

Annual Survey Report

Edition 14





The Institute of Certified Bookkeepers

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1 Contents

Introduction & Australian Context	4	11	The ATO & Fair Work	56
1 All about you	6	12	Future Profession Planning & Pathways	57
2 Students	10	13	Additional Respondant Feedback	60
3 Employed Bookkeepers	13	14	ICB Membership Benefits	61
4 Your Employees	19			
5 Your Business	23			
5.1 Your Business Professional Practices	32			
5.2 Your Business Your Clients	37			
6 Continuing Professional Education	38			
7 Insurances and Protections	40			
8 Technology Use & Software Services	42			
9 Artificial Intelligence in Bookkeeping	50			
10 BAS Agents & Government Engagement	52			

1 Introduction & Australian Context

The 2024 ICB Annual Bookkeeping Survey offers a powerful reflection of the Australian bookkeeping profession—its strengths, challenges, and evolving identity. With responses from practitioners across the country, this year’s insights highlight a profession that is resilient, trusted, and essential to the stability and growth of Australian businesses.

This year we obtained 811 responses to the survey, with 88.31% of respondents being ICB members.

When discussing data obtained from those who are working in the bookkeeping industry we define that as any work performed for a business in a role of bookkeeping, accounts, accounting, finance and/or payroll.

Bookkeeping in Australia remains a predominantly female-led profession, with 88% of respondents identifying as women. Most operate solo or in small teams, often drawn to the flexibility the profession offers. Many entered the industry early in their careers, and the sector’s high retention rates reflect its appeal as a long-term, sustainable path. The vocational education (VET) system continues to be the primary entry point, supporting the development of practical, regulation-aligned skills for BAS services and financial administration.

This year’s data reveals an industry that is evolving. Bookkeepers are taking on broader responsibilities—extending from core compliance and payroll tasks to client advisory and business consulting. Technology plays an increasingly central role, with cloud-based systems now embedded in daily operations. However, the pace of

digitisation varies: while client-facing tools are widely used, many practices still underutilise internal practice management and add-on solutions. Encouragingly, over one-third of respondents are engaging with AI tools—though many may not yet fully realise it—and most believe AI will play an important role in the future of their business.

Financially, the profession has seen healthy growth. Fees have increased across all service types, particularly for higher-end consulting and BAS services. Yet challenges persist. Bookkeepers continue to juggle time constraints, regulatory burdens, and rising non-billable hours—particularly in larger, multi-person practices. Importantly, confidence in the future of the profession is strong. The majority of respondents report satisfaction with their financial outcomes and remain optimistic about the road ahead. However, attracting new entrants remains a concern, particularly given ongoing misconceptions about the role and impact of emerging technologies.

This report not only provides an evidence-based snapshot of where our profession stands—it also points clearly to where we’re heading. We are a profession defined by trust, built on practical expertise, and strengthened by community. As we continue to face into change—technological, regulatory, and generational—our collective adaptability and professionalism will remain our greatest strengths.

① Introduction & Australian Context

I would like to thank everyone who has contributed to our survey for 2024. ICB continues to have a focus of members at the centre of everything we do, and this information helps us to continue to advocate, educate and support the professional bookkeepers in Australia.

“
**Bookkeepers,
helping Bookkeepers,
helping business.**
”



Amanda Linton
ICB CEO

1 All about you | Snapshot

The demographic profile of the average respondent from the survey reveals a rich profile of the Australian bookkeeping workforce, reflecting a mature, predominantly female, and well-established profession that continues to be shaped by practical entry points and vocational training.

The Australian bookkeeping profession is marked by a mature, predominantly female workforce, educated largely through the VET sector and committed to long-term career pathways. As the profession continues to evolve, this demographic base provides both stability and a wealth of experience—but also underscores the importance of future planning, particularly around generational renewal and modernisation of training approaches.

The profession continues to be female-dominated, with 88% of respondents identifying as women, rising to 90% among ICB members. This aligns with long-standing trends and speaks to the sector's reputation for offering flexible, family-friendly work conditions, especially valued by women re-entering the workforce.

The average age of respondents is 53, with a concentration (61%) in the 41–60 age bracket, indicating that many practitioners are experienced professionals with long tenures in the industry. Interestingly, 50% of respondents entered the industry before the age of 30, suggesting that while the workforce may be older on average, many began their careers in bookkeeping early. A further 30% entered between the ages of 31 and 40, reinforcing the notion of bookkeeping as a long-term, sustainable career choice.

68% of respondents are based within 100km of a capital city, reflecting a strong metropolitan presence. However, with nearly one-third located outside capital cities, it's clear that bookkeeping remains a profession with significant regional reach and relevance. Most respondents identify their role as BAS Agent, followed by Bookkeeper, though there's a clear gap between the two in perceived alignment with professional duties. This reflects the increasing importance of regulatory and compliance-based services in modern bookkeeping practices.

In terms of association overlap, a note of interest is the assumed dual membership between ABN and ABA, due to the nomination process available to ABN Members who are BAS Agents to ABA, there is an assumption that membership overlap within those two organisations is significant. While on paper this appears to increase ABA's member count, real overlap is estimated closer to 12.25%, once duplications are accounted for. There is minimal overlap with any other bookkeeping or accounting associations.

The VET sector remains the dominant education pathway, with 64.7% of respondents holding qualifications from vocational education, compared to 28% with tertiary qualifications, and 5% holding qualifications from outside the finance industry. This reinforces the accessibility and practicality of the VET route, which aligns well with the skills legally required for BAS Agent work. The industry is also highly experienced: 78.4% have been in the profession for over 10 years, highlighting strong career retention and depth of practical expertise across the workforce.

① All about you



Data from the 2024 ICB Membership Survey indicated that the **average age of a bookkeeper is 53.**

Bookkeeper locations



1% OVERSEAS

1% NT

25% QLD

12% WA

6% SA

24% NSW

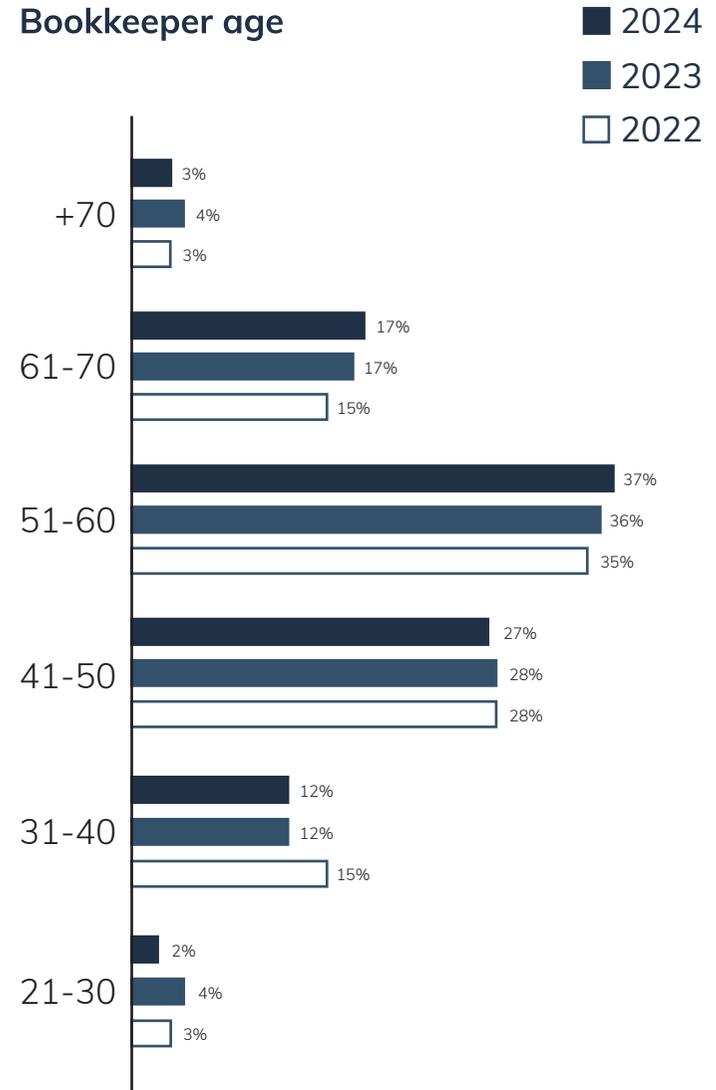
1% ACT

28% VIC

2% TAS

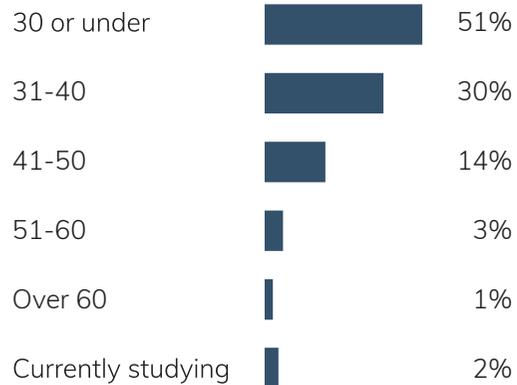
68%
based within 100kms
of a capital city

Bookkeeper age



1 All about you

At what age did you enter the industry?

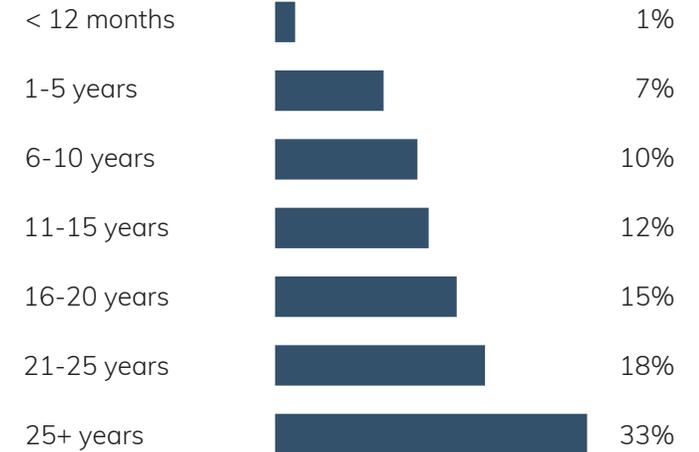


Your Most Used

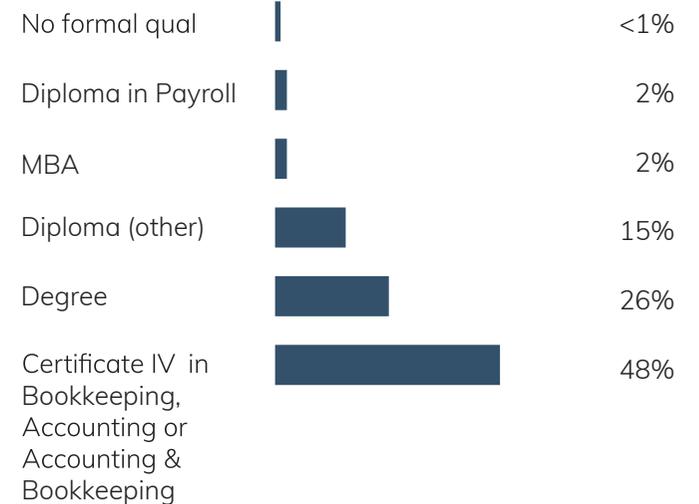


Social Media Platforms

Years of experience



Qualifications attained

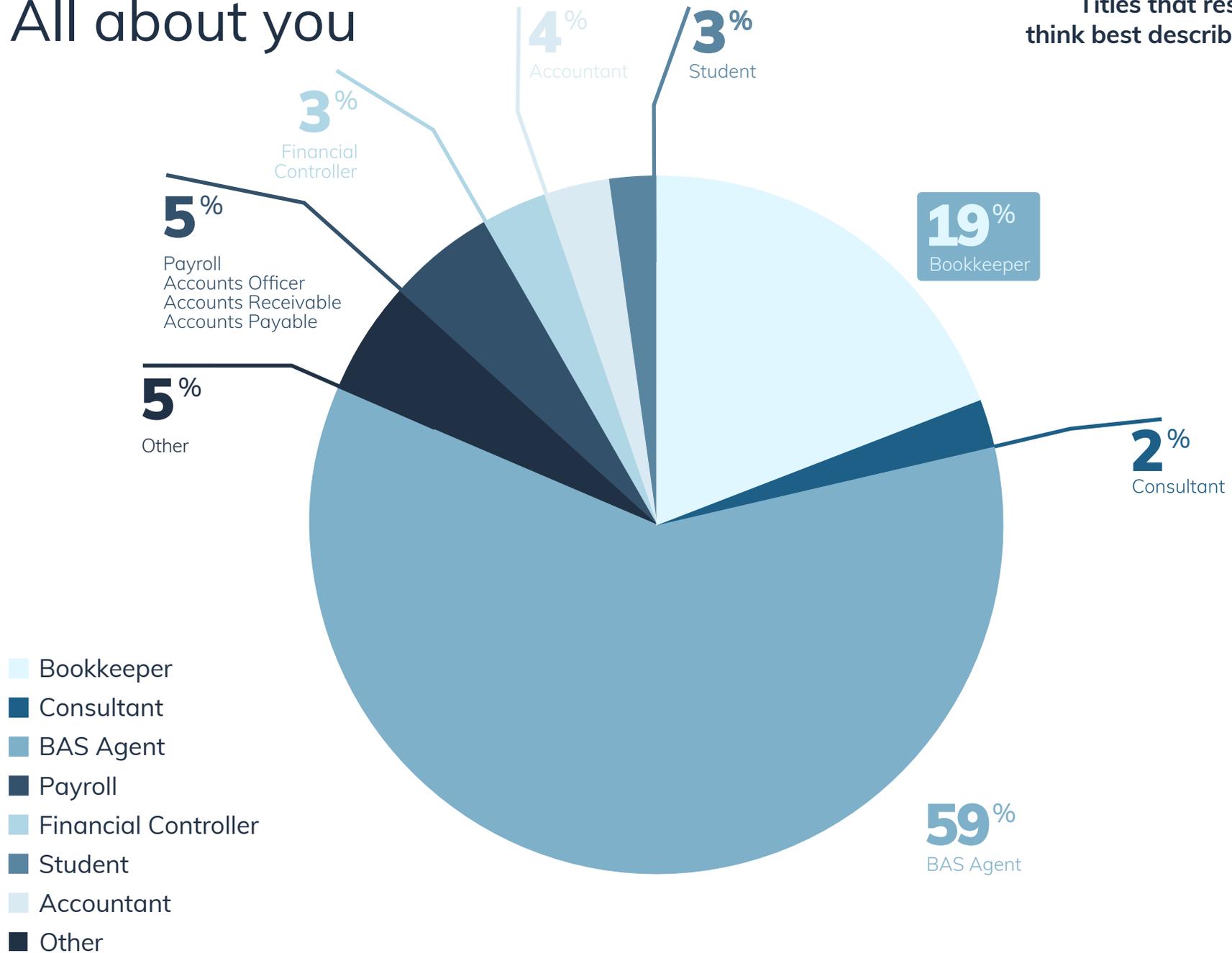


What professional memberships do you currently hold?



1 All about you

Titles that respondents think best describe their role



② Students | Snapshot

The survey data reveals the career aspirations and educational preferences among those entering or considering the bookkeeping field:

The 2024 annual industry survey reveals critical insights into the evolving landscape of student demographics and their preferences. With 93% of student respondents re-entering the workforce and reskilling, and an average industry entry age in their 30s, it's evident that students often juggle multiple commitments such as family responsibilities and limited time availability.

This underscores the appeal of self-paced online learning, which remains the most preferred study method for 32% of respondents—though it's worth noting a 12% gap between those actively studying online versus those who aspire to this format. It's also worth noting that whilst 16% of students indicated that they study in a classroom in an a face to face environment, double that amount (32%) indicate that this is their preferred method of study.

Students already connected to the industry find substantial value in networking opportunities, which outweigh the need for traditional apprenticeships or traineeships. This connection fosters a stronger likelihood of identifying avenues for self-employment and business development. In fact, 76% of students see working within the industry during their studies as the top resource to assist their learning journey.

