



5/321 Kelvin Grove Road  
Kelvin Grove QLD 4059  
Subscribe: <https://cmsolutions.schoolzineplus.com/subscribe>

Email: [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au)  
Phone: 07 3852 5177  
Fax: 07 3852 5188



29 March 2019

## Welcome to our Second Edition for 2019

What a busy two months it has been!

CMSolutions has been on the move, with Susan visiting Rockhampton and Townsville in March. She enjoyed her time meeting with organisations in the areas, and can't wait to come back!

Our Finance team is wrapping up audit season, and they, along with most of our Members are preparing for BAS Return and dreaming of End of Payroll Year! Remember; CMSolutions are Not-for-Profit tax experts, and we have qualified Accountants and BAS agents on staff, ready to assist you in meeting your ATO needs.

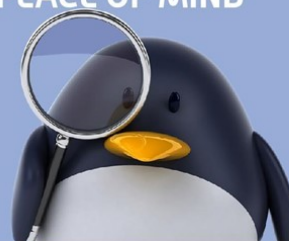
Easter break is fast approaching and with a whopping SIX public holidays in a two week span, be sure to contact our Employment Relations team to check what payments your employees are entitled to, and your obligations as an employer.

The CMSolutions Office will be closed on the Following Days:

- **Good Friday** – 19 April, 2019
- **Easter Saturday** – 20 April, 2019
- **Easter Sunday** – 21 April, 2019
- **Easter Monday** – 22 April, 2019
- **Anzac Day** – 25 April, 2019
- **Labour Day** – 06 May, 2019

To everyone celebrating Easter, enjoy your holiday! To everyone else; enjoy your multiple public holidays!

## YOUR BUSINESS MANAGEMENT PEACE OF MIND



### Are you ready for your new Committee? Books in order?

At CMSolutions our professional advisors have been helping not for profits like yours for over 45 years.

From statutory and reporting advice through to your accounts and payroll obligations, employment issues and more, our team of support professionals ensure that everything related to your business is being taken care of.

**Membership of CMSolutions guarantees you peace of mind.**



Call our team today on 1300 007 110  
or visit [cmsolutions.com.au](https://cmsolutions.com.au)  
GUIDANCE • ADVICE • SUPPORT

## New Committee Members

CMSolutions would like to welcome all the new committee members to their respective organisations throughout Queensland. CMSolutions would firstly like to acknowledge the awesome job that is undertaken by committee members. We hope by now that you have had an effective and efficient handover from the previous committee which is so vital in the continuation of running your business.

Can we ask that you make sure as part of that handover, that the Treasurer receive a digital and hardcopy record of both the up to date and back up records of your financial transactions, which you would have received from your audit, and also an electronic back up of all the personnel files for those staff that are employed by the organisation.

CMSolutions are here to assist new committee members in their new roles. Community Management Solutions provides governance training, assistance with personnel issues, services relating to bookkeeping, payroll or auditing, and is able to help you as you transition to your tenure as committee members in your respective organisation. We look forward to working with you during the course of 2019.

**Are you WHS Compliant?**  
AUDITING. IS. IMPORTANT.

**DO YOU KNOW IF YOUR ORGANISATION MEETS ITS DUTY OF CARE OBLIGATIONS UNDER THE RELEVANT WH&S LEGISLATION?**

CONTACT CMSOLUTIONS  
1300 007 110 | INFO@CMSOLUTIONS.ORG.AU

## Flu Season is coming

Coughs, colds and flu can be a big issue for organisations over the winter months. Keeping the children/clients in your care safe and keeping your staff healthy should be a high priority. Ensure your workers are trained to take the following steps to limit the spread of infection and maintain productivity in the business throughout winter:

1. Wash hands on a regular basis throughout the day, especially before eating and after eating and mostly importantly after going to the bathroom.
2. Limit personal contact with other people within the workplace, such as handshaking.
3. Much sure staff keep a reasonable distance from unwell people (it would be ideal if unwell people are not at the workplace)
4. Use tissues and avoid touching eyes, nose or mouth
5. Regularly disinfect shared surfaces, e.g. photocopiers, printers, staff room benches etc.
6. Staff should be encouraged to obtain a flu vaccination if possible
7. Staff should be sent home if feeling unwell.

