



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

Email: info@cmsolutions.org.au
Phone: 07 3852 5177
Fax: 07 3852 5188



29 May 2019

Time is ticking on!

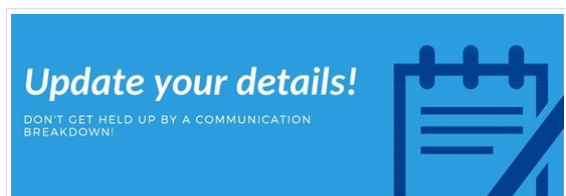
As the year keeps marching on and the days grow shorter, the flu is running rampant (get your shots!), everyone is racing towards that sweet, sweet end of payroll year and tax-time!

The year is almost halfway done and CMSolutions is ready to help you with your End of Payroll Year questions!

Have you heard about Single-Touch-Payroll? We sure have, and we can tell you all about it (including how it is going to become a mandatory reporting requirement soon!) More on that below.

Towards the last week of June, we should be receiving news about the Federal payrates, and any changes to awards – P&Cs will have to wait until September for any changes to payrates, but members will receive notice as soon as we do!

Make sure your details are up to date by filling out contacting Member Services- remember, it is a legal requirement to have the most up to date award on hand for in your workplace and you don't want to be caught out having the wrong email listed with us!



Performance Management Seminar



Our July Performance Management Seminar sold out before this Newsletter went live, but we are happy to announce a second seminar for August 21st, 2019!

If you missed out on tickets to our July 24th session, and you are still interested in attending, please register your interest below secure your place!

<https://mailchi.mp/5a7d55f05c48/performance-management-registration>

What are you doing differently?

CMSolutions wants to know how you're thinking outside the box!

Do you have a chef in your tuckshop? Does an Early Childhood Psychologist run your OSHC or Childcare Program?

Innovation is borne from necessity, and revolutionary practices become common practice from organisations like yours sharing your success stories.

Share your successes by contacting Shae in Member Services, here.

Single Touch Payroll is coming for ALL employers, regardless of size.

The way you report your payroll to the Tax Office (ATO) is changing. The new system is called Single Touch Payroll and applies to all employers regardless of size.

From 1 July 2019 all employers are required to electronically lodge the details of each pay run with the ATO. The information reported to the ATO is:

- payments to employees such as salaries and wages
- pay as you go (PAYG) withholding
- super information.

The way you pay your employees won't change, however you will be sending the ATO this information each time you pay them.

Start reporting any time from 1 July to 30 September 2019. If you can't start reporting by this time, you'll need to apply for a later start date. An online tool to help you do this will be available on the ATO website.

As this payroll information is required to be sent to the ATO electronically you will need to make sure that you have the software to do so.

All of the big accounting packages are already compliant with this new system but do require some additional set up work. Each of these companies have very good webinars and information sheets on their web pages to help you with this setup work.

For employers who have 1-4 employees there are some special software solutions for you. You can access a list of these here, or find more details in the following article.

If you have more than 4 employees and don't currently use an accounting package to prepare your payroll now may be the time to investigate what options are out there. Alternatively, if you use a Registered BAS agent you can ask them to lodge it on your behalf.

The intention is that from the end of the 2019/20 tax year Payment Summaries will no longer exist. All employees will be expected to have a myGov account and will access their full year earnings and PAYG from this site for the preparation of their tax returns or other government reporting. It is important then that you start talking to your staff about this new system and what it means to them. There is a wealth of information on the ATO's website about what this new system means for employees.

If you have any questions on this new system please don't hesitate to give one of our finance staff a call.

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



No-cost and low-cost solutions for Single Touch Payroll

By ATO.gov.au, 02 April 2019

A range of no-cost and low-cost Single Touch Payroll (STP) solutions are being made available from early 2019 in addition to existing commercial STP solutions.

The no-cost or low-cost solutions have been developed for micro employers (those with one to four employees) who need to report through STP but do not currently have STP ready software. These solutions may include mobile apps, simple reporting solutions and portals.

Software providers have put forward product proposals to offer these solutions in response to a market request. The solutions are required to be affordable (costing less than \$10 per month), take only minutes to complete each pay period and not require the employer to maintain the software.

The solutions on this register supplement the wide range of STP solutions already available from software developers that offer varying degrees of functionality, support, and pricing models. You need to choose a solution that is right for you and your business based on your own circumstances. We are (sic The ATO) working with the payroll software community to bring together a full STP product register and will provide a link to this register when it is ready.

