

Institute of Certified Bookkeepers

Making you Count

P: 1300 856 181

F: 1300 857 393

E: admin@icb.org.au

W: www.icb.org.au

Bookkeepers helping Bookkeepers helping Business

October 2019

Welcome to ICB's October Newsletter.



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Additional Information for Members Only

In this month's [Members Newsletter](#) you will find the following additional information:

Important News

- November Terminations Workshop – Final Call

Best Practice Bookkeeping

- Real Estate Industry – new resource
- New Annualised Salary Provisions
- Prefill Activity Statements

The BAS Agent World

- BAS Check – New ATO Process

Other Things Happening in the World

- New Employment Innovations Fact Sheets

From the ICB

- Portable Long Service Leave – Update
- October 2019 eBrief for your Clients and Business

From the ATO

- STP and closely held employees
- STP Phase 2 - 2021 what changes?

Important News

Global Bookkeeping Week 2019 – Get Involved

Let's raise a cup to celebrate the bookkeeping community and to recognise the value that bookkeepers bring to small business!



Announcing **Global Bookkeeping Week 2019** – 18–22 November

This year will mark the 525th Anniversary of Luca Pacioli's *Summa de Arithmetica* (the first known book that contained information on double-entry bookkeeping). We are taking the opportunity to look back on the history of bookkeeping, reflect on recent changes to the industry, and celebrate how far we've come as a global community.

Join the ICB team in celebrating Global Bookkeeping Week.

Activities include:

- A series of webinars on bookkeeping-related topics throughout the week by our ICB experts and other guests.
- Win \$100 towards your Christmas party by attending a Network Meeting during November and completing our Global Bookkeeping Week quiz.
- Join our “Raise a Cup” campaign to celebrate the bookkeeping community, and to recognise the value that bookkeepers bring to small business! Grab your ICB keep cup and send photos to socialmedia@icb.org.au. We will be posting them on our Facebook pages.
- **Free** attendance to all the Network Meetings throughout November!

Keep an eye out on ICB's [Global Bookkeeping Week website](#), as well as our [Facebook](#), [Twitter](#) and [LinkedIn](#) pages for more!

Talk to Your Clients About Cloud Security

42% of Australian businesses have adopted cloud software in some form, but if you're running an online practice, there can still be worries from clients around the security of working in the cloud.



Unsure how artificial intelligence will affect your clients? Check out [The Accountant's Guide to AI](#) to get up to speed.

Keeping business data and sensitive information secure is a big concern for business owners. So it's important to explain clearly and sensibly how a cloud accounting approach is not only safe and secure, but also brings the client a whole host of other significant benefits.

Working with Online Accounting Software

As a cloud practice, you're no longer just an accountant in the traditional sense – you're a trusted business adviser and technology consultant too.

Online accounting platforms such as Xero and QuickBooks Online bring your business clients a highly secure environment to run their accounts and manage the financial life of their business – and it's all done online, through their laptop browser or mobile app.

Instead of using a desktop-based application on an office computer (where your data is saved to a local hard drive), online accounting lets users work from anywhere there's an internet connection. The accounting and business data is uploaded to a cloud server, bringing the assurance that the numbers are always backed up and safe.

But there's one common question you're almost certain to be asked...

“How secure are these cloud servers and how safe is my financial data online?”

Why Cloud Accounting is a Secure Platform

To answer the security question and help clients feel comfortable with online working, you've got to make the security aspects very clear, and place real emphasis on how the protection of client data is a priority not just for you but also for cloud providers as well.

Here are some of the key elements to talk through with clients and targets:

Data is Saved on Secure Cloud Servers

Clients' accounting data will be saved across multiple data centres to make it less prone to malicious hacks, and the physical servers will be protected both by online security systems and real-world security safeguards on the ground at the data centre.

What's more, there are backups built into these networks – if one site goes down your data is saved somewhere else.

Military grade security protects their accounts. All data will be encrypted using the industry-standard TLS (Transport Layer Standard) encryption technology. Accounts are no longer sat on an office server or on an easily stolen laptop: data is backed up automatically to cloud servers with true military grade protection.

Software is Always the Latest Version

Logging into cloud software from a browser means clients will always be using the most up-to-date version of the software. That means no updates to download, no fixes to install and security settings that are always 100% current and targeted to resolve any known threats.

To put this in context, one of biggest ransomware attacks in history (Wannacry from May 2017) happened because of an old vulnerability in Windows.

By the time they sent out an update, it was too late. Not a problem with cloud security though, as all the main software providers (including Receipt Bank) have dedicated security teams keeping their software fighting fit.

The Benefits of the Cloud Approach

One key point to convey is that storing data in the cloud is just using a computer somewhere else to store your data, rather than the computer in your office.

The same risks exist in both scenarios, but the cloud systems have much more advanced security and full time teams guarding that data, unlike most accountant's offices. In addition to this, the cloud also brings a lot of advantages that tip the scales in its favour.

When clients work online:

- Accounts are accessible 24/7
- Access is more secure
- IT costs are reduced
- A wide ecosystem of online tools

Cloud providers know that online security is a key concern for business owners, and are highly proactive about updating their solutions to meet customer expectations and keep their online security watertight.

