



5 July 2017

Welcome to our July Newsletter

Welcome everyone to another month!

Winter is officially here.

Schools holidays have arrived for some of us, and we hope if you're having a break you are keeping safe and warm.

This month the CMS team welcomed a new staff member, Shae Bigham. Shae is replacing Danielle Dennis who left us to move back to Bundaberg. Our members will regularly be in contact with Shae as she is our new Receptionist. Welcome Shae to the team.

Our Employment Relation Advisors have been busy assisting members with Enterprise Agreements, Performance Improvement Plans, Organisation reviews and ongoing employee issues.

Federal Employers don't forget the minimum wage increase, all pay rates have been finalised and sent to members, if you have not received them, you can find them in the member's area on the website or call/email us for a copy.

The Financial team have been busy working on ongoing payroll & bookkeeping matters for clients. As it is the end of the payroll year our team have been working tirelessly, reconciling, preparing and issuing payment summaries for all their payroll clients.

Don't forget if you are not sure what to do for the payment summaries, have a look at our webinar on Payment Summaries further down in this edition.

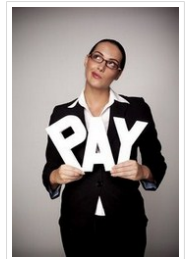
If you are having a break, enjoy yourself, keep warm and see you next edition for more exciting information.

From the CMS Team

Federal Minimum Wage Increase

The Fair Work Commission Minimum Wage Panel has handed down their decision to deliver a 3.3% increase to the Federal Minimum Wage and the Modern Awards.

All modern award base rates will increase by **3.3% from the first full pay period** on or after **1 July 2017**.



Updated pay rate sheets have been emailed out to all Federal Members and uploaded onto the CMSolutions website.

If you are a member of the Award Service an updated copy of your subscribed Award will be emailed out to you as soon as they are made available.

Please note this increase **does NOT apply** to any member who is still under a State Award. Specifically this increase does not apply to any Queensland State School P&C Associations.

Please do not hesitate to contact CMS should you require any further information or would like assistance in applying the increase on 07 3852 5177.

Employers beware of Fraud

In the last 6 months the CMS Employment Relations Team, have been assisting a few members with cases when the employees have committed fraud.



We are not trying to scare all new committee members and board members, but you need to be aware.

The cases we have recently dealt with have been staff stealing money and we are not talking a few dollars from petty cash we are talking hundreds and thousands of dollars.

In some cases, it has been the employee falsifying invoices, not banking fees, petty cash dollars missing, stealing resources, feeding their family from the tuckshop, buying goods on organisations accounts.

The problem with these incidents, is that the Management put their trust in their employees that they were doing their job and believed their employees were trustworthy and honest.

The questions we ask are what were the procedures and policies in place, what did previous committee members do, and especially the treasurer do to manage the process! Could any of this been picked up earlier, and the answer is probably YES.

A lot of time the employees are found out when they go on leave and something comes to the attention of another employee or a committee member and then when further investigation is done they see a lot more has been going on.

CMS have assisted members/committees where in some cases the employee ended up stealing \$150,000, and was jailed for 4 years.

So, what can you do to make sure this does not happen in your organisation?

- For starters at every committee meeting there should be financial reports tabled by the Treasurer, if you are not getting the information for the meetings, then start asking questions, and direct the relevant employee to have this information available, if you get excuses, well find out why, it may be a case you have an employee who really does not know what they must produce.
- Make sure the signatures on the financial accounts are the current Executive of the Committee, ideally no staff member should be a signature.
- Make sure there are two signatures to authorise and process payments. Do not sign blank cheques and do not give anyone else your electronic access to online banking.
- Finally make sure you have a policy and procedure in place for purchasing goods and authority level for expenditure etc.

Management does not have to micro manage but there is a need to know what is required and what should be happening, you cannot assume that your staff are all honest -

- Yes, they are such a lovely person
- They do so much!
- They would never do that!

And most employees probably wouldn't be dishonest but make sure you the Management has control and knows your business. Putting in place procedures and policies helps protect both the staff and the committee.

Don't forget the organisation might be a not for profit or other but it is a business and it needs to cross all its t's and dot all its i's.

Remember the staff do not run the organisation the committee and management do, and just because staff may have been there for a long time they are still employees and they do not make the financial decisions of the organisation.

