



# Australian Car Wash Association

SUMMER 21-22 Volume 28 Issue 4

**CAR WASH  
SHOW<sup>TM</sup>  
AUSTRALIA**  
20 - 22 September 2022

**We're  
back  
baby!**

## Included in this Issue

Car Wash Show Australia 2022	2
President's Report	3
Get to Know the ACWA Board - Part 4	4
Water Storage Levels	6
ACWA Member Dog Wash Upgrade	8
Covid the Ongoing Issues	10
Public Holidays 2022 and ACWA Helplines	11 - 13

## Welcome New Members

### Car Wash Operators

Soak City Pty Ltd	NSW
Dayway Enterprises	QLD
Dazzlers Ballarat	VIC
Wash & Go Pty Ltd	VIC

# Car Wash Show Australia 2022 We're Back Baby !

**We're Back Baby, so mark the date in your calendar and be at Car Wash Show Australia when we hit Sydney's Darling Harbour 20 to 22 September 2022.**

It feels like an eternity since ACWA was able to bring the car wash industry to its beloved Car Wash Show Australia, and in many respects, it has been. Believe it or not, ACWA presented the industry's last "biennial" Car Wash Show Australia in November 2017.

We all know the reason why there has been such a hiatus, but our mum told us to never use the C-word, so we're not going to. We will simply get on with organising the most extensive car wash trade show in the southern hemisphere in Harbour City in 2022.

Just before Christmas, ACWA sent our first communication to supplier members and exhibitors, and we were blown away by the response. Despite all that has been happening around us here in Australia and overseas, we already look set to have the biggest trade show floor in the event's history.

Car Wash Show Australia needs no introduction for most car wash industry pundits and is renowned Australia-wide as a must-attend event.

However, for those less familiar, Car Wash Show Australia is Australia's ONLY Car Wash Industry Trade Event. It presents fantastic opportunities for car wash operators to meet the world's leading car wash industry suppliers and manufacturers.

Offering a huge exhibition space and all the comforts of Darling Harbour's prestigious International Convention Centre, Car Wash Show Australia 2022, is clearly an opportunity not to be missed.

So, if you are looking to grow your car wash business, expand your existing car wash site or simply check out the latest and greatest car washing equipment on the planet, you simply cannot afford to miss Car Wash Show Australia 2022.

And what a venue we have in store for you at Sydney's preeminent event location and facility, the International Convention Centre (ICC) in Darling Harbour. The ICC is a state-of-the-art, purpose-built exhibition space, perfect for an event like Car Wash Show Australia.

You'll be right there in the heart of all that Australia's biggest city has to offer. The harbour front, the Opera House, the Sydney Harbour Bridge, the Rocks and Circular Quay are just a few attractions just a stone's throw from the venue.

The Sydney event will have a slightly different format to previous Car Wash Shows Australia; however, we will be retaining key components, including:

- ⇒ A vast trade show exhibition hall that is open for two days
- ⇒ A networking and social event program presenting opportunities to strengthen existing relationships and build new ones.
- ⇒ Car Wash Site Bus Tour Programs visiting Sydney's best car wash sites.
- ⇒ New investor sessions to help new players in the industry. So, if you're new to the industry or looking to take your first step toward buying a car wash, you will have unprecedented access to strategies, insights and solutions from those who have been there before.

**Car Wash Show Australia at Sydney's Darling Harbour 20 to 22 September 2022.**

**We're Back Baby!**





# From the President



Hi and welcome to 2022.

On behalf of my fellow ACWA Directors, please allow me to extend our best wishes for a productive and profitable New Year.

Let me begin by thanking all members who stuck with us throughout troubled times despite suffering the financial impacts of lockdowns. The strength of our Association comes from people like you!

Pleasingly I can report that ACWA membership numbers remained relatively stable throughout. And indeed, it would be remiss of me if I didn't take this opportunity to welcome new members who have recently joined the ACWA family.

It would be nice to make this newsletter part of a COVID-free communication, but regrettably, as the second anniversary of Australia's first case of the disease passes, the fallout from the Pandemic continues.

Of course, my own wash sites are located in Western Australia. As we Sandgropers continue to operate in our state bubble, business life continues to roll on normally, as it pretty much has throughout the Pandemic. However, the state's isolation policy can't go on forever. And it is fair to suggest that the broader population here harbors some uncertainty and apprehension about what opening up will mean when it happens.

Other states and territories are back to work and dealing with the issues of COVID induced staff and supply shortages. This is particularly true of our industry's hand wash sector, which continues to battle staff employment problems. Also strongly impacted are our supplier members who are fighting cargo importation difficulties.

Importantly, all States are now +90% double vaccinated, and many in our communities are taking up the booster option. Experts suggest that the Booster Program rollout will see hospitalisation rates plateau and hopefully decline to manageable levels by the end of February 2022. Let's hope they are right.

(Note, if you are one of the few not yet exhausted by the mainstream media obsession with infections, vaccinations, boosters and hospitalisations, the COVID Live Site has an almost minute-by-minute update of the numbers. If you so desire, it can be checked out here <https://covidlive.com.au/>).

As ACWA has done throughout the Pandemic, we encourage members to develop and maintain Covid Safe Plans and use appropriate QR codes recording where required. If you need assistance with safety signage, please don't hesitate to check out the ACWA website or ask us for help.

