticeable drop off in customer traffic. The ACWA Board met and generic Industry based signage was produced for all operators to use onsite. This was of great benefit as it gave the impression of an Industry based approach to the crisis. These signs were laminated and placed all around the site to reinforce our committed approach to both customer and staff safety. A series of ACWA Zoom meetings over this time also helped nut out how car wash operators could get access to the numerous Government assistance packages. This was very well supported and proved of great interest to our many ACWA members. The overall idea was to flood your site with a "Safe Operational" message.

Towards the end of April and leading into May the safe operational message had appeared to see some benefits. Traffic flow was showing a slight increase in South-East Queensland as some restrictions were gradually eased. Self-serve bays in particular saw a good upswing. An addition of Tap n Go has certainly proved timely under the current environment. We continue to sanitise and keep vigilant on social distancing rules. If your customer can see you making the effort then they feel comfortable using your car wash.

Thankyou to ACWA QLD Director, Richard Brown, The Car Wash Caretaker for writing this article.



Making the Most of COVID Downtime

With the obvious challenges facing the carwash industry throughout the Covid19 situation, it has provided all businesses with a time to reflect on their direction and plans for the road to recovery.

While carwash sites in general have been affected with less vehicles on the road, we are already starting to see a return of traffic and movement as restrictions start to ease across the country.

With the government offering generous incentives of instant tax write-offs and lenders offering record low finance, the time has never been better to invest in equipment upgrades and improvements to ensure that the recovery is swift and effective.

With more people out exercising and focusing on localized family activities, DIY dog washes have been busier across the board during the past 2 months. It is highly likely that these trends will continue long term as a 'new-normal' is established amongst the community. The K9000 has proven once again to be recession-proof and continues to provide owners with hassle free profits consistently.

TruBlu are offering great deals on new K9000 machines until June 30 this year, the main features being 10% discounts on machines, free delivery Australia wide and generous soap and marketing inclusions with each purchase. There is also incentives to trade-in older units on upgrades to Twin machines.

We have already had many sites use this time to improve and upgrade their dog wash equipment.

Thankyou to ACWA Supplier Member, Dale at TruBlu Dog Wash for writing this article.



Get ready for the road to Covid19 recovery, with great EOFY deals available on our entire range of models, including our new Bike Wash machine! PH (03) 5562 9088 for more info.

bike wash
Australia

safe + efficient + easy

Safely wash and dry any bike in 10 minutes. Multiple models available for Workshop use or unattended self-serve Vending model.



bike-wash.com.au



Changing Tack during COVID

I don't need to remind everyone how difficult it has been for our industry as we live through these unusual times. It's been no different for us at Velocity Vehicle Care, and we've implemented a number of actions to help our customers and people to get through to the other side of this.

Realising the massive disruption this would bring, our budgets were re-forecasted, and sacrifices made by all of us to ensure the survival of Velocity Vehicle Care. We recognised the effect this would have on our friends and customers and put in place a number of initiatives to help them get through in one piece. We introduced online training sessions, maintained our current pricing, offered support to customers who may be having difficulties, and introduced innovative solutions to help control the spread of the virus. Vehicle interior Sanitisers, Environmental Sanitising programs for carwash equipment, touchpads, self-serve guns and handles. We provided compliant Hand Sanitisers and introduced the Coinless payment app to reduce the need for cash handling and to help car wash owners maintain and grow their business. Thank you to everyone that has taken advantage of these packages.

Just like the song says, "We are all in this together" and in our opinion, we all need to work together to ensure the industry comes out of this in as good a shape as possible.

Thankyou to ACWA Supplier Member, David Moyns, Velocity Vehicle Care for writing this article.

BE AHEAD OF THE CURVE WITH



Mobile Payments

In this tech era, mobile payments are the only way to go! Say goodbye to cash forever.

Loyalty Programs

Keep customers coming back with a simple loyalty program. No expensive equipment needed.

Membership Programs

Get paid rain or shine with monthly memberships with rewards your customers can't say no to.



Business Analytics

Review your business at a glance. Our simple reports analyze sales data, customer info, and more.

Reputation Marketing

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Remote Management

Start, stop, or even refund washes without setting a foot on property! Customer service can now be done from anywhere.

Velocity
Vehicle Care

Want to learn more?
Give us a call on
1300 990 074

<http://info.velocityvehiclecare.com/coinless-mobile-app>

The Impact of COVID-19 on the Car Wash Industry - SURVEY

We Want To Hear From You



ACWA is conducting a survey regarding the impact COVID-19 has had on the car wash industry. By participating in the Survey, you will help us gather valuable information and be helping others at this critical time.

The Survey seeks information for car wash activity at your site(s) for the period of the COVID 19 lockdown restrictions, specifically the months of March and April compared to the same period last year. The information provided for your sites will be treated in the strictest confidence. You do not need to disclose sales figures; we are only seeking the percentage downturn (if there has been one) resulting from Coronavirus restrictions.

The Survey, designed for companies operating less than six (6) sites, **should take no more than 10 minutes to complete** for each location. Address for Survey Link <https://www.surveymonkey.com/r/J9Z792N>

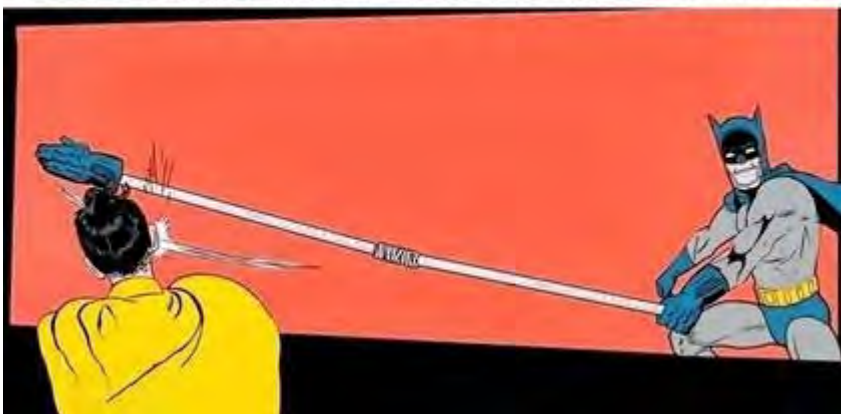
Your input is important to us, please complete the Survey **by Friday, 22 May 2020**.

NOTE: Results from the Survey will be reported in a rolled-up version for States and will also include a national overview allowing you to benchmark your performance against others. The results will only be provided to those who participate.

PLEASE
Take our
SURVEY



EVEN BATMAN IS TAKING SOCIAL DISTANCING SERIOUSLY



Don't be Alone out There !

ACWA Members can log into the MEMBERS AREA of the ACWA website for access to vital industry information, updates, events, Helplines and the support of the Association.

ACWA needs You !

Contact ACWA to CHECK you are a current financial Member

email: contact@acwa.net.au



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