



5 October 2016

Welcome to our October Newsletter

For some of you it is back to work after the school holidays and we hope the break was pleasant!

We are now entering the last quarter of the year, spring time, Melbourne Cup and Christmas is just around the corner.

It is time for everyone to get ready for the summer season and make sure you have in place plans for storms and in some places cyclone season. You never know what is around the corner!

CMS staff have again had a very busy month, across the financial services and our Employment Relations staff.

Catherine and Susan, went on a roadshow to Bundaberg and Gladstone and met some of our members in these areas. Thank you to the members who made us feel really welcome.

We are running seminars on the P&C Award, so look out for these in your area.

If you are preparing for your AGM, and you are not sure what to do, give us a call, we have staff who have a wide range of experience who can assist you.

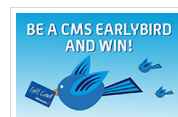
Before we know it the Christmas break will be upon us, so it is a good time now to start planning on what needs to be done and put in plans for staff going on leave, close down over Christmas / New Year's, working out leave entitlements and checking the accounts system is calculating the accruals correctly.

If you have a question or a situation with employees that you are not sure about, please do not hesitate to contact us, we are here to help you!

Until next month!

Be A CMS Early Bird & WIN!

Membership renewals for 2017 have recently been sent out to all current members. To remain a member of CMS and to keep accessing the Guidance, Advice and Support we offer for 2017 simply pay your invoice and send back your **updated contact details** on the membership form.



If your membership renewal is paid by Friday, 30th December 2016 you will go in the draw to win one of five \$50 Officeworks Vouchers!

Your continued CMS Membership ensures:

- Unlimited phone/email support in employment and staffing matters.
- Work Health and Safety advice.
- Assistance interpreting Awards / Enterprise Agreements and pay rates.
- Governance advice.
- Monthly newsletters and updates.
- Access to online resources including:
 - Draft position descriptions.
 - Employment contracts.
 - Fact Sheets AND MORE!

Plus you get access at DISCOUNTED RATES to additional services such as:

- Representation in disputes with employees / unions.
- Assistance in staff performance matters.
- Bookkeeping and payroll services.
- WH&S, HR and IR Audits.
- Seminars and in-house training.
- Workplace investigations.
- Employees wage claims and leave calculations.
- Financial audits.

- Guide and Toolkits AND MORE!

With over 40 years' experience serving our members we understand the time it takes to run largely volunteer-based community organisations such as yours.

Make your life easier and help ensure your organisation operates effectively and profitably by continuing your CMS Membership.

For more information or to talk to our membership team call 07 3852 5177 or 1300 007 110 or visit the Community Management Solutions website.

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

Do you have a workplace injury/illness register?

When an employee injures themselves whilst at work, these incidents must be reported. There should be a workplace register of incidents. This register can be a diary, an exercise book or an electronic file.

You should make sure that all employees understand and know that they have an obligation to report every incident so it can be recorded.

It is recommended that the employee's supervisor or the trained first aid provider should record the information in the register.

The following should be recorded in the register when an employee injures themselves:

- The injured employee's name.
- The injured employee's occupation or job title.
- The time and date of the incident (or the date the injured employee became aware of the injury or illness).
- The injured employee's exact location when they were injured or became unwell.
- Exactly how the incident occurred.
- The nature of the incident and what parts of the employee's body were affected.
- Severity of the injury or illness.
- Names of any witnesses to the incident.
- Date the incident was notified to the employer.
- Name of the person completing to register (if they are not the injured or ill employee).

A draft copy of a Workplace Injuries and Illness Register can be found under the forms tab on the side panel of the newsletter.

For more information contact the CMS team on 07 3852 5177 or 1300 007 110 or email info@cmsolutions.org.au.

The P&C Award has now been released...Come along and get informed!

This year sees a dramatic change on the P&C landscape with the introduction of the new Parents and Citizens Associations Award – State 2016 on the 1st September 2016.



Community Management Solutions has had crucial input on behalf of P&C's in drafting this collaborative Award.

The new Award replaces and has incorporated a number of previous Awards, including the Children's Services Award 2012, Parents and Citizens Associations Retail Award 2012, Clerical Employees Award 2012 and the Health and Fitness Award 2012.

Now the new Award is here it is vital that you and your committee are aware of all the changes that have an impact on your organisation. As part of the P&C Executive you are required to oversee your operations with due diligence and if your P&C is not compliant under the relevant Award, the P&C may face significant fines. Noncompliance could also result in back payments of wages or the cost of damages or court proceedings.

