

# CONCRETE IQ

Concrete IQ is the official newsletter of Master Concreters Australia

ISSUE 2, 2016

## EXCELLENCE IN INDUSTRY AWARDS 2016



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CONCRETERS**

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**MASTER  
CONCRETERS**

## MCA HOTLINE

Our highly experienced members can provide advice on various issues affecting concrete contractors through our MCA Hotline.

Members may contact our Hotline representatives or if it is more convenient, call the office on 1300 884 544 and they will start the ball rolling.

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E: [chris@qrc.com.au](mailto:chris@qrc.com.au)

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## CEO'S REPORT

Welcome to the mid-year edition of the Association's newsletter. By the time most of you read this we will be into the second half of another busy year. Our major industry event for the year the 'Excellence in Industry Awards' was held recently in Brisbane. The mid-year newsletter also doubles as our 'Awards Edition' and showcases the finalists and winners on the night. It was great to see the many members, partners and guests who joined us for our gala event.

This year's event also saw a great turnout from our NSW based members. Once again there were some outstanding projects entered into the awards and this year saw a number of entries from members who were attending the awards for the first time. Congratulations to the team at De Martin & Gasparini who took out the Supreme Award with their Barangaroo South project. A small write up has been included in the Awards section to give readers an idea of the complexity involved in this project. It is an impressive project on a scale that is not often seen anywhere in Australia. Congratulations also to our other category winners and finalists. The quality and workmanship on display was once again to a very high standard.

The President and I recently met with the Queensland Minister for Housing and Public Works, the Hon. Mick de Brenni to discuss issues affecting concrete contractors in Queensland and the various initiatives being undertaken by the Queensland Government. Members would be aware of the Security of Payments Review and Licensing Review currently underway. Formal feedback has been provided on the Security of Payments discussion paper and the Minister is well aware of our concerns around retentions and bank guarantees. The Association supports the concept of making the licensing regime easier but

# INDUSTRY AWARDS SHOWCASES HIGH STANDARDS

will require further information before we can make an informed decision.

The Queensland Government will also be releasing a paper on 'Non-conforming Products' which is a major concern for the building and construction industry. Initial feedback has already noted that the existing system does not provide the necessary level of rigour to ensure that products are fit for purpose as defined by the National Construction Code. Further information will be passed to members once the information has been released.

On the building activity front, our New South Wales members remain busy. Industry reporting indicates that conditions in the NSW construction sector are set to remain strong over coming years noting the current high levels of activity in new home building and a longer term uptake in spending on infrastructure. The non-residential building sector has seen an additional 24,000 workers joining the construction labour force over the last three years. Recruiting companies are reporting massive shortages in workers and indicated that project managers, site managers, site administrators and contract administrators are all in demand on the professional side.

In Queensland strong activity levels in residential construction continue, however, non-residential activity remains flat with a number of major projects ending and an oversupply in the office market area.

On a final note it's full steam ahead on the Association front. We will continue our wider membership drive over the next six months, while continuing to engage with various State and Federal organisations to improve contracting conditions and our industry in general.

David Lingard  
CEO, Master Concreters Australia



## DIRECTOR'S PROFILE

### ALBERT PIZZINATO

Managing Director of General Beton Co Pty Limited



Albert is the Managing Director of General Beton Co Pty Limited. He has worked in the construction industry for over 28 years and has a strong passion for concrete. With a long family history in the concrete business, Albert along with his brother Simon founded Beton in 1994, taking over from their father's business that he began back in 1959. Being sons of an Italian Immigrant who ran a very successful concrete pumping and placing company, the foundations were set.

Albert completed a degree in Civil Engineering at the University of NSW, and from here commenced working alongside his father, learning each day, the challenges and rewards that come from working within a thriving family business. Within no time Albert had discovered how character building the industry could be, problem solving and being able to use his engineering background to guide the company into the future.

Relationships have been a key factor in the success of General Beton, maintaining a solid group of employees, dealing with clients, understanding the companies behind the builders they work with, and effectively maintaining allegiances with their colleagues for the continuation of work and contracts.

The focus of the business is the supply of concrete, pump and finish for medium to large-scale projects. Beton has always embraced new challenges and is always committed to completing a job with 110% dedication. Achievements like the 81 story tower in Brisbane came out on budget within the allocated time frame.

