

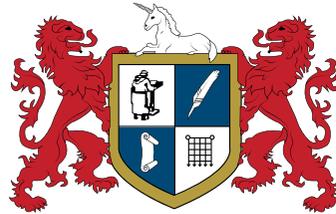


THE INSTITUTE
OF CERTIFIED
BOOKKEEPERS

Annual Survey Report

EDITION 10





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OF CERTIFIED
BOOKKEEPERS

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INTRODUCTION & 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 2020 we obtained 796 responses to the survey, and unsurprisingly (98%) of respondents are ICB members.

No one saw the extent of 2020 coming. No one thought we would still be facing the same challenges over twelve (12) months later. But in 2020, professional bookkeepers have made an indelible mark on the business landscape in Australia. We have never witnessed a profession before that united and stepped up to invest in a record amount of professional learning and development, as has been confirmed by this year's survey, 42.5% of respondents this year indicating that they had invested over 30 hours, more than double ICB's & The Tax Practitioner Board's (TPB) requirements, in professional development and learning. Hardly surprising given the extensive raft of financial assistance offered to SMEs and the business support required.

The influence that bookkeepers had, and continue to have, on the small business community over the past year cannot be downplayed. Many small business owners have credited their business survival to their bookkeepers, and many more have gained a new level of respect for the services and value a professional bookkeeper provides.

The bookkeeping industry was not immune to the challenges faced by the pandemic this year. 53% of respondents experienced a downturn in revenue but only 26% of respondents experienced a downturn in their workload. Of the respondents that experienced a downturn in revenue, 64% experienced an increase in workload and 75% accessed

JobKeeper. This indicates that bookkeepers have continued to work with and support businesses throughout the year, for reduce or perhaps no fee income. 7% of those respondents' workload increased by more than 50%.

With the additional exposure and credibility experienced, has come enhanced expectations on the professional bookkeeper, and that is great for us as a profession. The business world has changed, people management is different. Flexibility in the workplace, working from home, reduced long city commutes, engagement in technology - these all open the door to opportunities for us to enhance the current path we find ourselves on, or take a chance on something new. The opportunities in front of us are endless.

"The future of bookkeeping will involve change and evolve just like any other thing. The trick is to keep on changing and evolving with it."

We also witnessed a level of community and support for each other that was nothing short of inspiring. Many members have told us that they really felt part of a community, something bigger than themselves, they are not in this alone. Sharing knowledge about technology solutions, legislation changes, government incentives, the list just goes on, and on. With the support of ICB, this year was all about Bookkeepers helping Bookkeepers get each other through.

"As much as 2020 has been a challenging year, it has given us a huge opportunity to shine and blossom in our industry - big thankyou to the team at ICB".

Amanda Linton
CEO

01 ALL ABOUT YOU

The profile of the average respondent hasn't significantly shifted for the 2020 year, with the average age of respondents being 53 and the profession still being significantly dominated by a female workforce (89%), a trend which is increasing year on year.

A significant shift over the past four (4) years is the environment in which we work. More professional bookkeepers are coming together to build multi person practices with only 52% of respondents indicating that they are operating as a sole trader as compared to 79% in 2019. The rise in the number of multi person bookkeeping businesses indicates the growing commerciality and creditability as the profession continues to grow and develop. Interestingly 10% more respondents now refer to themselves as a BAS Agent rather than a bookkeeper compared to just two years ago.

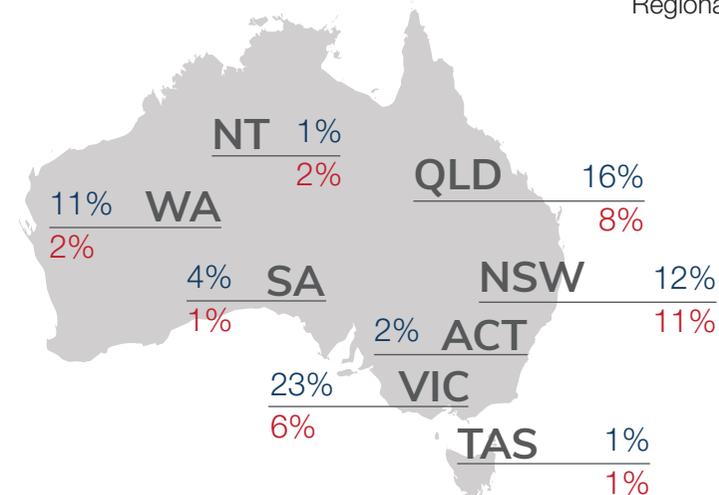
There has been a shift during 2020 with 5% more respondents (31.9%) being located more than 100kms from a capital city. Given a nationwide shift to more flexible working arrangements and the rise in the use of technology, this trend is reflective of the general population shift in where they live and work.



89%
of bookkeepers
are female

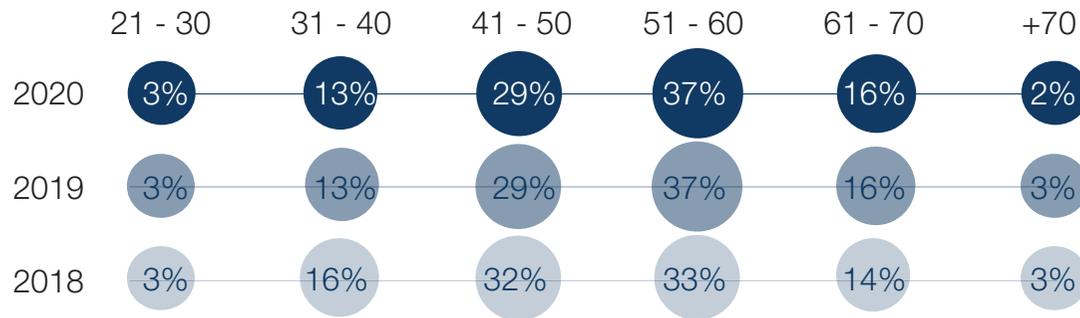
Which state or territory are you based in?

Within 100kms of a capital city ●
Regional ●



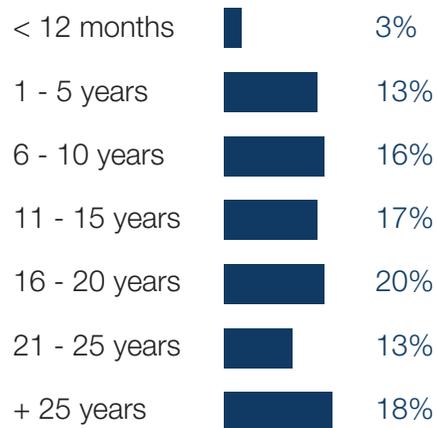
01 ALL ABOUT YOU

What is your age?

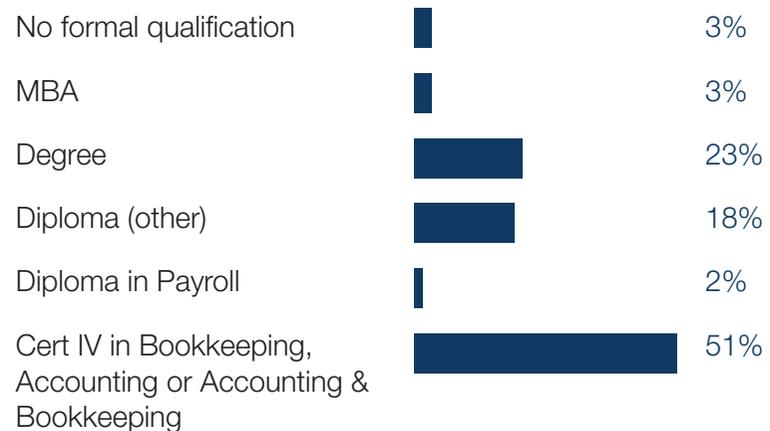


Data from the 2020 ICB Membership Survey in August revealed that the average age of a bookkeeper is 53

How long have you been a bookkeeper?



What is the highest qualification you hold?

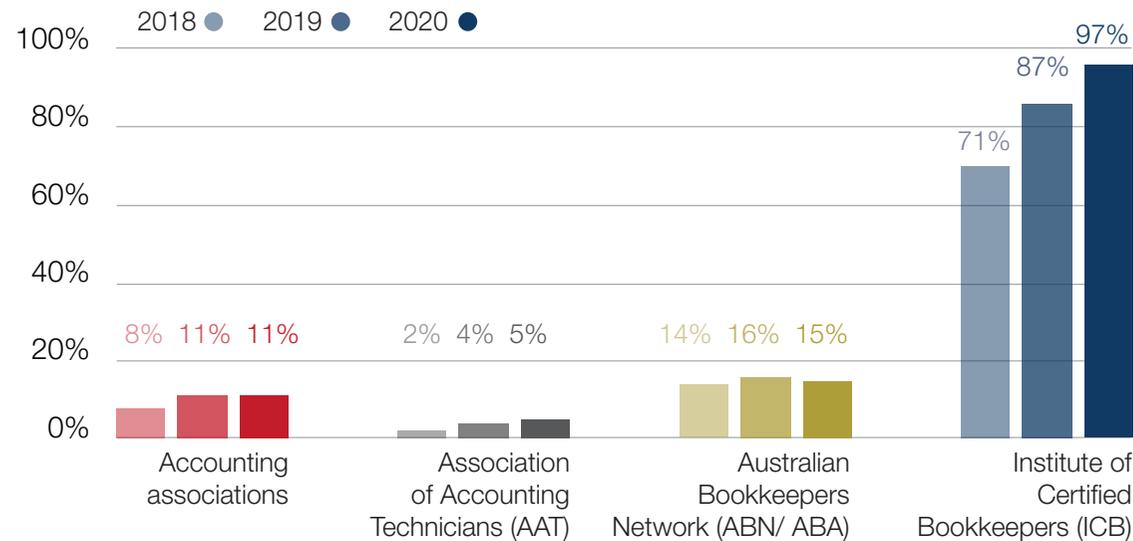


01 ALL ABOUT YOU

How would you describe your role?



