

September Newsletter 2023

Welcome members to our September Newsletter,

I trust you are all well as we move into the later part of the year with holidays and Christmas to navigate a little later in the year. I have been busy visiting and touching base with some of our members and I really enjoy that part of my role as it gives me the opportunity to see some of the wonderful things that our members are doing for their community.

I am always open to coming out for a chat with all our current members and to help them get the best value out of their membership so if anyone is interested in me coming out then please give me a call. We have had a good response to our new 10,000 step challenge as part of our wellness program for members, so it is not too late to join in on the fun, become active and healthier and be in the running for some great prizes.

I have had a lot of inquiries in relation to recruitment lately, so I have included in this newsletter my recruitment tips to try and help our members who are searching for talent at this time.

Please remember that as members we provide a full recruitment service to you at special member rates, and we have recently been highly successful in filling some roles for our members as we specialise in finding the right talent for you. We have a thorough and comprehensive recruitment strategy and leave no stone unturned to ensure that you get the right person that you are looking for. Recruitment is extremely time consuming when performing the task internally and so costly if we make an error in judgement so if you are looking for people then please give us a call.

I have also included an article on a new service that we are offering which is Strategic Planning which is an organisations process in determining its direction and strategy to achieve both its strategic and operational goals so please have a read and let us know that if you are entering into the planning stage then please consider letting us help you with facilitating and negotiating that process. Ultimately the final product is yours but having someone to help you stay on track and facilitate the process is invaluable. Please also register for my upcoming Webinar on Strategic Planning where we can go into much more detail.

In addition, we have had several requests for assistance with Workforce Planning, we can assist our members by ensuring that they align their people strategy with their current and future business needs by best preparing for the future with a flexible and responsive workforce or in other words having the right people in the right roles with the right skillset at the right time and actually being proactive in ensuring that you have a workforce planning strategy in place.

Thank you to all the people who attended our Conflict Resolution Webinar your comments and contributions were greatly appreciated, and we are following this up with face-to-face training opportunities for our members. We are also offering to members a number of face-to-face and online training opportunities on Respect at Work which are advertised within the newsletter. This would be an ideal opportunity to come along meet some other members and become informed about Respect at Work and how to navigate this.

I cannot emphasise enough the absolute importance for all people who are in any position of authority to have a complete understanding of the new positive duty on employees which expressly prohibits hostile work environments and the need for proactivity, planning, strategizing, and taking proportionate measures to risk mitigate the Respect at Work Provisions. And again, please remember our member referral scheme, if you can recommend our service to other similar organisations that would be greatly appreciated and there are also benefits to you personally and your organisation by making a recommendation.

Thank you again for your membership, trust, and support. Until next time stay safe

Kevin Prendergast

Chief Executive Officer

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Respect at Work Seminar with Kevin Prendergast

Come join us at our members only training sessions hosted by our CEO Kevin Prendergast. For Just \$175, you can attend this 2 hour in person training session, while you enjoy the free morning tea that will be provided.

Why should I attend?

- Respect at Work introduces a new positive duty on employees you need to understand this?
- Organisations now need to be proactive, how do you go about this?
- The Respect at Work provisions have been described as game changing, you need to be prepared.
- The changes constitute a significant change where an organisation must take on more responsibility let us help you understand these obligations.
- You need to undertake risk assessments and then determine how to manage those risks.



RESPECT AT WORK SEMINAR
Managing Psychosocial Hazards at Work
With Kevin Prendergast

MEMBERS ONLY IN PERSON TRAINING FOR ONLY \$175!
*Morning tea included

Join us for this 2 hour seminar on Managing Psychosocial Hazards at Work with our CEO Kevin Prendergast.

BRISBANE SOUTHSIDE
Friday 20th October 10am-12pm

BRISBANE NORTHSIDE
Friday 27th October 10am-12pm

For more information or to RSVP, please contact us on
07 3852 5177
info@cmsolutions.org.au



Free Member Webinar



Strategic Planning Free Member Webinar

Come join us at our free Strategic Planning Webinar hosted by our CEO Kevin Prendergast for our members

When: 29th September 10am

Our CEO Kevin Prendergast is hosting a free Strategic Planning Webinar for our members on the 29th September at 10am.