Moreover, 60% of respondents seek resources to help build and grow their bookkeeping business, with 24% aiming to transition into

contract bookkeeping and establish their own ventures post-study. However, concerns remain about whether current study programs adequately prepare students for the practical realities of the bookkeeping profession, as highlighted by industry professionals and ICB members.

These findings suggest a need for adaptable and industry-connected education models that better cater to the realities of adult learners and equip them for the dynamic demands of the field.

② Students

When you start working in the bookkeeping industry would you prefer to...

24%

of students want to be a **contract bookkeeper**



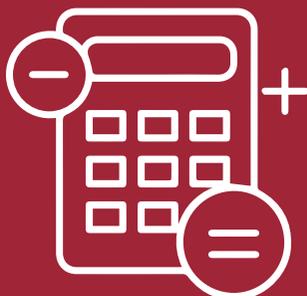
50%

of students already work as an **employee in a bookkeeping business**



48%

of students **study Online Self-Paced Learning**



32%

of students **would prefer to study face-to-face as opposed to online**



72%

are new to **Australia and looking for a new career prospects**

84%

studying in an **online environment**

93%

are **re-skilling in order to re-enter the workforce**

2 Students

What industry resources would best assist you in your studies?



3 Employed Bookkeepers | Snapshot

18% of respondents in the survey are employed bookkeepers, suggesting that a significant portion of the bookkeeping workforce may be operating independently or in contractual roles rather than as traditional employees.

Whilst employed Bookkeepers carry out a broad set of responsibilities, a considerable portion of their time (61%) is dedicated to core accounts and finance tasks.

Bank Reconciliations (89.6%)

Accounts Payable (87%)

Data Entry (87%)

Accounts Receivable, BAS Preparation, and Software Use are also consistently high across the board.

Interestingly, 53% of employed bookkeepers are involved in bank reconciliations, and similar proportions are involved in accounts and data entry tasks. These figures confirm that while automation is growing, manual review and oversight remain essential.

However, 21% of their time is now spent managing Payroll and HR responsibilities, with ICB members being 3.4% more likely than non-members to be involved in staff management functions. This indicates a growing need for bookkeepers to be proficient in compliance and workforce-related matters.

Despite this expanding scope, 41% (down 6% from 2023) of employed bookkeepers report not using any add-on software to support their work. ICB membership appears to influence tech

adoption, with members 3.4% more likely to utilise these tools. However, 66% (also down 6% from 2023) do not engage with external accountants or consultants—highlighting a degree of professional isolation in their roles.

Support needs are clearly identified. 21% of employed bookkeepers said access to a support line would assist their work, climbing to 27% for non-ICB members and 31% for those with no professional affiliation with an association. Furthermore, 31% would benefit from regular email updates on industry changes—a figure that jumps to 54% among unaffiliated bookkeepers.

This data reinforces the value of professional association membership—not only for technical support but also for ongoing education and peer connection. Employed bookkeepers are increasingly expected to wear multiple hats, and equipping them with better resources and support is essential to ensure they can thrive in these evolving roles.

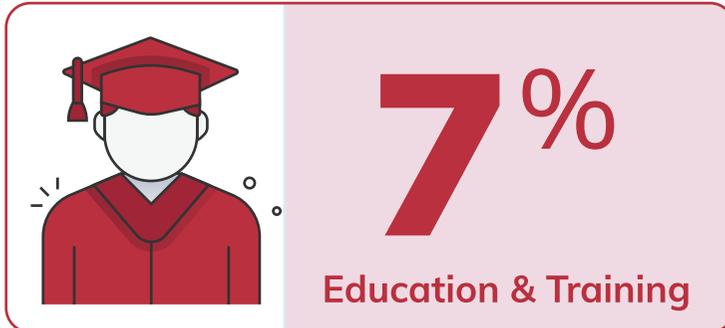
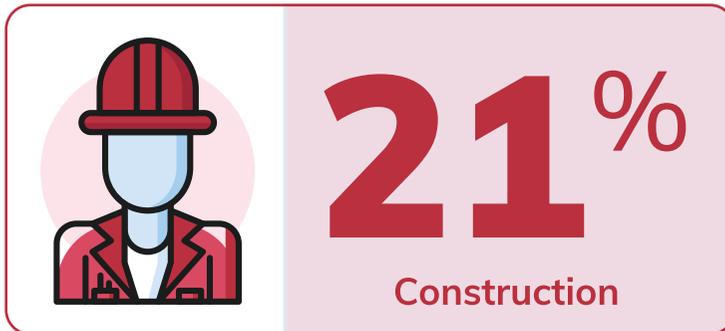
The data suggests that while employed bookkeepers play a critical role in business operations, many organisations may still be under-leveraging technology. Low Add-On Software use hints at either a lack of digital tools in their workplace or underutilisation of available tech—especially surprising given the growing range of apps designed to streamline functions like payroll, reporting, and inventory. Isolated Decision-Making may limit innovation and exposure to new tools or processes that improve efficiency and insight and the role appears to still be very task focused. With 61% of time spent on core finance tasks and 21% on payroll and HR, the focus for many

③ Employed Bookkeepers | Snapshot

employed bookkeepers remains operational rather than strategic or analytical—a space where digitisation could unlock more value. Businesses with employed bookkeepers benefit from stable, in-house financial expertise, but many could be missing opportunities to enhance efficiency, insight, and compliance through digitisation. Encouraging training, collaboration, and exploration of add-on software solutions could elevate the role of bookkeepers and support smarter, faster business decisions.

③ Employed Bookkeepers

What top 5 industries does the business you work for operate in?



3 Employed Bookkeepers

What percentage of your time would you estimate is spent on each of the following task groups

60%

Accounts & Finance

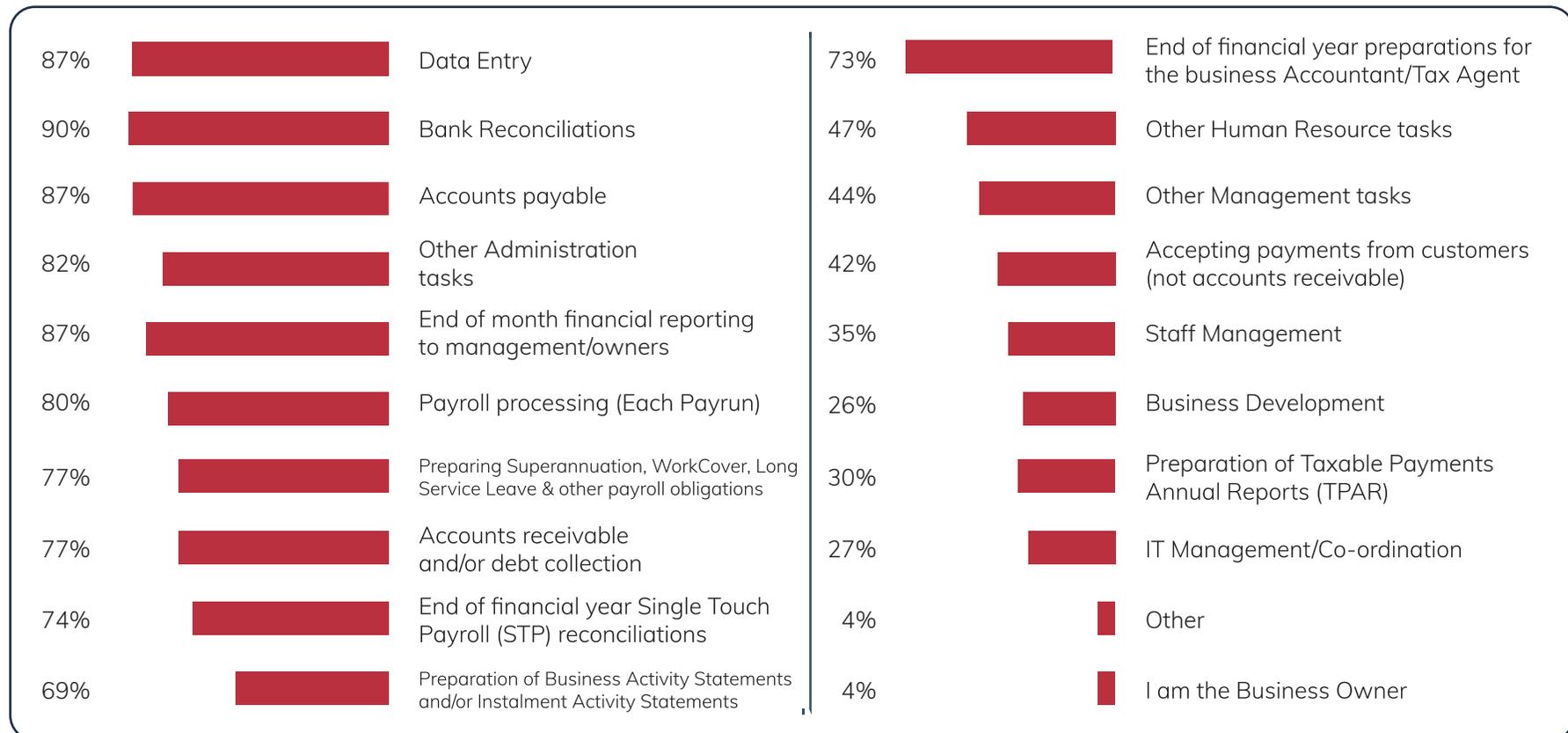
20%

Payroll & HR

20%

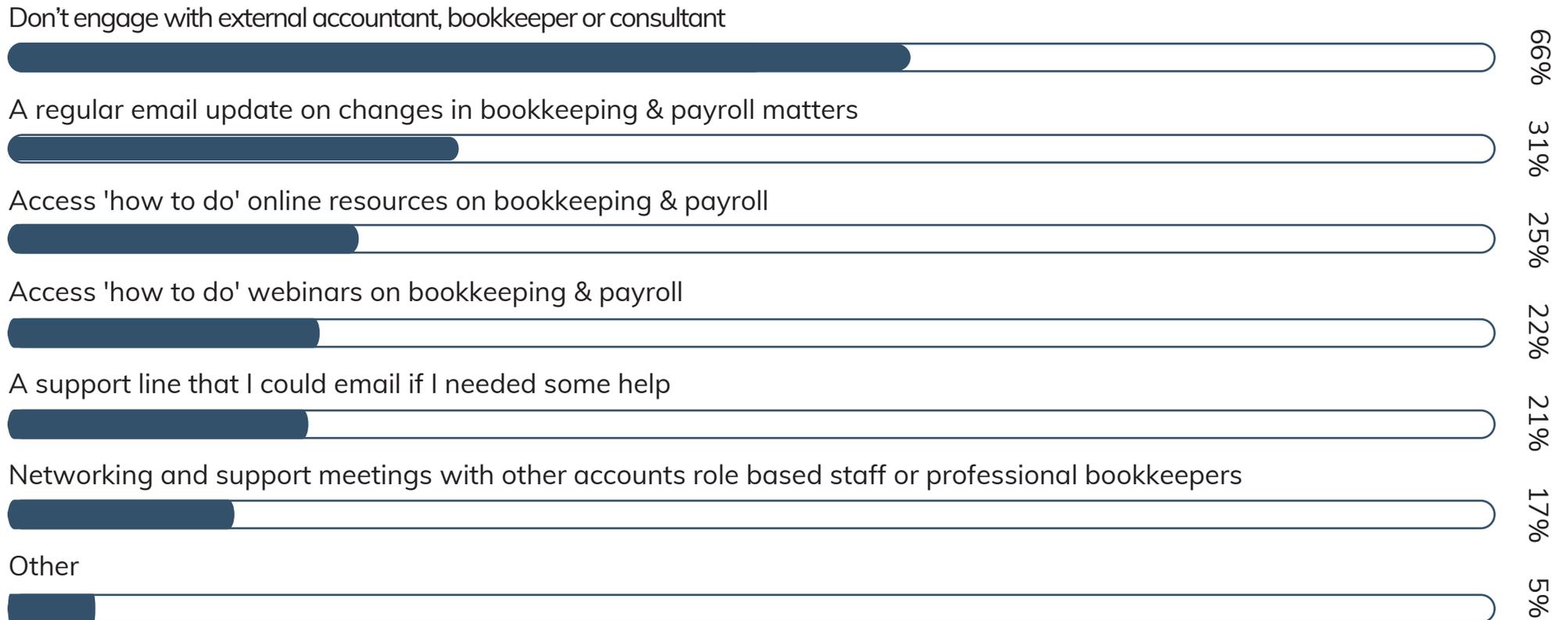
Administration

What tasks do you undertake as part of your current role?



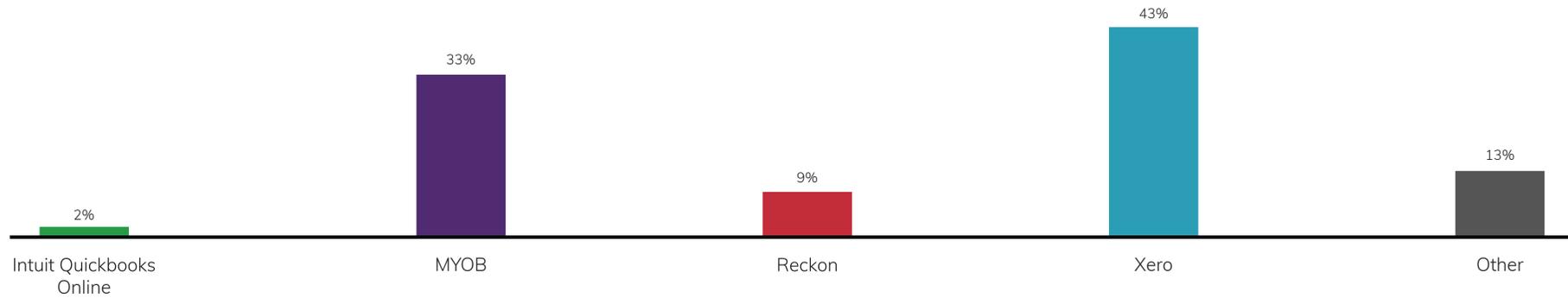
3 Employed Bookkeepers

Are there any tools or resources that you don't have access to that would assist you in your role?

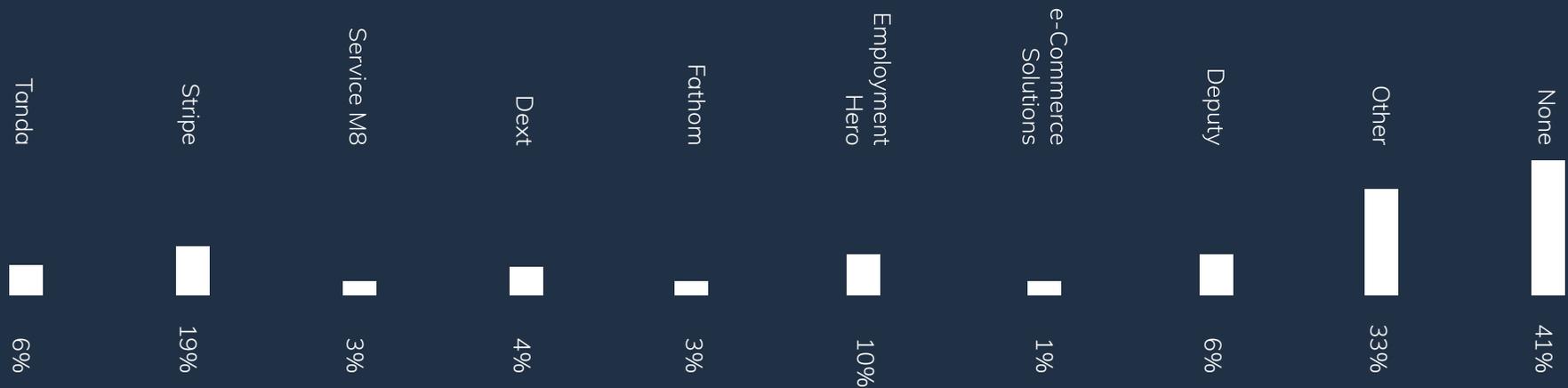


3 Employed Bookkeepers

Which accounting software does the business use?



