



WorkSmart

Newsletter

July Newsletter 2024

Welcome Members to our July newsletter.

Over halfway through the year and time certainly flies with everyone here at Community Management Solutions busy responding and assisting our members.

Thank you all for the positive feedback to our ongoing Webinars which have been well attended both for live and repeat viewings.

We have now completed six of our webinars with six more planned for the remainder of the year. **HR is like a jigsaw puzzle in that all the pieces must fit together in particular when you are striving to become an Employee of Choice.** This is no longer a choice but more so a necessity as the competition for talent both to attract and retain intensifies in the current employment landscape.

To stay in the game and to be competitive it is vitally important that you review your overall HR strategy and service delivery models and the effective utilisation of the resources, advice, and guidance that we provide is imperative to assist you in this journey.

For current members our capacity to quickly respond to extremely urgent matters when they arise and to risk mitigate potential catastrophic situations for our members as been proven expeditiously in the first part of this year on multiple occasions.

We have also had some new members join us and a new member should join because they have the foresight to see the benefits of membership similar to having insurance so that we can be ready to act at a moments notice and that we can provide advice and guidance pro-actively to ensure that you don't get into trouble in the first place.

However, some join because there is an urgent need to have advice and guidance because something has taken place or reacting to a situation which is now out of control.

This is difficult for us to engage the resources at a moment's notice to provide advice or prepare responses in urgent time frames, but we do so all the same.

We have had to provide urgent responses to several new challenges for members, some of which are as follows;

- In relation to a recruitment matter where the member has had to respond to discrimination allegations that occurred during an internal recruitment process.
- An adverse action claim for taking inappropriate action against one of their employees who was legitimately exercising a workplace right.
- A response to a stop bullying order which could have been avoided.
- Several unfair dismissal claims in relation to allegations of breaches of procedural fairness, redundancy, and terminations which were harsh, unjust and unreasonable just to state a few examples.

These all could have ended very poorly for our members with potential fines and adverse publicity, and we would much rather be involved in these situations early in the piece to provide advice to mitigate these complaints from occurring.

In my webinars I am constantly referring to the **importance of pro-active rather than reactive HR practices** as this then truly shows the return on investment from having a positive workplace culture in place supported by robust policies and procedures in place and supported by an environment of continuous improvement and learning and development.

In the spirit of this please take the time to read my latest article on Performance Management for Managers which emphasises this philosophy of pro-active HR best practice.



I am continuing my member road shows visiting members for a chat and catch up so if you are interested in me popping out then please give me a call to arrange a time suitable for you. I have used these opportunities to provide some HR advice, run a couple of toolbox talks for staff, perform a mini audit and assist with several investigations whilst discussing how you can get best value from your membership with us.

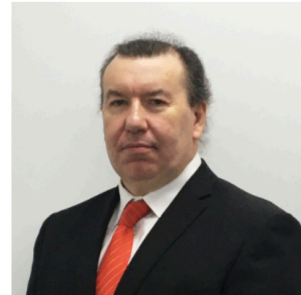
On another note we are in the process of preparing to send out our annual member survey so I would greatly appreciate if you could please take the time to complete the survey and return as your thoughts and suggestions are very valuable to us as part of our continuous improvement strategy.

Thank you everyone,

Kind Regards,



Kevin Prendergast
Chief Executive Officer



Contents of this Edition

Introduction	Page 1
Webinars	Page 3
Performance Management	Page 4
Performance Management for Managers	Page 5
Community Management Solutions Annual Member Survey	Page 7
Not for Profits (NFP) SELF REVIEW Update	Page 8
Concept of Health & Safety	Page 8
Stress Leave	Page 9
Advertisement – Industry Partner	Page 9
Wage Rates Have Increased	Page 10
Possible Hazards In the Workplace	Page 11
10,000 Step Program	Page 13
Wellness Programs	Page 13
Update Your Contact Information	Page 17
Employee Assistance Programs and Support Resources	Page 17
CMS Staff	Page 18

Free Member Webinar – 31st June 2024

Please join us on **31st of July at 12pm** for our next free member webinar – Employee Induction.

