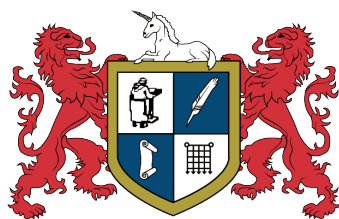


THE INSTITUTE
OF CERTIFIED
BOOKKEEPERS

EDITION 9
**Annual Survey
Report**



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OF CERTIFIED
BOOKKEEPERS

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THE AUSTRALIAN CONTEXT

The ICB Annual Survey is commissioned each year to gain insight into the bookkeeping industry and the successes and challenges that bookkeepers and the bookkeeping industry face.

In 2019 we obtained 606 responses to the survey, and not surprisingly (86%) of respondents are ICB members.

Bookkeeping in Australia remains in a different place than most of the world. Other countries are encouraging all “advisors” but with an emphasis on accountants to embrace technology, automate processes and to start providing advice to the business. There are even voices stating that bookkeeping can be replaced by automation.

They’re clearly not speaking to the advisors market in Australia. Bookkeepers provide far more than data entry and are integral to adding value to business much more than what can be automated, and the results of this, our 2019 survey, back up that position.

Australian bookkeepers have for some time been leading businesses to embrace technology and automate processes. Bookkeepers are taking an increased lead in implementing the use of technology by Australian businesses, and more and more are showing that as bookkeepers a key part of our service delivery is to be on top of the impacts technology.

Whilst there are some who are concerned in relation to automation and overseas outsourcing of traditional bookkeeping work, (68%) of respondents have indicated that they are not concerned about the future of bookkeeping, with one respondent saying:

“We’re not concerned about the future of our industry - very excited to be a part of it and to be able to offer some incredible client insights, efficiencies and solutions that they previously didn’t think possible. Very much looking forward to seeing where this new industrial revolution is going to take us - Anything is possible!”

Since our first annual survey, which was undertaken in 2009, this year’s survey highlights some significant long term shifts in the way bookkeepers provide their services and the actual services that they provide and reflects the ongoing changes imposed on business and the bookkeeping industry in Australia.

SURVEY FINDINGS

ALL ABOUT YOU

Consistent with prior year surveys respondents this year again highlight that bookkeeping is a predominantly female dominated industry and interestingly this demographic hasn't changed significantly since 2009. There has been a slight shift in respondents of the survey being (81.9%) female in 2009 to (86%) female in 2019.

The majority of bookkeepers live within 100kms of a capital city in the eastern states (73%) which is expected given Australia's population spread, with the highest number of respondents residing in Victoria (28%).

It is interesting to note that the average age of bookkeepers has actually increased since 2009 from (39%) being in the 41-50 age bracket to (35%) being in the 51-60 age bracket this year, although combined (66%) still sit in the 41-60 age bracket, the same as 2009. This trend indicates that respondents are getting older which presents us with a series of questions to be asked as an industry. Do we have an aging profession or are younger bookkeepers not engaging with professional associations?

Respondents have been in their business for the same amount of time with (50%) being in business more than 16 years. Over the past 10 years there has been a clear movement for bookkeepers to band together with an increase of (31%) less respondents still indicating that they are trading as a sole operator bookkeeper (50%) and the reflective increase in multi person practices.

Since the introduction of the BAS Agent regime in 2010 the number of bookkeepers that are either undertaking a formal qualification or have already completed a formal qualification has dramatically increased from (38%) in 2009 to (3%) in 2019. The primary qualification held by bookkeepers is the Certificate IV in Bookkeeping &/or Accounting, being the minimum education requirement for a BAS Agent. This is indicative of the increasing number of bookkeepers who either have or are looking towards becoming a registered BAS Agent. (13%) more respondents are now referring to themselves as BAS Agents over the title of Bookkeeper or Consultant to what they were 5 years ago.

(31.6%) of ICB members who have responded also hold memberships with other professional associations, (9.5%) of which are held by Accounting Associations.

YOUR EMPLOYEES

Whilst multi person practices are becoming more popular over the long term, over the past 12 months we have not seen a significant shift in the employee make up of practices. There does appear to be a growing trend to hire up to 6 part time employees up (8%) in the past 6 years, whilst there has been a decrease of full time hires over the same period by (16%) The hire rates of casual employees remains consistent at (47%) as has the engagement with contractors at (34%). What is clear is that there is a preference to engage an employee inside a multi person practice rather than a contractor. Challenges around determining the differences between employees and contractors may reasonably be contributing to this result.

There has been a shift in the average rates of pay for bookkeepers in employment in 2019. Whilst full-time and part-time pay rates have remained consistent with prior years, the rates of pay to casual employees have risen. In 2018 (60%) of bookkeepers were being paid \$21-\$30/hour which has slipped (11%) in 2019 to (51%). An increase of (10%) or (46%) of bookkeepers, are being paid in the \$31-\$40/hr wage bracket. There has been a similar indicative shift in the rates paid to contract bookkeepers with (56%) being paid in the \$31-\$50/hour bracket.

CLIENT SERVICES

In line with prior year surveys (54%) of bookkeepers have 15 clients or less, however (24%) now have 30+ clients as compared to (21%) in 2009.

(82%) of respondents have remote access to their clients.

(87%) of respondents are using an engagement letter in some capacity, however less than half respondents (46%) are using them always. This leaves a significant number of bookkeepers at risk of being exposed in the event that there is a dispute over services and or fees.

Word of mouth referrals, particularly those from existing clients, are still the most effective method of attracting new clients. As is consistent with prior years, (14%) of respondents say that they attract new clients via software partner searches and partner programs.

Consistently (61%) of respondent still bill their clients offering 7 day payment terms, and consistent with last year (46%) of respondents say that hourly rate is still their preferred billing method, followed by a combination of fixed fees and hourly rates (28%).

(64%) of respondents are telling us that they are still taking on more clients. Interestingly of those respondents that are not taking on more clients (38%) have been in business for between 8-15 years, (83%) are happy with the financial return of their business, (64%) spend less than 5 hours on their own administration and (30%) have less than 5 clients.

Of those respondents that bill clients for their software subscriptions (44%) bill their clients monthly, however (35%) indicate that billing a client for software subscriptions is not part of their responsibility. Interestingly when it comes to utilising digital signing software (45%) of respondents are not using any at all. (40%) of respondents are using electronic signing in Xero, Adobe & GovReports.

When it comes to managing the business registration details of clients, (47%) of respondents don't make or maintain updates and changes to ABN details. Of those respondents who do (98%) make the required updates within the regulatory 28 day period and 70% make them online.

PROFESSIONAL PRACTICES

There are a wide variety of industries that bookkeepers support and service. The top 3 industries are Construction (69%), Hospitality (42%) and the Not For Profit sector (40%).

Rates that bookkeepers charge is heavily discussed each year. The average bookkeeper charge rates for bookkeeping services are increasing, having lifted from \$62/hr in 2013 to \$70/hr this year, an increase of (13%) over that time.

Over the same period average charge rates for high end, troubleshooting and consulting services have also risen, (13%) to \$92/hr and BAS Services by (11%) to \$86/hr.

It is widely accepted that if a certified bookkeeper were to be engaged in an employed capacity, they would fall under the entitlements of the Clerks Private Sector Award 2010. From 2013 to 2019 the wage rates and entitlements under this award have increased by (19%) or (6%) more than the average contractor charge rates.

By comparison a full time or part time level 5 employee under this award would today be entitled to earn \$26.20/hr (\$51,800 p.a) plus superannuation, a level 3 employee (considered a certified bookkeeper entry level) would be earning \$23.97/hr (\$47,400p.a.). In reality, the 2019 average market rate to employ a bookkeeper who can take accounts to trial balance stage in Australia is \$63,000 p.a plus super or \$75,000 p.a for a senior bookkeeper (per Hays Personnel Salary Guide 2019). Therefore, considering superannuation and leave entitlements, plus the costs of running a professional bookkeeping business, to earn a comparable income as a contractor a minimum charge rate cost would be between \$71 and \$81/hr.

(59%) of respondents are working between 21 and 40 hours during non BAS periods, with (5%) or less working less than 5 hours or more than 50 hrs per week. The percentage of respondents working above 50 hrs per week is decreasing. During BAS periods the results shift up a bracket with (55%) of respondents working between 31 and 50 hours. The number of respondents working above 50 hours has also reduced this year by (5%). These figures suggest that bookkeepers are becoming more aware of trying to maintain a good balance between work and home life.

ICB requires each member to undertake 15 hours of CPE each year. The TPB has similar requirements for registered BAS Agents. Disappointingly (24%) of respondents have indicated that they are struggling to meeting that requirement (66%) of which have indicated that they are a registered BAS Agent.

The most widely used tools and resources that respondents are using to help in their bookkeeping services are unsurprisingly Computerised Accounting (88%) and also the ATO website (88%) and the ICB website (85%) both of which have an increased level of use from prior years.

YOUR SOFTWARE

For the first year of this survey Xero has surpassed MYOB as the most used software by bookkeepers with (49%) of respondents using Xero in their own businesses, and (78%) using it with their clients. In comparison the prior software leader, MYOB, is being used in (38%) of bookkeepers own businesses and (77%) are using it with their clients. Intuit is being used by (40%) of respondents with their clients and (20%) are utilising Reckon.

When evaluating the satisfaction of the use of software:

Software	Most satisfied feature	Rate of respondents	Least satisfied feature	Rate of respondents
Intuit QuickBooks	Price	72%	Usability	61%
MYOB	Usability	66%	Price	50%
Reckon	Usability	56%	Usability	38%
Xero	Usability	76%	Support	44%

In relation to software partner programs respondents are most satisfied with Xero's partner program (4.01 out of 5) and least satisfied with Reckon (3.26 out of 5).

Bookkeepers preferred method of software support is still by phone (3.05 out of 5) and prefer Self-paced online learning via videos.

BAS AGENTS

In line with surveys of recent years, (82%) of respondents this year have indicated that they are registered BAS Agents, and (85%) of ICB members are BAS Agents, highlighting the importance and value of being a registered BAS Agent in Australia today that respondents have recognised. (98%) of BAS Agents have indicated that they will renew when next due, up (9%) from 2017.

In relation to Agents interactions with the Tax Practitioners Board (TPB) (75%) of respondents have indicated that the online registration process is easy or very easy and (76%) have indicated the same about the online renewal process. Respondents are relatively happy with the effectiveness of the TPB with each criteria assessed scoring between 3.2 and 3.9 out of 5. (55%) of respondents are satisfied with the TPB, however (31%) of respondents remained neutral.

BAS Agents are still identifying that the 2 biggest barriers to lodging activity statements by the due date is clients not providing timely information (60%) or receiving incomplete or incorrect information from their clients (30%). The primary method of lodging activity statements being used by respondents is via ATO online services (incorporating the old BAS & Tax Agent Portals) at (62%), with (7%) still lodging via paper format. The primary format for lodging end of year payroll obligations to the ATO was via business accounting and payroll software (54%) and (74%) of respondents also utilising the ATO Online services and portals.

(96%) of respondents are using accounting and payroll software to meet their Single Touch Payroll (STP) reporting requirements.

ATO

At the time of the survey (November 2019) (59%) of respondents had setup their myGovID in readiness for the change over from AusKey identification technology, which was to be decommissioned on 1 March 2020.

(70%) of respondents have indicated that overall they are 70% satisfied with the ATO.

GOING DIGITAL

Bookkeepers appear to be invested in technology, with (34%) of respondents indicating that they are early adopters of technology. It's widely accepted that approx. (13.5%) of the general population are early adopters, so bookkeepers are engaging with technology at two and half times the rate of the general population. Respondents have indicated that the trigger to invest in new technologies they are looking for technology that provides them with a single solution (3.52 out of 5) and security enhancements are always a close second. Encouragingly (86%) of respondents are engaging in multi-factor authentication practices to enhance the security of their data.

There are still some significant external barriers to moving businesses into the online environment with (59%) of respondents indicating that their biggest barrier is clients who are resistant to change in line with prior year surveys. (54%) have also indicated that the reliability of internet services is still a significant barrier, up from (46%) in 2018. Given that (64%) of respondents have indicated that they are utilising NBN services and (75%) of respondents say they are satisfied with their services, there are some challenges to be faced in relation to the stability of the online world versus offline capabilities.

One respondent captures automation and technology well:

"I think that there is a danger in so much automation, much as it's wonderful, in that we as practitioners can become lazy and/or complacent. We need to walk that line where we are utilising technology but not losing our ability to see between the lines, pick up on oddities and outliers and solve problems..... it's utilising the tech but not losing our edge."

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YOUR SOFTWARE 25

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If you are a member of the following software partner programs, how satisfied are you with your membership?

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Rank your preferred methods of software support...

Rank your preferred methods of software training...

BAS AGENTS 28

Are you a registered BAS Agent?

Do you use the ATO's Online Services?

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Will you renew your BAS Agent registration when it is next due?

How easy is it for you to complete the following with the TPB...

Indicate to what extent you agree or disagree with the following statements about the TPB...

What is the biggest barrier to lodging the BAS by the due date?

THE ATO 30

Have you setup s myGovID?

Have you setup a Relationship Authorisation Manager (RAM)?

How satisfied are you with the ATO?

How satisfied are you with the TPB?

How do you lodge the BAS?

How do you lodge your end of year payroll obligations with the ATO?

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GOING DIGITAL 32

How would you describe your attitude towards technology adoption?

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What percentage of your online accounts and services is protected with multi-factor authentication?

What is the main type of internet connection you use for work?

How satisfied are you with the internet connection you rely on?

Are you concerned about the future of bookkeeping?

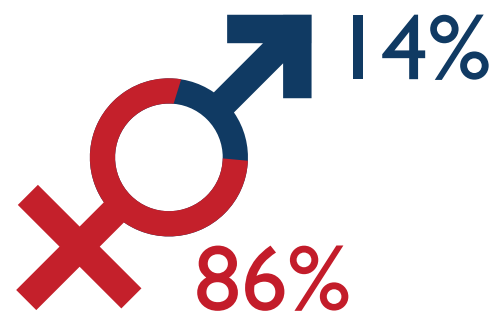
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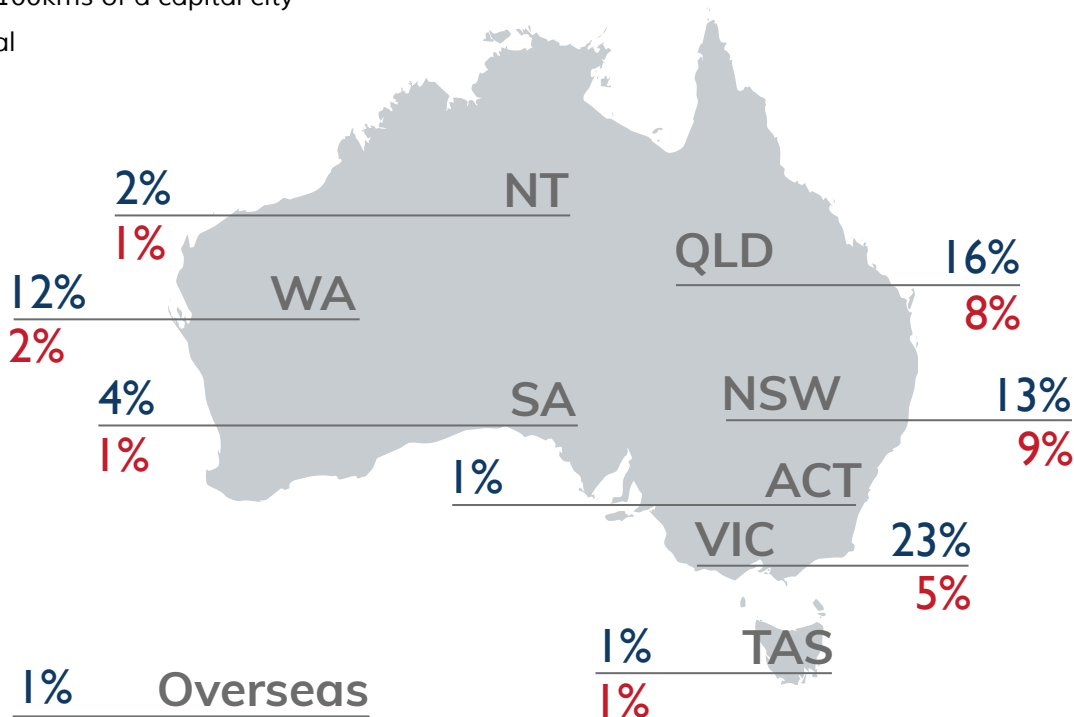
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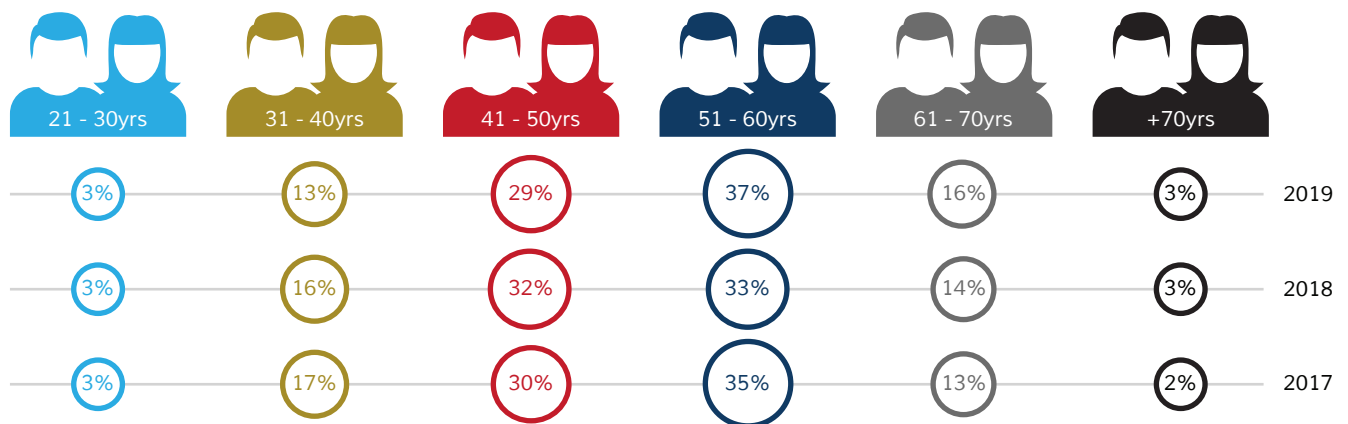
Which state or territory are you based in?

