



6 September 2017

Welcome to our September Newsletter



Spring is here! And it is a great time to start eliminating the clutter that has accumulated over the cold winter months. This shouldn't just stop with your home though. You should also spring clean your organisation, not just from physical clutter, but also how you run your business. After doing some tidying up, you will find increased efficiency and productivity by throwing out the clutter that has been in the way of things getting done. For tips on what records need to be maintained and retained check out our Fact Sheet on General Record Keeping, located on the side bar under Forms & Documents.

Spring is also a time of renewal, and for many of our members it is that time of year to **renew your CMSolutions membership**. Invoices for 2018 membership will be posted out to members this October so keep a look out for the postman. If your organisation has relocated recently please contact us on 1300 007 110 to ensure we have your correct postal address.

We hope you enjoy this month's edition. Happy reading.

P&C Associations – 2017 Queensland State Wage Increase

There is still no determination yet in relation to the State Wage Increase for all P&C Associations. Once we have received confirmation in relation to this increase, pay rate sheets will be emailed out to all P&C members.

What would you do if there was an exposed electrical wire?

Most people identify an exposed electrical wire as a hazard and quickly act to get this fixed. However employers and managers will frequently fail to act when it comes to workplace bullying and find themselves in trouble.



Under the Work Health and Safety Act 2011, Organisations have a duty of care to ensure the health and safety of their employees. It is now well known that workplace bullying can have significant and long lasting effects on an employee's health and therefore employers need to take steps to minimise this risk.

Workplace bullying continues to be a hot topic, with no expectation of disappearing. And whilst many workplaces have policies and procedures in place to help manage this risk, often there is a grey area on who is to take the first step.

When should I take action?

If you have a reasonable expectation that workplace bullying is occurring, you must take action, including:

- A verbal complaint or passing comment.
- A written complaint.
- Rumours within the workplace.

What action should I take?

The Guide to Preventing and Responding to Workplace Bullying is an in depth resource that you can access free online. The Guide outlines the expected actions employers should take to manage workplace bullying.

The Guide overwhelmingly encourages that after any complaint is received the best action is an informal process. This could include mediation, a facilitated conversation or some other discussion between the two parties involved. Generally speaking, only after this process would you progress to a formal investigation.

What should I avoid?

- Applying your policies too onerously. For example if you ask an employee to submit a written complaint in line with your policy and they fail to do so. You should still follow up the verbal complaint you have received and not rely on the employee's failure to follow policy.
- Taking action against the complainant. Unless you have sufficient evidence to support that an allegation is malicious or vexatious, you should attempt to resolve the issue. Employees are protected from adverse action when they make a complaint and employers need to ensure employees are treated fairly.
- Be patient and react calmly. When you receive a complaint you may yourself feel stressed or annoyed. It is best to listen calmly and get as much information as possible. You may then need to look into your policies or contact CMS to determine the right course of action.
- Support both employees through the process. If you receive a complaint you may have a gut instinct on the situation. It is best to put these thoughts to the side and ensure that both employees feel they have a chance to be heard and be supported. This includes the language you use when speaking to both parties. For example, you may want to say to the respondent "I know this is all lies but I have to go through the process anyway". Instead you could say "We have a process to follow which will ensure that all parties are heard and enable us to reach a resolution suitable for everyone".

For more information on workplace bullying please do not hesitate to contact the CMSolutions team on 1300 007 110.

Supporting Older Workers

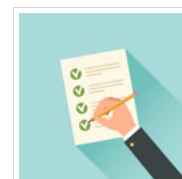
As Queensland's population ages, so does our workforce. Here are a few things to consider to ensure that work is designed well to keep skilled older workers in the workplace.

https://www.worksafe.qld.gov.au/news/2017/supporting-older-workers-in-the-workplace?utm_medium=email&utm_campaign=WorkCover+Update+June+2017&utm_content=Supporting+older+workers+in+the+workplace&utm_source=www.vision6.com.au

Have you checked your tax status

P&C Associations

Please note that the following article does not apply to P&C Association. P&C Associations should refer to the fact sheets on the P&Cs Qld website regarding tax status and special rules in respect to them. Click below for more information.



