



1 August 2018

Welcome to our August Newsletter

Welcome everyone to another month. We hope you are all keeping warm and well.

For some of you it is back to work after the school holidays and we hope the break was pleasant.

CMSolutions would like to welcome two new employees to our team. Trisha Lynch who is our new Receptionist and Sandra Terera who is our new Employment Relations Advisor. We are excited that these two ladies have joined our team.

The Financial Services team has been busy getting out on time all the payment summaries done for our payroll clients, and our HR/IR team have been working hard with members on various employee issues.

Don't forget in August we have the EKKA for the people in Brisbane, so there will be a public holiday on the 15th of August, other regions will have their public holidays on different days, so check your calendar.

See you next month! Keep well and safe.

your calendar, or you can find your regional public holiday in the link below.

<https://www.qld.gov.au/recreation/travel/holidays/show>

If you are unsure what to pay your employees for the public holiday, please contact one of our friendly Employment Relations Advisors – just not on the 15th!



Are Your Payment Summaries Ready to Go to ATO?

How did your end of payroll year reconciliation and issue of payment summaries go? Hopefully without any issues.

Now that you have issued payment summaries to your employees, there are a few more dates to be aware of.

- PAYG payment summaries annual report (EMPUPE) need to be lodged with ATO (tax office) by no later than 14th August 2018.
- WorkCover wages declaration is due by the 31st August 2017.
 - Remember that superannuation paid has to be added to the amount declared.
 - Unused holiday leave, long service leave etc. paid on termination should not be included in amount declared.
 - Be sure to read the definition on salaries and wages provided by WorkCover.

Attention all FNQ Members!

Neale Brosnan, our Joint General Manager will be in Cairns, and the surrounding suburbs on Wednesday, 8th August and Friday 10th August 2018. If you would like to meet with Neale while he is in town, let us know and we can schedule an appointment time for you.

Ekka Day for CMSolutions

Ekka time is here again! Our office will be closed Wednesday the 15th of August for the Brisbane Show day. Other regions will have their show days on different days, so be sure to check

If taking care of your organisation's finances all sounds a bit too hard and you would you like someone else to take care of it all for you, you should call our team at CMSolutions. At CMSolutions we have 'your accounts department' ready to go. We know the specific rules that you work under, we have all the right software and we have the expertise to ensure that the funds you have worked so hard to receive are going to the right place and accounted for at all times.

CMSolutions can undertake Interim and **End of Financial Year Audits**, as well as taking care of **financial health checks**, and all your **bookkeeping and/or payroll needs**. We pride ourselves on the quality of our work we do and believe that you get real value for money, as do the members who continue to use our valued services year after year.

Want to know more about our Financial Services? Contact the CMSolutions team today on 07 3852 5177 or 1300 007 110.

Is Everything Peachy; How to identify when your employees are getting 'over-ripe'.

August is Peach month and it is time to help your employees avoid becoming a 'mouldy peach', i.e. a burnt-out worker.



Burnout can lead to a number of issues in the workplace, including under performance, short term or long term absenteeism, which may eventually escalate to a workers compensation claim for stress, or worse.

The Australian Workers Compensation Statistics 2013 to 2014 highlight that mental disorders were found to be the most frequent type of disease claim, making up 6% of all claims. Within community and personal service workers 2,090 successful claims were recorded. Also found was that the average time lost due to a Mental Disorder was 13.8 days and the average compensation paid per worker was \$21,000.

Regardless of the significant cost these claims can have, nobody wants to see a friend, colleague or partner suffering or losing passion for their work.

So how can we identify burnout?

1. Physical and emotional exhaustion

- Chronic fatigue
- Insomnia
- Forgetfulness/impaired concentration and attention
- Physical symptoms such as shortness of breath, gastrointestinal pain, dizziness or fainting
- Increased illnesses
- Loss of appetite
- Anxiety
- Depression
- Anger

2. Cynicism and detachment

- Loss of enjoyment
- Pessimism
- Isolation
- Detachment

3. Signs of ineffectiveness and lack of accomplishment

- Feelings of apathy and hopelessness
- Increased irritability
- Lack of productivity and poor performance

How to Avoid Burnout

To encourage and foster a healthy work-life balance, work with your employees to identify what will support them. This can be as easy as sending around a survey, or even just asking them what their thoughts and feelings are regarding the dreaded *Peach Month Burnout*.

Many organisations have created wellness programs for their employees or offer Employee Assistance Programs. If you do not have the resources for anything big, you can still do lots of small things that will make a big difference, including:

1. *Educate and encourage your employees around getting enough sleep and the benefits of exercise.*
2. *Ensure employees take leave.*
3. *Create clear job descriptions.*
4. *Provide opportunities for job rotation (working in a different role).*
5. *Educate your employees on time management, including what to do if they feel they cannot cope.*
6. *Ensure your employees have clear lines for the reporting of issues and concerns.*

As an employer, you are not only responsible for the physical safety of your employees. Being proactive about mental health issues in the workplace can make life easier for your employees and your organisation as a whole.

If you have any questions about this article, or if you are needing guidance in having a sensitive conversation regarding any of the information above, please give us a call on 07 3852 5177 or 1300 007 110.

MAXIMUM LIFT!

