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WorkSmart

NEWSLETTER

Community Management Solutions

Your trusted partner, providing the safety net in the tough times and peace of mind at all times.



June Newsletter 2023



Community
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Introduction

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

Welcome to our June Newsletter

Hi everyone, certainly the year is moving quickly, and it is hard to believe that we are already in June,

Our team continues to be very busy helping our members with both routine inquiries and of course some very serious issues protecting them and risk mitigating potential legal action.

We have conducted several complex investigations, represented numerous members, and achieved some very positive results in conciliation conferences as well as assisting a number of our members to attract and employ some great new people as part of our recruitment service.

You may notice some new initiatives with our website as we have introduced a new search engine, new videos which explain our membership options and our added services as well as making our website more mobile friendly.

Thank you again to all our members who participated in our annual survey, we were extremely pleased with the results which were very positive and gave us some key ideas on how we can improve our services to our members.

We received over 85% satisfaction in a number of key categories which was lovely to see especially in the areas of responsiveness, customer service and product knowledge.

Thank you all for the attendance and positive feedback to my performance management webinar, this is a very important topic and one in which we see some of our members struggle due to the complexity at times in that every situation is different and it can be easy to make an error in judgement so we strongly recommend to our members to please give us a call to seek some guidance and options.

Craig continues to deliver on his new IR update webinars which are very popular providing up to date knowledge and advice as the Industrial Relations landscape changes so that our members can always be pro-actively prepared to meet new challenges.

At the request of members, I have written a new article on Conflict Resolution to help our members when they need to engage and have those difficult conversations with their people which will be closely followed by a webinar the date of which is advertised in the newsletter.

Last year we ran a 10,000-step program for our members and by popular demand we are running a new challenge so please have a look at that article so that you can participate as part of our membership wellness program and be in the running to win some great prizes and make a real change to your health and mental outlook during the winter months.

The survey also revealed that the overwhelming majority of our members would recommend our organisation to a friend or colleague so in response we are also introducing a new membership referral program details of which are in this newsletter so please take advantage and take part in this initiative to receive some great benefits both individually and for your organisation.

Stay safe and thank you as always.



Kevin Prendergast.

Chief Executive Officer

CMSolutions



Table of Contents

Introduction.....	Page 1
Webinars.....	Page 4
Wage Increases and Increasing.....	Page 5
NGS Super.....	Page 6
Payroll Audit.....	Page 7
Membership Survey Raffle Winner.....	Page 9
10000 Step Program.....	Page 9
Membership Referral Program.....	Page 10
Conflict Resolution/Management.....	Page 11
Safety Tip.....	Page 13
Audit Report.....	Page 14
Websites and Digital Marketing.....	Page 16
Free Kindy for Families in QLD.....	Page 17
Bookkeeping and Payroll Service.....	Page 19
Staff Profile.....	Page 19
Employees under 10 & Paying Superannuation.....	Page 20
Competition and Movie Review.....	Page 21
Mental Health.....	Page 22
Staff at CMSolutions.....	Page 23

HR is our speciality
Your HR Partner


CMS Community Management Solutions
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Approaching **HALF**
a **CENTURY**
of HR support for members


Since 1973

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Conflict Resolution

Please come join me for a two hour webinar on Conflict Resolution.

What we will be discussing:

- What is conflict resolution.
- How we can develop conflict resolution skills.
- How we can deal with difficult conversations.
- Strategies to manage and resolve disputes.
- Look at the different forms of conflict.
- How to understand the options and the process.
- Successful tips for conflict resolution.



Kevin Prendergast.

Chief Executive Officer



Upcoming Free Member Webinars

Conflict Resolution/Management with Kevin Prendergast—July 5th 12:00pm

July HR/IR Update with Craig Pollard—July 19th 11am

Past Webinars

You can find all past webinars that we have hosted in the past on our Website, under the member resources. Including Recruitment, Workplace Health and Safety, Investigations and Wellness. We are also posting the monthly HR/IR Webinars here.

