



7 June 2017

Welcome to our June Newsletter

As we come close to the middle of the year, there is a lot of work to be done by Employers!

Winter has arrived, so make sure you encourage all your staff to get their flu shots. Also encourage staff to be more vigilant with their hygiene as we all know there are plenty of viruses hanging around during this great season.

It is also a good time for your payroll staff to start preparing for the end of financial year for those dreaded payment summaries, so encourage your payroll staff to start preparing.

Some of our members will have end of financial year, so again it is a good idea to start making sure everything is going well and preparing for this.

In May we ran our Treasurer Seminars and we would like to thank, Michele Lark our Accounting Services and Audit Manager for presenting these seminars and we also like to give our thanks to Jocelyn Ashcroft from Canteens.com.au for presenting at our "How to get the best out of your Canteen or Tuckshop" seminars.

Keep a look out for our upcoming roadshows one of the CMSolutions team may be in your area!

All the best!

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**. Weekly wages will be rounded to the nearest 10 cents.

Updated pay rate sheets will be emailed out to all Federal Members and uploaded onto the CMSolutions website as soon as they are completed.

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 made available.

Please note this increase **does NOT apply** to any member who is still under a State Award. Specifically this 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.

Don't be mean behind the scene

What is bullying and Harassment?



Bullying is repeated verbal, physical, social or psychological behaviour by a person or group directed towards another person or group that intimidates, humiliates or offends. Bullying can be a variety of different behaviours and are often determined by what is reasonable given the circumstances. Some examples of bullying and harassment are:

- Verbal or written abuse
 - Targeted name-calling or jokes
 - Displaying offensive posters
- Practical Jokes or initiations
- Violence, including threats of violence

Discrimination and Sexual Harassment may form part of workplace bullying but are also considered separate illegal actions.

- Sexual harassment
 - Unwelcome or unreciprocated conduct of a sexual nature, which can be expected to cause offence, humiliation or intimidation
- Discrimination including racial discrimination
 - Treating people negatively compared to others because of their race, religion, sex, parental status, breastfeeding, impairment, relationship status; pregnancy, age, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities, association with, or relation to a person with one of these attributes.

It is important to remember that bullying and harassment do not always occur at work and if they occur in relation to the workplace the employer will be held responsible.

What is not bullying?

Bullying is not:

- **Mutual conflict** - this can involve a disagreement or difference of opinion. Unresolved mutual conflict can however develop into bullying if one of the parties targets the other repeatedly in retaliation.
- **Single-episode acts** - these can be of nastiness or physical aggression. This behaviour is inappropriate but not considered bullying.
- **Dislike** - this isn't bullying unless it involves repeated attempts to cause distress, exclude or create dislike by others
- **Reasonable Management Action** - When a manager or supervisor give reasonable criticism in a reasonable way it is not considered bullying.

How do you identify and prevent bullying?

- Pay attention to, record and counsel your employees in the case of shouting, name-calling and other types of verbal abuse.
- Do not tolerate individuals who make snide, undermining comments about co-workers or engages in gossip.
- Encourage an environment where employees can report bullying and have multiple avenues to seek assistance.
- Red flags of unreasonable management action include sabotaging a co-worker or subordinate, constant questioning, unreasonable demands and generally making life difficult for another employee
- Monitor sudden changes in behaviour or signs that an individual is being isolated or cut out from important communications
- Manage any allegations of bullying immediately. Sometimes you may not be aware that bullying is taking place until you are specifically informed.
- Remain neutral and objective if there an allegation of bullying has been made and if required, conduct a fair investigation.

- Examine the organisational culture to identify if bullying is likely to be prevalent.
- Lead by example by avoid listening to gossip or rumours and stand up for the victim when you can.
- Foster a team atmosphere and encourage people to work together and support one another

How do you manage bullying?

Employers can access the guide to preventing and responding to workplace bullying. This guide helps outline the requirements of an employer to manage allegations of bullying and harassment. The guide outlines best practice, which is to try and resolve grievances informally in the first instance.

