



# Australian Car Wash Association

WINTER 2021 Volume 28 Issue 2

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ACWA presents

## waxing lyrical

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Car Wash Association

**Tuesday 27 July  
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## Welcome New Members

### Car Wash Operators

Suds Car Spa, QLD	ShishWash, NSW
Deagon Car Dog Wash, QLD	Thormobile Truck Wash, NSW
Ziyaad Omar, QLD	BP Wentworth Falls, NSW
Bell Hub Pty Ltd, Qld	Big Bucket Carwash Parafield, SA
Spiffy's Car Wash, QLD	Dlux Hand Car Wash, VIC
Jeff Watt, QLD	LTMD Pty Ltd, WA

### Car Wash Industry Suppliers

CarChem Products, SA

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# From the President



*As I pen this message, it feels like Australia is split into two distinctly different economies and communities. Those of us fortunate enough to be living in the West, Tasmania, ACT, NT and Queensland and going about our business. And the rest of the country who have been ordered to stay home.*

In Australia, it is pretty much; another day, another state in lockdown. During this week alone, the Covid circuit breaker in Victoria was extended, South Australia was plunged into lockdown, and NSW upped the ante on its Covid restrictions.

At this moment, some 14 million people nationwide are confined to their homes.

Interestingly, several industry representative groups are asking for a national approach to lockdown regulations. However, with State Premiers and Chief Medical Officers becoming "Covid Rockstars" in the media, I won't hold my breath waiting for national consistency!

The most challenging concept to get your head around is the notion of "essential" retail", with each state adopting its own interpretation. It is an absolute nightmare to comprehend how decisions have been made to allocate essential status to some businesses and not others. During July, ACWA once again reached out to governments and ministers around Australia to put car washing's case as an essential service.

Of course, many lives have been saved due to Australia's lockdown approach to managing the Covid crisis. Still, this has come at a substantial cost to businesses. The Australian Retailer's Association has suggested that more than **\$8 billion** worth of retail trade is now at risk nationally.

Importantly, business looks set to remain in turmoil for some time yet. It is becoming clear that lockdowns are set to be repeated over and over as the much-discussed "Delta Variant" spreads. And with around 65% of the population now locked down, pressure is mounting on small businesses, many of whom are struggling for survival without access to an adequate safety net like JobKeeper.

ACWA has been actively prompting car wash businesses impacted by Covid to access the existing Federal Government's Covid disaster payments. However, this initiative falls short of the arrangements place under JobKeeper. Let's hope the Feds have some ammo left because small businesses need support during this very challenging phase of Covid restrictions.

Throughout the Covid pandemic, ACWA has been hard at work behind the scenes to get the best possible outcomes for car wash operators. This is particularly true in Victoria, where Melbourne has been forced into lockdown for more than 185 days in the last 12 months. As President of the Association, I can't tell you how many letters, emails, and phone calls we have made.

Another predicament calling on ACWA to commence political lobbying is the recent changes to Student Visa conditions. These radical changes introduced into the federal budget have seen parts of the car wash industry struggling to get sufficient staff.

ACWA added its voice to those of many industry groups calling for a managed reopening of Australian borders to international students. However, these requests have fallen on deaf ears, and Australia has halved again the number of people returning to Australia. Once again, a complete summary of this political campaign is contained in this newsletter.

It seems that the end game and the most likely way Australia and the world can be extricated from the Covid menace is the vaccine program. Whilst there is no timeline on when the much talked about vaccination level of 70% of the population will be achieved, things are finally starting to move in the right direction.

I know that cash flow for those car washes forced to close makes investing more into your site prohibitive. However, If you do get shut down and have the resources, use the time to do critical maintenance and get your marketing plans sorted. Be ready to kick into gear and maximise sales once you can reopen.

In the meantime, we must support each other through the next few months. Please, reach out to any of your ACWA State Directors if you need help or simply talk to your fellow ACWA members. That's what being part of an Association like ours is all about.

Be Covid safe for staff and customers, and make sure your signage and QR codes are visible at all touchpoints.

And finally, I look forward to seeing everyone when we are all free to move around again and our State Meeting Program visits your State.

Keep safe.

Good luck and happy washing.

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

# ACWA Member Meetings

## March - Adelaide, South Australia

South Australian Director, Matt Hood hosted the first evening event in Adelaide for some years, with approximately 24 car wash operators and suppliers catching up for drinks and dinner at The Jetty Hotel, Glenelg.

New Members were warmly welcomed, and Matt updated the group on the work currently being done by the Association, including the new information based ZOOM conferences series and the work being done on water strategies both of which are included in this Newsletter.



Thankyou to both Brad, Castle Chemicals and Sam, Velocity Vehicle Care who gave short presentations to the group.

The group enthusiastically spent the evening catching up and discussing all things car wash !

## June - Brisbane, Queensland

Our Queensland members were very excited to be back at the favourite watering hole - the Brekky Creek Hotel, for their State Meeting. Despite border closures looming, Neil Fox, ACWA President managed to fly in and attended, welcoming the group of approximately 40 car wash operators and suppliers.

Thank you to Ben, Workplace Central and Malik, Tap N Go whose presentations were very informative and well received. ACWA member, Richard Holloway spoke to the group about the work being done by the Association with SEQWater. The group spent the afternoon over a beer and a steak networking.



# Part 3 of the Get to Know the ACWA Board Series

## Introducing - Julie Campbell, Victorian Director

I grew up in the leafy Eastern suburb of Balwyn in Victoria and went to an all-girl school, PLC. I wasn't much of a fan of studying, preferring to spend my after school hours socializing. After completing school, I attended William Angliss College doing a hospitality management course. I wasn't really interested in that very much either, and I'm still not a very good cook!