<https://www.cmsolutions.org.au/webinars/>

2023 Membership

Have you renewed or forgot to renew?

It's that time of year again! Please get in contact if you have to make any changes to your Membership or would like more information. When paying through the bank please quote your invoice number.

WAGE RATES ARE INCREASING

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

The Fair Work Commission has announced an increase of 5.75% to all Award based rates of pay effective from the first full pay period commencing on or after 1 July 2023. Whilst this will certainly be a welcome increase to employees covered by Awards, it does not necessarily mean that all employees will receive this amount.

Employees who work for Kindergartens are normally covered by an Enterprise Agreement which specifies different wage increases (or none at all). In many cases the wage increases in these Enterprise Agreements are linked to the increases paid by the Qld State Government to School Teachers. These increases are 4% from 1 July.

Please note that it is important to ensure your employees are being paid more than the Federal Award at all times. So if the 4% increase means that their rate of pay fall below the new rates in the Federal Award, Employers must increase the rate being paid until it matches the amount paid in the Federal Award. There is no risk of this happening with Teachers, but there may be a slight chance that Assistants/Educators, and Support staff fall into this category.

Also, don't forget that this increase has nothing to do with Parents & Citizen's Associations as their wage increase is governed by the Queensland Industrial Relations Commission and will not be implemented until 1 September 2023.

We are currently finalising all new wages schedules which will apply from 1 July 2023 and will be sending them out as soon as possible.

Craig Pollard

Senior Consultant

craigp@cmsolutions.org.au



Supplier Profile

Helping you take care of tomorrow

Super is one of your biggest investments so it's important to choose a fund that gives you confidence. NGS Super has been helping Australians with their super for over 30 years. We understand everyone is different when it comes to saving and their plans for tomorrow. That's why the things that matter to you — value for money, quality service and sustainable investments — matter to us too. Start planning for your tomorrow.

Talk to us today.



1300 133 177

ngssuper.com.au/join



Helping you take care of tomorrow

Super is one of your biggest investments and not all super funds are the same. So it's important to choose a fund that gives you confidence.

NGS Super has been helping people with their super for over 30 years. Our members are at the heart of everything we do. And because we're an industry super fund, all our profits go back into helping secure your financial future.

Reasons to choose NGS Super

We understand that everyone is different when it comes to their super savings and their plans for tomorrow. That's why the things that matter to you — value for money, quality products and personal service — matter to us too. When you put your super savings with NGS you can expect:

Value for money

We keep our costs low to help maximise your super savings. We were recognised by *Money* magazine as the Best Value Balanced Fund at the 2023 Best of the Best Awards.

Award-winning insurance

NGS offers affordable, high-quality insurance to give you peace of mind and financial support when you and your family need it most.

Personal service

Our Super Specialists and Financial Planners are here to help you make informed decisions about your super from the start of your career right through to your retirement and beyond.

A focus on tomorrow

We've set our sights on a carbon neutral investment portfolio by 2030. We want our investments make a difference for our members and the planet.

At NGS Super, we're taking care of tomorrow by creating a better future for our members today. Call us on 1300 133 177 or visit ngssuper.com.au

PAYROLL AUDIT

Why and How

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There is no question that Fair Work Commission (FWC) has taken a strict approach to organisations that fail to meet compliance obligations and continue to under-compensate their employees.

They have no problem naming and shaming companies that have breached their payroll compliance regulations. Take Woolworths, for example. They were recently exposed for major underpayments of salaried managers.

And they are not alone. There is a myriad of companies that continue to (intentionally and unintentionally) violate payroll compliance, including cafes, hairdressers and disability services providers.

The FWC website has a long list of media releases that are specifically aimed at naming and shaming employers who fail to meet their employer obligations and comply with payroll legislation.

So, how do you know you are 100% compliant?

Well, the first place to start is a payroll audit.