Car wash retail sales remain robust across nearly all sectors and all States. There are always several factors in a marketplace that drive high sales volumes, but a couple of those likely to be impacting current levels include:

- The recent strong demand for new vehicles
- The skyrocketing market demand for second-hand cars (which shows no signs of retreat)

This sudden increase in vehicle prices means cars have become a more significant proportion of household balance sheets. This, in turn, increases the amount of money people are willing to spend maintaining their vehicles, and we all know there is no better way to look after your car than keeping it clean...is there?!!

There does appear to be a few economic unknowns to factor into our future planning, and I speak here mainly about the current signals of rising inflation and interest rates. However, on balance, I believe the outlook for car washing remains extraordinarily positive for the next two to three years.

One of the things we can all look forward to is a return to face-to-face meetings, notably ACWA's State Meeting Program. Please keep your eyes peeled for upcoming events in your state, and be sure to make the most of these opportunities through your participation.

We are also thrilled to be scheduling **Car Wash Show in Australia**, so be particularly sure to mark **20 to 22 September 2022** in your diary as we take the Southern Hemisphere's biggest car wash trade show to **Sydney's Darling Harbour**.

And of course, if you can't wait that long, the **International Car Wash Association's Nashville Show** is also on our doorstep, commencing **on 9 May 2022**.

There is plenty to look forward to in 2022.

Happy washing!

*Regards, Neil Fox -The Wash Factory, Western Australia*

# Part 4 of the Get to Know the ACWA Board Series

## Introducing - Joy Waite, NSW Director

I grew up in South Africa in a city just outside of Johannesburg. After school, I went to University where I did a Bachelor of Arts degree. Soon after, I began working for a printing company, where I was involved in doing typesetting and artwork layout and taking proofs to customers for sign off. During this time I experienced new technologies that changed the way we did things. We went from using Letraset for fancy font styles, to the golf ball typewriter, to a computer. We went from driving to customers to get a proof signed off, to being able to fax them.

Following on from there, I worked in an administration role for an international freight company specialising in the relocation of household effects, where eventually they packed up my household effects for my move to Australia. I have been here for the last 20 years.

On settling in Australia, we started our own removal business, during which time I got to learn about business the “Australian way”. I was then offered a job working for a cash handling company in an administrative role, doing accounts and dealing with customers and suppliers. The two owners of this company then decided they wanted to pursue alternative paths and I joined as a partner of the business which I ran on my own, with them as silent partners. During my time in this business, I was purchasing products from a company that was importing cash handling products as well as manufacturing parking equipment and paystations for the car wash industry. It was an obvious transition into that business where I took on a sales role.

This was my introduction to the car wash industry. In 2009 we started PayTech Solutions and my interest in the car wash industry grew. As I learned about the industry, my passion grew and this led us to developing products specific to the industry.

It seemed a natural progression to become a board member of ACWA, where as a supplier, I hoped to be able to share my knowledge and experience with fellow members.



## Introducing - Sam Casilli, VIC Director

I grew up in the western suburbs of Melbourne, having been born in the old Altona Hospital. I went to Bayside Secondary college before jumping straight into work at the local abattoir Gilbertson's, working through several jobs before settling as a laboratory technician.

In 1999 Gilbertson's closed, and I took a job at DSS food analytical laboratory managing the micro lab for five years before taking on a sales and service role.



In 2007 while walking through the Schweppes factory, I met Dave Moyns and following a short conversation, I found myself applying for a Territory Manager's role at Ecolab. Ecolab at the time had a Vehicle Care division but I settled into the Food and Beverage Hygiene division, helping customers like Schweppes, CUB and Nestle maintain good food safety and hygiene practices.

In 2013 Ecolab sold off the Vehicle Care division to Zep Inc., giving Dave an opportunity to start Velocity Vehicle Care. In 2016, after another conversation with Dave, I joined the Velocity Vehicle Care team and have spent the last five years learning all I can about the industry to better help our customers.

My wife Vanessa and I have three awesome children that love all the things we love (well, that is until they become teenagers, I'm sure). We spend as little time at home as possible, always looking for the next trip away, camping, fishing, or hunting. We are a little spoilt for choice when it comes to beach houses - if we are looking for a quiet stretch of beach to ourselves, then Golden Beach is where you will find us but, when a busy weekend with the extended family is in order, Rye is where we will be.

2021 has been another difficult year for all us Victorians but, as the year comes to an end, I look forward to what 2022 will bring.



# WA and SA Car Wash Gatherings

At the end of November ACWA was finally able to host two car wash gatherings in both South Australia and Western Australia. Both were held at ACWA Member's car wash site and a big thankyou to both Ian and Harry for hosting the groups at their car washes.



Western Australia - Kwik n Kleen, South Perth, WA. This site features a drive through coffee service and has touchless Laserwash and self serve bays. The group had a site tour and heard about recent upgrades, before heading to the local to network over lunch.



South Australia - Carwash King, Frewville SA. This was a first ever late afternoon event, followed by drinks and dinner. The group had a tour and heard presentations at this very attractive brand new site, featuring two touchfree bays with self serve and dogwash.





# Is There a Striking Similarity Between These Two Men?

And it's not just their chiselled good looks and striking facial hair!



One thing we have sworn never to do again is arguing east coast weather patterns and water storage with ACWA's very own Nostradamus - Richard Brown.

Richard is well known to many as a pretty handy car wash operator and, his services as the proprietor of his business "The Car Wash Caretaker" are always in hot demand.