Albert's team appreciate diversity, they also cater for the residential sector by offering reinforced concrete packages to residential homes. Beton thrives on being part of a clients dream home, and seeing the end product has its rewards.

Albert believes that a team orientated culture, and a collaborative and balanced work environment breeds success. Investment in your staff always starts with the best training. This is where I see that the Master Concreters Association will be beneficial. Upon joining I have met many like-minded people who have had similar obstacles in our industry, and by recognizing these situations we can try and improve the concrete industry as a whole, and continue its success as a major component of the construction industry.



## NEW MEMBERS

The President and Directors would like to welcome the following new members

- Bouchers Concrete
- Kustom Concrete Finishes
- ZC Group

**RIGHT:** David Lingard MCA CEO (L) and Nathan Boucher (Bouchers Concrete).



## SUSTAINING MEMBERS



# BUILD A WINNING TEAM TO PRODUCE PROFITABLE WORK



Finding quality staff can be a challenge, regardless of what industry you're in. You require a solid recruitment strategy and process, the right staff training and finally a plan to minimise staff turnover.

Building a great team is essential for continued (smooth) growth in a business. Having the right team impacts the bottom line more than people realise. Especially when you're selling labour.

To assist you in building a winning team here are five points to proven strategies used by us and our clients.

## 1. Always be looking

The first challenge most business owners face is the urgency of finding a new employee. If an employee leaves suddenly or you get a surprising influx of work, there will be a natural urge to hire the best of a bad bunch. Use the good times to build relationship with good tradespeople in your industry. Build you network and get to know them before they are employed.

## 2. Build a brand that attracts the right team

Consider, that all the good trades people are currently employed. So, build a brand and reputation in the industry that will attract quality. Make a name for yourself in the industry as an employer of choice. Someone that has great working conditions. Please note that great working conditions doesn't mean the highest pay rate.

## 3. Have clear expectations from the start

Hiring the right team is only half the battle, now you need to manage their performance. Two simple strategies for managing performance, clear position descriptions and clearly defined policies.

Position descriptions are simple an agreement of your expectations and what they are responsible for. Don't be concerned about the term 'policies', this just means a list of expectations about their behaviour. For example, smoking on site, uniforms, drug and alcohol, etc.

Set clear expectations from the start and you will have foundation for performance.

## 4. Train on customer service

Regardless of what position anyone holds in a business, we are all in the business of customer service. It's important however to train your team on what good customer service means in your business.

## 5. Clear set of values or philosophies

Old school saying like "measure twice cut once" are lessons that effectively manage behaviour. Create your own philosophies or values and speak them over and over again until they sink in.

This may sound strange, but it really works. Think about how you want your team to behave, then make a list of mantras to match.

If you would like some more information or guidance on hiring a great team, contact one of the team at PROTRADE United by phone on 1300 767 774 or visit [protradeunited.cm.au](http://protradeunited.cm.au).

## 3 ways Cbus is building super futures for concreters in Queensland

1. Investing in property and development projects through our wholly owned subsidiary Cbus Property<sup>1</sup>, creating jobs and delivering returns
2. Easy administration for employers, with online options to join Cbus and pay employees' super
3. Industry-specific super products for members, including insurance cover, financial advice and free access to the Cbus smartphone app



### Contact Glen for your business super needs

**Glen Halkerston**  
Business Development Manager, QLD



0447 113 282



[ghalkerston@cbusmail.com.au](mailto:ghalkerston@cbusmail.com.au)



*Cbus Property commercial project, 1 William Street, Brisbane*

<sup>1</sup> Cbus Property Pty Ltd is a wholly-owned subsidiary of Cbus and has responsibility for the strategic performance and management of all Cbus direct property developments and investments. This information is about Cbus. It doesn't take into account your specific needs, so you should look at your own financial position, objectives and requirements before making any financial decisions. Read the relevant Cbus Product Disclosure Statement to decide whether Cbus is right for you. Contact **1300 361 784** or visit [www.cbussuper.com.au](http://www.cbussuper.com.au) for a copy. Cbus' Trustee: United Super Pty Ltd ABN 46 006 261 623 AFSL 233792 Cbus ABN 75 493 363 262.

# CONTRACT IS KING – BUT WHAT IS IT?

As the old adage goes, the contract is king. However, it is often the case that parties do not know exactly what the contract is. In the construction industry, parties frequently exchange documents with their “standard terms” on them and rely upon those terms applying in the event of a dispute. As you will see, that can potentially lead to disastrous consequences.