No-cost and low-cost register

While we (sic The ATO) will take all reasonable care to ensure information provided in this list is accurate, changes in circumstances may occur after the solutions are released which may affect the accuracy of this information. This list does not include all commercial STP-ready software available.

The list order has been randomly generated and does not imply any preference. We do not endorse any of the suppliers listed.

You can find the No-cost and low-cost register here.

Still not quite sure about Single- Touch-Payroll? Find out more here.

Did They Really Resign?

By Sandra Terera, CMSolutions Employment Relations Advisor

"I quit." Two words that many employers have heard before. However, you need to determine if the resignation is valid, as the words may be uttered (or screamed out!) in anger and frustration. That is because the resignation might not be considered valid.

It is advisable that you require a resignation to be in writing, to avoid ambiguity. However, even if a written resignation is required by the employment contract, the resignation is not necessarily invalid just because it was verbal. So, verbal resignations are valid.

Validity of the Resignation

A resignation will be considered valid only if there is unequivocal intention by the employee to sever ties i.e. expression by the employee that they no longer wish to be bound by the employment arrangement.

In the Heat of the Moment

Once an employee has resigned, in most cases, you are under no obligation to take the employee back. The exception to the law is if the employee resigns "in the heat of the moment." In such cases, the circumstances under which the resignation was tendered will need to be closely examined to determine whether the resignation was intended. A tribunal or court can make a finding against you if there is a ruling that the circumstances of the resignation were not genuine but that the employee was forced to resign because of the conduct of the employer.

Withdrawing the Resignation

It is also important to consider the withdrawal of a resignation.

Heated emotions or not, an employee may tender his/her resignation and seek to withdraw it for any number of reason. The question then becomes - does the employee have the right to do so and is the employer under an obligation to honour the withdrawal and reinstate the contract agreement? The answer is, generally speaking, no! No one party has the right to unilaterally amend a contract. This means the acceptance of the withdrawal of the resignation cannot be without the consent of the employer. The employer must agree. There is no obligation that you take the employee back when they attempt to withdraw the resignation.

Timeframes

Another important factor is the time which has passed following the resignation. An employee can only attempt to take back a resignation within a reasonable period. As to what a reasonable period is, depends on the circumstances. However, case law indicates that it could be anywhere from a few hours to a few days.

Take-home lesson

You should clarify the resignation, ensure it is confirmed in writing, complete with an end date and where relevant and if the employee has indicated, note the reason(s) for their departure.



"I appreciate the goodbye party. However, I wasn't aware I was going anywhere."

Late Payment and 'centre hopping': enough is enough!

By Optimum Recoveries

Through research with our child care members, we know that **being paid late (or not at all)** is one of the biggest contributors to cash-flow stress in their centres.



With parents leaving fees unpaid or 'centre hopping' (leaving a trail of unpaid fees behind them), operators are being left with growing amounts of money outstanding. This worrying trend is not a new phenomenon in our industry and is one that does not appear to be slowing.

Unfortunately, there's no 'silver bullet' when it comes to improving on-time payment. Like all of us, parents are faced with multiple living expenses, and child care fees may be considered just another bill in the pile. Unsurprisingly, feedback suggests that single parents or parents in casual employment appear most often on the outstanding account report as the cost of living adds increasing pressure on already 'cash-strapped' parents.

What centres can do, however, is start the relationship with the parents off on the right foot, so that payment expectations are crystal clear.

The easiest way to do this is through a solid set of **terms and conditions**. Much like a contract that you would sign when applying for a new credit card, your terms and conditions spell out what is expected from both parties that are entering into an agreement.

As well as ensuring parents understand their responsibilities, your 'Ts & Cs' provide your centre with a set of enforceable rights that are designed to reduce your centre's exposure to risk when things don't go according to plan.

Your enrolment forms will already have a series of agreements and consents when it comes to health matters and other roles and responsibilities. For most centres, by simply adding in

some additional clauses, you'll be better equipped to know who you are dealing with up-front. You'll also be empowered to swiftly recover late or unpaid fees with less fuss.

With the right contract wording on your side, you'll be able to take actions such as:

- Conduct pre-placement credit checking
- Have the Child Care Benefit paid direct to the centre
- Pass on collection costs to the parent should it become necessary to engage a collection agency, and
- List a default against the parent if necessary so that it shows on their credit record. The listing can be amended to "Paid" when the parent attends to the account.