By learning the basics of cloud security, and highlighting the key safety precautions and benefits of an online approach to accounting, you can easily put business owners minds at rest.

Source: *Receipt Bank*



ICB – Digital for Business

Best Practice Bookkeeping

Your New Auskey – myGovID

Your new system for gaining access to ATO Online Services is here!

Auskey will die during the first few months of 2020.

myGovID is already up and running and can already be used to access Online Services.

Agents & Businesses will need to perform a number of steps in sequence in order to adopt the new system.

It is not an option, if you access the ATO systems directly - you MUST change!

This does not effect those that lodge ATO documents using their Accounting or Practice Management Software (unless your software company tells you differently). It only effects those that previously have used Auskey to access ATO.



The Steps

1. Clean up the Australian Business Register so that the correct people are listed as "Associates" of the relevant ABNs of the businesses.
2. Set up your personal myGovID
3. Link entities via RAM and then invite any individuals
4. Use the new set of keys (myGovID) to access ATO Online Services
5. Agents will need to re-add clients to the "Favourites" list.

Resources for ICB Members

- [Your new Auskey - myGovID - The full introduction](#)
- [Preparing your Business for digitisation with Government - Clean up your ABN explained](#)
- [Set Up your myGovID - Explained](#)
- [Relationship Authorisation Manager - Explained - Link your business](#)
- [Using Online Services for Agents - the ICB guide](#)

Become an ICB member to access our comprehensive and up to date guides including everything the Government is doing to you

[Apply here](#)

Changes to public holiday substitution rules

An employer and an employee can now agree to substitute the day off from work due to a proclaimed public holiday or part-days for another day or part-day.



An employer must not exert undue influence or pressure on an employee in relation to agreeing to substitute a public holiday for another day or part-day

You can [read the Fair Work Commission's decision here](#) for more information, or [download the pdf version here](#).

Charities – Streamlining Single Financial Reporting

From the Commissioner, The Hon Dr Gary Johns, Australian Charities and Not-for-Profits:

Charities that are incorporated associations in Tasmania (TAS), South Australia (SA) and the ACT are reminded that they will no longer need to submit to their state or territory regulator. Instead they will report once to the ACNC via their Annual Information Statements. Medium and large charities will also need to submit their annual financial reports. The ACNC will then share relevant data with their state regulator.



The two-year transitional reporting period for affected charities to transition to meet ACNC reporting requirements has now ended. From 2019, medium and large charities that are incorporated associations in TAS, SA and ACT must use accrual accounting and ensure their [annual financial reports](#) meet all ACNC reporting requirements, including the [ACNC's requirements for audits or reviews](#). More information can be found here for [SA](#), [TAS](#) and [ACT](#) incorporated associations.

For charities that are incorporated associations in Victoria (VIC) and New South Wales (NSW), 2019 is the second year of the two-year transitional reporting period. These charities will be required to prepare a full financial report that meets ACNC reporting requirements (with conditions for comparative information). From 2020, these charities will need to ensure [annual financial reports](#) include comparative information. These charities must also meet the [ACNC's requirements for audits or reviews](#). More information can be found here for [NSW](#) and [VIC](#).

For incorporated associations in the Northern Territory (NT), the first year of the two-year transitional reporting arrangements commenced on 1 July 2019. More information can be found here for [NT](#).

Charities are also encouraged to [download our Annual Financial Report Checklist](#).

Best wishes,

The Hon Dr Gary Johns

Read more from the Commissioner here:

[ACNC – Changes to reporting requirements for Incorporated Associations](#)

Establishing a Website

Does your business need a website?

How many times have you searched the internet today?

Australian consumers are more likely than ever before, to use the internet to find products and services and we understand that getting the most out of your website is important. Generating new clients is the key to growing your accounting or bookkeeping business. Having an informative website is like having your own sales person online working for you 24/7.

[HaveAlook Great Websites – an ICB preferred supplier](#)

Website design essentials

- Responsive Web Design
- Ecommerce Shopping
- Content Management System
- Search Engine Optimisation
- Click to Call Action Buttons
- Custom Design
- Logo
- Google Friendly



Read the Netregistry article – [Does your business need a website?](#)

The steps

1. Establish your trading name
2. Register the Domain

Websites for Bookkeepers – things to think about

What features of your website have worked for you or your colleagues?

- Does your website have a logical roadmap?
- Is there clear navigation around the website?
- Is the website aesthetically pleasing?
- Is the crucial business information available?
- Is it the software company logo that you are allowed to use?
- Is it the statements about what you do?
- Is it the publishing of your charges?
- Is there a mobile ready version available?
- Is there FAQ?
- Is it your contact information easy to access?

What content have you tried that didn't work on the website?

- A news blog (that gets out of date)
- An over inflated ego? Is the website about “you” or is it about what your business can **do**?
- Meaningless content – is it interesting, relevant and original?
- Ordinary/bland – If your message doesn't stand out, customers will quickly forget you
- It's all talk – easy to talk about things, but *showing* the business value works far better
- No assurance – if customers have doubts or concerns they won't engage with your business



The BAS Agent World

Using the ATO Online Services Dashboard

The [Agent online services dashboard](#) lets you see at a glance if Online services for agents, the Tax Agent Portal and BAS Agent Portal are operating normally or experiencing issues.