The FWC has found that wage theft (or wage underpayments) is a direct result of failing to conduct annual audits to ensure that their staff, including annualised staff, are being compensated correctly.

Australia has one of the most complex workplace laws in the world. So, there is no doubt that interpretation of the jargon-heavy Modern Awards has become a tricky, time-consuming task for many employers.

Suppose you are feeling concerned that you may not have interpreted your industry's Modern Award or Enterprise Agreement correctly, or you just want to make sure you are not in breach of your obligations. In that case, you may want to consider undertaking a payroll audit **before** the FWC comes knocking on your door.



What Do Payroll Audits Entail?

Pre-emptive payroll audit procedures generally involve assessing and analysing your payroll process. The payroll audit typically includes:

- a review of the Modern Award or Enterprise Agreement applicable to your industry,
- an assessment of the relevant pay rates, penalty rates and overtime rates,
- a calculation of each employer's current wages and superannuation contributions to verify that they conform with payroll regulations,
- a review of your payroll tax obligations,
- remedying any payroll discrepancies and non-compliance during the payroll audit, and
- identifying long-term payroll solutions do avoid payroll inefficiencies and compliance issues in the future.

If you are currently manually interpreting your Modern Award or Enterprise Agreement (EA, EBA) pay conditions, you may want to consider engaging the services of a third-party organisation that specialises in conducting payroll audits.

Suppose the FWC Ombudsman has already approached your organisation, and you have entered into an agreement for an Enforceable Undertaking. In that case, the agreement likely mandates regular payroll audits by a third party.

Benefits of a Payroll Audit for your Payroll Processes

There are three significant benefits of conducting an annual payroll audit:

- **Maintain compliance:** if you're constantly checking your records and making sure that you are paying your employees according to the appropriate pay conditions, you won't have anything to worry about when FWC knocks on your door.
- **Reconciliation:** an audit allows you to identify any unknown non-compliance issues and allows you to remedy them.
- **Payroll process review:** beyond ensuring compliance and remedying non-compliance issues, a payroll audit helps you identify any inefficiencies in your payroll process.

Kind Regards,



Pat Phanekham

Senior HR Consultant





Membership Survey Raffle Winner

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**Congratulations Tracey from Yeronga Hyde Road Kindergarten.
We hope you enjoy your \$200 Myer Gift Card!**

How Can We Help?



We appreciate all the feedback and suggestions our members provide. To that end, we ask you to tell us how we may serve you better. Please click the link for a mini survey to check what you might want more of in 2023.



Delivering Services of Value to Members

Your Opinion Matters
Take our 3 minute survey
and be in with a chance to win a
\$100 Gift Card of your choice!



10,000 Step Program "Here we go again"

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Our 10,000-step program was so well received last year that a large number of members have asked us to run another program so "Here we Go"



The start date will be **Mon 10th July** and the finish date will be **Fri 6th October** and it will run for 12 weeks.

There are two categories individuals' and teams of four, your choice.

To apply, please email communication@cmsolutions.org.au your name or your team name plus your organisation name. Then every Friday please email in the total steps you have taken that week to reception so we can keep record.

A \$200 Rebel sport voucher is up for grabs for the winning individual and team.

Please email your steps for the week each Friday to Meegan at communication@cmsolutions.org.au

Membership Referral Program

Dear members,

We have introduced a new referral program and we are asking you to recommend CMSolutions to other businesses, organisations, colleagues and/or friends.

When you refer us to a new member who joins our organisation your organisation will receive one of the following of your choice (Once the new members pays);

- 10% discount on next year's membership ,
- A tailored webinar for your organisation on a topic of your choice,
- A two-hour training session for your staff and volunteers, (See note)
- One free handbook of your choice from our library (digital copy)
- Two hour Mentoring Session, (See note)
- 2 hours of time for a HR Audit, or
- 2 hours of policy review and recommendations.