Another essential in your toolkit: a properly worded **reminder letter** that can be swiftly issued to parents who are overdue. This is an essential step in the fee recovery process.

Sometimes, there's no way around it, and you'll just need to **'make that call'** to request payment. Many businesses find this challenging, time consuming and awkward, and have limited success (even more so in the not for profit sector). On top of that, the Australian Competition and Consumer Commission (ACCC) has a strict set of guidelines that outline when, how often, and on what grounds you are able to contact someone who owes you money.

Our trusted and experienced debt management partner Optimum Recoveries is ready to assist CMS members with:

- Water-tight credit policies and legally binding terms and conditions tailored specifically to meet the needs of CMS members in the child care industry
- Sample reminder letter templates, and
- Assistance with recovering overdue debts.

As a registered and experienced debt collection agency, Optimum Recoveries are experts in securing outstanding payments in a respectful, timely, and professional manner (as well as ensuring everything is done 'by the book').

To get in touch with Optimum Recoveries, members can call 1300 556 937 or email them at orqld@optimumrecoveries.com.au. Don't forget to mention you are a CMSolutions member to secure your discount.

Stress Leave

A stressful work or home environment can quickly take its toll, and it is not uncommon to hear the phrase "Stress Leave" when burnout employees are requesting time off.

The fable of Stress Leave leaves many employers confused and unsure how to process this type of leave, but the truth is; Stress Leave is not any different to Personal Leave.

Depending on your workplace's policies, your employee may still need to supply a medical certificate, and submit a leave form upon their return.

An employee may possibly submit a WorkCover claim for a stress related illness or injury, but this is not approached any differently than say a broken limb, or a bump on the head.

Adopting "Mental Health Positive" practices in your workplace are a good way to avoid employee burnout, and opens up avenues for stressed workers to seek the health they need, before it affects their performance.

For more ways to handle stressed or burnout employees, contact the CMSolutions Mental Health First-aiders on 1300 007 110.

Giving Staff Bonus Leave

The employer (i.e. the Committee) can decide to give the employee additional leave (usually in the form of paid days) as a 'thank you' or as a Christmas present, provided that it is documented in the Committee's minutes and it is approved by all members. All other leave entitlements will accrue on additional leave, which means that employees will receive more than the standard 20 days of annual leave (if they are working full time).

A hidden threat to any business

Someone breaking into your premises or stealing goods at knife point is an obvious threat to any business. But as claims reported to Guild Insurance show, they're not the only crimes occurring.

Your future is in good hands with NGS Super

Advertisement



NGS Super is an Industry SuperFund for everyone and at every stage of life. We're here with you during every career change, milestone and beyond your retirement. We're run only to benefit members so all profits go back to you and helping to secure your financial future.

As an NGS member, you'll benefit from:

- Low fees
- Low-cost award-winning insurance cover
- 24/7 access to [Member Online](#) where you can manage your account and investment options
- Access to limited* advice at no extra cost and affordable personal financial advice

To find out more, visit the link below:

<http://www.ngssuper.com.au/>

You can also contact our dedicated customer service team on **1300 133 177** for all enquiries, between 8am and 8pm (AEST/AEDT) Monday to Friday.

* Limited advice covers one or two issues in isolation on topics such as investment selection and contribution levels. It does not take into account the member's entire financial situation.

Member Benefits Keep Getting Better

Did you know that Members receive special pricing on events and services offered by CMSolutions, and their Corporate Partners?

Whats New?



NATIONAL SALARY PACKAGING

DON'T BUY ANOTHER VEHICLE UNTIL YOU HAVE SPOKEN TO THE TEAM AT NATIONAL SALARY PACKAGING & AUTOTENDER!

They have transformed the way you buy, finance and manage vehicles. Not only will you be able to save Thousands of dollars on a new vehicle (on average, we save clients \$2,500.00)

AutoTender - UNIQUE REVERSE ONLINE AUCTION

Save Time, Effort & Thousands of Dollars on a new vehicle with the click of a button

Our nationwide network of dealers fights it out online to offer you the lowest price possible. Just pick your car and pick your deal.

National Salary Packaging - Your one-stop Vehicle Solution Company.

Specialising in finding you the right solution for your situation.