Community Management Solutions wants to ensure that all P&C's are fully aware and prepared for all the changes that have come into effect with the introduction of this new Award.

Join us...

Sunshine Coast Venue

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/Are%20you%20ready%20for%20the%20new%20P&C%20Award%20-%20CMS%20Seminar%20Registration%20Form.pdf>

Townsville Venue

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/Are%20you%20ready%20for%20the%20new%20P&C%20Award%20-%20CMS%20Seminar%20Registration%20Form%20-%20208%20November%202016.pdf>

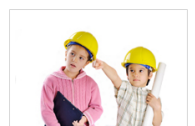
Cairns Venue

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/Are%20you%20ready%20for%20the%20new%20P&C%20Award%20-%20CMS%20Seminar%20Registration%20Form%20-%20209%20November%202016.pdf>

We have many more seminar locations to come. Once these locations are finalised, members will be alerted via email and mail.

When was your last WH&S Audit?

Work Health and Safety is a key priority for any organisation and Community Management Solutions 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 Audits 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 on things like:
 - Disease prevention
 - Manual tasks
 - Basic food safety
 - Electrical safety
 - Hazard identification processes
 - Risk assessment
 - Risk control
 - Policies and procedures
 - 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.

Call us today on 07 3852 5177 or 1300 007 110 to book in your WH&S Audit.

CMS Bundaberg & Gladstone Roadshow

Some of the team recently spent some time in Bundaberg and Gladstone visiting different members in the area.

We always love the opportunity to meet with members and the chance to have a look around the different organisations.

We hope you found our visit beneficial and hopefully we were of some assistance to you.



Whilst we were in Gladstone we also attended the P&C's Qld State Conference. Thank you to everyone that visited our CMS stand and went along to our presentation on the new Parents and Citizens Associations Award – State 2016.



Super is like a good education.
You'll appreciate it in the future.



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Fringe Benefits Tax

Not-for-profit organisations may need to register for fringe benefits tax (FBT) if they provide certain benefits to employees.

Your organisation, if registered, may be entitled to a rebate or an exemption for FBT depending on its status.

Watch this short video provided by the ATO to learn the basics of FBT concessions available to not-for-profit entities.

<http://tv.ato.gov.au/ato-tv/media?v=bd1bdiubtanqim>

Member Discounts

We are always looking for ways to give you more for your membership! CMS have now partnered with businesses that provide useful products and services to our members, giving you discounted rates and making sourcing reliable suppliers easier.



We are very pleased to announce that you can now access a range of discounts from the below organisations.

Get a **BIG SAVING** on your next car purchase



PICK YOUR CAR - PICK YOUR DEAL

✓ Make ✓ Model ✓ Year

Dealer	Price
Dealer A	\$15,895
Dealer B	\$14,575
Dealer C	\$13,200
Dealer D	\$13,770
Dealer E	\$14,450

Average Saving
\$2,500

AutoTender is easy!
With AutoTender, it's easy to get the best deal on your next car purchase. Our network of dealers will battle it out to give you their best offers based on your criteria, then you choose who to contact directly for the deal!

Make the dealers work for you
Visit www.AutoTender.com.au today!

AutoTender & UFleet

AutoTender and UFleet specialise in car purchasing, car financing, novated lease financing and salary packaging.

CMS Members, employees of members and their families can benefit from the savings and professional advisory services offered under this program.

Visit the website for more information on how to access these discounts and more.

<https://www.autotender.com.au/cms/>



ProcessPA

Process PA is cloud-based software making easy all the tedious, time consuming yet hugely important functions of a management committee administration and organisation. With a simple to use web site it puts an end to lost paperwork and poor handovers, takes the stress out of following up colleagues on actions, and turns taking and issuing minutes into one simple, error-free, time-saving step.

CMS members beginning a trial of Process PA before the end of October 2016 will get a **20% discount** on the normal annual subscription of \$500. That's a full \$100 off. To claim the discount, when checking out your payment enter promotion code **CMS16**.

To find out more visit the ProcessPA website or email founder (a current P&C and Kindergarten Secretary) Matthew Rowan at matthew@processpa.com who will be happy to talk you through transitioning your paperwork across and getting your account set up. And feel free to

explore Process PA, its features and user-friendly interface on a no commitment free trial.

<http://processpa.com/>



Officeworks

As a Community Management Solutions members with an ABN, Officeworks offers you exclusive contract pricing on everyday items that you purchase for your business.

All you need to do is sign up to an Officeworks 30 Day Business Account. Once registered your discount will be automatically applied to future purchases.