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

PLEASE DO NOT MISS OUT ON THIS WEBINAR

For any more information please contact Kevin at kevinp@cmsolutions.org.au



Why attend the Employee Induction Webinar?

- Learn the vital importance of conducting employee induction
- How this can have a dramatic impact on the productivity of your people

- How this can risk mitigate potential serious claims.
- How to make a new hire feel respected and valued
- How to do an induction properly the first time
- Learn what a massive difference this can make to your organisation

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.

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

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



Performance Management

Performance management refers to the ongoing process of setting standards for performance, as well as reviewing and managing performance. Termination on the other hand is when the employment relationship has ended. We will focus on termination at the initiative of the employer today.

PLEASE READ BELOW TO HELP YOUR ORGANISATION!

The most common mistakes that we at CMSolutions see are:

Not inducting staff into policies and procedures

When staff are not educated on the organisations policies and procedures, they are often ignorant of the expectations placed upon them. This can result in underperformance due to confusion or complete breach of policy.

The other issue we face when staff are not educated on policies is that it can be difficult to performance manage the employee, even after serious breaches in behaviour. This has been reiterated by the Fair Work Commission or State Industrial Relations Commission (Commission) on several occasions and is particularly important when considering Social Media and Workplace Bullying.

Avoiding the issues

This common error creates issues for both employee and employer. Often a Manager will not speak to an employee the first time there is a problem and thus the issue continues. Often this results in the employee feeling unjustly criticised when the issue is finally raised with them. Meanwhile the Manager is worried about bringing the issue to the employees' attention as it has been so long and therefore continuing to ignore the underperformance.

No Position Description

A Position Description (PD) is an important tool to identify the key responsibilities of employees. A PD will provide an employer with evidence that the employee was aware of their role and will also assist in recruiting and selecting the best candidates for the position.

Not keeping accurate records

When an employer does not keep records of previous warnings or conversations with an employee, it becomes very difficult to prove that the employee has in fact been given a chance to improve their behaviour and thus difficult to proceed to the termination process.

Not giving the employee enough information to respond

When dealing with a termination, you must provide the employee with the opportunity to respond. This means that you need to be able to provide exact dates, time and what occurred so that the employee can respond. If you do not provide specific details the employee will be unable to discern what the allegation relates to thus cannot give a meaningful response.

Not allowing the employee to bring a support person

It is also a *requirement* for the employer to not unreasonably deny the employee to bring a support person. This does not mean you have to ask the employee to bring a support person, however it is best practice to do this. A support person is there as an emotional support and can be asked to leave if aggressive or disruptive.

Preparing a termination letter before a show cause meeting

As you are required to give your employee an opportunity to respond if you are considering termination, you must not decide on the outcome of termination until after the employee has been able to respond. It has been found on multiple occasions that a pre-prepared termination letter sends a clear signal that the employer did not genuinely consider the employee's response.

Relying on Hearsay

Hearsay is statements which have not been directly obtained from the person who has witnessed the behaviour. For example, if Ben was to report that Stacey had told them, that Chris was swearing at a client, Ben's statement would be Hearsay. Hearsay is unreliable and the original source of the information should be asked to make a statement to ensure that your facts are accurate.

Discussing unrelated matters

Performance meetings and Termination meetings can often be thrown off track because of unrelated issues that arise. It is suggested that you ask employees to address any other concerns in a different forum. You will have to of course be sure that the matters are unrelated. Probing questions are very useful to understand if the matter is or is not related.

Becoming personally involved

Performance management and terminations are hard. It can often feel personal when the employee responds defensively or aggressively. It is best however to try and maintain being impartial during these processes. It can be useful to try and think from another person's perspective as if the matters were to proceed to the Commission they would not have the same background understanding as yourself.