With 30 years in the industry, we know cars and we know the good deals from the bad. We help you choose your vehicle wisely. We even take into consideration the resale value, to make sure the numbers stack up so you end up with a profit at the end of the term.

For more information, contact Member Services, or check out their website here.

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

Who Are Our Corporate Partners? Spotlight on TANDA

Take the hard work out of rostering and attendance tracking with our new corporate partner: TANDA!

TANDA

CMSolutions is proud to announce a new partnership with Tanda - Australia's leading cloud workforce management software.

Onboard employees, build rosters and publish in minutes, and automatically calculate pay using the best-in-market award interpreter. Even better, staff can see and process all important information through the Tanda mobile app.

As part of this new partnership, CMSolutions has secured the following exclusive deal for members:

Book in for a free product demonstration and you'll also receive a free trial account, PLUS Tanda will waive the build cost (\$1200) for setting up account under the PARENTS AND CITIZENS ASSOCIATIONS AWARD - STATE 2016. So you'll have peace-of-mind that employees are paid correctly without having to spend hours in the back office processing payroll.

Sign up by 30th June, and you'll also receive a free time-clock tablet for staff to clock-in on location!

Unsure if Tanda is right for you? Check out this article: '5 Benefits of Using Time and Attendance Software'.

To find out more about how YOU benefit from our partnership with Tanda, contact Member Services on 1300 007 110, or email Info@cmsolutions.org.au, or check out the Tanda Website 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.

Is succession planning right for you?

“Properly planning for succession is easy — so easy, in fact, that many people overthink it and agonise that they’re not prepared enough. In any sized organisation, keeping members in the loop regarding promotion opportunities, an organisational expansion, and leadership training, while encouraging everyone to aim for these opportunities, is a no-brainer.”

You can read the full article here.

https://processpa.com/ExecutiveMatters/Is-Succession-Planning-For-You?utm_source=Facebook&utm_medium=post&utm_campaign=blog&utm_content=Textandtitle2

Bluey: lessons on leadership and being a better person.

How an Australian children’s program is teaching kids – and grownups - how to listen and appreciate the people around them.

Living in the present, challenging the status quo, creating genuine connections through everyday moments, and realising that the mundane is important are just some of the lessons we (as grown-ups) can actively take away and apply in our professional lives.

You can read the full article here.

https://www.linkedin.com/pulse/bluey-lessons-leadership-being-better-person-leigh-mcbean/?trk=eml-email_feed_ecosystem_digest_01-recommended_articles-8-Unknown&midToken=AQFyY1ZEeCezug&fromEmail=fromEmail&ut=00iupghb5eeUM1

Bouncing back from Rejection.

Being able to find success in your rejections shows resilience and maturity in any industry.

In this transcript of his popular podcast, Adam Grant interviews Business Giant Sarah Robb O’Hagan, and Writer/Director M.Night Shyamalan on their personal experiences and approaches to professional rejection, and how they have powered forward, and overcome these obstacles to achieve their professional goals.

You can read the full article here.

https://www.linkedin.com/pulse/bouncing-back-from-rejection-adam-grant/?trk=eml-email_feed_ecosystem_digest_01-recommended_articles-9-Unknown&midToken=AQFyY1ZEeCezug&fromEmail=fromEmail&ut=0_5gPSrTBMNo1

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.

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

Education Funding

Eligible to:	Not-for-profits
Funding:	\$100,000 to Undisclosed
Round:	Closes 04 June 2019

The Ian Potter Foundation Education program focuses on improving outcomes for children aged 0-8 years acknowledging that early interventions have the greatest long-term impact.

Details of previous Education grants can be found in the Foundation's Grants Database.

<https://www.ianpotter.org.au/what-we-support/education/>

Advancing Queensland: an age-friendly community grants program

Eligible to: Businesses | Local Governments | Universities | Not-for-profits

Funding:	\$25,000 - \$100,000
Round:	Closes 10 June 2019

The Advancing Queensland: an age-friendly community grants program provides funding for local projects and initiatives to enhance the age-friendliness of communities across Queensland.

<https://www.communities.qld.gov.au/seniors/queensland-age-friendly-community/advancing-queensland-age-friendly-community-grants-program>

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, share your successes, 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.



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.

<http://www.schoolzine.com/>

<https://www.youtube.com/embed/aVAvVLbuNe8?showinfo=1&rel=0>