



5 April 2017

## Welcome to our April Newsletter

As we have come to the end of the first quarter, the CMS Team has been hard at work providing Guidance, Advice and Support to a large number of our members.

For our members who have had their AGM we hope they all went well and the new executive is finding their way. If you need some assistance or not sure what to do in your new role, contact us at CMS and we can assist you.

The Employment Relations team has been working hard assisting members in various employment matters and work health and safety issues. They have been dealing with a large number of cases in this first part of the year, as well as a constant stream of phone and email member enquires.

Our Financial Services team has been working tirelessly completing financial year audits for some of our members AGMs and the Bookkeeping and Payroll teams have taken on a number of new members requiring our payroll and bookkeeping services.

In the second quarter of the year, we have more roadshows, and seminars happening. Keep a look out for the notices of these events. We will be sending via email and mail so make sure we have your up to date email address.

**If you want to find out more about of our services, from Financial Audits, bookkeeping, payroll, WHS Audits, or help with staffing matters, entitlement calculations, or you just want to check if the committee is doing it right! Then please do not hesitate to contact the team; we are here to help you!**



From all of us at CMS please have a safe and Happy Easter!

If you haven't already please remember to update your details with CMS to ensure you keep receiving urgent industry advice, bulletins, updates, monthly newsletter, seminar date 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)  
<https://www.ato.gov.au/Business/Registration/Update-your-details/>
- Australian Charities and Not For Profits Commission (ACNC) (if applicable) – Annual Returns
- Office of Fair Trading (if applicable) – Annual Returns

## Welcome to new committee members



We would like to welcome all new committee members on board and we hope you are settling in well.

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.



BAS agent  
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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.

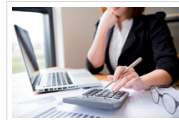
As a member of the Management Committee you should:

- 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 luck in your new role. Please feel free to contact CMS for more information on your role and responsibilities or if there is anything you need assistance with.

## CMS Bookkeeping & Payroll Services

Recently we have had more and more members asking us to help with aspects of financial management. It helps take the pressure off Treasurers (making it easier to recruit and keep one) and provides a level of comfort to the committee that all the right processes are being followed.



For every member we tailor a solution to suit their specific needs. For some we simply process timesheets and make sure staff are paid, for other we include processing of super payments and leave calculations, and we also provide full bookkeeping services including producing reports for committee meetings and BAS services.

This is a very cost effective service from as low as \$100 per month!

**So call us today on 07 3852 5177 to get a quote and find out more.**

## Second Interview Tips



If you are in the process of recruiting new staff and part of your process is to have a second interview, here are some tips to help with this.

1. Make sure candidates understand that they are not the only individual selected to attend a second interview. Some candidates maybe under the impression that they have the job. The candidate needs to be aware that there is competition.
2. Invite different interviewers to attend the second interview. They could be someone in a similar role, they do not have to be management.
3. Repeat some of the same questions from the first interview. By casually asking one or two questions from the first interview, you may find you get a different answer. Usually the candidate is more at ease and willing to share more.
4. Show the candidate around the workplace if possible. This may assist the candidate feel more comfortable about deciding your organisation is right for them.
5. Don't schedule the interview at the same time as the first. This is an ideal way to assess the candidate at different times of the day.
6. This is also your time to shine, it is not all up to the candidate to impress. Discuss every necessary detail of the role as well as promoting the organisation.
7. The second interview is a time to address any concerns you may have had at the first interview. Have all your questions prepared.
8. Be honest. If you don't highlight any concerns now at the interview stage, you may be recruiting again in the very near future.

**Remember to contact the CMS team if you need any assistance with the recruitment of new employees.**

## Did you catch us in Mackay?

CMS had the pleasure of visiting Mackay over the weekend 24 to 26 March. Renee Cahill, one of our CMS Employment Relations Advisors visited a number of different CMS members on our Mackay roadshow and got to catch up on all their triumphs and challenges. Thank you for all those members who booked in to have a face to face meeting. Renee also attended the P&C QLD regional conference whilst in Mackay and presented on the roles and responsibilities of volunteers executives as employers. Check out our upcoming roadshows and seminars further down in this edition.