What professional memberships do you currently hold?



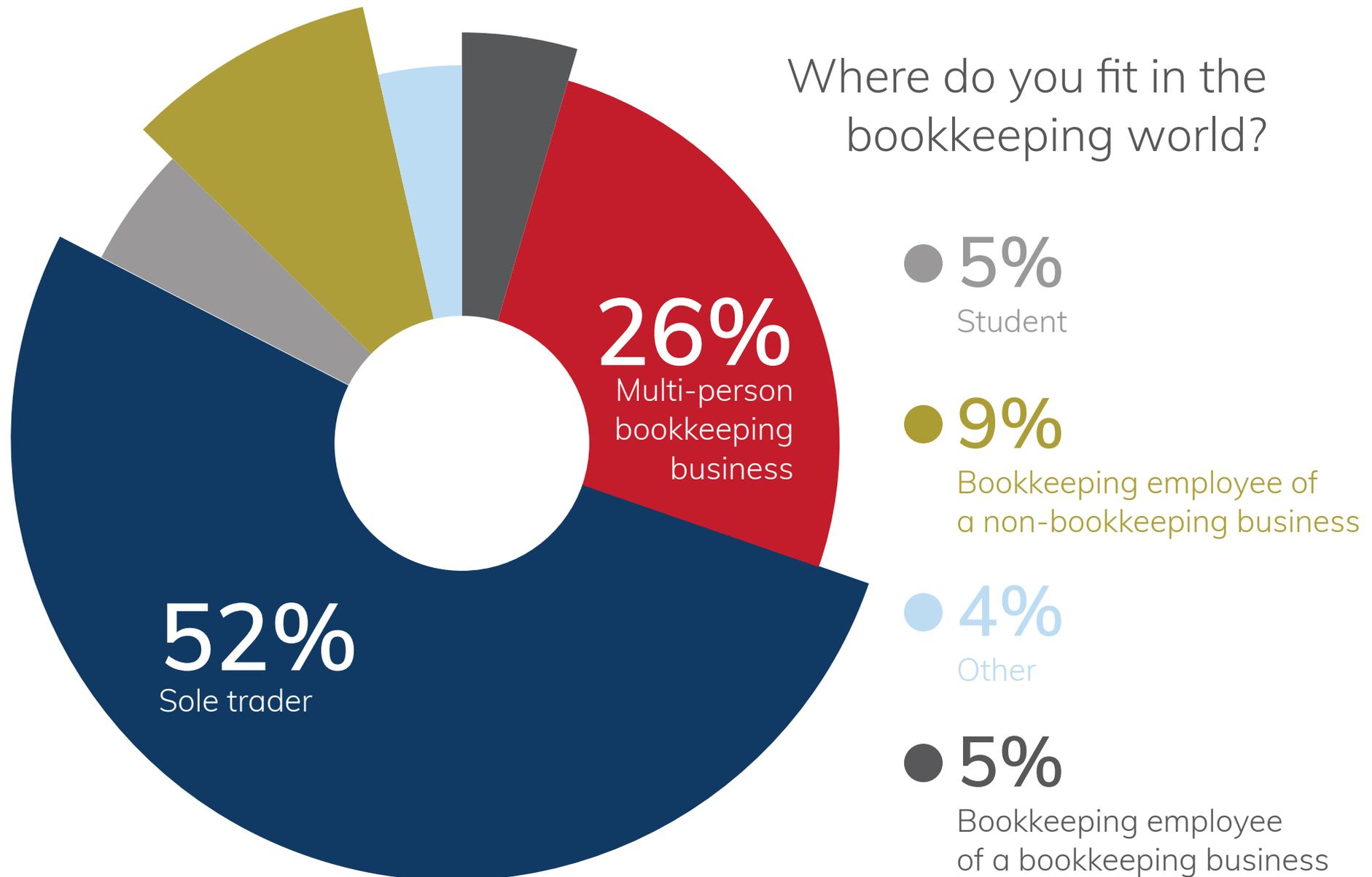
f 77%
of bookkeepers use Facebook

in 43%
use LinkedIn

Instagram 30%
use Instagram

* The number of respondents using social media has significantly increased this year, noting in 2019, 45% indicated they did not use social media, whereas only 17% was reported in 2020.

01 ALL ABOUT YOU



02 YOUR EMPLOYEES

The long-term trend for an increasing percentage of respondents who operate a multi-person bookkeeping practice continues, with an average of 51% of respondents employing others, which is an increase from 2019 (44%) of 7%.

Average pay rates for employees have increased, with the most popular pay ranges indicating:

- Full time/part time 43% earning \$31-\$40/hr
- Casuals 47% earning \$31-\$40/hr

This information has been crosschecked between regional and metro based workers and these rates remain consistent, regardless of the locality of the respondent.

The ongoing engagement of contractors remains relatively consistent at 32%, however there appears to be a decrease in the amount that contractors are being paid with 34% also being paid between \$31-\$40/hr. The engagement with overseas contract services, should be taken into account when evaluating the reduction in pay rates here.

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

	2020		2019		2018	
	FT	PT	FT	PT	FT	PT
None	46%	52%	57%	58%	43%	54%
1 - 3	43%	39%	36%	35%	53%	41%
4 - 6	5%	7%	5%	5%	3%	1%
7 - 10	3%	-	1%	-	1%	1%
+ 10	-	-	-	1%	1%	3%

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



02 YOUR EMPLOYEES

How many casual bookkeeping employees work in your business?

	2020	2019	2018
None	48%	52%	52%
1 - 3	50%	43%	47%
4 - 6	1%	3%	2%
7 - 10	1%	1%	-
+ 10	-	-	-

Did you hire contractor bookkeepers within the past 12-months?

	2020	2019	2018
None	68%	67%	68%
0-9hrs per week	19%	20%	19%
10-19hrs per week	6%	7%	6%
20+ hrs per week	7%	7%	7%

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



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



03 YOUR BUSINESS

An increasing number of respondents (75% up from 69% in 2019) are satisfied with the financial return of their business and given what 2020 has thrown at them this is an encouraging result.

Yet even those that are satisfied, indicate that the most pressing challenges of the year are the level of charge rates, followed by the hours of work. These have been the two most pressing issues for the last two (2) years. Interestingly in 2018 charge rates ranked as the 6th most pressing challenge. This indicates that charge rates may not be keeping up with CPI costs of running a bookkeeping business and therefore the margins are tighter.

Those that aren't satisfied with the financial return of their business have indicated that their most pressing challenges are client attraction and retention.

 **75%**
of bookkeepers in business are satisfied with the financial return of their business

Most pressing challenges businesses faced over past 12-months...

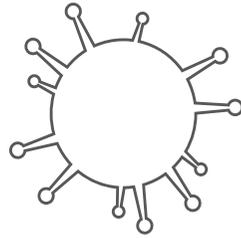
Satisfied with financial return...	No	Yes
Client attraction	#1/ 4.13	#5/ 3.15
Client retention	#2/ 4.07	#3/ 3.88
Level of charge rate	#3/ 3.91	#1/ 4.88
Hours of work	#4/ 3.91	#2/ 3.93
Consistency of work	#5/ 3.16	#4/ 3.32
Too many un-billable hours	#6/ 2.00	#6/ 1.95

03 YOUR BUSINESS

72%

of bookkeepers indicated that their business was affected by the COVID-19 pandemic, with a further

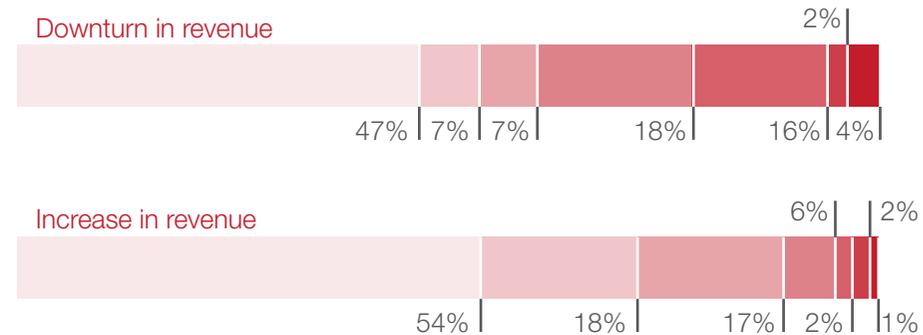
53% of those respondents accessing the JobKeeper subsidies.