Few, however, know about Richard's skills as an amateur weather forecaster.

Time and time again, Richard has foreshadowed seasonal weather conditions along Australia's east coast and has often done so with extraordinary accuracy.

Take this case in point. Despite SEQ dam levels being at an all-time low at the time, in an internal ACWA communication back in March 2021, Richard was predicting significant east coast rainfall. He suggested that Southeast Queensland dam levels could be approaching 70% capacity in early 2022. As this article is being written, they are 69.4%. C'mon Richard, nearly is not good enough, do better!!!

So, if you are in the market for someone to look after your car wash while you take some well-earned annual leave or you just want to know if the weekend weather will be OK for a family BBQ, why not give Brownie a call!!!

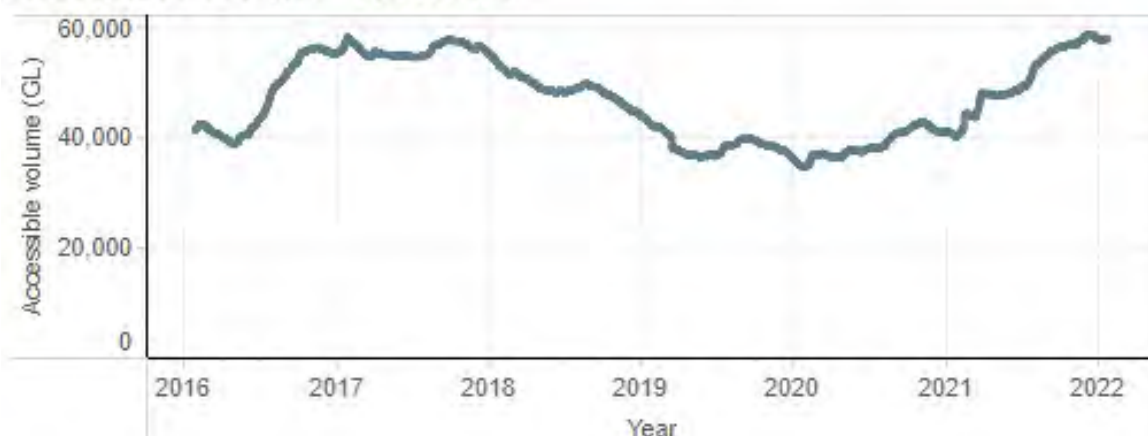
## And while we are on the topic of water .....

One of the good news stories for car washing is water storage levels across the country. Take a look at the year-on-year state summary information below, with each state holding more water in storage than it did at the same time last year:

Sydney	Melbourne	Brisbane	Perth	Adelaide	Hobart	Canberra	Darwin
<b>96.8%</b> 2,572,131 ML of 2,658,040 25 JAN 2022	<b>88.7%</b> 1,608,181 ML of 1,812,171 25 JAN 2022	<b>69.3%</b> 1,527,137 ML of 2,202,704 25 JAN 2022	<b>54.3%</b> 335,028 ML of 616,902 25 JAN 2022	<b>59.9%</b> 115,309 ML of 192,496 25 JAN 2022	<b>98.6%</b> 3,550 ML of 3,600 25 JAN 2022	<b>100%</b> 277,839 ML of 277,839 25 JAN 2022	<b>78.6%</b> 227,536 ML of 289,317 25 JAN 2022
93% last year	74.9% last year	57.6% last year	42.5% last year	55.9% last year	93.2% last year	97.2% last year	60.8% last year

More importantly, we are in the best shape we have been in for more than five years.

### Accessible volume - Australia



(The above tables and graphs can be found at <http://www.bom.gov.au/water/dashboards/#/water-storages/summary/state>)

But as we all know in Australia, just as Huey giveth he can also taketh away, so play your part in the ongoing need for water conservation. So, when you're at Car Wash Show in Sydney in September 2022, remember to talk to your supplier about implementing or upgrading your site's water reclaim system.

# KÄRCHER

# ENGINEERED TO PERFECTION

Our most versatile customisable automatic car wash.  
The CWB 3 Klean!Star IQ.



With an aesthetically pleasing design, the 3-brush gantry car wash CWB 3 Klean!Star IQ is suitable for vehicles of different sizes, providing reliable results every time. Brushes are tilted or locked by up to 15° – for unbeatable cleaning results from top to bottom.

The CWB Klean!Star IQ is fully customisable and comes with the choice of 2 dryer versions, different high-pressure options, cleaning and care programmes, as well as our newly developed cleaning agent line Klear!Line, all which come together to achieve an optimal washing and drying experience.

**Contact:**  
1800 675 714  
[customercare@au.karcher.com](mailto:customercare@au.karcher.com)

[karcher.com.au](http://karcher.com.au)



# Members Story - Two Times Twin Installation

During the extended Victorian lockdown in 2021, ACWA Member Leon Buchanan and his team at Rapid Wash Express, Aspendale Gardens, Victoria took the time to look at their whole business and planned multiple upgrades for the site.

The first step was to upgrade their dog washing infrastructure. The original two single K9000 units were ten years old and although still performing well, Leon identified the need to expand that offering to ensure continued growth in dog washing revenue. With the Covid pandemic increasing dog ownership and therefore, the need for dog-related services, expansion in this area was considered a great place to start with site improvements.