The Strategic Plan of any business is best developed by the people who are responsible for the organisation as they would have the greatest understanding of the goals and directions of the organisation. Most essentially, they will be responsible for implementing and monitoring the plan.

If you would like to join the Webinar please [Register Here](#)

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/>

For easier access to the webinars. Click the picture to the right.



Some Wellness tips from CMSolutions

Remember everyone, we are here to help you develop your own wellness program for your people and don't forget please that it is not too late to sign up for our 10,000-step challenge.

In the interim period here are some personal wellness tips:

- Stay hydrated.
- Make good food choices.
- Move every day.
- Get a fitness app and track your steps.
- Stand up and move around every 30 minutes of sitting.
- Get a little sunlight each day.
- Take the time to take care of your mental health.
- Start your day with a healthy morning routine.
- Enjoy your life.
- Work hard but be tolerant with your colleagues and be kind.

Any questions on wellness or in particular wellness programs please give me a call.

Kevin

To view our Webinar on Wellness, please [click here](#)

Recruitment Mistakes

Recruitment is one of the most underappreciated activities within Human Resources and probably the most misunderstood. It is very easy to make mistakes during the recruitment process however being aware of common recruitment mistakes can always assist you in obtaining the best result.

1. Not understanding the position

You need to ensure that you have clarity about the role that you are recruiting for, determine what the key responsibilities and inherent requirements of the role are, ensure you have a fully developed and relevant position description which accurately reflects the actual tasks expected of the person. Look at the current and future needs of the business in the form of a workplace planning exercise. Always review the role as it stands at this point of time and what is required from the role in the future, please do not depend on outdated position descriptions as more than likely the role will have substantially changed over passage of time. The job description should reflect the job advertisement and there must be consistency and not to be so detailed that there is confusion from both sides as to the actual requirements of the role. Be honest with potential candidates about the role, what the tasks actually look like on a daily basis and communicate this to the candidate.

2. Expecting a smooth recruitment process

A Recruitment process can certainly be structured with the preparation of documentation and clear definitive guidelines on timing and deliverables however the recruitment process must have some flexibility built into the process. This allows the unexpected to be managed appropriately as candidates cannot always fall into a particular process due to unavailability or other issues which may derail the process. Always be flexible in approach and utilize a number of recruitment methodologies to attract the most appropriate candidate. Collaboration of all interview panel members is crucial to ensure that the process is as smooth as possible so that there is no misunderstanding of due process.

3. Failing to keep candidates informed and poor communication

Interviewing for a role is a two-way process. The candidate is also evaluating if this is an organisation that I would like to work for. The initial impression which starts from the very first point of contact regardless of which medium is used for the initial inquiry. Treating people with respect and courtesy throughout each stage of the process is crucial in ensuring that all candidates enjoy a pleasant and professional engagement with the potential employer. Communication is the key in keeping candidates aware of the process and timelines and what the actual interview process looks like so that a candidate can be as best prepared as possible to attempt to present in the best light possible. An unsuccessful candidate should still feel that they were treated with empathy and courtesy throughout the process, as if they are not, they will be reluctant to go through the same process again with the organisation.

4. Rejecting Overqualified Candidates

People change roles and positions for a number of reasons other than simply career progression, some people are seeking a simpler lifestyle of looking for more work life balance or other reasons which are legitimately associated with a new career choice. Do not reject an overqualified candidate within reason due to a bias such as you may believe they will become bored with the role or not stay long. Both may be legitimate risks, but the person may also bring new experience and talents to the organisation.

5. Waiting for the ideal Candidate

You may have the ideal candidate in mind, the perfect person for the role which you envisage, or you may have a high performing person in a similar position, and you are looking to replicate that person. A perfect candidate who ticks all the boxes may be rare and impossible to find so you must have some measure of compromise within the process and within your expectations. Concentrate on the inherent requirements of the role from a skills, qualifications and experience perspective and also pay particular attention to cultural fit, other skills can be trained once the candidate is in place.

6. Asking the wrong and or inappropriate interview questions.

Be very careful that you do not ask inappropriate or discriminatory questions which may be well intended but think carefully as how that particular question would be received by the candidate. You only get the opportunity to ask a certain number of questions, any wasted or irrelevant questions may affect your judgement on the suitability of a particular candidate. Ensure that there is somewhat of a consistency in questions for each candidate to ensure a balanced scorecard approach.

