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4 April 2018

Welcome to our April Newsletter

We hope you all enjoyed the Easter long weekend and there weren't too many belly aches from eating too much chocolate.

We would like to welcome all new executive committee members on-board. We hope you are finding your feet. If you need some assistance or not sure what to do in your new role, make sure you give us a call.

If you are a new committee, if you haven't already make sure you remember to update your details with us to ensure you keep receiving our bulletins, updates, monthly newsletters, seminar notices and special offers as and when they happen! Remember to also update your contact details after your AGM with organisations like:

- Australian Taxation Office (ATO)
- Australian Charities and Not For Profits Commission (ACNC) (if applicable) – Annual Returns
- Office of Fair Trading (if applicable) – Annual Returns

The CMSolutions team hit the road last month and visited members in Miles, Chinchilla, Dalby and Toowoomba. We thank you all for your hospitality. More roadshows have been scheduled for May and June check out the dates and locations further down in this edition.

Don't forget this month we have the Anzac Day public holiday on Wednesday, 25th April 2018. If an employee is normally rostered to work on a Wednesday then you are required to pay the employee for the public holiday. Make sure you refer to your Award for more information or contact our Employment Relations Advisors for assistance.

Some of our members may already be aware but last month we said farewell to Renee Cahill, one of our Employment Relations Advisors. We wish Renee the best of luck with her future endeavours and thank her for her years of services with us.

Sexual Harassment and Bullying in the Workplace Seminar

With the events of 2017, Sexual Harassment and Bullying will remain a high profile topic for 2018. This seminar will be presented by one of our very own in-house Employment Relations Advisors, Susan Cislowski and will cover the following key learning outcomes.



- Identifying bullying, sexual harassment and discrimination.
- Employee and Employer responsibilities.
- Consequences of bullying, sexual harassment and discrimination.
- How to address bullying, sexual harassment and discrimination.

This seminar is designed for Committee Members, Managers and all employees to attend together to ensure you are all on the same page.

Upcoming Seminar – Sexual Harassment & Workplace Bullying

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

Date: Tuesday, 1st May 2018

Time: 10.30am – 1.00pm

\$55 Members

\$75 Non Members

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

If there is sufficient interest expressed for other locations we will consider hosting another seminar on this subject at a later date and time. Let us know if interested, email rebeccaw@cmsolutions.org.au

Welcome to new Committee Members

Congratulations on your election to the Committee. We know some of you will be wondering what you have got yourself into, however being a Committee Member can be a rewarding experience.



As a member of a Management Committee, you all share the following responsibilities:

1. **Planning** – establishing and reviewing strategic and operational plans.
2. **Policy and decision making** – establishing policies and procedures and recording decisions and actions on matters concerning the organisation.
3. **Management** – making sure everyone does their job, that the organisation is properly administered, and that the committee is actively involved in the activities of the organisation.
4. **Legal** – ensuring the organisation is keeping proper records and complies with any relevant legislation and the organisation's constitution and rules.
5. **Financial** – ensuring that all finances are properly managed, that records are audited annually and that accountability requirements of funding providers are fulfilled.
6. **Evaluation** – monitoring all activities by the organisation with feedback contributing to the continuous improvement in governance and service delivery.

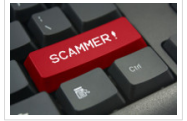
As a member of the Management Committee you should:

- Act honestly and in good faith.
- Ensure the organisation carries out activities in accordance with its intended purpose.
- Act in the best interests of the organisation.
- Exercise powers for their proper use.
- Respect privacy and confidentiality of information obtained in the course of the operation of the organisation.
- Disclose potential conflicts as they arise and remove yourself from that particular discussion or decisions.
- Adhere to the organisations Code of Conduct.

We wish you the best of the luck in your new role. Please feel free to contact us for more information on your role and responsibilities or if there is anything you need assistance with.

Small Business Scammers

Small business organisations should constantly be alert for scams involving false billings. Small businesses are a particular soft target as scammers recognise they are busy and have fewer resources than larger businesses.