Rapid Wash didn't just add the new dog wash units, they redeveloped the whole area, including a brand new deck to create a spacious and comfortable new area for dog wash customers. Rapid Wash is blessed with a large site that allowed plenty of space to custom design the new layout. The K90000 Twin units provide flexibility, given they are a smaller footprint than two single units.

The new K9000 v2.0 units incorporate coin and card payment options to suit all customer needs.

Having four wash tubs available at any one time will ensure there will never be a need to wait for customers, creating a real dog wash 'hub' at Rapid Wash Express.

The team at Tru-Blu were professional at all stages of our project, from concept to manufacture and installation, and we now have an impressive operation right here on our doorstep.



Before: Offering two single units



After: Redeveloped area with two twin units

## Message from ACWA Supplier, Tru Blu Dog Wash

Hello to all of our loyal K9000 owners and customers, what a crazy year 2021 has been! Regardless of your location in Australia, everyone has had some Covid related challenges that have complicated our businesses and daily lives.

Thankfully, the pet industry and all of its off-shoots have been generally positively impacted by the Covid boom in pet ownership, in particular dogs. Statistics show that 1 in 5 of all pet dogs in Australia has been procured during the Covid pandemic\*\*. This equates to over 1 million extra dogs in Australia. Essentially this has grown the dogwash market by 20% in the past 18 months. We have seen almost all K9000 units experience increased usage and new customers during this year.

Our thoughts are with the many K9000 owners in Victoria and NSW who have experienced interrupted trade during 2021. Now that the restrictions have eased - we hope that this summer is a busy time for all of our network - which has grown over with over 2000 of our K9000 machines installed across Australia. As we look forward to 2022, the outlook continues to be bright for anything pet-related and we expect K9000 units to be busy and continue to grow with all the extra pet dogs in the market.

At K9000, we have put many things into place during 2021 to ensure we can meet the demands of the growth in the industry. This includes extra staff, additional warehouse/factory space and investing heavily in stock to buffer shortfalls or issues with lead times, as the impact of the Covid pandemic continues to play out.

Thank you to all of our K9000 customers for your loyal support and contributing to a successful sixteenth year in business for K9000. We are proud to continue to be a family-owned Australian business and look forward to working with you all in 2022.

*\*\*Source: Animal Medicines of Australia "Pets & the pandemic" report published August 2021.*



TRU-BLU  
**K9000®**

# MODEL MATCH-UP

Whatever your needs, K9000® has the right model for you.



## Twin v2.0

From \$37,400 +GST

2-times the profit possible with the Twin v2.0, all from a smaller overall footprint than 2 x single units. Incorporating the best features on offer from our range. Bigger is Better! Best suited to carwash locations, pet stores or Pet laundry installations.



## v2.0

From \$21,800 +GST

The second generation of the K9000® Original, our flagship v2.0 model now comes with an added level of auditing and control for owners and future-proofed software platform. Suited to all types of installations from carwash to pet store.



## Original

From \$20,500 +GST

The Original DIY Dogwash that started it all in 2005. More basic in tech, but as robust as ever.



## Groom Easy

From \$13,400 +GST

Designed for grooming salons, doggy daycare & breeders, the Groom Easy makes your life easy, incorporating the best of K9000® practical functionality in 1 easy to use machine.



## v2.0 X

From \$14,450 +GST

Got a small space or low volume site? The v2.0X is the model for you! Designed for caravan parks, retirement living or smaller spaces, this more compact unit punches above its weight, while still being able to wash medium-large sized dogs.

QUALITY, RELIABILITY, PROFIT. LET'S GET YOUR TAIL WAGGING!

## TRU-BLU K9000® MODEL FEATURES

Compare the standard inclusions on our K9000 range

**FIND US**  
@k9000Dogwash  
K9000Dog Wash  
K9000dogwash.com

	Twin 2.0	K9000 2.0	Original	Groom Easy	v2.0 X
Touchpad Controls	✓	✓			✓
Rotary Dial			✓	✓	
Led Lights Above Tub	✓	✓			✓
4 Soap Dosing Pumps		✓	✓		
3 Soap Dosing Pump				✓	✓
8 Soap Dosing Pumps	✓				
2-Speed Dryer	✓	✓	✓	✓	✓
Free Disinfect Cycle	✓	✓			✓
Key Start Control				✓	
Credit Card Available	✓	✓	✓		✓
Note Acceptor Available	✓	✓	✓		✓
Coin & Token Acceptor	✓	✓	✓		✓
Stainless Steel Frame	✓	✓	✓	✓	✓
Custom Graphics Available	✓	✓	✓	✓	✓
Onboard Hot Water Available	✓	✓	✓	✓	✓
Flexible Program Feature	✓	✓			✓
3 Stage Filtration	✓	✓	✓	✓	✓
Non-Slip Floor Coating	✓	✓	✓	✓	✓
	From \$37,400 +GST	From \$21,800 +GS	From \$20,500 +GST	From \$13,400 +GST	From \$14,450 +GST

Please note that the table indicates the standard inclusions on each model for comparison only. Please contact us for more detailed information on individual models.

Call 03 5562 9088 or email  
info@trubludogwash.com.au

# COVID The Ongoing Issues

COVID – 19 has been challenging, but the drama continues for many in the hand wash sector who continue to be impacted by staff shortages.

As damaging as the COVID lockdowns were on automatic and self-serve car washes, there appears to have been a quick return to regular business when restrictions were withdrawn for most of these sites.