- Within 100kms of a capital city
- Regional



ALL ABOUT YOU

What is your age?

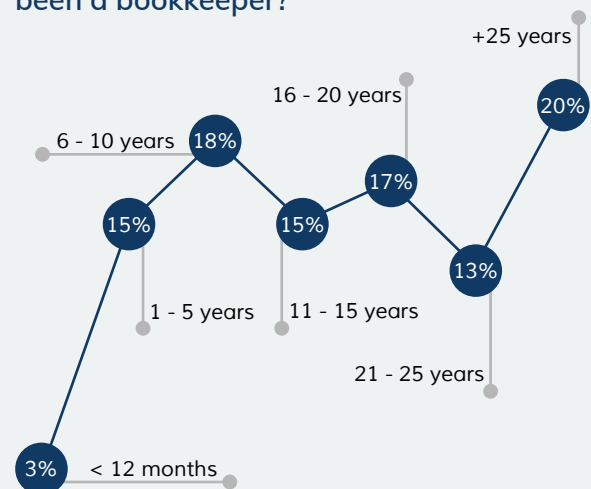


What social media platforms do you use for networking and to promote your bookkeeping services?

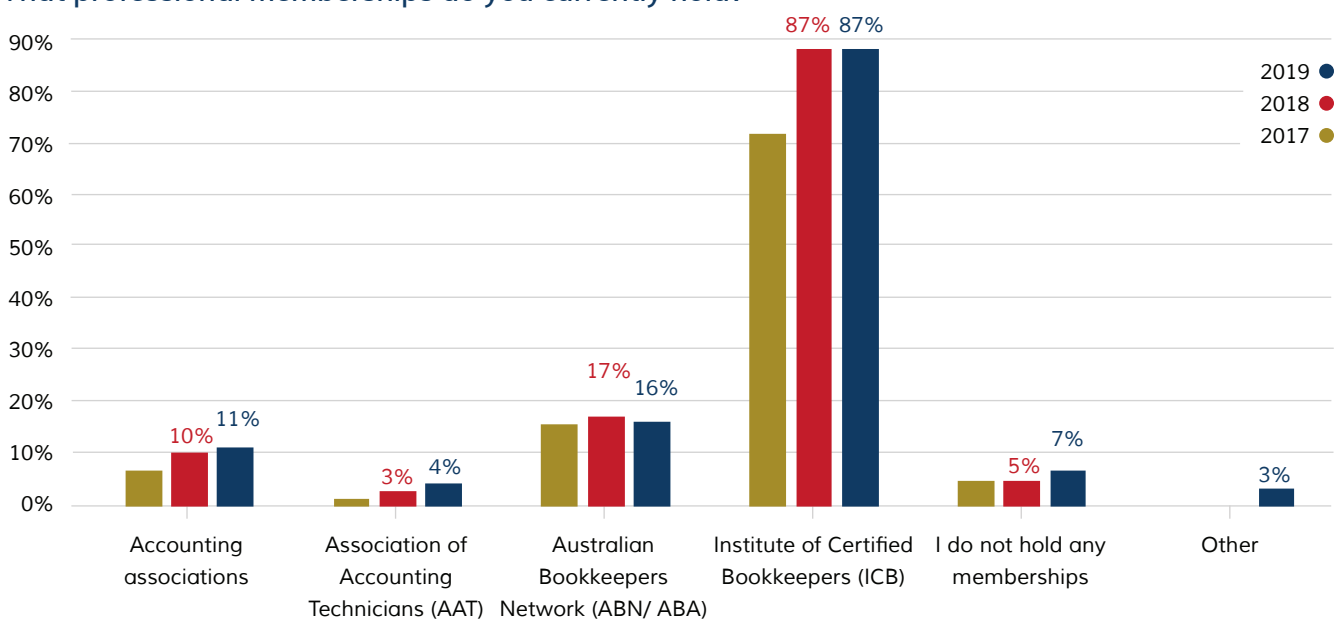
*Other social media platforms totaled a combined percentage of 25%, including platforms such as Twitter (3%), Instagram (8%) and Google+ (8%).



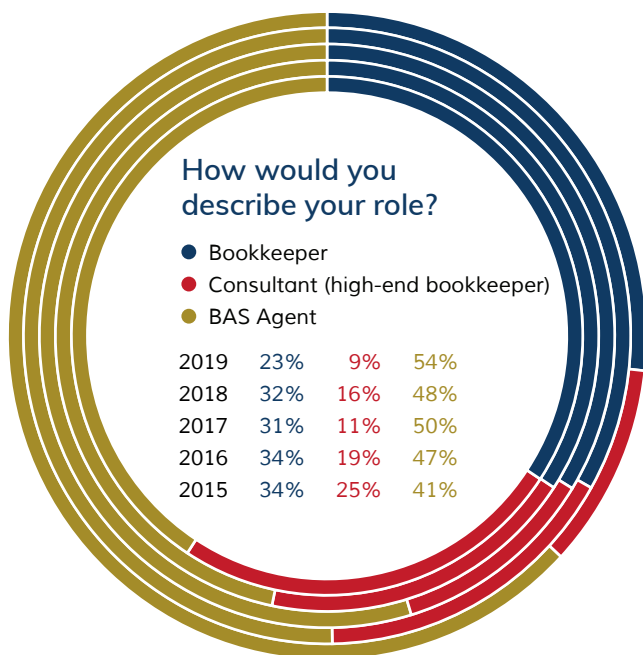
How long have you been a bookkeeper?



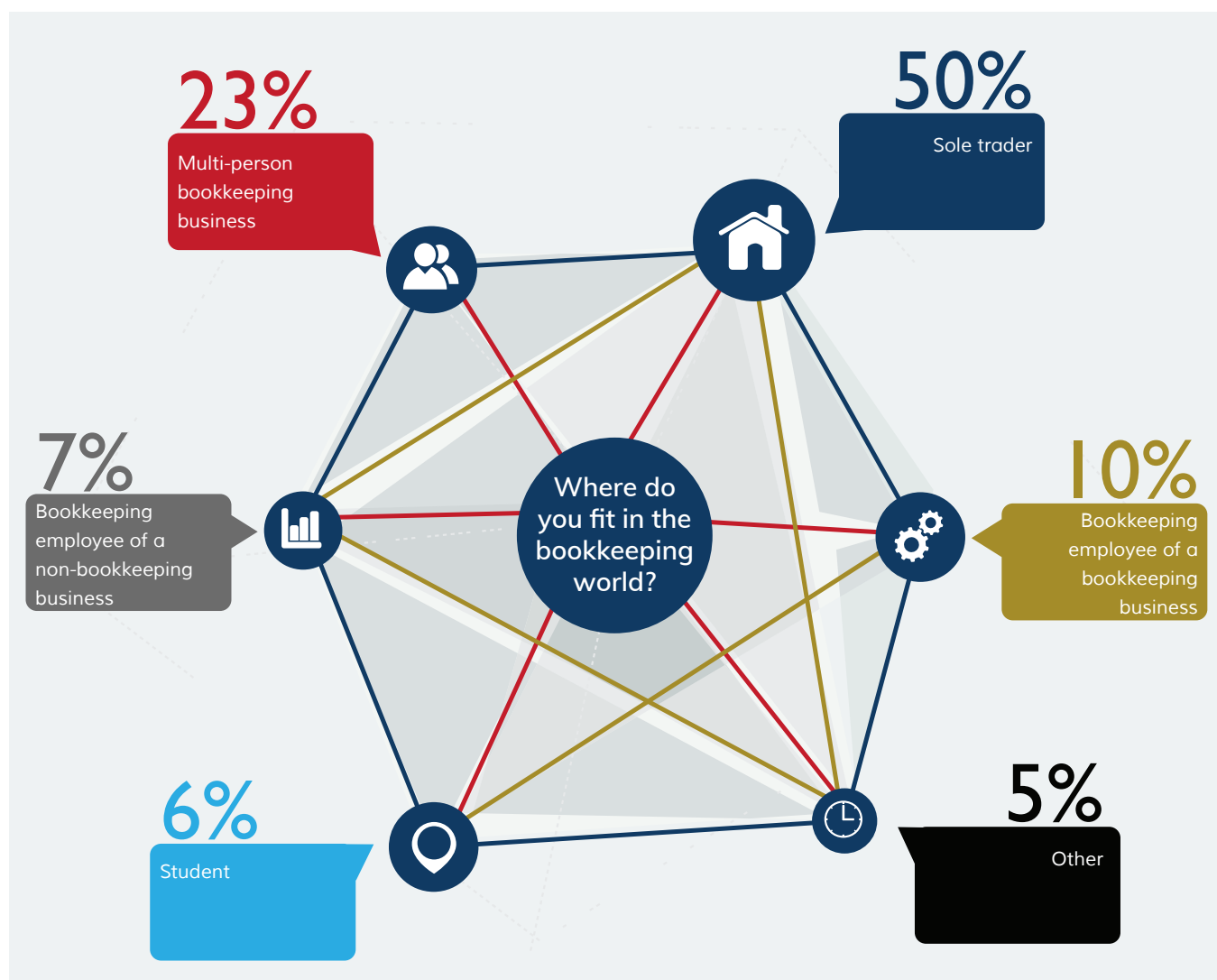
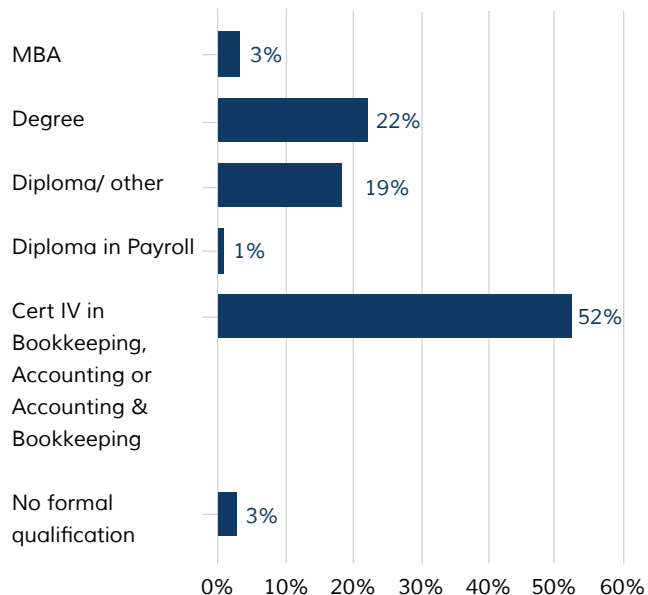
What professional memberships do you currently hold?



ALL ABOUT YOU



What is the highest qualification you hold?



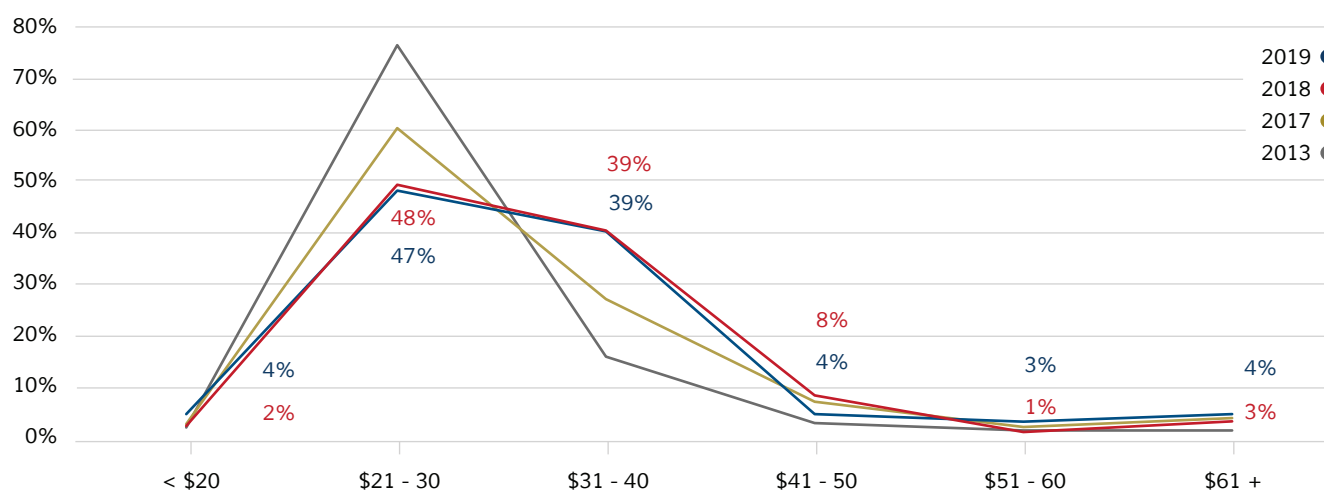
YOUR EMPLOYEES

Whilst multi person practices are becoming more popular over the long term, over the past 12 months we have not seen a significant shift in the employee make up of practices.

How many full/ part time bookkeeping employees work in your business?

	2019	2018	2017	2016	2015	2014	2013
● Full-time							
● Part-time							
None	57% 58%	43% 54%	36% 58%	47% 64%	47% 71%	54% 71%	43% 68%
1 - 3	36% 35%	53% 41%	60% 39%	50% 34%	50% 27%	45% 27%	54% 30%
4 - 6	5% 5%	3% 1%	2% 3%	2% 1%	2% 2%	1% 2%	3% 2%
7 - 10	1%	1% 1%	1% 1%	1%			
+10	1%	1% 3%	1% 3%				

What rate of pay do you pay your full/ part time bookkeeping employees?



YOUR EMPLOYEES

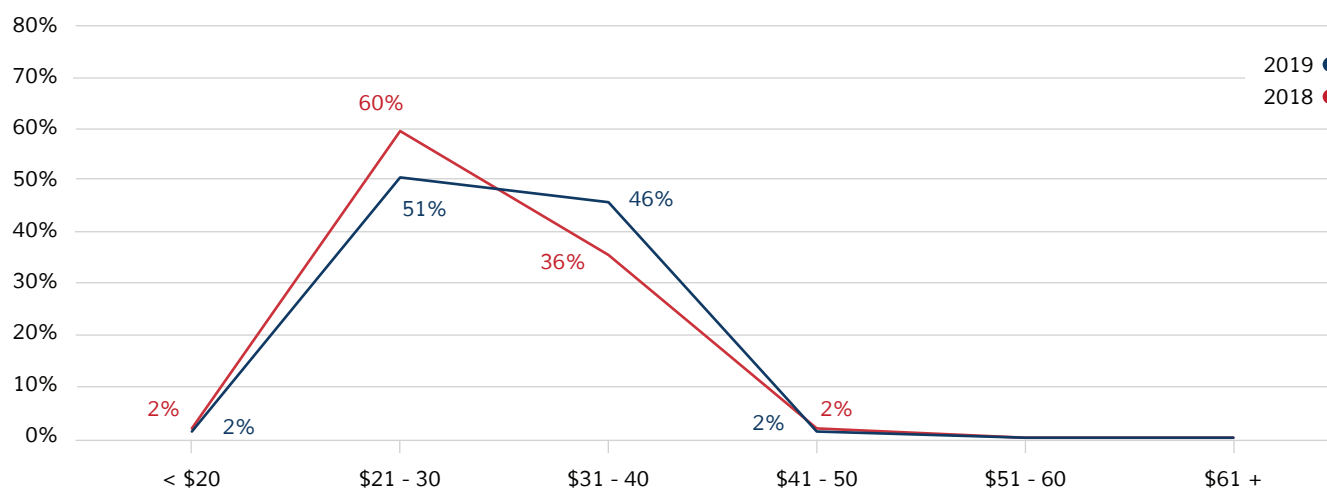
How many casual bookkeeper employees work in your business?

