

THE PILOT PACK

Local delivery for your *national promise.*

Every large facility-services provider promises national strength, delivered locally. In the Illawarra-Wollongong corridor, hours from a metropolitan base, that promise is hardest to keep. APERSON Services closes the gap as your dedicated local arm: a supervised, vetted, compliant cleaning workforce under your brand, your standards, your margin.

98%+

SHIFT FILL RATE

2 hrs

NO-SHOW REPLACEMENT, MONTHLY QA SCORE

95%+

4 hrs

REACTIVE ON-SITE, MAX

One site. Ninety days. Fixed KPIs. No lock-in.

You don't fear the price. *You fear the gaps.*

A regional site two hours from your state office rarely fails on price. It fails in the gaps: the no-show nobody replaces, the audit file missing one certificate, the reactive call-out that waits for a metropolitan crew. APERSON Services exists to close exactly those gaps — as a subcontracted local arm that operates under your brand and your standards, and reports the way your head contract requires.

- **Local coverage**

In-region cleaners with a local supervisor — supervised daily, under your brand and standards, with decisions made where the site is.

- **Regional recruitment & retention**

We continuously source, vet and rank Illawarra cleaners, so coverage does not depend on one hire staying.

- **Reactive & emergency response**

A local bench puts people on-site within four hours — without pulling your metropolitan resources down the freeway.

- **QA & compliance at distance**

We carry inductions, checks, insurances and audits; you receive the reporting pack, ready for your client and your auditor.

- **Local-jobs evidence for tenders**

Illawarra people on Illawarra sites — a documented local-employment story for government and enterprise bids.

- **Clean account lines**

Your client, your head contract. We work invisibly, with a mutual non-solicit both ways.

CAPABILITY

A workforce system, *not a labour pool.*

01

Business Card verification

Every cleaner is verified — identity, right-to-work, police-check status, inductions, insurances and skills. One verified profile backs every compliance document we submit for your sites.

02

WCScoring

A transparent experience-and-performance ranking across the workforce. Allocation is merit-based, quality is visible, and every monthly report includes the scoring pack — auditable, not anecdotal.

03

The gateway model

Sole-trader cleaners grow through our platform into established operators — equipment, documents, demand and standards provided. Growth keeps the best people engaged, so shifts stay filled long after the first quarter.

04

Day-to-day delivery

In-region cleaners with a local supervisor for first-line oversight. Rostering, no-show replacement within two hours and reactive call-outs on-site within four hours — handled locally.

05

Reporting you can audit

Monthly QA audits scored against your standards (95%+ pilot KPI), a KPI pack per site, and WCScoring visibility over the crew — trends, not anecdotes.

06

Commercials, clean

Scoped per site below your client charge-out — margin protected. Open-book optional. No headline hourly rates, no surprises at renewal.

COVERAGE

The Illawarra-Wollongong corridor, cluster by cluster.

- North Coast · Helensburgh North
- Port Kembla / Unanderra · industry
- Kiama · Nowra / Shoalhaven
- Central Wollongong · hospital & government precinct
- Dapto South · Shellharbour
- University, schools & retail across the corridor

Site-ready is a stack, *not a certificate.*

Nine layers, maintained continuously and evidenced in writing — so your file is audit-proof, not just ours.

01 Police checks & WWCC

Current national police checks for every cleaner; Working With Children Checks wherever a site requires them. Verified before first shift, tracked for renewal.

02 Inductions — run and recorded

Site and client inductions delivered before day one, with attendance records kept per cleaner, per site.

03 Insurances & COCs, proactively

\$20M public liability and workers compensation held current; certificates of currency issued to you before you ask.

04 Subcontractor's Statement (OPT 011)

Signed NSW Subcontractor's Statements with every claim — and we understand the principal-contractor obligations behind them.

05 Toolbox talks

Scheduled safety talks with sign-in sheets, mapped to site risks and available in your monthly pack.

06 SWMS, SDS & hygiene control

Safe work method statements per task, safety data sheets per chemical, colour-coded equipment for hygiene separation.

07 Time & attendance

Verified clock-in/out per shift, with a no-show protocol that replaces within two hours and reports the incident.

08 Scored inspections & spot checks

Scheduled monthly inspections scored against your standard, plus unannounced spot checks.

09 Monthly reporting pack

KPIs, inspection scores, incidents, toolbox records and certificates — one pack, per site, every month.

OPERATIONS

What delivery looks like, *week by week.*

WEEK -2

Site walk with your account lead; scope, risks and standards confirmed; crew matched by WCScore; checks and inductions scheduled.

WEEK -1

Inductions completed and recorded; SWMS and chemical registers signed off; keys/access tested; supervisor dry-run of routines.

DAY 1

Crew live under your brand; supervisor on-site; first-week daily reporting to your account lead, then normal cadence.

FIELD SCENARIOS

The 5:40am no-show

Clock-in missed at 5:30. Supervisor alerted at 5:40, ranked replacement accepted by 6:05, on-site before 7:30 — inside the two-hour KPI. You hear about it in the report, not from your client.

The reactive call-out

Client flood call at 2pm. Local crew diverted, on-site 3:20pm, made safe and cleaned by 5pm, incident report with photos same evening — no metropolitan crew dispatched.

