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3 August 2016

Welcome to our August Newsletter

Welcome everyone to another month and our new look newsletter. 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.

There has been a lot going on in the world which hasn't been pleasant, but at least the federal election is over and everyone can get back to normal.

Once again the CMS staff had a busy month and it looks like we are going to be the same for August.

A lot of our members have been contacting us to assist them with updating their model rules, so if you think it is time to review your association rules, give us a call and we can assist you. There has also been the usual assistance with employee issues and advising how best to deal with these issues.

To our P&C Association members, the new P&C Award hearing in front of the QIRC Full Bench is scheduled for the 17th August 2016. The full bench will decide when the award will commence. CMS has requested from the 1st September 2016, this date is not confirmed and we will let you know when it has been decided. Don't forget to look out for our educational program on the new P&C Award.

Our Financial team successfully got all the payroll clients payment summaries out in time; we hope you all did as well! Our Financial health check service is helping a lot of members; we are also promoting our one on one training for members on their account system, so if you are interested please contact us.

Don't forget in August we have the EKKA for the people in Brisbane, so there will be a public holiday on the 10th of August, other regions will have their public holidays on different days, so check your calendar.

See you next month! Keep well and safe.

Did you know that the GST concessions for P&Cs has changed?

As a result of the deregistration of P&Cs from the Australian Charities and Not-for-profits Commission (ACNC), that way in which P&Cs calculate their turnover for the GST threshold has changed. This may affect the decision as to whether or not your P&C should be registered for GST.

The effect of the deregistration is that the P&Cs no longer receive the GST concessions that a charity would. For example P&Cs are no longer able to treat their fundraising events as input taxed but may be able to treat them as a not for profit sub entity.

<http://www.pandcsqld.com.au/changes-pcs-gst-concessions/>

If you have any questions as to how these changes may affect your P&Cs please contact us on 07 3852 5177 or 1300 007 110 or email info@cmsolutions.org.au

Is your organisation safe and sound?

Meeting your Work Health and Safety obligations can be daunting, and time consuming. But not meeting your obligations can be extremely costly – personally, emotionally, legally and financially.



To help you ensure that your workplace is safe and free from hazards that could affect those in your care and your employees, book a CMS WH&S Audit today.

Only \$825 (Inc GST) for members excluding travel!

Our comprehensive audit covers:

- Housekeeping and Workplace Inspection;
- Emergency Response Planning;
- Identifying hazards across all areas of your work site;
- Checking that registers and records are compliant;

- Ensuring that manual tasks are being carried out correctly;
- Identifying hazardous substances (e.g. asbestos);
- Checking electrical safety;
- Checking infection control procedures; and
- Basic food safety.

The onsite audit is followed up with a written report, documenting areas of concern and recommendations to achieve compliance and best practice.

We strongly recommend that a Work Health and Safety Audit be undertaken every two years.

Contact CMS on 07 3852 5177 or 1300 007 110 to book your WH&S Audit today!

Don't let yourself or your employees turn 'mouldy'

As August is Peach month, it is time consider how to identify a 'mouldy peach', i.e. a burnt-out employee. Burnout can lead to a number of issues in the workplace, including under performance, short term or long term absenteeism which may lead to a workers compensation claim.

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.

Despite 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 and avoid workplace burnout.

How to 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 help work-life balance you can get creative and work with your employees as to what they feel will support them. Many organisations will create 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.*

As always we welcome your feedback on any topics you want to hear about.

If you are in need of any assistance, please contact our office on 07 3852 5177 or 1300 007 110.

Special Members Offer!

If your organisation is in need of a photocopier we can help you out. Brisbane Business Equipment (BBE) are offering our members located in the Brisbane area, second hand good quality black and white photocopiers and all you have to pay is the freight costs.



If you are interested, contact Roy at BBE on 07 3255 9500.

Employee Management & Consultancy Service



When you first put your hand up to become a volunteer committee member for your local community organisation, you think, this is great, it will be so rewarding!

But soon enough you find out your responsibilities are to manage employees and comply with legislation, whilst trying to

make sure you do the right thing by the employees and the association. That's when you might start to think, 'I didn't sign up for this!'

At CMS we want to help you. So why might you need our service?

Community Management Solutions Employee Management & Consultancy Service provides...