What add-on solutions do you use for your business?



4 Your Employees | Snapshot

The survey data reveals that Australian bookkeeping businesses are leveraging a flexible and diversified workforce model. A majority of employers engage a mix of full-time, part-time, and casual staff, with staffing levels remaining relatively balanced across these categories. This suggests a responsiveness to fluctuating workloads and a commitment to maintaining capacity without overextending.

Among those respondents that employ staff:

- 58% of businesses employ full-time bookkeepers, with an average of 2.3 full-timers per business
- 60% employ part-time bookkeepers, with an average of 2.2 part-timers.
- 47% employ casual bookkeepers, averaging 1.64 casuals per business.

This demonstrates a flexible staffing model, with many practices balancing permanent and casual employment to meet workload demands.

In multi-person practices:

- 66% of businesses do not hire contractors. However, among the 34% that do, 16% of these contractors are hired from offshore, a drop of 7% from 2023.
- Of those hiring contractors, 58% hire for less than 10 hours per week and 14% hire contractors for 30 hours per week or more. This reinforces the view that they are used strategically for overflow or specialised tasks rather than as a core workforce.

Wage Trends:

- **Full-time/Part-time:** 53% earn between \$31-\$40/hr, an increase from 47% in 2023, with the Australian Average being \$40/hr, an increase of \$2/hr. The average rates are \$41/hr within 100kms of cities and \$37/hr outside.
- **Casuals:** 59% now earn between \$31-\$40/hr, in line with 2023 data, with an average of \$41/hr, up by \$4/hr from 2023. The average rate for casuals has increased at \$41/hr within 100kms and \$40/hr regionally.
- **Onshore Contractors:** Average rate is \$50/hr, with \$49/hr within 100kms and \$53/hr regionally. Whilst the average within capital cities is consistent with data from 2023, the regional rate has increased by almost \$9/hour.
- **Offshore Contractors:** Average rate is significantly lower at \$16/hr, with \$17/hr within 100kms and \$13/hr outside, both indicating approx.. a 5% increase from 2023.

Encouragingly, the majority of employers are willing to accommodate staff who are studying, with over 62% offering full flexibility around study commitments. However, there is a mismatch in expectations: while students express strong interest in learning how to grow a bookkeeping business, only a fraction intend to pursue contract work, despite employers seeing value in that skill set. This may signal a gap between training aspirations and long-term workforce planning. Together, these insights highlight a sector that is adaptable and people-focused—but facing important questions about future workforce alignment and the sustainability of current engagement models.

4 Your Employees

What % of your bookkeepers are full time employees?

	2024	2023	2022
None	42%	41%	41%
1-3	48%	50%	50%
4-6	6%	4%	5%
7-10	3%	4%	2%
10+	1%	<1%	1%

What % of your bookkeepers are part time employees?

	2024	2023	2022
None	40%	42%	47%
1-3	53%	51%	50%
4-6	3%	5%	2%
7-10	2%	1%	1%
10+	2%	2%	0%

What are the average hours that you engaged contractor bookkeepers within the past 12-months?

	2024	
0-9 hours per week	54	29%
10-19 hours per week	31	11%
20+ hours per week	28	10%

What % of your bookkeepers are casual employees?

	2024	2023	2022
None	53%	50%	55%
1-3	44%	47%	42%
4-6	3%	3%	2%
7-10	1%	0%	1%
10+	0%	<1%	0%

4 Your Employees

What industry resources would best assist you to support any employees whilst they are studying?

Working whilst studying



77%

Access to webinars on the real world applications of bookkeeping



71%

Explanations of what a professional bookkeeper does and what is expected of them



63%

Access to online industry developed resources on the real world aspects of bookkeeping



63%

Real world case studies to use alongside their current study



61%

Ability to access a traineeship or apprenticeship



57%

Access to meet with other professional bookkeepers



40%

More industry presentations through their education provider



32%

How to build and grow a bookkeeping business

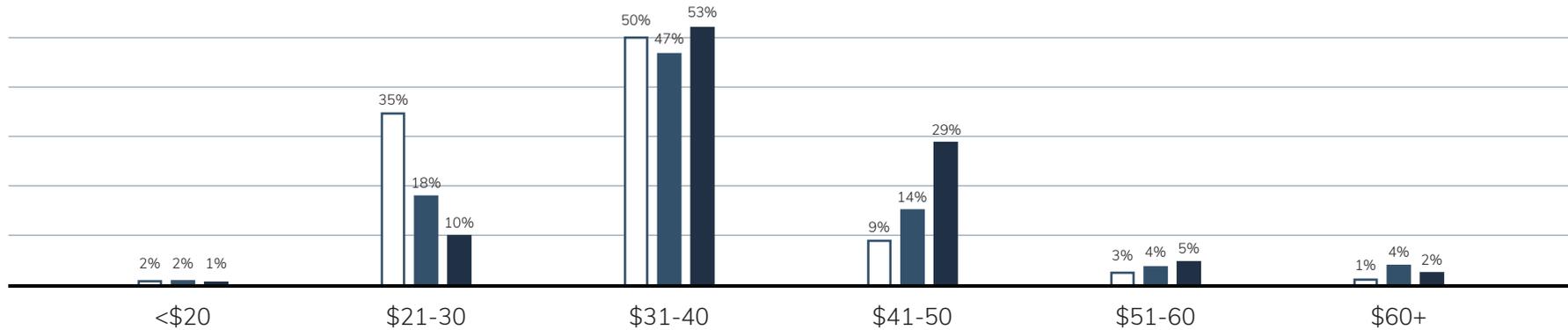


15%

4 Your Employees

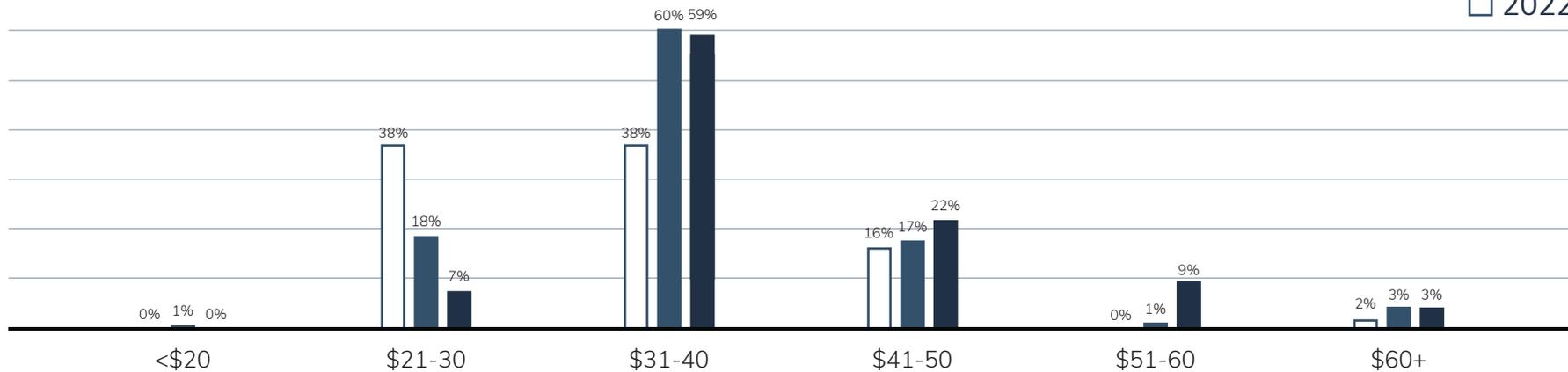
What is the average rate of pay you pay your full/ part time employees who provide bookkeeping services for you?

■ 2024
■ 2023
□ 2022



What is the average rate of pay you pay your casual employees who provide bookkeeping services for you?

■ 2024
■ 2023
□ 2022



5 Your Business | Snapshot

This year's data continues to paint a detailed picture of the Australian bookkeeping business landscape—one defined by flexibility, long-standing operations, and a blend of personal ambition and professional constraint.

Australian bookkeeping businesses are characterised by adaptability, independence, and resilience. While larger practices face growing pressures around administration and management, the appeal of flexibility continues to draw new entrants. Ensuring support for all business models—especially solo and high-growth firms—will be key to sustaining a thriving profession.

A significant 69% of respondents operate solo practices, yet only 59% identify as sole traders, with 25% operating as companies. This suggests that many solo bookkeepers are formalising their operations through incorporated structures, perhaps for legal, tax, or perception benefits.

The sector is also marked by its maturity. 41% of businesses have been operating for over 15 years, with an additional 29% active for 8–15 years—highlighting that once established, bookkeeping businesses tend to endure.

Bookkeeping businesses remain modest in scale: 74% of respondents report annual turnover below \$150,000, with 42% earning under \$75,000, and only 2% surpassing \$1 million. Despite this, 73% are happy with their financial return, and 47% reported revenue growth in 2024, averaging a 23% increase.

Interestingly, net operating profit trends vary by scale. Small businesses often operate at the extremes—either modest profits under 5% or high returns over 30%. For businesses turning over more than \$150,000, profit margins typically range between 11–20%. However, 25% of businesses earning over \$1 million reported a loss, compared to less than 7% in other tiers, highlighting the complex overheads and resource demands in managing larger practices. Flexibility is the defining value of self-employment in this field. 91% value the ability to set their own hours, and 74% appreciate choosing their clients—findings that reflect the predominance of women in their 30s, often returning to work while managing family responsibilities.

Most respondents (89%) spend fewer than 10 hours a week on their own admin, with efficiency dropping as turnover rises. Among high-turnover businesses, only 73% keep admin under 10 hours/week, suggesting they've begun delegating, or are feeling the pinch of growing management demands.

Across the board, time management, workload, and personal effort are the primary challenges—regardless of business size or membership affiliation. For those in large practices (>\$1M turnover), these challenges intensify: 71% cite non-billable admin hours as a concern, and motivation issues are reported at double the rate of smaller operators. The emotional and logistical load of running a large, multi-person practice is clearly substantial.

Workload diversity is also notable—38% of bookkeepers work 20

5 Your Business | Snapshot

hours or less per week, which correlates with the high proportion of businesses earning under \$75,000. Meanwhile, 12% work more than 40 hours per week, representing a segment of dedicated full-time operators or business owners.

Encouragingly, 63% of respondents are not concerned about the future of the profession, a 1.5% increase from 2023. This reflects growing confidence in the profession's relevance, adaptability, and value—despite emerging tech, regulatory pressure, and shifting client demands.

5 Your Business | Snapshot

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 clear profile of the types of clients bookkeepers work with, the services they provide, and the evolving dynamics of client relationships across the sector.

Bookkeeping clients are primarily small businesses across construction, retail, and trade sectors. There remains strong opportunity for bookkeepers to expand their service offering into consulting and HR support, and to capitalise on growing client demand through referrals and high-trust relationships. As client expectations shift, so too must the positioning of bookkeepers—from compliance partners to strategic business allies.

Bookkeeping businesses typically maintain modest client portfolios, with an average of 33 clients and 84% supporting 50 clients or fewer. Only a small group (6%) manage more than 100 clients, underscoring the personalised, relationship-driven nature of the profession. Encouragingly, 56% of respondents are taking on more clients, pointing to positive market demand and business growth opportunities.

Bookkeepers serve a wide range of industries, but the top five sectors stand out:

Construction (71%)

Retail (53%)

Trades (44%)

Hospitality & Tourism (40%)

Not-for-Profit (40%)—notably higher among bookkeepers with turnover above \$150k

Geographically, Agriculture and Farming appear prominently outside capital cities, reflecting local economic needs and industry concentration.

Most bookkeeping clients are small businesses: 80% have an annual turnover of \$1 million or less, and 57% turn over less than \$500,000. These smaller enterprises are unlikely to maintain internal finance teams, making outsourced bookkeeping support essential to their operations.

Word of mouth (94%) and accountant referrals (62%) remain the most powerful marketing tools for bookkeepers, highlighting the profession's strong reliance on trust and reputation rather than digital lead generation.

Bookkeepers are delivering a broad spectrum of essential services: 96% prepare activity statements, aligned with the 88.7% who are registered BAS agents or employees

Over 90% provide payroll services, a critical compliance area
Only 33% offer HR support, suggesting a gap that could be filled by bookkeepers looking to expand their advisory role

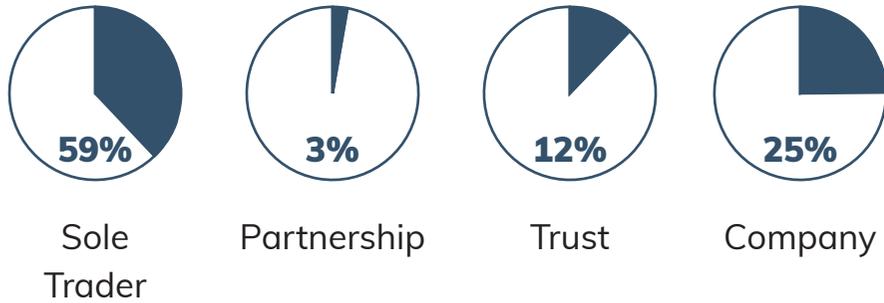
Just 55% offer consulting services, representing another area of unrealised growth potential.

5 Your Business | Snapshot

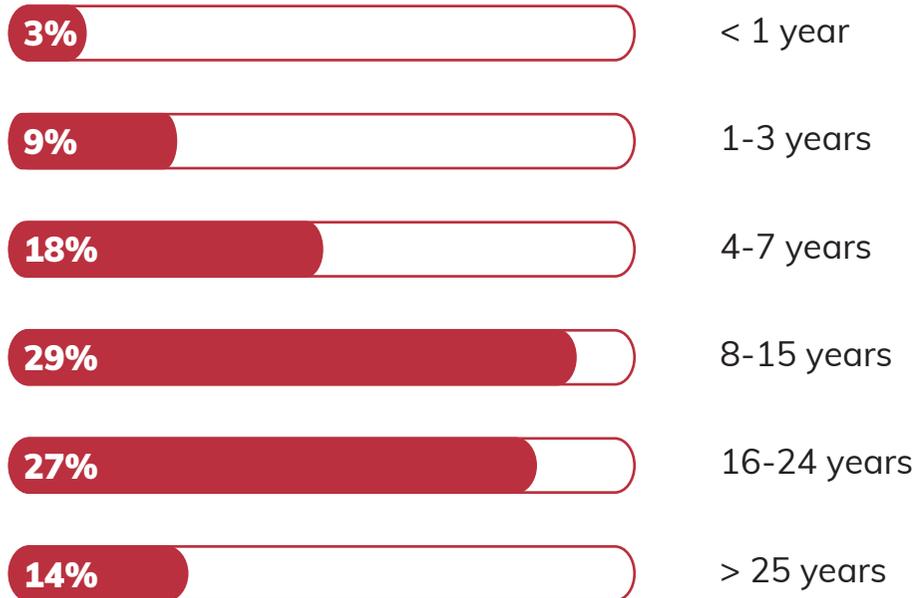
The industry has fully embraced remote work: 96% of respondents deliver services off-site, though 55% still provide some on-site services. This hybrid approach reflects the sector's adaptability and the varied needs of clients.

