

Our Terms of Engagement

These Terms of Engagement set out the things we're required to disclose to you, our commitments to you, the way we'll work together, and what we need from you to ensure we can deliver our services to you at a high standard, as efficiently as possible.

If you have questions about any of these Terms, please contact us to discuss them prior to accepting our proposal. By accepting our proposal, you agree to be bound by these Terms.

We may update these Terms from time to time. We'll keep you informed of any changes we make.

Our Core Values

- Our Core Values guide our behaviour and we expect our team and clients to respect and live into our Core Values:



Our Commitment to You

- We're committed to helping you to the best of our ability, working with you to make fully informed decisions which are best for you and your business
- We want you to see the value in the services we provide you
- We won't recommend services unless we truly believe you will receive more value than the price you pay
- We won't undertake any work without first giving you an estimate of the price
- We value our relationship with you and want you to feel confident that you can reach out to us with any questions you have - ask us about our complimentary Quick Queries service
- We won't tell you what to do; we'll listen to you, ask questions, identify potential options and their risks and benefits, and support the decisions you make

Our Expectations of You

- We expect you to provide us with any information we need in a timely manner, and to the best of your abilities
- If you need help to get your information in order, let us know so we can assist you, it will save you time and money in the future
- We may send you pre-work to complete prior to some of our meetings which we expect you to complete by the required date and to the best of your abilities; the more time you spend thinking about the answers to our questions, the more value you'll get from our meeting
- We're obligated by law to undertake certain identity checks and we expect you to provide this information upon request
- We'll recommend you have processes in place to ensure you get paid on time; please respect our firm's processes and ensure payments are made on time

Australian Taxation Office (if engaged for compliance services)

- You authorise us to act as tax agent for all associated entities noted in the proposal
- This authorisation allows us to query and change information on your ATO account(s) through the ATO Online Services or the ATO staff
- This authority also allows our main representative discretion to delegate access to your ATO information to other members of our organisation
- Other delegated members of our organisation will also be able to query and change information on your ATO account. You also authorise us to act on behalf of yourself and other taxpayers identified as associated with this engagement

Authority to Obtain Information

- Our work involves collecting your personal information relevant or incidental to our work
- Your personal information will be held securely at our offices and will be retained for as long as may be relevant to the engagement and, except where otherwise noted in this letter, will only be used or disclosed for purposes related to the engagement
- You can contact us at any time to access your own personal information and correct it if required
- You confirm we have authority to communicate with any third party (including IRD) if the information sought is relevant to our engagement

Extent of Services

- We don't accept responsibility for the accuracy and completeness of accounting records and other information you supply to us, or for the reliability, accuracy, and completeness of the financial information compiled on the basis of those records and information
- We also don't accept any responsibility for the maintenance of adequate accounting records, an adequate internal control structure, and the selection and application of appropriate accounting policies within your organisation
- You're solely responsible to users of the financial information we compile
- The information you supply must be provided on a timely basis
- Our engagement doesn't include the investigation or discovery of internal control weaknesses, errors, illegal acts, or other irregularities, including without limitation, fraud, or non-compliance with laws or regulations. However, we will inform you of any such matters which come to our attention during the course of our engagement
- If we're unable to complete your financial statements, or we consider the information to be misleading, we may refer to such matters within our compilation report or we may determine, at our sole discretion, not to issue a report

Independence

- Independence is not a requirement for a compilation engagement
- If we are aware that we are not independent, this fact will be stated in our report
- However, we will not conduct a comprehensive review to determine whether we are, or are not, independent

Information and Disclosure

- The conduct of this engagement is in accordance with the professional standards, rules and ethical requirements of the Chartered Accountants Australia and New Zealand
- However, as members of the Chartered Accountants Australia and New Zealand, we are subject to, and bound by, the disciplinary procedures and rules of the Institute, and our work and files are subject to the practice review rules of the Institute under which compliance with professional standards by members is monitored
- These procedures and rules require us to disclose to the Institute, its reviewers, and/or its disciplinary bodies, our files and work papers including client information. By allowing us to undertake this engagement (whether or not you sign this letter), you acknowledge that, if requested, our files relating to this engagement will be made available to the Institute, its reviewers, and/or its disciplinary bodies
- We assure you that the same ethical standards regarding confidentiality that we adhere to apply equally to the Institute's reviewers

Professional Rules and Obligations

- We'll compile your financial statements in accordance with the standards issued by Chartered Accountants Australia and New Zealand and NZ GAAP
- We'll always act in accordance with any bylaws, regulations and ethical guidelines of our regulatory body and accept instructions to act on that basis
- We won't be held liable for any loss, damage, or cost arising from our compliance with statutory or regulatory obligations, copies of which are available in our offices

Retention of Records

- We will store accounting records that we hold on your behalf for a period of 7 years after the applicable balance date
- At the end of that period, unless you write requesting they be forwarded to you, the records will be destroyed using a secure document destruction method

Use & Distribution of the Financial Information

- We understand that the intended use and distribution of the financial statements is for the purposes of completing your tax return, so if this should change you must notify us immediately
- We will not accept any responsibility to any person, other than you, for the contents of the financial information

Other Services

Should other services be required such as financial planning, assistance with finance, legal services or insurance we can introduce you to our colleagues from within our internal network who will provide a separate engagement for their services.

If authorised by you we may share your information with our internal colleagues to ensure you are provided with the best solution possible.

Work Papers

- Material you provide us remains yours and will be returned to you when the engagement is completed
- Work papers that we create will remain our property
- At the end of that period, unless you ask us to send that information to you, the records will be destroyed using a secure document destruction method

Hourly Rates

Should additional services be necessary beyond the original scope of services our hourly rates for our team members are as follows. Please note that we prefer to quote total costs upfront where possible and not charge for our work on an hourly basis.

Position	Hourly Rate
Managing Director	\$500 + GST
Manager	\$250 + GST
Supervisor	\$180 + GST
Junior Accountant	\$130 + GST
Administration Staff	\$ 90 + GST

Annual Accounts - Mutual Expectations

Your Invoices and Documents

- If you use Xero, MYOB or similar accounting product, you need to upload all significant invoices and documents relating to bank transactions to your accounting file or provide us these documents

The Annual Questionnaire

- We'll send you an electronic Annual Accounts questionnaire at the end of your financial year
- Please complete and submit within 30 days

Proposal and Acceptance

- If on a monthly agreed service plan, your plan rolls over every year unless we agree to a change; such change is to be documented in a signed proposal
- If not on a monthly agreed service plan, we'll send a proposal for your Annual Accounts and Tax Returns a month before we are due to begin work

Meeting with your Account Manager

- Your Account Manager will schedule a face to face or virtual meeting after you've submitted your Annual Questionnaire, at which you'll:
 - Go through your completed Questionnaire
 - Discuss any major transactions for the year
 - Sign off the proposal, if you haven't already

Review of Information

- After the meeting, we'll review your data and information and get in touch if anything is missing
- Please supply missing information within 48 hours

Work Commences

- When we have all the required information, we'll start work on your Annual Accounts

Queries Resolved

- We'll get in touch if we have any queries
- Please respond within 48 hours

The Annual Accounts Review meeting

- We'll schedule a meeting after drafting your Annual Accounts
- We'll send you pre-work to complete, along with a copy of the draft Accounts to review, so that you get as much value as possible from our meeting

Target Completion Date

- We'll complete your draft Accounts within 30 days of commencing the work