## Easter Public Holidays

The following days will be observed as a public holiday over the Easter period and Anzac Day.

### Easter Public Holidays

- **Friday, 14th April 2017** – Good Friday – declared a public holiday in all states and territories.
- **Saturday, 15th April 2017** – Easter Saturday – declared a public holiday in all states and territories, except Western Australia and Tasmania.
- **Sunday, 16th April 2017** – Easter Sunday – declared a public holiday in ACT, NSW, QLD and VIC.
- **Monday, 17th April 2017** – Easter Monday – declared a public holiday in all states and territories.

### Anzac Public Holidays

- **Tuesday, 25th April 2014** – Anzac Day – declared a public holiday in all states and territories.

### NOTE: P&C Association Term Time Employees

**If an employee is normally rostered to work on a Monday then you are required to pay the employee for the Easter Monday, 17th April 2017 public holiday. However because Good Friday falls within the school holidays you are not required to pay your employee for the public holiday.**

For all other organisations if an employee is required to work on a public holiday, please refer to your award for further details or contact CMS for clarification.

## 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.

## 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 2016 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 2017 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 please feel free to contact us for more information on 07 3852 5177.**

## What's been happening this month?

This month our Employment Relations Advisors have been busy attending a number of Show Cause meetings and resolving a General Protections Claim. Our consultants have also been busy recruiting for a number of positions as part of our Recruitment Service.

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](mailto:info@cmsolutions.org.au). Our team are here to give you all the Guidance, Advice and Support you need to save time and money.

## We are here to help

### Get all the Guidance, Advice and Support you need!

If you are a first time committee member we thought we would remind you of why your previous committee joined CMS.

At CMS we specialise in providing Management Support Services for committees and boards of community organisations. As a member of CMS you have access to all the support and services you need to keep things running smoothly and your staff happy.

### CMS membership gives you:

- Unlimited phone and email support with employment and staffing matters.
- Assistance in interpreting awards, enterprise agreements and pay rates.
- Work Health and Safety advice.
- Governance advice.
- General financial advice.
- Monthly newsletters and regular updates on relevant awards and legislation.
- Access to online resources which include draft position descriptions, employment contracts, fact sheets and so much more.
- Online member only discounts.
- Access to other great services at member only rates.

We are always here to help you. Contact us today to find out more about your membership.

## 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](mailto:info@cmsolutions.org.au)

## The Importance of Psychological Wellbeing in the Workplace

### What is mental health?

Mental health. An expression that is used every day, and not surprisingly very commonly misunderstood. The month of April celebrates spending time in the garden. So let's spend some time on the garden, which is our mind, and maybe some time in the garden to relax our mind.



According to the World Health Organisation, mental health is "a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community."

People have tried to explain the difference by talking about a continuum where mental health is at one end of the spectrum – represented by feeling good and functioning well – while mental health conditions (or mental illness) are at the other – represented by symptoms that affect people's thoughts, feelings or behaviour.

Research shows that high levels of mental health are associated with increased learning, creativity and productivity, more pro-social behaviour and positive social relationships, and with improved mental health and life expectancy. In contrast, mental health conditions can cause distress, impact on day-to-day functioning and relationships, and are associated with poor physical health and premature death from suicide.

It's imperative to remember that mental health is complex. Mental health is about being cognitively, emotionally and socially healthy – the way we think, feel and develop relationships – and not merely the absence of a mental health condition.