5 Your Business

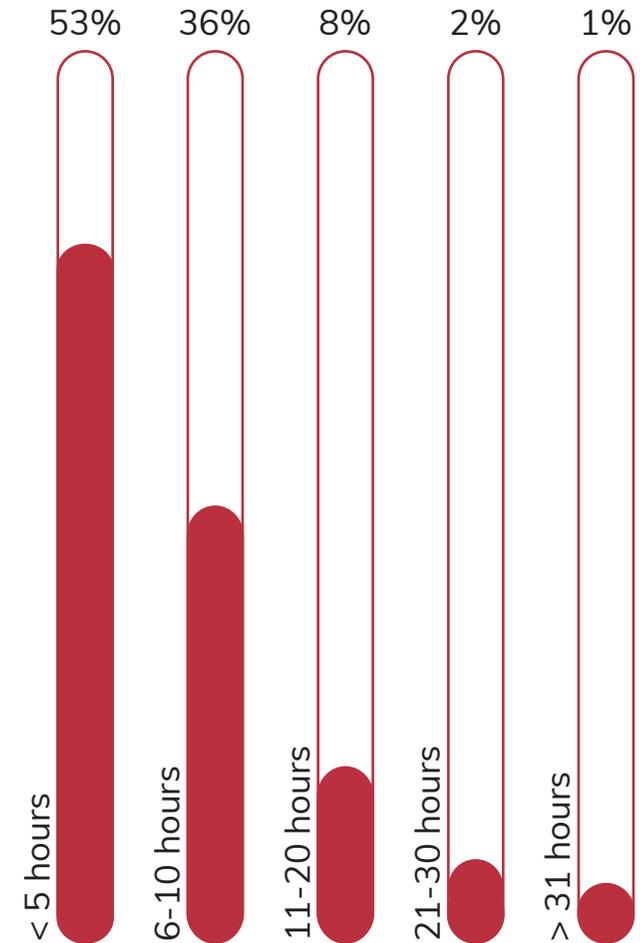
What structure do you operate your business under?



How long has your business been trading for?



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



5 Your Business

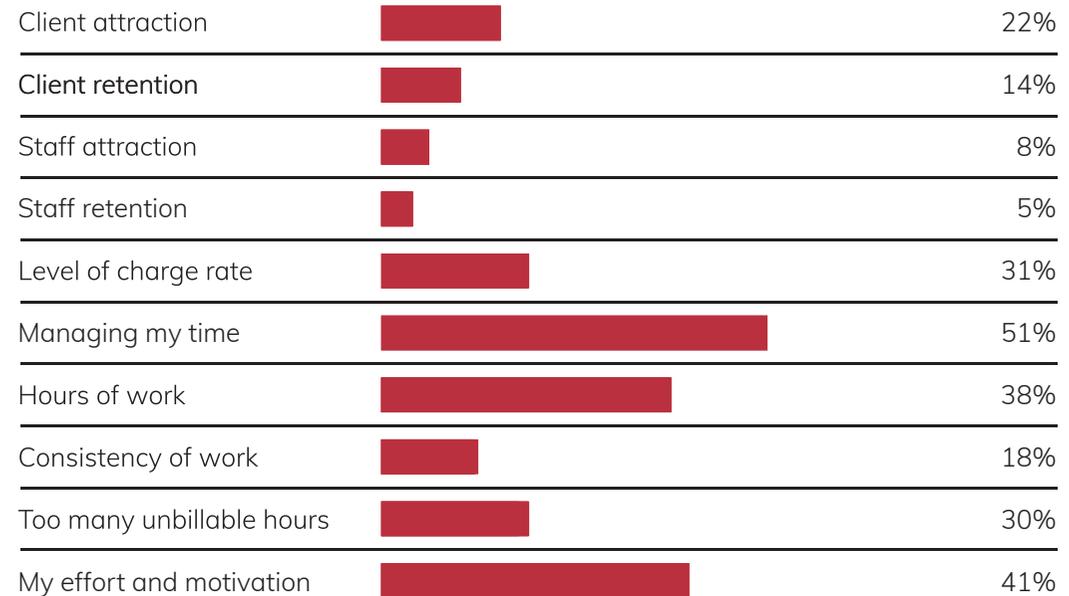
73%

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

47%

of bookkeepers in experienced an **increase in revenue from 2023-2024**

Has your business faced any of the following challenges over the past 12 months? Select all that apply.



What was your turnover in the 2024 financial year?

Less than 75k

42%

75k-100k

16%

101k-150k

16%

151k-200k

9%

200k-500k

11%

>500k

6%

5 Your Business | Snapshot

The 2024 data highlights steady growth in professional fees across the bookkeeping sector, reflecting both rising operational costs and the increasing value placed on specialised bookkeeping services.

Professional fees are rising in line with the evolving role of the bookkeeper—from transactional support to trusted compliance and advisory specialist. As billing structures become more sophisticated, those leveraging professional support networks and transparent pricing models are better positioned to grow sustainably and charge appropriately for their expertise.

Across all service types—bookkeeping, BAS, and high-end consulting—there has been an average increase of 7.3% in hourly rates since 2023, a sign of market strength and a growing recognition of the complexity and compliance demands placed on professional bookkeepers.

Yet, membership in professional associations appears to play a significant role in fee confidence. Bookkeepers not affiliated with any association charge, on average, nearly 14% less than the national average, indicating both a potential undervaluation of services and a missed opportunity to leverage peer benchmarking and professional development support.

When we break down the average and most popular rates charged for Professional Services in 2024 we see the following:

Bookkeeping services when charged by the hour:

Australian Average	\$79.27 per hour
• Within 100kms of a capital city	Average \$80.77/hr
• More than 100kms of a capital city	Average \$75.98/hr
• ICB Members	Average \$79.91/hr
• Not a member of a professional body	Average \$69.00/hr

High end troubleshooting, consulting services charged by the hour:

Australian Average	\$108.16 per hour
• Within 100kms of a capital city	Average \$111.58/hr
• More than 100kms of a capital city	Average \$100.70/hr
• ICB Members	Average \$108.82/hr
• Not a member of a professional body	Average \$90/hr

BAS Services charged by the hour:

Australian Average	\$100.07 per hour
• Within 100klms of a capital city	Average \$103.24/hr
• More than 100klms of a capital city	Average \$93.07/hr
• ICB Members	Average \$100.01/hr
• Not a member of a professional body	Average \$88/hr

5 Your Professional Fees | Snapshot

The data shows that location and membership status continue to influence pricing trends. While metropolitan rates remain higher overall, the regional gap is narrowing. Additionally, ICB members consistently report higher average fees, which may reflect stronger training, better client education, and greater emphasis on professional standards.

For those charging fixed monthly fees, the average is \$870 per client, suggesting a stable and predictable revenue model for many practices. On the tech side, while 36% of bookkeepers don't manage software subscriptions for clients, those who do largely follow a monthly billing model (78%), aligning with standard SaaS practices.

5 Your Business

What are some of the reasons you remain self-employed or a business owner, rather than as an employee?

Flexibility of setting my own work hours		91%
Prefer to work alone		33%
Entrepreneurial experience - building and growing my own business		28%
I believe I can earn more working for myself		43%
Ability to choose the clients I engage with		75%
I don't think I can have a fulfilling career as an employee		20%

Did you experience a change in revenue from the 2023 to 2024 financial years?

47%

Increase in revenue

21%

Downturn in revenue

32%

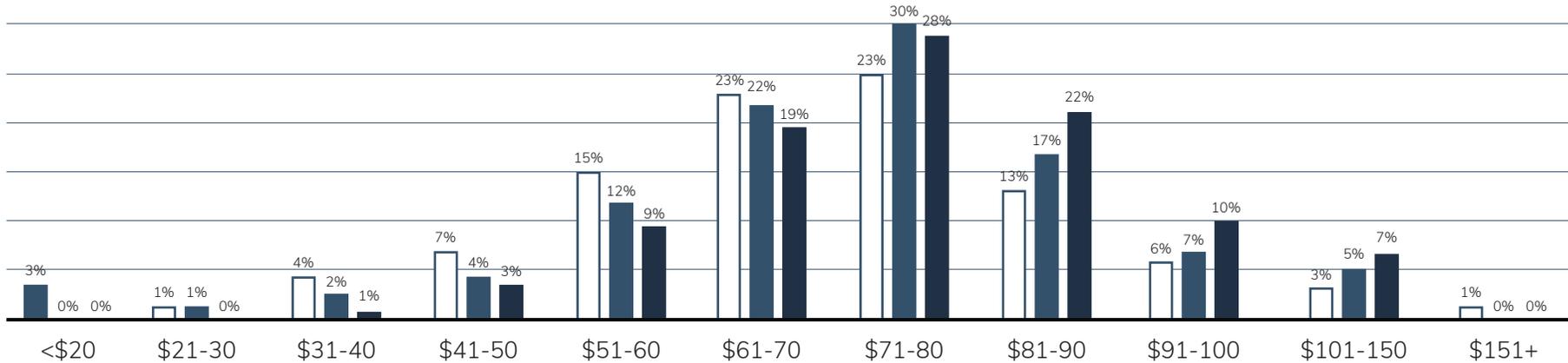
No change

5 Your Business | Professional Practices

If you charge the hour, what fees do you charge p/h for 'bookkeeping' services?

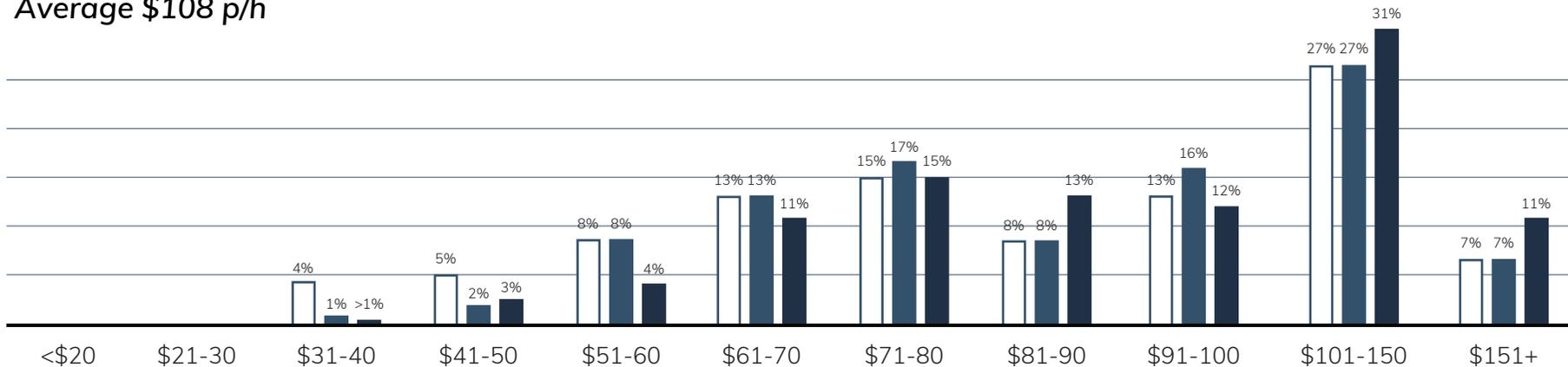
Average \$79 p/h

■ 2024
■ 2023
□ 2022



If you charge the hour, what fees do you charge p/h for 'high-end, troubleshooting, consulting' services?

Average \$108 p/h

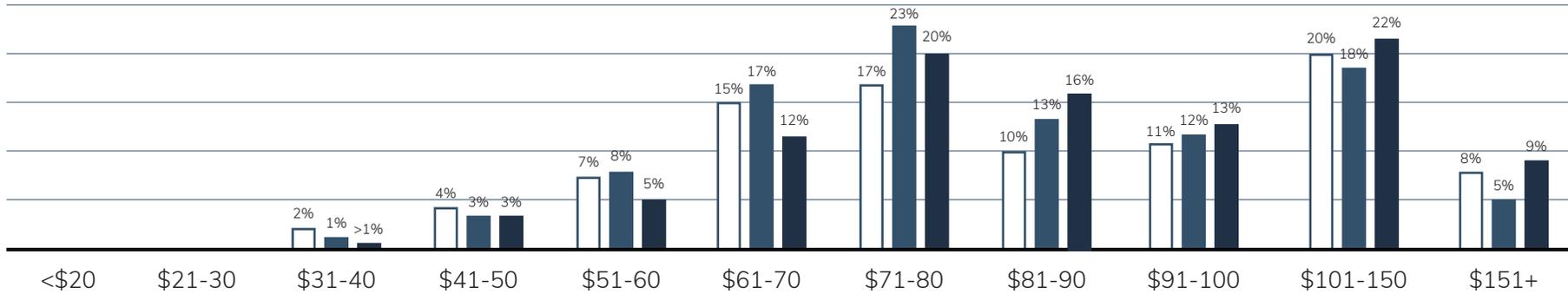


5 Your Business | Professional Practices

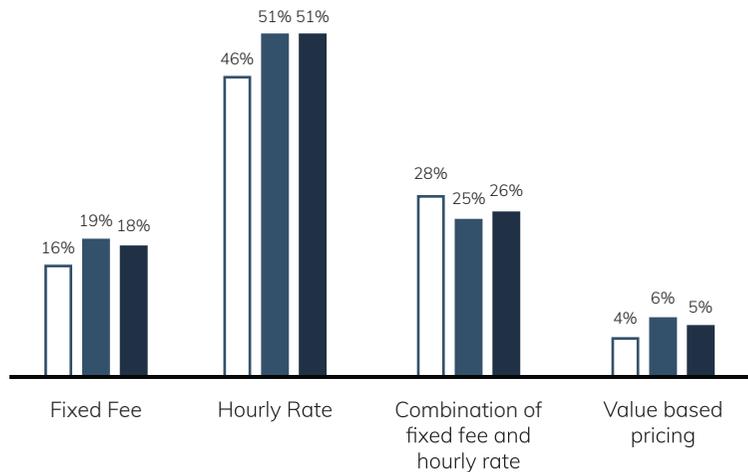
If you charge the hour, what fees do you charge p/h for 'BAS' services?

Average \$98 p/h

■ 2024
■ 2023
□ 2022



What is your preferred method for billing clients?



How do you bill clients for their software subscription?



Results indicate that more than one method can be adopted per respondent

5 Your Business | Professional Practices

If you charge based on fixed fees, what are your average monthly service fees for an average client (excluding GST)



5 Your Business | Professional Practices

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

	<5 hrs	6-10 hrs	11-20 hrs	21-30 hrs	31-40 hrs	41-50 hrs	51-60 hrs	+61 hrs
2024	3%	8%	12%	19%	26%	20%	8%	4%
Change between 2023-2024	+1%	+2%	+1%	-2%	-2%	-2%	+1%	-1%
2023	2%	6%	11%	21%	28%	21%	7%	5%
2022	2%	6%	9%	20%	31%	19%	9%	4%

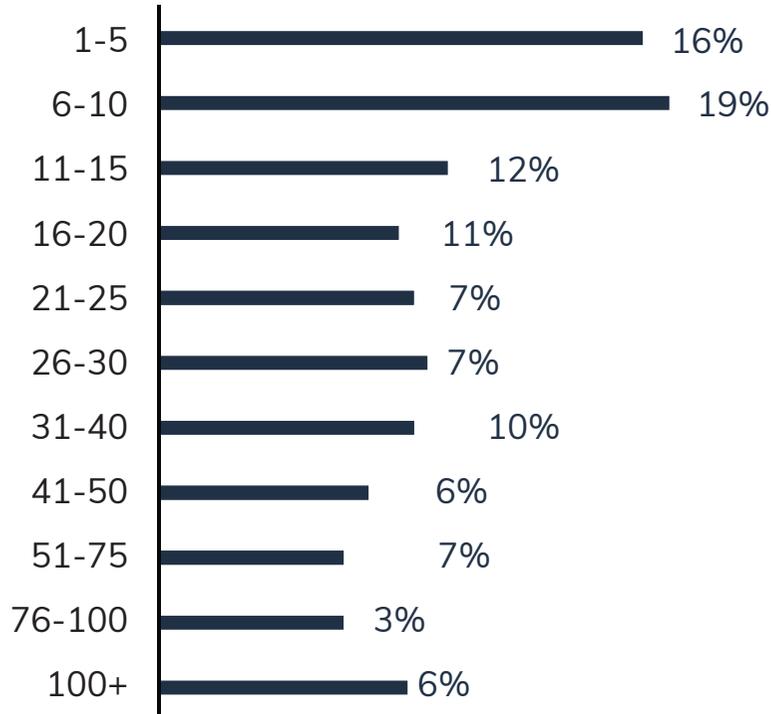
During non BAS periods, how many hours do you work per week?

