



1 March 2017

Welcome to our March Newsletter

As we march into March, (and didn't that go quickly) the CMS Team has been busy providing guidance, advice and support to many of our members.

The Employment Relations team has been assisting members in various employment matters and work health and safety issues. They have been attending to and dealing with a lot of cases in this first part of the year, as well as a constant stream of phone and email member enquires.

Our Financial Services team has been working tirelessly completing financial year audits for members, preparing our bookkeeping clients for their Audits and taking on a number of new clients (members) looking for help with their payroll and bookkeeping needs.

Look out for our March roadshow, and seminars. Keep a look out in your email and mail for the notices of these events.

Check out all the details for our upcoming roadshows and seminars further down in this edition.

If you want to find out more about our services, from Financial Audits, bookkeeping and payroll, WHS Audits, training or help with staffing matters, entitlement calculations, or you just want to check if the committee is doing it right! Please do not hesitate to contact the team; we are here to help you!

From all of us at CMS, have a Great March!

CMS Training Solutions

The right trainers in the right place, at the right time!

Community Management Solutions offers training in a wide variety of business, management and health and safety areas.



The key focus of our training is to improve on the job performance, by improving knowledge and skills in a given area.

We can tailor training to the specific needs of your organisation.

All training can be delivered in-house, on site or even over the weekend!

We aim to...

- Deliver the results that you are looking for;
- Encourage recipients to actively use their new skills;
- Customise the training to suit your unique business environment.

Training currently available...

- Leadership & Teambuilding;
- Management & Committee;
- Recruitment & Selection;
- Work Health & Safety;
- Workplace Bullying;
- Sexual Harassment;
- Discrimination;
- Employee Management;
- Financial Management.

Contact the CMS Team today on 07 3852 5177 to organise your next training session.

When it rains, (sometimes) it pours

We have now welcomed in March, and are well into the year. This month is international Umbrella month, so let's consider by considering how to protect ourselves from rainy days and discuss record keeping for your employees.



What records should an employer keep?

An employer has a duty to keep a number of records about an employee and some of these include; the employee's name, the employee's commencement date, employment status, pay rate, gross and net pays, any deductions made, ordinary hours, overtime, leave taken, superannuation details, as well as other information required by legislation. Look under "Forms & Documents" on the side panel of this edition for our **Employment Records Checklists** which outlines the records you need to keep as an employer. We would also suggest that you keep records such as; amendments to contracts, written warnings, counselling session notes and other records of the employment relationship.

Many of our members will also have a responsibility to keep records of children who they have cared for. For more information contact your local Department of Early Childhood and Care or the Australian Children's Education and Care Quality Authority (ACECQA).

You may also have obligations to keep other records and should check with the governing authority in your area to ensure you are meeting all requirements.

How long should we keep employee records for?

Employers must keep employee records for 7 years. CMS however suggest that employee records be kept for the length of an employee's employment, plus 7 years post-employment.

What can happen if we do not keep employee records?

If you do not meet your requirements under the relevant industrial legislation; you could be liable for a fine of up to \$5,400 per breach (this rate increases yearly and differs across jurisdictions).

Another common problem resulting from not maintaining records is that you will not be able to determine an employee's leave accruals or be able to defend an underpayment of wages claim. A particular issue we often face is calculating long service leave for an employee who has been employed for 15 years but only 7 years of records exist. When records are incomplete, employers often overestimate the amount of leave to be paid, to protect from any underpayment claim, and this causes a financial burden on the organisation.

How to keep employee records?

Records must be kept in legible English and be easily accessible to an inspector. For our P&C's there is also the requirement to have an employee register. Outside of your obligations you should consider the method of keeping records most appropriate for your business. With the increase in information technology, storing information electronically often provides the best solution. All organisations should consider their risk to losing information, such as in the case of a flood or fire and backup information regularly and ensure a backup copy is kept offsite.

Salary Packaging – Employer Myth Buster

Myth 1 – Salary Packaging is the Novated Leasing of Cars

Whilst there is no doubt that Novated Leasing of a motor vehicle sits at the heart of the salary packaging benefit list, there are many any other packaging benefit options that potentially exist.



Associate Leases, Income Protection Insurance, Tools of Trade, Relocation Allowances, Remote Area Allowances, Professional Membership and Voluntary Superannuation contributions are a few examples of potential additional packaging benefits that could be offered to your employees.