Workplace health and safety (WH&S) laws ensure the wellbeing of everyone, and keeping your employees safe in the workplace is an organisation's first and foremost obligation. Heavy lifting is an everyday hazard we face in the workplace, at home, or even whilst out grocery shopping.



'Body stresses' e.g. dislocating a shoulder from lifting a heavy object, made up 41.7% of Safework Australia's latest workers compensation statistics, during the 2013-2014 period.

Despite body stresses being so prevalent, there is no statutory maximum, or measurable limit for safely carrying and lifting loads. Industry guidelines exist for certain businesses, but the responsibility of implementing safe lifting policies falls to the employer and the organisation.

Ensuring all employees are conducting heavy lifting duties safely, by providing proper WH&S training in the workplace, as well as conducting regular WH&S checks, you can greatly reduce the risk of injury.

Source: Safework Australia

Make sure your WH&S policy has instructions on lifting in your workplace. **Want to know more? Call today, or check out our WH&S Guide [here](#).** If you don't have a WH&S policy, CMSolutions can help you create one.

CMSolutions Training

Community Management Solutions offers training in a wide variety of areas, in areas such as; business management, financial processes, health and safety, and MORE!

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 remotely.

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.

Course content and materials will be targeted to give your staff exactly what they require.

We offer training on the following...

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

Contact the CMSolutions team today on 07 3852 5177 to organise your next training session.

Are you in need of a health check?



A HR/IR Health Check helps you get all your files and processes in order!

What is covered in the Basic HR/IR Health Check?

- Review of employee's personnel files to ensure what is recorded is compliant.
- Review of employee's entitlements.
- Review of pay slips.
- Ensuring the employee's superannuation funds are recorded and contributions are being paid.
- Overview of general requirements and employment documents;
 - Current award and applicable pay rates are accessible by staff.
 - Time sheets.
 - Employment contracts, position descriptions and confidentiality deeds.

Call us today on 07 3852 5177 to find out more.

We are LIVE on Facebook

Have you visited our Facebook page lately to check out our last Facebook Live Q&A Sessions?

Our next Facebook Live sessions will be held:

- **14th August** with Susan Cislowski Employment Relations Advisor.
- **28th August** with Catherine Norris, Employment Relations Advisor and Joint General Manager.

We encourage all members to send in their questions via email or on our Facebook page and we will answer these for you. Remember to follow us on Facebook to ensure you are constantly kept up to date!

Find us in the link below and check out our past videos. Email us your questions, and tune in fortnightly for bite-size, expert, information sessions.

<https://www.facebook.com/communitymanagementsolutionscms/>

Frequently Asked Questions:

Q. Can you extend a fixed term or temporary tenure contract?

A. Yes, you can extend both these types of contracts and this should be done in writing. A note of caution however, if you continually extend/renew an employee's contract, it may be determined that there is an expectation of ongoing employment. What this means is that if you were to terminate the employment relationship, the employee would have the same entitlements as any other employee, including recourse for Unfair Dismissal.

Q. If an employee has requested reduced hours and we agree, do we have to document this change?

A. CMS always recommends documenting any changes to an employee's employment status whether temporary or permanent. We recommend that this be documented in a Change of Circumstance letter. We have a number of templates on our website and in the office, so if you cannot find what you are looking for please give us a call.

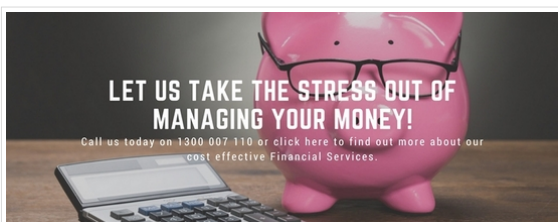
Q. Can an employee use Carer's Leave to look after Grandchildren?

A. Carer's leave is to enable an employee to provide care or support for a member of the employees' immediate family or the employee's household, who requires care or support because of:

- A personal illness, or personal injury affecting the member; or
- An expected emergency affecting the member.

An employee who has grandchildren may take Carers Leave to provide care or support. A grandchild falls under the definition of "immediate family".

The employee will still have to comply with the relevant notice and evidence requirements to qualify for the leave – which are the same as for personal leave.



<http://www.cmsolutions.org.au/financial-services>

Member Discounts!!

We are always looking to give you more for your membership. And that is why we have partnered with a range of businesses that provide useful products and services to members, providing you with discounted rates and making sourcing reliable suppliers easier. You can now access a range of discounts from organisations like:



- AutoTender
- ProcessPA
- Make It Cheaper
- Optimum Recoveries
- CrimCheck
- Officeworks

Visit our [website](#) for more information and to find out what discounts are available!

Share the love!

You'll never know when an article in our newsletter will speak directly to you; why not pass us along to your friends and associates! You can also sign them up here, and don't forget to like us on Facebook to keep up to date with breaking news.

Schoolzine



Schoolzine is proud to be a digital partner and supporter of Community Management Solutions.

Schoolzine has been an industry leader in digital school communications for 10 years. They are dedicated to customer service, product development and understanding the school landscape that keeps them at the top of the industry. Schoolzine's Parent Engagement Platform consists of 3 packages, an eNewsletter, Mobile App and Website offering. Purchased separately or together, they guarantee each package will make engaging with parents easy and even enjoyable for a school of any size. Schoolzine addresses the need for media-rich, interactive content that engages parents.