	<5 hrs	6-10 hrs	11-20 hrs	21-30 hrs	31-40 hrs	41-50 hrs	51-60 hrs	+61 hrs
2024	7%	10%	21%	25%	25%	10%	2%	0%
Change between 2023-2024	+3%	-2%	+2%	-1%	-	-1%	-	-
2023	4%	12%	19%	26%	25%	11%	2%	0%
2022	6%	9%	17%	28%	29%	9%	2%	0%

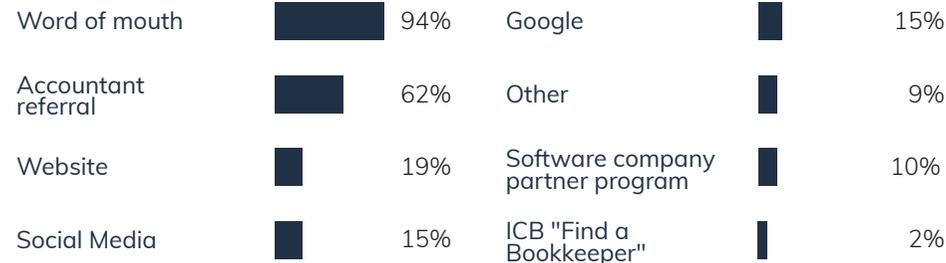
5 Your Business | Your Clients

How many active clients do you have?

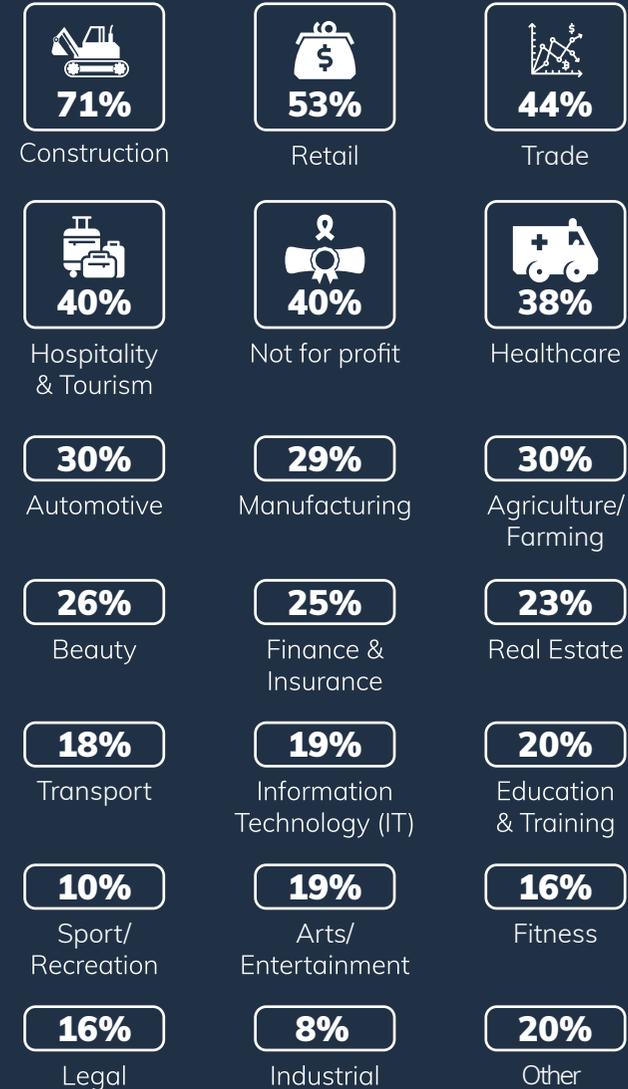
■ 2024



How did your clients find you? Select all that apply.



What industries do you currently provide bookkeeping services for?



5 Your Business | Your Clients

56%

of bookkeepers are currently taking on more clients.

94%

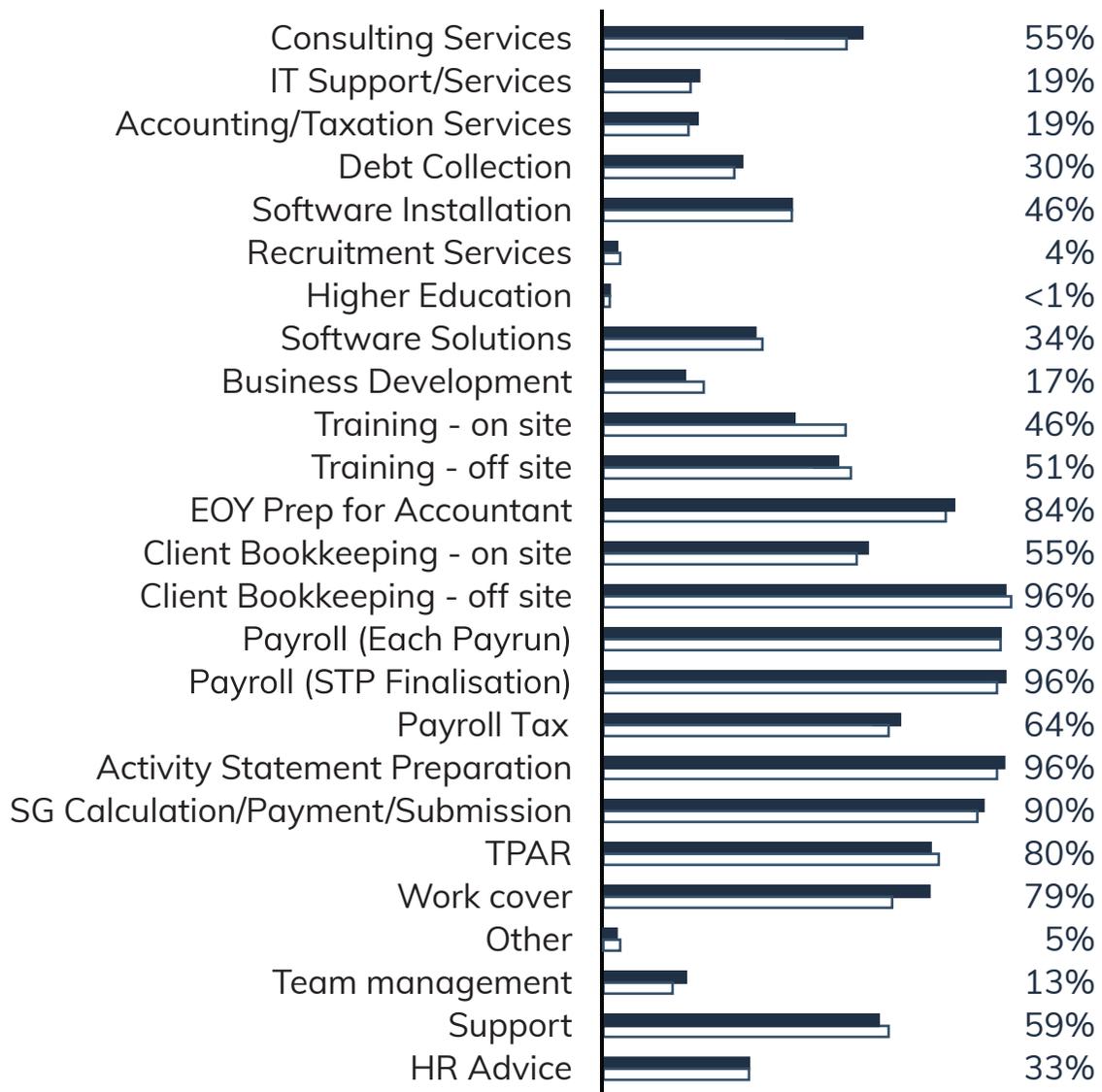
of clients connected with their bookkeeper through word of mouth.

88%

of clients access their clients remotely.

What services do you provide to your clients?

■ 2024 □ 2023



⑥ Continuing Professional Education (CPE)

With the current Tax Practitioner Board CPE requirement for registered BAS Agents being ninety (90) hours over three (3) years, or a minimum of 20 hours per year, we strongly recommend that all bookkeepers average out their CPE activities as evenly as possible over that registration period. It's also important to note that all professional associations have CPE requirements for membership.

The survey results reinforce that bookkeepers continue to value flexible, accessible forms of Continuing Professional Education (CPE). Webinars remain the most popular method, with 96% of respondents using them to meet their CPE requirements. Conferences (63%) and structured peer network meetings (50%) also feature strongly, reflecting a balance between solo learning and collaborative engagement. Notably, 46% listen to professional podcasts, and 72% use courses offered by the Tax Practitioners Board (TPB)—highlighting both the appetite for convenience and the importance of trusted, authoritative content.

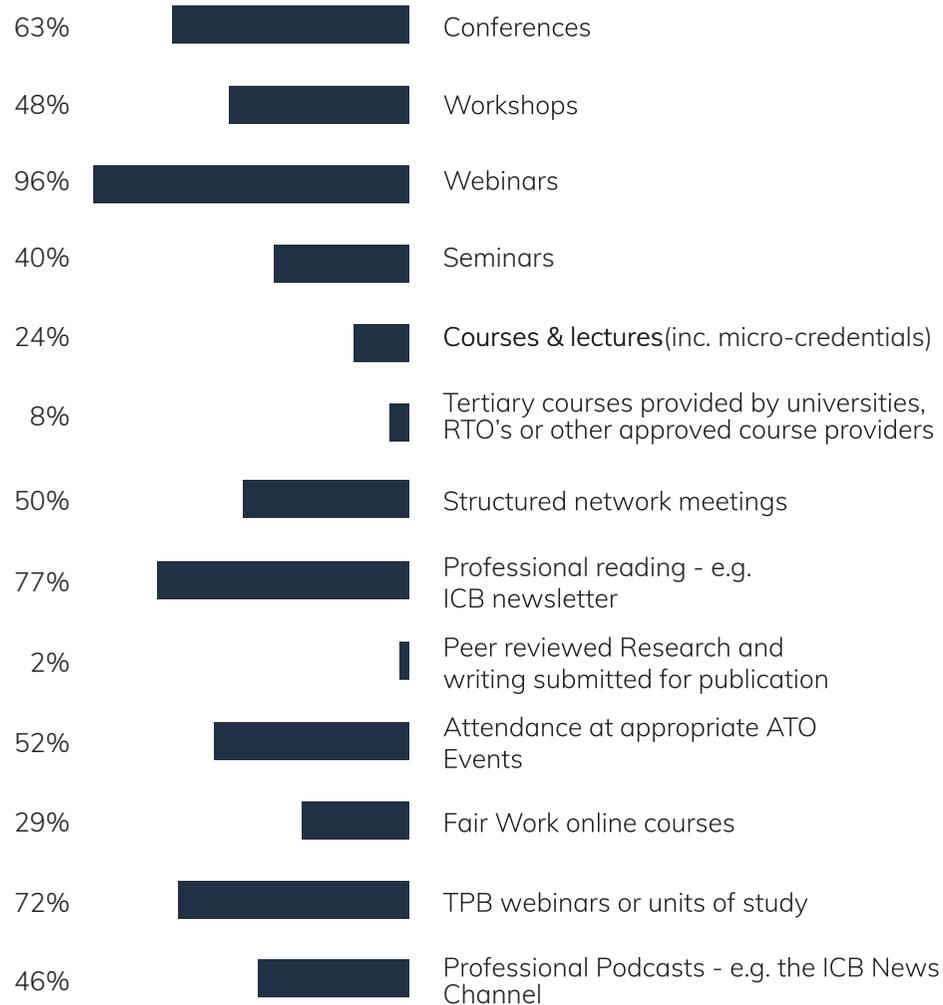
These patterns are consistent with 2023 findings, suggesting stability in how bookkeepers prefer to learn and stay compliant.

However, compliance with CPE obligations remains an area of concern. Among those who are registered Tax and BAS Agents, only 65.5% met the minimum 20-hour CPE requirement in the past 12 months. A further 19% recorded 16–20 hours, falling short of the threshold. This ongoing trend mirrors previous years and signals a persistent challenge for the profession.

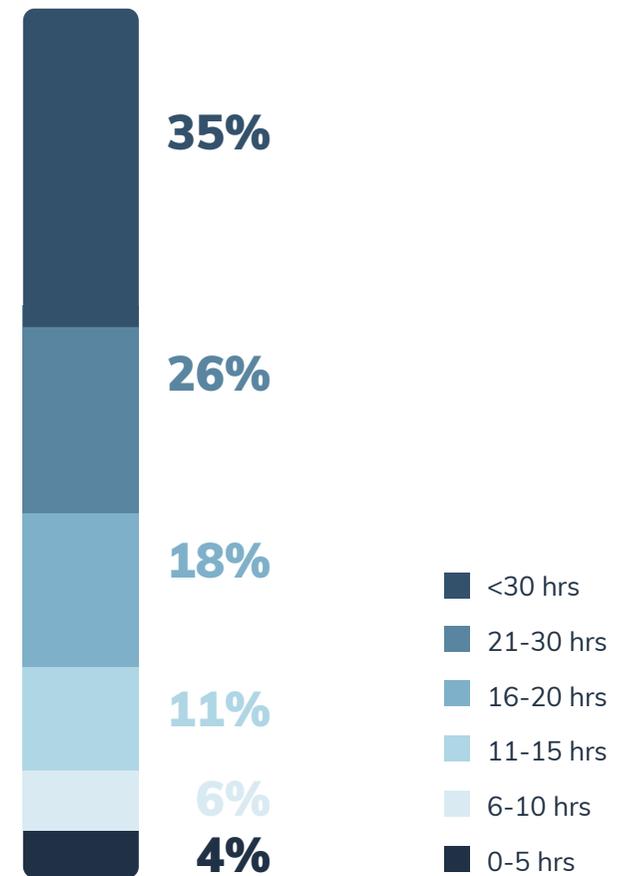
While learning formats are evolving and broadly embraced, the gap between participation and compliance suggests that further education or support may be needed to help practitioners meet their formal obligations more consistently.

6 Continuing Professional Education (CPE)

Which of the following types of continuing professional education (CPE) do you undertake to help you in your bookkeeping?



Hours spent on continuing professional education (CPE)



7 Insurances and Protections | Snapshot

The 2024 survey highlights steady improvements in professional protections among Australian bookkeepers, though notable gaps and misconceptions still remain—particularly around cyber risk and compliance with engagement standards.

Nearly all respondents (98%) hold professional indemnity insurance, affirming its place as a cornerstone of risk management in the industry. Encouragingly, 74% also carry public liability insurance, a 7% increase from 2023. However, those who forgo this coverage often cite working from a home office without client visits as justification—overlooking potential liability in virtual or offsite scenarios.

Cyber security insurance has seen the most significant growth, with 67% of bookkeepers now covered, up 11% from the previous year. While this uptick reflects growing awareness, the remaining third remain uninsured. 3% of respondents experienced a cyber incident of any of their business computers in the past 12 months. Cost concerns and a belief that not storing client data equates to minimal risk are the top reasons cited. This perception is misaligned with current realities—bookkeepers routinely access sensitive data, and even a temporary breach of access can lead to serious liability. This highlights a need for greater education around digital risk, especially as most bookkeepers now operate in cloud-connected environments with sensitive data access.

In terms of compliance practices, 79% of respondents now

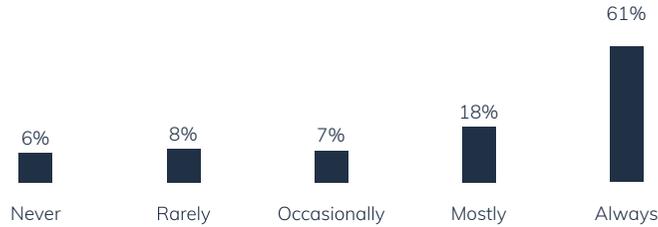
consistently use engagement letters (61% always, 18% mostly), marking a modest but positive increase from 2023. This aligns with requirements set by the Tax Practitioners Board (TPB), which mandates engagement letters as part of the Code of Professional Conduct. These documents protect both practitioner and client by formalising the scope and terms of service.

Client identity verification is also broadly adopted, with 79% of bookkeepers conducting checks, although this is slightly lower than the number of registered agents reporting the same. A large portion (59%) still rely on manual verification methods, though Scantek and Annature have emerged as leading electronic verification tools among those opting for digital solutions.

