

Service Charter

Current as of:
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1. AVAILABLE SERVICES (FY24 AND FY25)

1.1 Bookkeeping Services

- Entering and/or verifying the entry of customer and supplier invoices into accounting software (this includes verifying customer/supplier ABN and GST registration status)
- Entering and/or verifying the entry of payments and receipts from bank and other electronic methods
- Emailing / communicating any queries related to the accounts for the period
- Ensuring the correct integration of different business systems into the accounting record, (for example point-of-sales systems or add-on solutions)
- Reconciliation and/or verification of the of all bank, loan, and credit card accounts
- Reporting Balance Sheet, Profit and Loss and other reports as required
- Reporting outstanding debtors and creditors (if applicable)

1.2 Payroll

- Setup employees in payroll system
- Prepare payroll weekly/fortnightly/monthly
- Email payslips to employees on completion of pay run.
- Monitor employee entitlements
- Lodge Tax File Number declarations
- Review, advise and lodge PAYG Withholding and Superannuation guarantee obligations upon receipt of authority from the Client Representative.
- Reconcile End of Year wages & subsidiary accounts including certifying with relevant authorities and TPAR upon receipt of authority from the Client Representative
- Report, lodge STP Finalisation including employee income statements upon receipt of authority from the Client Representative.
- Roll over payroll year (if applicable)
- Report, lodge STP Finalisation including employee income statements upon receipt of authority from the Client Representative.

- Act on your behalf in respect to your dealings with the Australian Taxation Office to access employee superannuation stapled funds through Online Services for Agents/Business. This authority extends to all areas agreed between the Client and the BAS Agent which the BAS Agent is permitted to undertake by law, but not limited to:
 - Accessing employees stapled superannuation funds when superannuation information has not been received from the employee.
 - Allocating the superannuation stapled fund to the employee's payroll details.
- Act on your behalf in respect to your dealings with the Australian Taxation Office in relation to lodgment of SGC Statements through Online Services for Business. This authority extends to all areas agreed between the client and the BAS Agent which the BAS Agent is permitted to undertake by law, but not limited to:
 - Assist the business owner to add the BAS Agent as an authorised user for OSfB.
 - Prepare and lodge SGC Statements on behalf of the business.
 - Obtain PRN and set up payment plans in OSfB.

1.3 Business activity Statements (BAS)

- Review and report on monthly/quarterly BAS
- Email reports and declarations to the Client Representative.
- Lodgement of BAS upon receipt of authority from the Client Representative.
- Monthly/Quarterly/Yearly GST reconciliation and relevant BAS adjustments upon receipt of authority from the Client Representative.
- Liaise with the accountant as to any end of month journals or adjustments or as requested by you

1.4 EOFY

- Review end of year reports
- Provide accountant with information as required for year end
- Liaise with the accountant as to any End of Year journals or adjustments
- Ensure essential and required business records are maintained and stored for the financial year

- If applicable, roll file over to new financial year

1.5 Other Services

- Analysis and advice on Industry Award (access to HR specialists can be arranged for expert advice in this area)
- Consulting/Training of staff in accounting software

1.6 Budget planning

- Liaising with your insurance broker when requested and assisting with insurance needs for your business
- Applying for and managing government grants
- Liaising with your finance broker when requested.
- Other consulting services as required by you from time to time.

2. CLIENT RESPONSIBILITIES

2.1 Communication

You are responsible to ensure that your current business details including physical and postal addresses, phone numbers, email addresses, are up to date with all appropriate authorities.

You must also ensure that we always know how to contact you. Without limitation, we you to nominate a primary contact point (phone, physical address, and email) for all our dealings with you and provide 14 days notice of any change.

You must ensure that we always have current and up to date registration identifiers (ABNs, TFNs etc) for your business.

2.2 Accuracy, Reporting, and Recordkeeping

You are responsible for preparing and maintaining proper and accurate books, records, and statutory returns for your business.