CMS is running a seminar on Fraud in not-for-profits on Wednesday, 26th July 2017. This seminar will address the issues facing fraud in not-for-profit organisations and provide you with preventative controls and procedures helping you fight against fraud. Contact our Member Services Coordinator Rebecca White on 07 3852 5177 or rebeccaw@cmsolutions.org.au to register.

What records should an employer keep?

An employer has a duty to keep a number of records about an employee and some of these include; the employees name, employers ABN, the employees commencement date, employment status, pay rate, gross and net pays, any deductions made, ordinary hours, overtime, leave taken, superannuation details, as well as other information required by legislation.



Please find attached our **Employee Records Checklists** which outlines the records you need to keep as an employer. We would also suggest that you keep records such as; amendments to contracts, written warnings, counselling session notes and other records of the employment relationship.

Many of our members will also have a responsibility to keep records of children who they have cared for. For more information contact your local Department of Early Childhood and Care or the Australian Childrens Education and Care Quality Authority (ACECQA). Noting that a child can still make a liability claim 6 years after their 18th birthday.

You may also have obligations to keep other records and should check with the governing authority in your area to ensure you are meeting all requirements.

How long should we keep employee records for?

Employers should keep employee records for the length of an employee's employment, plus 7 years post-employment.

What can happen if we do not keep employee records?

It you do not meet your requirements under the relevant industrial legislation; you could be liable for a fine of up to \$5,400 per breach (this rate increases yearly and differs across jurisdictions).

Another common issue of not maintaining records is that you will not be able to determine an employee's leave accruals or be able to defend an underpayment of wages claim. A particular

issue we often face is calculating long service leave for an employee who has been employed for 15 years but only 7 years of records exist. When records are incomplete, employers often overestimate the amount of leave to be paid, to protect from any underpayment claim, and this causes a financial burden on the organisation.

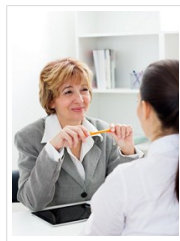
How to keep employee records?

Records must be kept in legible English and be easily accessible to an inspector. For our unconstitutional corporations (P&C's) there is also the requirement to have an employee register. Outside of your obligations you should consider the method of keeping records most appropriate for your business. With the increase in information technology storing information electronically often provides the best solution. All organisations should consider their risk to losing information, such as in the case of a flood or fire and backup information regularly.

Contact Community Management Solutions on 07 3852 5177 for more information. Also check out the following fact sheets for more information.

Do all conversations have to be uncomfortable?

No, they don't! It is important to acknowledge the work your employees do for you. Traditionally, employees have been performance managed once a year, and these performance appraisal sessions are notorious for causing anxiety. Today, the way employees are performance managed has changed significantly. Managers have realised the importance of communicating regularly and informally with their employees about how they are performing, which creates an open and collaborative culture, where everyone feels happy.



However, some leaders may feel that they cannot provide genuine feedback because they feel that being candid with staff would conflict with being nice, respectful and warm. The potential consequences are that the team does not perform at their best or they miss out on opportunities to improve themselves and the organisation's overall impact.

What might be holding you back from giving honest feedback?

- Trying to spare colleagues' feelings due to concern they could be hurt or upset with critical feedback.
- Fear of making a mistake, if your organisation expects managers to be poised and professional at all times. It takes time to learn how to effectively deliver feedback and mistakes could be perceived as disrespectful or unprofessional.
- If your leaders and role models are constantly positive and warm, they may leave out modelling ways to provide negative feedback.
- Managers may have pride in their organisation's 'nice' culture and this may have been part of what

attracted them to the organisation, thus they may reject anything that appears to threaten this culture.

To overcome these blocks to providing feedback here are 7 steps to follow:

1. Begin by looking in the mirror

Quoting Michael Jackson, *"I'm starting with the man (or woman) in the mirror, and I'm asking him (or her) to make a change"*. Therefore start by showing your team that you're committed to shifting the culture of avoiding feedback by first doing the hard work yourself.

In practical terms, this means committing to being more candid with your team, creating a plan for how this might happen, and then sharing your plan with staff, and asking for feedback on it.

2. Request feedback about yourself – then really listen to it

Feedback can be high-level questions such as, "What could I be doing better as a manager?" as well as "micro" feedback, such as asking how you could have handled a meeting or conversation. Then, make sure you listen without becoming defensive or explaining. Take in what was said and thank the person for their candour – you can decide what parts of their feedback to act on down the track.

3. Concentrate on being helpful, not on venting

Being more candid in your organisation doesn't give you license to vent, 'get things off your chest' or say whatever you feel in the moment. The aim here is to help your team member to develop and be more effective at their job, not to make yourself feel better.