Ask yourself if the questions enable you to judge if the candidate can do the inherent requirement of the role and be careful of similar or repeat type questions which more than likely the candidate has already answered in a previous question.

Too many times Interview panellists may say to a candidate "You have probably already answered this one" so have replacement and or alternative questions available if this occurs.

Never underestimate the importance of Behavioural Interview Techniques in your process.

7. Remuneration is not the only factor

Remuneration is extremely important for a candidate to properly consider for the role on offer. Ensure that the salary on offer is fair and reasonable based on the requirements, qualifications, skills and experience required for the role. However, it is not the only thing that is important. Training and Development Opportunities, Mentoring, Future Career Opportunities, Organisational Culture, working from home, family friendly workplace practices and potential for Career development may just be as important to some candidates as the remuneration on offer so don't dismiss these other factors when discussing the benefits of the role.

8. Expecting an Instant Success

It takes time for a person to become familiar with your organisation and with the role itself regardless of previous experience and expertise. A new start can take up to three months to become fully productive in a new role so we must have patience with our new candidates to allow them to become fully integrated into your organisation. Providing proper internal training and a thorough induction process is just as important as the interview procedure itself. A new candidate can be nervous and apprehensive about their new role so take the time to provide guidance and direction preferably in the form of an employee mentoring program. Ensure they are properly welcomed to the team and supported in their endeavours. Open communication, regular contact and catch up meetings are vital in the initial employment stages.

9. Speed in the recruitment process

Hiring quickly can be very detrimental. Think of long-term benefits and goals rather than a quick fix. Sometimes the pressure of operations require us to recruit quickly to fill an urgent need however consider an interim temporary solution whilst taking the time to select an appropriate permanent candidate. Balance must be sought in the recruitment process to ensure that you obtain the right candidate.

How can we help?

We have over 40 years of experience in recruitment, we offer a number of services to assist our clients and we are highly skilled, experienced, and most importantly we understand your sector and the importance of selecting the right candidates.

Please consider using CMSolutions for all your recruitment needs, concentrate on your clients and service delivery models, and leave the recruitment work to us.

If you require assistance with any of your recruitment needs, then please contact me as below.

kevinp@cmsolutions.org.au

Payroll and Bookkeeping Compliance

Some reminders on Tax Office (ATO) matter for which penalties can apply if you aren't correctly complying

- **Super Guarantee** now 11% for payroll payments made on or after 1st July 2023 (Special rule for under 18's)
- **STP 2** (Single touch Payroll Stage 2) - are you fully compliant with the ATO requirements in your accounting software?
- **GST** - are you treating your payments and oncome correctly in accordance with the ATO requirement for your type of Organisation? Do you need to be GST registered?

CMSolutions can provide a one off and or ongoing review of your financial records to ensure you are compliant and give you appropriate advice/assistance in getting you compliant.

Contact our Finance team for further information on 07 3852 5177 or email info@cmsolutions.org.au

P&C WAGE INCREASE DELAYED

We wish to advise that the Queensland State Award rates for P&C Associations, which should have changed on the 1st September 2023, has been delayed until at least the end of the year, following applications filed by three unions.

The State Wage Case has been set down for hearing before the Queensland Industrial Relations Commissions' Full Bench for five days, starting Monday, 9th October 2023.

There will be further hearing by the full bench starting Monday, 20th November 2023.

This means the current wage and allowance rates, under the Parents & Citizens Associations Award - State 2016, will remain in place for the time being.

CMS will continue to provide members with more information on these matters as they are announced.

Another Safety Tool Tip from CMSolutions

Let's have a look at some general safety tips and or principles:

- Report any unsafe conditions, hazards or near misses.
- Keep your workplace clear from clutter and slip trip hazards.
- Be aware of electrical hazards.
- Take regular breaks.
- Practice good posture when sitting or lifting.
- Be aware of your surroundings.
- Do not text and walk at the same time.
- Do not become complacent, concentrate.
- Take care of yourself and watch out for your colleagues.
- Be safety conscious.
- Think about what you would do and how you would act in an emergency.
- Practice your evacuations.
- Understand your safety policies.
- If you see someone doing something unsafe do not be afraid to report this and or speak to them.
- Safety is everybody's responsibility.

Stay safe,

Kevin

Discounted Extra Services for Members!