Not so for many in the Hand Wash sector. Indeed, some are describing the ongoing impact of COVID on the industry's hand wash sector as "devastating". Of particular concern is the lack of available staff.



As Allen Chimes from Star Car Wash explains, *"We fought to stay open during the height of COVID. Of course, this was impossible in Victoria where strict laws forced us to close down completely. In other states, we offered sanitisation of vehicles, just to keep staffing employed and on our books"*.

When states reopened, a degree of normalcy slowly returned to the hand wash sector; however, it was not long before hand wash sites found themselves severely short-staffed. So, while cars may have been lined up for washing, operators have been unable to wash at previous volumes.

*"Personally, I believe the government made a serious error in not looking after international students during the first wave of COVID. With these visa holders denied access to any government support, they were forced to return home,"* said Chimes. *"We now find ourselves in the position of having demand for our product, but our workforce is 1,000's of kilometres away."*

Of course, car washing is not the only industry that has historically relied on student visa holders and the transient workforce. Transport, hospitality, food production and health services are just a few industries that now find themselves in dire need of workers.

Competition for workers has become fierce. Many car wash sites are reporting that their staff are lured to other businesses and industries offering sign-on payments and higher than usual wages. And where car washes have been able to recruit new staff, there is the added burden and costs associated with ongoing staff training and induction.

The Federal Government has now begun to address the issue and is committed to allowing student visa holders to return. The hand wash sector has greatly welcomed this. However, one might ask if it is another case of poor government pandemic planning because it is clear that the return of students was required at least six months ago.

Finally, the car wash industry is also saddled with the impact of healthy staff, who are close contacts of those infected, being forced to isolate as part of the ongoing state-based health orders. These rules seem to be changing daily, and it is a challenge to simply stay abreast of all the adjustments. In the coming weeks, we are likely to see further relaxation of isolation restrictions.

With student immigration on the rise, vaccination rates improving, and relaxed rules, things are slowly returning to what many describe as "COVID Normal". There is no doubt we are in a better position than last year, and that is something to smile about.

STUDENT WORKERS





## Safety Alert - Extreme Heat

Working in heat can be hazardous and can cause harm to workers. The human body needs to maintain a body temperature of approximately 37 degrees Celsius.

If the body has to work too hard to keep cool or starts to overheat a worker begins to suffer from heat-related illness. This is a general term to describe a range of progressive heat-related conditions, including fainting, heat rash, heat cramps, heat exhaustion, and heatstroke.

Heat can be a hazard in many Australian workplaces, whether work is performed indoors or outdoors. To find out if it is a hazard in your workplace, consider: – air temperature – humidity – radiant heat sources – work requirements, and – the workplace itself.

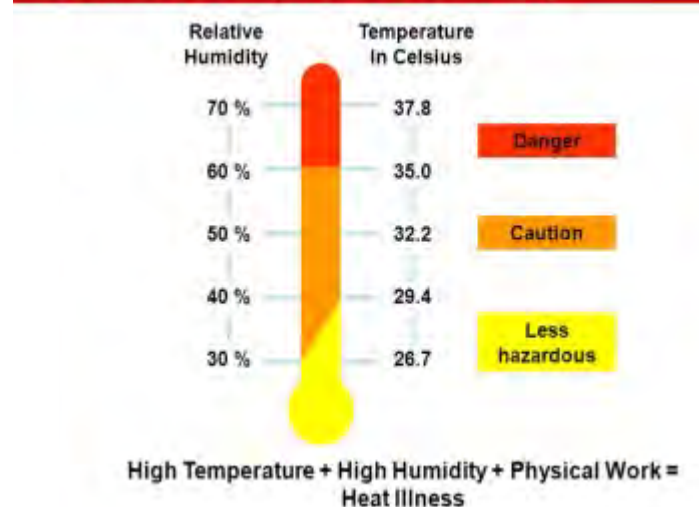
It is a very unfortunate fact that Australia has one of the highest incidence rates of skin cancer in the world, with more than 380,000 people treated for the disease every year. At least one out of every two Australians will require treatment in their lifetime for various forms of skin cancer, such as basal cell carcinoma and melanoma.

The workplace is a major source of solar UV radiation (UVR) exposure for many adult Australians and outdoor workers who are required to spend long periods of time working in the sun. These workers have a higher than average risk of skin cancer.



Although the promise of hot weather sounds alluring, workers need to be considering control measures to either eliminate or minimise the likelihood of skin cancer and heat-related illness due to exposure to solar radiation. Staff uniforms in summer could include wide-brimmed hat, long-sleeved lightweight top and sunglasses.

### Heat illness : Temperature & Humidity



You must do everything reasonably practicable to eliminate the risks associated with working in the heat. This may include cancelling certain work tasks and rescheduling tasks to cooler parts of the day, ie. starting work earlier than normal and finishing up earlier, or waiting for hot conditions to pass.

If you cannot eliminate the risk, you must minimise it as much as possible. Options may include:- Setting up shade structures; having more frequent breaks; providing cool water and electrolyte drinks (hydration in extreme heat should be at least 200ml each 15 to 20 minutes) and providing airconditioned, shaded or cool break areas on site.

Communicate with staff regularly to ensure that the modified work environment is providing the necessary relief as planned. Consultation may be required with staff to put further actions into place.