You as the person referring will receive

- \$50 gift voucher of your choice

To become Eligible please fill below.

Why CMSolutions?

- We are totally neutral, independent, impartial and fair
- We concentrate on risk minimisation a best possible outcomes
- We know your industry - we have the expertise
- Cost effective



For further information, call Kevin at CMSolutions on 07 3252 5177 or email info@cmsolutions.org.au

Remember CMSolutions are here to help!

Your:

Name: _____

Organisation: _____

Contact: _____

Referrals:

Name: _____

Organisation: _____

Contact: _____

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Note: Training sessions/mandatory sessions may be online depending on geological location of the member.

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Our topic for this newsletter is one requested as a matter of urgency by several of our members which shows how important it is to have some skills in the areas of Conflict Resolution to deal with those issues which occur frequently in our everyday working lives whether it is a conflict between workers or customers.

This article will be quickly followed by a webinar the details of which are below so I strongly recommend that our members attend this free webinar where we will go into much more details on this topic.

The overall objective is to discuss how we can upskill your people to give them the skills to deal with conflict and manage and resolve disputes in your organisation.

Conflict resolution skills are important for everyone but are especially required by managers and supervisors who need to recognise and resolve tense or volatile situations before they get out of hand.

Conflict Resolutions is utilising strategies that allow two or more disputing parties to work together sometimes with assistance to reach a mutually satisfactory agreement.

This may be done verbally or by way of formal meeting or in writing.

There can be many reasons for disputes to occur and these can include but are certainly not limited to:

- Unrealistic expectations form one party for example clients and or customers.
- Confusion regarding your service model, what you can and cannot do to assist.
- Personality clashes.
- Competition between employees.
- Bullying, harassment, and inappropriate behaviour.
- Lack of familiarity or understanding on what is correct or acceptable behaviour.
- Poor communication and leadership.
- Unresolved problems from the past.

Some of the signs that conflict may be present can include:

- Absenteeism.
- Lack of cultural alignment.
- Limited motivation.
- Lack of productivity.
- Changes in behaviour.
- Increase in disputes between people.

When we first talk to someone in relation to conflict resolution, we need to ask ourselves, what are we trying to achieve, where are we going to have that discussion, when will it take place, who will be present, what do we need to prepare, how are we going to interact, what are any possible resolutions at the conclusion of the discussion, do we have the correct mindset to participate and are we prepared.

As in all areas with the HR space some people may believe that they already have the skills and experience to be able to deal with conflict, but it is an acquired skills and one which must be honed and revisited from time for one to time to become truly skilled and effective.

A few of the basic skills that we will be talking about in the webinar include:

How to develop the necessary communication skills to be effective.

- Active Listening.
- How to raise the issues early.
- How to identify conflict.
- How to manage your emotions.
- Techniques required to display empathy.
- The use of appropriate body language.
- The ability to absorb and acknowledge criticism.
- How to utilise and the importance of emotional intelligence.
- How to be truly patient.
- The capacity to be impartial.
- The ability to display positivity.
- How to develop open communication skills.
- Correct use of statements.
- Awareness to make people feel safe during the process.
- Maintaining a calm demeanour.
- The ability to compromise.
- A capacity not to take things personally.
- How to prioritise resolving the conflict over being right.

In addition, we will touch on setting boundaries, the use of a third party and the principles of accommodating, avoiding, collaborating, and competing.

In summary conflict resolution skills need to be practised and you are not alone with 85% of employees dealing with disputes on one level or another and almost 30% are involved with face to face conflicts almost constantly.

Hope to see you at the webinar,

Kind Regards



Kevin Prendergast.