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: _____

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



GUIDANCE • ADVICE • SUPPORT

Discounted Extra Services for Members!



Workplace Rehabilitation in Social Enterprise, Aged Care, Retirement Living, Childcare, Disability, Community and Sporting Associations!

Do you understand the current Queensland Workers' Compensation and Rehabilitation Act 2003?

Are you aware of your responsibilities under the Act as an employer?

Community Management Solutions can provide assistance with case managing Worker's Compensation claims and / or non-work-related, long-term illness or injury on a case-by-case basis, or a permanent agreement at an hourly rate.

From the initial report of the injury or illness through to case managing suitable duties return to work program, we can assist you as an employer with all the legislative requirements to ensure that you are providing the appropriate assistance for your employees.

Rehabilitation & return to work.

Getting life back to normal is important after experiencing a work-related injury or illness. We know it can be a difficult time, so we're here to guide you through it.

There is information for you as an employer. Knowing your options, the steps to take, and who's responsible for what, will make the rehabilitation and return to work journey easier, meaning the injured employee can get on with their life sooner.

Recovering from injury or illness.

When people at work experience a work-related injury or illness, the first thing they want to do is recover and get things back to normal. Getting back to work is a big part of getting their life back on track.

Recovery and rehabilitation can mean different things for different people. The injured employee, the employer, the insurer, and the treating doctor and/ or rehabilitation provider, all have a part to play in the recovery journey.

Who does what?

It can sometimes be confusing knowing who is responsible for different parts of the employee's treatment and rehabilitation. Our team at Community Management Solutions can assist with all the forms and required communication to assist you as an employer to provide the best result for you as an employer and the best result for your employees.

Brian Abrahams is our WHS and Occupational Rehabilitation expert and has over 25 years' experience, in Workplace Health and Safety and Occupational Rehabilitation, within a variety of Queensland Government departments including WorkCover Qld, Emergency Services, and the Department of Justice and Attorney General.

Brian has a Bachelor of Behavioural Science majoring in Psychology, a master's degree in human services, and a Graduate Diploma in Occupational Health and Safety.



Brian H Abrahams

B. Beh Sc., Grad Dip OH&S, MHumServ.

Call us today on 07 3852 5177 or email Brian at briana@cmsolutions.org.au to book your WH&S Audit!

Discounted Extra Services for Members!

WORKPLACE INVESTIGATION SERVICE

It's no secret that today's climate of litigation combined with changes to legislation has resulted in an explosion of claims against employers.

Early intervention in any sort of work-based conflict helps to ensure a harmonious workplace and CMSolutions Workplace Investigation Service is a practical tool in preventing conflict in the workplace or to avoid fines and adverse publicity. It is important that employers do whatever is possible to resolve and workplace related issues.

WHAT WE DO

- full and frank independent review of all organisational policies and procedures
- In case such as bullying and grievances we interview all parties (including witnesses), ensure proper processes and compile statements
- prepare a full and impartial written report
- act as a third party to facilitate/mediate discussion between parties
- generate a resolution in everyone's interests

WHAT WE LOOK AT

Areas investigated include:

- Workplace bullying
- sexual harassment
- workplace conflict
- Workplace Health and Safety

We also address and help resolve issues such as:

- Conflict between employees and/or supervisors
- Managing employee grievances
- Clarifying roles and conditions
- Disciplinary and counselling processes
- Code of conduct issues
- Breach of Policy and Procedures



WHY CMSOLUTIONS?

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

For further information , or to book a Workplace Investigation please call Kevin at CMSolutions on 07 3252 5177 or email info@cmsolutions.org.au

Remember CMSolutions are here to help!

Contact CMSolutions for further information on 07 3852 5177 or Email info@cmsolutions.org.au



Discounted Extra Services for Members!



Making Safety Simple in Social Enterprise, Aged Care, Retirement Living, Disability, Community and Sporting Associations!

Do you have access to the Work Health and Safety Act 2011?

Are you aware of your responsibilities under the Act as an Employer?

Work Health and Safety Audits

Community Management Solutions can assist you by providing straightforward information and advice on how you can ensure your organisation complies with all relevant legislation with our comprehensive Work Health and Safety Audits.

