



2 May 2018

Welcome to our May Newsletter

As we welcome many new committee members on board for this year, we understand that some of you may not be aware of all the fantastic services you and your committee can utilise as part of your CMSolutions membership. We offer a range of free and cost effective fee-based services designed specifically for you, the Employer. Some of these services include:

- Policies
- Recruitment, Mediation & Selection Services
- Work Health & Safety Audits
- Human Resources Health Checks
- Bookkeeping/Payroll Services
- Corporate Governance
- Financial Audit and Health Check Services
- One on One Accounts Training
- Plus so much more!

We understand that the work you do, whilst often thankless, is important. Our key aim is to ensure your tenure is successful and hassle-free.

REMINDER up and coming public holiday on Monday, 7th May 2018 (Labour Day). If a full time or part time employee is normally rostered to work on a Monday then you are required to pay the employee for the Labour Day public holiday. **Casuals are NOT paid for public holidays.**

We hope you all enjoy this month's edition. Happy reading!

Upcoming Webinar: Protect yourself and your business from cyber security threats

Recent advances in information and communication technologies (ICT) have provided a significant opportunity for businesses to expand and broaden their client base more than ever before.



However, the number of threats that can cause the downturn or loss in business has also increased.

According to the Australian Cyber Security Centre's 2016 Cyber Security Survey, 90% of organisations experienced a cyber-security breach or threat in the past year and with the recent outbreaks affecting well known organisations it shows that no organisation is immune.

Do you perform regular backups? How well are your computer systems maintained and updates? How do you rate your staff's knowledge and skills to ensure they are not susceptible to clicking on malicious emails?

This webinar will provide you with some practical advice and techniques to protect yourself, your staff and your business against cyber security threats. It also includes an opportunity for you to ask the presenter questions.

Join us...

Date: Tuesday, 29th May 2018

Time: 12pm – 1pm

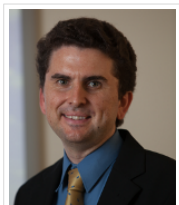
Cost: FREE

[Click here to register!](#)

Or contact Rebecca White at 1300 007 110 or rebeccaw@cmsolutions.org.au to secure a spot today!

Our Guest Presenter

The webinar will be presented by Chris Jeffery from CyberGuru. Chris has an extensive technical and professional background, with experience in delivering business and ICT services to businesses, educational providers and not-for-profit organisations.



With a dedication to ongoing knowledge and skill development, Chris offers cutting edge solutions by considering their whole ICT environment along with their current and future needs. He enjoys working with clients to enable and empower them to get the most out of their technology.

Chris was appointed an Advance Queensland Community Digital Champion by the Queensland Government in recognition of his work in the community to educate people in staying safe online and his work with not-for-profits, allowing them to implement new technologies, access discounted software, and become more self-sufficient in maintaining their technology.

Chris hold degrees in Business and Information Systems and has numerous industry qualifications including Certificate IV in Training and Assessment, Microsoft Certified Professional and is a Certified (Senior) Professional Member of the Australian Computer Society. He was also named Australian Computer Society Queensland Young ICT Professional of the Year in 2012 for his initiative and leadership in promoting and serving the ICT community in Queensland.

Chris is passionate about sharing his experience with others and mentoring future ICT professional through his various roles in the higher education and vocational education and training sectors. Chris was also a Sessional Academic at Australian Catholic University, where he prepares and delivers face-to-face and online tutorials to undergraduate students studying Information Technology.



What is personal leave

Personal leave is known as sick and carer's leave. Personal leave lets an employee take time off if they are ill or injured or for caring responsibilities or family emergencies.

An employee may take time off to care for an immediate family or household member who is sick or injured or help during a family emergency. This is known as carer's leave and it comes out of the employee's personal leave balance.

Personal leave does not mean an employee wants to take a personal day or use this leave for a dentist or doctor's appointment or to watch their child at their sport day. This kind of leave should be applied for by the employee to take from annual leave or long service leave if they have been employed for over 10 years, otherwise it is unpaid leave.

