



Community Management Solutions

E-News

9th Edition

In this Issue

Welcome to our September edition. Did you know that there is less than 3 months until Christmas? This year is flying by and if your organisation is anything like ours the closer it gets to Christmas the busier it gets.

CMS have another two seminars coming your way read all about them in this month's edition.

There is an interesting read on making sure your organisation has adequate insurance and we introduce you to our Executive Officer Mr Charles Hardy as we celebrate his 10 years of service with CMS.

Happy reading.

October Public Holiday

Community Management Solutions will be closed Monday 6th October 2014 for the Labour Day public holiday.

Reminder that employees (except casual employees) which normally work on the day a public holiday falls are entitled to be paid their base pay rate for the ordinary hours they would have worked if they had not been away because of the public holiday.

The base rate does not include:

- Any incentive based payments;
- Bonuses;
- Loadings;
- Monetary allowances;
- Overtime; or
- Penalty rates.

If you need any further information in relation to the upcoming public holiday please do not hesitate to contact CMS on 07 3852 5177.



Committee Handover Seminar

The last term is fast approaching and it is time to start thinking about handing the reins over to your successors. Remember all the things you wished you knew when you started? Want your next Committee to keep the great momentum you have built up instead of spending time hunting down information and getting up to speed? Time to get things together to make sure the next in line can power into 2015 thanks to you!

Community Management Solutions are offering a seminar preparing you for the end of year and making sure handover is seamless.

Come along on Tuesday 21st October to the Kedron Wavell RSL and get started on the end of year checklist.

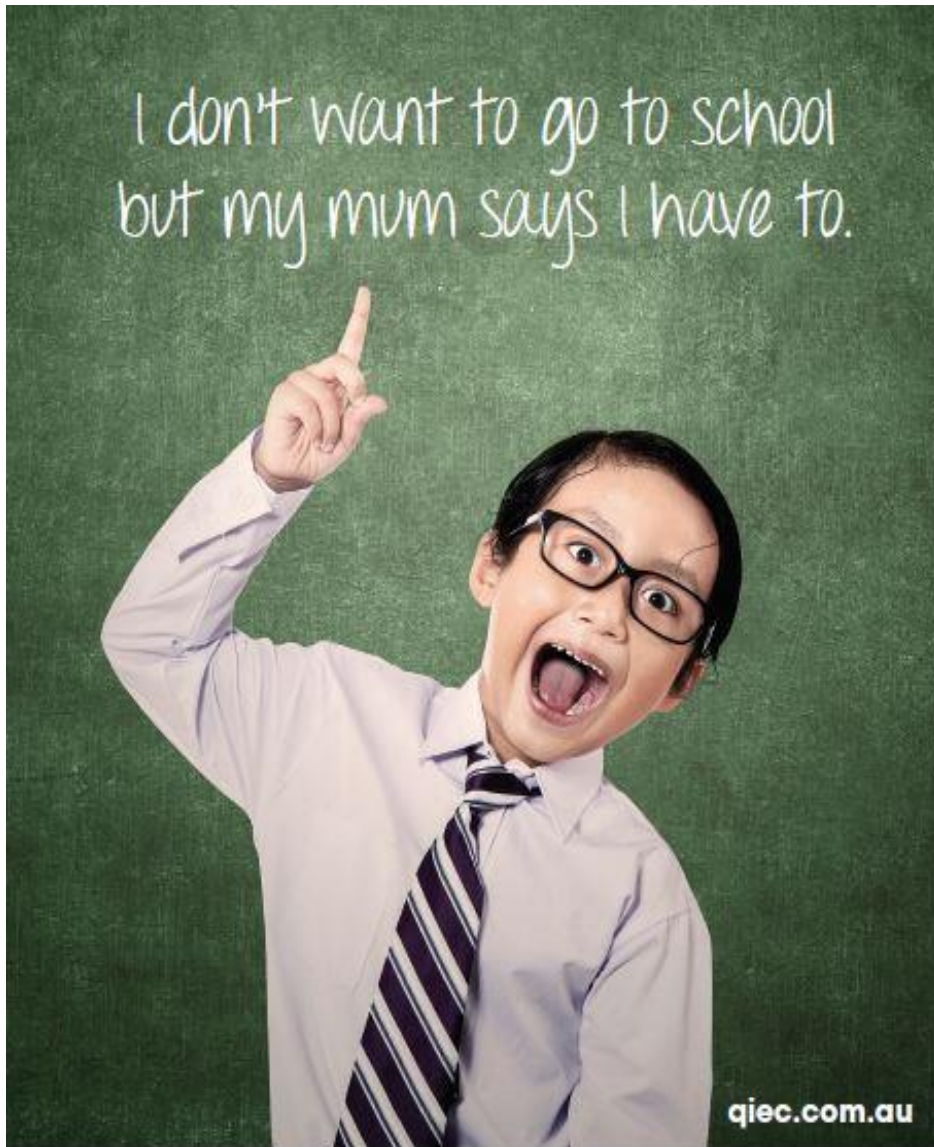
This additional seminar for 2014 is only \$25 for members and \$50 for nonmembers so book your seat today.