Using data directly from our monitoring systems, the dashboard uses a traffic light system to show if systems are available or experiencing issues.

Dashboard colours change when the number of error messages or slow responses experienced by users is above a defined threshold. When multiple users are experiencing an issue, the dashboard will display the issue.

There are four categories:

- **Operational** (green) – the system is working, with no known performance or availability issues detected
- **Degraded performance** (blue) – slow performance (that is, more than 30% of requests exceed a five-second response time)
- **Partial outage** (yellow) – limited access or working intermittently (login is unavailable to more than 5% of users, and other services are unavailable to more than 15% of users)
- **Major outage** (red) – system unavailable.

The colour against the system reflects its overall status. You can expand the information (by clicking on the plus sign and down arrows) to reveal the status of the following services:

- Login services
- Search communication history – to search and retrieve communications we have issued for your clients
- View communication history – to view a piece of correspondence found in the search function
- Access practice and client reports
- Access Single Touch Payroll (STP) reports
- View client accounts
- Create or view mail messages
- File transfer – displays the availability of the file transfer facility to upload approved files
- Access super clearing house – availability of the Small business super clearing house (SBSCH)
- Add or remove clients
- Update client details.

There are three reasons why the dashboard may not immediately show the colour reflecting your current experience:

- You may be one of the first users to receive an error message or experience a slow response time – the dashboard will change when multiple users experience the problem.
- There could be a problem with your AUSkey or Access Manager permissions, or your internet connection.
- The dashboard is updated every five minutes – so it may take a few minutes for the colour to reflect your experience.

If you experience access issues or slow response times for more than five minutes and the dashboard is green, check if this is a known issue using the [troubleshooting page](#). If the issue isn't listed, contact us on **13 72 86 FKC 3 3**.

You can also see a system metrics chart, which shows how the relevant system has been performing recently. It shows the overall performance, not each individual user's experience.

There is also a list of scheduled maintenance times for these systems.

Source: *ATO – Using the Agent online services dashboard*

TPAR for BAS Agents fixed

BAS Agents can now see the History of lodged TPAR reports!

The ATO are following up businesses they expect to lodge a TPAR. [ATO Website Page](#)- Have you lodged your TPAR?

All relevant Agents will receive a list of TPAR applicable clients and their lodgement status from the ATO, probably during October.

Check out whether your clients have lodged this years or past years.

Access the report from Online Services for Agents, select the client, select the Lodgments menu item and then Taxable Payments Annual Report

Through Online Services for Agents or via the Business Portal with the ATO,

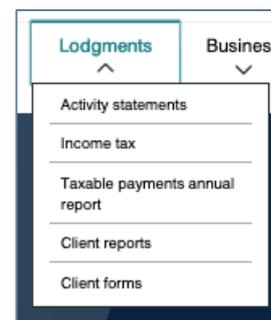
1. a limited number of TPAR reports for contractors can be directly entered, or
2. upload a file generated by software, (in the practice file upload section), and
3. view outstanding lodgements of TPAR expected by the ATO, and
4. view history of TPAR lodgements (whether directly entered or file upload)

Unfortunately you cannot view the details behind historic TPAR reports. The ATO user guide explains that to obtain historic lodgement details you phone the ATO (BAS Agent Line 13 72 86) and quote the Receipt Number of the specific lodgement.

It was a major disappointment to us that the ATO saw it appropriate to make this feature first available to Tax Agents but not to BAS Agents. This has now been fixed.

[ATO Online Services Guide for TPAR](#)

[ICB Resources for TPAR](#)



Taxable payments annual report

Not lodged | History

Assessment	Lodgment date	Receipt ID
Financial year 2018 - 19		
Original	29/08/2019	[REDACTED]
Financial year 2017 - 18		
Original	13/08/2018	[REDACTED]
Financial year 2016 - 17		
Original	22/08/2017	[REDACTED]
Financial year 2014 - 15		
Original	21/11/2016	[REDACTED]
Financial year 2013 - 14		
Original	21/11/2016	[REDACTED]

Lodge/Amend >

Continued Professional Education

Continued Professional Education

ICB Events and Webinars	Classroom	Online
<p>Terminations 2020 Workshops Multi-Locations, Multi-Dates</p> <p>Conference 2020 Multi-Locations, Multi-Dates</p> <p>ICB Technical Webinar - Real Estate Industry - Staffing Online, 7th November, 2019</p> <p>ICB Technical Webinar - Terminations 2020 Using Xero Online, 22nd November, 2019</p> <p>ICB Technical Webinar - Terminations 2020 Using QBO Online, 26th November, 2019</p> <p>ICB Technical Webinar - Terminations 2020 Using Reckon Online, 27th November, 2019</p> <p>ICB Technical Webinar - Terminations 2020 Using MYOB Online, Webinar, 28th November, 2019</p> <p>Note: Webinars are recorded and available for members to listen to in your own time in the ICB Webinar Library</p> 	<p>ATO - Open Forums Multi-Locations, Multi-Dates</p> 	<p>Intuit Quickbooks - Self-Paced Training Online, Webinar, Self-Paced</p> <p>Applied Education - CPE Club Online, Webinar, Self-Paced</p> 

ICB Conference – Bookkeeping 2020

Join us for our Annual National Conference in 2020. The annual ICB conference is known for providing the practical application of bookkeeping knowledge and skills to make a positive difference, placing a bookkeeper as an expert in their field. What to know, how to do it and making best practice forefront of everything we do.