## WHAT NOT TO DO

Take the dispute between BHP Coal and a contractor engaged to inspect a bucket wheel excavator in the Goonyella mine in 1999. Prior to the inspection, BHP gave the contractor an order form containing certain conditions and requested a quote. The contractor then sent BHP a quote for the work that attached its own terms, one of which was a clause excluding the contractor from being liable for any “consequential loss”. Assuming those terms applied, the contractor then attended the site and inspected the excavator and was, in turn, paid for its trouble.

One year later, the excavator collapsed due to a fault that, it was held, the contractor should have detected during the inspection. This caused BHP significant loss in the sum of \$53 million, much of which was consequential in nature. The contractor argued that the exclusion included in its “standard terms” applied, vastly reducing the amount of BHP’s claim. The court disagreed and, despite the fact that the contractor was paid only \$27,000 for the inspection, it was held liable to BHP for the full \$53 million.

## BATTLE OF THE FORMS

This case highlights the importance of contracting parties clearly agreeing on what forms the contract. Frequently, a client will send a purchase order with one-sided standard terms on the back. The contractor will respond by submitting

a quote with its own one-sided standard terms on the back. When this happens, it is called a “battle of the forms”.

Determining which terms apply in such a battle is not always easy, however there are simple ways to protect yourself from losing out.

## OUR TIPS

Ideally, the conditions you agree to carry out work under would be set out expansively in a long-form contract, negotiated and executed by all parties. However, as that is not always possible, we recommend that you:

1. Ensure that any standard terms printed on purchase orders or quotes are specifically referred to (and given priority over) any other terms given by the other party. This can usually be achieved by simply noting on the relevant document that the conditions in your quote or purchase order are “to be given priority over these conditions to the extent of any inconsistency” and asking the other party to initial that notation;
2. Make sure the other party acknowledges in writing the terms in your quote or purchase order if sent by email or fax. For example, you can simply ask them to reply to your email by stating that they accept the terms you propose; and
3. If you are unsure of whether your terms are incorporated into an agreement, seek professional advice.

## THOMSON GEER

LAWYERS

If you have any questions in relation to this article or for any other legal issues, feel free to contact the Thomson Geer Help Desk to discuss.

**P:** +61 2 8248 5810

**E:** [legalhelpdesk@tglaw.com.au](mailto:legalhelpdesk@tglaw.com.au)

## THOMSON GEER

LAWYERS

Thomson Geer is a large Australian commercial law firm with offices in Brisbane, Sydney, Melbourne and Adelaide.

Our Construction and Infrastructure team is particularly well-regarded as having an in-depth understanding of, and extensive experience in, all aspects of construction and infrastructure projects. We provide pragmatic advice to subcontractors and contractors through every stage of a project, from drafting and negotiation of contracts at a tender stage to resolution of disputes post-completion, with a particular focus on ensuring timely payment for our clients.

In conjunction with Master Concreters Australia, we are offering all members complimentary access to the Thomson Geer Help Desk. This service enables you to access specialist legal advice from experienced practitioners at no cost to you and with the convenience of a phone call, so that you can make timely and considered decisions for the benefit of your business.

To access this service, simply follow these steps:

### STEP 1

Contact the Help Desk using the below details and provide us with a brief outline of your query.

### STEP 2

We will arrange for the specialist who is best suited to answering your query to contact you within 24 hours for a phone conference of up to 30 minutes.

### STEP 3

During this conference, the specialist will attempt to resolve your issue or, if that is not possible, provide you with guidance on what steps to take and the costs involved.

For more information on the Help Desk, please contact:

**P:** +61 2 8248 5810

**E:** [legalhelpdesk@tglaw.com.au](mailto:legalhelpdesk@tglaw.com.au)





## EXCELLENCE IN INDUSTRY AWARDS 2016

Members and representatives from the building and construction industry gathered in Brisbane for the 6th Annual Master Concreters Australia Excellence in Industry Awards. This year saw a large contingent from NSW attend the event which showcased a number of high quality projects from NSW and QLD. Congratulations to our worthy winners and finalists who submitted their projects into the category awards. The Training Excellence Award was presented to Josh Glavan (see awards section photos) who attended a NSW delivered Leading Hand course. The

Supplier Representative Award was won by Mr Paul Walduck (Boral) in recognition of his outstanding support to a MCA contractor member.

