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WorkSmart Newsletter

February Newsletter 2025

Welcome to all our members to our first newsletter for 2025.

Thank you to all our renewing members and a sincere welcome, to all our member joining us for the first time this year.

We are very excited to have you all on board with us as we help and assist you with your people and finance needs to ensure that you can concentrate on your business.

We have just released our full webinar schedule for 2025, and all the topics and dates are listed within this newsletter, these are free for all our members so please register early for the webinars however if you cannot attend then all will be recorded and available for later viewings on our website.

These webinars were developed based on feedback received from our members so if you are seeking any particular topics that you would like us to cover then please send me a message or give me a call.

One of our webinars will be specifically catted to frequently asked questions that come up from time to time so if you have anything that you would like covered please let us know.

We are offering great bonuses for any member who refers us to another organization that subsequently joins as a result of that referral as part of our membership referral program so please take advantage of this initiative.

Our IR specialist will also be holding regular updates this year on changes as they occur or things to watch out for in the Industrial Relations space and these sort webinars will be conducted as the need arises so watch out for those also.

Our Health and Safety specialist will also be conducting a number of short training videos and or tool box talks on issues pertaining to all aspects of health and safety so our members can utilize them if they wish to for the purpose of training and or induction.

This year we will also be conducting a number of lunches throughout the year to give our members and potential members the opportunity to meet some of our staff and members of our Board so we are very excited about this initiative and I will be updating you on the

location of these in our next newsletter.

Although the new year is new we have hit the ground running providing some valuable advice and representation for our members in the HR space, running a number of audits in HR and Health and Safety and providing a number of audits by our Finance Team as well as providing extensive advice on a day to day basis to protect our members.

Looking forward to a productive, profitable and safe year ahead to all our members.

Thank you everyone,

Kind Regards,



Kevin Prendergast
Chief Executive Officer



Contents of this Edition

Introduction.....	Page 1
Membership Renewals.....	Page 3
Webinars.....	Page 3
Webinars Free for Members.....	Page 3
Scheduled Webinars for Members 2025.....	Page 4
Discounted Services for Members.....	Page 4
ATO NFP SELF-REVIEW RETURN REMINDER.....	Page 5
Safety Toolbox Talk.....	Page 5
Advertisement – Industry Partner – NGS Super.....	Page 6
Are your Staff Management Procedures in Order?.....	Page 6
Deductions from an Employee's Pay.....	Page 7
Disclosing remuneration and other benefits.....	Page 8
CMSolutions' Bookkeeping & Payroll Service.....	Page 10
WHS Audits.....	Page 10
Handover Checklist for Outgoing Executive.....	Page 11
Full HR Service.....	Page 12
Membership Referral Program.....	Page 14
Financial Audit Report – What's Next?.....	Page 14
Industry Partner Article– Guild Insurance.....	Page 16
Performance Appraisal.....	Page 18
Update Your Contact Information.....	Page 19
Employee Assistance Programs and Support Resources.....	Page 19
CMS Staff.....	Page 20

Membership Renewals for 2025!



It pays to renew your membership! Have you renewed for 2025?

Thank you to those who have already renewed!

[Learn more here](#)

If you have any questions or concerns please don't hesitate to email us at info@cmsolutions.org.au

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/>

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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- **March** - How to Comply with Procedural Fairness and Natural Justice
- **April** - Engagement and Retention of Staff
- **May** - How to Conduct Difficult Conversations
- **June** - Customer Service for Managers
- **July** - How to Manage the Employee Lifecycle
- **August** - Answers to Frequently Asked Questions from Members
- **September** - How to Interpret Modern Awards
- **October** - Interview Techniques for Recruitment
- **November** - Enterprise Bargaining Agreements
- **December** - Toolbox Talks for Health and Safety

CMS 2025 Webinars

Hosted by our CEO
Kevin Prendergast



Kevin is highly experienced in the not-for-profit space and has held senior roles for the last twenty years with Legacy Brisbane, Scouts Queensland, Mercy Community Services, Uniting Care Queensland, The NSW Institute of Sport, Disability Providers, Southern Cross Care and Stamford Hotels and Resorts.

Kevin has formal university qualifications in Justice Administration and Advanced Diplomas and Diplomas in Business, Human Resources, Workplace Health and Safety, Workplace Rehabilitation, Government, Risk Management, Security, Investigative practices and is a Justice of the Peace Qualified. He is also a licensed investigator with the Office of Fair Trading.