If you are thinking or in the process of commencing performance reviews and you need some assistance, please contact our friendly Employment Relation Advisors on 07 3852 5177 or email info@cmsolutions.org.au

Performance Management for Managers

Performance Management is both an operational and strategic approach enabling improved performance of your workforce which leads to an overall increase in the effectiveness and profitability of your organization.

Do you want to take an active approach to your performance management or do you want to continue to just React to a Crisis please read below to find out more!

We need to determine and have a measurable standard as to what our employees are doing, why they are doing what they do and how they are going about it.

Often when we recruit for an existing role we quickly realize that we don't truly understand the roles and responsibilities of that person or how the role has dramatically changed,

Unless we know exactly what it is that our people do then how can we performance manage that role.

Unfortunately, when performance management is mentioned, it is far too often referred to as a reactive response to an incident or occurrence which has already happened.

In other words, we are trying to correct some inappropriate performance or behavior and trying to risk mitigate.

This reaction to an incident is far too common as we are sometimes on the back foot trying to correct something which we perceive to have occurred.

Don't get me wrong the reactive component of performance management action is vitally important and it is vital to follow HR best practice when participating in this exercise.

Compliance with legislation, procedural fairness and natural justice and trying to come up with a proportionate response is a vital skill that every HR practitioner needs in their repertoire.

More importantly is the ability to recognize performance management at the advance level as a proactive skill set which attempts to minimize the reactive from occurring in frequency and duration.

We need to look at how we can emphasize and support both individual and team performance and what skills and methods we can utilize for this to occur.

Setting expectations and goals for your employees are imperative which can improve the performance of your people and not being afraid to have those somewhat difficult or challenging conversations when they are necessary.

We need to motivate our people and embrace continuous improvement, enable enhanced communication, be transparent and ensure personal and team goal alignment.

Where does the manager fit into the premise?

The manager is vital in ensuring that your organization has a culture of performance management.

The manager must take a genuine interest and fully support the performance management process and also must develop the skills necessary to become a vital cog within the framework.

A Leader must develop the following skills:

- Active Listening.
- Empathy.
- Coaching and Mentoring.
- Conflict Resolution.
- Flexibility.
- Reasoning.
- Articulate Clearly.
- Ability to deliver feedback.
- Adaptability.
- Have an understanding of your employee's role and responsibilities.
- Truly understand your service delivery model.
- Understand your organization's strategic objective.
- Unlock you employees' engagement through teamwork.
- Able to celebrate diversity and individuality.
- Understand your teams' unique needs at any point in time.
- Capacity to set the tone and lead by example.

Leadership is about taking care of those in your charge and truly taking responsibility.

It is about keeping employees engaged, retaining our talent and succession planning by developing our future leaders from within.

This all exhaustive and pro-active performance management is not easy, it requires hard work, resource allocation and a buy in and understanding from senior management.

What are the goals of a performance management system?

- Higher employee attraction and retention.
- Increase in cultural alignment.
- Ensuring your workforce is prepared to meet future needs.
- Improved overall performance.
- A culture of feedback, transparency, and trust.

We need to develop a staged and systematic performance management process which includes:

- Planning
- Monitoring
- Developing
- Rating and Rewarding
- Goals Setting
- 360-degree feedback
- Performance Appraisals
- Coaching

To see how you can now take a different approach to your Performance Management Strategy please watch our recent Webinar on Performance Management for Managers.

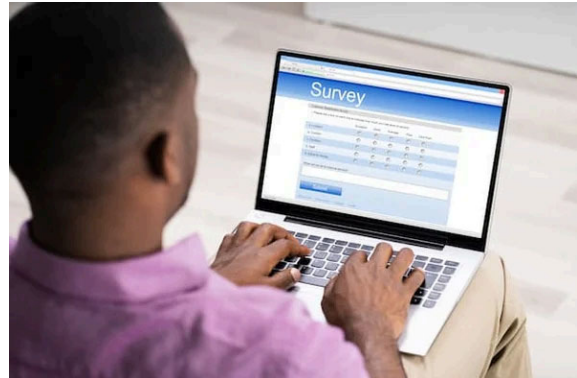
If you have any questions or concerns please email Kevin at kevinp@cmsolutions.org.au

Community Management Solutions Annual Member Survey

Dear Members,

I would greatly appreciate if you could please take the time to complete our annual survey which will be sent out to all our members soon.