I then commenced at Ansett Airlines in 1985 and spent a wonderful 13 years working in various ground staff areas. My favorite was running the mystery fare area, where I got to send passengers all over Australia. I also met my ex husband while working here. We have three fantastic kids Ben 29, Emma, 26 and Max, 21.

After being a stay at home mum for a few years, I rejoined the workforce at what is now called Energy Australia in the procurement area. I finished my 10 years there as an SAP (financial package) trainer in the procurement area.

In 2014 I stumbled into the carwash industry, taking over the business at Carlovers Oakleigh.

It was such a large learning curve. I had been to a carwash in my life and had no idea about running my own business. Although there have been many ups and downs over the past eight years it was the best decision I ever made. And a lot of that is to do with the people I have come to know in the industry and what a fantastic bunch they are.

2020 was a particularly difficult year, spending many months in lockdown. It was also the year I joined ACWA. The Association's efforts during Covid achieved more than any individual could have. I, too, would like to see the Association membership grow. I am looking forward to the next physical event, hopefully in the later part of 2021.

When I'm not working, I spend my time between Melbourne and the Mornington Peninsula. I love family time, especially with my 18mth old grandson, Lennon. I also love long walks with my groodle dog Byron. And when we can get away, my partner, Anthony and I love a good adventure.



## Introducing - Craig Campbell, Immediate Past President and Current NSW Director



I grew up in Independence, Missouri, in the middle of the USA. My mother was a teacher, and my father was an entrepreneur - as were all the Campbell men in the family going back to the mid-1800s. I went to university in Dallas, Texas and earned a BBA in business administration.

During high school, I had been an exchange student in West Germany, and I followed that up during my uni time with a year at the Copenhagen Business School in Denmark. Figuring I had gotten the hang of living in other countries and learning their languages by then, I decided to move to Mexico City after uni so I could learn Spanish. It was a great time as a young person, but when my meagre savings were suddenly worth three times less after the Mexican peso devaluation of 1994, I returned to Texas and started looking for work.

This led to a chance encounter where I picked up a job translating a business deal for a friend of a friend who had some Mexican customers visiting Dallas. I took the gig, figuring I could make a few hundred dollars (which I did), and as a translator ended up selling the Mexicans a touch free car wash - it turned out the friend of a friend was the distributor for Mark VII Equipment in Texas and, apparently, in Mexico! That deal ended up leading to him hiring me, and suddenly I was in the car wash business.

I spent a year or so helping out the Texas business, which included my first business trip - riding along in the 18 wheeler truck to deliver the wash I'd sold as a translator to the heart of Mexico. It was an epic journey that included roadrunners and a questionably legal border crossing that got me wondering what kind of industry I'd gotten myself into, but it turned out to be an indicator of adventures to come.

Later, Mark VII hired me to handle their export business, so I moved to Denver, Colorado. I progressed in the industry whilst also helping build up car wash businesses all over the world, including Australia, which I first visited in 1996. That particular trip was notable for a little discussion with the Victoria police after I forgot which side of the road I was meant to be driving on (I have since worked it out).

After many years in Denver in various roles, including as an owner-operator of a 7-bay self-serve, I helped the Mark VII ownership team sell the business to WashTec of Germany. This led to an offer to move to Bavaria and handle WashTec's export distribution business. Always up for an adventure, I enthusiastically accepted, and then sold the idea to my wife. Luckily, she also enjoys adventures, so we spent three years in Germany where I again helped build up car wash businesses all over the world. We also started a family.

When WashTec bought their Australian distributorship they asked me to lead the integration and turnaround of the business, so we moved to Australia. ACWA asked me to join the board at that time, and I accepted. After about five years of building up the WashTec business, my contract was done. We loved Australia so much that we decided to stay here, so I went into business for myself - helping out Unitec and Washlink in Australia, and eventually taking on the role as CEO of Good Sight, which was ironically founded by a man from my home town some 50 years ago.

I have had the honour of serving as the president of ACWA for two years and more recently as Australia's representative on the board of the ICA. It's been a fun ride over the last 25+ years in an industry I never thought I'd ever be in, with more adventures than I can relate here - we'll save those stories for a beer once we're past COVID. I wish you all good health and hope you have enjoyed the industry as much as I have.

# ACWA Members Stay Informed

## Annual Wage Decision

Members are reminded that the Annual Wage Decision has been handed down and has effect from the **first pay period commencing on or after 1 July 2021**. The increase was 2.5% to the base rates of pay under the Vehicle Repair, Services and Retail Award 2020. If members are paying staff in excess of the base rates of pay, then the increase can be set off against any above Award payments.

## Standing Down Employees Due to COVID Shutdowns

Members are advised that there are quite specific rules and circumstances where a business can stand down staff without pay due to COVID breakouts. The rules regarding reducing hours as opposed to shutting down completely are not entirely clear since Fair Work Enabling Directions ceased to exist in March 2021. In our view, partial stand downs are generally not permitted so it won't be possible to partially reduce the weekly hours of an employee by using the stand down provisions in the Fair Work Act 2009.

Whilst some have a contrary view, the position is far from certain, and so if members wish to engage in partial stand downs, they must understand that they are taking an action that might result in a compliance claim arising. Not only can issues arise in relation to back payments, there are significant monetary penalties that can result from Court action by the Fair Work Ombudsman.