You are also responsible for keeping all records necessary to substantiate your legal compliance.

As your advisor, we may sometimes ask questions about your books and records, including to sight primary substantiating records such as tax invoices. This does not transfer responsibility from you to us. We are entitled to assume that you have obtained and retained the correct records.

The responsibility for reviewing final reports and/or work rests with you. We will correct our own errors free of charge. Other corrections will incur fees.

2.3 ATO Lodgements

You must by law authorise all ATO lodgements, including Activity Statements, Superannuation Guarantee Charges, and TPAR reports (if applicable). We will not lodge anything with the ATO until you do this in writing in any form we reasonably request from time to time. If lodgements are late because you have not communicated your authorisation to us, you are responsible for all fines.

2.4 Data

You own and are solely responsible for your own data.

Data backups are your responsibility. Sometimes, we may take our own paper or electronic backups of information. This does not transfer responsibility from you to us. We are entitled to assume that you have obtained and retained the correct records.

We recommend that you read the terms and conditions and privacy policies of all third parties with whom you deal, including cloud bookkeeping software providers, in advance of signing-up. These documents contain important information including when those third parties may access your data, backup your data, delete your data, or refuse you access to your data.

Subject to our Standard Terms, you must remove our access to your data if our engagement is terminated, and collect from us all other property of yours, within a reasonable time.

2.5 Health & Safety

You are responsible for health and safety in your workplace. If we attend your workplace, we are entitled to expect healthy and safe work environment. Examples include but are not limited to the provision of a safety regulated chair, adjustable height desk, private workspace, and a non-smoking area.

3. FREQUENTLY ASKED QUESTIONS

3.1 Where do you perform your work?

We usually work remotely, with face-to-face meetings either at our office or your business premises from time to time as required/requested.

3.2 How do you access my data?

We will be provided with specific user access to your software and systems to enable our processing and the identification of the work performed.

3.3 Do I need my own accounting software subscription?

Most of our clients have their own software subscriptions (Microsoft, MYOB, Xero, QuickBooks etc). If this is not you, we may be able to arrange a subscription on your behalf.

3.4 What if I need something done that isn't an "Available Service"?

Send us an email and ask! If it's within our experience and competency, we'll offer to help and provide a task-specific quote. Sometimes, we may be able to offer referral or introduction to other more appropriate professionals.

3.5 Please help me with Single Touch Payroll (STP), Phase 2.

Sure, we'd love to!

STP Phase 2 became mandatory from 1 January 2022. We can provide further details about the changes, or there is plenty of information available on the ATO website.

Several steps are involved to enroll your business in STP Phase 2, including reviewing and updating your existing payroll setup and potentially upgrading your software.

3.6 Why are you asking for my Director Identification Number?

Your Director Identification Number (DIN) is a unique identifier that you apply for once and keep. Applying for a DIN involves proving your identity to standards set by the Australian government. This is a compulsory step introduced including for anti-fraud reasons. Asking for your DIN is one of the steps we take to ensure that we know your affairs and only work with (or under the authority of) the correct persons.

4. MEMBERSHIPS AND ASSOCIATIONS

4.1 Xero

We are a professional partner of Xero. This allows us to be constantly updated about developments to their software, participate in specialised training and benefit from their loyalty program including by discounted subscription fees.

4.2 Institute of Certified Bookkeepers (ICB)

We are a Member of the [Institute for Certified Bookkeepers](#) (ICB).

4.3 Tax Practitioners Board (TCB)

We are a "BAS Agent" registered with the [Tax Practitioners Board](#) (TPB).

5. COMPLAINTS/CONCERNS

5.1 We aim to provide the highest standard of professional service and are focused on the concerns of your business. If for any reason you feel you have not received the level of service expected or have an issue to raise, please contact:

Jesse Ahern
jesse@2609consulting.com.au
0402 314 910

to discuss how the problem may be resolved.

5.2 Sometimes, you may be able to complain to the [ICB](#) or [TPB](#).