



SHOP TALK

ISSUES AND NEWS AFFECTING THE AUSTRALIAN SHOPPING CENTRE INDUSTRY

SHOPPING CENTRE
COUNCIL OF AUSTRALIA

Friday 29 October 2010

[Archive](#)

UNION CLAIMS OVER SHOPPING CENTRE CLEANERS WITHOUT FOUNDATION

The LHMU, the union representing cleaners, has announced a national campaign on behalf of cleaners in major shopping centres and some stand-alone major retailers "aimed at highlighting the poor working conditions and lack of respect workers are forced to endure in the industry". The campaign is a continuation of the 'Clean Start' campaign which the union conducted in 2007 on behalf of cleaners in the office sector of the property industry. The LHMU has begun demonstrations outside some shopping centres in support of this campaign. This is despite the fact that this is an industrial matter between the union and the firms contracted to do the cleaning of shopping centres; it is not a matter involving shopping centre owners and managers.

There have been two significant developments since 2007, however. First, the new *Cleaning Services Award 2010* (the so-called 'modern award'), which binds all cleaning contractors, is now in operation and this award, as well as providing substantial additional wage increases for cleaners, picked up many of the conditions which were included in the Clean Start Agreement. In some areas, the modern award is now superior to the Clean Start Agreement. Second, the Fair Work Ombudsman has now commenced the 'National Cleaning Services Campaign' – an educational and compliance campaign targeting all cleaning contractors – to ensure compliance with the *Cleaning Services Award*, and with the minimum rates of pay provided in that award, as well as compliance with National Employment Standards ([Shop Talk 24/9/10](#)). If there are poor working conditions in the industry – and we certainly dispute this is the case for SCCA members – then this is a matter being addressed by the Fair Work Ombudsman. The LHMU campaign seems to be mainly an opportunistic push for over-award increases in the shopping centre industry.

ADELAIDE SHOPPING CENTRES TO APPLY FOR ADDITIONAL CHRISTMAS HOURS

Following the announcement of Christmas-New Year trading hours in Adelaide ([Shop Talk 8/10/10](#)), shopping centres will have to apply, under section 5 of the [Shop Trading Hours Act](#), for permission for non-exempt shops (i.e. large shops) to trade the additional hours (9am to 5pm) on Sundays in December leading up to Christmas; the additional hours (9am to 9pm) on Tuesday 28/12/10 and Monday 3/1/11 and for trading until midnight on Tuesday 21/12/10, Wednesday 22/12/10 and Thursday 23/12/10. Details of how to apply are available [here](#) and further information can be obtained from Steve Weir at SafeWork SA on (08) 8303 0229.

PROPERTY COUNCIL SEMINAR ON QUEENSLAND RETAIL SHOP LEASES ACT

The PCA Qld has organised a one-day professional development seminar on the *Retail Shop Leases Act* with practical tools on how to manage your centre and your retailers. Click [here](#) to register.

MINI GUNS ISSUE OF SHOPPING CENTRE NEWS NOW AVAILABLE FOR PURCHASE

The latest issue of [SCN \(Shopping Centre News\)](#) is now out with rankings for 141 shopping centres, between 6,000m² and 20,000m² GLA. For subscriptions, phone (02) 9555 7494 or email: subscriptions@shoppingcentrenews.com.au.

WA RETAIL TRADERS ASSOCIATION RETAIL AWARDS FOR CUSTOMER SERVICE

The WA Retail Awards for Customer Services Excellence will be held on 12 November in Perth. Please click [here](#) to purchase tickets or contact the CCI Events Team on (08) 9365 7500.