



3 May 2017

Welcome to our May Newsletter

Welcome to May's CMS newsletter. Now is a good time to take stock of where you are against your business goals for this year. Are you on track? Need to change tactics or even direction? Or just step up the pace?

Make sure you set a clear path for your staff to follow to help you meet your goals. If you need to take on extra staff we can help you out with our recruitment service. If you need to focus on the business plan and let someone else keep track of the accounts, we can help with that too.

Some of you have only been on the Executive / Management Committee for a short time, do you know what you need to do? Maybe one of our services can assist you. You may think your employment documents are not right, so one of our **HR/IR Audits** could be of service or our **Financial Health Checks** could be what you need (check out what's included in our Financial Health Check further down in this addition). When do you think a WHS check has been done, we can do a **WHS Audit**, the services we can provide can assist you and make sure you are doing everything correct. Contact us today and see what we can do for you.

Happy reading!

What you should NOT have in your system



Did you know that internationally, there are days dedicated to celebrating the existence of alcoholic drinks such as Scotch Whisky, Bloody Mary, Sangria, Vodka and Martini?

Similarly, there is a day that celebrates not having any tobacco in your system, which is on May 31st. However, every day you work besides May 31st should be a day that celebrates not having any tobacco or alcohol in your

body, especially when you have the responsibility of working with children or vulnerable clients.

According to the Australian Drug Foundation, drugs and alcohol cost Australian workplaces approximately \$6 billion annually through hidden costs, lost productivity and staff absences. So let's take a look at some of the warning signs of drug and alcohol abuse and some examples of this in the workplace.

The Signs

There are 8 warning signs that employers need to be on the lookout for when dealing with drugs and alcohol usage in the workplace.

1. The affected employee could be reluctant to socialise with colleagues. Examples of this can include bad listening skills, being uncooperative with other staff members and coming across as arrogant, overconfident or accusative.
2. The affected employee is also more prone to making mistakes, especially over small things that should be part of the employee's work routine. Additionally, there may be an increased involvement in accidents, an increase in the employee's error rate and withdrawing from responsibility.
3. The affected employee may show signs of fatigue or poor concentration. Examples of this can include physical changes such as weight gain or weight loss, decline in grooming and personal hygiene and sleeping on the job
4. The affected employee may become increasingly irritable which may be representative in sudden or significant mood changes. These signs may include depression, suspicion, withdrawn behaviour and excessive chatter during lunch breaks. The person is also more likely to overreact to real or imagined criticism and may lie or exaggerate more often. Due to the irritable behaviour, there is also a likelihood that the affected employee will put in a worker's compensation claim.

5. The affected employee could also change their general appearance. Key examples of this include the worker being inappropriately dressed, having bloodshot eyes, slurred speech, hand tremors and unsteady balance. Additionally, a heavy use of breath sweeteners may be evident, as alcoholics tend to use breath mints in an attempt to kill the smell of alcohol.
6. The affected employee is also likely to partake in increased violent or aggressive behaviours due to the influence of alcohol and drugs on the body and mind.
7. The affected employee is more likely to produce poor quality work. Some examples include inability to make decisions, resistance to authority, frequent breaks, missing deadlines and making mistakes due to lack of attention to detail.
8. The affected employee may also have an increase in absenteeism. For example, frequent tardiness with elaborate explanation, excessive use of sick days and vacation time. Additionally, the affected employee may avoid supervisors and managers, borrow money from colleagues and may participate in theft of small items from the workplace.

It is important to keep in mind that these are common examples of employee's use of drugs and alcohol but many behaviours can also indicate other health conditions. We would recommend seeking advice if you have concerns of an employee who is affected by drugs and alcohol and approach these employees with their and your own safety in mind.

So how should a manager/supervisor respond?

- Document the behaviours and actions that may indicate trouble
- Write down specific observations about the employee's performance
- Confirm these observations with another supervisor (if possible)
- Consider consulting one of our HR/IR team members to help you prepare for the constructive confrontation
- Constructive confrontation with the employee and calmly and firmly address the performance issues with the employee without getting into personal problems or acting judgmental
- Lastly, offer support and refer to the employee assistance program (EAP) and how it can help. Emphasise the confidentiality of the program and how the EAP usage will not block someone's career path.

All employers should have a written and clearly spelled out drug and alcohol policy in place. It is important for employees to feel safe and secure enough to be able to come forward and admit when they have a substance abuse problem, which is why an official workplace policy must be supportive, not threatening.

Policies for Staff

It is crucial to acknowledge that the risk level of activities undertaken in your workplace will determine the content of your drug and alcohol policy. In community organisations where we are caring for often young or vulnerable clients, it is not appropriate for employees to have any drugs or alcohol present in the environment. You may therefore consider a zero tolerance policy in your workplace.