Considering all options will help ensure the best possible decision for the employer's remuneration strategy as well as the best personal outcomes for employees.

Specialist salary packaging advisors can assist employers undertake a comprehensive review of your remuneration & FBT (Fringe Benefits Tax) strategies.

In choosing a Salary Package provider, it is important to check that they can offer a full suite of services and advice and not just Novated Leasing of Cars.

Myth 2 – Novated Leasing and Salary Packaging is for Executives only



Almost every salaried employee can benefit from Salary Packaging – in fact many middle income earners have a proportionately better benefit from salary packaging than higher paid executives.

Myth 3 – Salary Packaging creates major workloads for HR and FBT accounting nightmares

Many employers do not offer salary packaging due to perceived workloads on payroll and complex FBT accounting.

This does not need to be the case - specialist salary package administrators can all but eliminate any burden to the employer in offering salary packaging to employees.

Using sophisticated salary package administration software, the administrator can manage all of the housekeeping of the individual package for employees, which includes paying of bills, providing salary sacrifice information to payroll as well as supplying the information for any overarching FBT and GST reporting information for the employer.

Importantly, if salary packaging benefits are limited to Novated Leasing under the Employee Contribution Method (ECM), this benefit incurs zero FBT in the majority of cases.

Given that the package administration fee is paid by the employee as a component of the package – once the package is established, the ongoing package administration is almost a nil cost to the employer.

Brisbane based company UFleet is providing salary package assistance and advice to CMS members.

For further information – **please contact Brett Kerr on 0412012933 or Brett@UFleet.com.au**

What is the NES and QES?

The NES stands for National Employment Standards and the QES stands for Queensland Employment Standards. Both standards outline a number of minimum employment entitlements that have to be provided to all employees. The NES and the national minimum wage create the minimum entitlements for employees in constitutional corporations and apply to the majority of employees. The QES and state minimum wage create the minimum entitlements for employees in non-constitutional corporations, such as Parents and Citizens Associations in Qld.

Awards, employment contracts, enterprise agreements or other registered agreements cannot be less than the minimum entitlements in the NES or QES (whichever is relevant). It is imperative to note that the NES or QES cannot be ignored.

For further information or clarification please do not hesitate to contact the CMS team today on 07 3852 5177 or email info@cmsolutions.org.au.

Child Abuse and Neglect Prevention - Mandatory Reporting Workshop

Article supplied by Department of Communities, Child Safety and Disability Services

From 1 July 2017, early childhood education and care professionals will be mandated by law to report child safety concerns to the department, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse and there is not a parent willing and able to protect the child from harm.



Early childhood education and care professionals include staff from family day care, kindergarten, limited hours care, long day care and after school hour's care. Individuals who are volunteers or under 18 are not mandatory reporters.

Early childhood education and care professionals can now register online for an information session in their area. Each workshop will cover...

- Roles and responsibilities in the prevention of child abuse and neglect;

- Legislative roles and responsibilities in relation to reporting child abuse and neglect (i.e. mandatory reporting);
- Organisational/individual responsibility in responding to early indicators of harm and family support needs;
- Definitions of child abuse and neglect including recognising harm indicators and child/family risk and protective factors;
- How to respond to disclosures of child abuse and neglect; and
- Prevention strategies and practices.

<https://napcan.ismartsoftware.net/iRegister/Courses>

Fair Work Commission Decision on Penalty Rates

The Fair Work Commission has decided to reduce the Sunday penalty rates of employees working in hospitality, retail, pharmacy and fast food industries and has also reduced the public holiday penalty rate in five Awards, except the Registered and License Clubs Award 2010. The awards affected include:

- Fast Food Industry Award 2010
- Hospitality Industry (General) Award 2010
- Restaurant Industry Award 2010
- General Retail Industry Award 2010
- Pharmacy Industry Award 2010

As at publication date the effective date of this change is not known.

If you are a member of the CMS Award Service you will be emailed an updated copy of your subscribed Award as soon as it is available. If you have questions or require further information please do not hesitate to contact one of our Employment Relation Advisors on 07 3852 5177.

