

CUA Number: CUAOFP2023
Last Updated: 8 August 2023

CUAOFP2023 PANEL B – JANITORIAL & PERSONAL ITEMS

Procurement Lifecycle Document

Mandan Holdings Pty Ltd (Trading as Woollahra)

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General Enquiries

Orders

sales@woollahragroup.com.au

Refer to [Buying methods](#) section for further information.

Hours

Mon -Fri 6am – 6pm

Offered Products

Offered Brands

Complete list of CUA offered products can be found in the Product Catalogue ([Price Schedule CUAOFP2023 \(www.wa.gov.au\)](#)).

Woollahra Group is a 100% Indigenous Owned, Manufacturer and Distributor of Cleaning, Janitorial and Hygiene Products, located in Malaga, Western Australia.

Woollahra's vision is to lead change passionately & innovatively, as an Indigenous Business, to empower social consciousness and provide a platform for businesses to make the best purchasing choices that are respectful of our communities and country to build a sustainable future for Australia.

Our mission is to lead with passion and respect, the empowerment and growth of Indigenous people and business through manufacturing and procuring Australia's most innovative and highest quality product.

Underpinning Woollahra's business are our 5 core values:

Respect: Always acting with care and humility while acknowledging all people, past and present, our shared land and environment, through developing our willingness for heightened knowledge, understanding and ownership of our history to help us shape our future

Empowerment: Presenting an honest pathway for Australian businesses to make purchasing choices that are respectful of our communities and country while also working to engage Indigenous communities & businesses to build sustainable futures and allowing employees to be motivated and connected to these outcomes

Growth: Powering the Indigenous economy by accelerating the movement towards more socially responsible decision making and working to deliver authentic and sustainable social and financial outcomes for Indigenous Businesses and the broader Indigenous Communities in which we operate.

Innovation: To passionately apply continuous learning by evoking wisdom from a 60,000-year-old culture and invigorating change by applying it to both modern technologies and creative thinking to provide exceptional value when solving problems for customers and ourselves.

Quality: Ensuring that products manufactured and distributed are the most trusted and best in class for results, the environment and have the most meaningful social impact while guiding our employee's actions to always reflect this.

Social Responsibility:

The Woollahra Group “Social Enterprise” Business Model is revolutionising the way companies, both Locally and Nationally, procure goods and is resulting in tangible outcomes for Indigenous People and Communities across Australia.

At our core, Woollahra is a distribution business, focused on the supply of the highest quality, ethically sourced and sustainable products that meet the functional needs of companies operating in the Government, Mining, Civil Construction and Facilities Maintenance sectors.

Our product categories include (but are not limited to) an extensive range of Cleaning Chemicals, Janitorial Supplies, Paper Products, Hygiene Products, PPE & Safety Equipment.

Woollahra is an officially recognised distributor of suppliers such as Kimberley Clark Professional (Kleenex, Scott, Wypall), Freudenberg Home Solutions (Oates, Vileda), Rosche Paper, The Hygiene Co, Huhtamaki, Diversey & Signet.

Woollahra is also the owner and operator of Australia’s only 100% Indigenous Owned, High Volume, Cleaning Chemical Manufacturing Company “Surekleen Products” which produces high quality, environmentally friendly chemicals from our local manufacturing facility in Malaga, WA.

How the Model Works:

What differentiates Woollahra from other distributors both locally and nationally, is our “Social Enterprise” Model.



As part of our commitment to our values, Woollahra creates meaningful joint venture partnerships with Traditional Landowner Corporations and NFP organisations on the

lands we operate, and we share a % of revenue on every item sold to support Indigenous Community Initiatives including Health, Education, Employment and Building Business Capacity that actively aim to help “Close the Gap” on Indigenous Disadvantage.

Woollahra currently holds 15 Joint Venture Partnerships with determined Traditional Landowner Corporations or Businesses across WA as well as National Partnerships with NFP’s Maar Koodjal, Madalah Foundation, AIME, Fair Game & Soap Aid.

These partnerships involve Woollahra actively contributing a % of revenue for every item sold through our business to support our partners in providing better opportunities and pathways for Aboriginal People. Year to date, in 2022, Woollahra has contributed \$120,000+ to our community partners to support initiatives that are creating better outcomes for First Nations People on the lands we operate.

Buying methods

Method 1:

Woollahra can provide a Microsoft Excel based template for catalogue items that can be populated by CUA customers and returned via email to sales@woollahragroup.com.au for processing.