- Stay hydrated. Drink lots of water
- Use sunscreen, a sun protection factor of 30 blocks 93% of UV rays
- Wear a hat. A wide-brim hat, not a baseball cap, works best because it protects the neck, ears, eyes, forehead, nose and scalp
- Take mini-breaks, get out of the sun and into the shade
- Cover up, wear tightly woven clothing you can't see through
- Wear UV-absorbent shades, sunglasses don't have to be expensive, but they should block 99 to 100 per cent of UVA and UVB.

*Thank you to ACWA Helpline - Workplace Health Safety for this advice.*

## Your ACWA Membership includes IR and Wage Advice

ACWA has a service agreement with **ESSA** (Employment Services & Solutions Australia) and HR Legal to provide Industrial and Wage advice to all current financial ACWA members.

In today's changing industrial environment and the introduction of modern awards by the IRC, it is important for members to stay informed and comply with all conditions of employment.

ESSA maintains an ACWA specific phone line and email advice line, operated by trained industrial relations consultants, during normal business hours (EST) to answer queries about:

- current terms and conditions of employment for the industry, including award coverage
- annual wage increases
- changes arising from the new National Employment Standards
- changes arising from upcoming modernised awards
- general information regarding termination of employment and unfair dismissal (with any litigation to be referred to HR Legal)
- general information about discrimination, bullying and OH&S (with any litigation to be referred to HR Legal).

Individual ACWA members will each be entitled to free telephone support per current membership year, with additional work being charged at discounted rates. Support includes:

- telephone advice (via the dedicated ACWA Phone Service) or dedicated email advice;
- review of documentation which involves less than 15 minutes reading, the preparation of short written correspondence by email (not requiring formal legal advice).

It is anticipated that the majority of our members seeking to clarify wage rates, or get general information about agreement making and termination can obtain such advice without charge.

However, time limits will be applied where the matter requires specific detailed advice or representation, or information about past underpayment of wages.

If the advice you seek is more detailed than described above, or if you have reached the limit of your free time allocation, you will be notified in writing (by email or letter) that any additional advice will be charged directly to you, and the charge rates will be specified.

ESSA will consult with HR Legal as required to provide professional and seamless advice.

**\*\* ACWA financial members, for authorisation purposes, must provide your ACWA Membership carwash or company name and main contact name \*\***

Contact ESSA: Graham Lilleyman t: 08 9240 4230 m: 0402 462 555 e: [glilleyman@essa.net.au](mailto:glilleyman@essa.net.au)

## 2022 Public Holidays

To keep ACWA Members fully informed regarding which days are public holidays for 2022, we draw your attention to the following.

Each state deals with the issue of public holidays under its own legislation and the arrangements vary greatly from state to state. The information below sets out the days considered public holidays for 2022 under the Vehicle Repair, Services and Retail Award 2020 and the National Employment Services.

The Award refers to the National Employment Standards which prescribes the following days as public holidays;

- 1 January (New Year's Day)
- 26 January (Australia Day)
- Good Friday
- Easter Monday
- 25 April (Anzac Day)
- Queen's birthday holiday (on the day on which it is celebrated in a State or Territory or a region of a State or Territory)
- 25 December (Christmas Day)
- 26 December (Boxing Day)

In addition to these days, individual states may prescribe additional days as public holidays. This means, for example, that in addition to Good Friday and Easter Monday, in some states Easter Saturday and/or Easter Sunday are a public holiday.

The link below will take you to a state-by-state list where you can check your obligations in the state in which you are located.

<https://www.fairwork.gov.au/employment-conditions/public-holidays/2022-public-holidays#WA>

***Thank you to ACWA Helpline - Graham Lilleyman for this advice.***



# Your ACWA Membership includes Workplace Health Safety Advice

Eastman Lynch are the Consultants responsible for developing the template WHS Manual available in the Member's Area of the ACWA website.

You will find the WHS Manual in the Members Area of the ACWA Website; From the Member's Home Page - locate the member's navigation panel and click Quick Find - see ACWA WHS Manual.

If you need further WHS assistance or have any questions regarding your legal obligations, please contact Eastman Lynch directly.

This FREE service is available for current financial ACWA members but does not include researching of information or the 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.

**\*\* ACWA financial members, for authorisation purposes, must provide your ACWA Membership carwash or company name and main contact name \*\***

Contact Danny Lynch or Dale Eastman:

In Victoria: 03 5442 7862

Interstate: 1300 137 929

Email: [admin@eastmanlynch.com.au](mailto:admin@eastmanlynch.com.au)

## ACWA WHS MANUAL – Procedures and Implementation

The ACWA WHS Manual is easy to use, and members will be led through the WHS business process via the simple Where Do I Start document.

The ACWA WHS Manual contains basic generic policy and procedures that can be applied to any car wash business. The WHS manual sets up the foundations for a WHS system ensuring legislative compliance for your business.

Where Do I Start?