It has been some time since our last survey, and I realize of course how busy everyone is but your comments are highly valued and we genuinely need your feedback so that we can continue with our continuous improvement policy.



The survey is relatively short and can be completed quickly and once we issue the survey, we will leave it open for four weeks.

All the survey responses go into a draw to win a \$200 Myer Gift Voucher.

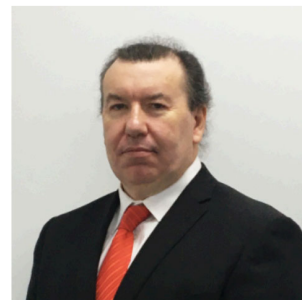
Once we receive the feedback then we will closely examine the results and put into place appropriate strategies to improve our service to our members.

Thank you everyone,

Kind Regards,

A handwritten signature in black ink, appearing to read 'Kevin Prendergast', written over a light blue horizontal line.

Kevin Prendergast
Chief Executive Officer



Not for Profits (NFP) SELF REVIEW Update

The ATO has provided information regarding the Self Review process & return that now applies to all Non- charitable Not for profits (i.e. organisations that are not or cannot be registered with the ACNC (Australian Charities & Not for profit Commission – such as P&C's, sporting associations and some community groups)

THE ATO has advised that you can lodge the return by phone, as well as by Online services. Return must be submitted by 31 October 2024

[See link to ATO information](#)

Concept of Health & Safety

The concept of health & safety in the workplace has it's origins in the Industrial Revolution in Great Britain from around 1760 onwards. Prior to then people generally made a living through agriculture or by making and selling products from home.

IF YOU SO WANT TO MAKE A DIFFERENCE, THEN PLEASE READ THE ARTICLE BELOW!

Now in the 21st century, most of us work in an environment where we are working with or around other people. Industrial technology has advanced well beyond the innovation and imaginations of the early industrial engineers.

The importance of being safe in the workplace has been emphasized many times with reports of serious accidents in the workplace. Even a minor injury such as a cut to the finger can become serious if infection occurs and digital amputation is

required.

The best way to ensure that our workplace is safe is by having a regular Workplace Health & Safety Audit.

WH&S Audits should occur at least biannually in a moderate work environment.

The cost of a professionally prepared WH&S audit is very inexpensive when compared to the high cost of litigation from workplace accidents where serious injuries can occur.

CMSolutions offers a cost-effective WH&S Audit service to our members. If you require this service or any advice/guidance, then please call Brian on 07 3852 5177

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.

IF YOU SO WANT TO MAKE A DIFFERENCE, THEN PLEASE READ THE ARTICLE BELOW!

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. Before any such claim can succeed however, they have to be able to demonstrate that their medical condition was caused (or contributed to) by "unreasonable management action taken in an unreasonable way". Performance management processes are specifically excluded from being considered in such claims.

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 help they need, before it affects their performance.

Call our Team today on 07 3852 5177 if you would like further information about Stress Leave and what you can do as an employer.

Advertisement – Industry Partner

The advertisement features a man with glasses and a beard, wearing a blue jacket and grey pants, sitting in a light-colored folding chair outdoors. He is holding a white mug and looking upwards with a relaxed expression. The background is a lush green forest with sunlight filtering through the trees. The text is overlaid on a dark green circular graphic on the left side of the image.

**ngs
Super**

**Make your
big tomorrow
the best tomorrow**

ngssuper.com.au

Little changes today can make a difference to your tomorrow

As you read this, you're probably thinking about all the things that make up your small tomorrow – the appointments, bills, shopping, weekend plans. But there's also a big tomorrow. The tomorrow you can plan for and look forward to when you retire.