## New Rules for Casual Employees

The federal government has passed new laws which will reduce the risk to employers of casual employees claiming annual and personal leave from an employer if they have been employed on a regular basis for an extended period, and even though they have been paid a casual loading. Effectively double-dipping on entitlements.

It is important that employers undertake certain processes and procedures when employing casuals so as to comply with the new laws and accordingly avail themselves of the protections that now exist. For the most part, the process involves giving the new employee a letter of offer that complies with the relevant legislation and not making guarantees to employees at the time of employment in relation to hours of work. Given that each member's circumstances are different when it comes to employing staff, and some explanation is required, please feel to call the ACWA Industrial Relations Help Line on 08 9240 4230 for assistance.

The ACWA Industrial Relations Help Line answers queries related to the employment, management and termination of employees and other workplace compliance related issues, including unfair dismissal, discrimination and award interpretation. Except where matters are complex and require significant work, this service is provided at no cost to members of ACWA as a benefit of your membership of the Association.

*Thankyou to ACWA Helpline Expert, Graham Lilleyman ESSA, for writing this article.*



## New Financial Year

Have you paid all the super for your employees?

Did you get most of it paid before 28.06.21?

Single Touch Payroll (STP) means all records for Super and PAYG are lodged with the ATO at time of pay run - most software has this facility nowadays.

Have you paid Workcover?

In Queensland if you pay before 15th September, 2021 you are entitled to a discount.

Other States have workers compensation premiums due on the 12 months since taking on risk. I personally was not a fan of this payment schedule, as it was another date that had to be remembered and paid. Thankfully, most of the insurers around the country send regular emails to remind me when declarations, and premiums are due.

Payroll tax is due early in the month, and each State is different.

Whilst businesses battled against lockdowns and other interruptions each State gave different payroll tax holidays and forgiveness options. To sweeten the deal, most inland revenue offices have been offering grants or incentives to employ more people. Have a look on the State Government websites to see if you qualify.

All Super paid by employers is now 10% and awards for the car wash industry went up 2.5%. (some awards like retail and Hospo went up mid-year, so they did not change with EOFY)

ACWA Supplier Member, Ben Haycroft, Workplace Central regularly attends the ACWA Queensland meetings and you can contact him at any time relating to employment in the car wash industry.

Office number 1300 766 380 or email [ask@workplacecentral.com.au](mailto:ask@workplacecentral.com.au)



# ACWA Member, Waves ACT - Staff Training

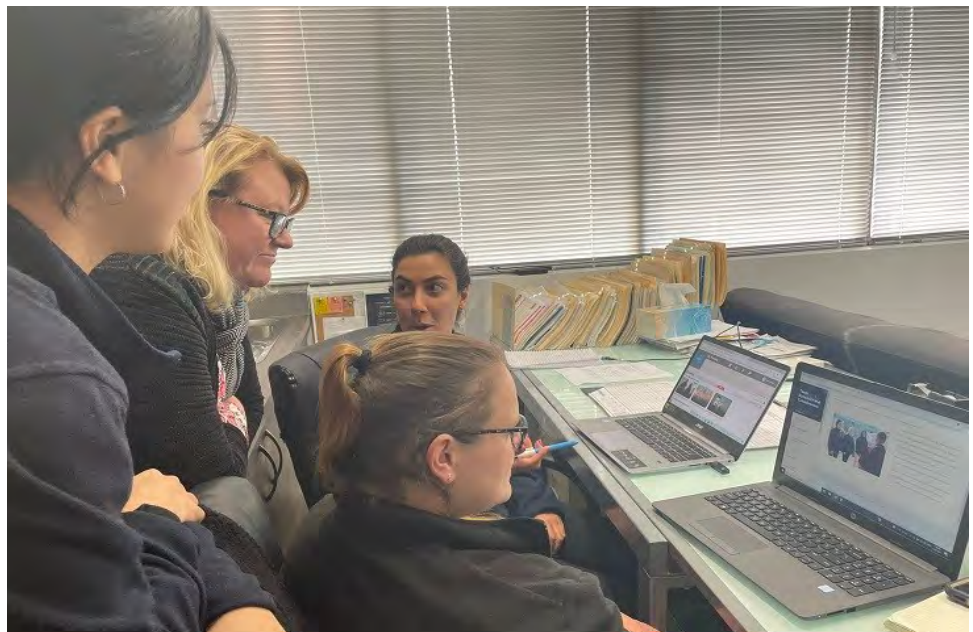
*Waves has implemented the Lead Program across all its locations and is confident of the positive impact it will have on our staff and of course, customer experience.*

Waves goal and vision is to raise the bar for the Australian Car Wash Industry and to a degree, follow suit of the American/European markets when it comes to technology, customer experience and professionalism. Unfortunately, Australia is seen as a bucket and sponge market with a bunch of workers running around cleaning cars. In order to change this perception, firstly, we need to invest in technology, systems and people with a long term plan for our existence as a quality retail offering. The need for training has always been there, and it's been difficult for small family-run operations to invest time and money into building platforms that have accreditation and are then scalable, especially when operators are hands on running the day to day functions. I can certainly confess we have tried developing our own modules for 20 years with only average success.

In order to attract a higher calibre workforce into our industry we need to become an attractive employer and demonstrate that our businesses have a clearly defined career path for personal growth and advancement. By investing in the Lead training program, we can train, measure and coach our future leaders through an easy to follow process providing structure and a systematic framework.

We completely understand the program is written around the American model however, if we look beyond that and leverage on the principles and competency, there is lots to be gained for our local industry and the individual team members. Upon completion, our team leaders and managers are recognised and accredited with an International Car Association Certificate that has intrinsic value for their investment of time and effort.