Supportive policies will encourage employees with substance abuse problems to come forward and make co-workers feel more comfortable getting involved if they know their friend and colleague will not be facing automatic termination.

Your policy may also include:

- The standard of behaviour expected where alcohol and legal drug use is permitted. E.g. restricting the consumption of alcohol to one standard drink at staff functions.
- Protection for the granting of leave to seek treatment and rehabilitation without being suffering detrimental effects.

Contact CMS for more information on 07 3852 5177.

Financial health check

Have you had a Financial Health Check recently?



As an employer, you know how important it is to have fit and healthy staff but what about your organisation's financial health?

CMS 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 CMS on 07 3852 5177 to find out more or to book in your next Financial Health Check!



BAS agent
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Let CMS make safety simple!

Work Health and Safety is a key priority for any organisation and CMS can assist you by providing straightforward information and advice on how you can ensure your organisation complies with all the relevant legislation with our comprehensive Work Health and Safety Audits.

All Work Health and Safety Audit Inspections include:

- An onsite inspection of all parts of your organisation, detailing hazards and associated risks.
- A basic evaluation plus evaluation of risk management processes.
- A comprehensive report of findings and recommendations including:
 - Disease prevention;
 - Manual tasks;
 - Basic food safety;
 - Electrical safety;
 - Hazard identification processes;
 - Risk assessment;
 - Risk control;
 - Policies and procedures; and
 - Training requirements.

A professionally conducted WH&S Audit will greatly assist in the fulfilment of your requirements and leave you with the peace of mind that you are complying with the Work Health and Safety Act 2011.

Call us today on 07 3852 5177 to book your WH&S Audit.

Did you know that you are required to pay superannuation for some contractors?

The ATO states the following:

Contractors paid mainly for their labour are employees for superannuation guarantee purposes. This is the case even if the contractor quotes an Australian Business Number (ABN).

You must make super contributions for these individuals if you pay them:

- under a verbal or written contract that is wholly or principally for their labour – that is, more than half the dollar value of the contract is for their labour
- for their personal labour and skills – which may include physical labour, mental effort or artistic effort – and not to achieve a result
- to perform the contract work personally – that is, they must not delegate.

If you make a contract with someone other than the person who'll actually provide the labour – for example, with a company, trust or a partnership – you don't pay that person's super.

We recently had a call from a member who had to pay their cleaner superannuation even though all work done by the cleaner had been invoiced by her using her ABN.

The claim for the superannuation went back 18 months and was made by the cleaner via the ATO.

If you need any help determining if you should be paying superannuation then you can use the ATO tool at the link below or you can contact CMS on 07 3852 5177 for assistance.

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

CMS Member Exclusive – Free Debt Collection Manual from our partners at Optimum Recoveries

In a perfect world, running a business would be like driving down a smooth, straight road. Clients would pay their invoices on time, cash flow wouldn't keep us all up at night, and we wouldn't need debt collection agencies.



Business might be going great for you – but if a business you're dealing with has cash flow woes, you might be in trouble when it comes to getting paid for the goods or services you've provided in good faith. It's a good idea to take out some insurance.

The good news is that there are some warning signs along the road, which you should keep an eye out for.

Much like the road rules, the laws and regulations surrounding debt collection are complex and ever-changing. It's important to know when it's time to let an expert take the wheel and drive at some key junctures.

With all of this in mind, we've secured an **exclusive for CMS members**, in conjunction with our trusted debt management partners Optimum Recoveries.

<http://optimumrecoveries.com.au/>

The team at Optimum Recoveries have created a **Debt Collection Manual**. It's designed to explain the various stages in the



collections life-cycle – from preventing an unpaid invoice altogether, to early collections activities, all the way through to legal proceedings and writing off bad debts.

To obtain your **free** copy please email orqld@optimumrecoveries.com.au and **include your CMS member number in the subject line.**

With CMS and Optimum Recoveries on your side, we'll help ensure that your journey is as smooth, fast, and safe as possible.

Organisations Beware

Operators of small organisations continue to be a target for scammers and ransomware attacks. Ransomware is a type of malware that infects a computer system and restricts access unless a ransom is paid to a scammer for the restriction to be removed.

Victims have reported receiving an email that appears to have come from a reputable sender, with a file attached that will install ransomware on the computer once opened.

Scams like this often succeed because they look like messages from a government agency or reliable large corporation. It's important that small business organisations and employees are aware that government agencies will not send such demands.

Tips to protect your computers...

