



# WorkSmart Newsletter

## December Newsletter 2024

Welcome to all our members to our final newsletter for 2024.

What a wonderful year and how quickly it has flown by with Christmas pending once again. A sincere thank you to all our members for their continued support and trust in our organisation it is greatly appreciated and we have achieved some wonderful results together this year.

This is our 51st year in business and it is fair to say that this has been our busiest, most productive and certainly most challenging year for CMS in assisting and responding to our members as they navigate the HR, IR, Safety and Finance Space.

We have been able to assist multiple members in responding to complex IR matters including responding to and representing in matters pertaining to Fair Work Commission applications and seeking positive outcomes for our members regardless of the complexity that we have faced and also responding on your behalf within strict time frames.

In addition, we have provided advice and guidance every day to thousands of inquiries both routine and complex to all our members which has certainly enabled them to avoid future issues and litigation by providing best practice advice and guidance to protect our members.

The feedback that we received in our annual Service Delivery survey was very reassuring with highly favourable results and comments in relation to our speed of response and in the accuracy of the information and guidance that we provided.

Our Safety and Rehabilitation team continues to grow with some impressive results this year in enabling our members to work safely and provide guidance on return-to-work provisions and in pro-actively conducting a large number of safety audits at child care facilities, aged care facilities and community services organisations.

We have also continued to provide training and development opportunities for members with an increase in face to face employee induction sessions and in training specifically

targeted for management within the HR space increasing their internal skills and knowledge.

We delivered over 20 free for member webinars this year which were well received on all those topics that you requested, and our intention is to increase this number in 2025. We will publish our full calendar for 2025 shortly showing what webinars we will be conducting based on what our members have requested.

Membership with us is similar to having an insurance policy where we are always only a phone call away to help you when you need us the most.

We approach the New Year with renewed vigour and optimism providing both the same but also some new benefits for members in 2025.

We will continue to support our members to enable them to understand the ever-changing landscape with the Industrial Relations space with regular webinars from our IR Consultant along with constant updates as things change and progress.

Our Finance team will continue to provide extensive and timely Bookkeeping and Payroll support to our member enabling them to fulfil their legal and financial obligations and also assist with audits for those members which require this service.

A sincere thank you to our outstanding team of employees here at Community Management Solutions supported by a dedicated, energetic and knowledgeable Board all of whom provide invaluable guidance and direction.

To all our members please have a wonderful and safe holiday period. Merry Christmas to you and your families and all the best for the New Year.

We sincerely look forward to a productive profitable and safe 2025.

Thank you everyone,

Kind Regards,



Kevin Prendergast  
Chief Executive Officer



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## Membership Renewals have Started!



It pays to renew your membership! 2024 Memberships are expiring soon!

Rejoin before 31 December 2024 to make sure you are covered for everything 2025 may bring!

Learn more [here](#)

If you have any questions or concerns please don't hesitate to email us at [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au)

## CMSolutions' Bookkeeping & Payroll Service

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!

We have provided bookkeeping and payroll services to our members for over 15 years, our team has extensive experience.

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

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## CMS 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/>

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## Webinars Free for Members

Please take advantage of your membership and watch the below webinars which are available on our website for you and your team to enjoy.

- WHS & Workplace Rehabilitation
- Right to Disconnect
- Employee Induction
- Performance management
- Advanced Investigation Practices
- Employee of Choice
- HR Updates
- Workforce Planning
- Strategic Planning
- Conflict Resolution
- Performance Management
- Psychosocial Hazards
- Learning & Development
- And many more....