If you are a member please email your name, organisation and email address to communication@cmsolutions.org.au to reserve a spot

If you would like to become a member please email us at info@cmsolutions.org.au to organize membership

Discounted Services for Members

We often receive inquiries 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, [CLICK HERE*](#)**

ATO NFP SELF-REVIEW RETURN REMINDER

This alert is only relevant for those not-for-profit organisations not registered with the Australian Charities and Not-For-Profits Commission (ACNC) or are not taxable Not-For-Profits.

****READ MORE BELOW****

The Australian Taxation Office (ATO) has recently issued changes to reporting requirements for non-charitable not-for-profit (NFP) organisations. Those organisations affected by these changes would have received a letter from the ATO advising them that they must lodge an annual NFP self-review return. If you are not sure if your organisation is affected by these changes, please contact your BAS Agent, Tax Agent or the ATO as soon as possible.

The requirement to annually review entitlement to an income tax exemption hasn't changed; but notifying the ATO of the outcome has.

For the 2023–24 financial year onwards, NFPs must lodge an annual NFP self-review return via [ATO online services](#). The NFP self-review return was available online from 1st July 2024 and must be submitted by 31st March 2025. (Lodgement extended, originally 31st October 2024)

By this stage, you should have updated your ATO Associates so that your key committee members have access to the ATO online services via the ATO Relationship Authorisation Manager (RAM). If you have not done this, you should contact your Tax Agent, BAS Agent or the ATO as soon as possible for assistance. Also see our earlier Alert for further information in this regard.

For information on lodging the self-review return, refer to our alert [here](#)

For further guidance, follow this [link](#) to the ATO's website.

Safety Toolbox Talk

Once again, let's 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,
- Attempts 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 leads 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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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.

****READ MORE ON HR/IR HEALTH CHECKS BELOW****

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

For more information please contact the team at CMSolutions on 07 3852 5177.

Deductions from an Employee's Pay

Some deductions are authorised by legislation, and some are by written agreement between employer and employee.

****READ MORE BELOW****

Legislated deductions include tax and garnishee orders. An employee may request private deductions which may include insurance premiums, union dues and salary sacrifice payments e.g. Novated Vehicle Lease.

An employer can only deduct money if:

- The employee agrees in writing and it's mainly for their benefit.
- It is allowed by law, court order or from the Fair Work Commission/Qld Industrial Relations Commission.
- It may also be allowed under the employee's award or registered agreement.
- This may include salary sacrifice arrangements for additional payments into an employee's super fund.

Most importantly an employee must agree to private deductions in writing. The employee needs to put the request in writing and the employer should confirm in writing.

The employer cannot deduct money from an employee wage, if it benefits the employer directly or indirectly and is unreasonable. An employer cannot deduct money from an employee who is under 18 years of age unless their parent or guardian has agreed to it in writing.

For more information please contact the team at CMSolutions on 07 3852 5177.

Disclosing remuneration and other benefits

From 1 July 2024, incorporated associations will need to disclose remuneration and other benefits at their annual general meeting (AGM), even if the amount to report is zero.

****SEE HOW THIS EFFECTS YOU BELOW****

This applies to remuneration and benefits given to:

- management committee members
- senior staff, including people who
 - help make decisions that affect all or a significant part of the association's activities, or
 - have the capacity to significantly affect the association's financial position
- their relatives, including
 - spouse
 - parent
 - sibling
 - child
 - grandparent
 - grandchild

All incorporated associations—including those registered with the Australian Charities and Not for-profits Commission (<https://www.acnc.gov.au>) (ACNC)—must make this disclosure to members.

Remuneration

Remuneration includes salary, allowances and other entitlements. Other entitlements include:

- free coaching sessions
- waiving membership fees
- discounted purchases at your association's club or shop.

It does not include reimbursement of out-of-pocket expenses.

Benefits

Benefits are all forms of compensation paid or provided by your association or on behalf of your association in exchange for services.

Compensation includes, but is not limited to:

- social security contributions, paid annual leave and paid sick leave, profit-sharing and bonuses
- pensions, other retirement benefits, post-employment life insurance and post-employment medical care
- long-service leave or sabbatical leave, jubilee or other long-service benefits, long-term disability benefits
- termination benefits
- share-based payments
- non-monetary benefits such as medical care, housing, cars and free or subsidised goods or services.

Your association may decide certain free or subsidised goods or services are not considered benefits and do not need to be declared at your AGM.