The outcome we expect is that all our team leaders and managers will be trained and skilled exactly the same throughout our network, ensuring we maintain a unified and consistent approach in all aspects of our operations. The saying goes, "train them don't blame them" and therefore, as business owners, it's our duty to provide the very best environment to facilitate and encourage growth and success. It's highly likely that if our team members are better skilled and equipped, that they will be motivated, more engaged in their roles and have a better appreciation for excellence in customer service. Furthermore, the Lead Modules are designed for ongoing continuation and enhancement meaning this isn't a short term solution, rather an ongoing training program.



The benefits we anticipate foremost are to increase staff retention, build positive team morale, improvements to resourcefulness and interaction when dealing with customers and fellow work colleagues. With the diminishing labour pool, our industry has to think differently and pave the way for change by supporting and providing long-term career paths and upskilling. We need to attract people and what better way than having a solid road map. We are confident that by embracing the training element, all our team will be advocates and referee's to attract other like-minded individuals into our business. A great outcome would be that people will want to join our workplace rather than us having to just accept whatever is available. By developing our skills and challenging our current thinking through education we definitely anticipate happier customers and improvements.



The Lead e-learning training program will take approximately 26 weeks to complete online and can be worked on at each individuals pace. There are five modules with 22 subjects a combination of written articles, multiple choice questions and video interactions in module 1. The remaining four modules will be released progressively over time. Since committing to the program, we have appointed a Training Manager (Carolina) who will champion the implementation and work closely with our team members doing the program. Her primary function is to support and ensure that everyone is working through subjects at the same pace and adapting the principles to our specific and unique needs here in Australia.

Team Waves have embraced the opportunity and are extremely enthusiastic to participate. The concept is new and will require a certain amount of discipline to work through the program to make it a success. We acknowledge this investment will be a point of differentiation for our business and help us in cementing better and positive outcomes.

*Thank you to ACWA Member, Rob Sacco for writing this article.*

# Changes to Student VISA Conditions Hit Car Wash Operators

*Parts of the Australian car wash industry were dealt a savage blow when the Federal Government recently released changes to Australia's tourist visa conditions.*

When the 2021 Federal Budget was released, it removed the existing work hour limits for student visa holders employed in the tourism and hospitality sectors. It further offered student visa holders working in these industries access to a 408 Covid-19 Pandemic Event Visa for 12 months.

The Hon. Alex Hawke MP, Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs, announced it this way, "Government has listened carefully to the states, territories and industry and is introducing these changes to support critical sectors for Australia's Covid-19 economic recovery". He added, "these changes will allow them to supplement their existing workforce to keep their businesses running".

For goodness' sake Mr Hawke, surely the impact of scarcity of unskilled labour in Australia is not something unique to the tourism and hospitality sectors! What about all the other businesses owners who would also like to "keep their businesses running"? Indeed, Australia's labour shortage has become so diabolical, ACWA has received reports that some business sectors are head hunting unskilled labour by paying cash spotter fees of between \$500 and \$1000 to draw unskilled labour away from one business to another.

The Government's decision to favour one industry sector over another is manifestly unfair and has significant repercussions. In the weeks following the Government's announcement, several car wash operators reported their population of student workers had fled the car wash industry favouring the more generous conditions available in the tourism and hospitality sectors.



The car wash industry, which has financially supported international student visa holders by providing excellent employment opportunities and conditions for a very long time, has been left reeling. Some car wash industry sectors now face the prospect of being unable to secure enough workers.

ACWA has taken the opportunity to contact Federal Treasurer Josh Frydenberg MP, Alex Hawke MP, Minister for Immigration, Citizenship, Migrant Services and Multicultural Affairs and the Hon Stuart Robert MP Minister for Employment, Workforce, Skills, Small and Family Business.

We have called on each of them to ensure the Australian car wash industry is added to the list of employment sectors able to offer extended work hours and the 408 Covid 19 Pandemic Event Visa.

ACWA has also added its voice to the chorus of industry groups calling for a managed reopening of Australian borders to international students who play an essential role in our economy.

However, given recent state government calls to halve the number of people returning to Australia, the crisis facing our hotel quarantine system and the notoriously slow rollout of Covid vaccines, this appears unlikely in the near future.

# Gearing up for the transition: why EV servos are no longer a pipe dream

*How one Aussie start-up is helping car wash businesses become the servos of the future.*



*Bell Hub's Bell Recharge and Bell Supercharge proprietary ultra-fast EV charging stations*

Australia's car wash market is getting ready for a massive transition. One in two new car sales in New South Wales and Victoria will be electric vehicles in less than 10 years, and other states will follow suit. South Australia is rolling out over 500 fast-charging EV stations across the state, newly-purchased EVs in Canberra can get up to two years free registration and over 6000 electric vehicles have already been sold in Australia in the first half of this year – doubling total sales for 2020 alone. Car wash operators are taking note as more and more Aussie drivers make the switch to zero emissions.

For a country that's long lagged the world in EV adoption, Australia still has a long road ahead when it comes to making EVs mainstream. Previously, we've seen the roll-out of large-scale new road construction projects across the state without consideration for some of the necessary longer-term infrastructure to support it – like car wash sites and charging provisions for EV owners to directly address range anxiety. Look no further than \$603 million Singleton Bypass, the \$360 million Newcastle Inner City Bypass and the \$491 million upgrade of the Coffs Harbour Bypass as three clear examples. None of these projects currently underway, have stopped to think about laying the groundwork for critical infrastructure like electric vehicle charging stations that can make sure we're one step ahead.