- Designated CMS consultant to liaise between committee and staff;
- Survey of staff and management to see where the organisation is at;
- Basic HR/IR Health Check;
- Training session each year to complete a refresher on policies. Other key topics like bullying and harassment can be tailored to the service;
- Review employment policies and implement new policies if required;
- Conduct performance appraisals yearly;
- Ensure grievance policies are followed and liaise with staff on grievances;
- Performance manage staff;
- Review current employment contracts and develop contracts for all new staff;
- Conduct recruitment and selection when required;
- Provide induction processes for new employees;
- Review job descriptions and KPI's and update if required;
- Assist with succession planning;
- Unlimited support for Director / Manager / Supervisor;
- Regular reports for the Management Committee;
- Site visit by consultant if required; and
- Monthly negotiated fee (Plus travel, accommodation, daily allowance and kilometric).

Start relaxing now by contacting CMS to get the ball rolling!

Call us today on 07 3852 5177 or 1300 007 110 or email info@cmsolutions.org.au or for more information visit the website below:

<http://www.cmsolutions.org.au/hr-management-consultancy-service>

Dealing with difficult conversations

A recent story that we would like to share, illustrates what happens when communication breaks down between employees.



Real Names have not been used

In this instance Chris and Alex got along great for a number of years. Then there were some problems with the business and a lot of strain put on both people. Eric was not happy

with everything that Alex had been doing and the business was starting to suffer financially.

Neither Eric nor Alex had communicated their issues as they were concerned how such a conversation would impact on their relationship. Eric was Alex's boss and pushed Alex to improve the business income, without identifying any of the performance concerns directly.

A couple of months down the track the relationship had deteriorated. Alex felt hard done by and avoided speaking to Eric. Eric felt that Alex was uncooperative and did not appreciate all the work Eric had contributed to assist Alex.

The relationship became combative between Alex and Eric, they both felt that the other was out to get them and other employees begun to feel the effects. Some employees resigned, others took sides and the community started to gossip about what was happening in the business.

Neither wanted the relationship to continue to operate in this manner and contacted CMS for assistance.

It's the age old story, someone makes a mistake, acts inappropriately, turns up late or even lies. You're shocked, scared and do not know what to do. How do you approach this person? What do you say? How could anyone manage such a difficult conversation?

We have all the answers for you! Come along to our **upcoming workshop on 'Dealing with Difficult Conversations'** with our guest speaker Andrew Brayne and we will provide you with the tools you need to prevent conflict in the workplace and help you with strategies to proactively deal with conflict situations. Learn some new skills and gain confidence!

This workshop will cover...

- What is conflict?
- Sources of conflict
- Our own reactions and other barriers to communication
- Impacts of conflict
- STAR model – strategies to manage conflict
- Role-plays to practice these skills

Join us on...

Date: Tuesday, 30th August 2016

Time: 10.30am Registration, 10.45am Start till 1.30pm

Venue: Kedron Wavell RSL

Cost: Members only \$65 per person & Non Members \$95 per person

Contact our Member Services Coordinator, Rebecca White on 07 3852 5177 or 1300 007 110 or rebeccaw@cmsolutions.org.au to secure your spot today!

Are you keeping a watch on your Association Accounts?

Recently in the news there has been attention on the founder of the homeless charity Street Swags who was arrested for fraud after she allegedly racked up hundreds of thousands of dollars in unauthorised expenses at the charity.

If this is found to be true or not, the question is, how does this happen? Well easily, if you do not have good management of the association finances.

Over the years we have had many members who have been defrauded by an employee and even an executive member. Just recently there was a case where a P&C employee defrauded nearly \$100,000, and this is because –

1. The P&C trusted the employee as the employee was a manager and
2. They did not have procedures in place to make sure that there were checks of what was being spent, ordered and the list goes on.

Many times when we talk to members, they always tell us there employees, 'are wonderful', 'they would not do this'. But guess what, some unfortunately do and sometimes it's a member of the Management Committee.

One of our Kindergarten member's employees, who was the Administration Assistant, resigned their position and on the last day of the employee's employment, the employee transferred \$6000 into their own account. The management had no idea until the bank contacted them.

A few years ago another member was defrauded \$150,000 by the bookkeeper. The CEO gave the bookkeeper their access details to the bank account and did not check financials on regular basis. This bookkeeper was arrested, trialed and is serving 4 years jail. The CEO also lost their job. The sad thing is this started the downward spiral for the organisation.

So what do you need to know!