### How do you identify mental ill health in individuals?

#### Symptoms of anxiety include:

- Physical (panic attacks, hot and cold flushes, racing heart, tightening of the chest, quick breathing, restlessness, feeling tense, wound up and edgy),
- Psychological (excessive fear, worry, catastrophizing or obsessive thinking)
- Behavioural (avoidance of situations that make you feel anxious which can impact on study, work or social life)

### Symptoms of depression include:

- More than two weeks, of feeling sad, down or miserable most of the time, or have lost interest or pleasure in usual activities and experiencing several of the signs and symptoms across at least three of the following categories:
  - Behaviour not going out anymore, not getting things done at work/school, withdrawing from close family and friends, relying on alcohol and sedatives, not doing usual enjoyable activities and unable to concentrate.
  - Feelings overwhelmed, guilty, irritable, frustrated, lacking in confidence, unhappy, indecisive, disappointed, miserable, sad.
  - Thoughts 'I'm a failure', 'It's my fault', 'nothing good ever happens to me', 'I'm worthless', 'Life's not worth living' and 'People would be better off without me.'
  - Physical tired all the time, sick and run down, headaches and muscle pains, churning gut, sleep problems, loss or change of appetite, significant weight loss or gain.

### Symptoms of mood disorders include:

- It involves persistent feelings of sadness or periods of feeling overly happy, or fluctuations from extreme happiness to extreme sadness. The most common mood disorders are depression, bipolar disorder and cyclothymic disorder.

### Symptoms of psychotic disorders include:

- Psychotic disorders involve distorted awareness and thinking. Two of the most common symptoms of psychotic disorders are hallucination (the experience of images or sounds that are not real, e.g. hearing voices), and delusions (which are false fixed beliefs that the ill person accepts as true, despite evidence to the contrary). An example of a psychotic disorder is schizophrenia.

### Symptoms of eating disorders include:

- Extreme emotions, attitudes and behaviours involving weight and food. Anorexia nervosa, bulimia nervosa and binge eating disorder are the most common eating disorders.

### How do you manage it?

According to current statistics, 1 in 4 people will experience some kind of mental health problem during their lifetime and many more will see friends or family members affected. This indicates that people in your workplace are likely to have a mental health problem and it's important to ensure that they feel like they are supported in the workplace.

An Employee Assistance Program (EAP) is a work-based intervention program designed to enhance the emotional, mental and general psychological wellbeing of all employees and includes services for immediate family members. The EAP provides your employees and managers access to counselling services by phone, online or face-to-face, enabling your employees to receive confidential and counselling support

wherever they are based. Some of the issues employees can contact EAP include:

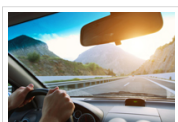
- work pressure issues
- emotional stress, anxiety, conflict, tension and depression
- separation, divorce or relationship difficulties, child and family issues
- personal trauma
- grief and bereavement
- health and lifestyle issues (including drugs, alcohol and gambling)
- financial and legal referral

Over the last few years, employers have been using creative methods to encourage their employees to manage their own mental health. Some Examples include:

- Encourage openness about mental health.
- Discuss methods for managing stress and boosting self-esteem such as participating in gardening. Working in nature releases happy hormones and lowers the level of cortisol (a stress hormone).
- Educate your employees on mental health, mental illness and identifying risk factors.

It's imperative to do your best to create a mentally healthy workplace that is positive and productive, as this allows you to get the best out of your people. Businesses that actively promote good mental health attract and retain top talent because they're great places to work. By supporting people with mental health conditions and encouraging openness, they create workplace cultures that are diverse and inclusive.

## 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.

## Upcoming Roadshows...

- **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](mailto: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



### April 2017

#### Now I'm the Treasurer...What do I need to know?

P&C Association - Wednesday, 19th April 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/CMS%20Seminar%20-%20Attention%20P&C%20Treasurer's%20-%20Registration%20Form.pdf>

Other Organisations – Thursday, 20th April 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/CMS%20Seminar%20-%20Attention%20Treasurer's%20-%20Registration%20Form.pdf>

### 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>