Chief Executive Officer



Another

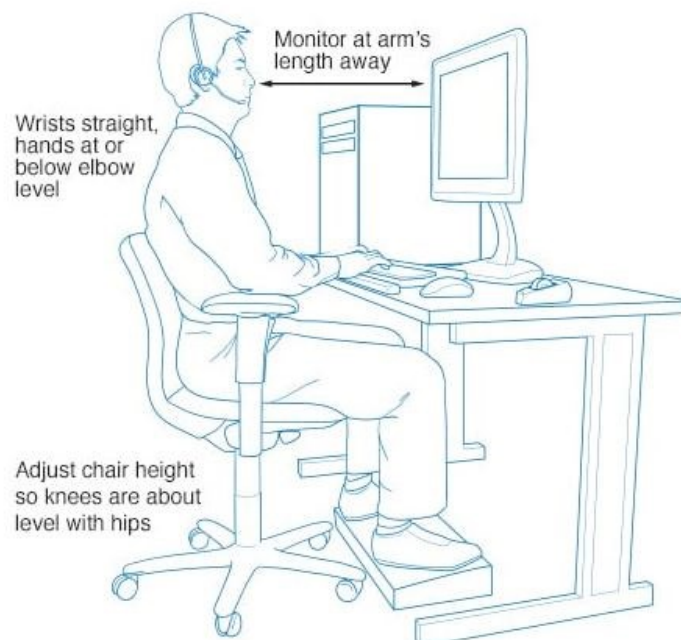
SAFETY TIP



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Kind Regards



Kevin Prendergast.

Chief Executive Officer



Financial Audit Report

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

By now you may or may not have held your AGM and received your audited financial statements.

It is important the Committee Executive takes 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 sure that you post these in your financial records for the applicable financial year before you close 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 2023 financial year. (As applicable)

Some of the common observations we make in our financial audits are:

- 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.
- 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 lodgement 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 Withholding is owed to the ATO. The ATO website has a schedule of the lodgement dates for both Instalment Activity Statements (IASs) and Business Activity Statements (BASs).

- Superannuation is not paid on time – all organisations that employ staff need to ensure that the super guarantee amounts are calculated and paid to a SuperStream Compliant Superfund (or the ATO Small Business Superannuation Clearing House) by no later than the 28th of the month following the end of the quarter. (most organisations remit super on a monthly basis)
- 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 07 3852 5177.

SUPER GUARANTEE PERCENTAGE INCREASE

Just a reminder the superannuation guarantee percentage is set to increase from 10.5% to 11.0% for any payroll paid on or after 1 July 2023.

All organisations that employ staff need to ensure that the super guarantee amounts are calculated and paid to a SuperStream Compliant Superfund (or the ATO Small Business Superannuation Clearing House) must be paid no later than the 28th of the month following the end of the quarter.

Late payments of super will incur fines and interest charges.

Also refer to later article about employees aged under 18 and paying superannuation .

SINGLE TOUCH PAYROLL (STP) FINALISATION – DUE 14 JULY 2023

As we approach the end of the tax year, employees will be looking to complete their income tax return once the tax year ends. Use our helpful “2023 End of Year Payroll Checklist” to help your organisation meet the 14 July 2023 STP Finalisation deadline.

Remember you do not need to produce a payment summary to give to employees – they will access their Income Statement via their myGov account.

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 07 3852 5177.

Kind Regards

Serena Chappell

Senior Accountant



Improving Staff Morale & Staff Engagement



Are you building a positive workplace environment?

At CMSolutions our professional human resources advisors have been helping busy not for profits like yours for over 50 years. We work as your HR and IR department helping you to build positive workplace culture, policies, procedures to optimise staff performance.

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or 1300 007 110 or visit
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Websites and Digital Marketing

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

Low Cost Website and marketing solutions for our members. Another way CMSolutions membership pays for itself.

All CMSolutions members enjoy mates rates on website development, hosting, website fixes and tech support, SEO and social media support (up to 50% savings). Our digital partners are NuvoCreative.com.au, WPconx.com, and Vis-eo.com.au.

CMSolutions has partnered with Nuvo Creative to deliver simple affordable online solutions for our members. Nuvo Creative will write, design, code and publish your organisation's website. Rates for websites start from \$999 plus GST.