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## Prepare for your Christmas Party

*It is that time of the year when a lot of us are thinking about the work/office Christmas party.*

**\*\*READ BELOW TO SEE HOW TO BEST HANDLE YOUR STAFF CHRISTMAS PARTY\*\***

- Good luck with your Christmas event, but it is best of course to take some precautions, and as in everything within the HR sphere communication is the key so that there is no misunderstanding which can come back to haunt us at a later time.
- Be clear in your communication to your people and ensure that you cover the following points:
- Allow your staff to enjoy the occasion, it is supposed to be an enjoyable event and you can use it as a celebration of the year and as a team building event and it is a nice way to say goodbye to the year and get staff focused on new year challenges.
- Know your distance, set boundaries and remind staff to be responsible, you may wish to incorporate a 30 cm dancing rule if dancing is on the agenda.
- Remind staff to limit gossip and avoid shop talk.
- Set responsible limits on alcohol consumption if this is part of your plan. Ensure there is adequate food options also. (cater for all dietary requirements)
- Don't engage in any activities which may likely demean or embarrass any person.
- Don't arrange any activities which could be deemed to be discriminatory.
- Have a dress code.
- Remind people about the ever presence and potential of social media.
- Ensure that all participants are aware of your policies and procedures, it does not hurt to have a refresher on these prior to the function. (code of conduct, sexual harassment, workplace bullying for example).
- Remind staff that Christmas parties are still work functions therefore the same rules apply.
- Ensure as far as reasonably practicable that staff have safe travel home arrangements in place.
- Have an agenda and specific rules in place for appropriate gifts if required for games such as secret Santa.
- Enjoy in the spirit of the occasion.

Consider the fringe benefits tax implications of celebrations or you may end up with an FBT liability.

**Merry Christmas from Community Management Solutions!**

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## Christmas Party Resource Kit

- [What do you need to plan a Christmas Party?](#)
- [How to plan a Secret Santa exchange](#)
- [Christmas Name Tags](#)
- [Christmas Trivia](#)

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## Safety Toolbox Talk

Once again lets look at the benefits of encouraging health and safe practices within the workplace.

What is a healthy and active workplace?

A healthy, active workplace is one that:

- Has real tangible benefits to workers which are measurable,
- Attempt to recognise and put into place strategies to help improve mental and physical health,
- Encourages improved relations with co-workers as work health and safety is everyone's responsibility.

You can improve your corporate image for the organisation by supporting health and safety initiatives, which leaves to;

- A decrease in employee injury rates.
- A decrease in absenteeism.
- Reduction in compensation claims and premiums.
- Improvement in employee productivity.
- An increase in staff morale.
- Aiding in the attraction and retention of workers.

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## Discounted Services for Members

*We often receive inquires about our extra services which are heavily discounted for members and tremendous value for money to meet some specific challenges that you may encounter when you need independent professional advice and service to ensure the best*

*result for your organisation.*

**\*\*IF YOU WOULD LIKE TO LEARN MORE ABOUT THESE SERVICES, READ BELOW\*\***

We have people who are highly experienced and skilled in a number of specialised fields which do require expertise to ensure that you have risk mitigated your responsibilities and conducted your response in line with both legislative requirements and best practice.

## **1. Investigations**

It is very important when dealing with matters that require a thorough investigations that it is done by someone who has the skills, experience and qualifications to undertake the investigations in accordance with best practice.

Our investigators are independent who are aware of the principles and practicalities of incorporating procedural fairness and natural justice into the investigation process and can provide an unbiased view and result after taking into consideration all the evidence.

This is concluded with a full and impartial written report for your consideration. An investigation can cover numerous issues including but certainly not limited to workplace bulling, sexual harassment, workplace conflict, breaches of code of conduct, workplace health and safety issues, breaches of policies and procedures, criminal conduct, and numerous other scenarios.

Remember please we are:

- Totally neutral, independent, impartial and fair
- We concentrate on risk minimisation and the best possible outcome
- We know how to conduct an investigation and we are
- Cost effective

Please see the following [link](#) for more information

## **2. Coaching and Mentoring.**

A lot of what we do is reactive, as in responding to a situation that may have occurred for example as above in responding to a compliant which requires a formal investigation. However, what is grossly underutilised generally is pro-active HR strategies to stop and or mitigate something negative occurring before it does so.

This is just as important as what I refer to as Response HR, Pro-Active HR is designed to ensure that you have put in place best outcome strategies to mitigate potential problems

and issues before they manifest themselves in some negative way.

Developing your people and providing them with skills and management capabilities is very important, investing in their potential and showing that you genuinely care in their development gives them confidence.