Casual bookkeeper employees	2019	2018
None	52%	52%
1 - 3	43%	47%
4 - 6	3%	2%
7 - 10	1%	

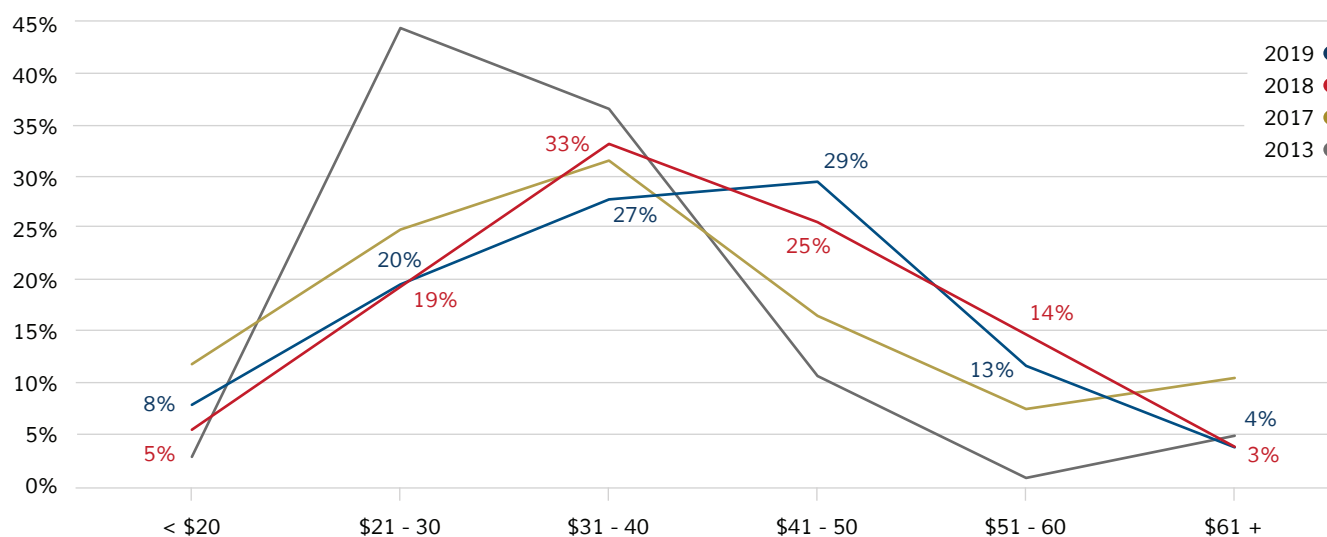
Did you hire contractor bookkeepers within the past 12 months?

Contractor bookkeepers and hours of work	2019	2018
None	67%	68%
0 - 9 hrs per week	20%	19%
10 - 19 hrs per week	7%	6%
20 + hrs per week	7%	7%

What rate of pay do you pay your casual bookkeeping employees?

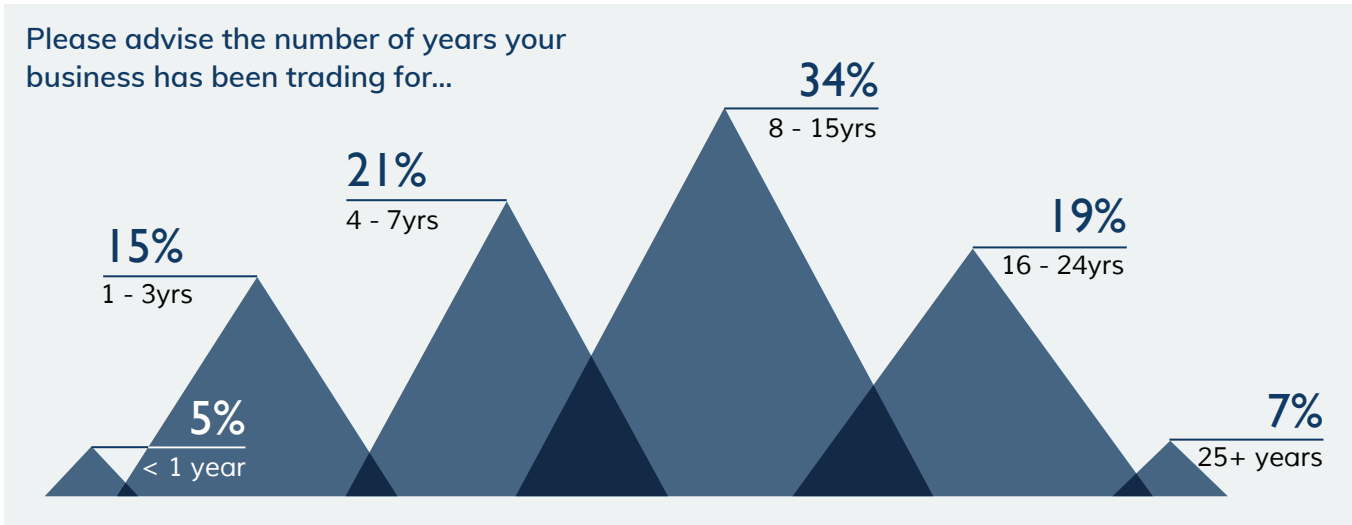
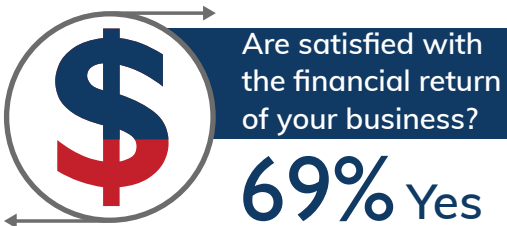


What rate of pay do you pay contractors providing bookkeeping services?

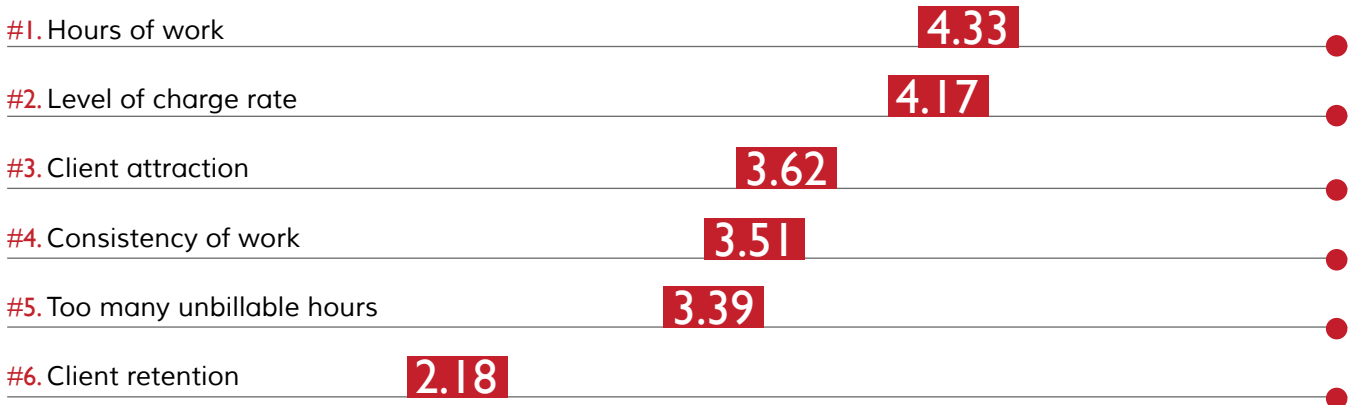


YOUR BUSINESS

(66%) of Bookkeepers say that they are satisfied with the financial return from their business. This has increased by (5%) from 2018 and (8%) from 2009. The key challenges for bookkeepers remain consistent with hours of work, closely followed by the level of charge rates.



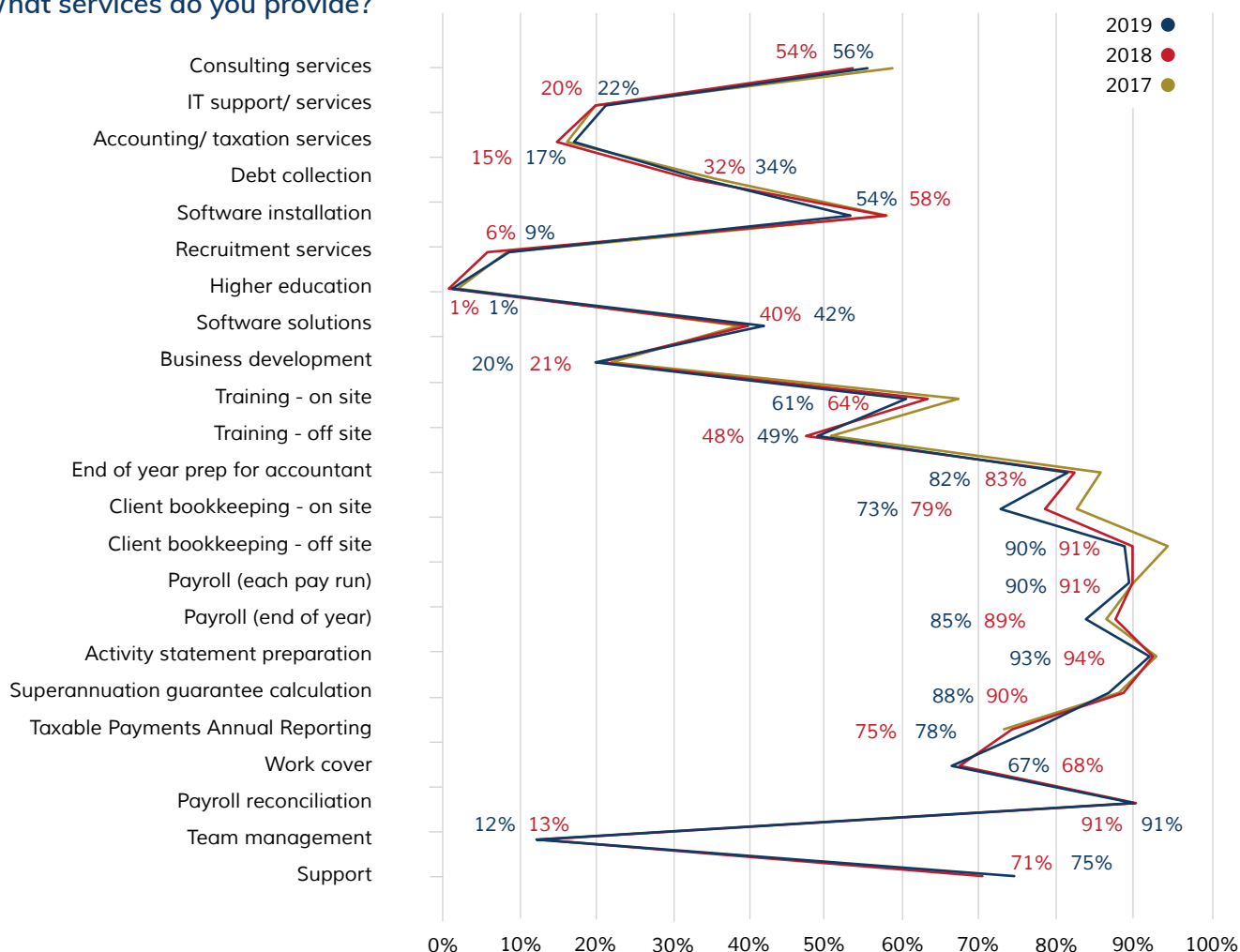
Rank the most pressing challenges your business faced within the past 12 months...



YOUR CLIENT SERVICES

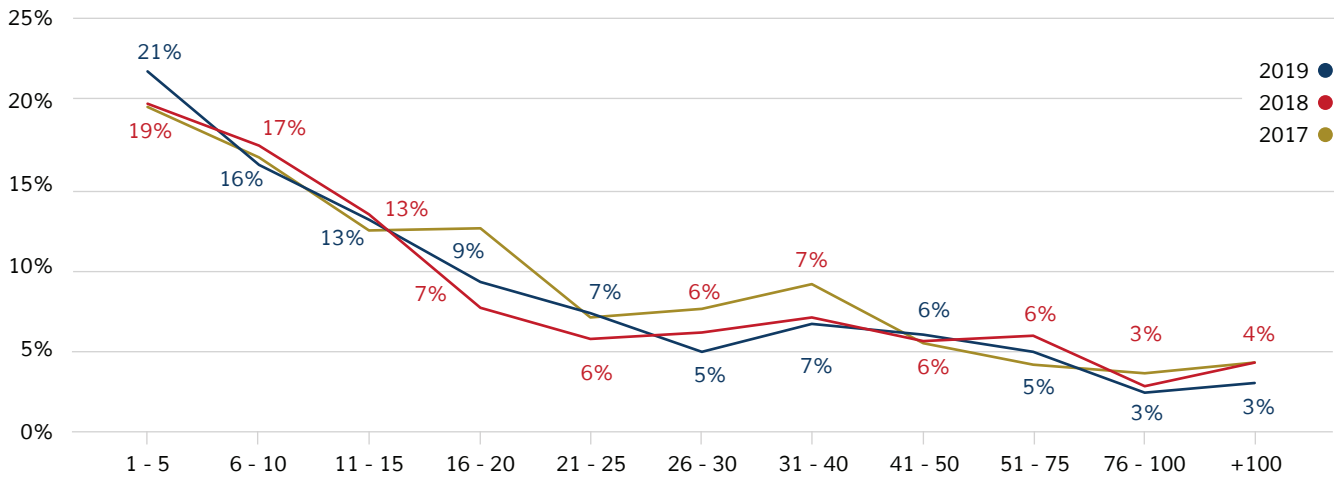
(87%) of respondents are using an engagement letter in some capacity, however less than half respondents (46%) are using them always. This leaves a significant number of bookkeepers at risk of being exposed in the event that there is a dispute over services and or fees.

What services do you provide?

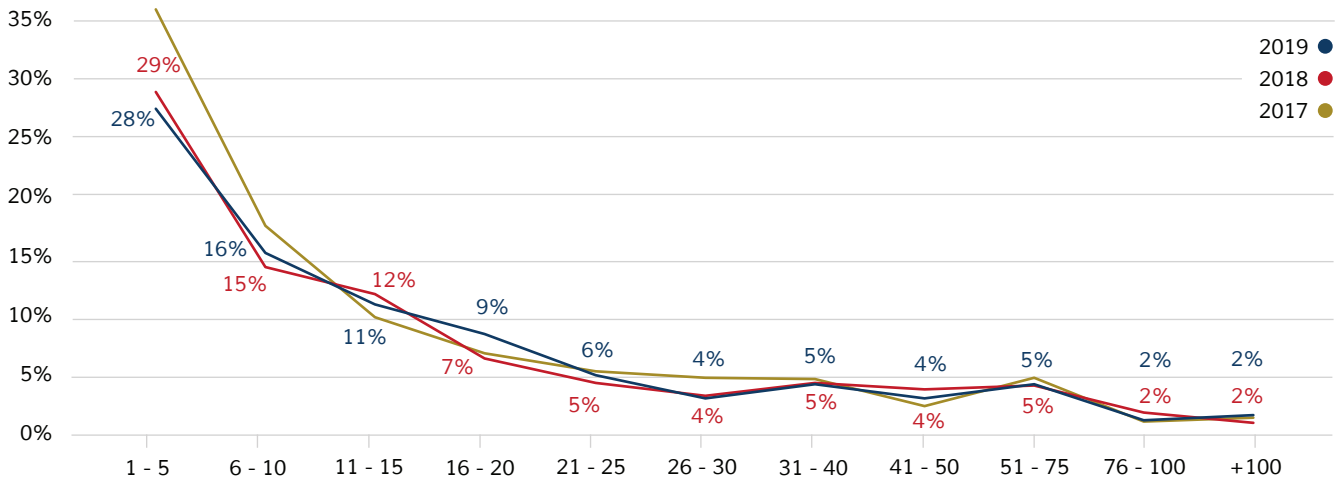


CLIENT SERVICES

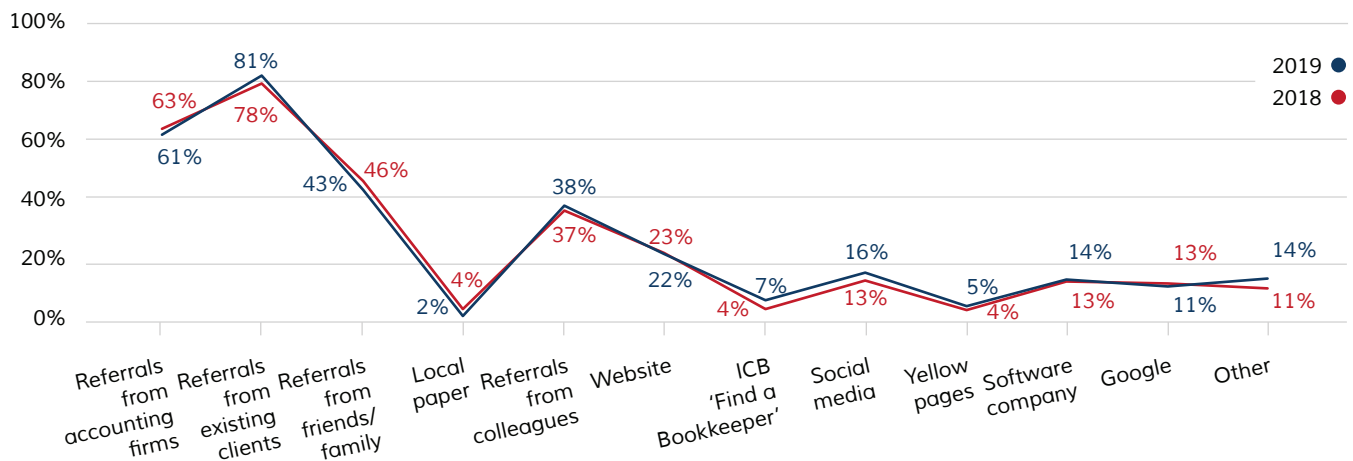
How many active clients do you have?