One solution that's been overlooked is working with local car wash operators to help build out existing infrastructure into an Australia-wide network that can meet the needs of electric vehicle owners and the road users of tomorrow. This is particularly important as we start seeing more and more EVs heading away from our metropolitan centres and into our regional communities.



Bell Hub Pty Ltd, a wholly-owned subsidiary of Bell Resources, is helping accelerate this transition. As a proud member of the Australian Car Wash Association, we know that Australia's 3000 carwash sites have been through change before – emerging from a fledgling commercial car-washing industry in Australia in the 1970s to the rollout of self-serve bays and in-bay automatics in the 90s and 2000s. As the new COVID-19 lockdown sweeps through the nation, our industry is facing greater challenges than ever before and needs to adapt.

Bell Resources Limited is an Australian owned and operated business. We're gearing up to become the first to market with a national network of ultra-fast EV charging stations operating on dynamic pricing. With our 60 car washes across the country, in a mixture of regional and metropolitan sites and growing, we have the perfect platform for EV charging because car washes are built for high-traffic volume, offer a strong revenue stream from an adjacent service as the charging businesses develops and have a large footprint for building solar generation capacity. And, we expect more car washes to follow suit and become the EV service stations of tomorrow.

*Article provided by ACWA Member, Bell Hub.*

## New and Innovative - ACWA Member Bell Hub

Bell Hub Chief Operations Officer Jamie Bagley is no stranger to the car wash industry, having owned and operated car wash businesses and hospitality venues throughout Australia over the past 27 years. He says Bell plans to extend its footprint by growing the number of Bell sites to a total of 300 across Australia over the next three to five years.

“Bell is a proud member of the Australian Car Wash Association, a bold advocate for change as we steer Australia towards a low carbon and zero emissions future,” Mr Bagley said.

Bell are keen to support the Australian Car Wash Association financially and assist the industry where we can, he added.



Bell Hub Chief Operations Officer Jamie Bagley

“Working hand-in-hand with our fellow members is an integral part of our vision for helping roll-out the car wash sites Australia needs to serve the EV road users of tomorrow,” Mr Bagley said.

“Car wash operators today have got tax incentives from the federal government to upgrade their equipment, and getting access to the best-of-breed EV charging infrastructure means you’ll be at the forefront of Australia’s electric vehicle revolution.”

Bell Resources, through its wholly owned subsidiary Bell Hub Pty Ltd, has also entered into a commercial agreement with Merlo Coffee to provide specialty roasted barista coffee across Australia at its sites and will be exploring further strategic partnerships in the coming months.



***Thank you to Mark Avery for writing this article.***

*Mark Avery is the CEO and founder of Bell Hub Pty Ltd, a wholly-owned subsidiary of Bell Resources Limited and a member of the Australian Car Wash Association. Bell Resources Limited is an Australian-owned and operated start-up that aims to supply sustainable energy and resources to the EV and ridesharing markets in Australia and US.*

# Welcome New Supplier Member - Oasis Building Design

## *Car Wash Development from Scratch – the In's and Outs*

Car wash developments can be rewarding businesses to build and operate. But where do you start and what are the key components to a successful car wash operation?

### **Offer and Site**

One of the first decisions you will have to make is the type of wash offer you want to operate, and this goes hand in hand with the site you may have in mind. Good research in local competition may help determine the type of wash service that is either lacking or in high demand. A recent client told me that their community Facebook page rated self-serve car wash as one of the top five answers to the question “what business would you like to open up in our area?” Have clear direction and understanding of your offer and how that type of wash offer operates is the first, and most important piece of the puzzle.

The site you select must be in a location with high traffic or accessibility to suit the target market for your wash offer. Site due diligence research is a must. By this I mean looking into the suitability of the site in relation to local council regulations and site constraints. Find out the zoning of the site to see if car/vehicle washing is a permissible/allowable development. In many cases, this won't be listed specifically as a use but keep a look out for “service stations”, as vehicle washing is an ancillary use to this, and is therefore allowable. What are the surrounding developments? Are there nearby residential properties that could restrict your hours of operation? Site constraints such as easements, floor space ratios, heritage, environmentally sensitive areas, bushfire prone area etc., you can appreciate these are all pieces of important information needed in the selection of your wash site.

### **Car Wash Design**

#### **Flow**

The key components common to all wash designs are vehicle flow and traffication. Management of your customer's access to the site, vehicle queuing/movements/storage and safe egress from the site must be at the forefront of design from the concept stage. Not only is this important from an operational perspective, but in order to get the Council and Local Road Authority's tick of approval, you need to demonstrate that your development will not impact the local road network. An easy, safe and stress-free wash experience for your customers will bring them back again and again.

#### **Size Matters**

Having suitably sized wash bays and plant rooms is another key factor in your car wash design. Wash bays that are too big don't maximise your site potential, and designing them too small means the self-serve customer is getting a better wash than their car, or even worse, your equipment does not fit!! If the poor old plant room is an afterthought in the design process it will become the biggest headache during construction. Keep in mind that although it is usually tucked away and never seen by customers, the humble plant room houses your critical equipment. It must be suitably sized to allow service and maintenance but also comply with building codes such as a 2.1m minimum floor to ceiling height and 1.0m minimum clear paths of egress between equipment and the exit door. With the tightening of building regulations throughout Australia, remember, compliance is key.