Bookings now open – [register here.](#)

ICB Network Meetings

Upcoming Network Meetings

Webinars				
Online 8th November, 2019	Online 11th November, 2019			
ACT				
Canberra - Northside 19th November, 2019	Canberra - Phillip 12th November, 2019			
NSW				
Albury - Wodonga 13th November, 2019	Ballina 13th December, 2019	Balmain 11th November, 2019	Batemans Bay 2nd December, 2019	Bathurst 12th November, 2019
Bellingen 19th November, 2019	Blue Mountains 13th November, 2019	Brookvale 9th December, 2019	Central Coast 11th December, 2019	Dubbo 18th November, 2019
Hawkesbury Region 25th November, 2019	Hills Districts 13th November, 2019	Hornsby 7th November, 2019	Lower North Shore 18th November, 2019	Moorebank 6th November, 2019
Newcastle 18th November, 2019	Newport 3rd December, 2019	Orange 29th November, 2019	Port Macquarie 12th November, 2019	Randwick - Bondi 13th November, 2019
Shoalhaven 25th November, 2019	Southern Highlands 11th November, 2019	Sutherland 20th November, 2019	Tweed Coast 13th November, 2019	Wagga Wagga 1st November, 2019
Wollongong 20th November, 2019				
NT				
Darwin 11th November, 2019				
Queensland				
Atherton Tablelands 23rd October, 2019	Brisbane Central 28th November, 2019	Brisbane North 19th November, 2019	Brisbane South 19th November, 2019	Bundaberg 10th December, 2019
Burpengary 20th November, 2019	Cairns 22nd November, 2019	Dalby 31st October, 2019	Gladstone 25th November, 2019	Gold Coast - AM 12th November, 2019
Gold Coast - PM 12th November, 2019	Hervey Bay 19th November, 2019	Ipswich 12th November, 2019	Logan 20th November, 2019	Moreton Bay 12th November, 2019
North Sunshine Coast 8th November, 2019	Port Douglas 22nd November, 2019	South Sunshine Coast 14th November, 2019	Toowoomba 8th November, 2019	Townsville 8th November, 2019
South Australia				
Adelaide West 15th November, 2019	Mt Barker 19th November, 2019	Para Hills 13th November, 2019	South Adelaide 14th November, 2019	Unley 21st November, 2019
Tasmania				
Hobart 29th November, 2019	Launceston 21st November, 2019			
Victoria				
Ballarat 28th November, 2019	Brunswick 18th November, 2019	Bulleen 10th December, 2019	Burwood 6th November, 2019	Chadstone 11th November, 2019
Cobram 7th November, 2019	Docklands 15th November, 2019	Echuca 29th November, 2019	Frankston 14th November, 2019	Geelong 19th November, 2019
Greenvale 12th November, 2019	Macedon Ranges 3rd December, 2019	Mildura 11th November, 2019	Mordialloc TBC, 2019	Mornington 22nd Mornington, 2019
Mt Waverley 12th November, 2019	Narre Warren 12th November, 2019	Ringwood 21st November, 2019	Sale 8th November, 2019	Warragul 18th November, 2019
Wyndham 8th November, 2019	Yarra Valley 8th November, 2019			
Western Australia				
Balcatta 20th November, 2019	Broome 8th November, 2019	Bunbury 10th December, 2019	Busselton 13th December, 2019	Cockburn Central 20th November, 2019
Geraldton TBC, 2019	Joondalup TBC, 2019	Karratha 6th November, 2019	Mandurah 6th November, 2019	Melville 13th November, 2019
Midland 13th November, 2019	Northam 4th November, 2019	Welshpool 19th November, 2019		

October 2019 Question of the Month: Bookkeeping and Labour Hire

This month's question for you all to debate at your network meeting is:

Are Bookkeeping businesses required to register as labour hire organisations?

Head to our ICB Discussion Group on Facebook to discuss further...

September 2019 Answer of the Month: Directors and RESC

Last Month we Asked You:

If there are two directors at a company, and no other employees, and the two directors choose to make additional superannuation payments, does this qualify as RESC?

As the directors **are** the employees as such, does that mean the business owners have influenced them?

ICB's Response:

The difference between SGC and the agreed rate is RESC. Refer to the ICB Resource: [Guide to RESC](#)

Examples of RESC and not RESC:

If a family business chooses to contribute 15% of their salary to super, but all employees are family members and no external involvement has been introduced for negotiations affecting super contributions, then this is considered not at arms length. Therefore, if an employee/family member earns \$60,000, 15% is contributed to super being \$9,000, then the difference of \$3,300 (being \$9,000 less SGC 9.5% compulsory \$5,700).