So take this opportunity to upgrade to the latest business technology, fit out your office with quality commercial furniture and stock up on stationery essentials.

Visit the Officeworks website for more information.

<http://www.officeworks.com.au/campaigns/CMS>

Your Workforce, Your Future

In 2016, the Queensland Family and Child Commission partnered with the Health and Community Services Workforce Council to develop a baseline workforce profile, *Your Workplace, Your Future*, to obtain more insights into the child and family support sector workforce.

Take a look at the snapshot of key findings

http://www.qfcc.qld.gov.au/sites/default/files/For%20professionals/qfcc_strengthening%20our%20sector_infographic_final.pdf

Congratulations!

We would like to congratulate some of our members who recently won \$500 for P&C of the Year at the P&C's Qld State Conference in Gladstone. This Award is awarded to P&C Associations across the state who are working with Principals and the broader school community, toward better outcomes for students in state schools in Queensland.

- **Malanda State School P&C Association – CMS Member since 2012**
- **McDowall State School P&C Association – CMS Member since 1995**
- **Surfers Paradise State School P&C Association – CMS Member since 1999**
- **Denison State School P&C Association – CMS Member since 2004**

McDowall State School P&C Association were also selected as the overall P&C of the Year Winner. They received an additional \$4,500 for their fine efforts in managing the P&C for the school community.

Congratulations again to these members.

ATO Tax Tables

The Government has introduced a bill increasing the level at which the marginal tax rate of 37% will apply. Previously this rate applied when an individual's income reaches \$80,000. The new level will be \$87,000.

As a result new tax tables have been introduced effective from 1st October 2016.

Below is a link to the new tax tables.

<https://www.ato.gov.au/Rates/Tax-tables/>

MYOB has released these new tables so be sure to install the update to your software. Other software solutions have also been released with the new tax table updates.

Tips to help you get ready for your Audit!

The Financial statements of the majority of associations must be audited every financial year to ensure that their books and records are being kept in accordance with all relevant legislation AND ALSO to ensure that the accounts are complete and represent a true and fair view of the financial position of the association.

REMEMBER: Audited financial statements must be presented at your Annual General Meeting. If there is no audit report there can be no AGM.

The following is a list of things to do before you give your accounts to the auditor that will help ensure your audit goes quickly and smoothly:

- Have a complete set of bank statements for all your bank accounts, investments, loans and credit cards for the entire financial year. Your auditor should provide you with a Bank Confirmation which you will sign and forward directly to the bank. This allows the auditor to get a third party confirmation of the amounts recorded as cash at bank in your financial statements;
- Have completed reconciliations for each of these bank accounts as at the last day of your financial year;
- Ensure that all transactions have been entered into your accounting records for your financial year;
- Prepare a detailed list of Debtors (money owing to you from customers) and Creditors (money you owe suppliers) as at the last day of your financial year. Review your list of Debtors and decide if any of them are unlikely to be collected. If so then discuss with your auditor the need to make a doubtful debt provision against these amounts;
- Collect all cheque books, receipt books and bank deposits books used during the year;
- Collect all invoices paid, cash count sheets, grant documentation and any other paperwork relating to income or expenses;

- Collect all your payroll records including timesheets;
- Update the Fixed Asset Register for any assets purchased during the year that belong to the organisation and calculate the depreciation on them for the year;
- Perform a stock take on any inventories held and keep a record of any adjustments that were required. Tuckshop inventory should be checked to ensure that all food is still in date and uniforms and books should be reviewed to ensure they are not old versions that can no longer be sold;
- Calculate annual leave and long service leave entitlements for your staff as at the last day of your financial year; and
- Ensure you have a complete set of minutes for the financial year for Executive and General meetings.

A good auditor will not only ensure that your financial statements are correct but will also review the accounting systems you have in place to identify potential weaknesses as well as opportunities to enhance them.

The auditor should also be speaking to at least one member of the committee as well as any administration or bookkeeping staff about the activities and results of the association during the year. This is a very important part of the audit process to mitigate the risk of fraud.

CMS can undertake an End of Financial Year, Interim, and Accounting and Financial Compliance Audits, depending on your 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.

"We are extremely happy that we have engaged CMS for our accounting and bookkeeping needs and have no hesitation at all in recommending them highly to anyone looking for a quality and affordable service".

**Clare Stampa, President
Bli Bi State School P&C Association**

Call our finance team on 07 3852 5177 or 1300 007 110 for a quote today.