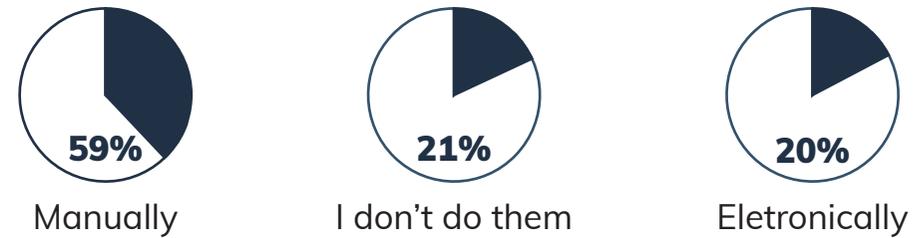
Together, these findings suggest that while the profession is moving in the right direction, there's still work to be done to close the gap between perception and best practice—especially regarding cyber risk and consistent implementation of compliance protocols. As digital threats and regulatory expectations increase, embracing comprehensive protections is no longer optional; it's essential for sustaining professional trust and business continuity.

8 Insurances and Protections

How often do you use an engagement letter?



How are you completing your client identity verification checks?



57%

of bookkeepers have a **Cyber Security Insurance Policy**

With 33% not covered and 10% covered by employer



88%

of bookkeepers have **Professional Indemnity Insurance**

With 2% not covered and 10% covered by employer



64%

of bookkeepers have **Public Liability Insurance**

With 25% not covered and 11% covered by employer

8 Technology Use & Software Services | Snapshot

Bookkeepers across Australia are embracing technology in increasingly strategic ways, but key areas—particularly AI readiness and cyber security—reveal mixed progress and lingering caution.

The adoption of artificial intelligence (AI) and new technology solutions among small businesses in Australia presents a complex picture of opportunities, challenges, and cautious optimism. We do see that 22% of respondents consider themselves to be Early Adopters of technology with 54% who tend to adopt technology once they've seen it well tested by others. This demonstrates a balance between risk management and innovation across the profession.

The strongest motivators for adopting new technology are enhanced data security (34%) and simplification of business processes (32%). The ability to support remote work, while relevant, remains a lower priority—indicating a strong focus on practical, outcomes-based implementation.

Technology plays a central role in client engagement, with 88% of clients accessed remotely. This is especially high (90%) for bookkeepers operating within 100 km of a capital city, compared to 85% in more regional areas. Despite this, concerns remain: reliable internet and data security top the list of risks, followed by a perceived decline in client relationship quality—with 28% reporting a negative impact.

That said, 95% of respondents use multi-factor authentication,

demonstrating strong alignment with security best practices. Xero remains the dominant client software (89%), followed by MYOB (69%) and Intuit (35%). Although all major platforms saw a slight drop in popularity (Xero down 1%, MYOB down 2%, Reckon 3%, Intuit 4%), alternative software options rose by 2%, suggesting the market is beginning to diversify.

Within their own businesses, 64% of bookkeepers use Xero, more than double MYOB's share (31%). While this mirrors 2023 trends, it reinforces Xero's role as the preferred practice tool.

Client-side add-ons are commonly used, with Hubdoc (65%) and Stripe (62%) leading. Employment Hero (26%) is the most adopted HR tool. However, 38% of bookkeepers still don't use add-ons with clients, and 80% don't use them internally, suggesting internal tech ecosystems may lag behind client-facing systems.

Practice management software adoption is relatively strong (58% use it), with Xero Practice Manager (44%) and Hubdoc (34%) the most utilised.

The logo for MYOB, featuring the word "myob" in a lowercase, rounded, purple font.The logo for Reckon, featuring the word "Reckon" in a bold, red, sans-serif font, followed by a red square containing a white letter "R" with a registered trademark symbol.The logo for Intuit QuickBooks, featuring a green circle with the letters "qb" in white, followed by the word "intuit" in a small, black, sans-serif font, and the word "quickbooks" in a large, bold, black, sans-serif font.The logo for Xero, featuring the word "xero" in a white, lowercase, sans-serif font inside a blue circle.

8 Technology Use & Software Services | Snapshot

Adobe (24%) remains the top tool for collecting digital signatures, though GovReports (13%) and software-integrated solutions (10%) are gaining traction. Still, 22% do not use digital signatures at all.

When it comes to support, phone remains the preferred method (49%), followed by online chat (26%). Online forums continue to rank lowest for support interactions.

Bookkeepers favour self-paced online videos and live webinars (33%) as their primary training formats—indicating a strong desire for flexible, efficient upskilling.

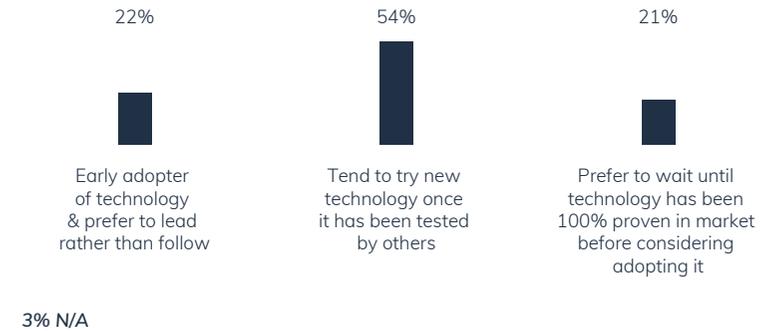
Bookkeepers are clearly embracing technology in client-facing services, especially around accounting platforms and cloud access. However, there's room for growth in internal automation, add-on software adoption, and digital transformation. With data security, remote service delivery, and process efficiency driving decisions, technology remains a powerful enabler for the profession—when matched with the right support and training.

8 Technology Use & Software Services

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

	Score out of 7
Greater data security	5.27
Seeking single solution/ integration with software	4.90
Growth/ expansion of business	3.64
Accommodate staff working remotely	2.78
Streamlined or simplified business process	5.47
Reactive to mistake, flaw or bug in current technology	3.09
Cheaper solution	3.26

How would you describe your/your business's attitude towards technology adoption?



95%

of online accounts & services are **protected with multi-factor authentication (2FA)**

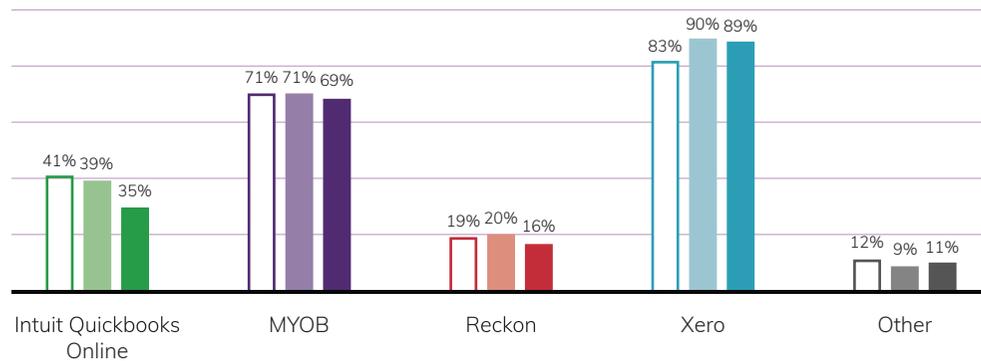
97%

have **NOT** experienced a **cyber incident on any of their business computers in the past 12 months**

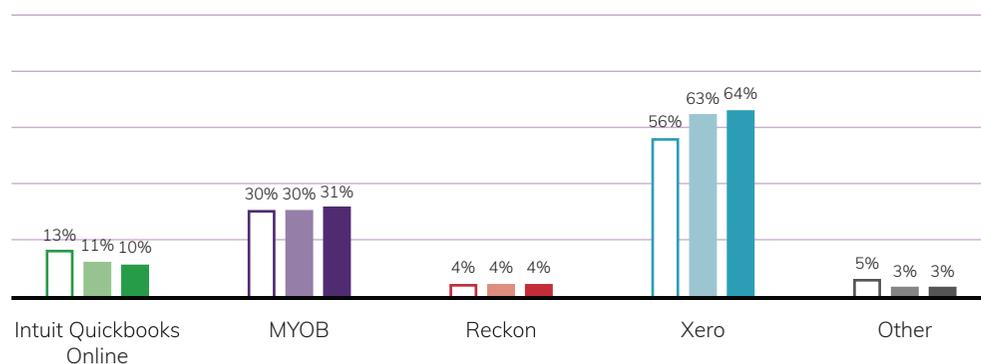
8 Technology Use & Software Services

What software do you use with your clients?

■ 2024
■ 2023
□ 2022

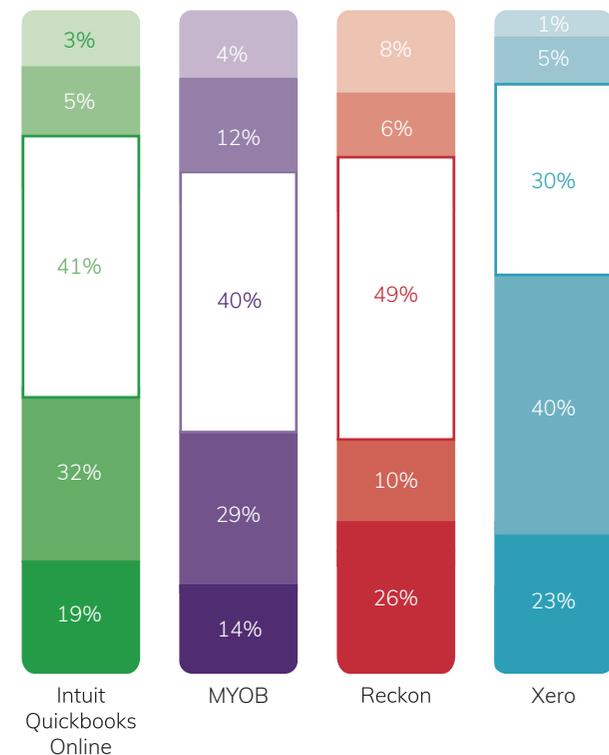


What software do you use with your business?



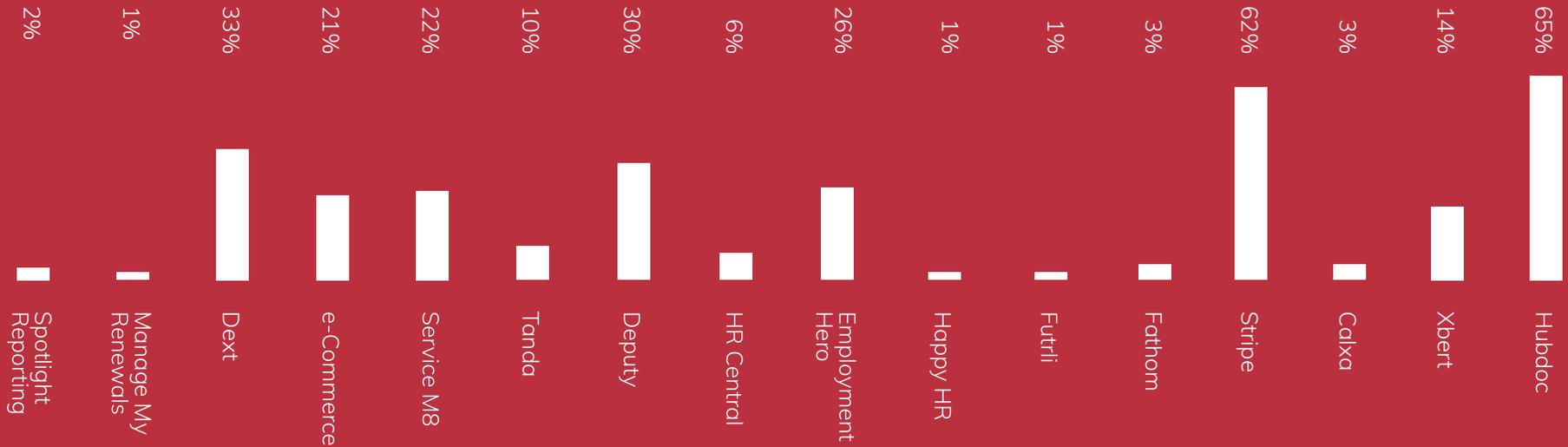
How satisfied are you with your membership to the following software partner programs?

■ Very Satisfied ■ Satisfied □ Neutral
■ Dissatisfied ■ Very Dissatisfied



8 Technology Use & Software Services

What add-on solutions do you use for your clients?

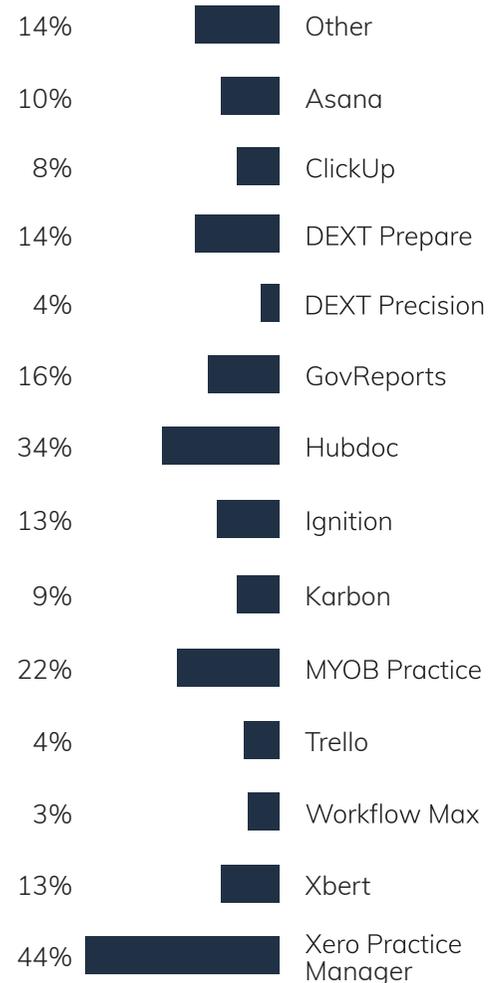


What add-on solutions do you use in your business?

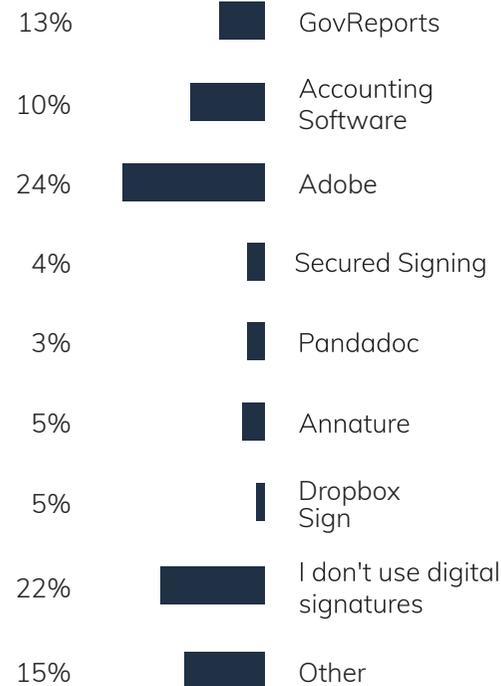


8 Technology Use & Software Services

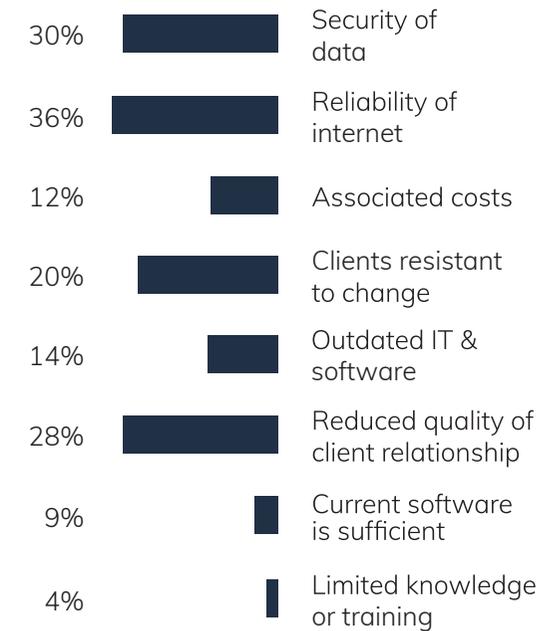
Which practice management tools do you use for your business?