This will depend on:

- the overall value of the goods or services
- the reason the person was given the goods or services
- whether any other member of your association has received similar goods or services in similar circumstances.

Management committees should be transparent and discuss what is considered a benefit with their members.

Making the disclosure

Your association must disclose remuneration and other benefits at its AGM in either:

- a document required by the Act to be presented at your AGM, for example your financial statements or the information you provide to the ACNC, or
- a written remuneration statement for the financial year.

It must include the total amount of remuneration paid and benefits given, and the number of people who were paid remuneration or given other benefits.

If your association did not provide remuneration or other benefits you can state this verbally, but it must be recorded in the AGM minutes.

Example case study

An association had an annual revenue of \$149,000 in the 2023–24 reporting period.

The association's treasurer and secretary manager received the following remuneration and benefits in the 2023–24 reporting period:

- the secretary manager's salary was \$80,000, including employer superannuation contributions
- the president was provided with a car, for which the costs totaled \$9,000.

Members—including the treasurer's spouse—were provided a free lunch valued at under \$10 when they worked in the association's shop. The association determined that providing the treasurer's spouse with free lunch was not considered a benefit because of its minimal value and the fact that other members were also provided free lunch when they worked in the shop.

As an outcome, the association would provide the following written remuneration statement at its AGM in October 2024: 'For the 2023–24 financial year, the association paid 2 people a total \$89,000 in remuneration and benefits

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

WHS Audits

Recently in the audits that I have undertaken I have found several consistent issues which pose a real potential risk to the health and safety of staff, visitors and children.

-Brian Abrahams

****READ BELOW TO SEE HOW CMS CAN HELP KEEP YOUR ORGANISATION SAFE****

I have recently had the pleasure of doing Workplace Health and Safety audits at some kindergartens, childcare centres, outside school hours care centres, and P&C Tuckshops.

All the centres that I have visited so far are well organised with very efficient and qualified directors and staff.

However, there are always some Workplace Health and Safety issues that require attention. Hazards in child related care centres cannot be taken lightly. Keeping children and workers safe is a key responsibility of all child related care centres.

Child-care safety is a multi-faceted task involving education, supervision, and importantly, the child related care environment. Hazard identification and elimination becomes a key part of the strategy.

I have observed that safety in child related 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 child-care 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 1 to 2 years will identify issues that might go unnoticed or might not be identified simply because of a lack of training and knowledge in that specialized 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 Workplace 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

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 have a 10% discount on OHS audits from March to June 2025 inclusive if you wish to take advantage of the reduced cost.

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

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.

Full HR Service

We are now offering a Full all-encompassing HR service to our members, and we have some current members who utilize this service and the feedback that we have received is that this whole of HR support has been invaluable to their organisations.

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

For our members for a discounted fee, we put your mind at ease by taking care of all your HR needs to allow you to focus on what you do best and your service delivery model without having to worry about any people challenges or issues.

We ensure that you are fully compliant with all your legislative responsibilities and that you comply with HR best practice in all facets of your operations.

We will ensure that your staff are culturally aligned with your mission and values, that they understand their role and responsibilities and that they comply with your code of conduct and are performing at their peak allowing you to focus on matters that are your expertise.

As a full HR Service, you are allocated with your own HR Consultant so that you receive constant service just like having your own HR employee without having to pay the full employees wage.

This saves on costs, training, coverage for sick or annual leave and recruitment costs and the time that it takes for an employee to come up to speed and also retention and replacement costs. You also do not have any issues with cultural fit.

One advantage is that not only do you have a designated consultant but if that consultant is not available then there is a whole team of other HR specialists here at Community Management Solutions to assist you with all of your inquiries so you will never not have someone available to deal with any issues including urgent and complex cases. Therefore, ample support is always available.

As our team are highly skilled and experienced we have the expertise to be a one stop shop to cover all your HR needs including but not limited to Industrial Relations advice and support, recruitment, performance management, health and safety, rehabilitation, learning and development, workplace investigations, wellness and retention programs, mediation and counselling, terminations and redundancies, audits and reports, checklists, policies,

procedures and templates, calculations of wages and leave provisions and overall support on all HR issues.

The cost is very reasonable, and we can provide an individual quote for you after you provide your current staffing levels, turnover rate, any current claims you are managing and any ongoing projects.

The cost can be paid on a monthly basis and there does not necessarily have to be a long term commitment therefore it can be utilized as a permanent solution or utilized periodically depending on your wants and needs at any particular time.