How many of your clients do you access remotely?

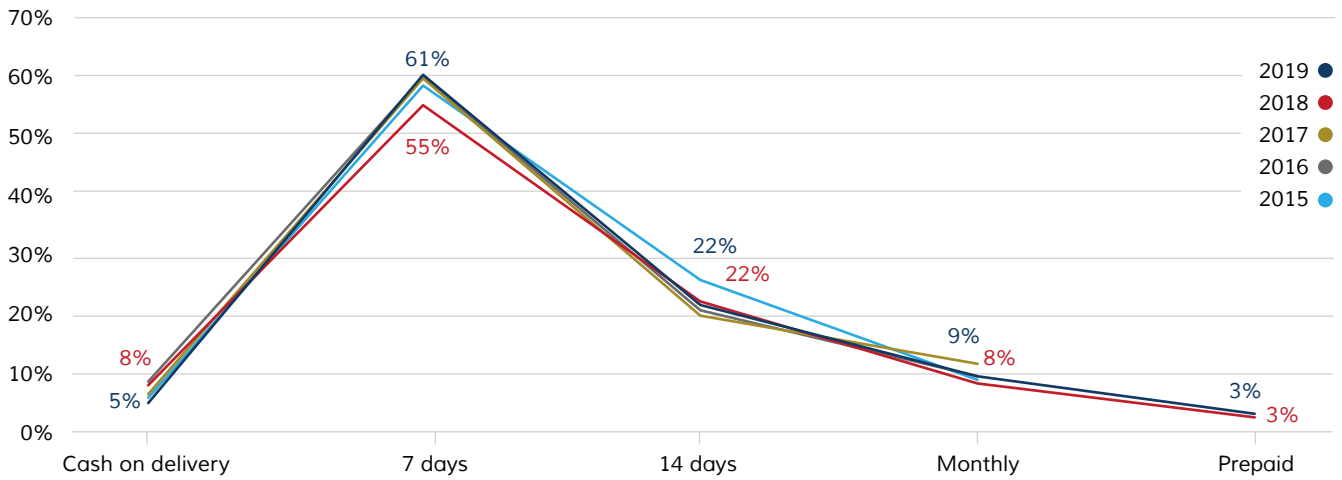


How did your clients find you?

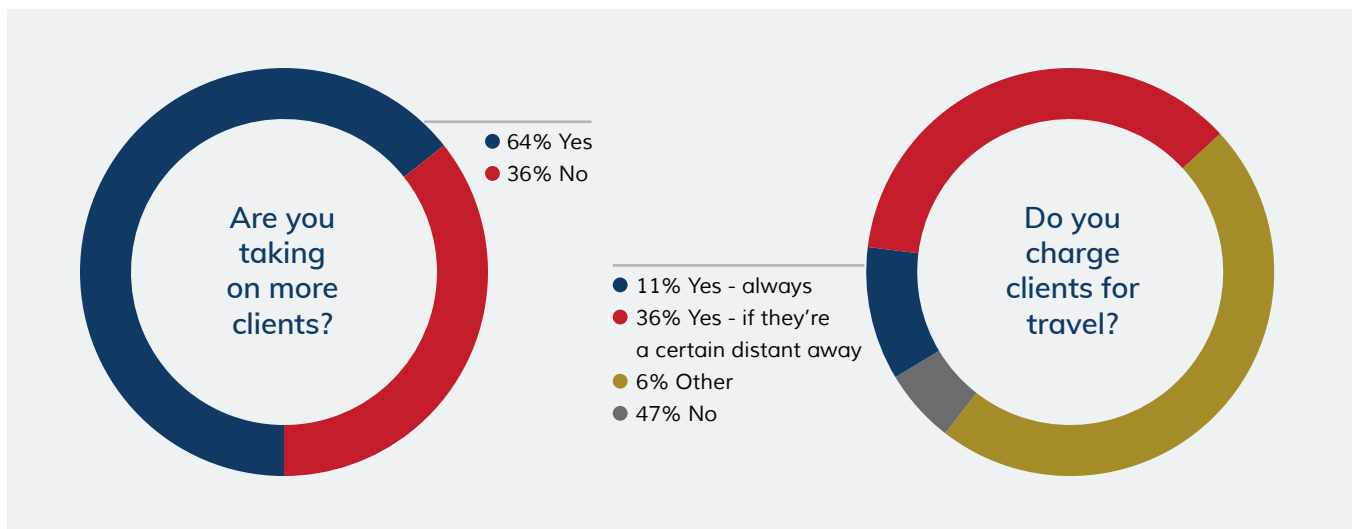
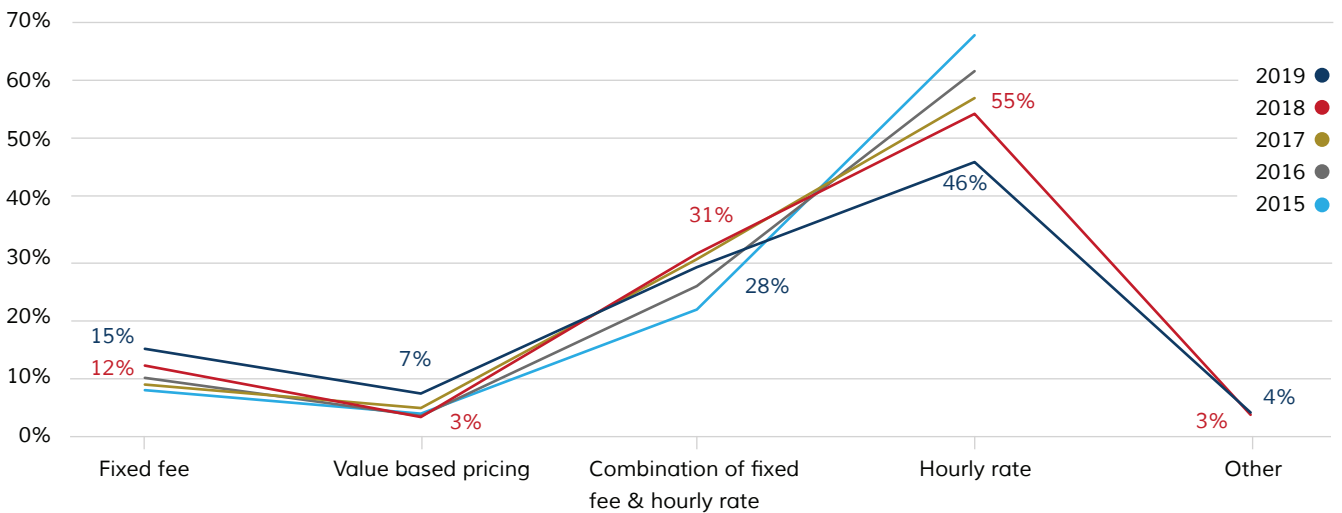


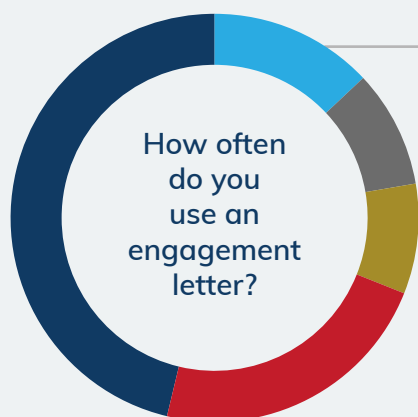
CLIENT SERVICES

What are the standard payment terms that you offer to clients?

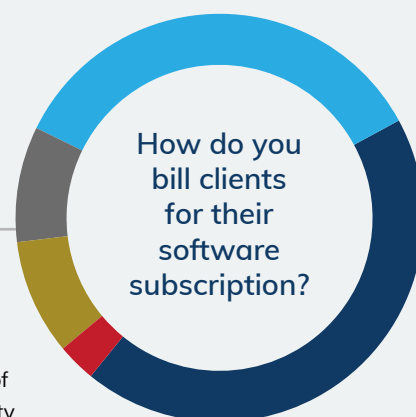


What is your preferred method for billing clients?



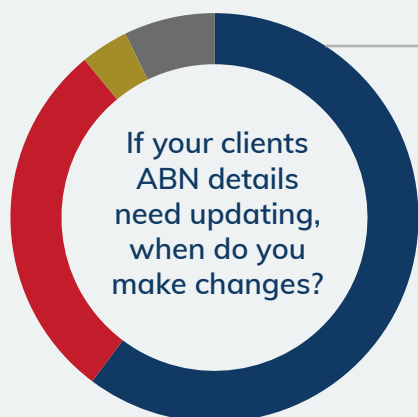
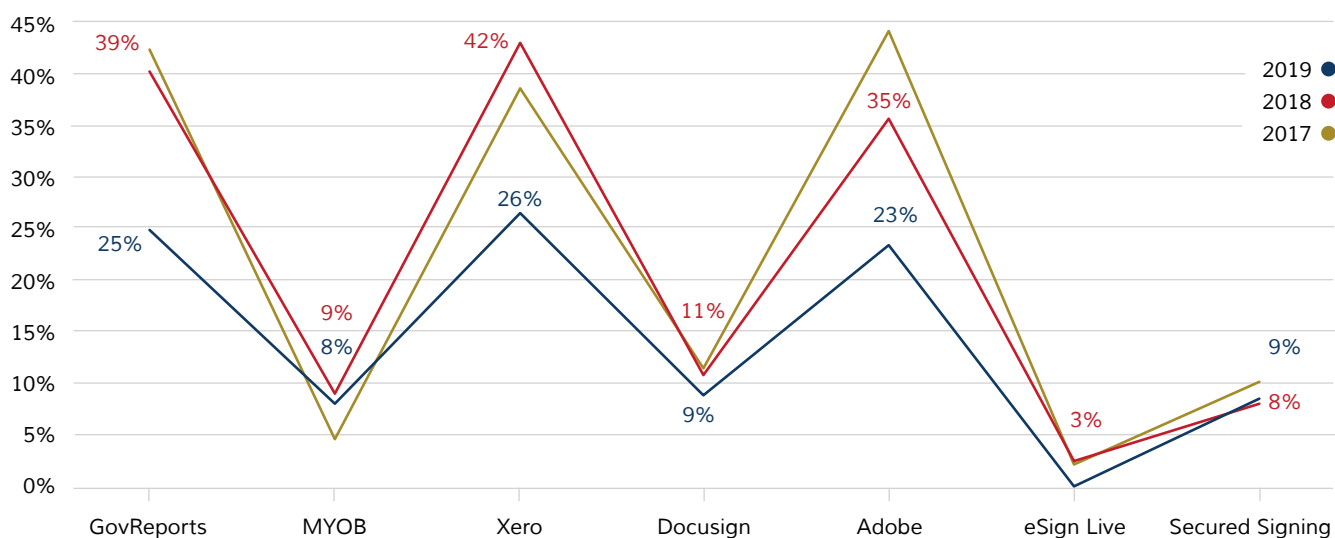


- 46% Always
- 23% Mostly
- 9% Occasionally
- 9% Rarely
- 13% Never

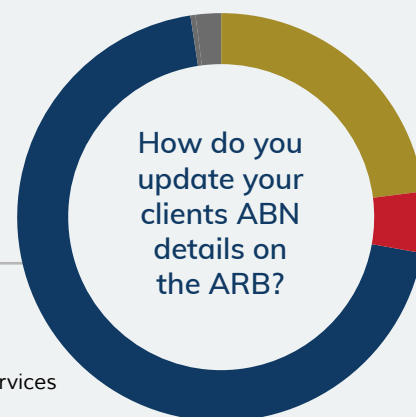


- 44% Monthly
- 3% Yearly
- 9% In arrears
- 9% In advance
- 35% Not part of my responsibility

What product do you use to obtain digital signatures from your clients?



- 60% Immediately
- 29% Within 7 days
- 4% Within 28 days
- 7% During next interaction with ATO/ ABR

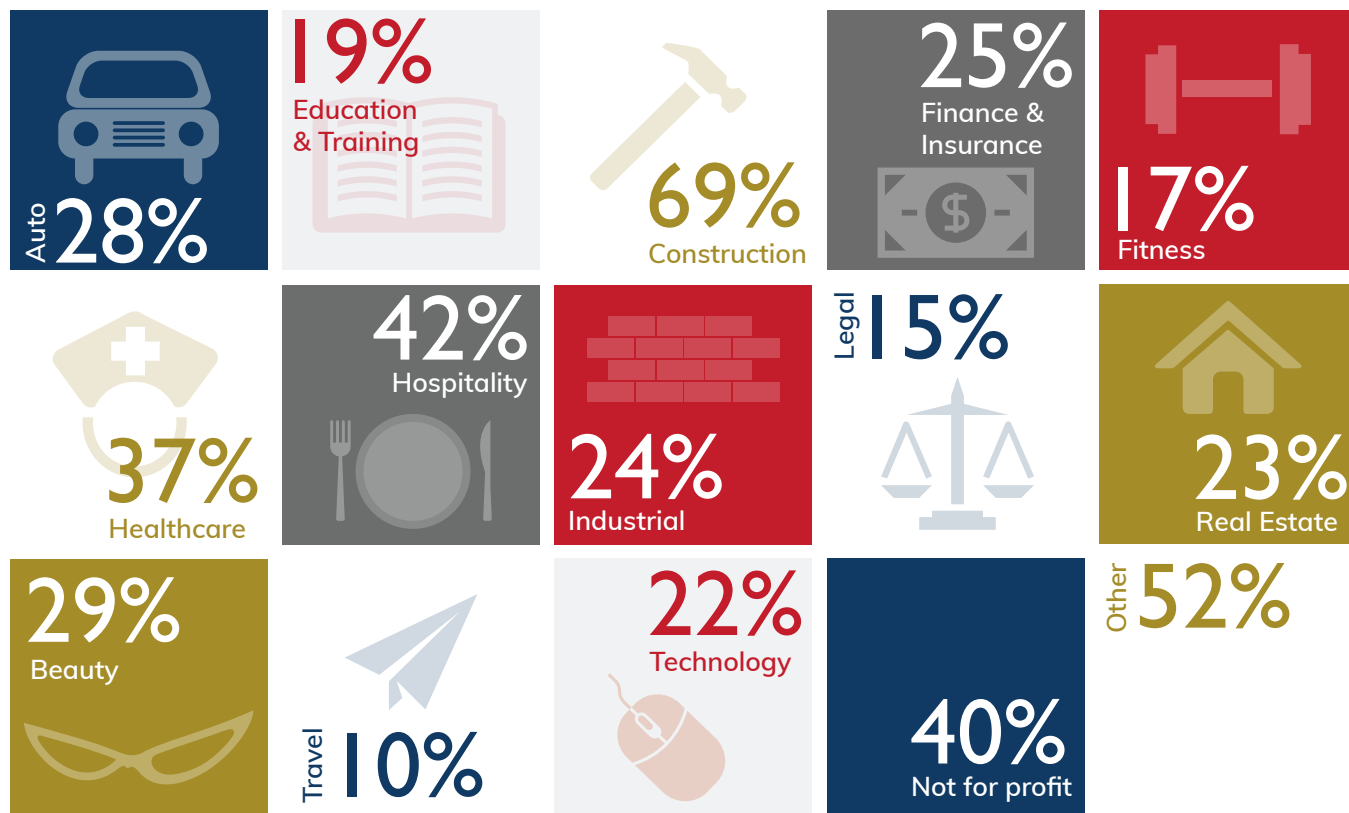


- 70% Online
- 5% Phone
- 23% ABR tax professional services
- 2% Other

YOUR PROFESSIONAL PRACTICES

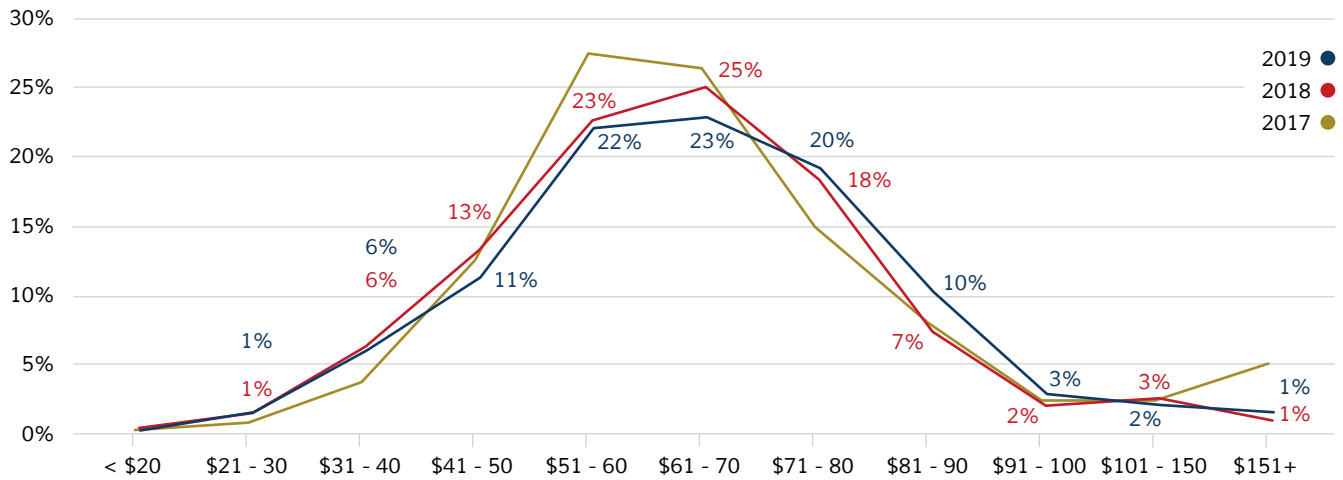
Rates that bookkeepers charge is heavily discussed each year. The average bookkeeper charge rates for bookkeeping services are increasing, having lifted from \$62/hr in 2013 to \$70/hr this year, an increase of (13%) over that time.