Our mentoring and coaching service is based on trust, confidentiality, mutual respect and sensitivity.

Some of the benefits to people participating in this program can include:

- Providing independent advice on strengths and areas of improvement or development
- Guidance on professional development and career advancement
- Opportunity to develop new skills and knowledge
- Become more empowered to make decisions
- Develop your communication and personal skills
- Many other benefits

Please have a look at our [link](#) for further information about this service

### **3. Recruitment**

This is one of the most important service that we provide and is not utilised enough by most members as some believe that they have the experience to perform their own internal recruitment.

Having our people on board to assist you who have over 30 years' experience in best practice recruitment is invaluable in ensuring that you obtain the best possible candidate for your role.

It is extremely important to partake in a thorough process ensuring that each stage of the process is not overlooked in ensuring that the best possible result is obtained.

Your people are your most important resource that you have available, and it is imperative that a new hire ticks all the boxes from skills and experience to cultural fit.

We have extremely cost-effective options available for you, so I strongly encourage you to take advantage of this service.

### **4. Strategic Planning**

All organisations should participate in regular Strategic Planning and this is where you determine where you wish your organisation to be in a specific period of time by examining the current landscape and then putting in strategies which are designed to achieve a proposed future state.

Let us guide and assist you to answer the following questions:

- Where are we now
- Where are we going
- What will get in our way
- What do we need to do
- How will we implement our plan

We will do a deep dive to see what is the ideal future and vision based on your aims, goals and values.

We will look at your history, client profile, financial forecast, service delivery model, governance practices and external factors which may impact your goals.

We will assist you to develop an executive summary, business overview, market analysis, and look at market trends including an industry analysis.

Please [Click here](#) to view our recent Strategic Planning Webinar.

## **5. Workforce Planning**

Another new service linked to strategic planning but a standalone activity which looks at your current workforce and then puts into place strategies to ensure that you remain profitable and competitive into the future by ensuring you have the right people with the right skills and experience at the right time to meet the future goals of your business.

Let us guide you as facilitators to:

- Look at current state compared to future state.
- Do a deep dive into the current capacity of your people and resources.
- Look at what skills and qualifications and how your future workforce would look like
- Highlight any performance and or skill gaps and how to overcome this.
- Design a template to document and analyze your current staffing capabilities.
- Develop an operational action plan.
- Complete a complete Workforce Plan to guide your organisation into the future.

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## Advertisement – Industry Partner

An advertisement for ngs Super. The top left corner features the ngs Super logo. The central text reads "Make your big tomorrow the best tomorrow" in a large, white, sans-serif font. Below this, the website "ngssuper.com.au" is displayed in a smaller, white, underlined font. The background image shows a man with glasses and a beard, wearing a blue hoodie, sitting relaxed in a hammock outdoors, holding a white mug. The overall color scheme is dark green and white.

ngs  
Super

Make your  
big tomorrow  
the best tomorrow

[ngssuper.com.au](http://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](#)

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## **Overtime vs Extra Time**

### **What is overtime?**

Overtime is when an employee works “additional hours”. This can include work done:

- Beyond their ordinary hours of work;
- Outside the agreed number of hours; or
- Outside the spread of ordinary hours.

The spread of hours is the times ordinary hours for day work can be worked e.g. between 7.00am to 7.00pm.

**\*\*HOPING TO UNDERSTAND OVERTIME BETTER? READ BELOW\*\***

### **When overtime applies**

An award or enterprise agreement will set out when overtime rates or TOIL applies.

Overtime is normally required by the employer and should not be at the discretion of the employee. CMS recommends that the employment contract contain a condition of employment, in which the employee is to seek prior approval before working extra hours.

In general, if approval is not sought or the overtime is not requested by the employer and unless evidence can be provided of the necessity and efforts to seek approval, the employer may refuse a request for overtime payments.

For part time employees the hours of work clause in the contract of employment will provide the agreed number of hours of work per week and the times within which the hours must be worked. Casual employees will be requested to work when required and

notified at the time of engagement the duration of the shift.