The bookkeeping industry was not immune to the challenges faced by the pandemic this year. 53% of respondents experienced a downturn in revenue but only 26% of respondents experienced a downturn in their workload. Of the respondents that experienced a downturn in revenue, 64% experienced an increase in workload and 75% accessed JobKeeper. This indicates that bookkeepers have continued to work with and support businesses throughout the year, for reduce or perhaps no fee income. 7% of those respondents' workload increased by more than 50%.

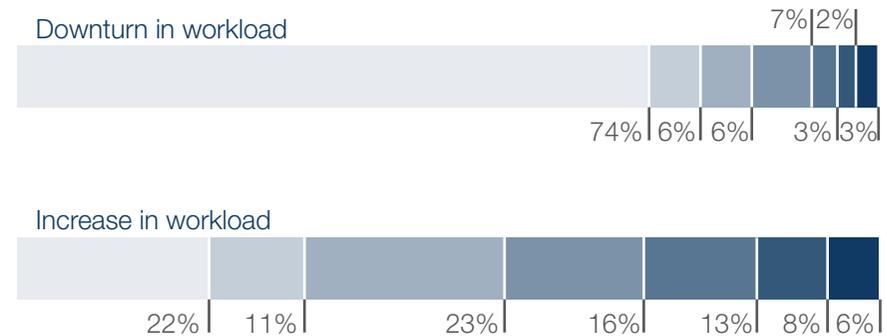
Was your revenue impacted by COVID-19?

● No ● 0-10% ● 11-20% ● 21-30% ● 31-40% ● 41-50% ● +50%



Was your workload impacted by COVID-19?

● No ● 0-10% ● 11-20% ● 21-30% ● 31-40% ● 41-50% ● +50%



04 YOUR CLIENT SERVICES

The services that professional bookkeepers provide to their clients, has not significantly shifted in the last 10 years. The end results are the same, it is the methodologies and the technology that have changed.

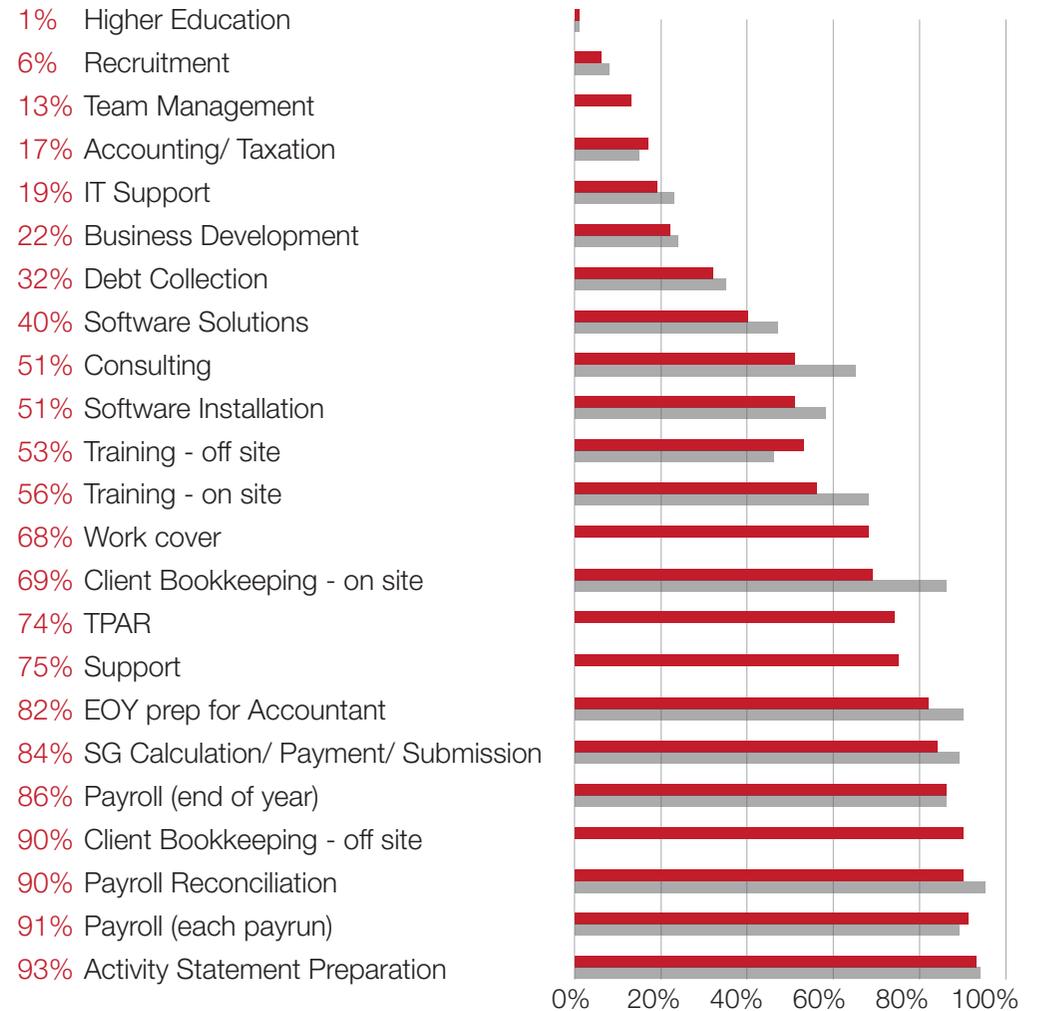
There is a gradual decline in the number of respondents providing services on a client premises, having reduced to 69%, down from 84% just four (4) years ago.

Word of Mouth is clearly the most effective way for client attraction. Building relationships is the cornerstone of professional bookkeeping services in 2020. Business owners expect more than just knowing the data and technology. They want advisors they can connect with and trust. 18% of respondents attracting clients via social media, an increase of 2% from 2019, is hardly surprising given many bookkeepers have not been able to attend physical networking and other events this year and have moved to online mediums for client attraction.

The use of engagement letters is getting better, but it is still concerning that only 72% are using them mostly or always. This number is increasing but given the protections that engagement letters can provide to professional bookkeepers and their clients, cannot be understated, and should be the hallmark of a professional bookkeeper.

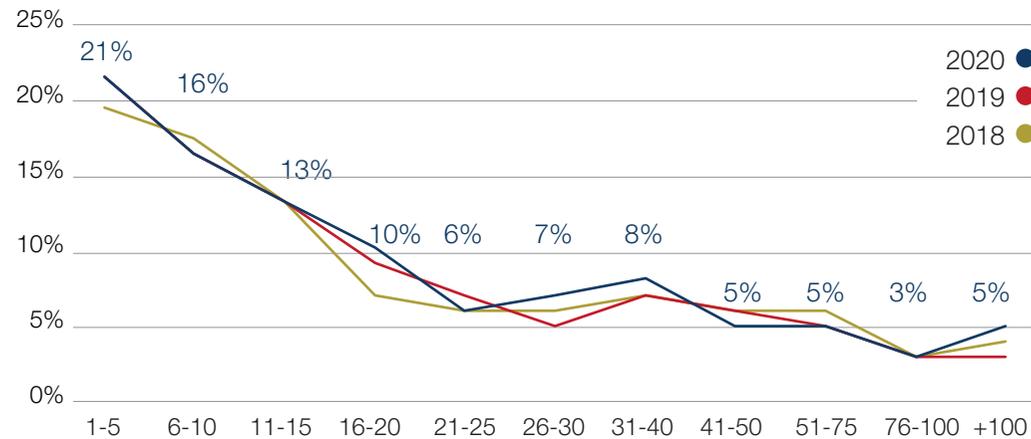
Services you provide to clients...

2020 ● 2015 ●



04 YOUR CLIENT SERVICES

How many active clients do you have?



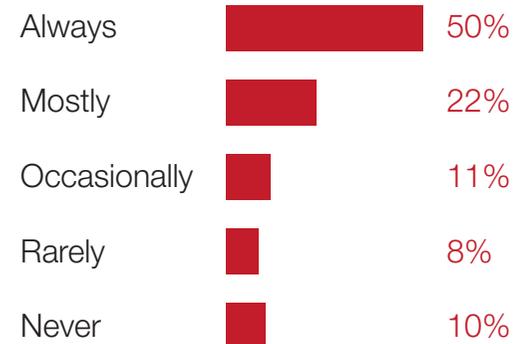
62%

of bookkeepers are currently taking on more clients

How did your clients find you?

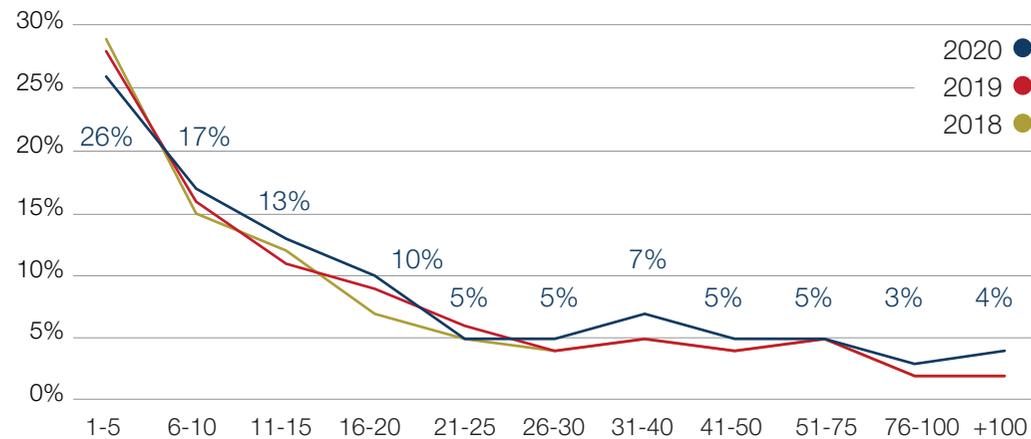


How often do you use an engagement letter?