BIG Win for CMS Members

This month our Employment Relation Advisors have assisted a member with an unfair dismissal claim in the Fair Work Commission. There were a number of issues in this case including the jurisdiction and the process followed by our member. As a result of the hard work put in by our Employment Relation Advisors, this matters was resolved quickly and satisfactorily for all parties.

If you are currently faced with an employment issue or dispute and not sure about how to deal with it please contact CMS today on 07 3852 5177 or email info@cmsolutions.org.au. Our team are here to give you all the Guidance, Advice and Support you need to save time and money.

Employee Working From Home – Is a First Aid Kit Required?

It is a legal requirement for an employer to ensure that suitable first aid supplies are available to employees who work from home.



If the majority of work being done at home is sitting at a desk doing computer and paper work then it is unlikely that the employee would be exposed to types of hazards, risks or injuries that may require first aid.

Therefore, basic first aid supplies are suitable and adequate for the type of work and the workplace environment.

It is recommended to provide an employee with a checklist of adequate first aid supplies to have available.

For more information contact the CMS team on 073852 5177.

Guidance. Advice. Support

CMS offers Guidance, Advice and Support. We hope 2017 has started on a positive note. If you do have any staff related matters, call us today and get the advice you need from the CMS team. We can also help with recruiting, reference checking, performance reviews, employment contracts, position descriptions and much more...So please do not hesitate to contact one of our Employment Relations Advisors who will be more than willing to assist you.

A week in the life of an intern at Community Management Solutions

An insight into a week as an intern at a not for profit community management consultancy



Written by Natasha Shami

Ever since I started my degree in Business Management (Human Resources), I've always been interested in gaining HR experience in the not-for-profit sector. With only one semester left until graduation, I was extremely excited when General Managers Catherine Norris and Neale Brosnan, at Community Management Solutions (CMS) decided to interview me and later offer the opportunity to intern at CMS in the HR and IR department.

I began my internship at CMS on the 13th of February and am currently interning for two weeks full time before beginning my final semester of my degree. Within my first week, I was given exposure to the type of work CMS completed, what sort of clients they dealt with and visited members with the HR/IR team as they helped to facilitate discussions or play mediator. I also had the opportunity to sit in on a consultation for an organisation restructure, took minutes for a "Call to Meeting" for a written warning, assisted with recruitment of an executive position (which most interns wouldn't have exposure to), observed performance appraisals and attended a Show Cause meeting. Lastly, I've also listened to various issues that the HR/IR team deal with on a regular basis and am slowly learning about the legislation that all CMS' members are covered by.

After having completed internships in generalist human resources, being at CMS has been a unique experience. Initially a steep learning curve was present but in all honesty, it has exposed me to the difficult conversations that we all struggle to have in our careers, and has also taught me how to deal with conflict and confrontation in the workplace.

I'd like to thank Cath and Neale for taking me on as an intern and providing the opportunity to see a different side of HR and creating a supportive and welcoming environment. A massive thank you as well must be given to Renee Cahill and Susan Cislowski who are part of the HR/IR team. They've both taken time out of their schedules to explain legislation, various terms used in this industry, the ins and outs of the organisation and everything in between. I would also like to thank them as well for answering all my questions and keeping me in the loop about all cases that they deal with.

I look forward to the rest of my internship at CMS and learning more about the legislative side of HR and IR!

P&C's Qld Central Queensland Area Regional Conference

Start your new year off with a bang with a change to connect, engage and inspire.

P&C's Qld CQ Area Regional Conference will be held on Saturday 25th & Sunday 26th March 2017 at the Victoria Park State School in Mackay and will cover the following topics:

- Strategic Planning
- Budgeting
- Successful Teams
- Employment 101
- Tuckshops & Uniform Success
- Digital Power
- Grants & Fundraising

Renee Cahill, one of our Employment Relations Advisors will be attending the conference and will be presenting the session on Employment 101.

To register your expression of interest please contact Sally Whelan on 0438 270 095 or email SallyWhelan@pandcsqld.com.au

Can not for profit organisations make a profit?

Not for profit organisations are like any other organisation, the only difference is that any profit made goes back into the organisation.

You need to make sure you are financially viable, to cover expenses, employee wages, tax obligations, prepare for expansion and of course you need to ideally have reserves in case of any emergencies.

If you are not covering your expenses, and maintaining a sustainable organisation, then you need to review and implement strategies to change your organisation around.