Depending upon the Award, or the terms of an applicable Enterprise Agreement, employees may be able to request that additional hours are remunerated with "Time Off In Lieu" (TOIL). The method for calculating the TOIL changes from Award to Award so it is vital that employers seek advice before entering into such arrangements.

### **What to do if you currently have an employee working additional hours of work and claiming overtime?**

First you must ask if these additional hours of work are necessary e.g. has the job requirements substantially changed or is the employee covering for employees on approved leave or has nothing changed within the position;

- If the job requirement has substantially changed due to an increase in business or legislative requirements, contracted hours of work may no longer be adequate for the position and new hours of work may need to be negotiated with the employee. Should the employee be a full-time employee, it may indicate a need for additional staff to meet growth of the business.
- If additional hours are being worked because other staff are on approved leave and it is for a significant period of time, you should consider bringing in relief staff to back-fill the positions. As the employer you must consider the health and safety aspects that arise from working extra hours e.g. fatigue and effectiveness.
- In the event that the requirements of the job have not changed then you may need to consider:
  - What other elements in the workplace may be distracting the employee for their duties e.g. constant interruptions;
  - Are they effectively managing their time;
  - Were they allocated enough hours initially for the work being expected;
    - are they competent to do the work i.e. do they have skills and ability to do the work; and
  - Are there any external factors which may be impacting on the ability do their work?

All of the above should be considered and discussions held with the employee to determine what if any issues need addressing from the contract of employment and agreed conditions of work.

Once the above issues have been addressed and hours of work agreed, overtime should not be paid unless prior approval is given or overtime is requested by the employer. An employee who attends work early and stays back late of their own volition does not automatically qualify for overtime payments.

CMS recommends that in addition to a clause in the employment contract, employers should have a policy around the working of extra hours of work/overtime and that all employees should be made aware of this at the time of their commencement.

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## Can not for profit organisations make a profit?

*Not for profit organisations are like any other organisation, the only difference is that any profit made goes back into the organisation.*

**\*\*READ MORE BELOW\*\***

You need to make sure you are financially viable, to cover expenses, employee wages, tax obligations, prepare for expansion and of course you need to ideally have reserves in case of any emergencies.

If you are not covering your expenses, and maintaining a sustainable organisation, then you need to review and implement strategies to change your organisation around.

### Are not for profits required to follow employment laws?

The answer is yes! If your organisation is a not for profit and employs staff, then your organisation is required to follow all employment laws and legislation.

Just because you are not for profit does not mean you can pay or employ your staff whatever way you want to. You have to employ your staff under the relevant award or enterprise agreement that covers your staff and can not contract out of these provisions.

Not for profit organisations are unique, but they are still required to follow all state and federal laws and legislation when employing staff. This also covers work health and safety laws.

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## Are your Staff Management Procedures in order?

With the constant changes in our Industrial Relations and Employment Legislation, it can be hard for employers to keep up to date on what is needed for their employee records. An HR/IR Health Check helps you get all your files and processes in order!

So what is covered in the Basic HR/IR Health Check?

- Review of employees' personnel files.

- Review of employees' entitlements. This includes checking leave balances, sick leave, long service leave and checking and leave taken is recorded and the outstanding amount is correct. Ensuring pay slips are compliant.
- Ensuring employees' superannuation is recorded and contributions paid.
- Review of general requirements and employment documents.
- Review of the organisations policies.

We also offer an Advanced HR/IR Health Check which includes what is covered in the basic audit plus...

- Review of all employee wages.
- Review of time and wages records.
- Checking employees' leave entitlements are correct and calculate if required.

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## Workforce Planning

*Community Management Solutions is now offering a new extra added services for our members in both Strategic and Workforce Planning.*

### **\*\*READ BELOW TO SEE HOW WE CAN HELP YOUR ORGANISATION\*\***

I previously discussed the benefits of using us as an independent facilitator for your Strategic Planning but today I wish to focus on Workforce Planning.

We can provide a service where we provide advice and guidance and facilitate your Workforce Planning project to ensure that you prepare for the future and give you organisation the best prospect for success by determining your ideal future state to meet business demands and opportunities.