Other Things Happening in the World

Business and Personal Health, Wellbeing and Development

Small business owners experiencing mental health issues



Having a mentally healthy workplace is important. Everyday pressures, unexpected life circumstances, stress, depression or anxiety can have a negative impact on your quality of life and ability to run your business. This can affect the people who are involved with your business including employees, contractors, partners and clients.

Your mental health is important, so it's good to learn how to recognise warning signs or 'red flags' that may suggest you need to reach out for support. Common warning signs include:

- finding it hard to concentrate
- avoiding necessary day-to-day tasks and obligations
- feeling irritable, stressed or teary

- constantly thinking of work, even during personal time
- being unable to sleep
- disconnecting from friends and family
- changing eating and/or drinking habits.

We understand these circumstances can affect meeting your tax and super obligations. If you're having difficulty paying your tax, we encourage you to contact us as early as possible. You can speak with us directly, or ask someone to speak with us on your behalf.

We want to work with you to solve the problem before the situation escalates; it's never too late to speak with us.

Find out about help and support available:

- [Tailored payment plans](#)
- [Lodgment and payment deferral](#)
- [Speak with us](#)
- [Health and wellbeing organisations](#)

Source: ATO – *Small business owners experiencing mental health issues*

Finding humour in the everyday: How this witty small business made it big



Designer Anna Blanford wanted to do Mother's Day differently. While browsing through rows of generic department store greeting cards one thing had become abundantly clear: she could do better. Forget the go-to formula of "insipid floral motifs" and syrupy sweet messages. What the world needed was something truly genuine (and funny).

An underwhelmed Anna explains, "I mean, they weren't even nice arrangements of flowers! And everything was along the lines of: 'I love you Mum, thanks for doing lots of housework.' That's certainly not the kind of relationship I have with my mother."

So, the enterprising creative set to work. “I’d drawn a card with a smiling pregnant woman, and I explained to my husband Gareth, ‘I basically want this to say: Thanks for carrying me around for nine months Mum’”

In all the markings of a true partnership, Gareth knew exactly what Anna was looking for. “He replied that the caption should read: ‘Thanks for the lift.’ It was perfect.”

Making the mundane a cause for celebration

And so, [Able and Game](#) was born. Now a growing ten-year-old business, Anna and Gareth specialise in handmade greeting cards and giftware designed to celebrate not only the milestones, but also the mundanities of everyday life. That means everything from [staying in](#) for the night, to having your [email hacked](#) or even simply [touching a cat](#) (and liking it).

Anna explains, “We ask ourselves, what are the seemingly boring or routine things that everyone experiences? And how can we celebrate them in card form? It’s so easy to get bogged down in the everyday, but by turning it into a cause for joy, you gain a fresh perspective.”

This winning combination of humour and genuine sentiment has seen the little Melbourne-based brand grow to be stocked in stores everywhere from Tasmania to Hong Kong.

Mastering the challenges and sharing in the special moments

Here at Xero, our driving force is helping small businesses like Able and Game to do beautiful business. Which is why we’re proud sponsors of [Finders Keepers](#) – a sustainably-minded market that features the work of more than 1200 independent makers and designers from across the country.

A Melbourne Finders Keepers regular, Able and Game’s approach is perfectly matched with the growing demand for small, local producers who design to last. “We create nearly everything in house – we even do our own printing. It might make us more expensive than the mass-produced stuff, but the quality is undeniable. Plus, we’re way funnier.”

But this husband and wife passion project isn’t without its challenges. Anna divulges, “As a small business owner, you have to juggle countless different responsibilities, and it’s hard. It doesn’t help that I’m the type of person who gets distracted easily (and arguably don’t always manage my time so well). That’s why we’ve taken an accountant on board and switched to using Xero. Now, I can devote myself to the parts of the business that excite me.”

And nothing is more inspiring than the customer stories. “There was an older man whose daughter had just had her first baby. He picked up a card that read: ‘I’ve choreographed a special baby dance for you.’ And he told me, ‘This reminded me of when she was a baby, and I would dance around the nursery trying to get her to sleep. And now she has a baby of her own!’”

“It’s nice to know that you’re part of those special moments.”

Source: [Xero Blog – Finding humour in the everyday: How this witty small business made it big](#)

Small Business Wellbeing and Support

There are around 3.3 million small businesses in Australia who help our economy prosper. A small business owner takes on many roles in the operations of their business; they are the operations specialist, stakeholder manager, customer service representative, employer and face of the business. A small business owner is ultimately responsible for the success of their business, including meeting regulatory responsibilities. They do more than just run their business, they're often involved in community events and a key support for other local businesses.

As such, it comes as no surprise that individuals with so many business responsibilities often find themselves facing challenges and stressors that can directly impact on their mental health and wellbeing.

Good mental health is good for small business, good for the economy and ultimately benefits the whole community.

Source: *Department of Employment – Small Business Wellbeing and Support*

Insolvency Practices Inquiry Officially Launched

From the Australian Small Business and Family Enterprise Ombudsman:



Good afternoon everyone,

Today we have officially launched our Insolvency Practices Inquiry.

This inquiry will investigate if current insolvency practices achieve the best possible outcome for small and family businesses in financial trouble. I have attached the terms of reference for the Inquiry.