4. Welcome the discomfort and slip-ups

Make no mistake: learning to be open, honest and frank will be uncomfortable to start with. As when learning other new skills, you'll make mistakes, work out what they were, and then try again. But take heart that you'll improve over time.

You might also unintentionally create misunderstandings, hurt feelings and other kinds of conflict. Discomfort and mistakes mean you're doing something right, so don't expect to skip this stage.

5. Own up to your mistakes

While making mistakes is unavoidable, brushing them under the carpet and ignoring their impact on others is not – it's unprofessional and unkind. Own up to mistakes, explain your intent and apologise for any confusion or upset caused.

Aside from the immediate benefit of cleaning up the blunder, you'll send a loud message to those within your team that, like anyone else, managers make mistakes and apologise for them.

6. Know when to keep things to yourself

Sometimes, being upfront isn't the appropriate course of action. For instance, avoid giving feedback at times when:

- You're looking to place blame;
- You're emotional, hungry, angry, lonely or tired;
- It's focused on personality, not offending behaviour;
- It's based on second-hand information; or
- You've already given a substantial amount of feedback recently.

7. Accept that improvement is continuous.

Pay attention to and learn from what you're doing well, as well as any instances in which you find yourself venting, avoiding honesty or delivering feedback clumsily. Analyse these occurrences and develop strategies to improve, remembering that it's an ongoing process. You'll never reach an "end" – but you'll get better over time. While improving your feedback skills can be difficult, you'll better serve your team by being completely honest with them – while still retaining your ability to be kind and approachable.

Need more information, speak to our Employment Relations Advisors on (07) 3852 5177.

Are you covered?

Now is a good time to review the level of insurance cover your organisation holds. Do you know what's covered under your insurance policy?

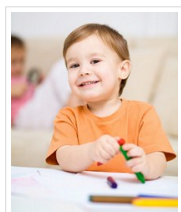
Some items to consider:

- Does your insurance policy cover all of your activities?
- Is it sufficient for the assets you own and are responsible for?
- If you carry stock is your cover adequate?
- Do you need special cover for a fete or community activity?
- Is your public liability cover adequate?

If you don't know the answers to these questions it's about time you contacted your insurer to find out.

Kindergartens and Enterprise Agreements – How to take the personal out of the Negotiation!

Enterprise Agreement (EBA) negotiations are tough for our members. When it's a kindergarten, they love the staff so much they want to give them the world, because they are great with your children.



But you need to stop and think, the staff are great, but this agreement not only covers them it covers future staff as well, so has long term financial implications. It is hard, but you need to put your business hat on!

Don't sit there and say we are only Mums and Dad's, some members we speak to are Lawyers, Accountants and teachers,

all of you are capable of negotiating an Enterprise Agreement, it does not matter what you do for a living.

You have taken on the role on the Committee because you are doing this for your child and you want the best for them. Part of this role is to make sure the kindergarten remains financially viable not only on your watch but also for future Committee Members to manage.

It would be great to give the staff everything they want in the EBA, but remember this is a business and staffing costs are the highest financial cost of any business, especially for a small not for profit kindergarten.

Remember if you agree to extra financial rewards for staff, like paid parental leave, extra allowances, these are not funded, this must come out of charging higher fees or you will have to do a lot of fundraising to cover the costs.

We know of a number of kindergartens who are suffering financially, and also have lower enrolments now and for the next year.

So, when you are negotiating an EBA **remember the future of the kindergarten**, if the Employee's Union is representing the staff, it can be intimidating, but remember they are only doing their job for their member. Don't let them intimidate and don't agree to anything until you get your own advice.

The Employee union is for the Employee's not the Employer. **CMS are here for the Employer (Committee) so make sure you contact our Employment Relations Team to assist you with your EBA.**

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

What is Personal Leave?

Personal leave is a legislative entitlement most commonly refers to as sick and carer's leave. Personal leave allows an employee take time off if they are ill or injured, or due to caring responsibilities or family emergencies.

If an employee takes time off because of their own injury or illness, this is referred to as sick leave and comes out of the combined personal leave balance. If an employee takes time off to care for an immediate family or household member who is sick or injured, or to help during a family emergency. This is referred to as carer's leave and also comes out of the employee's personal leave balance.

Personal leave does not entitle an employee to take a personal day, attend a dentist or doctor's appointment, or to watch their child at a sports day. If such circumstances arose, the employee should make an application for annual leave, or unpaid leave.