Thank you to everyone who joined with the Association from far and wide for what was another great night for the industry. We continue to receive great feedback from those who join with us each year and our industry stakeholders who support our contractor members in many ways.

We look forward to seeing everyone at our 2017 gala event.



## QBCC BEST DOMESTIC PROJECT AWARD

### FINALISTS

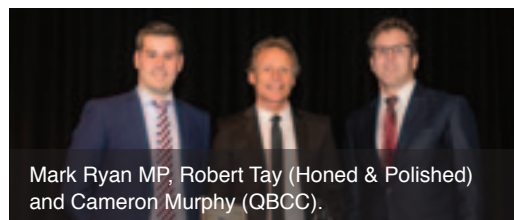
**McGinn Concrete** - Hope Island

**Manly Concrete** - Wavell Heights

### WINNER

**Honed & Polished Concrete** -

Two Roads Farm



## EXCEL GROUP BEST PROJECT UNDER \$20M

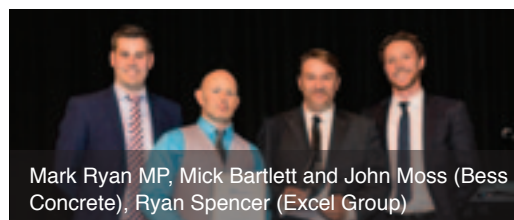
### FINALISTS

**QR Contracting** - Visa Logistics Facility Port of Brisbane

**Azzurri Concrete** - Masters Store Albion Park

### WINNER

**Bess Concrete** - Dexus Larapinta



## HOLCIM BEST PROJECT OVER \$20M

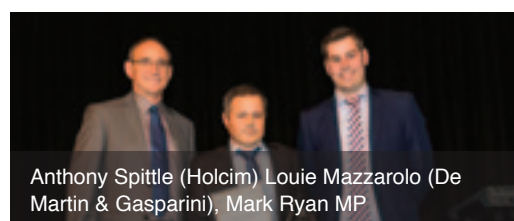
### FINALISTS

**Azzurri Concrete** - Linfox Marsden Park

**Manly Concrete** - Australian Container Freight Services Logistics Terminal Port of Brisbane

### WINNER

**De Martin & Gasparini** - Barangaroo South Sydney





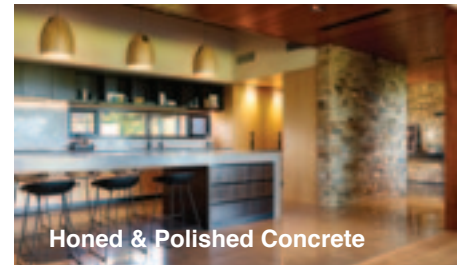
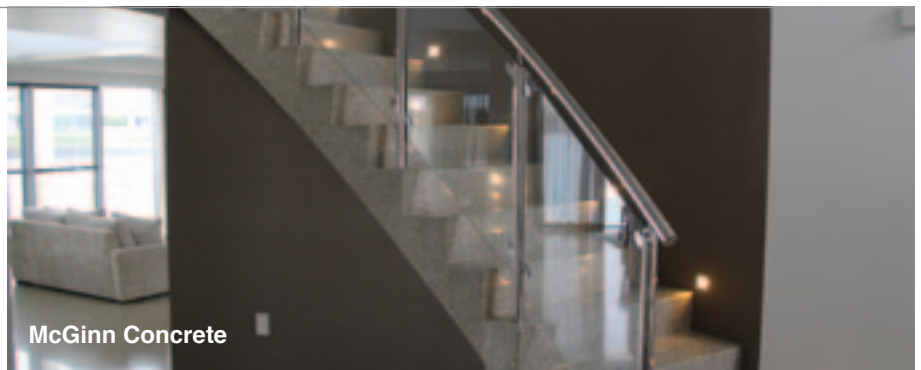
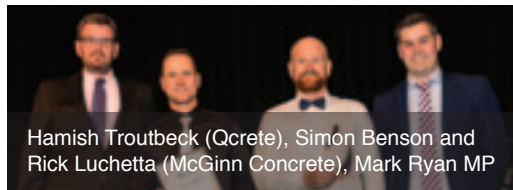
## QCRETE PREMIX BEST DECORATIVE DOMESTIC OR UNIQUE FEATURE AWARD