Informal management does not make a determination as to the truth of the allegation but may still result in:

- Mediation
- Facilitated conversations
- Training
- Changes in work processes

A formal Investigation needs to occur for serious allegations, or when informal methods have failed. A formal investigation should be conducted by someone who will not be perceived to have any bias. A formal Investigation should:

- Document the allegation, including dates, times and witnesses.
- Give all parties an opportunity to respond.
- Be impartial and fair.
- Know what to look for and legal basis for which a decision should be made.

If in doubt contact CMS. CMS provides a professional and extensive workplace investigation service which will ensure confidentiality for the employees involved and that all employer obligations are met.

If you have an allegation of bullying contact CMS on 1300 007 110 or 07 3852 5177.

New Accounting Manual for Parents and Citizens Associations

Has your P&C Committee printed out the latest edition of the Accounting Manual for Parents and Citizens Association?

<http://education.qld.gov.au/finance/procedure/pandc/pdfs/pandc-whole.pdf>

Let CMS help you!

When you first put your hand up to become a volunteer committee member for your local community organisation, you think, this is great, it will be so rewarding!



But soon enough you find out your responsibilities to manage employees and comply with legislation, whilst trying to make sure you do the right thing by the employees and the

Association. That's when you might start to think, 'I didn't sign up for this'.

At CMS we want to help. So why might you need our service?

- We often find that when a committee member has this much responsibility they don't stick around, leaving committees under resourced and impacting on the quality of the service.
- Managing staff is not easy and can take a significant amount of time, even if you have the best staff in the world.
- In the world of employment relations something is always happening, be it something as difficult as poor performance, or conflict between employees, to ensuring that wage increment increases are passed on and your policies are kept up to date, the list can go on.
- When staff grievances are not dealt with quickly and efficiently it can lead to further issues between employees, claims against the association and can impact on the wider community and clients.

The **CMS HR Management Service** takes away this daunting task, providing a number of benefits including...

- Our experienced Human Resource (HR) professionals can take on the hard work of managing staff, so you can focus on running the Association, overseeing the Associations strategy and helping in areas like fundraising.
- We aim to ensure your HR runs smoothly, which allows you to focus on managing your organisation.
- You will have access to expert advice, and in depth industry knowledge. We can provide advice on every aspect of HR, from recruitment to termination of employment.
- We provide customised HR service to suit your organisation. We will ensure that it is completed on time, to your requirements and with minimal impact on your day to day operations.
- We will provide the committee with piece of mind that their policies and procedures are up to date and that best practice is being applied in their organisation.
- We will allow committee members to build positive relationships with staff, taking away any conflict of client and employer.

Community Management Solutions HR Management and Consultancy Service provides you with comprehensive HR Support. Contact CMS today to find out more on 1300 007 110 or 07 3852 5177.

Federal Budget – Key Points

Here are some of the key spending points from the Federal Government Budget that will affect Not-For-Profits and community organisations.



Disability

The National Disability Insurance Scheme will now be fully funded. The money will come from an increase of 0.5 percentage points in the medicare levy.

Family Violence

1. \$10.7 million over 4 years to the Family Court of Australia, the Federal Circuit Court of Australia to employ additional family consultants. The consultants will include social workers and psychologists will assist families and the courts where there are allegations of family violence or child abuse.
2. \$3.4 million over two years to expand the trial of Domestic Violence Units (DVUs) in legal centres around Australia.

Legal Assistance

\$55.7 million over 3 years for legal assistance services, including community legal centres (CLCs) and Indigenous Legal Assistance Providers (ILAPS).

Indigenous Australia

1. \$263 million over 4 years to expand the Parents Next Program, which aims to help young parents in poor areas with work and study options.
2. \$5.9 million over 4 years to trial the use of digital applications to improve English literacy for Aboriginal and Torres Strait Islander children.

Universal Access to Early Childhood Education

The Federal Government has committed to a further \$428 million to continue Commonwealth support for preschool throughout 2018. This funding will be provided through a one-year extension to national partnership arrangement.