<http://www.pandcsqld.com.au/documents/2015/07/acn-c-charity-status-changes-july-2015-2.pdf>

<http://www.pandcsqld.com.au/documents/2015/07/p-c-non-profit-charity-status-fact-sheet.pdf>

Now is a good time to check your tax status to ensure that it is correct and if it isn't then set about rectifying it. Firstly check the Australian Tax Office (ATO) ABNLOOKUP website

<http://www.abr.business.gov.au>

Check out this website using your organisation ABN and ensure it has:

- Income tax exempt
- GST
- FBT
- Tax deductible building Fund (if applicable)

We recently assisted a member organisation who was receiving letters of demand from the ATO because of un-lodged income tax returns. This as you can imagine caused them significant angst. Upon investigation by us (checking the abnlookup website) we discovered that while they were a genuine not for profit – somewhere along the line they hadn't actually requested or applied for the relevant exemptions that apply to most not for profit organisations, i.e. income tax exemption, GST concession, FBT rebate. Some not for profits may also have an approved tax deductible building fund as well.

To apply for these exemptions your organisation needs to be registered with the (ACNC) Australian Charities and Not For Profit Commission

<http://www.acnc.gov.au/>

The organisation was able to sort the matter out only after a lot of effort and assistance from us, mainly because those listed with the ATO as contacts for the organisation had long gone.

So check the ABNLOOKUP website for your organisation to ensure your organisation has the appropriate tax concessions it is entitled to. And if you did not complete an ATO change of registration details form (NAT2943) to update contacts for your organisation in recent times (it is a good idea to do this each year after your AGM) now would be a good time to do so, otherwise if you need to discuss matters with the ATO, it will be a whole lot more difficult

<http://www.ato.gov.au/Business/Registration/Update-your-details/>

If you would like more information or have any questions please call the CMS finance team today on 1300 007 110.

Money, Money, Money, must be funny, in a rich man's world

Boss' Day, a day to appreciate your employer, is celebrated on Monday, the 16th of October 2017. This day reminds us that it's not a picnic at the top of the food chain, and that employees need to make sure to thank their employer for all they do. Being an employer is hard work, as it involves management of staff, ensuring employees are motivated when working, managing the finances of the organisation and paying staff on time. The latter is quite a big task and has many repercussions if it is not done properly.



So, how do you pay your employees?

Most awards, enterprise agreements or registered agreements will set out when employees must be paid (weekly, fortnightly or monthly). At the very minimum, employees must be paid at least monthly. They can be paid by a combination of cash, cheque, money order or postal order, or via electronic funds transfer (i.e. EFT or bank transfer). However, some employers choose to pay wages by cash or cheque (the old-fashioned way).

Employers are required to give all **employees pay slips within 1 working day** of payment.

Further it is important to ensure that you pay employees consistently and do not delay payments, except for matters outside of your control (such as a public holiday). For many non-profit organisations, two Committee members are required to sign off on pay before it is processed. It is important for Committee members to remember that they have taken on a crucial role and must comply with the standard pay day. If the employer fails to pay an employee on their standard pay day this could result in the employer being liable for any damages to the employees, such as a bank dishonour fee.

Further, it is important for employers to remember that employees need to be **paid money for their work**. This means that they cannot be 'paid in kind' (for example, with goods such as food or vouchers). Similarly, employers cannot ask employees to pay back some of their wages if there hasn't been an overpayment. This is illegal and is commonly known as a cash back scheme.

A cash back scheme that received a lot of media coverage in 2015 concerned the international convenience store franchise, 7/11. It was revealed that employees were forced to pay back part of their wages to their employers. This is a typical example of a cash back scheme. This brings forth the next point, which is that if an employer is paying wages by cash, the employer and employees should sign a record to confirm the amount of money that has been paid each pay period.