[View](#)

Car Wash Safety Plan

[View](#)

Forms

[View](#)

Reference Information

[View](#)

Safe Work Instructions

[View](#)

Safety Handbook

[View](#)

## Members Navigation

### ACWA Financial Statements

### ACWA Member Events

[Car Wash Show Australia](#)  
[International Car Wash Shows](#)  
[ACWA State Meetings and Events](#)  
[Event Calendar](#)

### Car Wash Operator Member Services

[Industrial Relations](#)  
[Join the ACWA Facebook Group](#)  
[Media Tips](#)  
[Signage Toolkit](#)  
[Using Social Media](#)  
[Work Health and Safety](#)

### Environmental, Research and Education Information and Policies

[ACWA Environmental Policy](#)  
[Stormwater Pollution](#)

### Join the ACWA Water Rating Scheme

### COVID-19 Member Resources

### Quick Find – Wage Rates, Templates, Manuals and Business Essentials

## Forms

- [Accident Incident Investigation Report](#) →
- [Chemical Risk Assessment](#) →
- [Chemical Safety Data Sheet Register](#) →
- [Contractor Health and Safety Information Sheet](#) →
- [Emergency Response](#) →
- [Employee Induction Record](#) →
- [Evacuation Plan Template](#) →
- [Hazard Report](#) →
- [Health and Safety Planner](#) →
- [Injury Accident Incident Report](#) →
- [Plant Equipment Maintenance Log](#) →
- [Safety Inspection Checklist](#) →
- [Toolbox Meeting Record](#) →
- [Training-and-Licensing-Matrix](#) →
- [Training-Information-Session-Record](#) →

“How can I customise my carwash to offer my customers an experience that exceeds expectations?”

## .... With the modular conveyor tunnel systems

Conveyor Tunnel systems are becoming increasingly popular as they can be customisable to suit your site conditions and your customer expectations.

Used in Australia by vehicle transport companies, car dealers and independent retailers, by speaking with WashTec, who are the experts with numerous conveyor tunnel systems already installed and operational. They can help identify how a conveyor tunnel system can work for you regarding tunnel lengths & configuration for maximum throughputs – making it efficient and profitable



**High Pressure pre-wash system:**  
for targeted pre-cleaning by cutting through stubborn dirt and road grime



**Linear Technology: Innovation for best wash and drying results:**

The brushes are following the entire vehicle contour and guarantee a more impact time spent on the sensible parts at the front and rear and wheel wash

Dryers – linear travel or contour tracking and linear travel

Used in all wash processes - improves the washing result where it's necessary: at the front and rear.

**Automated washing step by step to the perfect wash result**

- ⇒ Special vehicle types can be selected for the wash program: Including pick-ups, convertibles, and vans
- ⇒ Entrance gantry – Wide range of design options
- ⇒ High Pressure wash station
- ⇒ Wheel and Sill Wash
- ⇒ Brush Station
- ⇒ Polish Station
- ⇒ Rinse Arch
- ⇒ Drying station



**Add on Options**

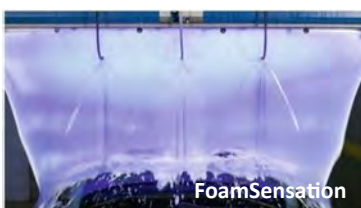
- ⇒ Smart-Design: customisable banners with striking LED backlighting
- ⇒ High Pressure Underbody Wash
- ⇒ Recycling systems
- ⇒ Plus many more....

**Give your customers the WOW experience**

- ⇒ FoamSensation - covers the entire vehicle with a colourful illuminated foam curtain
- ⇒ LightShow - attractive LED lighting makes it easy to see from inside the vehicle

**Upgrades**

Upgrades to various machine componentry available to enhance customer experience for maximum washing results and a guaranteed returning customer



WashTec Australia is the one stop shop for all your car wash needs offering, support, services, maintenance programs, equipment servicing and chemicals



# We invented the vehicle wash system



## Proudly supporting your vehicle wash investment in Australia since 2010

WashTec is the world's leading vehicle wash equipment manufacturer, founded in Germany with car wash introduced in 1962. We have been providing Factory Direct in Australia since 2010. WashTec is established as the most dynamic and innovative provider of vehicle wash solutions throughout Australia.

As the direct manufacturer and not an agent or distributor of equipment, WashTec's offer a range of products, as well as fully qualified field engineers who are electrically licenced, and service centres nationwide.

WashTec can help you with the best solution for your business.

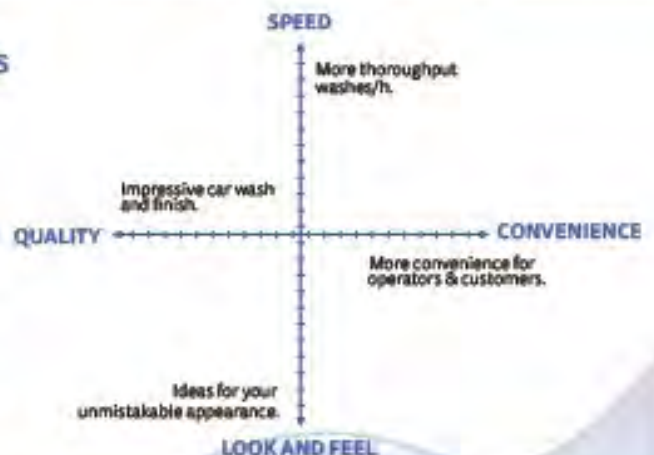
- ✓ Tunnel Equipment
- ✓ Automatic Machines with Soft Cloth
- ✓ Touchfree & Combination Technologies
- ✓ Self-Serve Systems
- ✓ Water Recycling Equipment
- ✓ Dog Wash Systems
- ✓ Industrial Vacuum Cleaners
- ✓ Vending Machines
- ✓ and all your consumable needs



## WashTec can help you with the best solutions for your business

4DIMENSIONS are the parameters that WashTec refer to when delivering a customised solutions for every customer. As an operator, we work with you to decide which parameters are most important to you and we will guarantee you a solution that is optimally geared to you and your customer's needs.

