



Happy Christmas

On behalf of the team at the ACSEA I would like to wish all our members a happy Christmas and prosperous 2009. We have had a very busy year working with, and on behalf of our members and some of our achievements this year are highlighted below:

- After extensive negotiations we clarified the Long Service Leave situation with Community Kindergartens across Queensland;
- We commenced our now highly sought after (and very busy!) Bookkeeping and Payroll service;
- We have assisted our members in excess of 150 disciplinary matters with employees; some of these were drug related, fraud and performance matters. This particular aspect of your membership is FREE and represents exceptional value for money given, our competitors charge handsomely for this type of service.
- We successfully introduced a range of training programs priced for the community sector;
- We developed a Committee Manual and a new Staff Handbook (one of our competitor's charges over \$700 for a similar product) both of which have been very successfully received; and
- We introduced our Human Resources and Industrial Relations audits which have been keeping us busy throughout the latter part of the year.



Accordingly, after a very busy year we wish you and yours a happy Christmas and look forward to continuing to be of service in 2009.

Tax Assistance For All

The Tax Office has released a new online GST guide designed to provide non-profit organisations, charities and gift-deductible entities with information to help meet their GST obligations. In particular, the guide covers areas of GST administration that non-profit organisations often have difficulty with including:

- What is a non-profit organisation?
- Registration
- Common accounting and reporting errors
- Common GST errors
- Change in use of goods and services
- Incorrect claims for third party payments
- Sales to associates for inadequate payment
- Grants, gifts and sponsorship
- Making adjustments or corrections on activity statements

The information titled GST tips for non-profit organisations (NAT 72516), and GST essentials for non-profit organizations are available on the Tax Office website.

Source: [Non-Profit News Service No. 0216 - GST tips for non-profit organisations, Tax Office website.](#)

Forgery Does Happen

We are still hearing reports of staff attempting to forge Treasures signatures. Committees need to be aware that these situations go on and as usual, it's just a corrupt few that spoil it for the rest of the majority of good employees who do a great job. Be aware!



IN THIS ISSUE

Member interests

- Happy Christmas
- Tax Assistance For All
- Forgery Does Happen
- Working From Home Can Cause Problems
- Too Much Blind Faith can be Dangerous
- ACSEA Manuals Are Useful
- Student Free Days
- RDO's and the 38 Hour Week
- Stress and Workplace Health and Safety
- Designer Salaries - Not Likely
- Student Free Days - Kindergartens

ACSEA Manuals Are Useful . . . And Can Save You Money!

As stated earlier in this newsletter we have carried out a lot of staff dismissals at the behest of members this year. A lot of the members we have acted for have subsequently purchased both the Employment Manual and the Counselling & Disciplinary Manual. These very cost effective and proactive manuals contain loads of useful information, policies and procedures that greatly assist committees in dealing with many of the day to day issues which confront our businesses.

Student Free Days - Kindergartens

Each year at this time we often receive enquires from our Community Kindergarten members in the following terms;

"Is it OK for the staff to close the Kindergarten on the last day of the year?"

The ACSEA advises as follows;

The Early Childhood Education Award and the Queensland Early Childhood Education Certified Agreement 2006, do not have any provisions for student free days.

Therefore Committees cannot be forced to have a child free day on the last day.

However the Committee may approve an arrangement where children do not attend on the last day so staff have free time to finalize arrangements for closing the centre for the vacation period so long as they have made a considered decision to do so.

Where it has been custom and practice for this arrangement to be used Committees should be aware of the practice and the arrangement should be outlined in the Centre Handbook so all parents are aware of the practice..

Some centres have a practice where the children are at the centre on this last day but leave early after a Christmas function/party.

Individual centres need to make their own decisions on this matter and record their decision in their minutes and their handbook for the guidance of future committees..