This service is designed for all our members, some will have no dedicated HR person and if that is the case we can provide all your HR needs.

Some will have their own HR team but who may have the need for additional support from time to time or be considering a new hire or a replacement hire to their current team. In this case this is a much more effective option with a whole team to support you when required.

For more information, contact Kevin on 07 3852 5177 or kevinp@cmsolutions.org.au

Membership Referral Program

Dear Members,

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

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

- 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, *
- One free handbook of your choice from our library (digital copy)
- Two hour Mentoring Session, *
- 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: _____

*Note: training sessions/mandatory sessions may be online depending on geographical location of the member.

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



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Financial Audit Report – What's Next?

It is important the Committee Executive takes the time to review any of the issues or comments raised by your auditor either in the audit report or in the accompanying

management letter.

****READ BELOW TO FIND OUT MORE****

Rather than taking these comments as criticisms use them as opportunities to improve your organisation. These observations are a great tool for strengthening your finance systems while also ensuring that your financial reports are accurate and relevant.

If your auditor gives you audit adjustments or journals you need to make sure that you post these in your financial records for the applicable financial year before you close the year.

Once any audit adjustments are posted your financial records should agree EXACTLY to the audited financial statements. If they do not agree you should get in touch with your auditor to get guidance on why they do not agree.

Once they agree you should roll your accounting software into the 2025 financial year. (As applicable)

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

- Expenses aren't authorised by two members of the Executive – as well as being a requirement this is a key control in managing the finances of your organisation. The Executive should be aware of what money the organisation is spending and why they are spending it. Fraud will often occur when the volunteer committee is not paying attention to which invoices are being paid or they are not taking the time to properly review the invoice before they authorise the payment. Having a current view of the activities of your organisation will ensure that you are always aware of what money needs to be spent and why.
- ATO (Australian Taxation Office) returns are not lodged and paid on time – all organisations that are registered for GST and / or have employees will have a requirement to lodge a monthly or quarterly return with the ATO. These lodgement dates are prescribed by the ATO and they will issue fines if the deadlines are not met. Good record keeping will ensure that your organisation (if you are GST registered) can very quickly identify how much GST is due to be paid or refunded and how much PAYG Withholding is owed to the ATO. The ATO website has a schedule of the lodgement dates for both Instalment Activity Statements (IASs) and Business Activity Statements (BASs).
- Superannuation is not paid on time – all organisations that employ staff need to ensure that the super guarantee amounts are calculated and paid to a SuperStream Compliant Superfund (or the ATO Small Business Superannuation Clearing House) by the 28th of the following month if you remit monthly or the 28th of the month following the end of the quarter if you normally remit quarterly. Late payments of super will incur fines and interest charges.

- Financial statements do not accurately reflect the financial position of the organisation – it is surprisingly easy to make a mess of financial records. We frequently see balance sheets that bear no resemblance to reality. Good quality bookkeeping is essential to good quality financial record keeping. It is also really important that someone on the executive understand what the financial statements mean. The financial records can provide a wealth of information about your organisation – but only if they are accurate.

If you have any questions about your financial audit reports or you would like to know more about our audit services or our bookkeeping and payroll services please feel free to contact us for more information on 07 3852 5177.

Article Supplied by Industry Partner

Guild Insurance



Social media is an ever increasing form of communication for many people in both their personal and professional lives. It presents people with many benefits in allowing them to communicate a variety of messages to many people with great speed and efficiency. However, those benefits need to be balanced with the many risks social media presents. Social media is a very broad term which includes any websites and applications which allow users to interact with other people as well as create or share information (text, photos, videos etc.).

There are endless examples where people appear to have not stopped and thought before they've posted on social media. Poorly considered social media posts can and do affect the personal and professional reputation and image of individuals as well as a businesses, even if the post isn't directly related to a business.

The following tips will assist individuals and businesses manage their risks when using social media

Have a business plan for how and why social media is to be used

When deciding whether or not to create a business social media presence, it's very easy to think 'if everyone else is doing it, so should I'. However there needs to be greater thought

put into this decision. The decision to use social media should be well thought out and based on a company's needs and business plans; the benefits and risks need to be considered

Business social media should be based on business requirements, not personal views

Business owners and managers need to be sure that when they make a decision on whether to use social media for their business, this decision is based on the needs of the organisation, not the owner's/ manager's personal views of social media. For example, a person who chooses to not use Instagram for personal use may still decide it's a great tool for them professionally. Business decisions and personal decisions regarding social media use should be separated.