So what should small businesses do?

Employers should ensure that they are making time to look at the long term financial status, forecast their budget, net wages, Pay As You Go (PAYG) withholding and superannuation. Even though the PAYG withholding and the super may not be due for some time, not having the funds for them when due means a debt has been created. If this repeats for a few pay periods, the debt will cause issues in the long run. Additionally, creating a cash flow forecast may be all that is needed to help navigate difficult times. If none of these methods work, then consider changing the business strategy or change the way it is being executed.

If you are finding it difficult managing your organisations finances, than stress no more, our bookkeeping and payroll services can look after it all for you. Contact us today on 1300 007 110 to find out more about how we can manage your finances effectively.

Wellness programs – can they prevent injuries?

Health and wellness has become a hot topic in workplaces as businesses realise the benefits of supporting worker health and creating healthy workplaces. Research shows that healthy workers have lower absenteeism rates, less injuries and increased productivity.

https://www.worksafe.qld.gov.au/news/2017/wellness-programs-can-they-help-to-prevent-muscle-strain?utm_medium=email&utm_campaign=WorkCover+Update+June+2017&utm_content=Wellness+programs&utm_source=www.vision6.com.au

Streamlined reporting with Single Touch Payroll

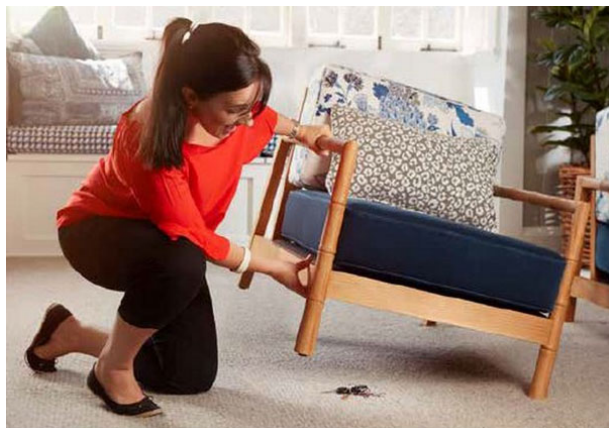
Single touch Payroll is a reporting change for employers with 20 or more employees.

Employers will need to report payments such as salaries and wages, pay as you go (PAYG) withholding and super information to the ATO directly from their payroll solution at the same time they pay their employees.

Employers with 20 or more employees will need to report through Single Touch Payroll from 1 July 2018. The ATO will help and support organisations transition during the first year of reporting.

The ATO have developed a Single Touch Payroll Decision Tool to help organisations understand what they need to do to get ready.

For more information contact singletouchpayroll@ato.gov.au or visit the ATO website.



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.

qiec.com.au 1300 360 507



The information provided is of a general nature only. It does not take into account your individual financial situation, objectives or needs. You should consider your own financial position and requirements before making a decision. You may like to consult a licensed financial adviser. You should also read the Product Disclosure Statement and our Financial Services Guide (FSG) before making a decision. QIEC Super Pty Ltd (ABN 81 010 897 480), the Trustee of QIEC Super (ABN 15 549 636 673), is Corporate Authorised Representative No. 268894 under Australian Financial Services licence No. 238607 and is authorised to provide general financial product advice in relation to superannuation.

Work for the Dole

One of the issues preventing our P&Cs from running a well-staffed and cost effective Tuckshop/Canteen is the current shortage of volunteers.



A possible solution is becoming a host organisation for the Work for the Dole.

Work for the Dole is part of the Australian Government's jobactive employment service. It is a work experience programme designed to help job seekers gain new skills while they look for work.

As a Work for the Dole host organisation, you can get access to extra sets of hands to undertake activities and projects that may not normally get done.

By hosting activities you can help job seekers gain the skills, experience and confidence they need to move off welfare and into a job.