Working From Home Can Cause Problems

Management/Executive Committees need to be aware that employees who take work home are placing themselves and their business enterprise at "significant risk". Employers cannot control the home environment and as a result you could be in breach of the Queensland Workplace Health and Safety Act. If employees need to do extra work either extend their hours or re-evaluate the position. To obtain further advice around developing strategies for this simply call ACSEA

Too Much Faith Can Be Dangerous

We recently had a situation where a departing (and disgruntled) employee was asked to return the centre Laptop containing all the Accounting & Payroll records.

Unfortunately the employer was surprised to find the departing employee had exacted the ultimate revenge by wiping ALL the information from the system. To add insult to injury they (the employer) were then fined by the ATO for failing to lodge specific reports on time. Need I say more!

SOLUTION: ALWAYS back up to an external hard drive which is kept off site AND go easy on the blind faith – disgruntled people can do very stupid, and very costly, things.

ACSEA Bookkeeping Service Pays Dividends

One of our members who continues to subscribe to our Bookkeeping and Payroll service recently advised us that they have already saved their entire Bookkeeping and Payroll fees due to the reduction in their Audit fees. Ask ACSEA how you can benefit from this service

RDO's and the 38 Hour Week

Generally speaking Rostered Days Off (RDO's) are no longer part of the working week. Some Awards (Childcare Award) allow employers to employ staff for up to 10 hours per shift and mention conditions for the management of RDO's, but for the most part RDO's do not apply. If you are not sure what your Award allows contact ACSEA for the right advice.



Contact the ACSEA on 3852 5177

and we will assist you in identifying what it is you should be looking for.

Do all your employees have a compliant letter of Appointment and Confidentiality deed ?

Have you recently joined as a new member ?

Recently hired an new employee ?

Did you conduct a reference check before hiring ?



The standard working week in Australia is 38 hours per week (7.6 hours per day), usually worked Monday to Friday. According to ABS figures 36% of the Australian workforce work a standard 9 to 5 week. Here's a few interesting stats on how we got to our current working week and annual leave entitlements – Memories!

History of the working week

48 Hour Week

1856: Building tradesmen win the Eight Hour Day in Melbourne.

1873: Victorian government gives female factory workers the Eight Hour Day.

1874: Victorian Government contracts make the legal working day eight hours.

44 Hour Week

1920: The 44 hour week awarded to timber workers and engineers.

1939: The 44 hour week is applied to all industries.

40 Hour Week

1948: Introduction of the five day 40 hour working week for all workers.

38 Hour Week

1981: Metal Industry gains the 38 hour week, which then becomes the current

National standard.

36 Hour Week

2003: Building industry gains the 36 hour week with Rostered Days Off (RDOs).

History of Annual Leave Entitlements

One Week

1936: A week of annual leave on full pay is awarded to printing workers.

It had already been included in some State awards.

1941: Metal Trades award results in one week of annual leave becoming standard.

Two Weeks

1945: Metal Trades award results in two weeks annual leave becoming standard.

Three Weeks

1958: New South Wales Labour government grants three weeks annual leave.

1963: Following campaigns by Trades and Labour Councils, three weeks annual leave becomes standard.

Four Weeks

1973: Four weeks annual leave for public servant union members granted by the Federal Labour government.

1974: By 1974, today's standard annual leave of four weeks had been achieved

For further assistance in developing sound recruitment and selection strategies contact ACSEA.



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Stress & Workplace Health & Safety

We all from time to time have to address the issue of stress in ourselves or in others.

What is stress? There are many definitions but one of the best regarding stress in the workplace is:

The physiological and emotional responses that occur when workers perceive an imbalance between their work demands and their capability and/or resources to meet these demands.

Stress is not a disease. Responses to stress may be positive or negative depending on:

- The amount of control sufferers have over the situation
- The amount of support they receive
- Individual response of the person

In the vast majority of instances people adjust to stressors and are able to continue to perform their normal work duties. Some other factors about stress are as follows:

- It is often influenced by resources (time, money, energy) being insufficient to meet the harm, threat or challenge
- It often brings about a fight or flight response
- It can progress through the stages of alarm, resistance and exhaustion
- Children, the elderly and the poor may be particularly adversely affected

From page 3

Whether an event is stressful depends on how it is appraised. Often a supportive environment where work is enjoyable and people have fun helps us to appraise situations in a balanced, objective way. This is not to diminish the work but it is known that we all perform better when we are enjoying what we do and make it enjoyable for others.