All Work Health and Safety Audit Inspections include:

- * An onsite inspection of all parts of your organisation, detailing hazards and associated risks.
- * A basic evaluation plus evaluation of risk management processes.
- * A comprehensive report of findings and recommendations on things like:
 - o Disease prevention.
 - o Manual tasks.
 - o Basic food safety.
 - o Electrical safety.
 - o Hazard identification processes.
 - o Risk assessment.
 - o Risk control.
 - o Policies and procedures.
 - o Training requirements.

A professionally conducted WH&S Audit will greatly assist in the fulfillment of your requirements and leave you with the peace of mind that you are complying with the Work Health and Safety Act 2011.

Brian Abrahams is our WHS expert and has over 25 years' experience, in Workplace Health and Safety and Occupational Rehabilitation, within a variety of Queensland Government departments including Workcover Qld, Emergency Services, and the Department of Justice and Attorney General.

Brian has a Bachelor of Behavioural Science majoring in Psychology, a master's degree in human services, and a Graduate Diploma in Occupational Health and Safety.

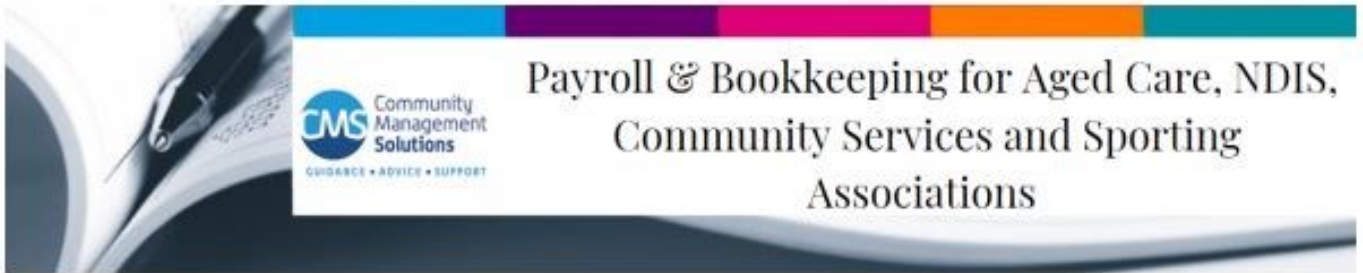


Brian H Abrahams

B. Beh Sc., Grad Dip OH&S, MHumServ.

Call us today on 07 3852 5177 or email Brian at briana@cmsolutions.org.au to book your WH&S Audit!

Discounted Extra Services for Members!



DON'T LET PAYROLL AND BOOKKEEPING WEIGH YOU DOWN.

Spend time doing what you do best, not worrying about payroll.



Payroll Outsourcing Services

Community Management Solutions has **over 50 years of experience in payroll outsourcing in Australia**. We have helped many organisations simply manage their finance or improve their systems and processes. We have also found ways to save money and even uncover tricky issues before they have got out of hand.

How can we help?

Payroll is your organisations biggest expense and running it takes time. Let us focus on payroll so you can focus on your organisation. Community Management Solutions has many services that include:

- Payroll
- Bookkeeping
- Financial Audits
- Strategies to reduce costs, overheads and risks
- Communication and Support

The complexities of payroll and compliance aren't new to us

Meet our Team



Contact CMSolutions for further information on 07 3852 5177 or Email info@cmsolutions.org.au

GUIDANCE • ADVICE • SUPPORT

Discounted Extra Services for Members!



2023 RECRUITMENT SERVICES

OPTION 1

Full Recruitment for all roles under Senior Management Level \$3000 (plus GST) All Inclusive

- Develop Advertisement.
- Post Advertisement.
- Receive and Screen Applicants.
- Phone Screen Shortlist.
- Organise Interviews with Final Shortlist.
- Facilitate Interviews.
- Complete Reference Checks.
- Notify Successful and Unsuccessful Applicants.
- Prepare Employment Documents for New Employee.

OPTION 2

Individual Work on an hourly basis \$220.00 (plus GST) per hour

- Independent Interview Panel Member, job evaluation, position descriptions
- Shortlist candidates
- Reference checking

All associated paperwork – Cost effective option only pay for the service or support you need.

OPTION 3 EXECUTIVE RECRUITMENT SERVICE

10% of the candidate's anticipated first year gross annual remuneration package including superannuation (all inclusive recruitment service for Executive/Senior Management Positions)

- \$1.50 per kilometres (plus GST) for Travel if required

Should the scope of work change at any time then CMSolutions reserve the right to review the amount quoted.