04 YOUR CLIENT SERVICES

How many of your clients do you access remotely?



Do you charge clients for travel?



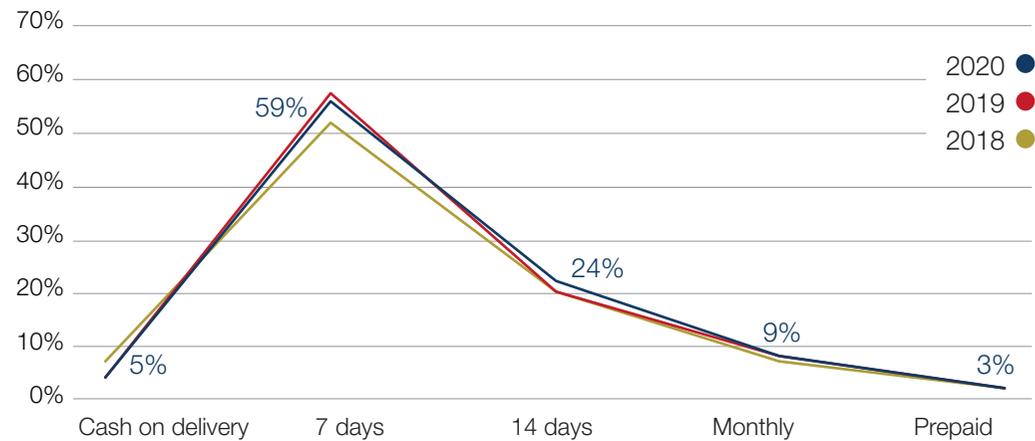
81% 

of bookkeepers access their clients remotely

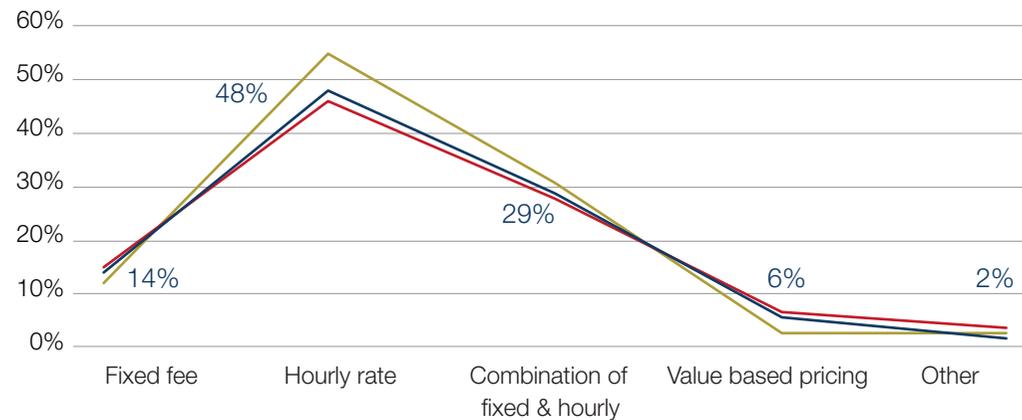
If 2020 has shown us nothing else, it is the adaptability of business to engage with technology. Some have embraced technology and others have been dragged kicking, but remote and working from home arrangements, have dominated the working patterns of SME's and their employees in 2020. Whilst Australia still battles with lockdowns, closed borders and restriction of movement these arrangements are likely to continue for some time to come. It is unsurprising that most professional bookkeepers have remote access to provide services to their clients. In many cases there is no other choice, and leading SMEs into the digital space will yield benefits of efficiency, diversity in work forces and productivity gains not seen by many businesses before.

04 YOUR CLIENT SERVICES

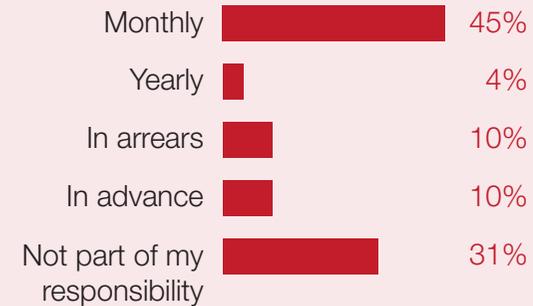
What are the standard payment terms you offer clients?



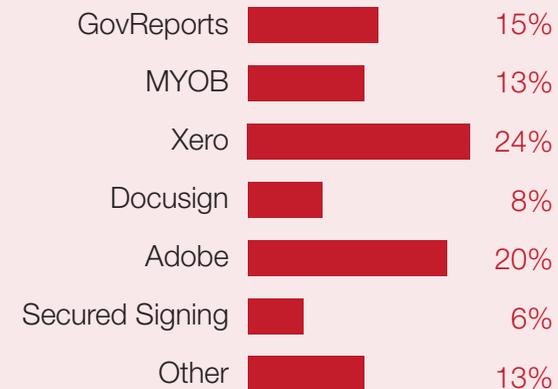
What is your preferred method for billing clients?



How do you bill clients for their software subscription?



Which software do you primarily use to obtain digital signatures from your clients?



05 YOUR PROFESSIONAL PRACTICES

The most popular charge rates for bookkeeping services appears to be consistent regardless of whether the respondent was located in metro or regional areas:

- Within 100klms of a capital city 24% \$61-\$70/hr
- More than 100klms of a capital city 20% \$61-\$70/hr

However, when we start to look at high end, troubleshooting, consulting and BAS services there are glaring discrepancies between metro or regional areas. This tends to indicate that those respondent in regional areas struggle to communicate the differences in these types of services, or they are finding market pressures to pay for those services.

High end troubleshooting, consulting services appears to be:

- Within 100klms of a capital city 26% \$101-\$150/hr, 13% \$71-\$80/hr
- More than 100klms of a capital city 16% \$101-\$150/hr, 14% \$61-\$70/hr

BAS Services appears to be:

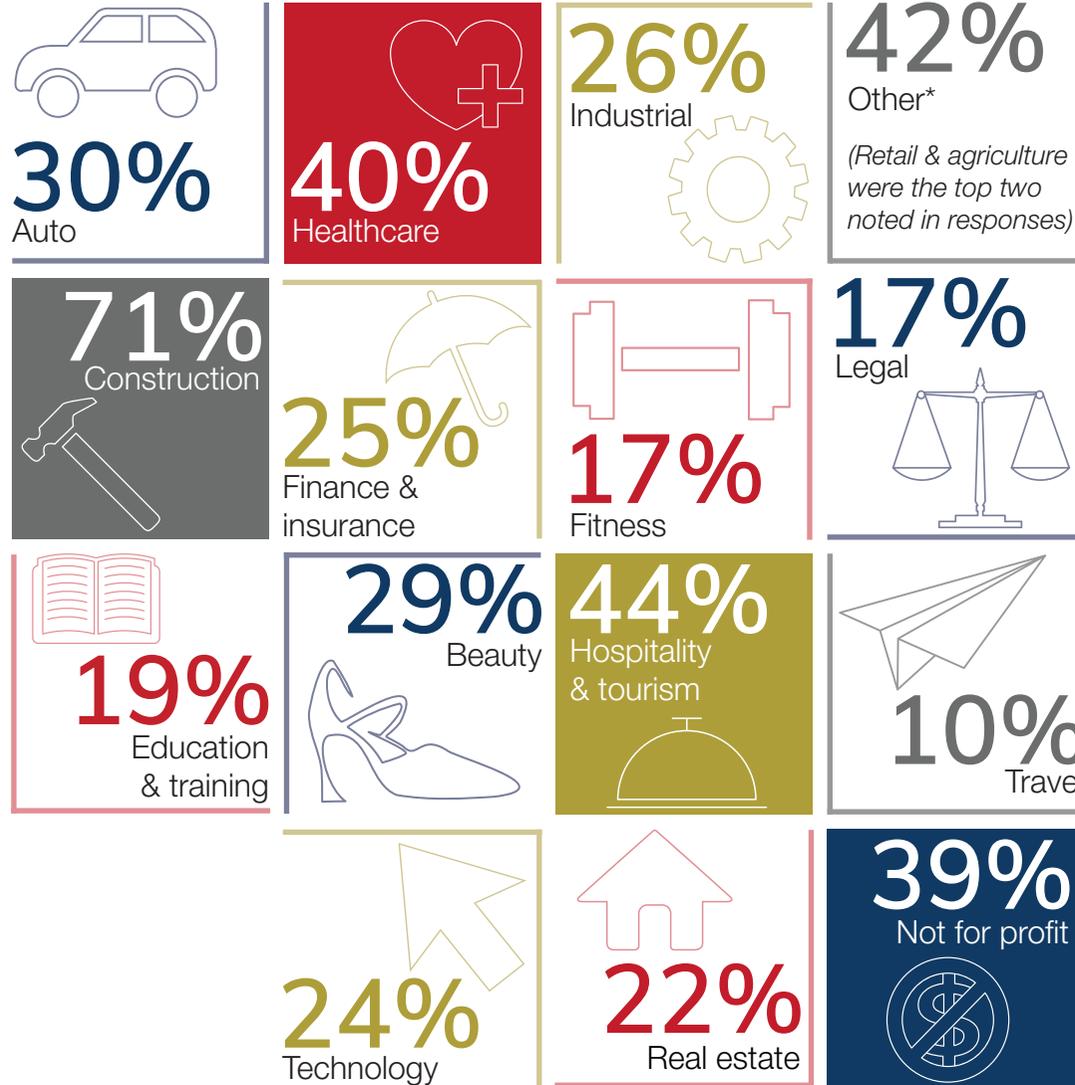
- Within 100klms of a capital city 15% \$101-\$150/hr, 14% \$71-\$80/hr
- More than 100klms of a capital city 18% \$61-\$70/hr, 15% \$81-\$90/hr