We can help you to:

- Look in detail and take a deep dive with us into your current state;
- Determine a timeline and look at what you need in the future to deliver the ideal future state;
- Perform a risk analysis and put strategies in place;
- Determine where you and your people may be most vulnerable;
- Leverage your data;
- Empower your HR department or decision makers which leads to optimism for the future;
- Help if you are looking at growth, reduction, or consolidation;

- Determine your return on investment;
- Ensure your future business is appropriately staffed;
- Ensure that you have the right people at the right time with the right skills and qualifications;
- Look at current skills experience and qualification of your people which is your most important asset;
- Learn how to protect your talent;
- Learn how to overcome any future skill gaps.

If you have any questions, please contact the team on 07 3852 5177.

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## Handover Checklist for Outgoing Executive

As the end of the year is fast approaching, outgoing committees should ensure that all their hard work is not lost. You can do this by making sure the handover process is performed correctly.

Use our [Handover Checklist](#) to ensure all relevant information has been provided to the new executive committee.

It is also recommended that the prospective committee member shadow the outgoing committee, attend committee meetings and work together on all tasks remaining for their term.

If you need assistance with your handover contact the CMSolutions team.

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## Tips to get ready for your Financial Audit!

*The Financial statements of the majority of associations must be audited every financial year to ensure that their books and records are being kept in accordance with all relevant legislation AND ALSO to ensure that the accounts are complete and represent a true and fair view of the financial position of the association.*

**\*\*ARE YOU AGM READY? READ HOW TO BE BELOW\*\***

**REMEMBER: Audited financial statements must be presented at your Annual General Meeting. If there is no audit report there can be no AGM.**

The following is a list of things to do before you give your accounts to the auditor that will help ensure your audit goes quickly and smoothly:

- Have a complete set of bank statements for all your bank accounts, investments, loans and credit cards for the entire financial year. Your auditor should provide you with a Bank Confirmation which you will sign and forward directly to the bank. This allows the auditor to get a third party confirmation of the amounts recorded as cash at bank in your financial statements;
- Have completed reconciliations for each of these bank accounts as at the last day of your financial year;
- Ensure that all transactions have been entered into your accounting records for your financial year;
- Prepare a detailed list of Debtors (money owing to you from customers) and Creditors (money you owe suppliers) as at the last day of your financial year. Review your list of Debtors and decide if any of them are unlikely to be collected. If so then discuss with your auditor the need to make a doubtful debt provision against these amounts;
- Collect all cheque books, receipt books and bank deposits books used during the year;
- Collect all invoices paid, cash count sheets, grant documentation and any other paperwork relating to income or expenses;
- Collect all your payroll records including timesheets;
- Update the Fixed Asset Register for any assets purchased during the year that belong to the organisation and calculate the depreciation on them for the year;
- Perform a stock take on any inventories held and keep a record of any adjustments that were required. Tuckshop inventory should be checked to ensure that all food is still in date and uniforms and books should be reviewed to ensure they are not old versions that can no longer be sold;
- Calculate annual leave and long service leave entitlements for your staff as at the last day of your financial year; and
- Ensure you have a complete set of minutes (signed) for the financial year for Executive and General Meetings.

A good auditor will not only ensure that your financial statements are correct but will also review the accounting systems you have in place to identify potential weaknesses as well as opportunities to enhance them.

The auditor should also be speaking to at least one member of the committee as well as any administration or bookkeeping staff about the activities and results of the association during the year. This is a very important part of the audit process to mitigate the risk of fraud.

CMSolutions can undertake an End of Financial Year, Interim, and Accounting and Financial Compliance Audits, depending on your needs. We pride ourselves on the quality of our work we do and believe that you get real value for money and so do the members who come back year after year.

Call our finance team on 07 3852 5177 for a quote today.

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**Update Your Committee Details Here  
To Ensure You Don't Miss Our Correspondence**

**[Click Here](#) or email us at [info@cmsolutions.org.au](mailto:info@cmsolutions.org.au)**

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## **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](#)
- [Centrelink – Community Organisations](#)

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