### FINALISTS

**Honed & Polished Concrete** - Two Roads Farm  
**Manly Concrete** - Wavell Heights

### WINNER

**McGinn Concrete** - Hope Island



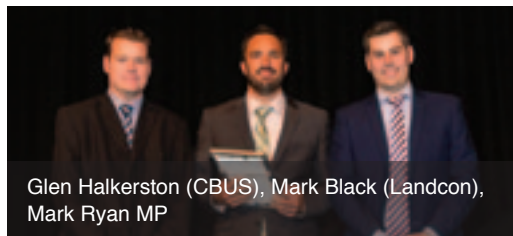
## CBUS BEST DECORATIVE COMMERCIAL AWARD

### FINALISTS

**QR Contracting** - University of Queensland  
Pedestrian Link  
**McGinn Concrete** - Woolworths Cornubia

### WINNER

**Landcon** - The Hamilton



## SAFETY, INNOVATION AND SUSTAINABILITY

### FINALISTS

**Azzurri Concrete** - Linfox Facility Marsden Park  
**De Martin & Gasparini** - Design and  
Construction of Tower Boom Frames

### WINNER

**General Beton** - Centrium Chatswood







## WAGNERS SUPREME AWARD DE MARTIN & GASPARINI - BARANGAROO SOUTH

The Barangaroo South project consisted of three high-rise commercial towers with a two level basement that spans the three towers. The large scale project saw the pumping and placing of 270,000m<sup>3</sup> of concrete.

The complex project required pumping and placing of up to 2,000m<sup>3</sup> of concrete per day with restricted access for concrete agitators and pumps. In addition to the pumping requirements the construction of the towers, which were central to the basement, proceeded while the basement and podium were still being

constructed, therefore no roadways for access were in place.

To meet the concrete requirements Boral Concrete installed the largest on site concrete plant in Australia at the time, which was capable of directly feeding four trailer pumps and an alley to load agitators for smaller pours. The site plant was established 200m from the furthest tower which required the concrete to be pumped 200m horizontally then 200m vertically.

The Barangaroo South Project is a testament to the skills and expertise of DMG staff who have delivered the landmark project.

## MCA TRAINING EXCELLENCE AWARD

### WINNER

**Mr Joshua Glaven**

BELOW: Mark Ryan MP, Josh Glavan (De Martin & Gasparini) Chris Jones (MCA President)



## MCA SUPPLIER REPRESENTATIVE AWARD

### WINNER

**Mr Paul Walduck**

BELOW: David Lingard (MCA CEO) Paul Walduck (Boral) Mark Ryan MP



## NEW QBCC COMMISSIONER APPOINTED

The Queensland Building and Construction Commission (QBCC) recently announced the appointment of Mr Brett Bassett as the new commissioner. Mr Bassett began in his new role on 30 May 2016.

Mr Bassett's previous role was the Queensland Regional Commissioner for the Australian Securities and Investment Commission (ASIC). Prior to his time with ASIC he performed regulatory roles with the Australian Competition and Consumer Commission, the New South Wales Department of Fair Trading and Queensland Police.

"Mr Bassett has significant expertise with regulation of the construction industry having chaired the inaugural Federal Government Building and Construction Roundtable and led ASIC's response to the Senate Inquiry into Insolvency in the Building and Construction Sector.

He holds a Bachelor of Education, a Masters of Business Administration, is a Fellow of the Governance Institute of Australia, a Member of the Australian Institute of Company Directors and is a Certified Fraud Examiner.

His strong customer focus, leadership and governance capabilities will continue the transformation of the QBCC and will guide the business through immediate challenges, including security of payments, insolvencies and non-conforming products.

## BEWARE OF EXCESS WATER

It is important that when ordering pre-mixed concrete the specified slump is appropriate for the method of placing, the size and shape of the members, and the amount of reinforcement. This will aid the supplier in providing a concrete mix with the potential to be easily placed and compacted and in the process reduce the temptation to add water to make the concrete more workable.

Equally important is that everything is ready on site for the concrete to be placed as soon as it is delivered. Any delay can lead to the temptation to add water to restore the concrete's visual workability.

The uncontrolled addition of water on site effectively changes the mix design and should not be permitted under any circumstances.

Whilst the short-term objective may be achieved, excess water is often the cause of many long-term undesirable effects in concrete.

The uncontrolled addition of water can have an effect on any or all of the following:

### STRENGTH

The concrete's ultimate compressive strength may fall short of that specified for the project. As can be seen from the diagram, following the addition

of 20 litres of excess water per cubic metre of concrete, the final strength achieved may be as low as half of the specified strength.