## Policies and Procedures

It is one thing to have all the correct Policies and Procedures in place, however if your employees have not been trained in your Policies and Procedures then you may have wasted your efforts.

For your Policies and Procedures to be considered properly implemented, you need to:

- Conduct training
- Ask for feedback throughout the training
- Record all training and have it recorded on employees personnel files
- Reinforce the training; and
- Ensure that ALL newcomers are also trained the same way.

If you can't demonstrate that you have trained the employees then it's all been for nothing.

**Call the CMSolutions Team on 1300 007 110 to find out how your personnel / employee files should look.**

## Is Your Membership Up to Date?

**PROTECTION & SUPPORT ENSURES PEACE OF MIND**

Is your CMSolutions membership current? Are you protected?

At CMSolutions our professional advisors have been helping not for profits like yours for over 45 years.

Membership of CMSolutions ensures unlimited phone and email advice, hands-on support, full Award advisory service, a myriad of online resources and discounted member rates across special member benefits. Real protection, real support!

**Membership of CMSolutions guarantees you peace of mind.**

Call our team today on 1300 007 110 or visit cmsolutions.com.au

**GUIDANCE • ADVICE • SUPPORT**

## Social Media and Not for Profits

Social Media is fast becoming the predominant way to reach members, employees, and the public.

With Facebook Groups, Blogs, and Twitter alerts being a fast, easy, and free way to broadcast information, the digital communications world is developing faster than legislation can be written to regulate the legal grey areas.

As a community organisation or not-for-profit, there is some important points to consider before taking your organisation online

What you, as an employer, need to know:

- Anything you put on the internet, is available immediately to anyone with access to the site or page it was posted to
- Information can be shared and spread quickly
- Even if you delete a post, it is near impossible to completely remove it from the internet

Important things to consider, taking the above points to mind, is what message you are sending, and how are you representing your organisation?

Something as minor as liking a post, whilst signed into the organisation's social media account, can send a message, and even ruin a reputation. Numerous politicians (Australian and International) figuratively "putting their foot in it" by liking opponent's Twitter posts, or stories endorsing rival parties. Even beloved celebrities have had their light dimmed, such as Author, J.K Rowling, being perceived to be alienating a large section of her fan-base, for liking and sharing disparaging tweets and articles.

Even posts from everyday people can reach notoriety in "Secret" groups. Screenshots are easy to use, to share "protected" posts, and CMSolutions is regularly contacted to mediate, and sometimes even show cause letters to employees for termination for information come to light in social media posts and communications.

Protect your organisation by reviewing your Social Media and Communications policies regularly, and ensuring your staff all

understand their responsibilities and obligations, as set out in their employment contract.

**If you have questions regarding the reviewing of contracts, and Social Media Policies call 1300 007 110, or email [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au) to get in touch with one of our Employment Relations Specialists.**

### Resources:

[https://www.nfplaw.org.au/sites/default/files/media/Social\\_media\\_and\\_your\\_organisation\\_Cth\\_0.pdf](https://www.nfplaw.org.au/sites/default/files/media/Social_media_and_your_organisation_Cth_0.pdf)

<https://www.nfplaw.org.au/socialmedia>

## Statement of Service

When an employee leaves their current work place, a Statement of Service should be given to the employee as a record of their past employment, and to help them in their future search for work. This is to be done in both cases of the employee resigning or the employer terminating the employment contract.

A Statement of Service is a simple document which confirms that a former employee was employed with the organisation and provides brief details regarding the employee's employment.

The Statement of Service should include the following:-

- The employee's position;
- Period of service;
- current award/agreement classification (if applicable); and
- Summary of duties.