What industries do you provide bookkeeping services for?

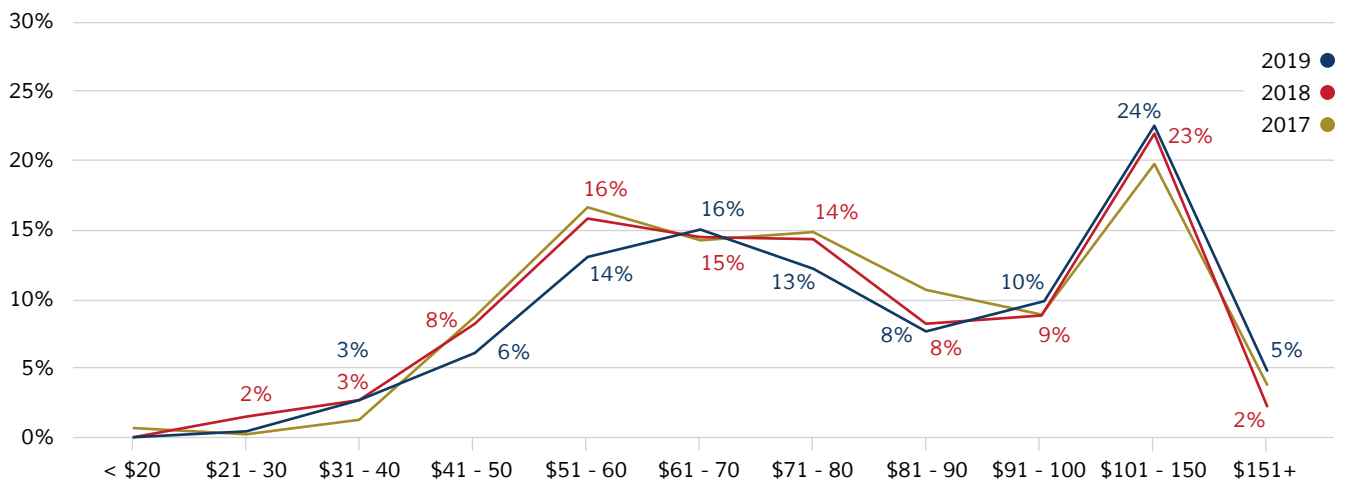


YOUR PROFESSIONAL PRACTICES

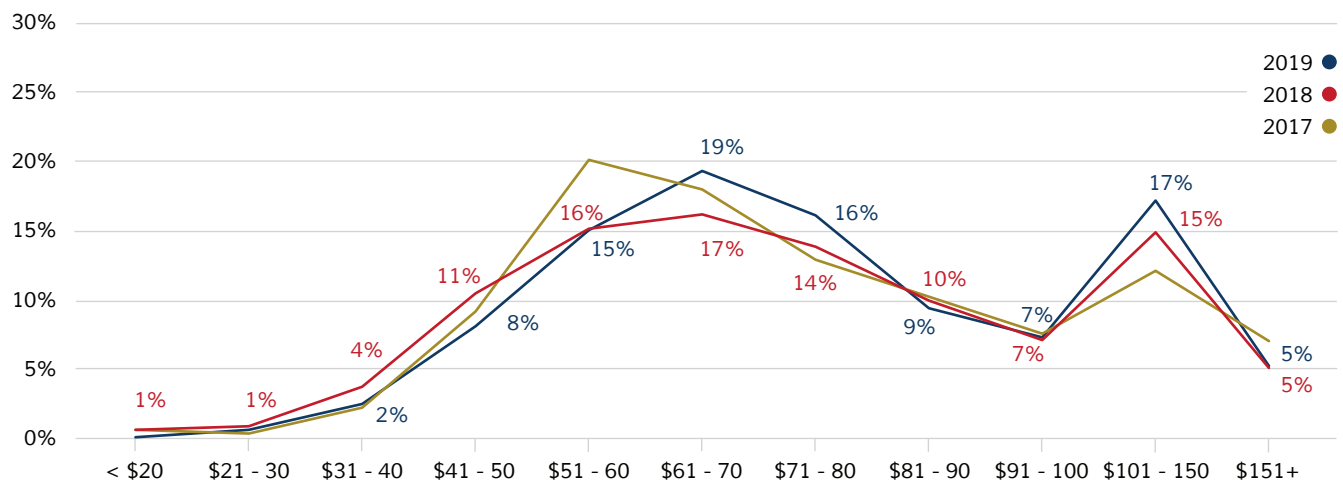
What fees do you charge for your 'bookkeeping' services?



What fees do you charge for your 'high end, troubleshooting, consulting' services?

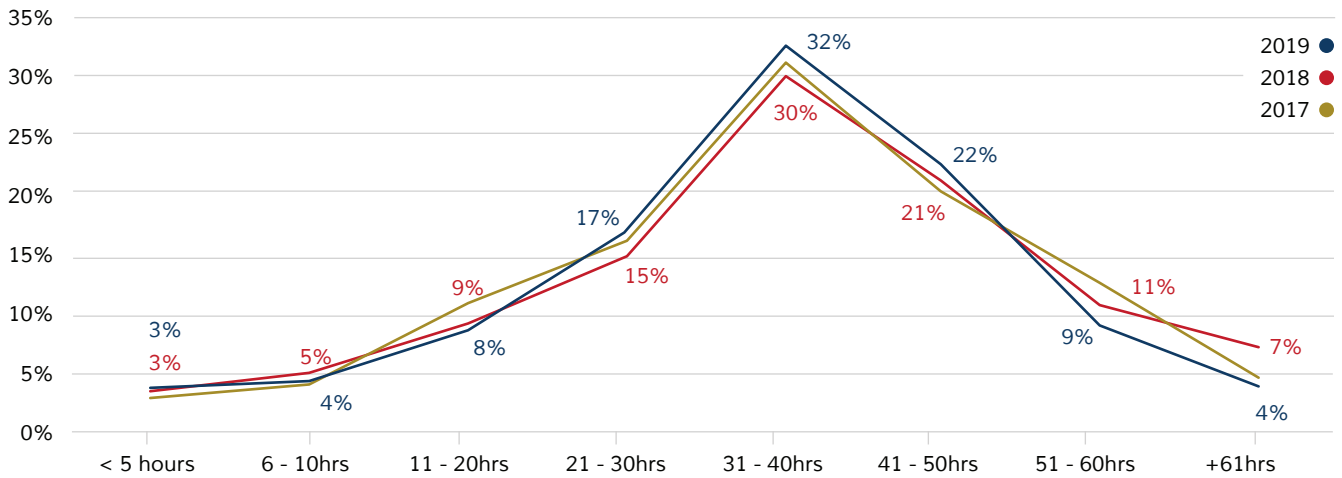


What fees do you charge for your 'BAS' services?

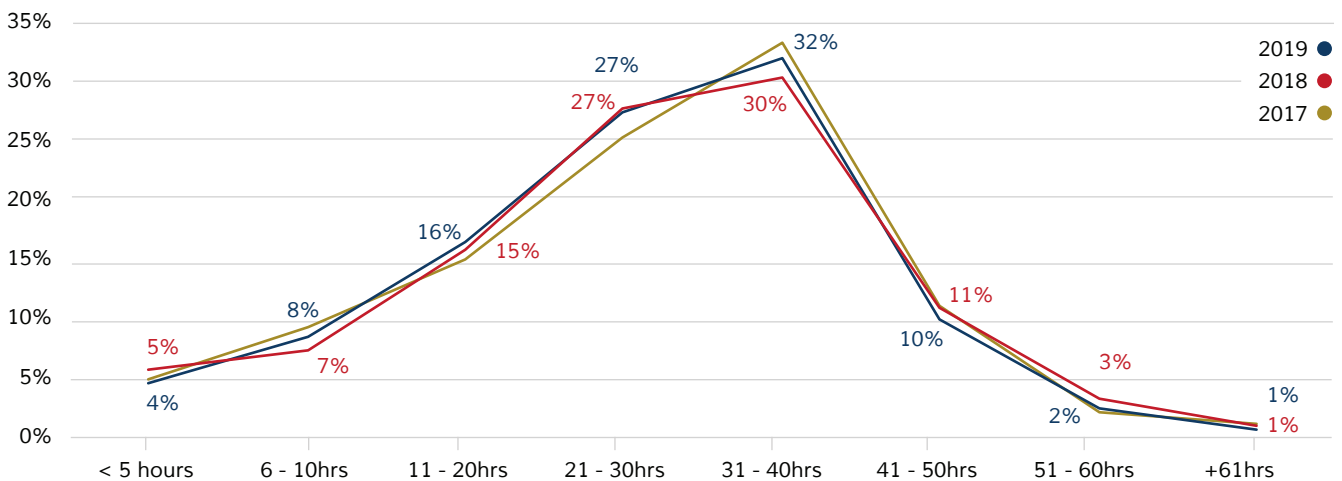


YOUR PROFESSIONAL PRACTICES

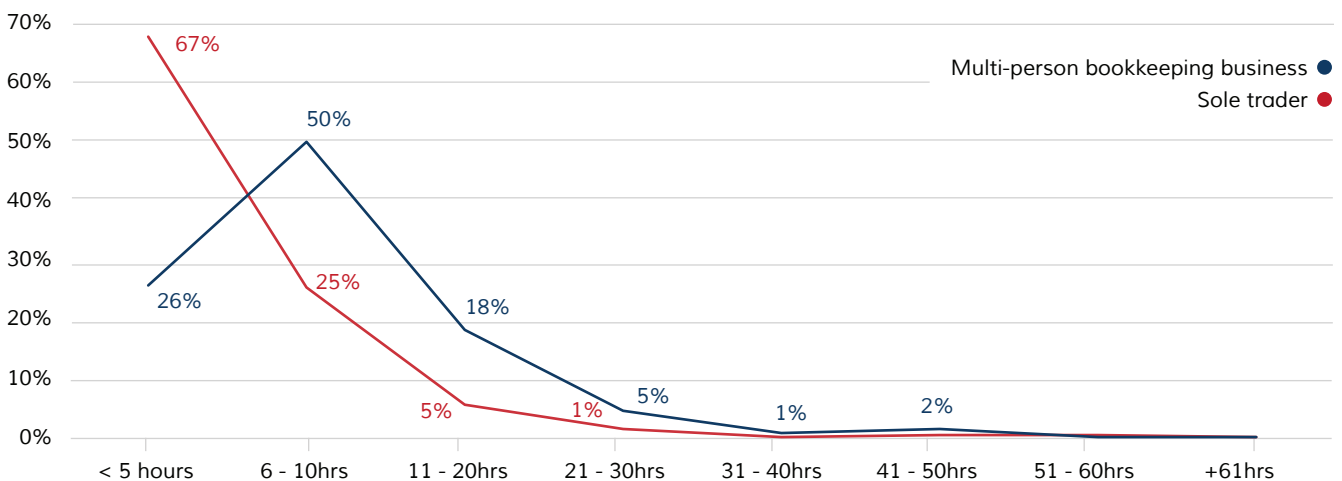
During BAS periods, how many hours do you work per week?



During a non BAS period, how many hours do you work per week?

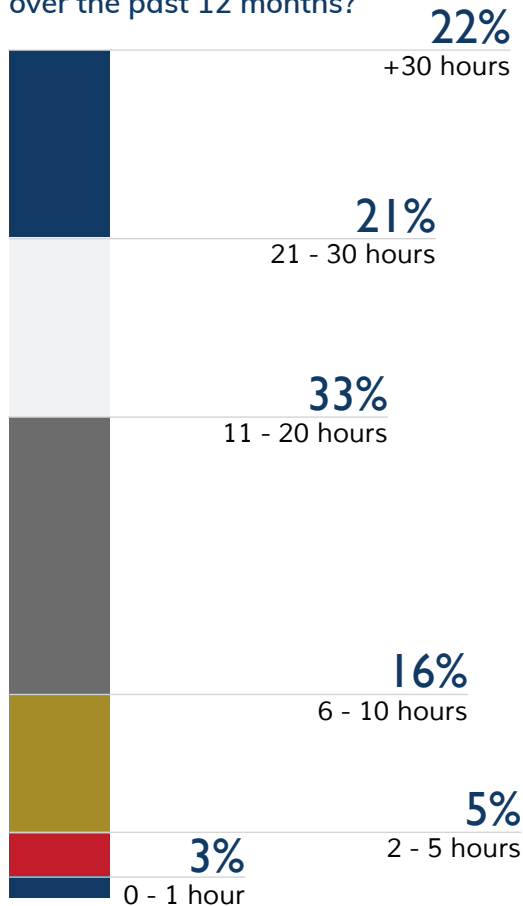


How many hours do you spend associated with general admin per week?

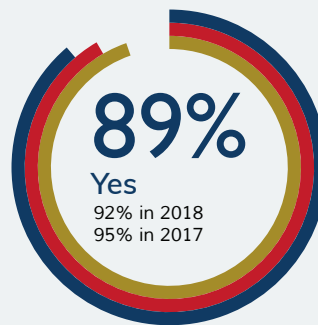


YOUR PROFESSIONAL PRACTICES

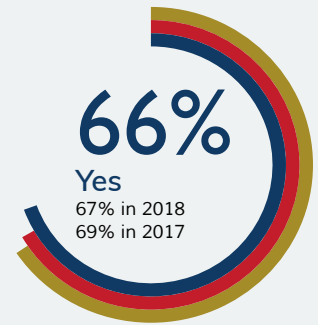
How much CPE have you undertaken over the past 12 months?



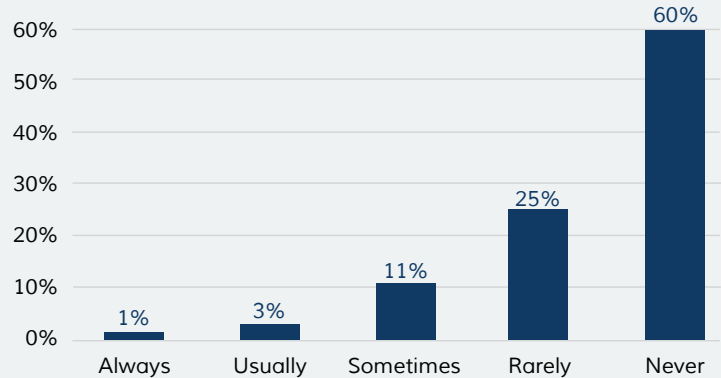
Do you hold Professional Indemnity Insurance?