Helping you take care of tomorrow

ngs
Super

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



What does your tomorrow look like?

When you think of tomorrow and your retirement what do you imagine? Do you see yourself being comfortable where you are? Do you plan to travel? Or do you have the dream of a sea or tree change? Whatever you have in mind – making sure your super is enough to live the life you want it important.

Let NGS Super take care of your 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. Who you choose to invest with can have a big impact on your future.

Four great reasons to choose NGS Super

We understand that everyone is different and has unique goals when it comes to their plans for tomorrow. That's why we offer our members value for money, quality products and personal service. 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.

Need help?

Need help with your super, visit ngssuper.com.au or call us on 1300 133 177. We're here to help.

Food Safety for School Tuckshops and Childcare Centres

We all need to eat. Food is essential for our bodies to function.

Children at school or childcare require healthy nutritious and hygienically served food for their developing bodies. Under the Qld Food Act (2006) all licensable QLD food businesses, which can also include non-government schools that prepare food, must have a qualified Food Safety Supervisor and a Food Safety Plan.

Having at least one or more staff members trained as a Food Safety Supervisor and having a Food Safety Plan is an excellent way to support the provision of safe food.

Food safety training for all your staff and volunteers is also recommended as best practice to ensure that duty of care is followed.

Tuck-shops within private schools are generally required to hold a food licence with their local council if they are to prepare any items on site, with supporting policies and procedures documented.

Government schools, although exempt from the Food Act, must still provide safe and suitable food to students.

Therefore, it is still best practice to have a food safety plan in place.

The following guidelines are recommended as best practice for food preparation and handling.

Food handling recommendations

- Wash hands before food preparation following the hand washing procedure.
- Always wear clean gloves when handling food.
- Clean and sanitise the food preparation area before, during and after use.
- Avoid the contamination of one work area to another by using separate cleaning cloths, or paper towels, and restrict the movement of contaminated items (such as gloves and cleaning implements) from one area to another.
- Clean children's dining tables with a food grade sanitiser and dry the table before serving food, this should be followed once again after eating.
- Ensure food is always served in a hygienic way using tongs and serving spoons. If children are sharing food from a common plate, make sure they understand that they must use appropriate utensils to take the food they want to eat.
- Show and discuss with children the need for food hygiene in both planned and spontaneous experiences.
- Provide nutrition and food safety training opportunities for all Educators including an awareness of other cultures food habits.
- All food for children brought from home should be placed in the refrigerator provided by the centre,
- Expired food or food past its used by date should not be served.
- Dry foods should be stored in sealed, air-tight containers.
- Any food removed from its original container should be stored in a container with the use by date of the food written on it.
- Food storage areas should be well cleaned, ventilated, dry, pest free and not in direct sunlight.
- Pests should be prevented by cleaning spills straight away and removing garbage/waste frequently.
- Food should be stored on shelves and never on the floor. This should also include play dough ingredients.
- Raw and cooked foods should be stored separately. Raw foods should be stored at the bottom of a fridge in a container to prevent contamination.
- Cooked food should be stored once it has sufficiently cooled down. Foods cool quicker in smaller, shallow containers.
- Fridges and freezers should be cleaned regularly, and fridge door seals should be checked to be in good repair. Cleaning the fridge and freezers includes the outside and all shelves and parts of the fridge or freezer.
- All reheated left-over foods should be thrown out.
- Any food that is opened needs to be re labelled, with the Item name, Date of opening, Expiry date.

Many childcare centres have the children's food provided by the parent/carer of the child. This is good practice, as the child's parent/carer will be aware of the child's individual food requirements.

However, food handling best practice is still required even when the food has been brought in from home.

Allergy Management

- People who have an allergy can become sick when they contact or are exposed to food, that is harmless to most people.
- The most common food allergens are sesame, milk, wheat, tree nuts, peanuts, fish, eggs, seafood, soy, and lupin, but allergic reactions can occur with many different foods.
- The latest advice is for schools and tuckshops to be 'allergy aware' rather than claiming they are 'nut/egg/gluten free', as this is very difficult to manage.
- It is always helpful to have a clear conversation with parents of students with allergies to discuss their needs, your processes for managing special orders and what could be offered by the tuckshop.
- With children and possible food allergies, it is helpful to ask the child's parent/carer about how serious the allergic reaction might be, and when was the last incident of an allergic reaction?
- This information will enable the food provider to have some knowledge about how serious the allergy and reaction is likely if exposure to the allergen occurs.
- There is a lot of information and training available from ASCIA and a canteen guide from Allergy & Anaphylaxis Australia.