Contact us for a no obligation discussion with one of our sales consultants.



## Why buy when you can rent?

Leasing equipment allows you to acquire assets with little initial expenditures and rarely require a down payment. This means you can get your new car wash system and start utilising it without having to affect your cash flow.



Call 02 8394 5000 Email [sales@washtec.com.au](mailto:sales@washtec.com.au) Web [www.washtec.com.au/contact](http://www.washtec.com.au/contact)



# Increase your Site Revenue with ACWA Supplier, Ventrader



*Since 1985 Ventrader has been offering car wash operators their expertise in the vending industry to provide the right package for their sites.*

Ventrader is consumer-focused, innovative and supplies some of the best vending machines made in the USA and across the world. You can rest assured you're in safe hands. Our equipment is state of the art and comes with a 2-year limited warranty on parts. Ventrader is the exclusive importers of AMS, USI, ELCO and AZKOYEN products and are arguably the largest supplier in our field.

A Ventrader warranty is not just a piece of paper, it means you get both technical and maintenance support that is second-to-none from the leading distributor of dispensing units in the Australian market. Ventrader employs its own vending technicians and engineers, who are there to solve any problem, anywhere in Australia as soon as it happens.



Installing a vending machine offers an immediate source of income that you might not be capturing now. Our team of experts will work with you to understand your challenges, requirements and develop a customised solution. A car wash can be generating a potential income of up to \$400.00 a day from the sale of consumables and snacks, subject to site location and patronage.

Ventrader has sourced and supplied, versatile and tough combination machines like the AMS Outsider to the car wash industry for over 15 years. Clad in heavy gauge steel paneling, the Outsider can withstand any public environment while offering an almost endless array of modifications to suit your products. Perfect for your Armor All, Christmas Trees, tyre shine, Red Bull drinks, Mars Bars, or any other products you may have in mind. An added benefit is that you can upsell combination cleaning packages through your machine with our combo deals menu.

## Testimonials

But don't take our word for it. Read what our car wash operator customers have to say:

"Our business has purchased various Outsider vending machines from Ventrader. We have always felt that installing a vending machine which carries so many options for the patrons to purchase. Using this method of dispensary for consumable products onsite has increased our revenue by over 45%. We wouldn't purchase any other vendor".

*Zoff, Brunswick Dog and Car Wash, VIC*

I wasn't a real believer in vending machines and have always thought of them as an add on. Since installing the AMS Outsider we are constantly turning over a great amount of stock with great margins. The vendor has exceeded my expectations by 100%. I now see the vendor as a business within my business and not an add on.

The AMS Outsider was a good business decision for our car wash providing us with healthy profits and servicing out customers beyond the ordinary car wash scope of works".

*Nick, Karcher Car Wash Boolaroo NSW*



Example - vending machine selling car products

*Thank you to Georgina Davis, Ventrader for this editorial.*





## **VENTRADER OFFERS YOUR CARWASH A BUSINESS WITHIN A BUSINESS**

**VALUE ADD TO YOUR EXISTING  
PREMISES WITH THIS COMBINATION  
VENDING MACHINE DESIGNED TO  
WORK AUTONOMOUSLY JUST FOR YOU**



- ✓ **DESIGNED FOR UNMANNED LOCATIONS**
- ✓ **EXTRA SECURITY FEATURES**
- ✓ **CAPTURE YOUR TARGET MARKET – SELL YOUR DESIRED PRODUCT**
- ✓ **GUARANTEED DELIVERY SYSTEM**
- ✓ **FULLY CUSTOMISED**
- ✓ **BRANDING AVAILABLE**
- ✓ **PROFITABLE R.O.I**
- ✓ **ATTRACT MORE PEOPLE TO YOUR SITE, INCREASE REVENUE**

**LET VENTRADER PROVIDE YOU WITH A VENDING  
PACKAGE TODAY**

**CALL US ON 1300 660 519**

**Or email: [admin@ventrader.com.au](mailto:admin@ventrader.com.au)**

# Message from ACWA Supplier, Make It Cheaper

## Reducing Your Carbon Footprint

Debate over net zero in Australia is heating up with calls for more climate change action growing, and the pace of emission cuts are set to be a key issue at this year's federal election.

Several of Australia's biggest and best-known organisations have committed to bold ambitions to reduce their environmental impact, but smaller businesses and community groups can also take the first steps towards a climate positive approach.

An easy way to start on that journey is to offset carbon emissions from your energy usage – and with more renewable generations coming online in 2022 and several energy retailers now offering plans which include offsets on carbon emissions from energy usage, green doesn't necessarily mean expensive.

ACWA Supplier Make it Cheaper can help make green cheaper for your organisation. They have over ten years of experience in helping Aussie businesses save time and money on energy contracts and also offer green energy solutions for the climate conscious.

Their energy experts will tailor a recommendation to reflect the usage requirements of your business, and your ambitions to become more climate positive .

[Click here](#) or call 02 9137 5271 to find out how the Make it Cheaper team can tailor your energy procurement solution to include more green energy options.



AUSTRALIAN CAR WASH ASSOCIATION ABN 68 140 680 039  
PO Box 1287, Kyneton, VIC 3444 ACWA Office Mobile: 0400 070 417 E: [contact@acwa.net.au](mailto:contact@acwa.net.au) W: [www.acwa.net.au](http://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.*