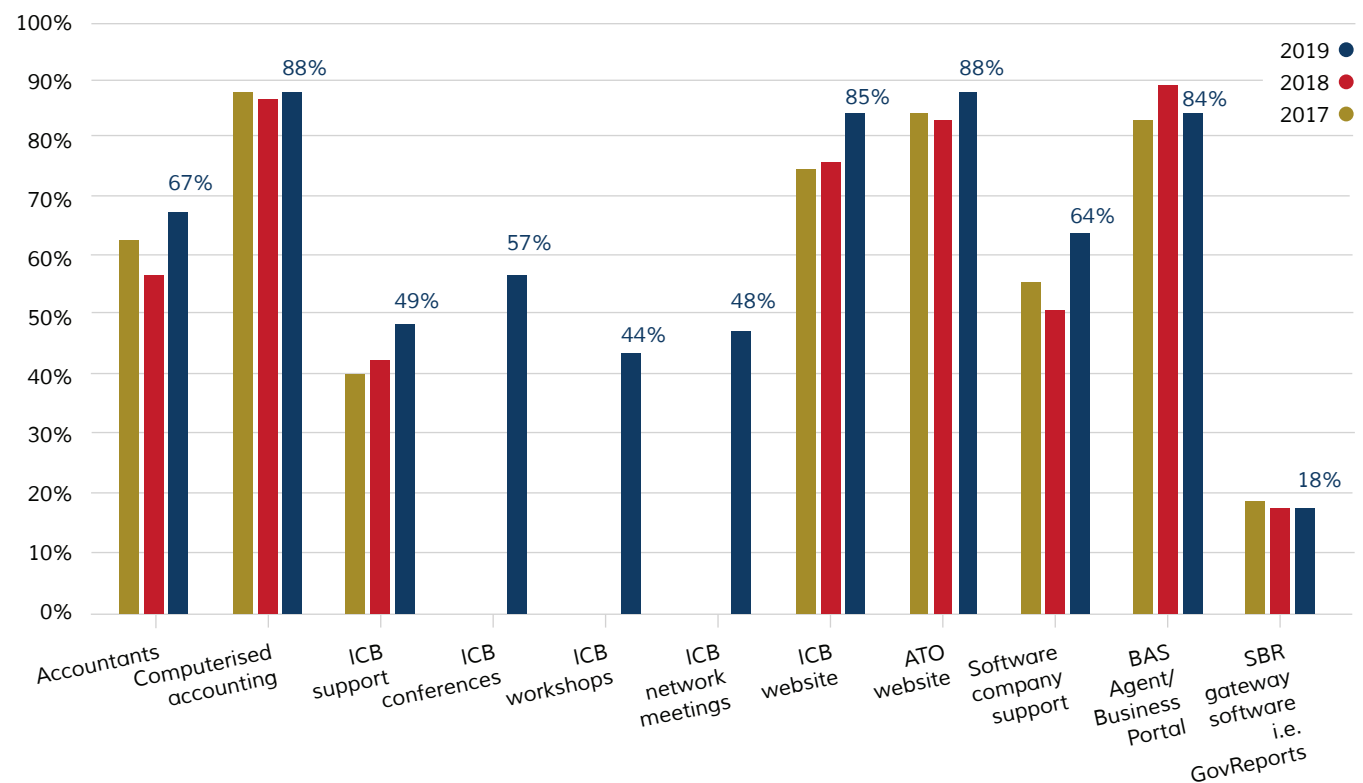
Do you hold Public Liability Insurance?



To what degree do you use the Australia Bureau of Statistics (ABS) data in supporting your clients or business?



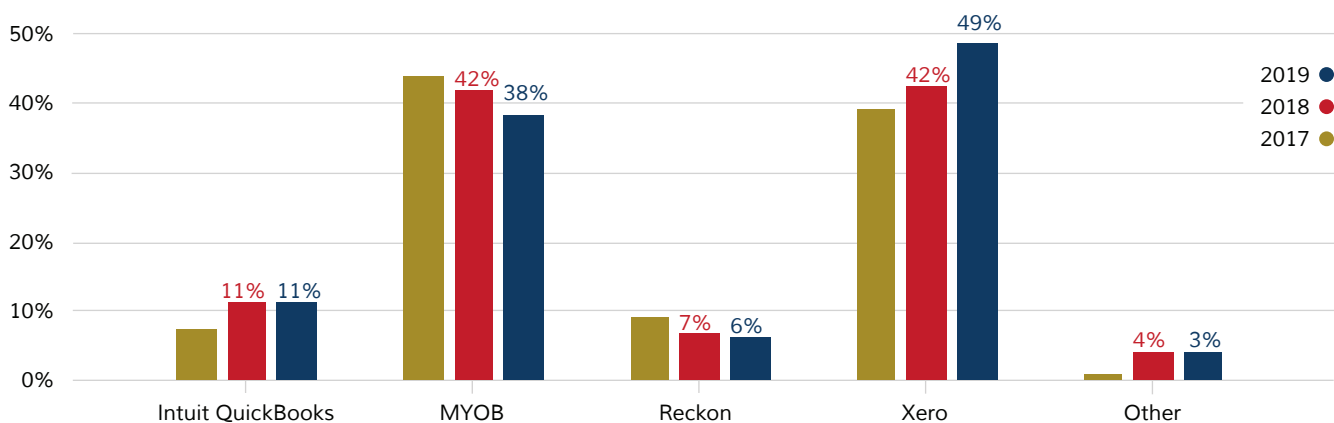
What tools and resources do you use to help in your bookkeeping?



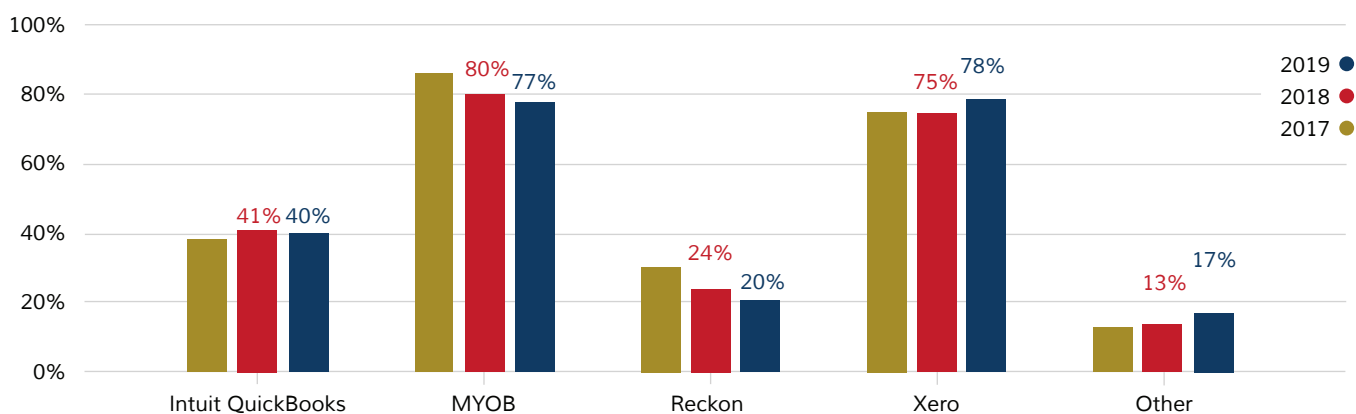
YOUR SOFTWARE

For the first year of this survey Xero has surpassed MYOB as the most used software by bookkeepers with (49%) of respondents using Xero in their own businesses, and (78%) using it with their clients.

Which software do you use for your business?

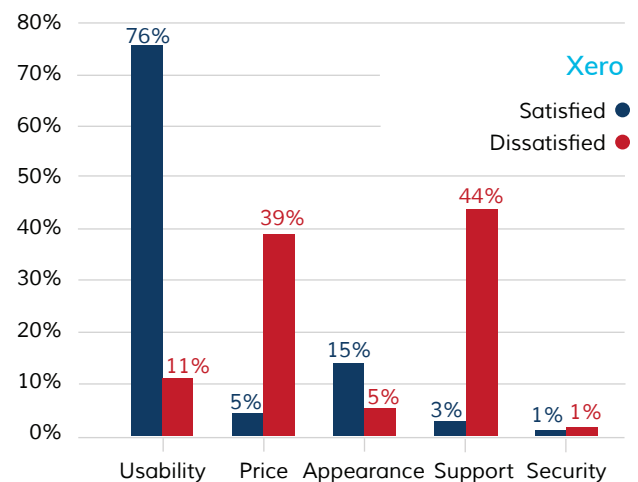
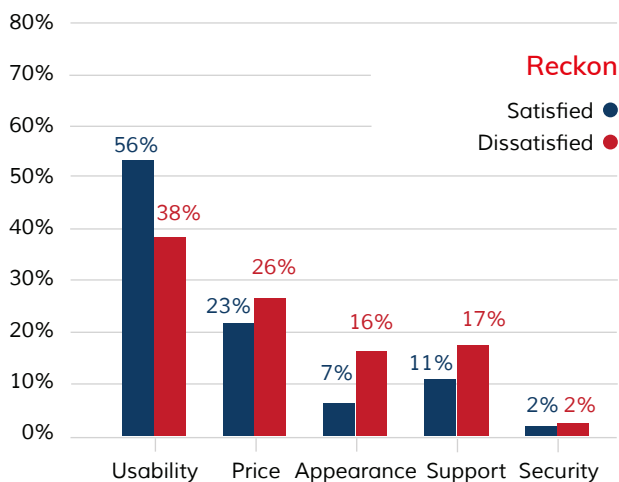
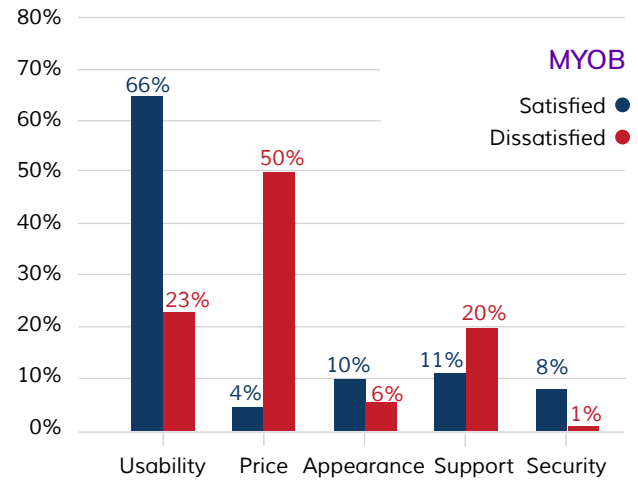
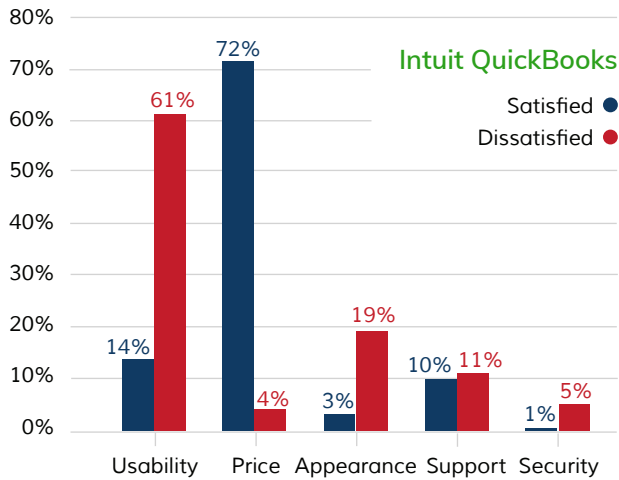


Which software do you use for your clients?

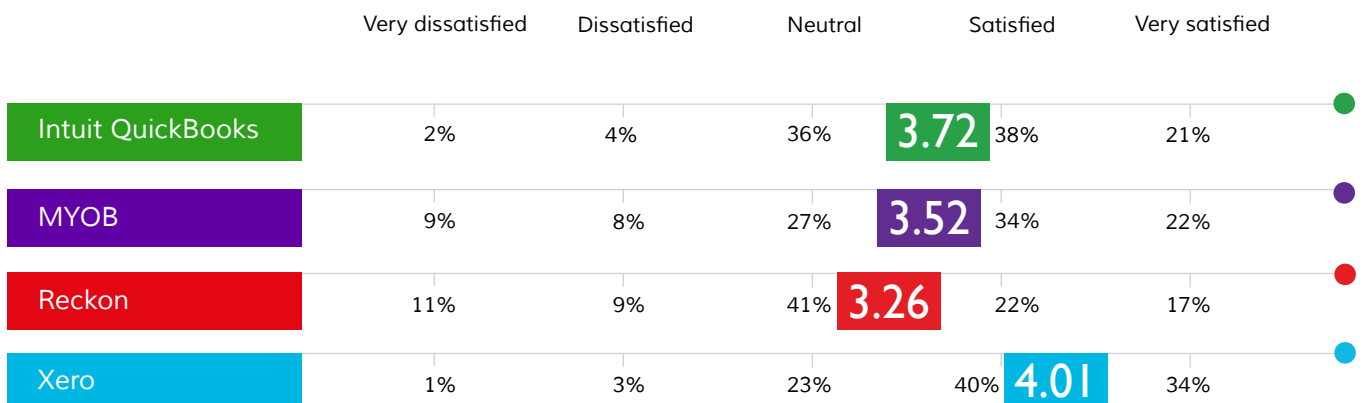


YOUR SOFTWARE

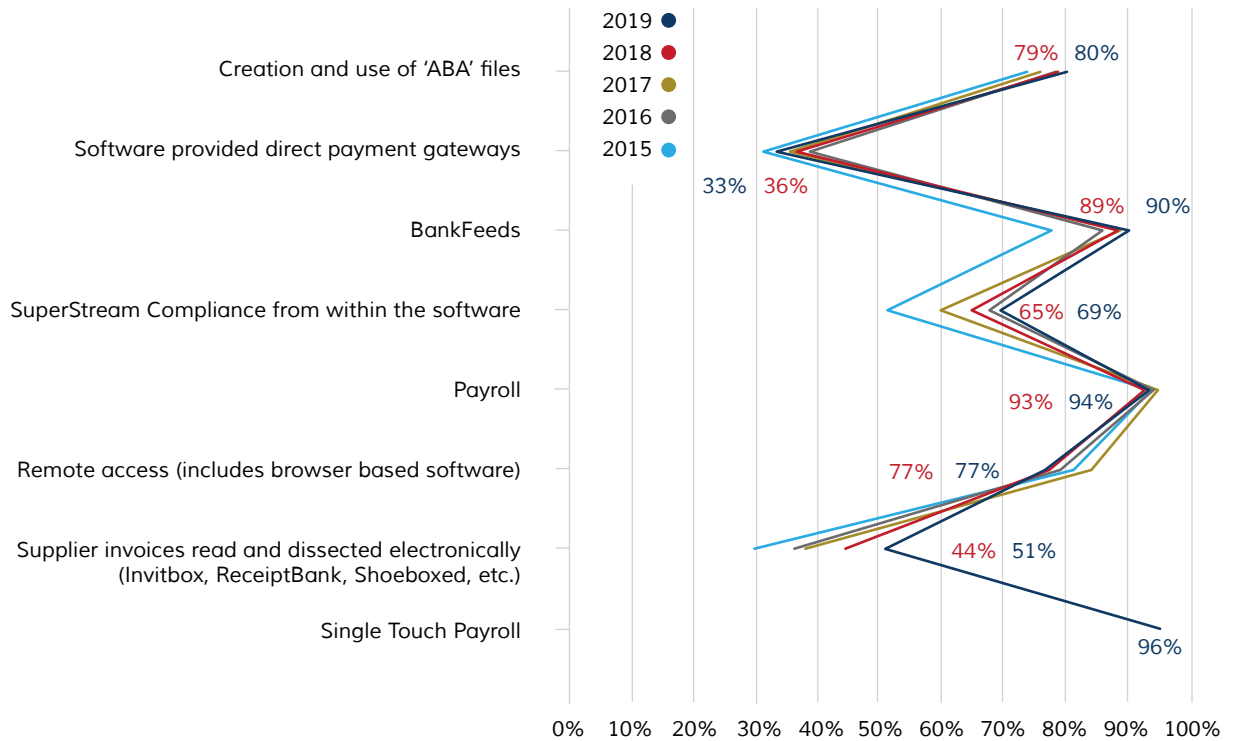
For each software program you have used over the past 12 months, select the feature you are most satisfied and dissatisfied with...



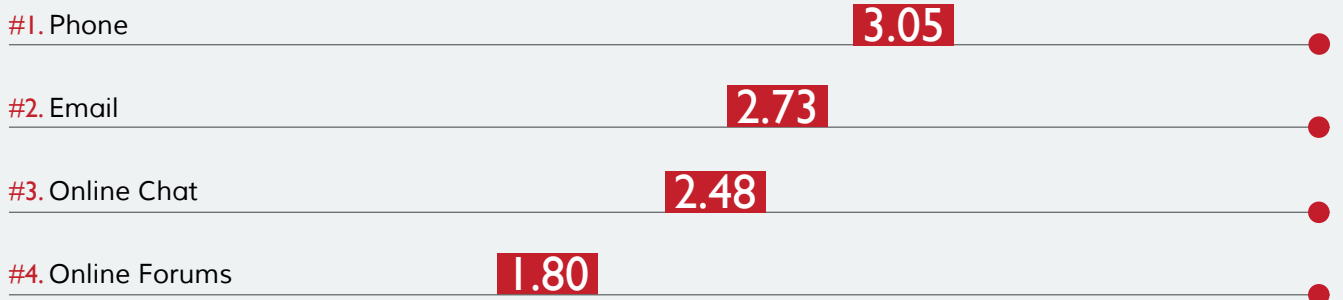
If you are a member of the following software partner programs, how satisfied are you with your membership?



Which of the following software features do you comfortably and competently use with clients?



Rank your preferred methods of software support...



Rank your preferred methods of software training...



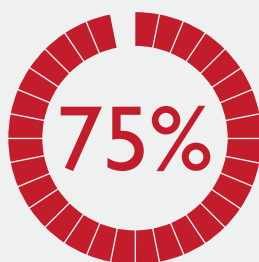
BAS AGENTS

In line with surveys of recent years, (82%) of respondents this year have indicated that they are registered BAS Agents, and (85%) of ICB members are BAS Agents, highlighting the importance and value of being a registered BAS Agent in Australia today that respondents have recognised. (98%) of BAS Agents have indicated that they will renew when next due, up (9%) from 2017.