False billing scams include attempting to trick busy businesses into paying for unwanted or unauthorised listings or advertisements in magazines, journals or business directories. Common scam tactics are to send a business a subscription form disguised as an outstanding invoice to get the business to sign up for unwanted ongoing advertising services. Scammers also falsely claim that the directory or publication is well known or has a high readership.

Another common scam approach is sending invoices for the renewal of a business's current domain name registration – however the domain name will be slightly different, for example “.com” instead of “.com.au”. Scammers will also do anything to get businesses to sign up to a scheme, including claiming a charitable connection. Scammers can also easily copy or modify letterheads, making them look real to create phoney websites.

Businesses should always be aware of such schemes. However, businesses should be more vigilant during the end of financial year. This being a prime time to settle accounts, businesses should take a moment and check if the invoices are legitimate.

The Australian Competition and Consumer Commission (ACCC) is aware of the rise in billing scams. To help businesses avoid being a victim of scammers, the ACCC has provided the following tips for small businesses.

- Make sure the business you are dealing with is the real deal – if you receive a form or tax invoice out the blue, verify the source by contacting the company directly using contact details you sourced independently through a phone book or online search.
- Make your business “fraud free” – effective management procedures can go a long way towards preventing scams. Have a clearly defined process for verifying and paying accounts and invoices. Try to avoid giving too many staff members the authorisation to make orders or pay invoices.
- Don't be intimidated – do not let anyone pressure you into making decisions involving payment or contracts. If you are unsure, always seek independent financial or legal advice.
- Update your IT security software regularly and make sure you use and offer secure online payment methods.

While scammers are professionals at evading the law, the ACCC does take enforcement action where appropriate to deter and discourage scammers targeting Australians.

The ACCC have developed an information booklet you can now download which covers all the information you need to help protect yourself and your business by being aware of the common scams targeting businesses. Visit the ACCC website for more information.

The ATO website also have an area on their website where you can go to verify or report a scam, it also allows to subscribe online to be kept informed of new scam alerts.

It's time to get ready for Single Touch Payroll

From 1st July 2018, if you have 20 or more employees, you'll need to use Single Touch Payroll-enabled software to report your tax and super information to the ATO.



You'll need to report the following on or before your payroll pay day:

- Employee payments such as salaries and wages;
- Pay as you go (PAYG) withholding;
- Super information.

To find out if you need to report through Single Touch Payroll, you'll need to do a headcount of the number of employees you have on 1 April 2018.

You can also ask a third party – like a payroll service provider or tax professional to report for you if they use Single Touch Payroll – enabled software.

What's changing?

- You may not need to provide payment summaries to your employees at the end of financial year when you report through Single Touch Payroll.
- Your employees will be able to see their year-to-date tax and super information through myGov.
- In the future, Single Touch Payroll information will be used to prefill your activity statement.

What you need to do!

- Talk to your payroll software provider to find out when your Single Touch Payroll-enabled software will be ready.
- Ask your tax professional or payroll service provider how to get ready.
- Review your current payroll processes to see if they can be updated.
- Start developing an implementation plan.

For more information about Single Touch Payroll visit the ATO website.

We are LIVE on Facebook

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

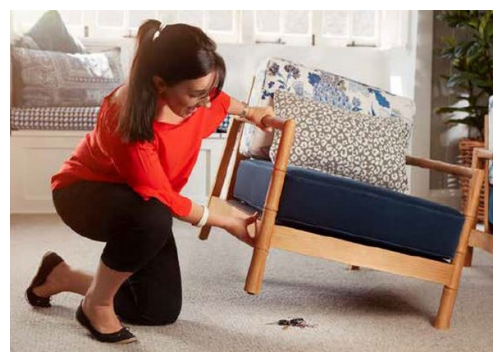
Our next Facebook Live sessions will be held:

- **10th April** with Susan Cislowski, Employment Relations Advisor.
- **24th April** with Catherine Norris, Joint General Manager / 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/>



That feeling you get when you find something you'd lost.

Simply log in to, or register for Member Online to start **searching for lost super.**

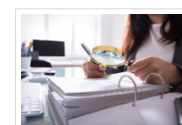
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What should you expect from a Workplace Investigation?