Respondents have clients in a broad range of industries with construction (71%), hospitality and tourism (44%) and healthcare (40%) being the top three (3) industries that they engage with, pushing the not for profit sector (39%) into 4th place in 2020.

There has been a slight shift in which tools and resources respondents are using to help with their bookkeeping. Across the board there is increased usage of ICB resources such as network meetings (8% inc), workshops (11% inc), support (13% inc) and website (8% inc), whilst there being a reduction of 6% reliance on computerised accounting software, and 2% reliance on Accountants.

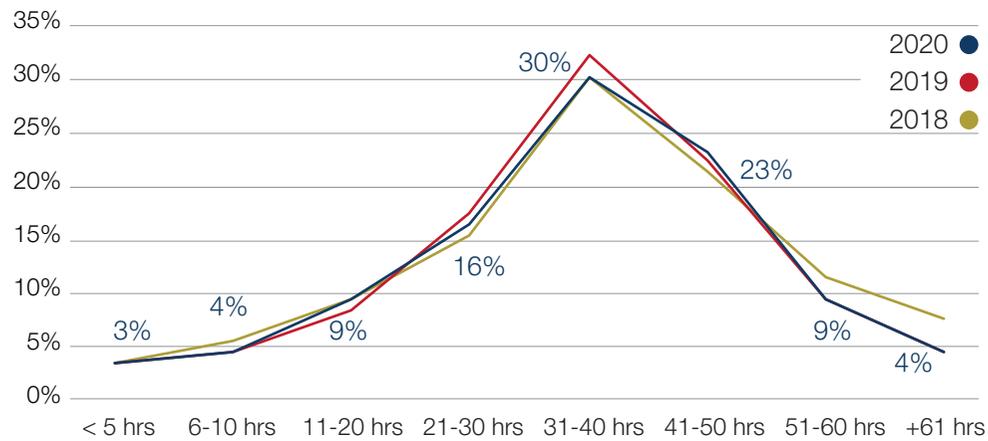
05 YOUR PROFESSIONAL PRACTICES

The industries you provide bookkeeping services for...

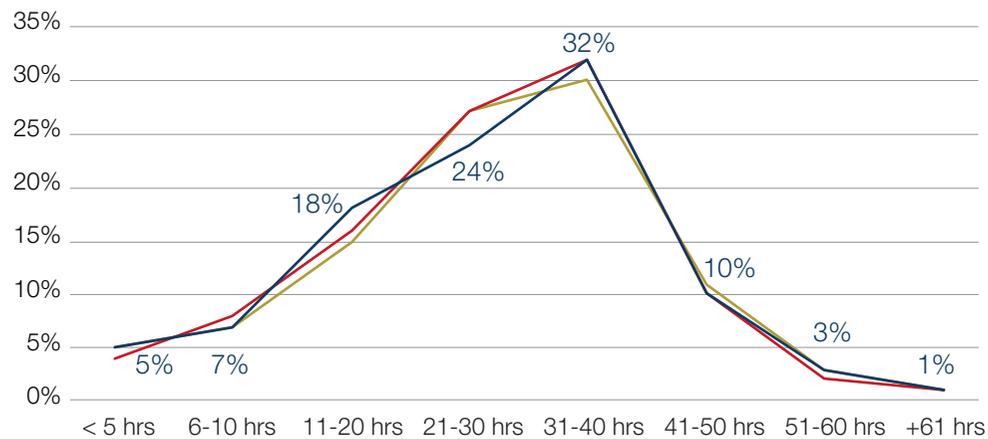


05 YOUR PROFESSIONAL PRACTICES

During BAS periods, how many hours do you work pw?*



During non-BAS periods, how many hours do you work pw?*



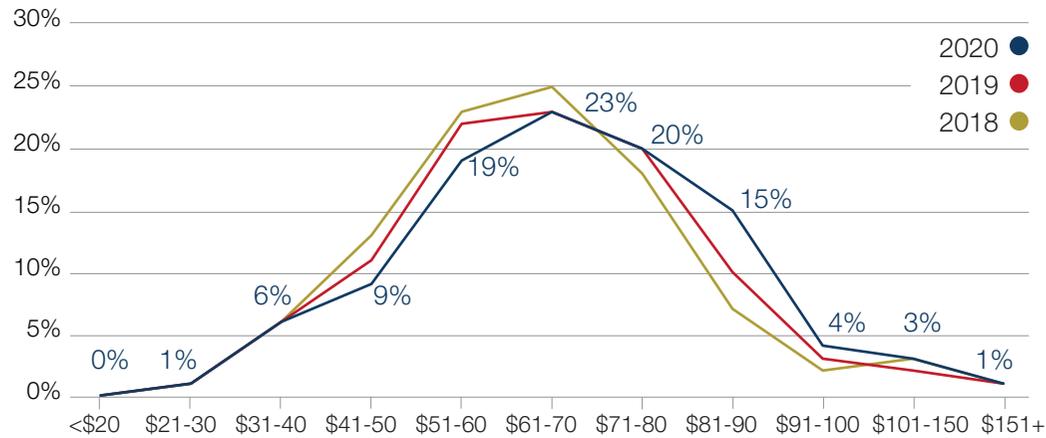
*pw = per week

Hours spent on CPE...

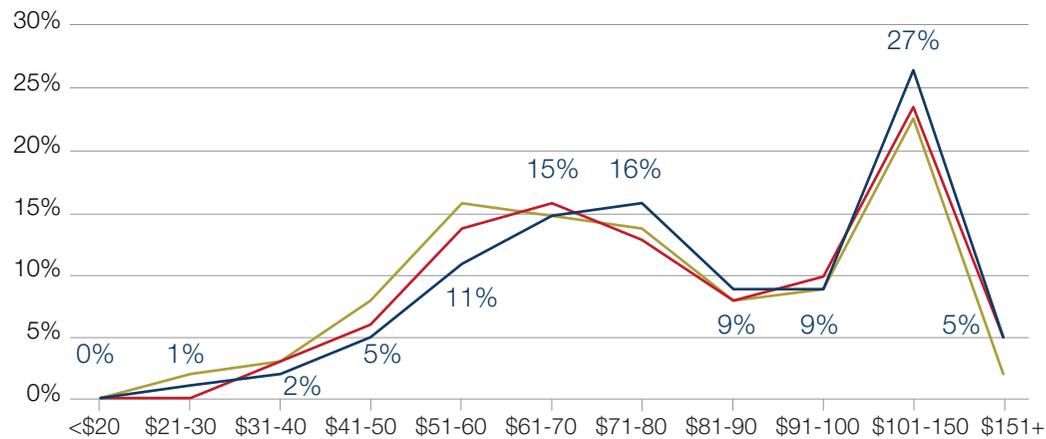
- +30hrs 43%
- 21-30hrs 14%
- 16-20hrs 16%
- 11-15hrs 14%
- 6-10hrs 7%
- 0-5hrs 6%