We would appreciate it if you could forward this onto your members and ask them to contribute their experiences when faced with financial difficulties, restructured or have wound up their business. You or your members can contribute via:

- [Survey Monkey link](#) – The survey should take approximately 10 minutes
- Email – inquiries@asbfeo.gov.au

Regards,

Bryan Smith

Analyst | Advocacy

Australian Small Business and Family Enterprise Ombudsman

Phone: +61 2 6121 6414

Email: bryan.smith@asbfeo.gov.au

- [ICB Resource – Insolvency Concerns](#)

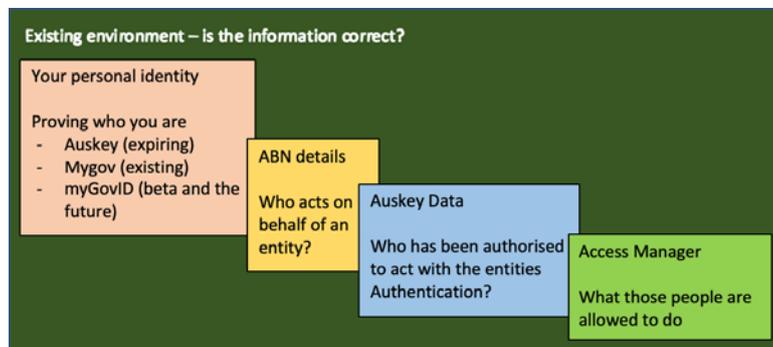
Digitising Processes with Government

Introduction

Government are embracing a Digital Identity, Digital Processes world.

To effectively implement the pending environment requires

- review of what already exists in your digital profile with government
- Updating your information
- adoption of new techniques, and
- ongoing engagement



The new processes are being developed right now (written September 2019).

Agents who interact with the ATO must start a process of updating backend processes and cleaning up history for themselves.

Agents may be able to assist their clients to also adopt this new environment.

The Auskey is expiring (likely March 2020), mygovid is the future ([restricted beta programs](#) only as of 23 September 2019).

ATO Online Services for Agents is alive now. Access to the old Portals will cease when Auskey expires.

Preparing your Business for effective Digital Interaction

1. Clean up your ABN Information

The Australian Business Register (ABR) regulates and maintains the details behind each Australian Business Number (ABN).

Many businesses have not interacted with the ABR nor updated their details on that important register since they first registered. In some cases this was with the implementation of the system in 1999/2000. Information that must be up-to-date includes:

- Authorised Personnel
- Contact Details
- Contact Addresses

The ABR information also provides the authorisation to the persons allowed to obtain an Auskey and to maintain that Auskey for a business. The authorised persons or associates list must be up to date.

As we progress towards the expiry of Auskey as a government approved credential every business must first ensure that the ABR has the right information.

Agents may be able to update the details for any client including themselves by using the ABR Tax Professionals portal.

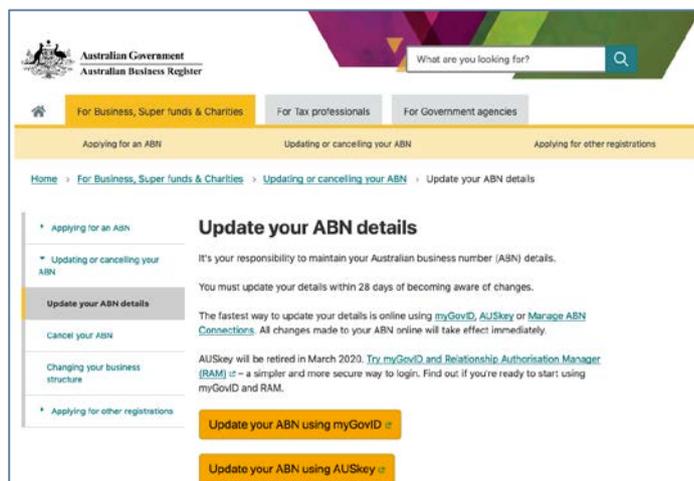
The Process

Agents cleaning up your own information

1. Access the ABR information - [ABR Website - Update your ABN information](#)

Agents working with Clients

1. To work with a Clients ABN information: ensure the Business as identified by its ABN is listed as a client on your ATO client list. Do this through your normal "Add Client" process with ATO Online Services



2. Login to the ABR through the [Tax Professionals Service](#)
3. Update the details

[How to clean up your ABN information - ATO PDF](#)

[Update your ATO / ABR Details \(ATO Website\) | PDF](#)

Problem no 1 - to clean up your ABN information you need a valid Auskey to access the ABR. To obtain an Auskey you need to be an authorised person on the ABR, what if you arent or there is a problem with the details? Then update the ABR, but you need an auskey. SO apparently there is a form - we are trying to get a better digital solution or a PDF. Failing this you would need to ring the ABR on 13 92 26

2. Clean up your Auskey data

The ABR Auskey Manager controls whether an Auskey has been issued and to whom. It also provides the list of Users of that Auskey.

[How to Clean up your AUSKey Data - ATO PDF](#)

[ABR Website - Update your Auskey details - Auskey Manager Access](#)

The ATO Access Manager controls who has permission to do what on behalf of a business or an Agents Practice.