Taking control of your super today, even when retirement is a while away, can make all the difference. And we're here to help.

Ideas for your big tomorrow

Here's how you can help get your super on track for the big tomorrow you want.

One is better than many

Do you have more than one super account? Discover why combining them can be good for your super savings.

Salary sacrifice – it's not as scary as it sounds

When you salary sacrifice, you boost your super with some more of your income. And you could pay less tax.

Look into your investment options

NGS Super has a wide range of investment options to suit your life stage and big tomorrow goals. Check out the choice and flexibility.

Chat with a Super Specialist

Our expert team is happy to answer your questions and help you understand your super.

Explore your options

Talk to us today

NGS Super Pty Limited ABN 46 003 194 487, AFSL No. 233154 the trustee of NGS Super ABN 76 549 180 515.

[Privacy policy](#) [General advice warning](#)

Wage Rates Have Increased

The Fair Work Commission has announced an increase of 3.75% to all Award based rates of pay effective from the first full pay period commencing on or after 1 July 2024.

PLEASE READ THE ARTICLE BELOW FOR MORE INFORMATION!

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 3% 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 3.75% Award 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 only a slight risk of this happening with Teachers (particularly those on Band 1), but there may be a higher 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 2024.

Possible Hazards In the Workplace

A Workplace Health and Safety Audit should examine all the issues concerning health and safety in the work environment, including security access, emergency exits, fire safety, electrical safety, and many other safety issues that in some cases might be overlooked by those who work in the environment on a daily basis. Sometimes safety issues might be present but are overlooked, just because of a lack of knowledge of those who attend the workplace each day.

READ BELOW ON HOW WE CAN KEEP YOUR WORKPLACE SAFE

One example is fire extinguisher safety, and knowing which fire extinguisher to use on a particular type of fire.

The picture shows three types of fire extinguishers together. CMS have seen an example of this at a number of workplace locations where a WH&S audit took place.

The fire extinguisher on the left is a H₂O water fire extinguisher. The chart below shows that this type of fire extinguisher should only be used on a combustible materials fire. The type of fire that might occur in a waste-paper basket, or in a rubbish receptacle.



Type Extinguisher	Fire		CLASS A	CLASS B	CLASS C	CLASS D	Electrical	CLASS F	Comments
			Combustible materials (e.g. paper & wood)	Flammable liquids (e.g. paint & petrol)	Flammable gases (e.g. butane and methane)	Flammable metals (e.g. lithium & potassium)	Electrical equipment (e.g. computers & generators)	Deep fat fryers (e.g. chip pans)	
Water			✓	✗	✗	✗	✗	✗	Do not use on liquid or electric fires
Foam			✓	✓	✗	✗	✗	✗	Not suited to domestic use
Dry Powder			✓	✓	✓	✓	✓	✗	Can be used safely up to 1000 volts
CO ₂			✗	✓	✗	✗	✓	✗	Safe on both high and low voltage
Wet Chemical			✓	✗	✗	✗	✗	✓	Use on extremely high temperatures

The chart also shows that the H₂O water fire extinguisher should not be used on any other type of fire, especially an electrical fire, because a person using a water fire extinguisher on an electrical fire could be electrocuted. Therefore, the old saying “water and electricity is not a good combination”.

Because of their limited application, H₂O water fire extinguishers are now obsolete and should not be used in the workplace. Further to the picture above. The fire extinguisher in the centre of the picture is a dry chemical extinguisher.

This type of fire extinguisher is also called an ABE dry powder extinguisher. The chart above shows that this type of extinguisher is suitable for all types of fire, except for what the chart refers to as an extremely high temperature.

This is what the chart refers to as a Class F type of fire that is, a hot oil fire that could occur in a deep fat fryer for hot potato chips (French fries) or seafood cooked in hot oil. Therefore, the Dry Chemical fire extinguisher is suitable in the workplace for most types of fires that could occur in a normal workplace, or office location. If your workplace only has the Dry Chemical, also known as the ABE Dry Powder fire extinguisher, and the workplace is not cooking with a hot oil deep fryer, then your work situation will be adequately supplied with an appropriate fire extinguisher.