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

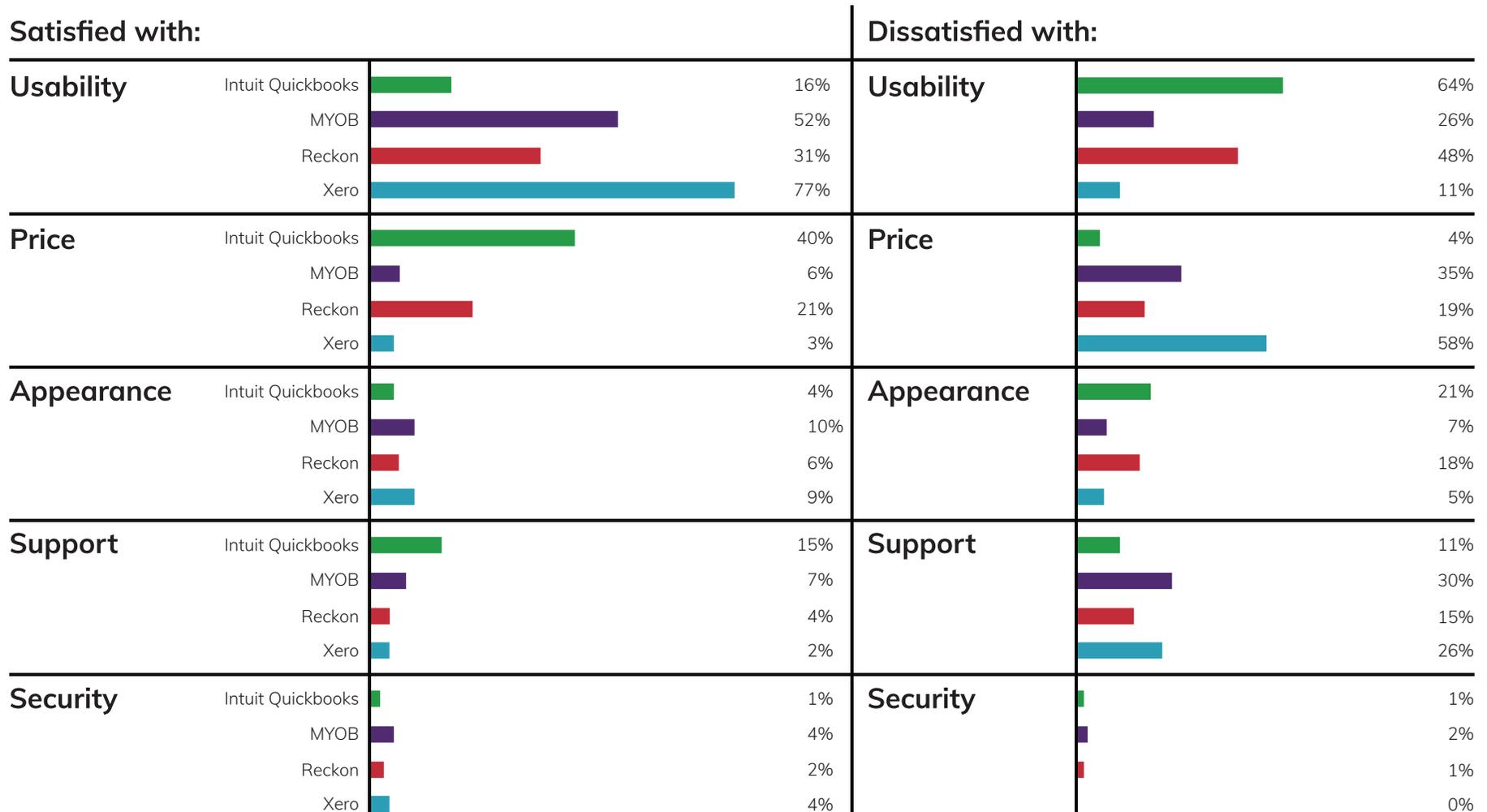


What are the perceived barriers to conducting your work entirely online?



8 Technology Use & Software Services

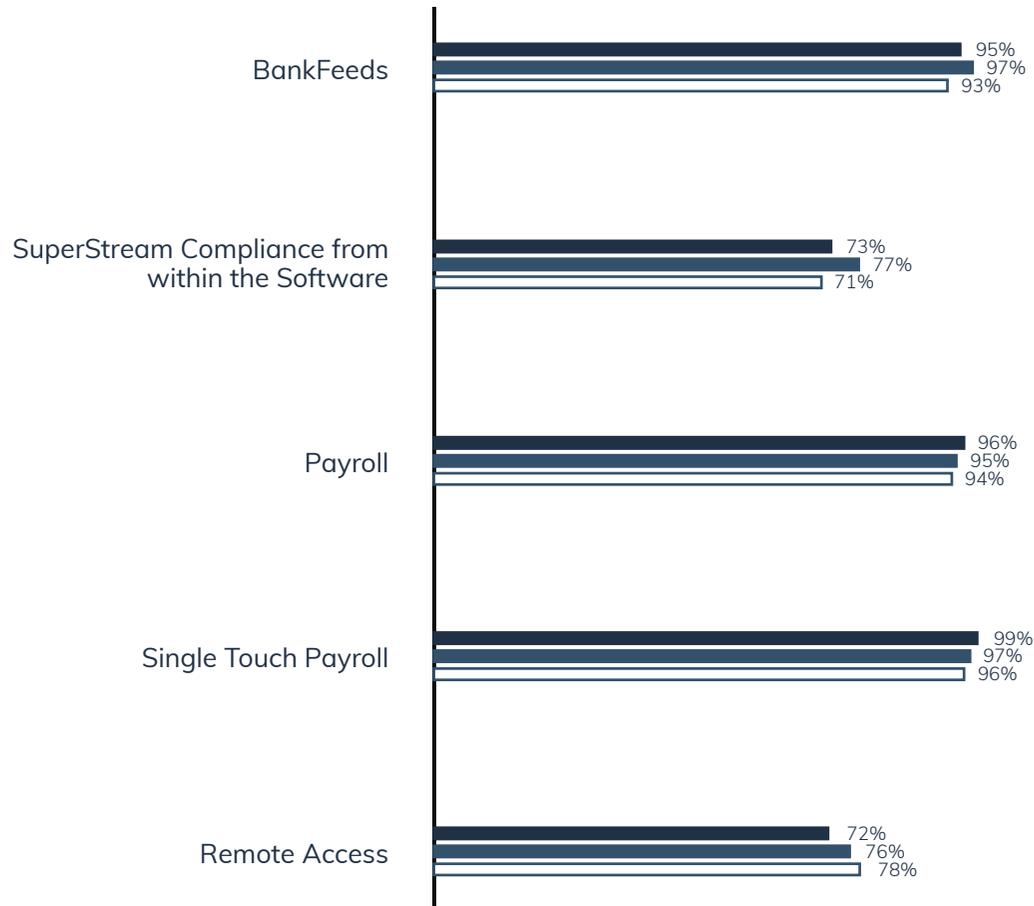
For each software program that you have used during the past 12-months, indicate what features you are most...



8 Technology Use & Software Services

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

- 2024
- 2023
- 2022



Live webinars are most preferred method of software training

Live Webinars	3.00
Face-to-face Workshops	2.31
Self-paced via Manual	1.93
Self-paced via Video	2.82



Phone is most preferred method of software support

Phone	3.10
E-Mail	2.79
Online Forum	1.55
Online Chat	2.61

Scores are out of 4



9 Artificial Intelligence in Bookkeeping | Snapshot

Artificial Intelligence (AI) is beginning to shape the future of bookkeeping, but the 2024 survey reveals a profession still in the early stages of understanding and adopting these tools. Bookkeepers are beginning to engage with AI, but there is a need for greater clarity, education, and structured support to move from cautious experimentation to strategic adoption. As AI continues to drive industry change, early and informed engagement will be key to ensuring the profession remains efficient, relevant, and secure.

While 37.4% of bookkeepers say they use AI tools in their work—mainly for drafting emails, correcting grammar, and creating social media posts—58% report they don't use AI. This discrepancy likely reflects a fundamental misunderstanding of what AI is, with many failing to recognise that common tools that have been in the bookkeeping industry for over a decade, such as bank feeds, intelligence review tools such as exception reporting tools and the like.

This mirrors broader trends in the Australian business landscape. The AI Group's Technology Adoption Report notes that despite national anxiety about AI, 52% of Australian businesses have already adopted AI tools. In the service sector—where bookkeeping sits—adoption is higher due to lower barriers to entry. For many business leaders, AI is seen as just another tech tool to boost efficiency and productivity.

Adoption and attitudes toward AI appear closely tied to business

scale. Among respondents with annual turnover under \$150k, 48% see no benefit to AI, compared to just 28% of those earning over \$150k. Higher-turnover bookkeepers more clearly associate AI with efficiency, quality improvements, and automation—outpacing their lower-turnover peers by up to 20 percentage points in recognising these benefits.

This gap likely reflects a broader difference in digital literacy and strategic outlook, with higher-earning practices more equipped to understand and leverage AI as a growth tool.

Despite growing usage, 91% of respondents cite concerns about AI—primarily data security and over-reliance on technology. Interestingly, job displacement is a low concern overall (19%), and 22% report no concerns at all. Trust in AI remains a dividing line, especially among lower-turnover bookkeepers—40% of whom distrust AI tools, and 22% of whom fear job displacement.

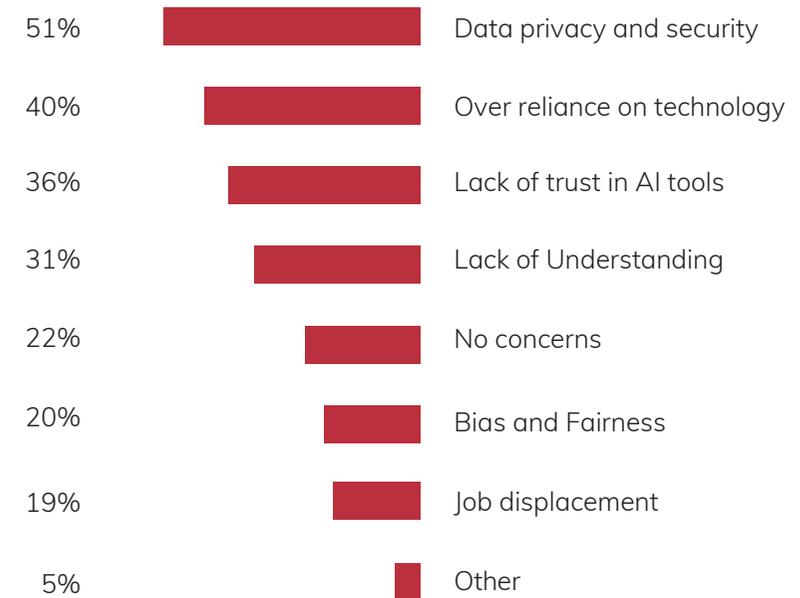
Looking Ahead Despite current hesitation, there is clear forward-looking interest: 74% believe AI will be at least somewhat important to their business in the next 3–5 years. However, the profession is not yet preparing at pace: a staggering 78% of respondents have not undertaken any AI training—a missed opportunity as AI capabilities rapidly evolve.

9 Artificial Intelligence in Bookkeeping

How has AI helped you at work?



Do you have any concerns about the use of AI at work?



74%

of bookkeepers **believe that AI will be somewhat, very or extremely important in their business in the next 3-5 years**

38%

of bookkeepers are **currently utilising AI Tools in the workplace.**

78%

of bookkeepers **have not provided or undertaken training to understand AI**

10 BAS Agents & Government Engagement | Snapshot

The 2024 survey results reaffirm that BAS Agents remain the backbone of Australia's bookkeeping profession, though concerns about government engagement and regulatory enforcement are surfacing more prominently.

While the role of BAS Agents remains central to business compliance in Australia, these findings reveal a need for stronger, more consistent support from government bodies. Whether it's improving ATO service quality, increasing TPB enforcement, or clarifying Fair Work advice, practitioners are calling for more actionable, reliable engagement from the systems they rely on.

A substantial 86% of respondents are registered BAS Agents, while just 1% are Tax Agents and 2% hold dual registration. Although 96% of agents intend to renew their registration, this reflects a slight decline (2%) from 2023, suggesting growing pressures or frustrations within the role.

The ATO Online Services for Agents (OSfA) continues to be the dominant platform for lodging activity statements, used by 98% of agents. However, its popularity has dipped slightly, with 61% using OSfA for lodgement, down 5% from 2023, and 39% opting to lodge through accounting software. Additionally, 20% still access client accounts via their clients' own portals, though this too has declined marginally.

The key operational barriers for agents remain unchanged:

61% cite clients not providing timely information

21% identify incomplete or incorrect client data as a major issue

These persistent challenges impact workflow, compliance, and agent-client relationships, reinforcing the need for client education and improved digital collaboration tools.

Engagement with the Tax Practitioners Board (TPB)

Agents generally perceive the TPB as effective in educating practitioners—with 79% agreeing it helps agents understand their obligations, and 69% citing support with new policy understanding. However, confidence in the TPB's enforcement activities is much lower:

- Only 26% believe the TPB effectively investigates unregistered agents
- Just 31% feel the TPB is effective in addressing non-compliant registered agents

The overall satisfaction rating for the TPB is 3.52/5, with 53% reporting they are satisfied or very satisfied. Concerns centre on insufficient enforcement, especially around unregistered agents, and delays in acting on reported breaches.

ATO Engagement and Support

The ATO's overall satisfaction rating is 3.53/5, with 58% expressing satisfaction. Feedback highlights two key frustrations:

- Ongoing issues with Client-Agent linking processes
- A perceived decline in call centre staff knowledge, a concern echoed in the Tax Ombudsman's recent review

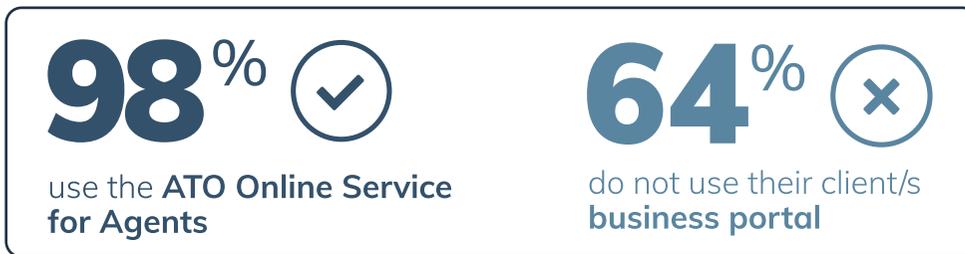
10 BAS Agents & Government Engagement | Snapshot

These operational hurdles can significantly disrupt daily workflow and erode trust in core support systems.

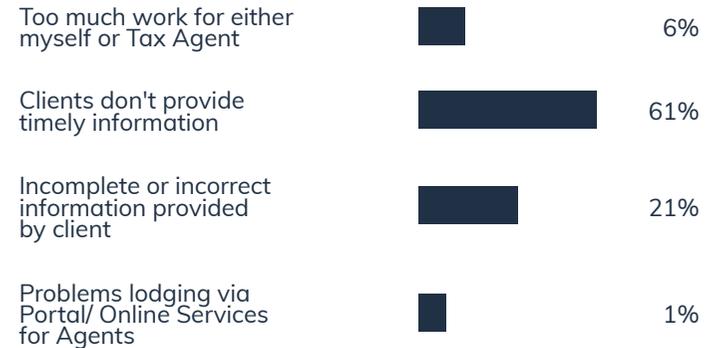
Interaction with Fair Work Ombudsman

Engagement with the Fair Work Ombudsman has slightly decreased, with 33% of respondents reporting interaction in 2024—down 3.5% from 2023. While the overall satisfaction rating remains stable at 3.58/5, respondents shared frustrations with vague or incomplete responses, particularly when seeking clarity on award applications. This ambiguity is discouraging engagement, with some practitioners stating they no longer rely on guidance received.