In most cases, if someone is employed under an industrial instrument (Enterprise Agreement) it will probably include a requirement to supply a Statement of Service on the employee termination. IF this is the case, it becomes a legal requirement to do so under the industrial agreement.

Please Note: A Statement of Service does not include details regarding the person ceasing to be employed, and it does not need to provide any opinion regarding the standard at which the person performed their duties.

**Contact CMSolutions Employment Relations Team for a draft template of a Statement of Service or visit our website to download a template.**

## Do you provide benefits to your employees?

Some small businesses and associations are able to provide what are widely known as Fringe Benefits to employees and their families

Examples can include (but are not limited to) providing your employee (or someone close to them) with:

- vehicles for private use
- holiday accommodation
- memberships to gyms or sporting clubs

- allowing your employee to use a work car for private purposes
- giving your employee a discounted loan
- providing entertainment by way of free tickets to concerts
- reimbursing an expense incurred by your employee, such as school fees
- giving benefits under a salary sacrifice arrangement with an employee.

Fringe benefits tax (FBT) is payable by the employer, on certain benefits provided to Employees or associates. These benefits can be included in a wage package, or as an additional perk on certain benefits you provide to your employees or their associates. These benefits can be in addition to, or part of, your employees' salary or wages package.

If you have provided Fringe Benefits to your employees since 1 April, 2018, you are required to

- calculate your fringe benefits taxable for the FBT year (1 April 2018 – 31 March 2019)
- lodge and pay your FBT return by 21 May (or lodgement may be later if you use a tax agent).

### Resources:

<https://www.business.gov.au/finance/taxation/fringe-benefits-tax>

**If you have any questions regarding Fringe Benefits, please contact our finance department on 1300 007 110, or email [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au).**

## Training

On the 28th of February, Employment relations advisors Sandra Terera and Natasha Shami had the privilege of speaking on the topic of Performance Management to a group of 60 managers.



The presentation covered the importance of:

- Managing Performance,
- The Distinction Between Warnings,
- Show Cause and Termination,
- Terminating In Probation, and
- The Consequence of Having An Employee File An Unfair Dismissal Claim Or A General Protections Claim.

The crowd was engaging and had many questions to ask them about how to successfully performance manage staff, and to ensure that employees are performing to their highest capacity.

In the last six months, CMSolutions has provided training on a range of topics for members, such as:

- Recruitment and Selection,
- Performance Management,



- Workplace Bullying and Harassment,
- Governance,
- Team Building, and
- Managing Conflict.

**If you are interested in us providing training to your Executive Committee, Board or employees, please do not hesitate to contact us. On 1300 007 110, or email [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au).**



**PEACE OF MIND STARTS WITH GREAT TRAINING**

**Want to improve staff skills? Need customised training, in-house or onsite?**

At CMSolutions we've been helping train volunteers and staff at not for profits like yours for over 45 years. From training in areas as diverse as business management through to health and safety, we have your needs covered. Our course content is expertly tailored to meet the specific needs of today's busy not for profits.

**Membership of CMSolutions guarantees you peace of mind.**

Call our team today on 1300 007 110 or visit [cmsolutions.com.au](http://cmsolutions.com.au)  
GUIDANCE • ADVICE • SUPPORT

**CMS** Community Management Solutions

## Tax and super reporting requirements to change for small organisations

Single touch payroll is going to change tax and super reporting requirements for organisations. Here's everything you need to know by 1 July, 2019.

The introduction of Single Touch Payroll (STP) will change the way employers report their tax and superannuation information to the Australian Tax Office (ATO)

### So What's New?

STP reporting allows employers to report their employees' salaries and wages, pay as you go (PAYG) withholding and superannuation information to the ATO from their payroll solutions each time they pay their employees.

Employers with 19 or less employees are now required to start reporting through STP from 1 July 2019, as per legislation recently passed in parliament.

This is an important change for organisations that will deliver benefits for both employers and employees by streamlining payroll reporting processes and providing greater transparency around super entitlements.