The third fire extinguisher located to the right in the picture above, is a CO2 fire extinguisher. The chart shows that this type of extinguisher is useful for flammable liquids, (e.g. paint or petrol) or electrical fires. In some cases, a CO2 fire extinguisher might be located close to the electricity control panel. A CO2 extinguisher if used on an electrical fire is less likely to damage the electrical equipment than the Dry Chemical (ABE Dry Powder) extinguisher. Either one will extinguish an electrical fire. However, as shown in the chart the CO2 should not be used on combustible materials, flammable gases, or flammable metals.

Therefore, the Dry Chemical extinguisher, also known as the ABE Dry powder fire extinguisher, is adequate in most cases. Fortunately, I have not yet heard any news item where a person was electrocuted or burned because they inadvertently used the wrong type of fire extinguisher. The issue of having the correct fire extinguisher available in the workplace is just one of many possible examples where a properly conducted Workplace Health and Safety audit can ensure that your workplace is safe and adequately protected. I have observed that safety in child-care centres is regularly practiced by following daily checklists, and it appears that most, if not all centres are very diligent with daily safety.

However just as Childcare and Early Childhood training are specialised areas of study, so too is the field of Occupational Health and Safety. The daily checklist is a good process, however a professional Workplace Health & Safety Audit every 2 to 3 years will identify issues that might go unnoticed or might not be identified simply because of a lack of training and knowledge in that specialised field.

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

A professionally conducted Work Health & Safety Audit will greatly assist in the fulfilment of your requirements and leave you with the peace of mind that you are complying with the Work Health and Safety Act 2011, and other legislative requirements related to your organisation.

We here at CMS have a large amount of experience working with members on safety issues and we understand your staff, volunteers and clients and the challenges that you face.

We look forward to speaking to you soon, or feel free to contact us by calling 07 3852 5177.

10,000 Step Program

I have had a lot of inquiries about running an employee wellness program which we previously discussed at length so in response to members inquiries please find the articles as below. If you could please share with our members any wellness programs that you have introduced then please do so and we will publish them in our next newsletter.

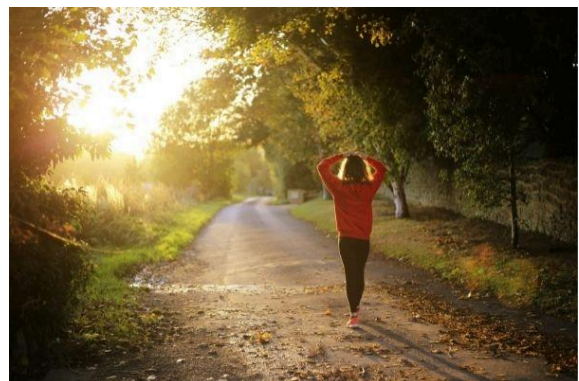
Also note that we are running our 10,000 step challenge program again so all are welcome to join in and we will have some prizes for the winners.

Date of Commencement: 1 August 2024

Date of Completion: 1 November 2024

Individual and team prizes (teams of 2 to 4) on offer.

To register please email
communications@cmsolutions.org.au



Wellness Programs

At this stressful time your people need as much support as possible to cope with the demand of work and the balance that is associated with other responsibilities and commitments.

THIS IS IMPORTANT FOR TALENT RETENTION AND TO REDUCE RECRUITMENT COSTS! READ BELOW FOR MORE INFORMATION!

DO YOU WISH TO BECOME AN EMPLOYEE OF CHOICE?

Under Australian Legislation employers must take reasonable steps to protect people against risks to their physical and mental health.

Although of course not compulsory nor a legislative requirement a wellness program can clearly show a commitment to assist your people meet those needs.

The objective of a Workplace Wellness program are many but they are primarily designed to ensure that there is a strategy to improve employee alignment, culture and to keep your people healthy and productive.