Procedure for handling food for children with allergies

- Kitchen staff should ensure all hygiene practices are followed when handling food for children with allergies.
- Kitchen staff should take all precautions while preparing the food to ensure no cross contamination.
- Children with allergies, intolerances, should receive their meal in a separate container that is labelled and contains the appropriate food for them to consume. The containers should always be cross checked when preparing to ensure the child is getting the correct meal
- A list of children with allergies and intolerances including the room name and child's name should be displayed on the wall in the kitchen for cross checking. This will indicate the days the child attends the school or childcare centre.

The above information is intended as a guide to safe food handling in education and childcare centres. We would strongly recommend appropriate training in food safety and food handling, for anyone who handles and provides food in an education or childcare centre.

R U OK? DAY

Thursday 14th September 2023

This year's R U OK? Day topic is "I'm here to hear". Take the time for an R U OK? conversation and genuinely listening with an open mind to help the people in your world feel supported and connected.

Founded in 2009, R U OK? Day is a harm prevention charity that encourages us to take action and connect with friends, family, and colleagues that we suspect may be struggling with their mental health, and ask them, 'Are you okay?' Research conducted by R U OK? found that more than four in five people who engaged in a meaningful conversation felt better about managing their situation. Yet, 38% of people who said they were 'OK' actually weren't.

Respondents detailed that trust, authenticity, and environment are the three important factors to encourage an honest conversation. That's why, this year, R U OK? are reminding us to let the people we care about know, 'I'm here, to hear', every day of the year, because a conversation could change a life.

Interested in hearing more? [Click here](#) to register for free live webinars for employees and leaders.

Empowering communities through time-critical language access

Who we are

[2M Language Services](#) empowers organisations to engage effectively with Australia's CALD communities. With 20+ years' experience providing affordable professional translation, interpreting and [video localisation](#) services to [government departments and community organisations](#), 2M has the expertise to help you be understood by any audience, anywhere, in any language.



Translation services

Reach your audience more meaningfully with the help of expert, clear NAATI-certified and community reviewed translations tailored to your target audience. Learn more: <https://www.2m.com.au/localisation-services/>

Our solutions are custom-built for the Aged Care sector, enabling Aged Care Providers, including the Department of Health and Aged Care and the Aged Care Quality and Safety Commission, to provide equal care to CALD users through on-demand access to health interpreters or up-to-date multilingual resources.

Interpreting services

Speak easily with a 2M NAATI-certified interpreter by your side. Experienced in health, legal and community settings, 2M can match your needs with a best-suited interpreter for any language. Interpreting solutions: <https://www.2m.com.au/interpreting-services/>



On-demand interpreting

[2M lingo™](#) enables reliable one-touch access to 10,000+ NAATI-certified interpreters & specialist linguists 24/7 on mobile or web browser.

Integrated with telehealth platforms, including [healthdirect Video Call](#), to ensure private and informed consultations with clinicians including in Aged Care Facilities in any language.

Download 2M lingo™ on [App Store](#) or [Google Play](#).

Contact 2M at team@2m.com.au to explore solutions to support timely in-language access to your services.

Strategic Planning

Strategic planning is the process you use to decide on your organisation's purpose. You can then decide what actions you will take to carry out the plan. A well-informed, careful plan will make sure you provide services in the best possible way.

The plan should have a high-level overview of your organisation's direction with enough detail that it can be applied to your day-to-day operations. Monitor and update your plan regularly to get the most out of it.

Decide on the vision, purpose, priorities and goals

Begin your strategic plan by deciding on your organisation's vision, purpose, priorities and goals. These areas will help you plan more specific details later.

- **Vision** – what is your organisation's ideal future?
- **Purpose** – what is your organisation's role in that future?
- **Aims** – how will you achieve that purpose?
- **Goals** – what steps will you take to achieve the aims?
- **Values and philosophy** – why are you trying to achieve this vision? This will support the other parts of your plan.