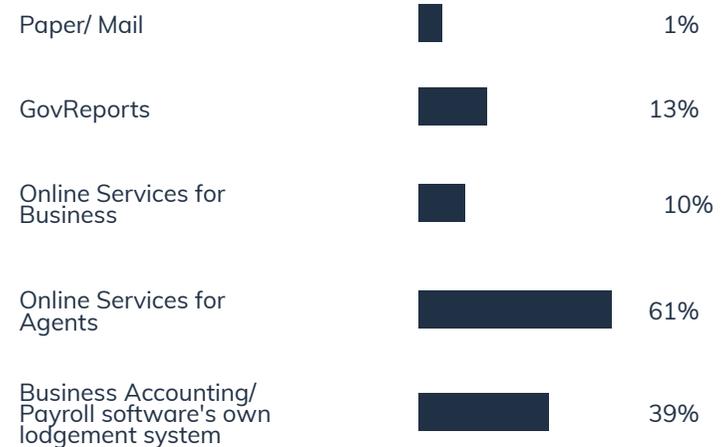
10 BAS Agents & Government Engagement



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



How do you lodge the BAS?



10 BAS Agents & Government Engagement

When asked about feedback about The Tax Practitioners Board, we asked respondents to rate their effectiveness at the following

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Score out of 5
The TPB is effective at ensuring tax practitioners are registered.	18%	39%	25%	11%	6%	3.53
The TPB is effective at ensuring tax practitioners understand their obligations.	22%	57%	15%	4%	2%	3.94
The TPB is effective at ensuring tax practitioners understand new policies.	16%	53%	23%	7%	1%	3.76
The TPB is effective at communicating the importance of using a registered agent to consumers.	12%	20%	31%	21%	16%	2.92
The TPB is effective at investigating non compliance of registered agents.	10%	21%	43%	13%	9%	3.11
The TPB is effective at investigating non registered agents.	10%	16%	38%	18%	14%	2.90

11 The ATO & Fair Work

Your satisfaction towards the following...

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Tax Practitioners Board (TPB)



Australian Taxation Office (ATO)



Fair Work Ombudsman (FWO)



12 Future Profession Planning & Pathways

The future of Australia's bookkeeping profession hinges on how well it can adapt to shifting expectations, technological evolution, and changing workforce demographics. The 2024 data reveals both promising trends and critical challenges in attracting and sustaining talent in the sector.

The Vocational Education and Training (VET) pathway continues to be the preferred entry route for aspiring bookkeepers—and for good reason. This pathway aligns closely with the needs and realities of modern entrants:

- It offers flexibility for career-changers and those seeking part-time or remote work.
- It provides a structured but accessible avenue for formalising prior experience.
- It is well-matched to the regulatory scope of bookkeepers, focusing on practical knowledge without venturing into excluded areas like income tax advice or financial planning.

This pathway also resonates with employers and students alike, as reflected in consistent feedback from the bookkeeping community. For many, the VET system provides not just qualifications, but a sense of validation and direction in a profession often misunderstood from the outside.

Despite its strengths, the profession faces persistent challenges in workforce attraction. A significant barrier is public perception: more than 50% of respondents believe that poor understanding of what

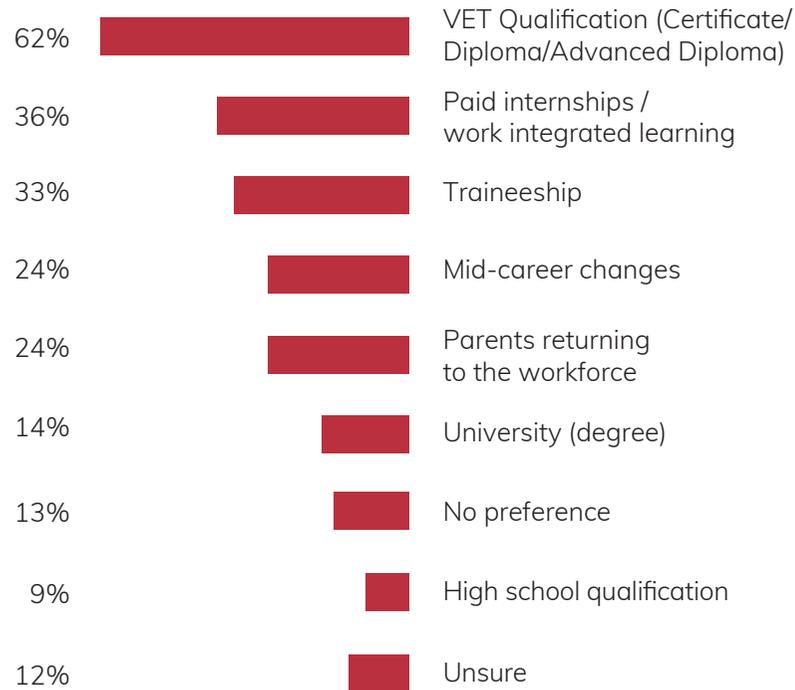
bookkeepers actually do reduces the talent pool. This outdated view of bookkeeping as transactional or clerical clashes with the reality—bookkeepers today are compliance professionals, digital collaborators, and often trusted business partners.

Emerging technology, particularly AI, is also shaping perceptions. While it brings opportunity, 41% of respondents say fears about automation are deterring new entrants, highlighting the need for clearer education about how technology supports—rather than replaces—bookkeeping work.

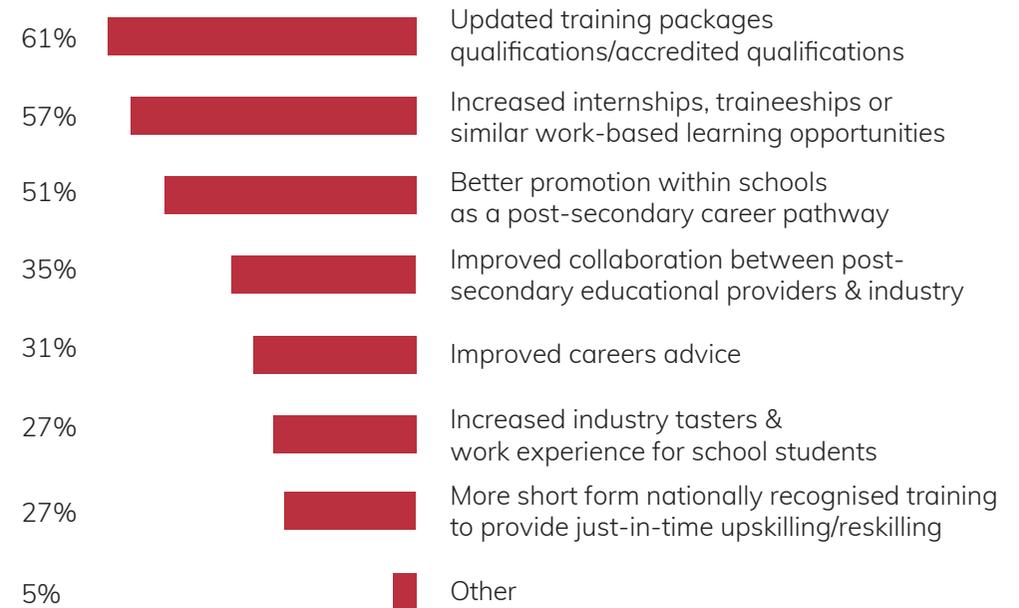
Perhaps most pressing is the increasing regulatory burden, especially on the self-employed—a key segment in this industry. 68% of respondents report that rising compliance obligations are reducing or significantly reducing workforce supply, making it harder for sole traders to thrive or enter the profession at all.

12 Future Profession Planning & Pathways

In your opinion, what are generally the preferred recruitment pathways into bookkeeping?



How should pathways into bookkeeping be enhanced?



12 Future Profession Planning & Pathways

For each of the factors below please indicate the extent to which you believe they impact the supply of workers into bookkeeping occupations.

	Significantly Reduces Supply	Reduces Supply	No increase or decrease	Increases Supply	Unsure
Perception of bookkeeping as a career	14%	37%	24%	14%	11%
Understanding of bookkeeping careers	14%	38%	18%	19%	10%
Training availability	3%	19%	32%	35%	10%
Training suitability	5%	23%	31%	30%	12%
Conditions of employment	2%	9%	24%	56%	9%
Remuneration	7%	23%	30%	29%	11%
Working environment	1%	9%	33%	46%	10%
Work-life balance/workload	4%	11%	20%	56%	9%
Job satisfaction	2%	10%	31%	47%	10%
Current job vacancy rate	3%	8%	45%	23%	21%
Future job prospects / opportunities for career progression	5%	19%	35%	29%	13%
Perceived impact of emerging technologies such as AI	10%	31%	29%	10%	20%
Industry regulations / legislative requirements	30%	39%	18%	5%	9%

Additional Respondant Feedback

Being a one person business working very long hours, I find it difficult to keep up with emerging tech, + changing requirements; without the ICB I would be lost. HUGE APPRECIATION for what you guys bring to us.

AI and automation will enable bookkeepers to streamline their services and build better practices ...

There will always be a need for BAS agents. Business owners these days need to be there to run their business and don't have time for all the compliances due

Business owners are not provided any education when commencing and you wonder why they fail. accounting software is marketed to anyone can use it with no accounting knowledge this is fraught with danger and failings.

I am really proud to be a member of the ICB when I see how proactive you guys are with making changes especially with the ATO

Business/Farmers will always need someone to assist them with their bookkeeping needs and BAS lodgements. Regardless of software saying it's easy and push the submit button, some clients realise it is much better to lodge correct information each Month/quarter.

I am concerned about keeping up with all the changes in the future. It seems like some legislation is getting very complex (especially

payroll/ETP's etc). Still love my profession and the support I get from ICB.

Business need Bookkeepers

Thank you. "A robot is only as good as the human that pushes the button".

There will be plenty of work in the foreseeable future. What a bookkeeper does may change and how it is done, but I am positive there will be work.

I want to thank you for the ability to share my views. It shows me that you are listening to the bookkeeping community and our struggles. I do feel happier that I have a "body" backing me when I have complaints. You guys are always pleasant to chat to, and very knowledgeable. So thank you.

I still love bookkeeping and value the profession. We are continuing to work with clients and Accountants so that they understand the importance of the role of bookkeeper in the process.

Compliance is increasing which increases the need for quality bookkeeping. Business need an independent partner more and more to help navigate the challenges of their businesses and to provide reliable and timely financial information.

ICB Membership Benefits

 News & Updates Stay up-to-date with developments in the bookkeeping community from the website and social media.	 ICB Community Access to ICB Members-only forums, to engage in peer-to-peer support and discussions.	 CPE Register ICB Members (Affiliate and above) have access to the ICB Register, making it easy to keep track of your CPE hours and activities.	 HR Intermediary ICB provides assessments to expand and test your knowledge in payroll and preparing to act as an HR Intermediary.	 BAS Agent Support Specific guidance and assistance to ICB Members who are BAS Agents and/or involved in preparation of the BAS.	 ICBenefits ICBenefits provides commercial advantage to ICB Members on everyday items.
 Support Phone, email and web-based support for all ICB Members, provided by bookkeepers. Access to a network of experts.	 Education & Training CPE for bookkeepers. ICB-generated and monitored access to the most appropriate education and training.	 Network Meetings Meet with other members of ICB in your local area to discuss your world of Bookkeeping. Over 90 Network Meeting locations.	 Webinars Designed and delivered by ICB, providing you with the opportunity to advance your professional development and bookkeeping knowledge.	 ATO Access & Influence As a recognised BAS Agent Association and Member of ATPAG and BASAAG, ICB hears from and talks to the ATO.	 Find a Bookkeeper The ICB published and promoted list of Members in Practice. The directory of the best Certified Bookkeepers available to help businesses.
 Members-only Newsletter ICB Members newsletter By Bookkeepers For Bookkeepers Topics of current interest, directly about you and your world.	 Summit & Workshops National Summit, Conferences and End of the Year Workshops to keep you updated with the latest legislation and technology.	 Resources Practical, usable, everyday resources. An extensive knowledge base, information library, how to guides, checklists and templates.	 Client & Business eBriefs Template newsletters provided to you for tailoring, personalising and providing to your clients.	 Notification of business looking for Bookkeepers A list of current vacancies published by businesses relevant to your skill levels and in your local area.	 Gain Certification in your Bookkeeping Skills Gain ICB certification to assist in your promotion of your skills.
 Insurance for Bookkeepers Professional Indemnity Insurance designed for Bookkeepers and BAS Agents. Specifically includes the clauses you need.	 ICB Personalised Products 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 Selected and screened third-party products and solutions. Payroll by TAPS, HR by Employment Innovations (includes 3 free calls per year), and more!	 BAS Agent Supervision Program 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.	 Podcasts 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.	 Your Voice as Bookkeepers With nearly 5,000 voting ICB Members that we dedicate time to find out what is happening and provide viewpoints from the Bookkeepers perspective.



ICB Membership Levels & Requirements

	Yearly Fee	Monthly Fee	Application Fee	Professional Indemnity Insurance	Employment Statement	Member Declaration	Working Experience	Minimum Required Education	CPE	ICB Annual Skill Review (every 2yrs)	Client Base
Member in Practice	\$594	\$49.50	\$99	✓	N/A	✓	2+ years	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	2+ clients
Member – NDIS	\$594	\$49.50	\$99	✓	N/A	✓	2+ years	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	Associated with NDIS framework
Member in Employment	\$480	\$40	\$99	N/A	✓	✓	2+ years	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	N/A
Associate in Practice	\$552	\$46	\$99	✓	N/A	✓	1+ years	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	No minimum
Associate – NDIS	\$552	\$46	\$99	✓	N/A	✓	1+ years	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	Associated with NDIS framework
Associate in Employment	\$432	\$36	\$99	N/A	✓	✓	1+ years	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	N/A
Affiliate (Max. 2yrs)	\$372	\$31	\$99	N/A	N/A	✓	N/A	Cert IV Bookkeeping/Accounting	20hrs p/a	✓	N/A
Student* (Max. 2yrs)	\$145	N/A	N/A	N/A	N/A	N/A	N/A	Must be studying	N/A	N/A	N/A
Educator	\$145	N/A	N/A	N/A	✓	N/A	Registered teacher	Must be teaching	N/A	N/A	N/A
Retired	\$384	\$32	\$99	N/A	N/A	✓	5+ years	Cert IV Bookkeeping/Accounting	10hrs p/a	✓	No active BK Client
Treasurer	\$145	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Application Fee is non-refundable. All amounts include GST.

*If studying or teaching with an ICB Accredited Training Provider they may offer a complimentary 24-month Student or Educator Membership.

Prices effective 1st May 2025. For information regarding change of membership please call ICB Member Services on 1300 856 181.



ICB Membership Levels & Requirements

	Network Meetings	Resources	Facebook Discussion Group	Members Newsletter	Voting rights	Technical Support	ICBenefits	CPE Register	Webinars	ICB Name Badge	IT Support	Additional PII Cover	Access to Current Job Vacancies	60yrs+ Membership Rebate	Find a Bookkeeper Listing	Client eBriefs	Use of ICB Crest
Member in Practice	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Member – NDIS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Member in Employment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗
Associate in Practice	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Associate – NDIS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Associate in Employment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗
Affiliate (Max. 2yrs)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗
Student (Max. 2yrs)	✓	✓	Student Group	Student Newsletter	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Educator	✓	Student Resources	Student Group	Educator Newsletter	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Retired	✓	✓	✗	✓	✗	Email Only	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
Treasurer	✓	Treasurer Resources	✗	Treasurer Newsletter	✗	✓	✗	✗	NFP Webinars	✗	✗	✗	✗	✗	✗	✗	✗

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.

Before you rely on this information for any important matters you should make your own enquiries and validation to ascertain if it is appropriate and correct to your circumstances.

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