

Terms of Engagement

Confidentiality

Any information and all matters connected with and relating to the client's business and its performance are confidential and no party shall disclose them to any other person except his, her or its legal and financial advisers and bankers (and then only if the recipient agrees prior to receipt to keep the information disclosed confidential) unless the prior written consent or waiver of the client is first had and obtained. This excludes third parties such as staff or contractors of Effective Services and software houses that host your information such as accounting or cloud storage systems. By using our services you agree to your data being stored in the cloud and understand that your bookkeeping may be performed by our contractors.

We will have our own passwords to access your information as necessary. You should not disclose your passwords to us unless absolutely necessary. Under no circumstances should you ever disclose your banking password to any employee or contractor of Effective Services.

Lodgement of Business Activity Statements

Before lodgement of any necessary documentation on your behalf, we will forward draft documentation to you (client) for approval. We shall endeavour to ensure that documentation is lodged with the relevant departments by the due dates, provided all the information and documentation is received by 14 days prior to due lodgement date to allow us adequate time for preparation and lodgement of the documentation. We will not be liable for any penalties for failure to lodge the Business Activity Statement on due date of lodgement if documentation has not been provided. Tax Office requirements mean you must return a signed declaration to us before we can lodge any return.

Responsibility for Bookkeeping Records

We advise that the responsibility for the maintenance of business records and availability of records rests with you (the client), including the protection of and prevention against fraud. It is important to remember that you are personally responsible for the information contained in any statutory return and that you must retain all necessary supporting documentation to substantiate the transactions. It is also important to state that as a BAS Agent/Bookkeeper we are unable to enter data without supporting documentation or correct GST details.

We keep working papers for all work performed off site and some copies of work performed on site. You give your consent for these records to be stored on-line through third party providers.

Software and backups

We are not responsible for the performance of any software you use in your business or we use on your behalf. Cloud systems performance may vary depending on your internet connection and the configuration of your hardware or network. If you stop paying your software subscription you may lose access to your records. You are responsible for maintaining backups of your business records. We suggest downloading reports and transactions listing at the end of each BAS or other accounting period and maintaining these in your own files. We will also keep copies of your reports in our working papers. There may be a fee for us to provide these to you if you are no longer using our services. You agree that we may need the software provider's customer support to access your data file from time to time.

If you are using an Effective Services subscription to your accounting software you agree to pay the monthly subscription at the advertised price. If you have not paid the Effective Services invoice which includes your subscription charges within 30 days we reserve the right to cancel your subscription. If you stop paying your software subscription you may lose immediate access to your records.

Bank Feeds

Some software allows bank transactions to be downloaded from the bank directly into the software. For this to happen it will require you (the business owner) to either log into the software to set up the bank feeds or to complete a form to send to your bank. These bank feeds cannot be set-up without your permission. This does not give us access to your bank; we can only see the transactions downloaded into the software. We still need bank statements to be provided by you. If you have any further questions please let us know.

Ownership of Documents

Any source documentation engaged to prepare financial reports; Business Activity Statements and any other documents remain the client's property. We will keep our working papers on file for 7 years. All documents will be securely destroyed after this time.

Ownership of the Accounting Software File

If our license for Accounting Software is used for your business, a licence removal fee may be charged at completion / termination of our bookkeeping services.

If you choose to discontinue our services including the provision of software through us, we shall cease our licence to that software noting that it is your responsibility to ensure you have retained the necessary business records that you are required to maintain.

If we have incurred subscription fees on your behalf in advance, then any early termination of this agreement may result in the balance of those subscription fees to be paid to us.

Please be aware that many software companies include in their terms and conditions the right to access your data file for their use and information. By giving us access to your business data (whether through my subscription or your own), in any accounting related software you also acknowledge that the terms and conditions of the software provider/s allow for their access to your data.

Payroll

All payroll will be calculated from information provided by you. This includes identifying the correct Award applicable to your employees, timesheets, staff contracts, TFN Declarations, Super Choice Forms and any other document that affects the calculation of payroll. We will use this information to process payroll, calculate PAYG Withholding and superannuation. The information will be supplied to us by you at least 48 hours before any pays are due to employees. You agree to check all payroll calculations before transferring any monies to employee accounts.

We cannot be familiar with all Awards therefore we will need to rely on you to advise us of the Award applicable to your employees and anything in that Award that affects the payroll calculations. We can assist you with gathering and researching information but we are not industrial relations advisors. We strongly suggest you employ a legal specialist for advice on industrial relations matters.

We can provide an 'HR Intermediary' service where we obtain advice from HR specialists such as Workforce Guardian or Austwide Tax and Payroll. Effective Services would work with you to identify any issues or questions you may have about your workplace relations and payroll compliance. All advice would be from the experts or by utilising appropriate websites. Our fees for this service are \$175 an hour.

Communication with your Accountant

As a matter of professional courtesy, we would always seek your permission to discuss matters or send information to your Accountant.

Terms of Payment

Our terms of payment are strictly 7 days from the date of each invoice. We will provide you with an itinerated account of all fees, costs and disbursements from time to time. We reserve the right to increase our fees on an annual basis by a minimum of the increase in the CPI. We charge an additional half hour for visits to your office. Included in our fees are quarterly newsletters including updates from the tax office, software providers and business issues. Please let us know if you don't wish to receive these. In some cases there is a fee for software as a service and we on bill these fees to you. Please note: We may receive a commission from third parties for software sales or subscriptions.

Cancellation Fee

We reserve the right to charge a fee of 2 hours if our appointment is cancelled with less than 24 hours notice.

Phone or Email Support

Quick phone calls and emails are all part of our service but a charge may apply when extended support is required.

Standards

We aim to provide the highest standard of professional service and are focused on the concerns of our business clients. If for any reason you feel you have not received the level of service expected or have an issue to raise, please contact myself to discuss how the problem may be resolved. Furthermore, as a Member of the Institute for Certified Bookkeepers (ICB), I

am subject to the ethical requirements of ICB and its Investigations and Disciplinary processes. These requirements cover issues such as Code of Conduct and Ethics, adherence to Bookkeeping Standards, requirements to undertake Continued Professional Education. Should there be an issue regarding the ethical or business practices of either me or my Company, such matters may be referred to ICB.

Indemnity

You agree to us indemnify us for any loss that may result from third party claims arising from the provisions of the services. If there is a claim against us for loss, the loss will be proportionately reduced by the extent of your contribution to the loss.

Termination of Engagement

This agreement may be terminated by either party with one month's written notice. Upon termination by you, the client, you agree to pay any outstanding fees including 3rd party software subscriptions or transfer fees. Once final payment has been received we can release your accounting file.

Terms of Engagement

We reserve the right to amend these terms and conditions from time to time. A current copy will be posted on our website www.effectiveservices.com.au.

“Liability Limited by a scheme approved under Professional Standards Legislation.”

14th April 2017