Ensure that only valid users are listed and also that appropriate permissions have been set.

We note that for some practice software these detail users lists and permissions are not required as the protection and permission is managed from your practice management software.

[ATO Access Manager website](#)

3. Prepare for the future by setting up your personal mygovid

myGovID is the new digital personal authentication system - it is each individuals personal digital identification.

It relies on you proving to the Digital Authorisor (a once off process like when you go to the postoffice but in this new world it is on computer) that you are who you say you are. That Authorisor then creates a Digital Identity and doesnt store the documents you used to prove yourself.

When you are logging into a Government website (and in the future commercial websites) the website interacts with the Authoriser, the Authoriser (in effect a secure two-factor system) sends your phone a request for you to sign into mygovid app and say that yes it is you trying to log into that website.

Relationship Authorisation Manager (RAM) is the digital index of which organisations you as an individual are allowed to conduct business on behalf of.

The ATO explains your steps to adopting these techniques:

[ATO Website - A new way to access government online services](#) | PDF



Is an Uber a Taxi?

Yes but No!

The Current Law says - No an Uber is NOT a Taxi

ATO position on ride-sourcing and the FBT taxi travel exemption

We recently confirmed our existing view that the taxi travel exemption from FBT does not extend to ride-sourcing vehicles like Uber. Ride-sourcing vehicles do not meet this taxi travel exemption even though the [Federal Court in Uber BV v Commissioner of Taxation \[2017\] FCA 110](#) confirmed that use of a ride-sourcing vehicle counts as 'taxi travel' for GST purposes.

This is because, for FBT purposes, the taxi travel exemption is only available to trips in a 'taxi', which the FBT law defines as a 'motor vehicle that is licensed to operate as a taxi'. Ride-sourcing vehicles do not have such a license. For more information, read the ATO's [FBT Guide for Employers](#).

Impact of this position on FBT and the use of ride-sourcing vehicles

The taxi travel exemption most commonly arises when an employer provides their employee the use of a taxi for a private purpose (such as a trip home from work when an employee is unwell). If an employer instead offers the use of a ride-sourcing vehicle for these purposes, they may incur a liability for FBT.

However, if an employer pays for their employee to use a ride-sourcing vehicle for work purposes, such as transport between two workplaces, they will not have an FBT liability if the expenditure would be deductible by the employee.

Further, if an employer pays for an employee's travel in a ride-source vehicle only once or twice a year on an ad hoc basis, and the value of the benefit is less than \$300, then such travel may be exempt from FBT as a minor benefit.

New Law as proposed to Parliament says Yes

Treasury has released an exposure draft of a [Miscellaneous Amendments Bill](#) for community feedback by 27 September 2019. The exposure draft proposes to make amendments to the *Fringe Benefits Tax Assessment Act 1986* in relation to the FBT taxi travel exemption.

According to the draft explanatory memorandum, these amendments propose to replace references to a 'taxi' with 'a car used for taxi travel (other than a limousine)'. It notes that this change is 'a result of ride sharing providers entering into the market, making it difficult to administer the current meaning of 'licensed to operate as a taxi'. The term 'taxi travel' is proposed to be defined as having the same meaning as in the [GST legislation](#).

So what do we do now?

Current law says you must record uber like trips from work to home separately from taxi trips because the FBT treatment is different.

The consultation on the proposed law change concludes 27 September and will then be considered by Parliament.

From the ICB

Member Benefit – Network Meetings

Did you know: ICB's Network Meetings are run by Bookkeepers for Bookkeepers - FREE for all ICB Members and ICB's Student Members ALL YEAR!

Come along and meet your fellow bookkeepers in a relaxed and casual environment to talk about all things bookkeeping. Our wonderful Network Facilitators provide a personal and supportive environment for bookkeepers of all ages and stages of experience to connect, mentor, advise and encourage each other in an environment where no topic is too big or too small!

New to bookkeeping? Student members and "new" bookkeepers are encouraged to join in our network meetings and make connections with their fellow members and take advantage of the amazing depth of knowledge they bring with them. A great way to get "insider" knowledge of the industry and what it means to be a successful bookkeeper running your own business or in employment with today's industry.

There are over 90 network meetings operating around Australia, to book into your local Network Meeting via the ICB website [register here!](#)

Can't find a Network Meeting near you?

ICB is always on the look out for members that may want a new Network Meeting group set up in their area.

If you are in an area that doesn't not have a local group already, please email ICB Events at events@icb.org.au. We are only too happy to have a chat and set up new meeting networks, along with organising the Network Facilitator - expressions of interest for this role are always welcome!

Facilitators organise the venue, date and time of the meetings to accommodate their Network Meeting Group's needs. ICB provides the administrative support for the meetings - which includes sending out the invite, providing an agenda (which can be changed at any time to reflect the needs or issues of the group) and a presentation that is based on the newsletter items for discussion.

NOVEMBER NETWORK MEETINGS ARE FREE FOR EVERYONE!!!!

As part of our Global Bookkeeping Week celebrations ICB Network Meetings are FREE for everyone! Members can invite a buddy to come along to their meeting, or if you are thinking about joining ICB and want to find out what our meetings are about you are WELCOME throughout November to come along.