#### **Promote Clean**

In simple terms, your wash facility is selling “clean”, and this is critical in both design and operations. Whatever your build, the selection of materials and finishes that are easily cleaned and endure are important. Whether it be epoxy grouting to your tiles or specialty acrylic render to your block walls, final selections will mean that through the life of your wash facility, you can maintain the image of “clean” without costly remediations and upgrades.

#### **A-Team**

How do you get all the decisions and designs right? You are not alone. ACWA is a great start! They can point you in the right direction to real-estate agents, equipment suppliers, designers and more importantly, like-minded businesses that have wash industry experience with knowledge to share. Working with people you resonate with and who have the industry know how will go a long way in providing advice that will help you turn your wash dreams into reality.



*Thank you to Vaughn Pelias, Oasis Building Design for writing this article.*



Building Design Pty Ltd

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Follow us on 

# Water Security for the Car Wash Industry

“When the well is dry, we learn the worth of water.” - Benjamin Franklin



*Despite all that is going on around us, ACWA maintains a strong focus on working with water authorities around the country to safeguard the car wash industry and the inevitable return of water restrictions.*

ACWA does things for our members that are highly visible, for example, this newsletter, our State Meeting Events, and some of you will even remember when, in a COVID free world, ACWA was able to deliver Car Wash Show Australia!

However, there is also a raft of behind the scenes ACWA activities, which often go unannounced. This has very much been the case over the past few months with ACWA's involvement in three water authority submissions.

## SEQ Water

For several months ACWA has been working with the Chamber of Commerce and Industry Queensland and SEQ Water to develop new water restrictions guidelines for car wash operators.

This has been an important project. In the past, water authorities have randomly adopted a level of water use they believed was acceptable for car washes to use under severe water restrictions. In most states, this amount has been deemed to be 70 litres per wash.

For the first time during the recent SEQ project, the water authority joined the car wash industry to understand what water savings can actually be achieved at a car wash site and the “reasonableness” of the existing 70 litre conditions.

A part of this process saw consultants employed by the Chamber of Commerce visiting a range of car wash sites to measure water usage accurately. They also provided an assessment of water savings that might be achievable under various reclaim systems scenarios.

Of course, plumbing at most car washes is bespoke and often complex. What became very evident during the process was the difficulty involved in obtaining accurate measurements. What was also apparent, was the lack of understanding of the intricacies of car wash reclaim systems.



Richard Holloway

Fortunately, doyen of the car wash industry in Queensland, Richard Holloway, was on hand to provide guidance and expertise. Richard invested dozens of hours of his time into the project. ACWA would like to thank Richard for his support in mentoring and participating in this project.

We are indebted to him for his service.

As a result of the findings and the work completed, ACWA has made recommendations for improved water restrictions conditions for the car wash industry in South East Queensland.

This proposition is currently under consideration.

# Water Security for the Car Wash Industry

## NSW Draft Water Plan

Earlier this year, the NSW Government announced it had commenced community consultation around developing a proposed state-wide water strategy.

As part of this consultation process, ACWA made a detailed submission to the Draft NSW Water Plan. ACWA provided comment on several areas of the Plan; however, we focused attention on a couple of critical areas:

### *The need to address the complexity of the NSW water regulation structure.*

In NSW, water administration is touched by five Federal Government authorities, five State Government Authorities, and two metropolitan water authorities. It also has NO LESS THAN 92 LOCAL WATER UTILITIES.

The structural complexity becomes all-important during times of drought and water restrictions. For example, in NSW, it is quite conceivable that there could be up to 94 different sets of water restrictions conditions during a state-wide drought.

### *The need to address water recycling on an industrial scale.*

To date, State Government, Local Government and Local Water Utilities in NSW have pushed for small business investment and implementation of in-business and on-site water recycling tactics. This approach to recycling is inefficient, ineffective and not the world's best practice.

The current approach presents a significant cost impost on small to medium business enterprises (SMEs), particularly where retrofitting recycling infrastructure is required. ACWA proposed that SME water recycling is often ineffective, producing water with contaminants that restrict its use. Moreover, this approach yields an inefficient return on state-wide recycling investment. ACWA believes the ultimate goal of water recycling should be to return industrial water use to pristine, potable water. This is best achieved via the implementation of industrial-scale and potentially State Government-funded water recycling.

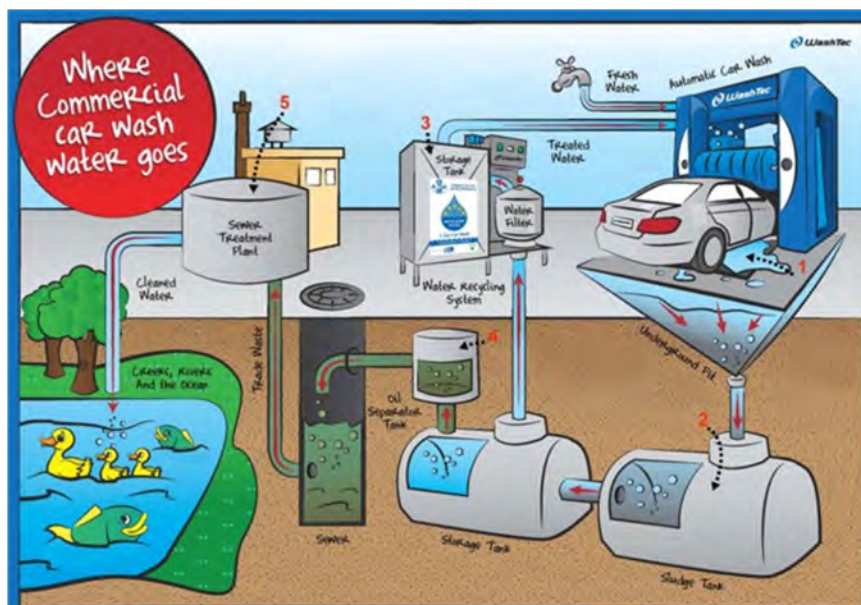
## Victoria

The Department of Environment, Land, Water and Planning (DELWP), in partnership with VicWater, the peak industry association for water businesses in Victoria, is currently reviewing Victoria's urban water restrictions.