Create clear business guidelines and processes regarding who is able to post on social media and how this is to be done

Due to the risks associated with social media interactions, it's very important that businesses have a clear process for who is responsible for posting on social media. The person undertaking this role needs to understand when social media is an appropriate form of communication and what sort of messages are to be shared using social media. This process should also provide guidance on how often social media is monitored and responded to and how to respond to negative comments.

Consider training for those staff responsible for social media

It's often assumed that young people are well versed in social media use however this isn't always the case. Also, not all users of social media understand appropriate business use and its associated risks. Therefore it's worth considering training in social media communications and its risks for the responsible staff members.

Understand the social media site you're using

There's a wide variety of social media sites available to businesses, all providing similar yet different benefits. When a business is using any of these sites, it's very important they understand the various functions within that site. Not fully understanding how a site works is going to increase the risks of using it.

Consider what messages should be shared using social media

All businesses have various ways in which they communicate with their customers and clients. Social media is generally designed for short sharp messages, yet not all information suits this style of communication. When businesses are communicating with their customers, they need to carefully consider how that particular message should be shared.

Carefully consider the implications of engaging with clients on social media

Professionals and businesses should consider if social media is an appropriate forum for them to be communicating with clients, both through business or personal accounts. Engagement through personal accounts can blur professional boundaries. When using business accounts, some conversations may not suit social media, especially if the conversation appears in a public setting. It's important to consider what conversations are

best had away from social media and when to take a discussion off line.

Understand that you can no longer separate personal and professional use

Unfortunately, many people hold a view that what they write within a personal social media account in their own time will have no bearing or impact on them professionally. However, this is not the case. Whether fair or not, professionals are always representing their profession and professional self; personal social media posts can be considered to be representing a professional view. Therefore, the professional impact needs to be considered before any personal post is made.

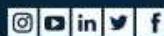
Don't believe that any post is ever private

Too often people post information on social media which they intended to remain private and not be seen widely. However social media can never truly be private. Many online groups claim to be private and state that members require approval. However non-approved users don't need to be particularly savvy to access these groups and then share or copy information being posted. Professionals need to remember that if they don't want their colleagues, clients or competitors seeing a social media post, it should never be posted on either personal or business accounts.

Never post in haste, all posts need to be carefully considered

As mentioned earlier, social media is designed for quick short messages to be shared widely. This means social media can encourage messages to be shared with little thought or planning which on occasions leads to poorly worded messages which are easily misinterpreted. It's important to pause and think through a message before it's shared.

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Don't go it alone

Guild Insurance Limited ABN 55 004 538 863, AFS Licence No. 233 791. This article contains information of a general nature only, and is not intended to constitute the provision of legal advice. Guild Insurance supports your Association through the payment of referral fees for certain products or services you take out with them. EAR035056 Understanding Social Media Risks (Early Learning) - risk article subprod 09/2023

Performance Appraisal

A performance appraisal is typically referred to by definition as a “periodic and systematic process whereby the job performance of an employee is documented and evaluated”..

****CAN YOU CONDUCT A PERFORMANCE APPRAISAL? READ HOW TO BE BELOW****

In reality, as in all things within the HR sphere what seems to be a simple process can be in fact a highly skilled art which requires a degree of skill and expertise to obtain the best possible result for both employer and employee.

Done correctly and in accordance with best practice the performance appraisal can be invaluable and a key part of your employee retention strategy.

They are often underutilised and undervalued and there is sometimes a clear lack of understanding on the scope of the review and its purpose.

Some advantages of performing a review correctly can include:

- Enable your people to feel understood, valued and appreciated.
- Give them honest and a clear direction to move forward with clearly set goals.
- The ability to resolve grievances or misunderstandings rather than waiting for them to escalate.
- Improve both personal and team morale.
- Improve employee alignment and culture.
- Obtain improvements in the ability for a person to perform the inherent requirements of their role.
- Refocus individuals and teams.
- Enable management to reflect of the persons role and service delivery model.
- Develop additional rapport with an employee.
- Assess the training and development needs of your people both individually and in a team.

Please remember that Community Management Solutions can provide both group and one on one training for our members in Performance Appraisals and those members who have taken advantage of this opportunity has provided us with excellent feedback on the success of the training.

Update Your Committee Details Here

To Ensure You Don't Miss Our Correspondence

[Click Here](#) 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](#)
- [Centrelink – Community Organisations](#)



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