Other entitlements to leave such as Bereavement leave/ Compassionate leave and cultural leave can also be referred to as personal leave, however access to these forms of leave are in addition to the sick/carer's leave entitlements.

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

What does Immediate Family of Household mean?

An immediate family member is a:

- Spouse or former spouse;
- De facto partner or former de facto partner;
- Child;
- Parent;
- Grandparent;
- Grandchild;
- Sibling; or
- Child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de factor partner).



This definition includes step-relations (e.g. step-parents and step-children) as well as adoptive relations.

A household member is any person who lives with the employee.

Super Obligation Employer's Checklist

Paying super is an important part of being an employer. To make sure you have everything sorted visit the ATO website and run a quick check of your super obligations.

<https://www.ato.gov.au/business/super-for-employers/run-a-quick-check-of-your-super-obligations/>

Make sure your contributions are up to date!

Child Abuse and Neglect Prevention - Mandatory Reporting Workshop

Article supplied by Department of Communities, Child Safety and Disability Services

From 1 July 2017, early childhood education and care professionals will be mandated by law to report child safety concerns to the department, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse and there is not a parent willing and able to protect the child from harm.

Early childhood education and care professionals include staff from family day care, kindergarten, limited hours care, long day care and after school hours care. Individuals who are volunteers or under 18 are not mandatory reporters.

Early childhood education and care professionals can now register online for an information session in their area. Each workshop will cover...

- Roles and responsibilities in the prevention of child abuse and neglect;
- Legislative roles and responsibilities in relation to reporting child abuse and neglect (i.e. mandatory reporting);
- Organisational/individual responsibility in responding to early indicators of harm and family support needs;
- Definitions of child abuse and neglect including recognising harm indicators and child/family risk and protective factors;
- How to respond to disclosures of child abuse and neglect; and
- Prevention strategies and practices.

Visit the website to register:

<https://napcan.ismartsoftware.net/iRegister/Courses>

Workers Compensation & Leave Accruals

The Fair Work Act currently provides that if an employee is on workers compensation this does not count as service for annual leave or personal leave but allows a state law to provide otherwise.

Under the Queensland Workers Compensation Act staff that are on workers compensation still accrue annual leave, personal leave and long service leave.

If the staff member is full time or permanent part time then the accruals will be as per their standard hours. If the staff member is casual then get in touch with WorkCover to establish the hours you should be calculating their long service leave accrual on.

If you need any further assistance please contact Community Management Solutions on 07 3852 5177.

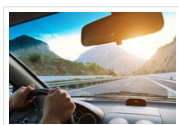
A guide to preparing your employee's payment summaries

Our Finance Team have put together a video to assist you with the important tasks of preparing for and doing your upcoming end of payroll year payment summaries. Please be aware that there are some additional fields on this year's payment summaries that may apply to some organisations, these additional fields are not covered in the below video.

<http://www.youtube.com/watch?v=dVDcnzX9bck>

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...

- **Sunshine Coast** – Tuesday, 18th July 2017
- **Gold Coast** – Thursday, 27th July 2017
- **Cairns** – Tuesday, 8th August 2017
- **Townsville** – Wednesday, 9th August 2017
- **Rockhampton** – Friday, 25th August 2017
(Neale Brosnan will be attending to assist with any financial/general advice)
- **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.

Has your organisation 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 will discuss with you current finance practices and processes.

These discussions provide us with an overall view of your organisation and identify areas that we can bring our expertise to in order to keep your finances robust and your systems strong and relevant.

Once we have this knowledge we will review your current financial records. We will look at a range of things including...

- Audited financial statements from the prior year and any management letter points provided by your auditors.
- Review of chart of accounts.
- Appropriateness of GST treatments.
- Reconciliation of super, PAYG and GST liabilities.
- Review of financial reports – bank reconciliations, balance sheet and profit and loss.
- Profitability of your tuckshop, uniform shop, outside school hours care, etc.
- Review of payroll processes.
- Review of entitlement calculations for all staff.

After the review is complete we will provide you with a written report detailing any issues we have found and what our recommendations are to bring your financial health up to the highest possible standard.

If this sounds like something that would give you, your Executive and your staff comfort then contact the CMS team today on 07 3852 5177 or 1300 007 110 to book in your next financial health check.

Upcoming Seminars



July 2017

Fraud In Not-For-Profits

Red Hill – Wednesday, 26th July 2017

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.