P&C Associations must follow the P&C Accounting Manual, **it is your bible and a legislative requirement.**

The P&C Accounting Manual outlines what you should be doing, and how. If you don't know where to access the manual, you can download it from P&C's Qld website and from the Education Qld website.

For our other members, you will need to comply with the appropriate legislation (e.g. Associations Incorporation Act), review your current processes and if you think there are some holes put in the procedures to fix it up and make sure everything is being done correctly.

- Do not sign a blank cheque (Even if they say "oh I will fill it in later").
- Do not approve a payment unless you have seen all the paper work e.g. invoices.
- Make sure every month you are getting the financial reports. If you are not sure what you are being presented with, ask questions.

- If you are not getting financial reports for your monthly meetings, find out what is going on, the employees do not control the association, you have a responsibility as a member of the management team, so make sure you are getting all the details.
- Don't have a credit card and let an employee have the only access and details.
- If you need some form of card, get a debit card and make sure the access details (e.g. pin) is kept in a safe place and the management has access and check the monthly statements. You should also have a written policy in place as to the cards approved use.

This does not mean you do not trust your employees or fellow committee members, you are just being diligent in duties as a member of a not for profit organisation.

If you are not sure what to do, or what your responsibilities are, contact CMS on 07 3852 5177 or 1300 007 110 and we can assist you.

Did you make it through payment summary season?

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



Did you find our YouTube webinar on "Guide for Payment Summaries" helpful? If so we'd appreciate your feedback.

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 2016.
- WorkCover wages declaration is due by the 31st August 2016.
 - 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.

If taking care of your organisations 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 CMS. At CMS 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.

CMS can undertake **End of Financial Year**, Interim and Accounting and **Financial Compliance Audits**, depending on your needs, as well as taking care of 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. So do the members who come back year after year.

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



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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 meeting with one of our Employment Relations Advisors to discuss any staffing issues you might have, and a member from our Financial Services Team to discuss any issues relating to your organisations finances or find out how we can help you.

We have already visited a number of different areas around Queensland and we look forward to seeing you in your area.

We will be in your area...

- **Townsville** – Wednesday, 24th August 2016
- **Bundaberg** – Monday, 5th & Tuesday, 6th September 2016
- **Gladstone** – Wednesday, 7th & Thursday, 8th September 2016
- **Brisbane North** – Tuesday, 11th October 2016

If you would like to book an appointment with our team please contact our Member Services Coordinator, Rebecca White on 07 3852 5177 or 1300 007 110 or rebeccaw@cmsolutions.org.au

Members Register

Did you know that associations – such as incorporated associations and associations limited by guarantee are required under the governing legislation to maintain a register of their financial members i.e. your Rules / Constitution would most likely include the following requirement:

- (a) The management committee must keep a register of members.
- (b) The register of members must include the following participants for each member:
 - i. The full name and residential address of the members;
 - ii. The date of admission as a member;
 - iii. The date of death or resignation of the member;
 - iv. Details about the termination or reinstatement of membership; and
 - v. Any other particulars the management committee or the members at a general meeting decide.
- (c) The register must be open for inspection by members' at all reasonable times.
- (d) A member must contact the Secretary to arrange an inspection of the register.
- (e) However, the management committee may, on the application of a member of the Association, withhold information about the member (other than the member's full name) from the register available for inspection if the management committee has reasonable ground for believing the disclosure of the information would put the member at risk of harm.

So check your rules to ensure you are complying with the legislation requirements. Remember that it is only financial members of the Association in these associations who are entitled to vote at a special general meeting and annual general meetings.

If you have any questions in relation to your rules or constitution please do not hesitate to contact the team at CMS on 07 3852 5177 or 1300 007 110. We are always happy to help!

Did you miss out on our Grant Writing Seminar?



Our first grant writing seminar went off with a bang! Michelle from a Southside high school emailed in this response.

"I attended the grant writing seminar yesterday and just wanted to thank you again for such a rewarding, informative and enabling presentation. I've come into work today feeling ready and prepared to begin my first grant application!"

Michelle wasn't the only one we all went away confident and knowing how to get over the hurdles. We shared some grants to look for and many tips and ideas.

The workshop took the "scary out" for first time grant writers. We will be running it again if we hear there is a need for it.

Don't forget to keep your eye on the CMS website below for grants that you may be able to apply for.

<http://www.cmsolutions.org.au/grants>