These initiatives traditionally focused on physical health benefits but now are far more encompassing with the overall goal of ensuring that your people are engaged and in line with the goals of the organization.

This then results in a strategy of overall wellbeing which only aids you in running a successful business.

A wellness program can include such initiatives as a supportive culture, health initiatives, mental health, flexible working arrangements, career development, health education programs, work life balance, stress management education, smoking cessation programs, exercise programs, wellness assessments, fun individual and team challenges, health and wellness competitions, cooking classes, yoga tai chi and other programs including reward and recognition initiatives just to name a few.

There are numerous benefits achieved by the introduction of a wellness program within the workplace, but this will not work unless it has the necessary management support and engagement.

These include but are certainly not limited to:

- An increase in staff engagement, alignment, culture and morale.
- Increasing teamwork within the team which leads to a more tolerant workplace.
- Able to be more focused which can lead to an improved service delivery model.
- A great ability for resilience for both the individual and within the team.
- An appreciation that management are willing to invest in their people.
- Reduced sick leave.
- A healthier workforce with an increase in overall wellbeing.
- A reduction in overall stress levels and correspondingly less claims.
- Reduced staff turnover as your people appreciate the program and therefore a direct savings in expensive recruitment and associated costs.
- Striving for an employer to be recognized as an employer of choice.

People are looking for more than just security and remuneration, flexibility within the workplace, the ability and capacity to work from home and other employee benefits linked to an employee wellness program are some of the things that people want to see from an employer.

A lot of HR practitioners talk about best practice, cultural and employee alignment and the importance of talent engagement and retention.

All of these factors are independent yet related as part of an organisations overall people strategy or at least they should be.

As we are all busy meeting the needs of our clients it is easy to overlook these factors, but it is important to always have one eye on these issues and not lose sight on what we are trying to achieve.

A failure to understand these principles may result in employee burnout, cultural misalignment and low employee and volunteer retention.

The following is a brief list of some the wellness initiatives that some organisations have included, some may be suitable for your organization, some may be impractical due to cost, or your service delivery model, or other factors but as in all things take what is useful discard what is useless and see what you may be able to introduce to your organization as part of your wellness program.

Also please make sure that if you have volunteers also give them the opportunity to participate in any programs that you introduce.

Wellness initiatives:

- Flexible working hours – with the pressures of private life, the economy, COVID19, cost of living, transport costs, family and other responsibilities the need for some form of flexible working hours or working location is on the top of most people's list. This may be possible and if so, please consider it depending on the nature of your work. In line with flexible working hours is of course the ability to work remotely usually working from home which has shown to be possible and productive in a lot of professions.

- The introduction of appropriate voluntary activities which are designed to provide stress release for staff is very important. An example of this could be meditation, exercise classes, yoga, arts and crafts, training sessions in stress release or similar activities are very important to break up the working day, these could be offered before or after work or during lunch times if practicable.
- Lunch and learn presentations are becoming more popular, you may be able to arrange learning sessions over lunch on relevant activities such as food preparation, nutrition, mental health, benefits of exercise, non-smoking sessions, stress techniques etc.
- Develop employee supported wellness programs such as subsidized gym membership, reduced cost classes for employees with a private company.
- Financial Education– with the stresses of the increase cost of living and the increase pressure which comes with that lessons and or advice in how to manage finances, create and comply with a budget to give people life skills to enable them to cope with this challenge.
- Communication with your employees and volunteers– giving your people a clear understanding of their roles and your expectations, listening to their concerns and trying to find responsible solutions together. Give your people when you can autonomy in decision making and do not be afraid to complement your people when it is warranted.
- Support and Celebrate Community Involvement – encourage your people either individually or as a group or team to participate in community and or volunteer activities perhaps for a charity of similar organization to improve the culture within your team.
- Onsite fitness– if your budget and organization can provide a place to exercise on site at work perhaps either before, after or during lunch breaks. Basic equipment can be provided as long as a safe proper space can be utilized for this practice and encouraged.
- Work with business partners– Try and utilize your networking to provide opportunities for your people for example a business relationship which offers less expensive insurance or a membership with a purchasing company for cheaper goods and services.
- Create a wellness Hall of Fame– publicly celebrate your people's success when participating in wellness programs to show employer support and to increase the culture within your organization.
- Celebrate Health and Safety– Ensure that you have a regular OHS audit performed to make sure you are providing a safe workplace for your people and access employee ergonomics. Look at the feasibility of stand/sit desks for example.
- Coordinate and financially support health programs such as yearly flu injections etc.
- Healthy snacks– having healthy eating options such as fruit bowls in lunchrooms readily available and employer subsidized goes a long way to show that you genuinely are concerned about the health of your people.
- Other initiatives can include boot camps, walking programs, team challenges, health checkups, wellbeing webinars, education, walking meetings, personal development, and numerous others.