Special offer! Refer a friend and you'll both receive a little 'sweetener' from New Farm Confectionary.

Visit our [website](#) to register now.

Daylight Savings

In New South Wales, Victoria, South Australia, Tasmania and Australian Capital Territory, daylight saving begins 2am Sunday, 5th October 2014 (turn the clock ahead an hour). It ends at 3am Sunday 5th April (turn the clock back an hour).



Super is like a good education.
You'll appreciate it in the future.

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Has your organisation got adequate insurance?

It is important to ensure that your organisation is adequately insured. Insurance should cover all the assets of the organisation.

The assets will include all the contents of the buildings, outside play areas and equipment, stocks of educational supplies and libraries.

The insurance should also cover all the fixtures and fittings of the buildings, as well as the buildings themselves if they are owned by your organisation.

Even if your organisation doesn't own the building you use your organisation may be responsible for insuring it. You should contact the organisation you lease the building from to clarify who is responsible for insuring the buildings.

Your organisation should also ensure it has appropriate insurance for all other risks such as Public Liability insurance and insurance for special events such as Fetes.

The organisation's insurance coverage should be updated at least each year and again if significant items have been purchased since the last review. For example if you complete the construction of a new playground you will want to update your insurance cover immediately.

Now is a good time to pull out your insurance policy, see what your organisation is covered for and assess whether all your insurance requirements are adequately addressed.

We would urge you to contact your insurance company or broker to discuss your insurance coverage so you can ensure its adequacy and completeness.

CareMonkey

While out and about at a recent conference, we met Troy from CareMonkey. He has developed a fantastic app that helps keep track of the medical and emergency contact details for anyone (children, clients, staff) over whom you have a duty of care. Follow this [link](#) to see how it works. We think that whether you are running a daycare centre, kindy, OSHC, P&C or care facility this clever idea can save you time and money in reduced administration and paperwork, and may save a life in an emergency.



Introducing...Charles Hardy

Charles has been the Executive Officer of Community Management Solutions since 2004 and does a good job of keeping us all in order. We would like to take this opportunity to congratulate Charles Hardy, the Executive Officer of CMS who will reach his 10 years of service on the 4th October 2014! HIP HIP HOORAY!

If you have had the pleasure of meeting Charles already you would probably know that apart from looking after CMS, Charles has two great passions. The first is anything to do with Work Health and Safety. Charles is currently studying his Masters in Safety Science. He is also a bit of a motorcycle enthusiast and regularly goes on weekend rides with fellow enthusiasts.

Can employees cash out Annual Leave?

Cashing out of Annual Leave refers to a situation in which an employee is paid accrued Annual Leave but does not take this time off work.

Under the Fair Work Act 2009 paid Annual Leave must not be cashed out unless;

- A. Cashing out is included in a modern award or enterprise agreement; or
- B. In the case of an employee who is an award / agreement free employee, if an agreement between the employer and employee is reached.

For the majority of our members this will mean that your employees are unable to cash out their Annual Leave.

In the following awards cashing out of Annual Leave is prohibited (this may change after the four yearly review of modern awards):

- A. Social, Community, Home Care and Disability Services Industry Award 2010;
- B. Educational Services (Teachers) Award 2010;
- C. Children's Services Award 2010; and
- D. Fitness Industry Award 2010.

If you wish to make an agreement with an award/agreement free employee you must ensure that after the employee has cashed out their annual leave, four (4) weeks of annual leave accrual remains and ensure that the agreement is made in writing.

Never assume, pick up the phone!

Recently CMS heard from a member who had interpreted the award incorrectly which resulted in overpaying their employees. This can easily be prevented by utilising your CMS membership.

If you or your committee are unsure of anything regarding your employee's wage rates, entitlements or conditions of employment rather than assuming you know the answer or think you have interpreted it correctly pick up the phone and call one of our friendly Employment Relations Advisors. One phone call could save your organisation a lot of time and money!

When an employee resigns in the heat of the moment

Management should exercise caution if an employee resigns after an argument or 'in the heat of the moment' situation.

There have been many cases when the courts have found that the employer has a responsibility, despite the employee being very clear of their intentions, to clarify that they have resigned.

If an employee resigns in the heat of the moment, the employer should;

- Give the employee a reasonable amount of time to calm down; and
- Seek clarification from the employee as to whether they meant to resign.