Free Kindy for Families in QLD

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

"8000 children across Queensland do not have access to Kindergarten" – Annastacia Palaszczuk

The Queensland Government has declared that kindergarten will be free for all children, starting 1 January 2024. Keeping the current eligibility and subsidies remaining until 31 December 2023. This means in 2024, whether a child attends a sessional (stand-alone) kindergarten, or kindergarten in a long day care service, the kindergarten program will be free. Palaszczuk announced she brought this to the Government's attention as the current cost of living continues to rise and the need to support parents returning to work.

The current budget for Kindergartens was considered in the 2023 budget review, which was held on the 13th June 2023. Thanks to a \$645 million budget boost, all Kindergartens will have the opportunity to offer free kindy. The department will work with the early childhood sector to ensure all eligible kindy-aged children receive access to kindy for free for 15 hours a week or 600 hours a year.

We can hopefully expect more children to attend and for longer hours. This however can have both positive and negative effect on businesses working in this industry, as there could be an increase in staffing and room numbers when we are already struggling to find qualified and experienced staff.

This plan will hopefully follow in the footsteps of other states such as NSW and Victoria who have worked together and successfully implemented a free kindergarten scheme that started in 2023.

The Palaszczuk Government put forward a survey asking 6,400 Queenslanders what they thought about the free kindy, with 98% saying this change will help them and their families.

With 58,000 children currently enrolled in Kindergartens across the state, 14,000 families who have met the requirements are already receiving free kindy, with some households saving \$4500 a year.

The free kindergarten for all Queenslanders is another step towards education for all and we hope to see further funding improvements in education in the future.

<https://earlychildhood.qld.gov.au/early-years/kindergarten/free-kindy>

<https://statements.qld.gov.au/statements/97916>

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Disclaimer: The information provided as above is based on the information currently available and may be subject to change.

Holiday & Sick Leave Payroll Settings



Is your accounting program correctly configured for sick leave, annual and family leave?

At CMSolutions our professional human resources advisors have been helping busy not for profits like yours for over 50 Years. We work as your HR and IR department ensuring you pay your people correctly, not underpaying or overpaying, as many organisations do.

Membership of CMSolutions guarantees you peace of mind.

Call our team today on 07 3852 5177 or 1300 007 110 or visit www.cmsolutions.org.au

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Bookkeeping & Payroll Service

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Recently we have had more and more members asking us to help with aspects of financial management.

Our tailor made solutions take the pressure off Treasurers (making it easier to recruit and keep one) and allows committees to breathe easy, knowing all the right processes are being followed.

Whether you need timesheets and pays processed, full bookkeeping and accounting services, or BAS and committee reports, we can deliver a cost-effective and personalised service!

Call our Finance Team today on 07 3852 5177 to get a quote

Neale Brosnan

Chief Financial Officer

nealeb@cmsolutions.org.au



Staff Profile

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

Meegan Beazleigh

Meegan joined Community Managements Solutions officially in March this year and is enjoying every aspect of her job. She has over ten years' experience with customer service, and with her qualifications in Business and Hospitality, she is happy to put these experiences towards working with us at Community Management Solutions and to help our members with any questions or queries they have.



Meegan also has qualifications in IT, Patisserie and is currently working on a degree in Workplace Health and Safety. In her spare time, she enjoys reading, board games and online gaming, as well as helping with her sister's small business at anime and pop culture conventions. She has made it her personal goal to experience one new life experience a year.

Employees Aged Under 18 & Paying Superannuation

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For most employees, Australian businesses are required to pay an employee super on top of that person's wage if the employee earns more than \$450 (before taxes) in a calendar month.

If an employer has employees who are under 18 years of age, then the employee must also work more than 30 hours per week to qualify for their Super contributions.