Who are your target clients?

Who your clients are will depend on the type of services you deliver and your sector. Think about grouping your clients by:

- **Background:** if your clients are from culturally and linguistically diverse backgrounds, the way you approach and provide services may need to be different
- **Age group:** different aged clients may have very different needs
- **Level of need:** some clients need a less intensive service while others, with more complex needs, may want more specialised help
- **Issue to be solved:** your clients may have specific issues or a combination of issues
- **Interests:** your clients may have different interests that they would like to follow and take part in.

Decide on the actions you will take

Once you have set out your strategic plan, you need to decide what actions you will take to carry out the plan. These actions are called business processes. Think about the steps, or tasks, you need to do to deliver services and carry out internal processes.

You may also like to think about how you can design your workforce (staff) so your organisation is efficient and producing good outcomes.

Start your plan and monitor it

Keep monitoring the progress of your strategic plan to get the best value for your organisation.

To monitor how well your strategic plan is going, you need to decide how you will measure success.

You can then track these measures to monitor your progress. For example, your organisation's governance board might meet every four months and have an update of progress against the strategic plan as a standing item.

CM Solutions Services

One of our Senior Consultants has over 30 years' experience in successfully managing and leading several international hotels in both Australia and overseas; he will be available to guide you and your management committee through the process. It is important to understand that his role is not to write the Strategic plan for you, but to show you how to formulate it.

The Strategic Plan of any business is best developed and "owned" by the people who are responsible for the organisation as they would have the greatest understanding of the goals and directions of the organisation. Most essentially, they will be responsible for implementing and monitoring the plan.

If you would like some help with this service, please contact Kevin on 07 3852 5177 or email info@comsolutions.org.au



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Our goal is to provide you with cost-effective business solutions, quality support and services.

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Famous Quotes

- "Every accomplishment starts with the decision to try" - **John F. Kennedy**
- "We can't solve problems by using the same kind of thinking we used to create them" - **Albert Einstein**
- "Learn from yesterday, live for today, hope for tomorrow. The important thing is to not stop questioning" - **Albert Einstein**
- "If you love life, don't waste time, for time is what life is made up of" - **Bruce Lee**
- "The most difficult thing is the decision to act. The rest is merely tenacity" - **Amelia Earhart.**
- "There's power to allowing yourself to be known and heard, in owning your unique story, in using your authentic voice" - **Michelle Obama**

Fairy Wand Biscuits

Ingredients

- 175g softened butter, plus extra for the tin
- 100g golden caster sugar
- 250g plain flour, plus extra for dusting
- 1 egg yolk (freeze the white for another recipe)
- ½ tsp vanilla extract
- 250g icing sugar
- sprinkles of your choice, to decorate

You'll also need

- star-shaped biscuit cutter
- 12-15 cake pop or lolly sticks
- coloured ribbons (optional)



Method

STEP 1

- Tip the butter, caster sugar and flour into a food processor with a pinch of salt. Blitz until the mixture looks sandy. Add the egg yolk, vanilla extract and 1 tbsp cold water, and blitz again until the dough clumps together. Tip onto a surface and knead briefly until all the flour is incorporated. Shape into a disc, wrap and chill for 30 mins, or up to two days. Will keep frozen for two months. If chilled for longer than 1hr, leave at room temperature for 10min before rolling out.

STEP 2

Line two baking trays with baking parchment. Heat the oven to 180C/160C fan/gas 4. Roll the dough out on a lightly floured surface until it's a little thicker than a £1 coin. Stamp out stars using the cutter, then carefully lift onto the baking trays and gently push a lolly stick into the base of each. Bake for 12-15 mins until golden at the edges (you may need to do this in batches). Cool on the trays for 5 mins, then transfer to a wire rack to cool fully.

STEP 3

Combine the icing sugar with 2-3 tsp water to make a thick icing. Spread this over the biscuits, then scatter with sprinkles. Leave to set for 1 hr, then tie ribbons around the wands, if you like. Best eaten within 24 hrs, but will keep in an airtight container for three days.

Protection & Support Ensures Peace of Mind



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CMS Community Management Solutions
GUIDANCE • ADVICE • SUPPORT

Employee Assistance Programs and Support Resources

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

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Industry Specific
Experts as required



Casual / Contractors as required