05 YOUR PROFESSIONAL PRACTICES

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



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



67%

have Public Liability Insurance

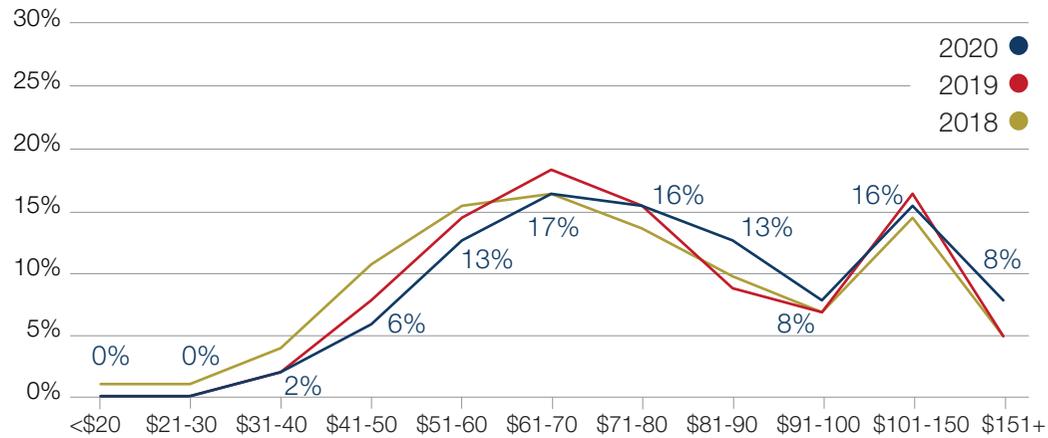
21% Not insured

11% Covered by employer

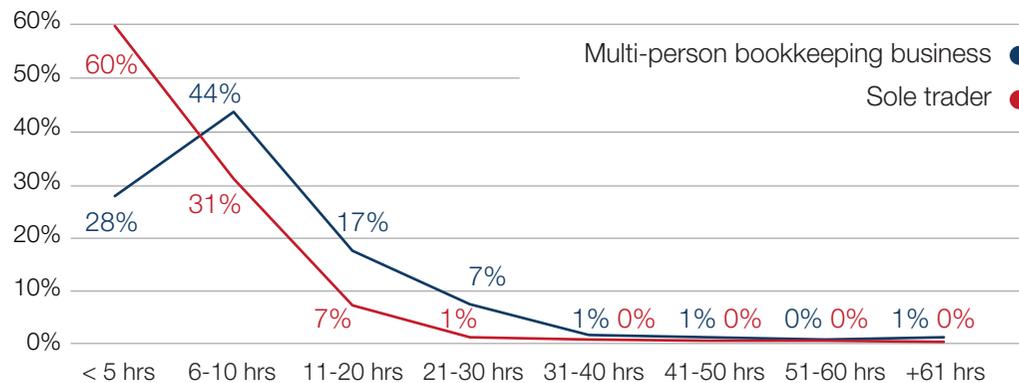


05 YOUR PROFESSIONAL PRACTICES

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



How many non-chargeable hours do you spend with your own business administration per week?



89%

of bookkeepers have Professional Indemnity Insurance

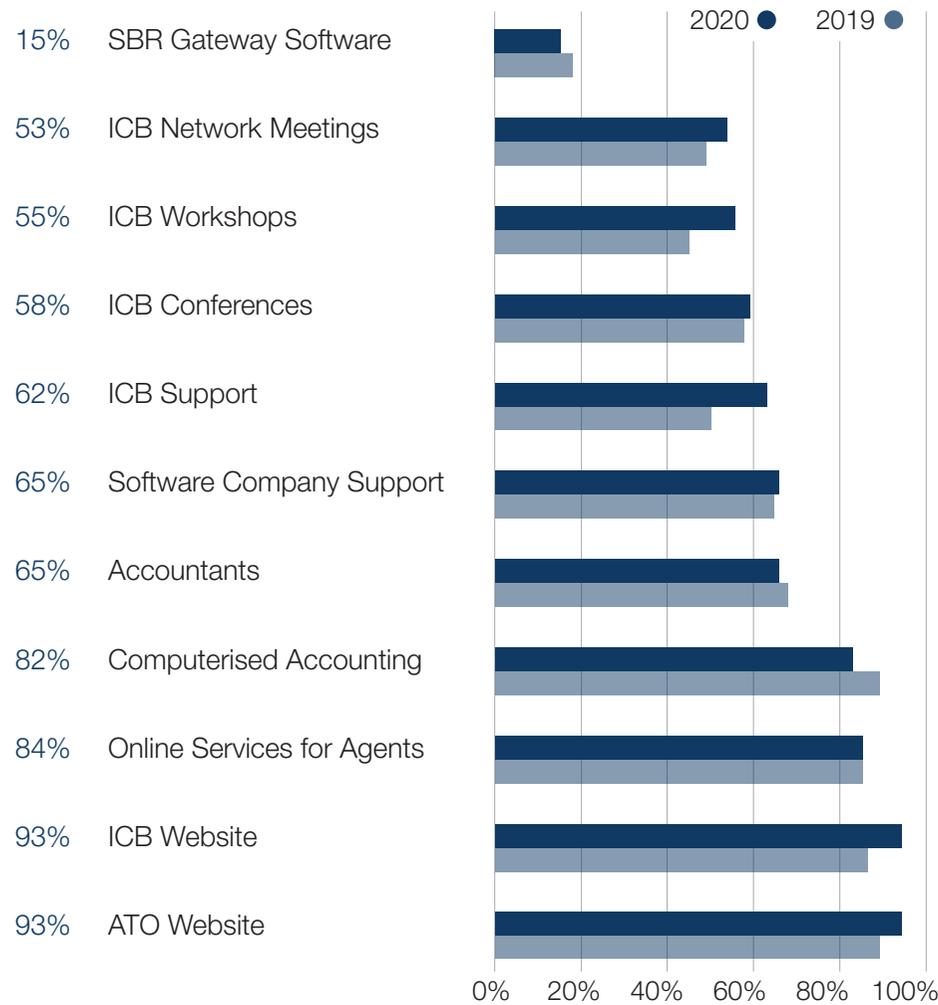
2% Not insured

9% Covered by employer



05 YOUR PROFESSIONAL PRACTICES

Tools and resources to help with your bookkeeping...



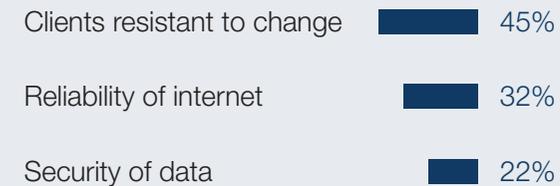
90%



of your online accounts are protected with multi-factor authentication

Compared to 86% in 2019

Top perceived barriers to working entirely online...



How satisfied are you with the internet you rely on for work?



06 YOUR SOFTWARE

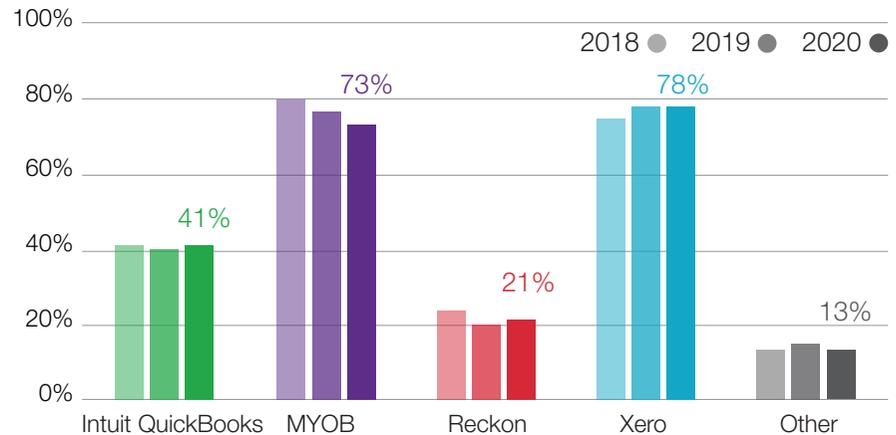
We are seeing a consistent trend over the past three years that there is an increase in the use of Xero as the dominate software with both client use and bookkeepers use in the Australian market. Noting that the response level is the same as in 2019, 78% use with their clients and 49% use it in their own business.

It should be noted that there is a marginal increase in the use of Reckon (21%) and Intuit (41%) with their clients by respondents this year, but a steady decline in the use of MYOB (73% down from 77% in 2019). Xero and MYOB are still the two most popular companies for accounting software use with both business and respondents. There was a 3% increase in respondents using Intuit in their own business.

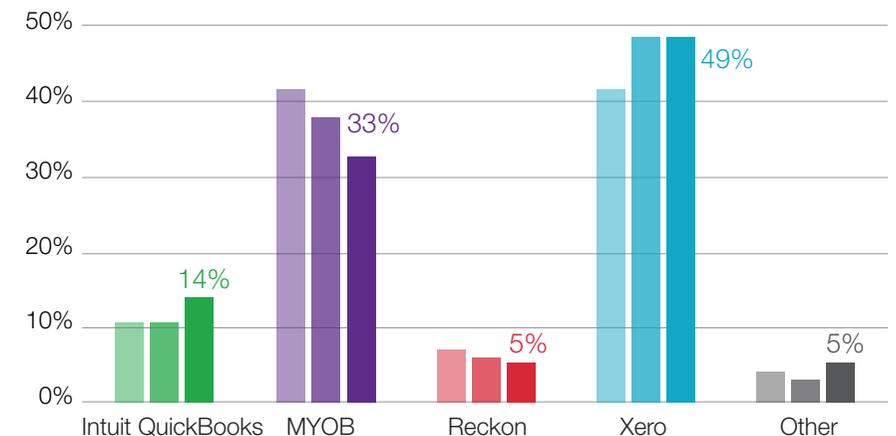
Usability of software was the most satisfied feature offered by the major companies with Xero, MYOB and Reckon all rating above a 50% satisfaction rating. Pricing was the highest rate feature of Intuit at over 60%.

Respondents were most dissatisfied with Xero and Reckon support, Intuit useability and MYOB price. They were the most satisfied with the Xero partner program and least satisfied with Reckon.