Biggest mistakes that will BLOAT your chances of an Unfair Dismissal

In October we are celebrating Pizza month. Pizza is one of my favourite foods and when I start eating it I want to eat until I am going to bust. So in honour of the pitfall of eating too much pizza, let's look at the common pitfalls of performance management and termination.

Performance management refers to the ongoing process of setting standards for performance, as well as reviewing and managing performance. Termination on the other hand is when

the employment relationship has ended. We will focus on termination at the initiative of the employer today.

The most common mistakes that we at CMS see are:

1. **Not inducting staff into policies and procedures**

When staff are not educated on the organisations policies and procedures they are often ignorant of the expectations placed upon them. This can result in underperformance due to confusion or complete breach of policy.

The other issue we face when staff are not educated on policies is that it can be difficult to performance manage the employee, even after serious breaches in behaviour. This has been reiterated by the Fair Work Commission or State Industrial Relations Commission (Commission) on a number of occasions and is particularly important when considering Social Media and Workplace Bullying.

2. **Avoiding the issues**

This common error creates issues for both employee and employer. Often a Manager will not speak to an employee the first time there is a problem and thus the issue continues. Often this results in the employee feeling unjustly criticised when the issue is finally raised with them. Meanwhile the Manager is worried about bringing the issue to the employees' attention as it has been so long and therefore continues to ignore the underperformance.

3. **No Position Description**

A Position Description (PD) is an important tool to identify the key responsibilities of employees. A PD will provide an employer with evidence that the employee was aware of their role and will also assist in recruiting and selecting the best candidates for the position.

4. **Not keeping accurate records**

When an employer does not keep records of previous warnings or conversations with an employee, it becomes very difficult to prove that the employee has in fact been given a chance to improve their behaviour and thus difficult to proceed to the termination process.

5. **Not giving the employee enough information to respond**

When dealing with a termination, you must provide the employee with the opportunity to respond. This means that you need to be able to provide exact dates, time and what occurred so that the employee can respond. If you do not provide specific details the employee will be unable to discern what the allegation relates to thus cannot give a meaningful response.

6. **Not allowing the employee to bring a support person**

It is also a **requirement** for the employer to not unreasonably deny the employee to bring a support person. This does not mean you have to ask the employee to bring a support person, however it is best practice to do this. A support person is there as

an emotional support and can be asked to leave if aggressive or disruptive.

7. **Preparing a termination letter before a show cause meeting**

As you are required to give your employee an opportunity to respond if you are considering termination, you must not make a decision on the outcome of termination until after the employee has been able to respond. It has been found on multiple occasions that a pre-prepared termination letter sends a clear signal that the employer did not genuinely consider the employees response.

8. **Relying on Hearsay**

Hearsay is statements which have not been directly obtained from the person who has witnessed the behaviour. For example if Ben was to report that Stacey had told them, that Chris was swearing at a client, Ben's statement would be Hearsay. Hearsay is unreliable and the original source of the information should be asked to make a statement to ensure that your facts are accurate.

9. **Discussing unrelated matters**

Performance meetings and Termination meetings can often be thrown off track because of unrelated issues that arise. It is suggested that you ask employees to address any other concerns in a different forum. You will have to of course be sure that the matters are unrelated. Probing questions are very useful to understand if the matter is or is not related.

10. **Becoming personally involved**

Performance management and terminations are hard. It can often feel personal when the employee responds defensively or aggressively. It is best however to try and maintain impartial during these processes. It can be useful to try and think from another person's perspective as if your matters where to proceed to the Commission they would not have the same background understanding as yourself.

If you are thinking or in the process of commencing performance reviews and you need some assistance please contact our friendly Employment Relation Advisors on 07 3852 5177 or 1300 007 110.

SuperStream...Time is running out!

Time is running out for employers with 19 or fewer employees to become compliant with the SuperStream legislation.

Under SuperStream employers need to pay super contributions for their employees electronically and send the associated data electronically. This means employers can make all contributions in a single transaction, even if they're going to multiple super funds.

The deadline for small businesses to be using SuperStream was 30 June 2016. Employers who are not yet SuperStream ready, you have compliance flexibility until **the 28 October 2016**.

All medium to large businesses (those with 20 or more employees) should already be using SuperStream.

Visit the ATO website for the step by step guide to becoming SuperStream compliant.

<https://www.ato.gov.au/super/superstream/employers/employer-checklist--a-step-by-step-guide/>

Do you know what grants are currently available?

Community Management Solutions knows how important it is for our members to receive up to date information on the latest Grants available. Check out our website for the latest grants available.

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