Who can be a Host for Work for the Dole

Work for the Dole activities can only be hosted by not-for-profit organisations and local, state, territory and Australian government agencies.

As a Work for the Dole host, you will provide work-like activities for Work for the Dole participants.

You must also ensure that your activity meets all relevant work health and safety requirements.

How many individual places can a Host have?

You can host one or more individual places, or a group-based project.

Work for the Dole places cannot replace paid work positions, or involve tasks that would normally be done by a paid employee. However, this could be used to fill the void when volunteers are not available.

<https://www.employment.gov.au/information-work-dole-host-organisations>

How to get that Grant!

CMSolutions is hosting a workshop on the 31st October 2017 that will walk you through the process of applying for the next Gambling Community Benefit Fund (GCBF) grant. The 35K grant is great for upgrades to your organisation. If you need a facility or equipment upgrade then applying for a grant may be an opportunity for your Not For Profit business.



Initially, writing grants can be daunting. Bring your laptop and you can make a start on the day. We will offer guidance on what you will have most success with in obtaining your grant.

This workshop can help take the scariness out of attempting a grant for first time grant writers and may even start you off on the funding submission path!

Jocelyn Ashcroft from Canteens.com.au will be presenting this workshop. Canteens.com.au has long been offering a "No win, No fee" Grant Writing Service to our valued members. Jocelyn has successfully written multiple grants in the last six years for schools and other non-profit organisations such as sporting clubs, gardening clubs, volunteer marine rescue squadrons and more.

Some grant writers can charge up to 20%, so save thousands and get started by registering today!

Join us on...

Tuesday, 31st October 2017
10.00am Registration, 10.15am Start – 1.30pm Finish
Northside Meetings, 110 Windsor Road, Red Hill, Brisbane

Cost

CMSolutions Members - \$65 (Inc GST) Per Person
Non Members - \$99 (Inc GST) Per Person

Contact our Member Services Coordinator, Rebecca White on 07 3852 5177 or email rebeccaw@cmsolutions.org.au to register.

On the road again!

The CMSolutions 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...

- Brisbane North – Thursday, 7th September 2017
- Rockhampton – Friday, 15th 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.

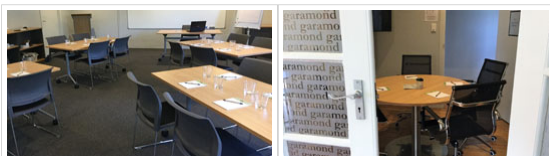
Northside Meetings with the Letter Lounge Café & Gifts



Northside Meetings is a family owned small business in Red Hill that combines a café with a meetings venue. It's a place for meetings, workshops, or a simple coffee, located at 110 Windsor Rd.

The space includes:

- 3 private meetings rooms, perfect for client meetings, practice reviews and staff planning
- 1 large training room, perfect for workshops and training
- a café offering Elixir coffee, leaf tea and hand-crafted food
- a small gift shop selling word-themed and typographic stationery and homewares
- plenty of spaces for meetings and conversations.



The café and meeting rooms are fully wheelchair accessible, and the courtyard garden is dog friendly. All the meeting rooms include free stationery, whiteboard, and projection equipment. Free wi-fi is available in the café and meeting rooms. Best of all, there's plenty of on-street, free parking.

Northside Meetings was opened in March 2016 by local writer and community-sector consultant Dr Judy Gregory and her business partner, local artist Anne-Maree Jaggs. They're working to build a 'professionally informal' space where people can hold meetings, conversations and events. The venue spaces are available for hire at reasonable rates (with homestyle catering available from the on-site café). Judy and Anne-Maree also organise a variety of events, varying from live music and art classes to workshops about writing and facilitation.

For more information, visit the Northside Meetings website at, follow Northside Meetings on Facebook, or email Judy and Anne-Maree info@northsidemeetings.com.au.

<https://northsidemeetings.com.au>

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.