You must pay super for an employee ages 18 years if they:

- Are under 18 years of age
- Are paid \$450 or more before tax in salary and wages in a calendar month
- Work more than 30 hours a week
- Are not exempt under another exemption criteria



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Advertisement - Industry Partner



CMSolutions Member

Benefit Program

Click to Find out more: <https://pages.qwilr.com/CMSolutions-Member-Benefit-Program-pq4zWchuSJ23>

Taking a Moment

"Your trusted partner, providing the safety net in the tough times and peace of mind at all times"

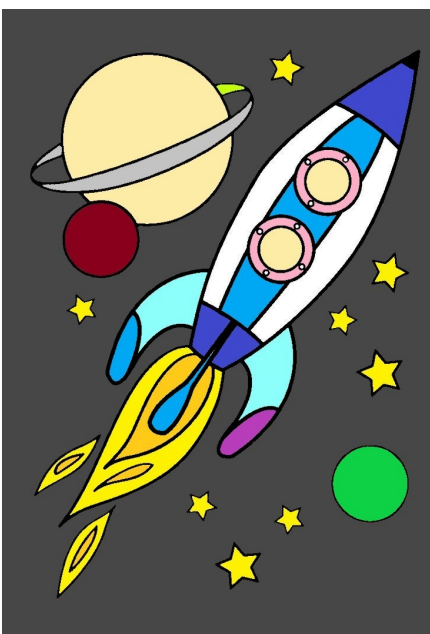
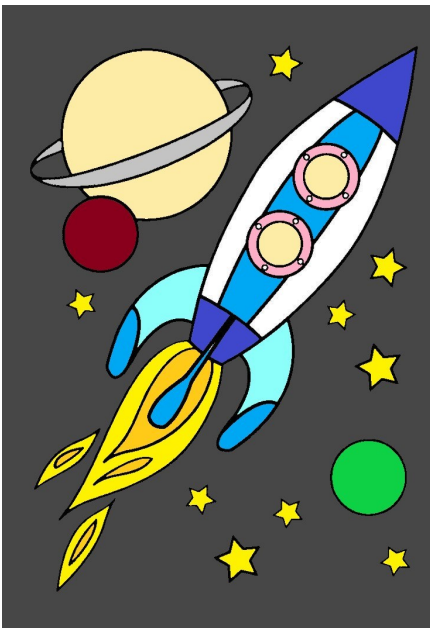
Sometimes you just need to give yourself a couple minutes break a day. At CMSolutions we encourage everyone to take a moment to themselves.

Find below a couple ways you can take a moment.

Spot the Difference Competition!

To enter the competition for a chance to win a \$50 Toyworld voucher, have a child from your organisation spot the 5 differences between the 2 pictures below, then send them back to us to enter the draw.

Remember to fill in their first name, age and the organisations details, then email the entries to info@cmsolutions.org.au. Entries close 21st July! The winner will be announced in our next newsletter!



MOVIE REVIEW: The Flash



Long awaited The Flash movie is extraordinarily funny, but still has solid emotional stakes. It's one of the better multiverse movies out there. Tons of fun surprises. A genuinely superb superhero movie - one of the best in a long time! Enjoy with the whole family and look for some surprising guest stars from the past DC Universe, superbly acted, a long movie but worth the ride.

Kind Regards

Kevin

**Update your committee details
here to ensure you don't miss our
correspondence**

<https://www.cmsolutions.org.au/change-of-details/>



EAPS AND SUPPORT RESOURCE

[The Importance of Psychological Wellbeing in the Workplace](#)



CMSolutions are advocates for Mental Health and have partnered with [Acacia EAP](#) to ensure our members can access a service to support their staff.

For more information, call 1300 364 273 and mention you are a CMSolutions Member.

Other Resources Available:

Beyond Blue

QLD Health

National Department of Health

Department of Education and Early Childhood Education

Mental Health - QLD

Workplace Health and Safety QLD - Working from Home Safely

Centrelink - Community Organisations

Staff at CMSolutions



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Casual / Contractors as
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