Workplace Investigations are a long process which is stressful for all parties involved. So before you start a workplace investigation lets discuss what you should expect and consider.



Stand down

It is common for employers to want to stand down their employee whilst an investigation is taking place, however this may not always be the best option.

You should consider standing down an employee when; they are in a position to interfere with the investigation or tamper with

information, or there is a serious and immediate risk to health and safety.

Standing down an employee should not be a form of punishment and you should always consider the employee innocent until proven otherwise. Before standing down an employee, ask "Can they remain in the workplace".

Investigator Bias

Choosing an Investigator can be the hardest part of a workplace investigation. The person responsible for the investigation must be able to ensure a fair and just processes, whilst not holding any biases towards the parties.

Investigators should not have a predetermined outcome of the investigation. Investigators should also not be personally involved in the case or be personally connected to the complainant/s or respondent/s.

Procedural Fairness and Natural Justice

When conducting an investigation there are a number of legal principles that will need to be applied. These include:

- Notifying persons of any allegations to which they are required to respond.
- Providing sufficient information for a response.
- Disclosing any material which is adverse to a person's interests (which you may rely on later).
- Giving persons a chance to respond to any allegations against them.
- Allowing for a support or representative.

Timeframes

The timeframes for a workplace investigation can vary greatly. An Investigator will need time to understand the allegations, interview all complainants, witnesses and respondents, as well as follow up other information and write a report.

A basic investigation can often take up to four weeks, with complex investigations taking up to 6 months.

It is suggested that you talk with your investigator at the beginning of an investigation to identify some expected timeframes. You should remember however that most investigators will only be able to give you a guide and that the timeframes can vary.

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



Advice from our Finance Team

By now you may or not have held your AGM and received your audited financial statements.



It is important the Executive take the time to review any of the issues or comments raised by your auditor either in the audit report or in the accompanying management letter.

Rather than taking these comments as criticisms use them as opportunities to improve your organisation. These observations are a great tool for strengthening your finance systems while also ensuring that your financial reports are accurate and relevant.

If your auditor gives you audit adjustments or journals you need to make sure that you post these in your financial records for 2017 before you close the year.

Once any audit adjustments are posted your financial records should agree EXACTLY to the audited financial statements. If they do not agree you should get in touch with your auditor to get guidance on why they do not agree.

Once they agree you should roll your accounting software into the 2018 financial year.

Some of the common observations we make in our financial audits are:

1. **Expenses** aren't authorised by two members of the Executive – as well as being a requirement this is a key control in managing the finances of your organisation. The Executive should be aware of what money the organisation is spending and why they are spending it. Fraud will often occur when the volunteer committee is not paying attention to which invoices are being paid or they are not taking the time to properly review the invoice before they authorise the payment. Having a current view of the activities of your organisation will ensure that you are always aware of what money needs to be spent and why.
2. **ATO (Australian Taxation Office) returns** are not lodged and paid on time – all organisations that are registered for GST and / or have employees will have a requirement to lodge a monthly or quarterly return with the ATO. These lodgements dates are prescribed by the ATO and they will issue fines if the deadlines are not met. Good record keeping will ensure that your organisation can very quickly identify how much GST is due to be paid or refunded and how much PAYG is owed to the ATO. The ATO website has a schedule of the lodgement dates for both Instalment Activity Statements (IAS) and Business Activity Statements (BAS).
3. **Superannuation** is not paid on time – all organisations that employ staff need to ensure that the super guarantee amounts are calculated and paid a superstream compliant superfund (on the ATO super clearing house) by the 28th of the following month if you remit monthly or the 28th of the month following the end of the quarter if you normally remit quarterly. Late payments of super will incur fines and interest charges.
4. **Financial statements** do not accurately reflect the financial position of the organisation – it is surprisingly easy to make a mess of financial records. We frequently see balance sheets that bear no

resemblance to reality. Good quality bookkeeping is essential to good quality financial record keeping. It is also really important that someone on the executive understand what the financial statements mean. The financial records can provide a wealth of information about your organisation – but only if they are accurate.

If you have any questions about your financial audit reports or you would like to know more about our audit services or our bookkeeping and payroll services please feel free to contact us for more information on 1300 007 110.



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.