Where's Wally, employed?

A recent case in the Federal Circuit Court determined that a Hindu temple underpaid its employee almost \$78,000, after incorrectly classifying this employee as a priest rather than a cook.

The employee was spending the majority of their time in the Canteen performing kitchen duties and was sponsored on a visa as a religious worker. The Court determined that despite the position description and the temple's argument that the food was prepared for religious purposes, the actual duties carried out by the employee were concerned almost entirely with preparing food for distribution and sale to worshippers.



What can we take away from this case?

When determining the correct classification under your Award you should have a clear understanding of the roles and responsibilities that your employee is required to undertake on a day to day basis.

As positions can change over time it is also helpful to regularly review your position descriptions to ensure that they accurately reflect the employee's duties.

Further if an employee's duties change you may need to re-evaluate their classification.

Are you required to put leave balances on Employees Pay Slips?

There is no legislation requirement for the employer to include any leave balances on pay slips. But there is statutory obligations in relation to time and wages records.



Employers are required to keep leave records of their employee's; from any leave that the employee takes and the balance.

A pay slip must specify:

- An employer's name;
- An employee's name;
- The period to which the pay slip relates;
- The date on which the payment was made;
- The gross amount of payment;
- The net amount of payment;
- Any amount paid to the employee that is a bonus, loading, allowance, penalty rate, incentive-based payment or other separately identifiable entitlement;
- The Australian Business Number of the employer.

Pay slips should be given to employees within one day of the paid day.

For more information please contact CMS on 1300 007 110 or 07 3852 5177.

Have you entered your school?

Workplace Health and Safety Queensland's Farm Safety Calendar Competition 2017 is now open, to help spread the farm safety message to young Queenslanders and families in rural areas.

Visit their website for more information on how to enter.

https://www.worksafe.qld.gov.au/school-farm-safety-calendar-competition?utm_source=enter+now+for+the+competition&utm_medium=email&utm_content=website+link&utm_campaign=farm+safety+calendar+competition+2017

What to know about the Employee Assistance Program

As June is Post Traumatic Stress Disorder (PTSD) Awareness Month, let's talk a little more about what you can do to assist your employees to overcome challenges in their personal and work life.

Employee Assistance Programs (EAP) are work-based intervention program designed to identify and assist employees in resolving personal problems which may adversely affect the employee's performance. Such programs often cover:

- Work stress.
- Personal stress.
- Conflict.
- 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 stress.

It is not a legislative requirement that employers provide EAP, however many companies provide EAP to increase employee performance and increase retention of employees. EAP is used effectively as a form of best practice to create mental and physically healthy workplaces and overall positive work environments.

EAP is commonly used in the police force and military services, as well as community organisations dealing with high risk individuals or particularly stressful environments. EAP is often used in these workplaces as a way to reduce the impact on workplace stress and reduce the risk to work cover claims.

EAP's are employer funded, thus free of charge to the employee. If you are considering introducing EAP you should have a well thought out policy which should cover:

- EAP is not compulsory
- Any limits on access EAP (for example a certain number of sessions per year)
- The process for accessing EAP
- What EAP you provide and what reasons when EAP can be accessed
- Ensure the confidentiality of employees accessing EAP

For more information contact the CMS team on 1300 007 110 or 07 3852 5177.

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

WorkCover Premiums

Do you know you can check and even pay your WorkCover Premium online? Click on the following link to register.

<https://ols.workcoverqld.com.au/ols/loginEmployerOnline.wc>

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 hour's 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>

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 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** – 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 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



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&%202011%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-%2020%20June%202017%20-%20Registration%20Form.pdf>

Fraud In Not-For-Profits

Red Hill – Wednesday, 26th July 2017

<http://www.cmsolutions.org.au/files/data/Seminar%20Notices/Fraud%20In%20Not-For-Profits%20Seminar%20-%202026%20July%202017.pdf>

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.