The legislative instruments underpinning the restrictions and Permanent Water Saving Rules (PWSRs) were made in 2011. The Water Restriction By-law is due to sunset in December 2021.

A VicWater Working Group, comprised of Victorian urban water corporations, VicWater and DELWP representatives, evaluates the water restrictions and the PWSRs and is likely to submit their recommendations to the Minister for Water in the coming months.

ACWA has made a detailed submission to this process. Importantly, we have used some of the information gleaned after the SEQ process to support our proposal for better restrictions access to water for the car wash industry.



# Greg Scott - What a Car Wash Journey

My journey in the car wash industry started at 3 am on a cold winter's morning in Bairnsdale, Victoria, in 1998 when I was driving home from work as the licensee of "The Grand Terminus Hotel", which I owned for 12 years.

On my route back home that morning, my attention was aroused when I saw a taxi and a farmer's tray back ute, washing their vehicles at that time of the morning, in a newly built three-bay self-serve car wash. It got me thinking, *"WOW, whoever owns that business is making money while he's sleeping, and I'm the silly publican employing 33 staff and working up to 18 hours a day. How do get into that industry?"*.

From that time forward, all I could think of was; *"I want to buy or build a car wash"*, and I was convinced the car wash industry would be my new business pathway. It would allow me to make money while I slept, have a lifestyle, and reduce the number of staff I was responsible for.

In late 1998, I purchased 1000m2 of land in Lakes Entrance and built my first Car wash, "Lakes Car & Boat Wash" (three self-serve bays) which is today owned by long-time friends of mine, Stuart & Suzie McLaren (in fact, Suz worked in the Pub with me back in the 90s).

Fast Forward, I sold my Hotel in December 2002 and moved to the Gold Coast with my family of girls (who I adore) in January 2003. It was here I secured 1811m2 of land to build my dream car wash, "Robina Car & Dog Wash" (two autos, five self-serves, six vacs and two dog washes). I opened for business on March 23rd, 2005, with Prowash Australia (Scott and Andrew) supplying the equipment, just as they had done in Lakes Entrance.

I only had one staff member Arthur Brown who's still working there at 81 years of age (Arthur is an absolute ripper). We collectively worked 70 hours a week looking after our business, especially our customer base, and yes, we were making money while we slept. It was hard work but a whole lot easier than running a pub!

At the 2005 ACWA EXPO on the Gold Coast, I was invited to become an ACWA Board Member and to play a role representing the members of QLD at our State Meetings. A proposition I accepted with open arms.

My passion for the car wash industry was snowballing, so becoming a board member was something I wanted to be involved in. It seemed like an excellent opportunity to broaden my knowledge and understanding of the industry. And with water restrictions on the agenda throughout South East Queensland at the time, I wanted to be a voice and fight for the rights of operators and our growing membership base.

I could also see the benefits of assisting ACWA to grow the membership base throughout the country because a more substantial membership base, provides a stronger voice, precisely what was required when water restrictions were being touted throughout Australia.

The ACWA board takes its responsibility to protect our operators from having their car washes closed very seriously. With this in mind, I would like to take this opportunity to especially thank Richard Holloway (ex ACWA President) for his tireless work for ACWA over a long period. Richard was instrumental in assisting most, if not all, car washes to remain open in the mid-2000s with his blueprint, The Dirty Truth Campaign.



Working at Robina Car Wash Dog Wash



Robina Car Wash Dog Wash with Arthur Brown

# Greg Scott - What a Car Wash Journey

I truly believe everyone in our industry should be a member of our Association because one day, it could be you who needs to call on ACWA to assist. During times of crisis, it is wonderful knowing ACWA will be there for you. And remember, the more members we have, the louder our voice will be heard when the authorities come knocking.



Start of National Car Wash Sales

But I digress; after 15 years of service as an ACWA board member, it feels like the right time for me to stand aside. I would like to think I have helped somehow, and I know I leave the Association in great hands. I encourage others to consider becoming an ACWA Director and play a role in helping other members and creating a stronger industry.

In closing, I'd like to acknowledge the support received from my fellow board members over the past decade and a half. And thanks to Doug Cross for steering the ship in recent years.

I extend my gratitude to all members, especially those in QLD who attended our great meetings and luncheons over the years.

Last but not least, a big shout out to Fiona Tointon for her commitment and work ethic to ACWA for over 20 years. She made my life as a board member a breeze and such an enjoyable experience. Fiona is the soul of ACWA, and I applaud her.

**Thank You ACWA, I'm incredibly grateful.**

**Cheers,  
Greg Scott**

My love for my Robina site, ACWA, the industry, and the beautiful people I've met in my time has helped me to grow enormously. My knowledge and expertise, along with my inner passion, have led me to want to assist existing operators and those entering the industry. In fact, this background inspired my current business venture, National Car Wash Sales, a company I started in May 2013. National Car Wash Sales specialises in working with customers looking to buy, sell, lease or develop car wash sites to a turnkey finish. We understand the industry, and we know what is required to operate a successful car wash.