### CRACKING

The concrete will be much more susceptible to early-age and drying shrinkage cracking. The resulting extent and size of cracks may well be unacceptable for both visual and structural reasons.

### DELAMINATION

Concrete that is finished when too wet can, under some weather conditions, dry at the surface and delaminate from the underlying wet concrete.

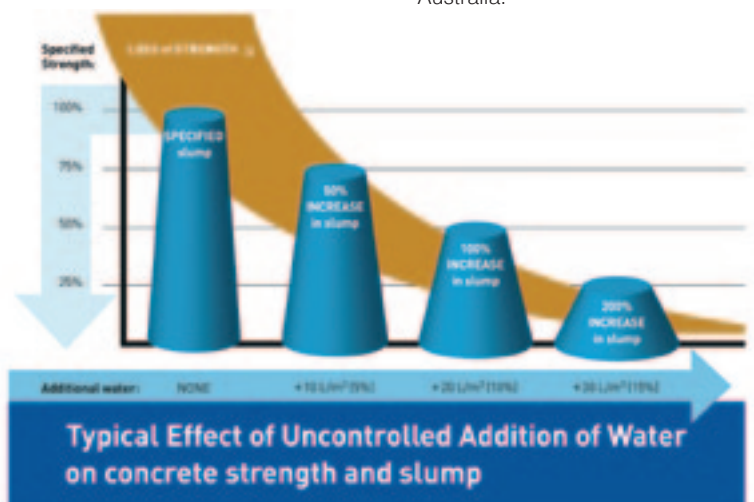
### ABRASION/SURFACE DUSTING

The surface of the concrete will have a reduced resistance to abrasion under traffic (even pedestrian traffic) will be weak, leading to potential 'dusting' of the surface and eventually to exposure of the coarse aggregate.

### DURABILITY

The poor protection provided by the weak concrete (and the cracking mentioned above) may greatly increase the risk of corrosion of any reinforcement, and may contribute to the premature failure of the element.

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## GET A BIG SAVING ON YOUR NEXT CAR OR WORK TRUCK PURCHASE

MCA has partnered with AutoTender to give you FREE access to their vehicle tendering system!

### WHAT DOES THAT MEAN FOR YOU?

It means the next time you're looking for prices on a new car or work truck, you can post your request to AutoTender.com.au and use their network of reputable dealers to get you the best deals around. Forget the stress and bother of going to dealership after dealership, or spending hours looking through websites.

Login to the members only section of the

MCA website and click on the autotrader link to get your tender rolling.

### FREE FOR BEING AN MCA MEMBER

Normally we charge a fee of \$49 to put a request up on AutoTender, however because you're a member of MCA, you can place requests for FREE.

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Instead of hunting around from dealership to dealership, trawling through pages and pages on confusing websites, AutoTender gives you one simple way to make the dealers do the work for you.

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LODGE



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3  
EASY  
STEPS

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→ COMPLETE  
RETURN



→ SUBMIT  
RETURN



[www.qleave.qld.gov.au/employerlogin](http://www.qleave.qld.gov.au/employerlogin)

- Enter your QLeave number and password to log in.
- Click 'Reset password' on the employer online services log in page if you need a new password.

QLeave number\*

Password\*

Log In

Cancel

[Reset password](#) | [Register online](#)

### Need help completing your Worker Service Return online?

Refer to the 'Online Worker Service Return user guide' available at [www.qleave.qld.gov.au/employerguides](http://www.qleave.qld.gov.au/employerguides)

[www.qleave.qld.gov.au](http://www.qleave.qld.gov.au)





**JOIN  
NOW**

Master Concreters Australia provides a range of services and support specifically for concrete contractors. All member companies are advertised through the 'Find a Master Concreter' Directory on the Master Concreters homepage.

- Access to technical information
- Industry helpline for concrete contractors
- Discounted training for members
- Business mentoring service
- Newsletters, industry news and information
- Networking opportunities with other contractors

To join Master Concreters Australia complete the application form below.

[www.masterconcreters.com.au](http://www.masterconcreters.com.au)

Master Concreters Australia is the industry trade association working for and supporting concrete contractors.



Or scan and email to [info@masterconcreters.com.au](mailto:info@masterconcreters.com.au)

\*Members must hold appropriate license for scope of works.