Contact Community Management Solutions on 07 3852 5177 for further details.

Take your Uniform Shop Online and Offer Buy Now, Pay Later!

Winter's fast approaching which means busy parents scrambling to replace lost winter jumpers, slacks, and sports gear. If your uniform shop is still managed with an exercise book, or an excel spreadsheet, it's time to upgrade!

Our partners at Neto offer an all-in-one retail management platform that allows you to run your uniform shop both in-person with a point-of-sale solution, as well as online with your own online store.

Dozens of schools, **including Brisbane State High**, are already running their uniform shops through Neto and seeing a big improvement in efficiency with great feedback from parents.

Neto also partners with Zip Pay, an interest-free, buy now, pay later service that allows parents to pay off their purchases over a period of three months. You'll get the money instantly, and Zip Pay will handle your customers repayments directly. By easing the back-to-school financial burden for parents, you're also likely to see an increase in order value! On average, Zip merchants see an 80% increase in average order value.

If you'd like to know more, take a look below. You can also start a free 14-day trial with Neto to see how the platform works.

CTA: See how Neto can work for your uniform shop



We are LIVE on Facebook

Have you visited our Facebook page lately to check out our last 3 Facebook Live Q&A Sessions?

Our next Facebook Live sessions will be held:

- **8th May** with Natasha Shami, Employment Relations Advisor
- **22nd May** with Susan Cislowski, Employment Relations Advisor



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 at

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



Exit Interviews

Exit interviews are a useful, though often forgotten, tool to reviewing your organisation. Exit interviews allow employees to provide feedback in a situation where they may have less fear of hurting a colleagues feelings or suffering negative consequences.



Some information that you may consider including in your exit interview are the following:

- Why the employee is leaving.
- What could have been done for the employee to stay.
- If the employee got along with their co-workers and supervisors.
- What was enjoyable and not enjoyable about their role.
- Any suggestions for improving the organisation.
- Whether they would recommend the organisation as a good workplace.

For more information contact one of our Employment Relations Advisors on 1300 007 110.



PPT to Casual Employment

We have received a few questions recently about employees being moved from Permanent part-time employment to Casual employment. Such changes can be made, however the necessary steps depend on the circumstances of the change.

When such a change is instigated by the employer, there would be a termination of permanent employment. As the change involves a termination, consultation for a significant change or a show cause for termination process will need to be followed. Before implementing such a change, please speak to the HR/ IR team at CMSolutions.

When this change is requested by an employee, the employer and employee can sign a new contract or change of circumstance letter to record the change. A common issue we see with this particular change is employees who are transitioning into retirement or out of the organisation. Organisations may see the benefit to the employee no longer

accruing Annual or Sick Leave and having more flexible hours. However, you should keep in mind that you will also be increasing the financial liability of the employees long service leave, which will now be paid at the higher casual hourly rate.

Before considering a change from part-time to casual employment you should also consider the following:

- Why are you implementing the change?
- Is the change temporary or permanent?
- If the change is temporary could a temporary reduction in hours be an alternative solutions?

For more information contact one of our Employment Relations Advisors on 1300 007 110.

Overtime

What is overtime?

Overtime is when an employee works extra time. This can include work done:

- beyond their ordinary hours of work;
- outside the agreed number of hours; or
- outside the spread of ordinary hours.

The spread of hours is the times of the day ordinary hours can be worked e.g. between 7.00 am to 7.00pm.

When overtime applies

An award, enterprise/certified agreement will set out when overtime rates apply.

Overtime is requested by the employer and is not usually at the discretion of the employee. CMS recommends that the employment contract should contain a condition of employment, in which the employee is to seek prior approval before working extra hours. In general, if approval is not sought or the overtime is not requested by the employer, unless evidence can be provided of the necessity and efforts to seek approval, the employer may refuse a request for overtime payments.

For permanent employees the hours of work clause in the contract of employment will provide the agreed number of hours of work per week and the times within which the hours must be worked. Casual employees will be requested to work when required and notified at the time of engagement the duration of the shift.