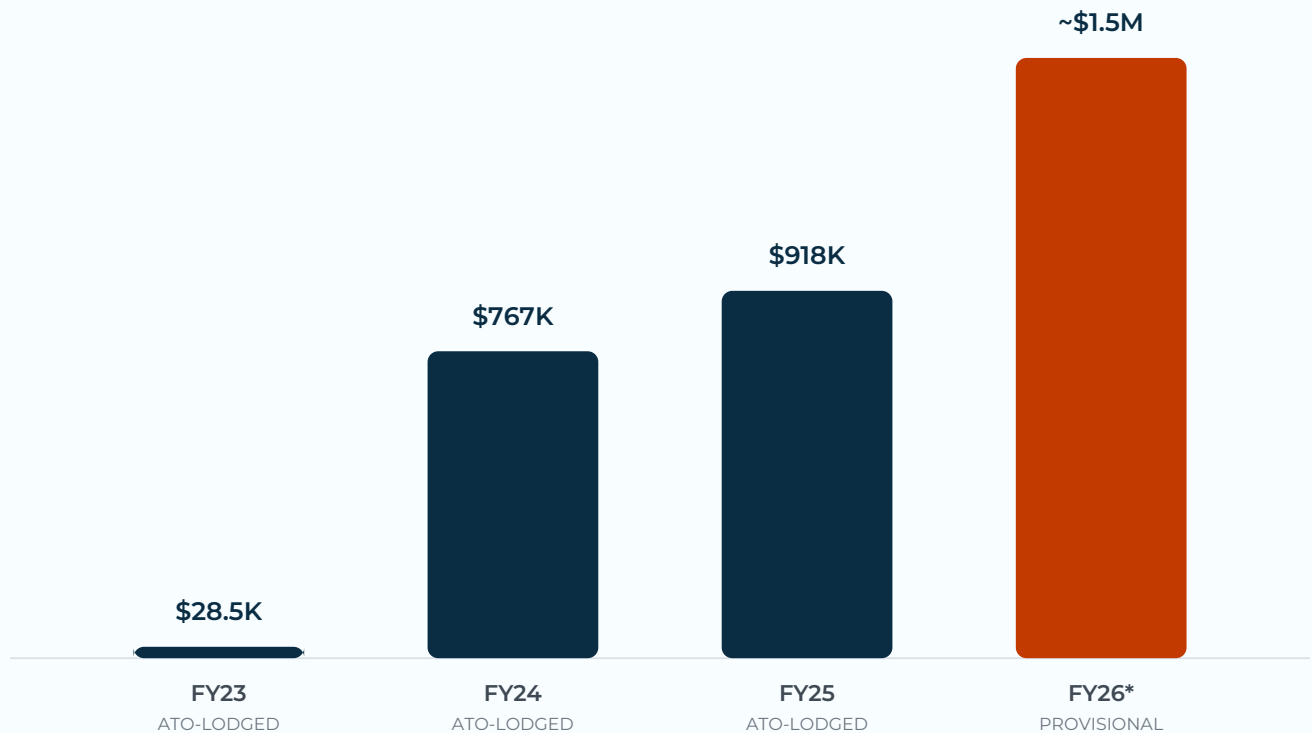
The audit finding

Your auditor requests evidence for one cleaner: police check, induction record, toolbox attendance and insurance certificate returned from one verified profile, same day.

TRACK RECORD

Growth we can evidence.

To protect our principals and their clients, we do not share client names, site addresses, photos or activity histories — the same discipline we will apply to your account. What we share instead is the audited shape of the business itself.



Revenue, APERSON SERVICES PTY LTD. FY23-FY25 figures are ATO-lodged; FY26* is a provisional full-year estimate with H1 (\$468K) supported by lodged BAS. Figures are provided for information and do not constitute a binding representation.

The pattern behind the numbers: subcontracted delivery retained and expanded on performance — the same mechanism the 90-day pilot lets you test on one contained site.

THE OFFER

One site. Ninety days. *Fixed KPIs. No lock-in.*

PILOT TERM SHEET

Shift fill rate	98% or more of rostered shifts filled
No-show replacement	Verified replacement on-site within 2 hours
Quality assurance	Monthly scored inspection at 95% or above, against your standard
Reactive response	On-site within 4 hours of call-out
Reporting	Monthly pack: KPIs, inspections, incidents, certificates
Commercials	Below your client charge-out, margin protected · open-book optional
Exit & protections	30-day notice either way · mutual non-solicit · NDA on request

Local completion typically removes around AUD 10,000 per site per year in remote-management overhead — travel, chasing, paperwork. One contained site proves it on real KPIs, before any portfolio commitment.

If the KPIs hold, extend. If they don't, walk away — with the data.

NEXT STEPS

Prove it on one site.

Reply with a site you would like to test — or simply with who you are — and we will come back within one business day with the standard pilot terms, KPI definitions and the onboarding checklist for that site.

01 Enquire

www.apersonservices.com.au/contact.html — or email admin@wecleaner.com.au

02 Site walk

We walk the site with your account lead and confirm scope, risks and standards.

03 Mobilise

Checks, inductions and SWMS complete inside two weeks. Crew live on day one.

04 Measure

Ninety days of KPIs, monthly packs, then your call — extend, expand or exit.

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SERVICES

APERSON SERVICES

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