If an employee reiterates the resignation in a reasonable time after the heated comment, or engages in actions that indicate the employee meant what they said, e.g. preparing a resignation letter, it is more likely to be a valid resignation. Please don't assume that a resignation is valid just because an employee declares their resignation in a letter or email. If the statement follows shortly after the initial outburst a court may decide that there are not enough reasonable grounds to recognise it.



What to consider when designing a WH&S training program

One of the first things to do when designing a training program in WH&S is to consider the following factors.

- The type of work being carried out;
- The nature of the risks associated with the work;
- What control measures are in place at the workplace;
- The qualifications and experience of the worker;
- The work environment, e.g. what other hazards exist in the workplace;
- The equipment and materials necessary to undertake the training; and
- The period of time before a refresher session will be needed.

Inductions for new employees in WH&S

Inductions are one of the most important things an employer does when a new employee commences work with the organisation.

It is essential to induct new employees into the organisation by;

- Explaining to the employee their specific role and requirements;
- Explaining how the employee's job fits into the organisation operations;
- Describing the products and services of the organisation;
- Explaining who the clients and customers are;
- Introducing the employee to the workplace by showing them the physical layout of the workplace, including facilities such as staff kitchen and toilets;
- Explaining the basis work requirements, which can include how to log onto computers, how to use the phone system and where stationery is kept;
- Detailing safe work practices that are relevant to the employee's role; and
- Explaining how health and safety is managed in the workplace.

MEMBER FEEDBACK!

We are always looking for ways to improve our services so if you think there's something that we could be doing better please let us know. Give us a call on 07 3852 5177 or 1300 007 110 or send us an email info@cmsolutions.org.au

The employer should provide new employees with the organisations policies and procedures that govern the business and make sure the employee signs a form to confirm that they have read and understood each policy and procedure.

Most importantly make sure your employees are aware of all potential safety and health risks within your business and that they know how to respond to them.

One other important point, when employees are returning from extended leave they may need refresher training or close supervision in WH&S while they are adjusting back into the workplace.

"You have BRAINS in your HEAD,

You have FEET in your SHOES,

You can STEER yourself any

DIRECTION you CHOOSE."

~ Dr. Seuss

CMS WH&S Audits

All CMS Work Health and Safety Audit Inspections include:

- An onsite inspection of all parts of your organisation, detailing hazards and associated risks.
- A basic evaluation plus evaluation of risk management processes.
- A comprehensive report of findings and recommendations on things like disease prevention, manual tasks, basic food safety, electrical safety, hazard identification processes, risk assessment, risk control, policies and procedures and training requirements.

All of this for just \$1200 exclusive of travel costs for CMS members. Contact CMS on 07 3852 5177 to find out more information and to book your WH&S Audit today.

Frequently Asked Questions & Answers

Q1: Does annual leave accrue while an employee is on paid annual, carer's leave, sick leave, personal leave or compassionate leave?

A1: Yes annual leave accrues while an employee is on paid leave. These kinds of leave do not accrue when an employee is on any kind of unpaid leave e.g. parental leave. This is because leave accrues during times where service counts. Paid leave generally counts as service, unpaid leave does not.

Q2: We want to offer some flexibility to our employees during the G20 Summit to discourage unplanned absences. What can we do?

A2: Consider allowing paid or unpaid leave if the employee's absence can be accommodated by the business, or allow staff to swap shifts with employees who are more easily able to accommodate the public transport disruptions (i.e. employees that walk/run/bike to their place of work). The key is to deal with requests for leave consistently and fairly.

Q3: We think our business will be severely impacted by the G20 Summit. What can we do?

A3: The Fair Work Act 2009 (Cth) includes provisions which enables employers to stand down employees, without pay in situations where they cannot usefully be employed during a period because of a stoppage of work which the employer cannot reasonably be held responsible for. An award or agreement may provide stand down provisions or may include terms allowing an employee to take paid annual leave in particular circumstances. Employers are highly encouraged to check their award or agreement to see if it contains provisions about stand downs and to seek advice from a CMS Employer Relations Advisor.

CMS Christmas Wrap Up!

Community Management Solutions Christmas Wrap Up is our last get together for 2014. It has been a busy year and we would like to take this opportunity to offer you a cup of tea and a chat to thank you for your support throughout the year.

We will also have a special guest speaker, Jay Beckley from Behaviour Solutions to offer some handy tips to prepare you for the Christmas vacation.

Jay is a behaviour specialist with a master's degree in Psychology (MEdPsych(Hons)) and runs a Brisbane based practice that supports parents, teachers and children who are struggling with behavioural difficulties. Jay takes an environmental approach which considers a child's strengths and works with parents and teachers as a team with a goal of creating a supportive environment to help each child succeed academically, behaviourally, emotionally and socially. So come along and hear what he has to offer.

Secure your spot today! FREE for all CMS Members and only \$25 (Inc GST) for all Non Members. [Register Now!](#)

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