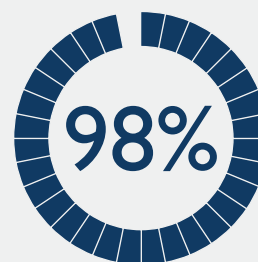
82%
Registered
BAS Agents



Use the ATO's
Online Services

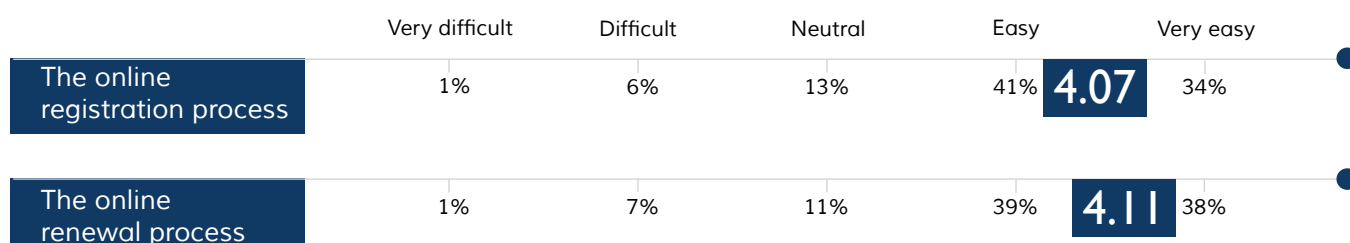


Do not use their client/s
Business Portal



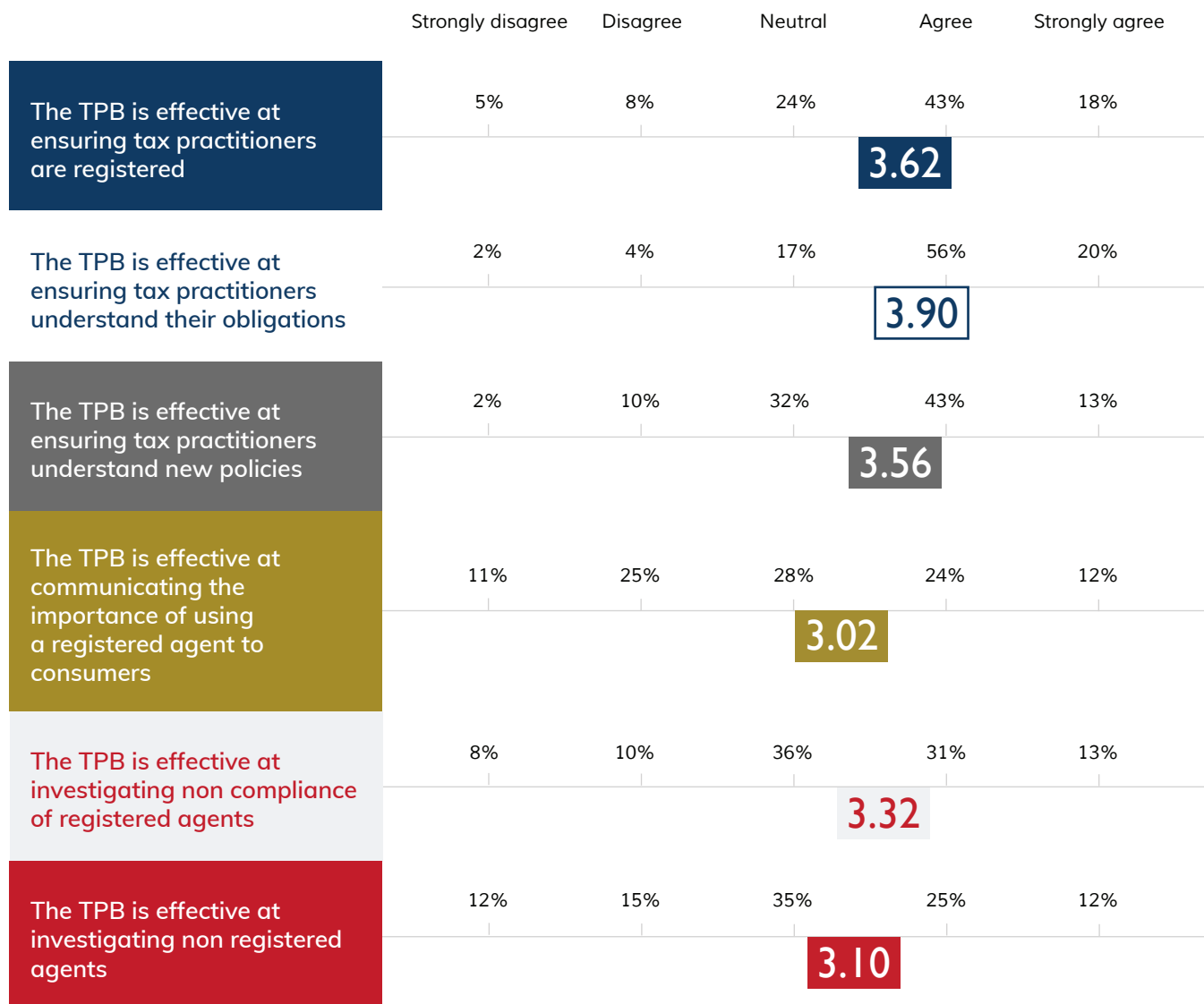
Will renew their
BAS registration

How easy is it for you to complete the following with the TPB...

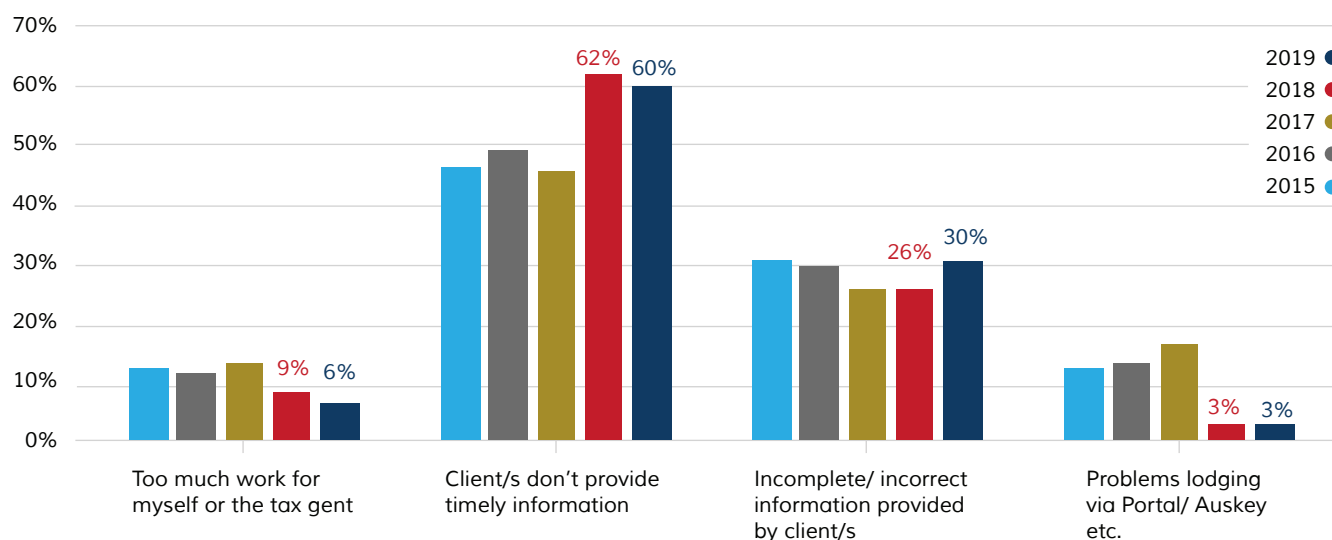


BAS AGENTS

Indicate to what extent you agree or disagree with the following statements...

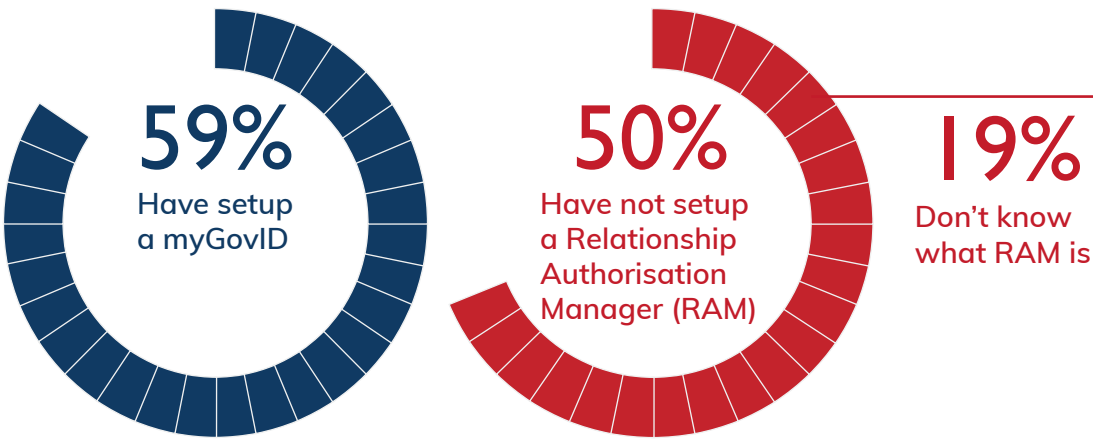


What is the biggest barrier to lodging the BAS by the due date?



THE ATO

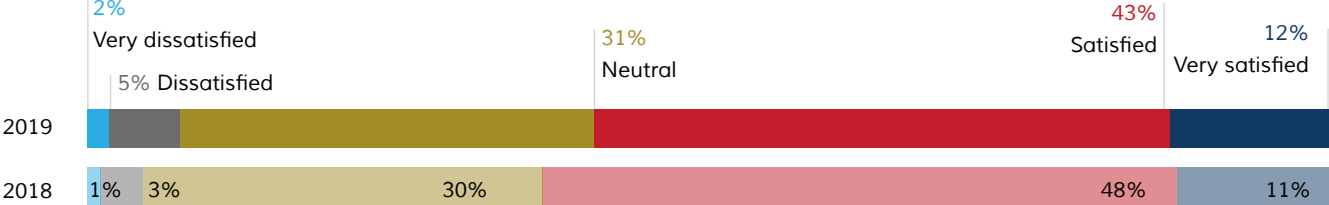
At the time of the survey (November 2019) (59%) of respondents had setup their myGovID in readiness for the change over from AusKey identification technology, which was to be decommissioned on 1 March 2020.



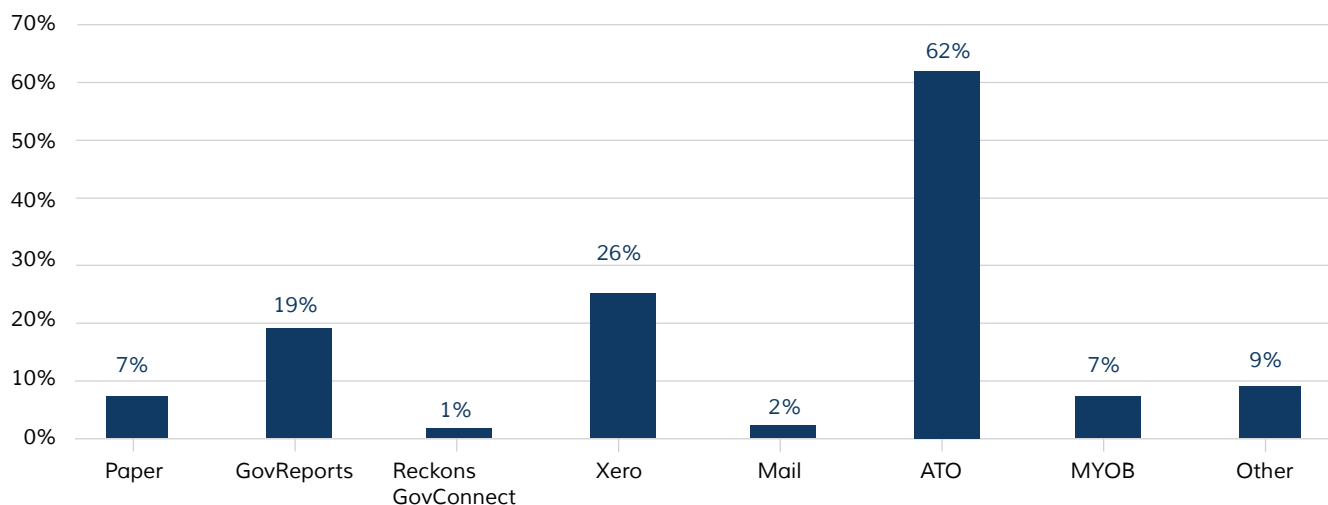
How satisfied are you with the ATO?



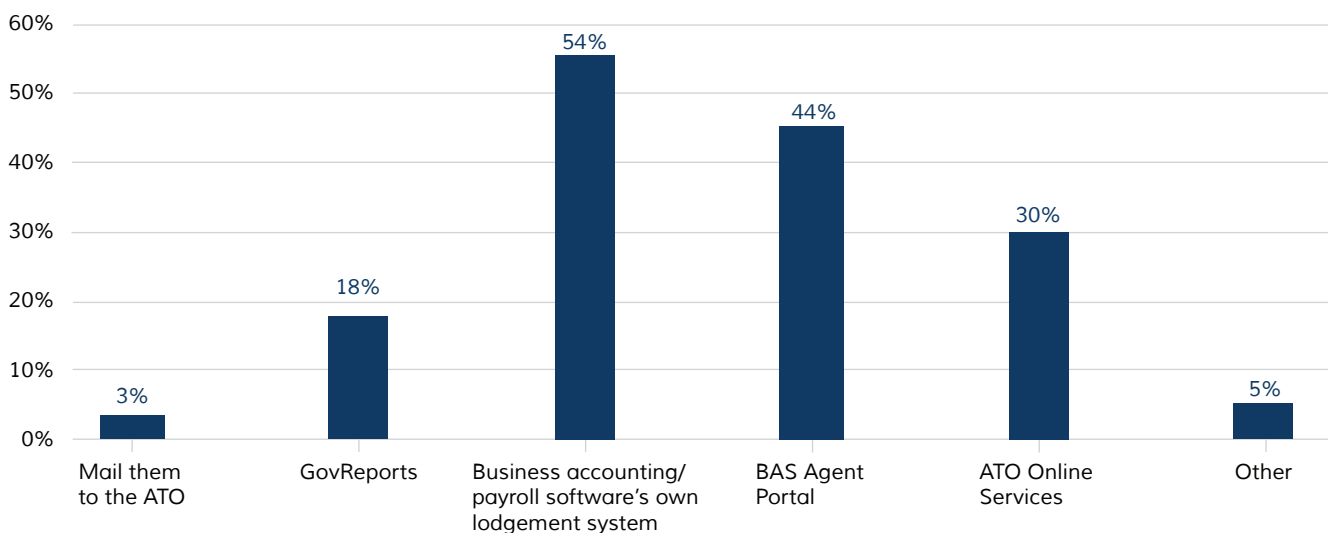
How satisfied are you with the TPB?



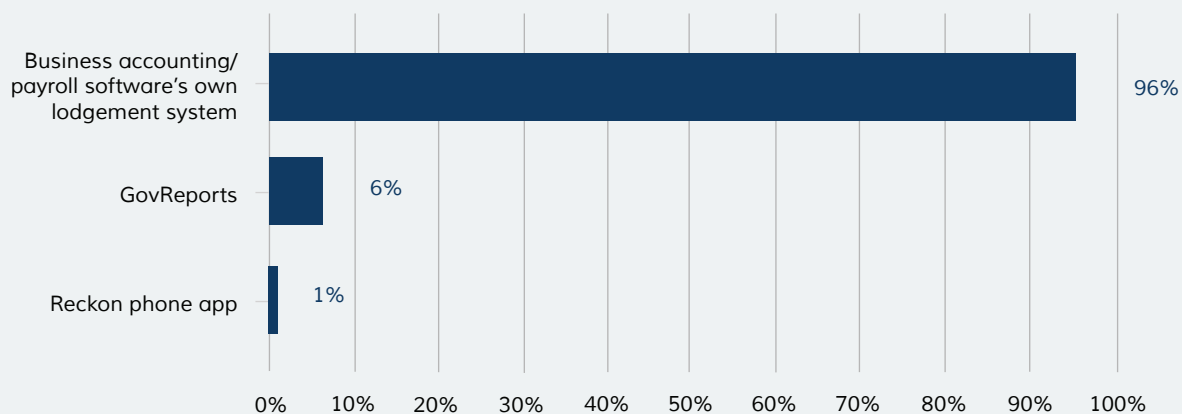
How do you lodge the BAS?



How do you lodge your end of year payroll obligations with the ATO?



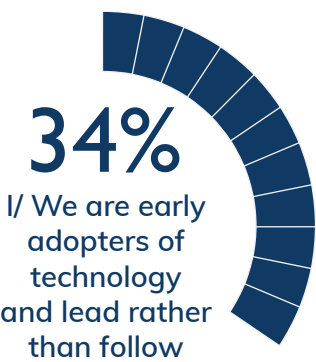
How do you report single touch payroll (STP) to the ATO?



GOING DIGITAL

It's widely accepted that approx. (13.5%) of the general population are early adopters, so bookkeepers are engaging with technology at two and half times the rate of the general population.