At the beach with Malik while visiting WA to sell a car wash site

# Welcome New Supplier Member - Tap N Go

## *Are you interested in seeing a 30% growth in your business?*

It's been over a decade now since card payments were introduced to automatic entry systems in Australia. Over the years, card payments have become the preferred payment method and a significant part of our car washes. However, accepting credit cards on auto entry systems was only convenient to a small percentage of the total number of customers using commercial car washes; the actual potential was yet to be explored.

In the past three years, we have seen massive growth in the car wash industry. There have been various reasons for this including bush fires, drought and people not being able to travel overseas due to COVID restrictions. Yet there is another reason contributing to growth at car washes, the high adoption rate of cashless systems on the remaining point of sales (POS) such as self-serve bays, vacuums and dog washes etc. Car wash operators have witnessed growth of 15% to 30% more revenue from their site, just by introducing credit card systems at every POS.

### **This is not where it ends. Unleash the power of your Credit Card System**

It's now time to ask yourself if your existing credit card system can supercharge your business and take it to a whole new level? If not, you should consider our Nayax Credit Card Terminals packed with features that knock the competition out of the park.

#### Key Features:

- Accepting all major payment providers.
- Accepting pre-paid cards for your loyal/corporate customers.
- A 4" inch configurable touch screen.
- Multi-price point options for your self-serve bays and vacuums allow customers to choose what they wish to spend, potentially reducing the transactional fee and increasing revenue for the operator.
- Insert, swipe or tap, our VPOS Touch accepts it all.
- Bright yellow colour that stands out.
- Customer loyalty program via the Monyx Wallet App.
- The ability to monitor cash & card transactions will give a tight grasp on your business.
- Outstanding ongoing support.

These terminals can be installed/retrofitted on existing car wash equipment with minimal alterations. If your car wash is not equipped with a credit card system on every POS, you are missing out on 25% to 35% of your sales; contact us now to obtain a quote.

### **Who are we and why consider buying from us?**

Nayax has been a provider of cashless payment systems to unattended businesses since 2005 and has been collaborating with Tap N Go since January 2019; and companies have worked on several projects together. Tap N Go is now a certified platinum reseller of Nayax devices here in Australia with over 600 active devices and assisting 60 + businesses throughout the country. Tap N Go specialises in supplying & installing a cashless solution to the car wash industry as well as laundromat and vending machine industries. Their experience and expertise within these industries, including day to day operations, allows them to understand the exact requirements and any unexpected issues you may experience.

### **What do our client's say about us?**

*Malik has extensive knowledge of the Nayax system and is always willing and able to fix any problems I have. My stress levels have lowered significantly now I know Malik is only a phone call away! He always seems to be available and nothing is too much trouble, he's an asset to Nayax and I highly recommend him.*

**Ezi-Clean Car Wash  
Dubbo**

*We had Tap N Go install the Nayax system at our car wash on all our equipment in June 2020. Since that time we have seen our credit transactions double. The installation of the system was completed within a day, but more impressive has been the ongoing support and service we have received to ensure we get the most value out of our system.*

**Luxe Wash  
Redbank Plains**

*I have had Tap n Go for 19 months, and I am so grateful to have Malik help me through setting up the system and understanding and managing reports, and any issue with a terminal. Malik is customer orientated, and always attentive in getting back to you with any question. He is very resourceful and has your best interests always. I highly recommend Tap N Go for cashless systems.*

**Werrington Eco Mega Wash**

***Thank you to Malik, Tap N Go, for writing this article.***



CASHLESS SOLUTION FOR YOUR BUSINESS



# 30% Revenue BOOST



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Quote

**2**

Approval

**3**

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Contact**

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Devices



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COUPON CODE VALID UNTIL 30TH SEPTEMBER 2021

The graphic features a large red circle on the left containing the text 'Your energy bills may have increased'. To the right is a road sign on a pole: a red oval with a white upward arrow, and a rectangular white sign below it with the words 'ENERGY BILLS' in black. The background is a blue sky with white clouds.

**Your energy  
bills may have  
increased**

**make it cheaper**

## **There has been an energy price change for Car Wash Owners across Australia**

New energy prices came into effect on July 1<sup>st</sup> with some suppliers **increasing prices by more than 30%\*** whereas others held firm and some even reduced prices. So, it is important to know how these changes will impact your business.

The good news is that there are still plenty of competitive offers in the energy market, and big savings to be made on the Default Market Offer rates. Wholesale energy rates are the lowest they've been in 4 years and you have the opportunity to generate thousands in savings right now by switching to a more competitive offer.

Make it Cheaper will review your new rates and check for a better deal **in just 10 minutes**, making it easy to shop around. The service is free, and we take care of the paperwork and retailer notifications to **make switching simple**.

We've helped thousands of Australian businesses cut their energy costs in recent years, and on average ACWA members have **saved an estimated \$2,800 each year^** by using our service. Plus, some of our small business plans now offset your energy usage emissions for no extra cost.

So, you can help save the planet *and* save on your bill. What's not to love about that?

**Click here to SAVE**

# 1 July - Price change event in NSW, ACT, SA and SE QLD. VIC price change will occur on 1 September.

\* Make it Cheaper analysed price changes effective July 1<sup>st</sup> 2021 for retailers on their panel servicing businesses in NSW, ACT, SA & SE QLD, calculated as a weighted average across energy usage and tariff area.

^ The average savings achieved for a business member of ACWA who switched to a SME business plan recommended by Make it Cheaper was \$2,791 per year (ex GST), August 2016 – July 2021

**AUSTRALIAN CAR WASH ASSOCIATION ABN 68 140 680 039**

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