Which software do you use for your clients?

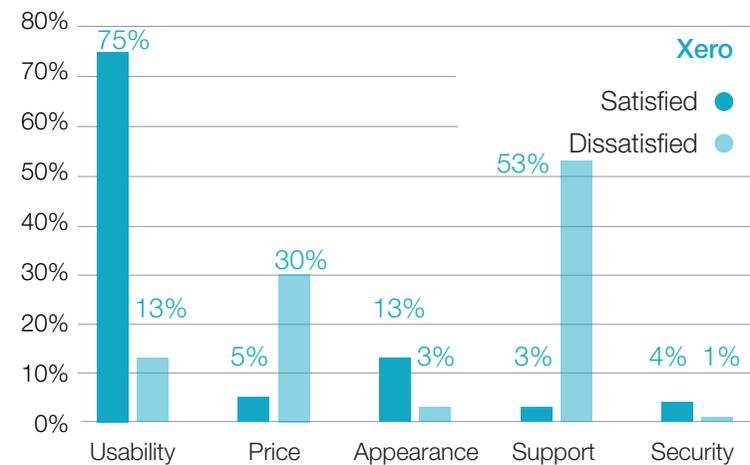
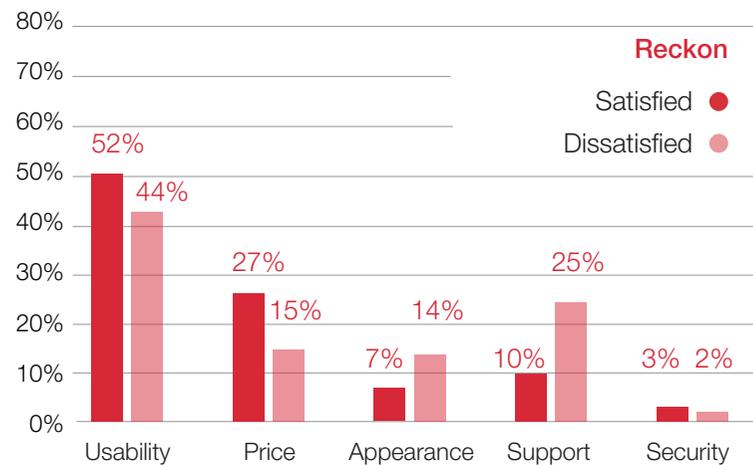
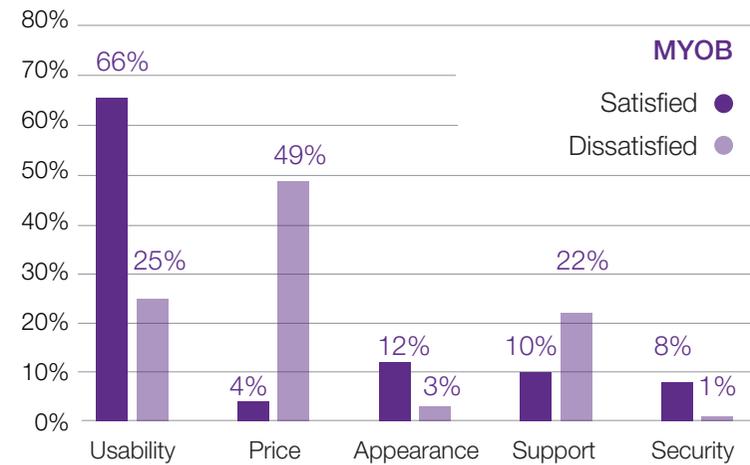
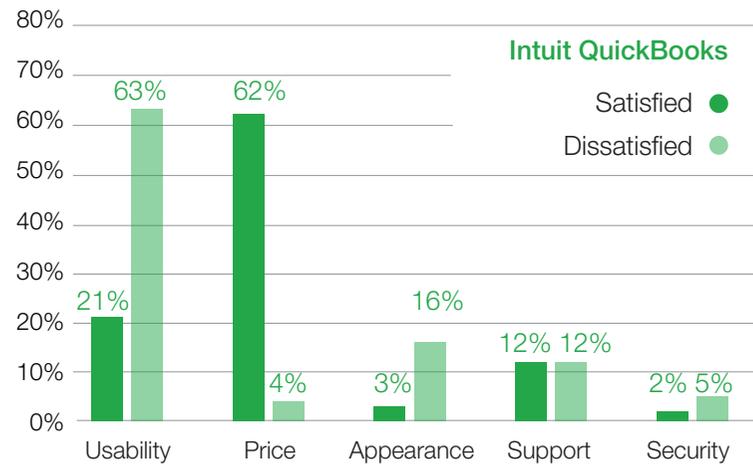


Which software do you use for your business?



06 YOUR SOFTWARE

For each software program that you have used during the past 12-months, indicate what features you are most satisfied and dissatisfied with...



06 YOUR SOFTWARE

How satisfied are you with your membership to the following software partner programs?



Some of the various software features you use with clients...

78% Creation and use of 'ABA' files

36% Software provided direct payment gateways

92% BankFeeds

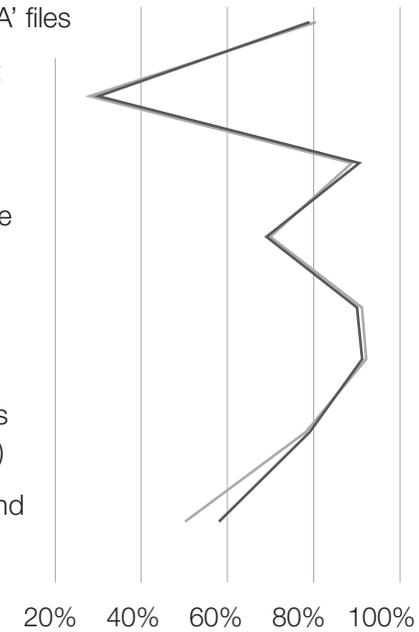
68% SuperStream compliance from within the software

93% Payroll

95% Single Touch Payroll

78% Remote access (includes browser based software)

57% Supplier invoices read and dissected electronically (Invitabox, ReceiptBank, Shoeboxed, etc.)



Preferred method of software support



Phone

Preferred method of software training



Live webinar

07 BAS AGENTS

84%



are registered BAS Agents...

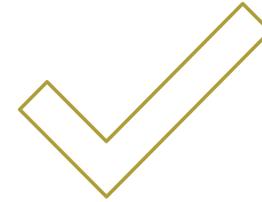
and 99% will renew their BAS when it is next due

As the professional bookkeeper profile is raised so too is the percentage of respondents that are registered BAS Agents (84%). The predominate reasons that presents barriers to on time lodgements is consistent with the past three (3) years surveys being Clients that do not provide timely information (57%) and incomplete or incorrect information provided by clients (30%). This does indicate that some education into the SME market about recordkeeping requirements and the use of up-to-date technology may be required to help address these barriers.

56% of respondents are satisfied with the Tax Practitioner Board, however they still perceive that addressing the issues of non-compliant registered agents and promoting the importance of using a registered agent are still significant issues of concern.

98%

use the ATO Online Services for Agents



76%

do not use their client/s business portal



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



07 BAS AGENTS

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

The TPB is effective at ensuring tax practitioners are registered.



The TPB is effective at ensuring tax practitioners understand their obligations.



The TPB is effective at ensuring tax practitioners understand new policies.



The TPB is effective at communicating the importance of using a registered agent to consumers.



The TPB is effective at investigating non compliance of registered agents.



The TPB is effective at investigating non registered agents.



Strongly agree

Strongly disagree

Score

08 THE ATO



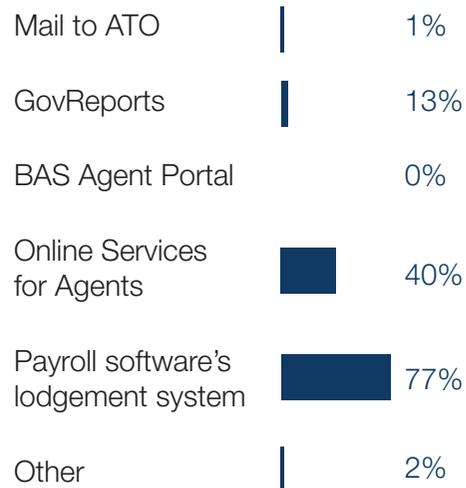
97%
have setup
myGovID

95%
report STP through
payroll software's
lodgement system

How do you lodge the BAS?



How do you lodge your EOY payroll obligations?



80% of respondents are satisfied with the Australian Taxation Office (ATO), and the 38% increase in respondents who have setup a myGovID (97%) is in line with the decommissioning of ATO Agent Portals in March 2020 and the switching to the Online Services For Agents framework.

Your satisfaction towards the ATO and the TPB...



WHAT IS A PROFESSIONAL BOOKKEEPER?

The bookkeeping profession unites

In a show of unity to the commitment of the development, growth and recognition of Professional Bookkeepers in Australia, ICB Australia, together with the Australian Bookkeepers Association, have come together to set and promote a single common definition of a **‘Professional Bookkeeper’** as the standard and benchmark for the bookkeeping industry.