Do not be alarmed as the ATO is working hard to provide clarity around STP reporting and how it will save employers time and stress when it comes to their annual reporting requirements, particularly for those small employers who are time and resource poor.

### The ATO understands

The deadline of 1 July may be difficult for some employers to meet. They are providing employers with enough time to properly consider their options and make the right decision about what STP solutions they use. Small Employers can start reporting anytime from 1 July to 30 September 2019.

The ATO want to make sure all employers talk to their accountant or tax advisor soon and ensure they are aware of the options available to them. There are a range of STP reporting options already available, and it is important you choose the most suitable option for you.

Employers with a payroll solutions already in place may be able to start reporting now by updating their software to one that is STP-ready.

The first year of reporting will be a transition year, and the ATO will work with smaller employers to ensure they have all the information they need and help them transition smoothly.

### Still have some questions?

- Visit [www.ato.gov.au/stp](http://www.ato.gov.au/stp) for more information, resources, news and detailed guidelines.
- If you have payroll software, speak to your provider to find out if your software is ready, or when it will be,
- If you don't have software, choose a product that offers STP.
- You can ask your tax or BAS agent for advice on choosing a product that suits your business needs or visit [www.ato.gov.au/stpsolutions](http://www.ato.gov.au/stpsolutions)
- Update your payroll software when it's ready
- Start reporting to the ATO through STP.

**Need help with Single Touch Payroll, or getting your payroll system set up? Talk to our finance team today by contacting 1300 007 110 or emailing [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au)**



**DOES YOUR BAS AGENT SPECIALISE IN NOT FOR PROFITS?**

Cover all your 'BAS'es with CMSolutions:

- Registered BAS Agent
- Industry Specific Knowledge
- Not For Profit Specialists

**TAX** THE NOT FOR PROFIT SECTOR HAS SPECIFIC GST REQUIREMENTS.

Contact us: 1300 007 110 or [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au)

**CMS** Community Management Solutions

Approved BAS Agent 25518512

## 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, be sure you post these in your financial records for 2018 before you close, or roll 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 2019 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). Single Touch Payroll (STP) is also something that must now be factored into your reporting schedule. Please see our article above to find out more.
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 or our bookkeeping and payroll services please feel free to contact us for more information on 1300 007 110.**



## QIEC Super & NGS Super are merging

From 6 May 2019, QIEC Super will merge with NGS Super – an award-winning industry super fund for those in non-government education, mutual finance and community focused organisations.

This merger is a positive and exciting step for members. The larger merged Fund will have a stronger presence in the superannuation industry with greater bargaining power with service providers, and it is expected to gain benefits from the merger that will underpin new products and services that can be offered to members in future.

### We're here to help

If you're a QIEC Super member, you may have questions as to how the merger between QIEC Super and NGS Super will affect you. The Significant Event Notice as well as a number of questions and answers are available on our website [qiec.com.au/sen](http://qiec.com.au/sen)

QIEC Super Pty Ltd (ABN 81 010 897 480), the Trustee of QIEC Super (ABN 15 549 636 673), is Corporate Authorised Representative No. 268804 under Australian Financial Services Licence No. 238507 and is authorised to provide general financial product advice in relation to superannuation.

## Member Benefits Keep Getting Better

### Want to advertise your jobs for free?

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, or in future Newsletters.

Posts are FREE for members and by price by consultation for non-members.

Call now for more info, or email Member Services for more information

1300 007 110 | [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au)

## Who Are Our Corporate Partners? Spotlight on Officeworks

Officeworks is a trusted partner of CMSolutions because of their commitment to providing support to our members. They have recently made this official with their "Growing Minds with Officeworks" initiative.

Growing Minds with Officeworks is their commitment to help make bigger things happen for all students, no matter their age. There are a range of initiatives, both locally and nationally, in place to make a positive difference in this space.



They have been proud long-term supporters of non-for-profits that focus on education, The Smith Family and The Australian Literacy and Numeracy Foundation (ALNF). During September they fundraise for ALNF, with their Wall of Hands, to help raise language, literacy and numeracy standards for Indigenous Australians. During the back to school period they fundraise to sponsor Smith Family students, through their Back to School Appeal. Over the six years of partnering together along with their customers we have provided more than \$1.4million to these organisations.