- Ensure your computers have a firewall and up to date anti-virus and anti-spyware software.
- Do not click on links or download files in emails you receive out of the blue, especially if they are executable (.exe) files or zipped (e.g. zip or rar.) files). Such files are likely to contain malware.
- Use a pop up blocker. A lot of ransomware is delivered after computer users click links in pop up alerts.
- If there is any doubt about the legitimacy of an email supposedly from a legitimate business, do not rely on contact details or links provided in the email itself, or open any attachments. Instead, contact the organisation using the number in the telephone directory or on their official website to verify.
- Regularly back up your computer's data on a separate hard drive so it can be easily re-installed if your computer is infected by malware or ransomware.
- Report scams at the ACCC Scamwatch website

<http://www.scamwatch.gov.au/content/index.phtml/tag/reportascam>

Tell-tale signs that bullying is occurring in your workplace



Do you know if there is bullying going on in your workplace? Here are some tell-take signs that bullying might be occurring in your workplace.

1. Employees taking excessive sick leave or patterns of absenteeism.
2. There is a high staff turnover.
3. A high number of grievances, injury reports or WorkCover claims.
4. A workplace culture that accepts or promotes a 'dog eat dog' or 'harden up' attitude to interpersonal relationships and performance management and also distribution of work.
5. Are there leadership styles that are particularly forceful, rude or aggressive, demanding aloof, over bearing or micromanaging?
6. Is there systems of work in which there is:
 - Uneven or unfair distribution of work;
 - Excessive intervention in a person's work;
 - Excessive amounts of work; or
 - Provision of menial or tedious tasks, or failure to provide any (or any meaningful) work.
7. Have you witnessed workplace relationships in which one or more person is excluded from a large group or social activity?

If you have seen or are aware of these signs, you may have a workplace bullying problem. **Contact a CMS Employment Relations Advisor to assist and help you with dealing with your problem.**

What's been happening this month?

This month our Employment Relation Advisors have been busy assisting members of our HR Management Consultancy Service as well as other general membership enquiries.

Our HR Management Consultancy Service is becoming increasingly popular, providing a one-stop HR department for your employees to contact and to provide assistance in regards to any questions or issues they have.

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.

Making 'cents' of car allowances

Changes to car allowances mean if you are paying employees a car allowance in excess of 66c per kilometre, you need to withhold tax on the amount you pay over 66c.

If you haven't been doing this since July 2015, you should begin to withhold tax on the amount you pay over 66c and advise your employees.

What if your employees think that not withholding now might result in them getting a tax bill?

Depending on the amount you've paid them, this shouldn't have a significant impact on their tax for the year. But you can agree to increase the amount you withhold for the remainder of the financial year to cover the shortfall.

For more information contact the Australian Taxation Office

<https://www.ato.gov.au/about-ato/about-us/contact-us/>

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

How do you know if your underpaying staff?

Here are some common mistakes that you may not be aware you are doing?

1. Incorrect paid hourly rates, penalty rates, overtime.
2. Deprivation of statutory leave.

3. Inappropriate deductions from wages.
4. Work performed off the books.
5. Sham contracting.
6. Unpaid work experience, internships, volunteers.
7. Commission only arrangements.

If you think that any of these may be happening in your workplace, contact CMS on 07 3852 5177.

You may need to lighten the load

There is no set statutory maximum for weight limit for lifting in the workplace. However, industry guidelines may exist for a particular industry, so check for this, or there may be a workplace policy to which outlines the limit for employees. The employer has obligations to ensure this, so far as is reasonable practicable, as long as there is absence of risks to an employee's health in performing manual tasks in the workplace. The employer should always provide training to employees on how to properly lift heavy materials.

If you are unsure contact CMS for more information on 07 3852 5177.

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...

- **Gladstone** – Friday, 5th May 2017
- **Brisbane West** – Wednesday, 17th May 2017
- **Toowoomba** – Wednesday, 24th May 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.

Upcoming Seminars



May 2017

How to get the best out of your Canteen!

Springwood – Wednesday, 17th May 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/Tuckshop%20Seminar%20-%202017%20May%202017%20-%20Registration%20Form.pdf>

Sunshine Coast – Tuesday, 23rd May 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/Tuckshop%20Seminar%20-%202023%20May%202017%20-%20Registration%20Form.pdf>

June / July 2017

Difficult Conversations & Managing Conflict

(Two part seminar series)

Sunshine Coast

Part 1 Tuesday, 13th June 2017

Part 2 Tuesday, 11th July 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/CMS%20Conflict%20Resolution%20Seminar%20-%202013%20June%20&%2011%20July%202017%20-%20Registration%20Form.pdf>

Achieving Your Leadership Potential

Springwood – Tuesday, 20th June 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/CMS%20Leadership%20Seminar%20-%202020%20June%202017%20-%20Registration%20Form.pdf>