Method 2:

CUA Customers can raise a PO within their own ordering systems and email this through to sales@woollahragroup.com.au for processing. Manual PO's from CUA Customers should contain the correct Woollahra Material Numbers & Agreed Cost Pricing.

Method 3:

CUA Customers will be provided with Individual Login Details for Woollahra's Online Catalogue Portal. The Online Catalogue will allow CUA Customers access to only products and pricing that are aligned to the CUA contracted portfolio and orders placed online flow automatically into the Woollahra ordering system for processing. If this method is of interest, please reach out to ssmith@woollahragroup.com.au to discuss in further detail.

Method 4:

For advanced CUA customers with EDI Integration, Woollahra has the capacity to create "punchout catalogue" that feeds directly out of the customer ordering system and into the Woollahra ordering system. This EDI Integration may require some collaboration between Woollahra's IT provider and the Customers IT/ Systems technicians for integration, testing and onboarding to occur but we do have the capacity to deliver automated integration and ordering. If this method is of interest, please reach out to ssmith@woollahragroup.com.au to discuss in further detail.

Delivery

Timeframes and Fees

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/ Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
Perth Metropolitan Region & City of Mandurah	All Perth Metro and City of Mandurah (6180, 6210, 6211) Postcodes	YES	\$0.00	1 – 3	All sites in Perth Metro to be FIS* for all orders over \$250
Gascoyne Region: Shire of Carnarvon LGA (within 20km of Carnarvon town)	6701 (where deemed Regional, not Remote)	YES	TBA	2 – 5	TBA
Gascoyne Region: All Other Locations	All Gascoyne except listed in 2.1	YES	TBA	2 – 5	TBA
Goldfields-Esperance: Shire of Esperance LGA (Only within 20km of Esperance Town)	6450 (where deemed Regional, not Remote)	YES	TBA	2 – 5	TBA
Goldfields-Esperance: City Kalgoorlie-Boulder LGA (specified postcodes only)	6430, 6431. 6432	YES	TBA	3 – 7	TBA
Goldfields-Esperance: All Other Locations	All Goldfields-Esperance except listed in 3.1 & 3.2	YES	TBA	3 – 7	TBA
Great Southern: City of Albany LGA	6327, 6328, 6330	YES	TBA	2 – 5	TBA

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/ Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
Great Southern: All Other Locations	All Great Southern except listed in 4.1	YES	TBA	2 – 5	TBA
Kimberley: Shire of Broome LGA (Only within 20km of Broome town required)	6725 (where deemed Regional, not Remote), 6726	YES	TBA	3 – 7	TBA
Kimberley: Shire of Wyndham-East Kimberley LGA (Only within 20km of Kununurra town)	6740 (where deemed Regional, not Remote)	YES	TBA	3 – 7	TBA
Kimberley: Other Locations	All Kimberley except listed in 5.1 and 5.2	YES	TBA	3 – 7	TBA
Mid-West: City of Greater Geraldton LGA (specified postcodes)	6530, 6532	YES	TBA	3 – 7	TBA
Mid-West: All Other Locations	All Mid-West except listed in 6.1	YES	TBA	3 – 7	TBA
Peel: All Locations Except City of Mandurah	All Peel except City of Mandurah (6180, 6210, 6211)	YES	TBA	2 – 5	TBA
Pilbara: Town of Port Hedland LGA including Port Hedland, South Hedland and Wedgefield.	6721, 6722	YES	TBA	3 – 7	TBA
Pilbara: City of Karratha LGA	6713, 6714, 6718, 6720	YES	TBA	3 – 7	TBA
Pilbara: All Other Locations	All Pilbara except listed in 8.1 & 8.2	YES	TBA	3 – 7	TBA

Delivery Fee/Lead Time by Location					
Region / Location	Postcodes / Areas Included	Deliverable Location (Yes/No)	Delivery		Details/ Exceptions
			CUA Cost (\$)	Lead Time (Business Days)	
South West: City of Bunbury LGA and surrounds (including Australind)	6230, 6231, 6232, 6233	YES	TBA	2 – 5	TBA
South West: City of Busselton LGA	6280, 6281, 6282	YES	TBA	2 – 5	TBA
South West: All Other Locations	All South West except listed in 9.1 & 9.2	YES	TBA	2 – 5	TBA
Wheatbelt: Shire of Northam LGA	6401, 6403, 6560, 6562, 6564	YES	TBA	3 – 7	TBA
Wheatbelt: All Other Locations	All Wheatbelt except listed in 10.1	YES	TBA	3 – 7	TBA

*FIS – Free Into Store

All deliveries typically arrive between 8 AM and 5 PM.