True wellness is a collaboration of several interlaces principles including but not limited to employee culture, mental health, stress coping, physical health, nutrition, alignment, opportunities, fairness and equity, emotional, spiritual, intellectual, environmental and social all linked to the workplace.

Wellness programs are ultimately designed to not only support but assist the general principle of work life balance which leads to a more engaged person and also more success.

According to research every \$1 invested in employee wellness programs yields \$4 in savings through reduced sick days, higher productivity and decreased overall health costs.

Some steps which may assist:

- Ensure you have management support for the program– a genuine desire to implement such a program and some funding and or resources to support this.
- Conduct employee surveys to look at culture and build wellness principles into the survey, find out what your people want and what is most important to them from a wellness perspective.
- Consider with authority and permission and agreement from all (not compulsory for any person) health risk assessments.
- Establish a wellness committee, formalize the process, get people engaged and involved so it becomes your program, be flexible in your expectations but stay positive and always look at a variety of options. Communicate regularly with all stakeholders.
- Develop specific goals with realistic time frames.

- Determine a budget and look at funding initiatives.
- Show and develop a plan for management regarding the potential return on investment.
- Design the overall program make sure it is affordable, relevant and achievable, take baby steps first.
- Cover a variety of those key attributes as discussed such as physical, mental and social.
- Look at incentives or rewards for participation. (for example we are giving away a number of prizes for members who participate in our 10,000 step program)
- Communicate at all stages both to your people and management.
- Stay positive, not all programs will be practical or achievable please do not let this discourage you.
- Evaluate your success and communicate and celebrate wins.

Remember “Healthy People Better Business”

Call Kevin for assistance with your wellness program today on 07 3852 5177.

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

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

or email us at info@cmsolutions.org.au



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 they can subscribe to for support for 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](#)

	Kevin Prendergast CEO kevinp@cmsolutions.org.au		Neale Brosnan CFO nealeb@cmsolutions.org.au
	Craig Pollard Senior Consultant craigp@cmsolutions.org.au		Anne Pivetta Bookkeeper / Payroll Officer annep@cmsolutions.org.au
	Dafydd Jones Bookkeeping / Payroll Officer dafyddj@cmsolutions.org.au		Jennifer Chandler Finance & Audit Manager jenniferc@cmsolutions.org.au
	Pat Phankham Senior Consultant patp@cmsolutions.org.au		Serena Chappell Senior Accountant serenac@cmsolutions.org.au
	Brian Abrahams WHS Consultant briana@cmsolutions.org.au		Mary-Jane Marcos Employment Relations Consultant mary-janem@cmsolutions.org.au
	Dora Daniel Bookkeeping / Payroll Officer		Meegan Beazleigh Receptionist/Executive Assistant reception@cmsolutions.org.au
	Industry Specific Experts as required		Casual / Contractors as required



Community
Management
Solutions

GUIDANCE • ADVICE • SUPPORT

WorkSmart

NEWSLETTER

[Unsubscribe](#) | [Manage subscription](#)

CMSolutions, PO Box 3252, Newmarket Qld 4051

[Unsubscribe](#) | [Manage subscription](#)