What to do if you currently have an employee working additional hours of work and claiming overtime?

Are these additional hours of work necessary e.g. has the job requirements substantially changed or is the employee covering for employees on approved leave or has nothing changed within the position;

- If the job requirement have substantially changed due to an increase in business or legislative requirements, contracted hours of work may no longer be adequate for the position and new hours of work may need to

be negotiated with the employee. Should the employee be a full-time employee, it may indicate a need for additional staff to meet growth of the business.

- If additional hours are being worked because other staff are on approved leave and it is for a significant period of time you should consider bringing in relief staff to back-fill the positions. As the employer you must consider the health and safety aspects that arise from working extra hours e.g. fatigue, effectiveness.
- In the event that the requirements of the job have not changed then you may need to consider:
 - what other elements in the workplace may be distracting the employee for their duties e.g. constant interruptions;
 - are they effectively managing their time;
 - were they allocated enough hours initially for the work being expected;
 - are they competent to do the work i.e. do they have skills and ability to do the work; and
 - are there any external factors which may be impacting on the ability do their work?

All of the above should be considered and discussions held with the employee to determine what if any issues need addressing from the contract of employment and agreed conditions of work.

Once the above issues have been addressed and hours of work agreed, overtime should not be paid unless prior approval is given or overtime is requested by the employer.

An employee who attends work early and stays back late of their own volition does not automatically qualify for overtime payments.

CMS recommends that in addition to a clause in the employment contract, employer should have policy around the working of extra hours of work/overtime and that all employees should be made aware of this at the time of their commencement.

For more information please contact one of our Employment Relations Advisor on 1300 007 110.

Do you have the right policies in place?

It is very important for an organisation to implement employment policies for not only staff to adhere to but also the employer.



It is recommended to have at least the following policies in place in your organisation.

- **Code of Conduct Policy**
- **Workplace Health and Safety Policy**
- **Equal Employment Opportunity Policy**
- **Workplace Bullying and Harassment Policy**
- **Sexual Harassment Policy**
- **IT Policy**

• Drug and Alcohol Policy

By having these policies in place you will implement best practice for your organisation. These policies and more can be accessed in our online Guides and Toolkits. Contact us today on 1300 007 110 to find out more.



Is your organisation financially healthy?

When was the last time your organisation had a Financial Health Check? As an Employer, you know how important it is to have fit and healthy staff but what about your organisation's financial health?



CMSolutions can ensure that your organisation is financially fit by conducting a Financial Health Check. At a one on one appointment we spend time asking you a range of questions about your organisations finances to gain a good understanding of where you are at financially and determine if you are on the right track.

We will look at a range of things including:

- Profitability of your tuckshop, uniform shop, outside school hours care, kindergarten, child care, family day care, association, etc.
- Appropriateness of GST treatments.
- Reconciliation of Super, PAYG and GST liabilities.
- Review of payroll processes.
- Review of entitlement calculations for all staff.
- Review of monthly accounting processes.
- Review of financial reports – bank reconciliations, balance sheet and profit and loss.
- Review of chart of accounts.

Contact CMSolutions on 1300 007 110 to find out more or to book in your next Financial Health Check!

New Roadshow Locations

The CMSolutions team are on the road again this year and we would love the opportunity to come and meet with you and your committee members at your organisation to answer any questions you may have. We may be able to assist with any employment or finance issues you may be facing or maybe solve some issues you didn't even know you had.



We are in your area...

- **Sunshine Coast – Tuesday, 8th May 2018**
- **Brisbane – Tuesday, 29th May 2018**

- Mackay – Tuesday, 19th June 2018
- Rockhampton – Wednesday, 20th June 2018

FREE for all CMSolutions Members! To book an appointment to meet with one of our Employment Relations Advisors, contact our Members Services Coordinator, Bec White on 1300 007 110 or email rebeccaw@cmsolutions.org.au

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 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!

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.