Minimum Orders

Minimum Order Threshold Product Conditions	\$ Threshold	Volume Threshold (e.g. Cartons)	Orders Below Threshold Accepted (YES/NO)	Delivery Fee (for Orders below threshold)
N/A	\$250 excl. GST	N/A	No	N/A

Perth metropolitan area

1. Order is received into Woollahra's Order Processing System via methods 1-4 of the above listed Woollahra Buying Methods.
2. "A Class" (items purchased regularly by Woollahra Customers that sit within the Woollahra HQ Warehouse as Inventory Stock) orders (PO) received before 12pm are generally picked same day and out for delivery next day (PO+1). "A Class" items ordered after 12pm are usually picked following day and out for delivery the day after (PO+2)
3. "C Class" (slow moving/ ad hoc or non-stocked items that Woollahra does not hold as inventory) orders received before 4pm are placed with Woollahra's suppliers on the same day as PO. Woollahra suppliers for MOST "C Class" items hold inventory in WA & stock will arrive at Woollahra within 2 days (PO+2) this stock is immediately picked for delivery and will in most cases be delivered on the following day (PO+3)
4. All Metro Deliveries should expect to arrive to the CUA customer on the same day as goods are dispatched from the Woollahra HQ Warehouse.

Regional Deliveries

1. Order is received into Woollahra's Order Processing System via methods 1-4 of the above listed Woollahra Buying Methods.
2. "A Class" (items purchased regularly by Woollahra Customers that sit within the Woollahra HQ Warehouse as Inventory Stock) orders (PO) received before 12pm are generally picked same day and out for delivery next day (PO+1). "A Class" items ordered after 12pm are usually picked following day and out for delivery the day after (PO+2)
3. "C Class" (slow moving/ ad hoc or non-stocked items that Woollahra does not hold as inventory) orders received before 4pm are placed with Woollahra's suppliers on the same day as PO. Woollahra suppliers for MOST "C Class" items hold inventory in WA & stock will arrive at Woollahra within 2 days (PO+2) this stock is immediately picked for delivery and will in most cases be delivered on the following day (PO+3)
4. Regional Delivery times vary based on the destination and Woollahra's 3rd party logistics providers delivery schedules. In most cases, deliveries should expect to

arrive to the CUA customer within 1-3 days from goods dispatched from the Woollahra HQ Warehouse.

6. Payment of invoices

Pay on your account via the following options:

EFT / Direct Deposit

Pay on your Account via EFT – Account details as follows:

Account Name: Mandan Holdings Pty Ltd

BSB: 633000

Account: 162871784

Email remittances: accounts@woollahragroup.com.au

Credit Card

7. Takeback Services

NA

8. Disposal and recycling

Woollahra offers a container recycling program for purchases of Surekleen Chemical Products in containers above 5L.

There are multiple options for the collection/ return of these containers to the Surekleen Manufacturing Facility in Malaga.

Should your department require further information on this program, please contact ssmith@woollahragroup.com.au for more details.

9. Return of rejected goods

Please contact stores@woollahragroup.com.au

10. Account management and invoicing

Who	Service	Contact Details
Director/ CUA Lead Sam Smith	Account Management/ Senior Level Discussions	ssmith@woollahragroup.com.au 0400 764 413
Key Account Manager Warren Chaplin	Account Management	wchaplin@woollahragroup.com.au
Marketing & Content Brandon Stockbridge	Marketing/ Events/ Content	bstockbridge@woollahragroup.com.au
Finance Manager Ben Lim	Senior Finance Discussions	blim@woollahragroup.com.au
Accounts Payable/ Receivables Donata Wojcik	Payables/ Receivables	accounts@woollahragroup.com.au dwojcik@woollahragroup.com.au
Sales Ordering & Customer Service	Placing Orders Customer Service	sales@woollahragroup.com.au
Purchase Orders & Logistics	Purchasing Logistics Order Queries	purchasing@woollahragroup.com.au stores@woollahragroup.com

Contractor information

ABN: 63 619 376 733

ACN: 619 376 733

Contractor Details

Contact Information

NAME: Sam Smith

Position: Sales & Marketing Director

Phone: 0400 764 413

Mobile: 0400 764 413

Email: ssmith@woollahragroup.com.au

NAME: Warren Chaplin

Position: Key Account Manager

Phone: 0472 583 702

Mobile: 0472 583 702

Email: wchaplin@woollahragroup.com.au

Business Hours:

Mon – Fri: 6am – 6pm

Orders Via: sales@woollahragroup.com.au