Their team also volunteer throughout the year to support these causes as well as provide support locally through their stores for community causes.

To find out more about how YOU benefit from our partnership with Officeworks, contact Member Services on 1300 007 110, or email [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au), or check out the CMSolutions/Officeworks landing page [here](#).

## What we're reading:

Part of our innovative approach at CMSolutions, is keeping up to date with thought-leaders, not just in the Employment Relations industry, but across a broad range of fields.

We have selected some of our favourite articles from the past month, and are excited to be able to share them with you.

## Tips and tricks for writing a good tender application

Sometimes ideas just need funding to get off the ground, and for Community Organisations and Not-for-Profits, finding money for projects can be a chore.

CMSolutions regularly advertises grants and funding available to our members, and the wider community, and we would love for our members to be able to utilise the opportunities available to them.

QCOSS has made an easy how-to guide available in their Community Door blog.

*You can read the full article [here](#).*

## When your batteries are low.

Each of us live hectic, busy lives, and the demands we put on ourselves are taking on ourselves (physically, emotionally, spiritually...) can make us feel depleted.

In this short article, Lisa O'Neil reminds you what steps to take to recharge.

*You can read the full article [here](#).*

## Help your team feel more comfortable with conflict.

Conflict is a misunderstood conflict, and so many people do not recognise what a vital tool it can be for teambuilding. Normalizing conflicts by framing them as productive, role-based tensions, will lower the frequency of true inter-personal conflict to a manageable level and build a stronger team.

*You can read the full article [here](#).*

## Community Grants

Want to help your community, but aren't sure where to access the funding? CMSolutions keep an up to date list of grants available to Not for Profits across Queensland.

Depending on the type of grant, funding is available to:

- Individuals
- Not – For – Profits
- Local/State/Territory Governments
- Businesses
- Schools
- Universities

Some funding opportunities ending soon can be found below, or you can check out the full list of Grants available by clicking [here](#).

## Get Started Vouchers

**Eligible to:** Not-for-profits | Individuals

**Funding:** \$0 - \$100,000

**Round:** Closes 06 April 2019

*Get Started Vouchers* is one of the funding programs that comprise the Queensland Government's Get in the Game initiative to support sport and active recreation at the grassroots level.

*Get Started Vouchers* assists children and young people who can least afford or may otherwise benefit from joining a sport or active recreation club. Eligible children and young people are provided with a voucher

## Good for Good Community Grants

**Eligible to:** Not-for-profits

**Funding:** \$5,000 - \$30,000

**Round:** Closes 03 May 2019

Queensland Country Good for Good Community Grants is Queensland Country Credit Union's way of giving back to communities, Members and paying it forward to their Charity Partner, Ronald McDonald House North Queensland.

Eligible not-for-profit organisations are invited to apply for funding of between \$5,000 and \$30,000 to deliver projects that make a practical difference to the lives of people in Queensland communities - projects that help Queenslanders 'live better'.

## Eureka Prizes

**Eligible to:** Businesses | Universities | Not-for-Profits | School | TAFEs | Individuals

**Funding:** \$Undisclosed

**Round:** Closes 03 May 2019

Presented annually, the Australian Museum Eureka Prizes reward excellence in the fields of research & innovation, leadership, science engagement and school science.

A unique partnership between government organisations, institutions, companies and individuals committed to Australian science.

Presented annually by the Australian Museum in partnership with our sponsors and supporters, the prizes reward excellence in the fields of:

- research & innovation
- leadership
- science engagement
- school science

For more available grants, or for more inspirations on how to make your community brighter, [click here](#).

If you would like to be featured in our newsletter, or have any questions regarding membership, or the services we offer, contact Member Services today on 1300 007 110 or email [info@cmsolutions.org.au](mailto:info@cmsolutions.org.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 12 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.