Are not for profits required to follow employment laws?

The answer is yes! If your organisation is a not for profit and employs staff, then your organisation is required to follow all employment laws and legislation.

Just because you are not for profit does not mean you can pay or employ your staff whatever way you want to. You have to employ your staff under the relevant award or enterprise agreement that covers your staff and can not contract out of these provisions.

Not for profit organisations are unique, but they are still required to follow all state and federal laws and legislation when employing staff. This also covers work health and safety laws.

Employment Opportunities

We have added a new page to our website for members. We now have an Employment Opportunities page available for members to post any job vacancies online.

Posts are FREE for members and by price by consultation for non-members.

To advertise your vacant position online all you need to send us is your job advertisement, be sure to include:

- Position title
- Name of employer
- Employment status (part-time, casual or fulltime)
- A brief outline of the position
- Contact details for potential applicants
- Date applications close

Other information you may consider including:

- A little bit about your organisation
- Why an applicant would want to work for you
- Key selection criteria
- Other requirements such as qualification or professional membership

If you have a position you would like to advertise on our new Employment Opportunities page please contact us on 07 3852 5177 or email info@cmsolutions.org.au

On the road again!

The CMS team are on the road again and we would love the opportunity to meet with you and have a chance to chat through any issues you may be facing and maybe solve some you didn't know you had!



Schedule an appointment today to meet with one of our Employment Relation Advisors.

We will be in your area...

- **Mackay** – Friday, 24th March 2017
- **Brisbane West** – Wednesday, 17th May 2017
- **Toowoomba** – Wednesday, 24th May 2017
- **Gladstone** – Friday, 9th June 2017
- **Sunshine Coast** – Tuesday, 18th July 2017
- **Gold Coast** – Tuesday, 25th July 2017
- **Cairns** – Tuesday, 8th August 2017
- **Townsville** – Wednesday, 9th August 2017
- **Rockhampton** – Friday, 25th August 2017
- **Brisbane North** – Thursday, 7th September 2017
- **Brisbane South** – Tuesday, 17th October 2017

Contact our Member Services Coordinator, Rebecca White on 07 3852 5177 or email

rebeccaw@cmsolutions.org.au to schedule an appointment today to meet with one of our Employment Relations Advisors.

Get in quick as we have limited spaces available for each location.

Working out if you have to pay super

Find out your obligations and visit the ATO website to find out if you have to pay super.

<https://www.ato.gov.au/business/super-for-employers/working-out-if-you-have-to-pay-super/>

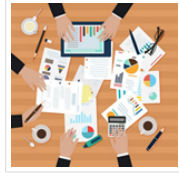
Super obligation employer's checklist

Paying super is an important part of being an employer. To make sure you have everything sorted visit the ATO website and run a quick check of your super obligations.

<https://www.ato.gov.au/business/super-for-employers/run-a-quick-check-of-your-super-obligations/>

Now I'm the Treasurer! What do I need to know?

Congratulations on being voted in as Treasurer for your community organisation. The Treasurer's role is responsible for the financial wellbeing of your organisation. The job of a not-for-profit Treasurer can be very challenging but also very rewarding.



Treasurers often go above and beyond the call of duty to make sure everything is done and done correctly. It is not an easy job, but it is quite possibly one of the most important positions on any volunteer committee.

This seminar will give you some tools, hints and resources to help your job as a Treasurer be a little bit easier.

Some of the areas that will be covered...

- *What are your responsibilities?*
- *What are the things you must do every month?*
- *Record keeping*
- *ATO / Superannuation*
- *Best practice*
- *Year end audit process*

This will be an interactive seminar and our presenter Michele Lark will talk about her experiences as treasurer in community organisations and her years of experience with not for profit organisations.

Join us on...

- **Wednesday, 19th April 2017** – Specifically for P&C Associations
- **Thursday, 20th April 2017** – Other organisations

Time: 10.15am Registration, 10.30am Start – 1.00pm

Venue: Kedron Wavell Services Club Inc, 21 Kittyhawk Drive, Chermside

Cost: Members - \$55 (Inc GST) per attendee | Non Members - \$85 (Inc GST) per attendee

Don't miss out...secure your spot today!

Contact Rebecca White on 07 3852 5177 or email rebeccaw@cmsolutions.org.au to register.