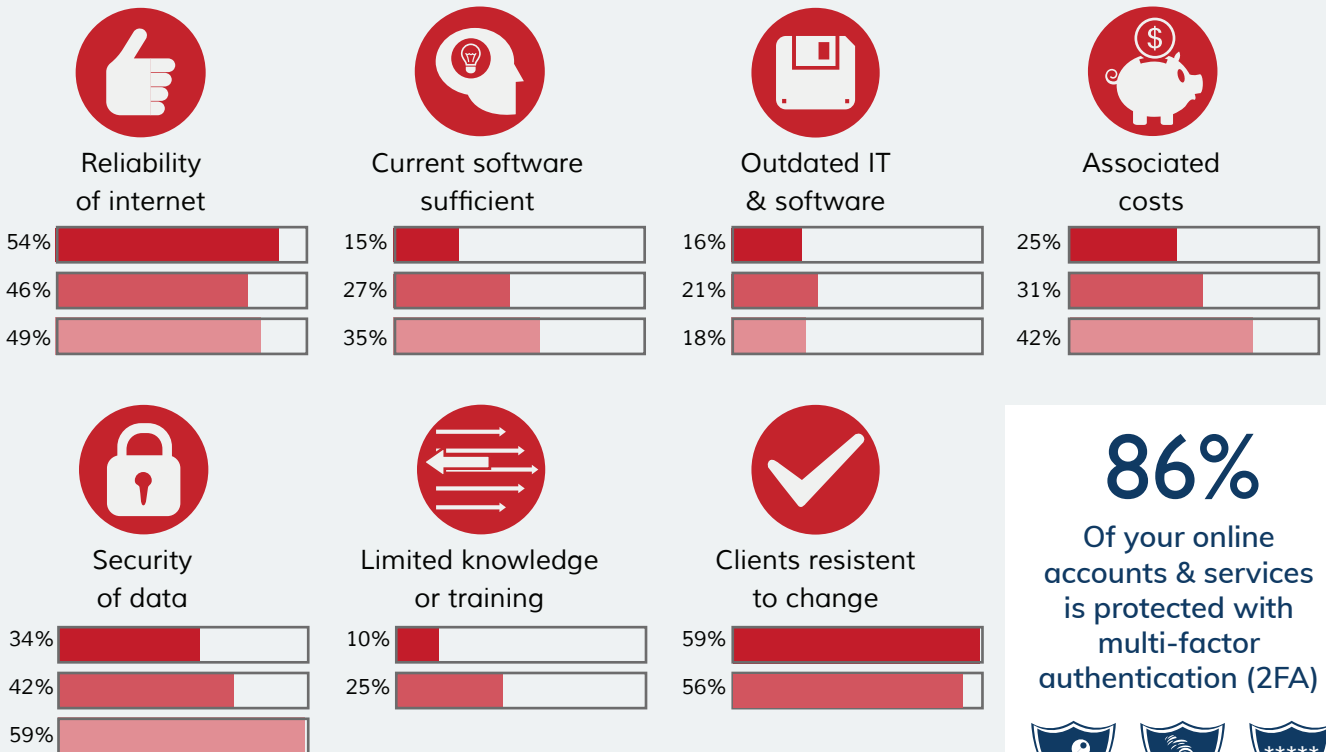
How would you describe your attitude towards technology adoption?



Rank what would most likely trigger interest in new technology for you/ your business?

#1. Seeking single solution	3.52	
#2. Greater data security	3.34	
#3. Growth/ expansion of business	3.04	
#4. Reactive to mistake, flaw or bug in current technology	2.00	
#5. Accommodate staff working remotely	2.91	

What are the perceived barriers to conducting your work entirely online?



*First column represents responses collected in 2019, second column 2018 and third column 2017.

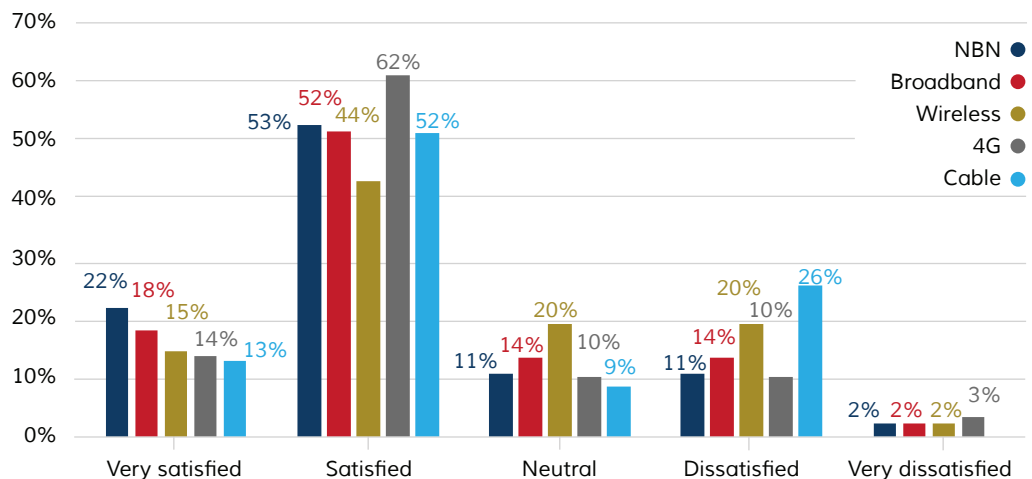
86%
Of your online accounts & services is protected with multi-factor authentication (2FA)

What is the main type of internet connection you use for work?

64% NBN
10% Broadband
9% Wireless
6% 4G
5% Cable
6% Other*

*Other internet connections include DSL (3%) and cellular (1%).

How satisfied are you with the internet connection you rely on?



Are you concerned about the future of bookkeeping?

32% Yes
68% No

WHO DO YOU WANT TO BE IN 2020?

Australian Bookkeepers provide far more than data entry and are integral to adding value to business much more than what can be automated. For some time, we have been leading businesses to embrace technology and automate processes.

Despite what some (vested interest) voices like to promote; the world imposes compliance requirements on business, and it isn't going away. Business owners and entrepreneurs aren't necessarily good at compliance and don't normally want to do it. A business with a good bookkeeper enables greater business success.

EXPECTATIONS CHANGE

The manual creation of accounting data is a thing best left in the past. Government policy does, efficient business expects, and software is increasingly able to; provide a digital environment. Business to Business, Business to Government, Business to consumer transactions should all be digital. Every interaction with Government should be digitally based.

We have a connected computerised environment that enables the instant transmission of business information in a digital form. The narrative has changed, and everyone is expecting instant, readable, importable, processable information that just works. Smart, adaptable bookkeepers and their clients will thrive in this new environment.

The expectation of the professional bookkeeper has changed and will continue to change:

- Be professional
- Use current technology
- Ensure efficient, streamlined, integrated digital business systems
- Provide certainty
- Ensure compliance (note the bookkeepers (and others) role in helping business meet their compliance requirements is NOT going away.
- Understand, explain and implement the current requirements. Be at least competent and definitely up to date.

The regulators will be able to watch what you and your clients are doing. They will

interact with you in a far timelier manner. The computers are connected, the data is received, the analysis is being performed and the follow up will occur. Government expect the regulators to level the playing field and now they have the means.

The ATO is analysing the behaviour of Agents. What is the typical behaviour of clients of each agent? What is the error or adjustment rate? Do they have appropriate processes in place? The expectation has developed. The narrative has changed. Non-compliant Agents will be detected and followed up.

THE YEAR AHEAD - WHAT DOES IT LOOK LIKE?

- Your own compliance will be monitored, and non-compliance will have repercussions.
- myGovID – implement it for you and your clients ([ICB Implementation Pack](#))
- Single Touch Payroll for all - Finalising through STP for the first time ([ICB STP Resources](#))
- Implementing Annualised Salary record keeping ([Solution kit launched at ICB Conference](#))
- Superannuation Guarantee Compliance – with or without the Amnesty ([ICB SG Approach plan](#))
- Taking you and your clients on the Digitisation Journey ([ICB Digitisation of Business](#))
- Your own Business and Personal Health, Wellbeing and Development ([ICB resources](#))

WHO DO YOU WANT TO BE? QUESTIONS TO ASK

1. Who is my ideal client?
 - a) What size business?
 - b) How Many employees?
 - c) Where could they be located?
 - d) What software do they use? (because I like to use that software and know how to)
 - e) How often am I talking to the client about my role and what I am seeing about their business (positive and things to improve).
 - f) If I was being paid as an employee how much would I want to be earning? Therefore, what charge rate do I really want to work for? ([Use the ICB Charge rate calculator to do the conversion](#)).
 - g) Using all these factors have a think about clients you should go and get - these factors will help you recognise when that good new client comes along, and also have a think about clients you should go and get rid of before 30 June.
2. Am I fully compliant?
 - a) Are my tax returns for last year lodged?
 - b) Are all my personal BAS's lodged?
 - c) Is any tax debt under a payment plan or under control?
 - d) Are my own workers compensation forms in (if applicable).
 - e) Is my PI Insurance current and have I notified ICB and the TPB this year that I have PI?
 - f) Have I renewed my BAS Agent registration?
3. Am I set up to be really efficient and effective?
 - a) Is the software I use for my clients improving and making things easier?
 - b) Have I checked that I have an end of year payroll process documented that

I have an end of year payroll process documented that works for me and my clients and ensures I won't "forget" things?

c) Same question for general end of year final BAS and datafile to the accountant process.

d) How am I going to lodge BAS's for my clients this year?

4. How am I going to make (easy and fun) money this year?

With improvements to technology, to software, to some process and even government making some compliance easier, some of the things we do take less time. Fact: You as an informed best practice ICB member do have commercial advantage over many of your bookkeeping colleagues/competitors. You know the best ways and the efficient/fun way to perform your functions. But the debate rages between "being smart and best" and "but it saves too much time, so you don't make as much money". **CHARGE FOR A RESULT.**

You have been charging for a result for years, it is just that you have been showing the way you charge as time by rate to come up with the answer.

It has cost you time and money to KNOW the best way to do things. You have learnt better techniques and embraced better software so that you can deliver more effectively – charge for it.

What is the result you provide? Charge for that result.

YOUR SOLUTION PACK (AVAILABLE TO ICB MEMBERS)

- ICB - Your Bookkeeping Business – [Strategy Guide for Members](#)
- Develop a Bookkeeper Business Plan – [ICB Resource](#)
- myGovID – implement it for you and your clients ([ICB Implementation Pack](#))
- Single Touch Payroll for all (Finalising through STP for the first time ([ICB STP Resources](#)))
- Introduction to Annualised Salary record keeping ([ICB Resource](#))
> ([Full Solution kit and training launched at ICB Conference](#))
- Superannuation Guarantee Compliance – with or without the Amnesty ([ICB SG Approach plan](#))
- Digitisation Journey ([ICB Digitisation of Business](#))
- Business and Personal, Health and Wellbeing ([ICB resources](#))



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ICB MEMBERSHIP BENEFITS

icb.org.au/Membership/Membership-Benefits

 Resources	 Education & Training	 CPE Register	 Gain Certification in your Bookkeeping Skills
Practical, usable, everyday resources. An extensive knowledge base, information library, how to guides, checklists and templates.	CPE for bookkeepers. ICB-generated and monitored access to the most appropriate education and training.	ICB Members (Affiliate and above) have access to the ICB Register, making it easy to keep track of your CPE hours and activities.	Gain ICB certification to assist in your promotion of your skills.
 Find a Bookkeeper	 Notification of business looking for Bookkeepers	 Members-only Newsletter	 Podcasts
The ICB published and promoted list of Members in Practice. The directory of the best Certified Bookkeepers available to help businesses.	A list of current vacancies published by businesses relevant to your skill levels and in your local area.	ICB Members newsletter By Bookkeepers For Bookkeepers Topics of current interest, directly about your world.	Access the newsletter by podcast, allowing you to listen at your leisure.
 Client & Business eBriefs	 News & Updates	 Support	 ICB Community
Template newsletters provided to you for tailoring, personalising and providing to your clients.	Stay up-to-date with developments in the bookkeeping community from the website and social media.	Phone, email and web-based support for all ICB Members, provided by bookkeepers. Access to a network of experts.	Access to ICB Members-only forums, to engage in peer-to-peer support and discussions.
 Network Meetings	 Conferences & Workshops	 Webinars	 HR Intermediary
Meet with other members of ICB in your local area to discuss your world of Bookkeeping. Over 90 Network Meeting locations.	National Conference and End of Year Workshops to keep you updated with the latest legislation and technology.	Designed and delivered by ICB, providing you with the opportunity to advance your professional development and bookkeeping knowledge.	ICB provides assessments to expand and test your knowledge in payroll and preparing to act as an HR Intermediary.
 BAS Agent Supervision Program	 BAS Agent Support	 Insurance for Bookkeepers	 Personalised ICB Products
ICB has developed a program where we can promote you to bookkeepers who are seeking supervision to gain their experience and/or BAS Agent licence.	Specific guidance and assistance to ICB Members who are BAS Agents and/or involved in preparation of the BAS.	Professional Indemnity Insurance designed for Bookkeepers and BAS Agents. Specifically includes the clauses you need.	Promote your accreditation and ICB Membership with a personalised name badge. For Members in Practice, state your professionalism using the ICB Crest.
 Approved Products & Solutions	 ICBenefits	 ATO Access & Influence	 Your Voice as Bookkeepers
Selected and screened third-party products and solutions. Accounting software, PI Insurance, HR Advice and more!	ICBenefits provides commercial advantage to ICB Members on everyday items.	As a recognised BAS Agent Association and Member of ATPAG and BASAAG, ICB hears from and talks to the ATO.	With nearly 4,000 full ICB Members that we dedicate time to find out what is happening and provide viewpoints from the Bookkeepers perspective.

Bookkeepers of the Future

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W www.icb.org.au



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MEMBERSHIP LEVELS AND REQUIREMENTS

Requirements	Member in Practice	Member in Employment	Associate in Practice	Associate in Employment	Affiliate	Student (Max. 2yrs)	Educator
Yearly Fee	\$480	\$360	\$432	\$312	\$264	\$120**	N/A
Monthly Fee	\$40	\$30	\$36	\$26	\$22	N/A	N/A
Application Fee	\$75	\$75	\$75	\$75	\$75	N/A	N/A
PI Insurance	✓	N/A	✓	N/A	N/A	N/A	N/A
Employment Statement	N/A	✓	N/A	✓	N/A	N/A	✓
Member Declaration	✓	✓	✓	✓	✓	N/A	N/A
Working Experience	2+ years	2+ years	1+ years	1+ years	N/A	N/A	Registered teacher
Required Education	Cert IV Bookkeeping / Accounting	Cert IV Bookkeeping / Accounting	Cert IV Bookkeeping / Accounting	Cert IV Bookkeeping / Accounting	Cert IV Bookkeeping / Accounting	Must be studying	Must be teaching
CPE	15hrs p/a	15hrs p/a	15hrs p/a	15hrs p/a	15hrs p/a	N/A	N/A
ICB Annual Skill Review	✓	✓	✓	✓	✓	N/A	N/A
Client Base	2+ clients	N/A	No minimum	N/A	N/A	N/A	N/A

*Application Fee is non-refundable

**If studying with an ICB Accredited Training Provider they may offer a complimentary 12-month Student Membership.

Prices effective 1 July 2019. For information regarding change of membership please call ICB Member Services on 1300 856 181.

Membership Benefits							
Network Meetings	✓	✓	✓	✓	✓	✓	✓
Resources	✓	✓	✓	✓	✓	Student Resources	Student Resources
Closed Forum	✓	✓	✓	✓	✓	Student Forum	Student Forum
Members Newsletter	✓	✓	✓	✓	✓	Student Newsletter	Educator Newsletter
Voting rights	✓	✓	✓	✓	✓	✗	✗
Technical Support	✓	✓	✓	✓	✓	✗	✗
ICB Benefits	✓	✓	✓	✓	✓	✗	✗
CPE Register	✓	✓	✓	✓	✓	✗	✗
Webinars	✓	✓	✓	✓	✓	✗	✗
ICB Name Badge	✓	✓	✓	✓	✓	✗	✗
IT Support	✓	✓	✓	✓	✓	✗	✗
BAS Agent Supervision	✓	✓	✓	✓	✓	✗	✗
Additional PII Cover	✓	✓	✓	✓	✓	✗	✗
Inside Small Business Subscription	✓	✓	✓	✓	✓	✗	✗
Access to Current Job Vacancies	✓	✓	✓	✓	✓	✗	✗
60yrs+ Membership Rebate	✓	✓	✗	✗	✗	✗	✗
Find a Bookkeeper Listing	✓	✗	✓	✗	✗	✗	✗
Client eBriefs	✓	✗	✓	✗	✗	✗	✗
Use of ICB Crest	✓	✗	✓	✗	✗	✗	✗

Limitation of Liability

The material contained within this report is designed to provide information for bookkeepers and business.

We note that different circumstances might apply from Bookkeeper to Bookkeeper and situation to situation.

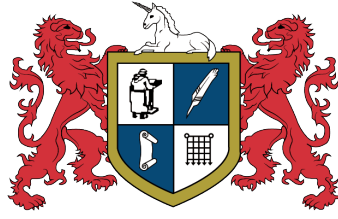
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ICB Strategic Partners