Prolonged stress can lead to health problems such as cardiovascular disease, musculoskeletal disorders and mental illness. Stress presents in stages and it's always best to seek help before serious fatigue sets in.

Our overall wellness can influence the effects of stress. Here are some ways we can control, and in some cases diminish, the effects of stress:

- Reduce physical stressors (noise, crowding, temperature, lighting);
- Reduce unpredictability and ambiguity in expected tasks;
- Involve workers in decisions that affect them;
- Make jobs interesting;
- Promote meaningful social relationships;
- Reward good work;
- Supervisors look for signs of stress (boredom, apathy, hostility, poor health, absenteeism, tardiness);
- Promote general health and well being including diet, lifestyle and exercise; and
- Have fun at work, smile and laugh.

ABOVE ALL COMMUNICATE, take a personal interest in each other and be mindful of the issues outlined above.



Discover a better way to reach your financial destination.

We are excited to announce that as of January 1st 2009, QIEC Super members can benefit from a fantastic range of financial services.

Queensland Teachers' Credit Union Financial Planning (QTCUFP) and Outlook Financial Solutions (Outlook) are our preferred providers of financial planning and related services. Your point of contact for a complete suite of financial services, QTCUFP and Outlook are experienced providers of:

- Superannuation
- Retirement planning
- Wealth creation
- Savings plans
- Education funding
- Centrelink – pensions, allowances and fringe benefits
- Redundancies and rollovers
- Gifts and inheritances
- Income protection and life insurance
- Estate planning
- Mortgage broking

advice options to suit all lifestyles

Outlook and QTCUFP offer the flexibility and convenience of accessing professional, high quality advice over the phone in addition to face to face meetings.

Call **1300 669 445** for high quality advice suitable for your individual circumstances. Outlook and QTCUFP offer you a free, no obligation initial consultation.



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'Designer Salaries' - Not Likely!

We have had a disturbing trend identified by some of our incoming new committee members. It seems that some staff deliberately wait until a new committee come on board and then, attempting to capitalise on their "newness" present them with a list of demands citing issues such as:

- The old Committee used to let us work from home
- We can get \$4 per hour more working elsewhere, we want a pay rise or where walking
- These are my hours
- Here is a list of my toil hours, pay me etc

Here is some advice/tips for new Committee members that we believe can nip this sort of unscrupulous behaviour in the bud!

1. If the work can't be done in the allotted time either there is too much work or the employee is not managing their time effectively. Past investigations have found that the following behaviour can impact on an employees effectiveness - taking voluminous personal calls at work, running another business from your place of work etc.
2. Working from home should be discouraged given the employer is not able to control the work environment (the home) and places the employer at an unacceptable risk from a workplace health and safety perspective.
3. Having employees threaten to walk stating that they can get more money somewhere else is just that, a threat. If they could get \$4 per hour somewhere else why are they still with you? If employees want to walk, let them, as you don't need employees threatening you...ever!
4. It pays to remember employees are there to suit the needs of the business, not the other way around. You can still be flexible, however the needs of the business must always come first.
5. If employees can't provide evidence that there said TOIL was approved then you would have to seriously question why the employee is bringing this issue to you now. A smart move is to check things with your previous committee and ensure the claim is legitimate.

REMEMBER, most employees/staff are good people - the nature of the businesses that we work in attract (for the most part) great people - however it's just a few that spoil it for the rest. If you are ever in any doubt, or you are ever presented with a "list of demands" please give ACSEA a call.



... and finally

Once again have an absolutely great Christmas and I and the team here at ACSEA look forward to being of continued service to you in 2009.