Background

The establishment of professional bookkeeping associations in Australia in the early 2000’s, was the professions first step in putting in place a framework for professional bookkeepers to work and be recognised. The introduction of initiatives such as codes of conduct, professional development opportunities and advocating for the services that bookkeepers provide to the business community, meant that members of these associations could confidently promote the fact that they had a commitment to professionalism and professional development.

The introduction of the *Tax Agent Services Act in 2009* was the first official step taken by the Australian government towards putting a more formal regulatory framework around part of the bookkeeping profession in Australia. It was also recognition that a proportion of the industry met the professionalism, expertise, education and commitment required to be a part of that framework.

The traditional definition of a bookkeeper is centuries old – ***a person who is responsible for keeping the records of the financial affairs of a business.*** What has become more commonly known by the

broader community as ***‘keeping the books’***.

Whilst the foundation of what a professional bookkeeper in Australia today still remains true to its roots, there is a need to educate the business community and government on the broader and expanded scope of services and professionalism of bookkeepers today.

A professional bookkeeper today does much more than ‘keep the books’.

Generally, as a profession, bookkeeping in Australia is still somewhat unregulated and largely misunderstood by the business community. There is confusion over what the term “Bookkeeper” now means, although there is familiarity with the foundation of what a traditional bookkeeper was as it is a known term.

Even fewer people outside of bookkeepers, know who or what a BAS Agent is or what they do, assuming they have even heard of the term at all. BAS Agent is a regulatory term and is a completely unknown term in much of the broader community.

To change the name of a bookkeeper to a new different term, means starting again to build our industry, in reputation, recognition and professionalism, from scratch. Introducing a new term into the broader community means a reset to the advancements that we as a profession have made over the last 20+ years. Hence our commitment to retaining the foundation of the “profession” and the term “bookkeeper”.

WHAT IS A PROFESSIONAL BOOKKEEPER?

Broadening Recognition of Professional Bookkeepers

Due to a lack of regulation, anyone can hold themselves out to be a traditional bookkeeper, without fear of penalty. What is needed, is to differentiate a 'Professional Bookkeeper', from someone who does not show the same levels of professionalism as has come to be expected of professional advisors to business, from both government and the business community today.

Achieving the characteristics of being a 'Professional Bookkeeper', and with the appropriate support of the two recognised Professional Bookkeeping Associations, 'Professional Bookkeeper' can be widely promoted and understood.

It gives us as a profession the opportunity to reference 'Professional Bookkeepers' in a variety of government forums that will enhance and promote the reputation of holders of this designation.

In addition, with support of government, 'Professional Bookkeeper' will quickly become the benchmark within the industry, and broader recognition with the business community.

What is a Professional Bookkeeper?

- Experienced
 - ▶ An independent verification of the quality and quantity of experience held
- Commitment to professional development

- ▶ A commitment to education, learning and development of skills via continuing professional development

- Endorsed

- ▶ A member of a professional body, committed to the requirements adherent to that membership including
 - ▶ Acts with honesty and integrity
 - ▶ Acts in the best interest of their clients or employers

- A professional bookkeeper in practice will be a Registered BAS Agent

What does this mean for ICB Members?

By being a member of ICB Australia, you are already either on the path (Affiliate) or will have already achieved (Member and Associate) the attributes of being a 'Professional Bookkeeper'. Your continuing commitment to being a member and the requirements of that membership with ICB, don't change.

As the specific details of the framework around the designation are still in the final stages of development, we will be announcing to members over the coming months as to how we will be recommending that members can use and promote the 'Professional Bookkeeper' designation in conjunction with your current membership.

What you will see is the change of language when we are in discussions and seeking recognition of bookkeepers in Australia with business, government and industry, as we work together to lift the recognition and profile of our profession and our members.



Resources	Education & Training	CPE Register	Gain Certification in your Bookkeeping Skills	Find a Bookkeeper	Notification of business looking for Bookkeepers
<p>Practical, usable, everyday resources.</p> <p>An extensive knowledge base, information library, how to guides, checklists and templates.</p>	<p>CPE for bookkeepers. ICB-generated and monitored access to the most appropriate education and training.</p>	<p>ICB Members (Affiliate and above) have access to the ICB Register, making it easy to keep track of your CPE hours and activities.</p>	<p>Gain ICB certification to assist in your promotion of your skills.</p>	<p>The ICB published and promoted list of Members in Practice. The directory of the best Certified Bookkeepers available to help businesses.</p>	<p>A list of current vacancies published by businesses relevant to your skill levels and in your local area.</p>
Members-only Newsletter	Podcasts	Client & Business eBriefs	News & Updates	Support	ICB Community
<p>ICB Members newsletter By Bookkeepers For Bookkeepers</p> <p>Topics of current interest, directly about you and your world.</p>	<p>Listen to the ICB newsletter via podcast or tune into the Heart of the Bookkeeper podcast. Hosted by Rob Marshall, this podcasts talks to amazing individuals in our industry.</p>	<p>Template newsletters provided to you for tailoring, personalising and providing to your clients.</p>	<p>Stay up-to-date with developments in the bookkeeping community from the website and social media.</p>	<p>Phone, email and web-based support for all ICB Members, provided by bookkeepers. Access to a network of experts.</p>	<p>Access to ICB Members-only forums, to engage in peer-to-peer support and discussions.</p>
Network Meetings	Conferences & Workshops	Webinars	HR Intermediary	BAS Agent Supervision Program	BAS Agent Support
<p>Meet with other members of ICB in your local area to discuss your world of Bookkeeping.</p> <p>Over 70 Network Meeting locations.</p>	<p>National Conference and End of the Year Workshops to keep you updated with the latest legislation and technology.</p>	<p>Designed and delivered by ICB, providing you with the opportunity to advance your professional development and bookkeeping knowledge.</p>	<p>ICB provides assessments to expand and test your knowledge in payroll and preparing to act as an HR Intermediary.</p>	<p>ICB has developed a program where we can promote you to bookkeepers who are seeking supervision to gain their experience and/or BAS Agent registration.</p>	<p>Specific guidance and assistance to ICB Members who are BAS Agents and/or involved in preparation of the BAS.</p>
Insurance for Bookkeepers	ICB Personalised Products	Approved Products & Solutions	ICBenefits	ATO Access & Influence	Your Voice as Bookkeepers
<p>Professional Indemnity Insurance designed for Bookkeepers and BAS Agents.</p> <p>Specifically includes the clauses you need.</p>	<p>Promote your accreditation and ICB Membership with a personalised name badge. For Members in Practice, state your professionalism using the ICB Crest.</p>	<p>Selected and screened third-party products and solutions. Payroll by TAPS, HR by Employment Innovations (includes 3 free calls per year), and more!</p>	<p>ICBenefits provides commercial advantage to ICB Members on everyday items.</p>	<p>As a recognised BAS Agent Association and Member of ATPAG and BASAAG, ICB hears from and talks to the ATO.</p>	<p>With nearly 5,000 voting ICB Members that we dedicate time to find out what is happening and provide viewpoints from the Bookkeepers perspective.</p>



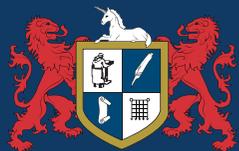
MEMBERSHIP LEVELS AND REQUIREMENTS

	Yearly Fee	Monthly Fee	Application Fee	PI Insurance	Employment Statement	Member Declaration	Working Experience	Required Education	CPE	ICB Annual Skill Review (every 2yrs)	Client Base
Member in Practice	\$480	\$40	\$75	✓	N/A	✓	2+ years	Cert IV Bookkeeping / Accounting	15hrs p/a	✓	2+ clients
Member in Employment	\$360	\$30	\$75	N/A	✓	✓	2+ years	Cert IV Bookkeeping / Accounting	15hrs p/a	✓	N/A
Associate in Practice	\$432	\$36	\$75	✓	N/A	✓	1+ years	Cert IV Bookkeeping / Accounting	15hrs p/a	✓	No minimum
Associate in Employment	\$312	\$26	\$75	N/A	✓	✓	1+ years	Cert IV Bookkeeping / Accounting	15hrs p/a	✓	N/A
Affiliate (Max. 2yrs)	\$264	\$22	\$75	N/A	N/A	✓	N/A	Cert IV Bookkeeping / Accounting	15hrs p/a	✓	N/A
Student (Max. 2yrs)	\$120**	N/A	N/A	N/A	N/A	N/A	N/A	Must be studying	N/A	N/A	N/A
Educator	N/A	N/A	N/A	N/A	✓	N/A	Registered teacher	Must be teaching	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 2021. For information regarding change of membership please call ICB Member Services on 1300 856 181.



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MEMBERSHIP LEVELS AND REQUIREMENTS

	Member in Practice	Member in Employment	Associate in Practice	Associate in Employment	Affiliate (Max. 2yrs)	Student (Max. 2yrs)	Educator
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	✓	✓	✓	✓	✓	×	×
ICBenefits	✓	✓	✓	✓	✓	×	×
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.

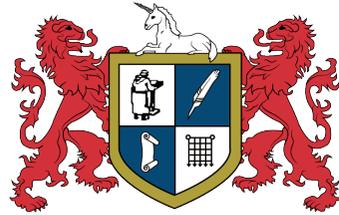
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