If you do come to a Free Network Meeting during November and decide to apply for ICB Membership during November, we will waive the \$75.00 application fee!! If you would like to register for a FREE Network Meeting register at www.icb.org.au/Networking we hope to see you there!

What's New this Month from ICB

New and updated resources for October 2019

- [ATO Online Services for Agents](#)

Other news for October 2019

- [Small Business Cyber Security Guide](#)
- [Best Practice Digital Experiences for Australian Businesses](#)
- [Have your say - Domain Management](#)
- [What STP really stands for](#)



[Click here to view the latest news for the month.](#)

[ICB Q&A Space](#) – You can check out all the latest threads here.

Feel free to ask your questions regarding any issue you may be having or if you require clarification, we are here to help.

The [Latest Updates](#) lists all the topics in order of replies.

From Strategic Partners

Don't Multitask – Monotask!

You might think you are good at multitasking. Sure you *feel* busy, because you truly *are* busy. But are you effective?

Monotasking is the new multitasking.

The biggest barriers preventing small business owners from achieving peak performance is having to do administrative tasks, feeling tired or stressed from work, or interruptions from phone calls and emails.

Our business lives are a maze of admin work, which, while necessary, is not what we are there for. No matter your business, you need to find ways to get through these tasks, stay on point and onto the real work.

Our recent research involving over 1300 small businesses illuminated the situation.

- Our research found that the pressure of administrative tasks and red tape has caused **58 per cent of small business leaders to make an error** that has had a financial implication, such as over or underpaying a supplier or employee, or transferring payments to the wrong person.



- This could also be due to time-poor small business leaders trying to juggle several things at once. **84 per cent say they have done their business admin or reporting while multitasking** – for instance, a quarter have watched TV or used a streaming service while doing admin and payroll tasks.

Monotasking or single tasking, as the name suggests, is the art of tackling one thing at a time – all the way to completion. The idea is simple enough – minimise interruptions, eliminate competing tasks, get focused and achieve greater productivity and success. Some strategies to help you monotask include:

- Properly schedule and maintain a calendar or task list.
- Sort tasks by size, importance or priority.
- Set aside 2–4 hours a day for deep focused work.
- Locate peak performance time so you are in the zone when you work.
- Eliminate distractions.
- Choose two major tasks a day with meaningful outcomes.

To read the full article and find more tips on how to improve your business check out our ‘[In The Zone hub](#)’.

Automated Error Detection with XBert

XBert is a NEW cool easy-to-use app with sophisticated machine learning that automates error detection within your cloud accounting software records.

What users say about XBert:

“I love this product. I especially love how it constantly monitors the ABN connected to transactions against the ABN registrar to make sure GST is claimed only when the supplier is registered. That is a big time saver as a bookkeeper. I love the potential savings diagram to show our clients how much money XBert is saving them by picking up risks and errors that might not otherwise be seen. It even has a mobile phone app for our clients to login to simply see their 'snapshots' of the profit and loss, which debtors should be chased up, current liabilities to the ATO, weekly earn and burn rates, balance of the bank accounts and more. It is easy for them to understand and has many more features for us as bookkeepers to keep their books in tip-top shape. Thanks XBert!”



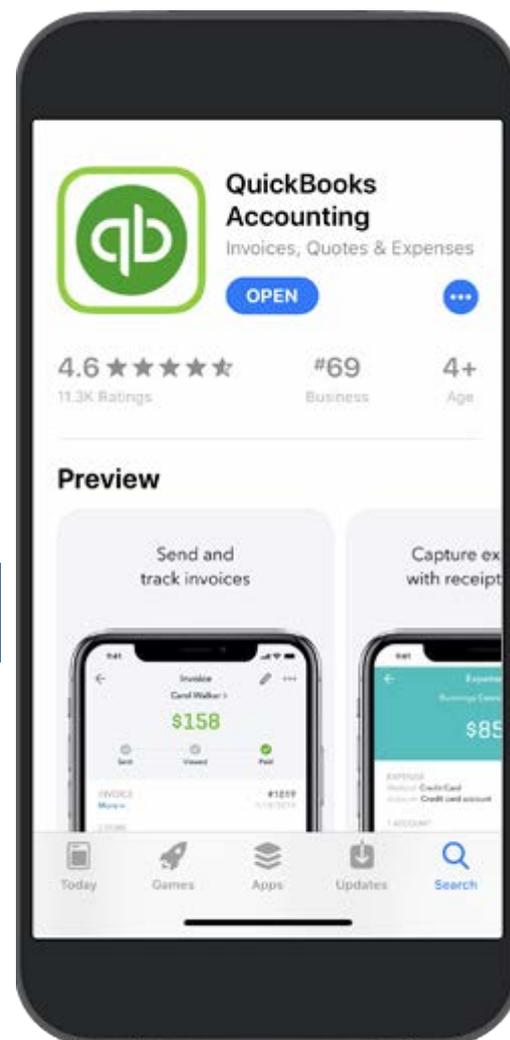
[Read more about XBert on the ICB Marketplace webpage.](#)

Why QuickBooks mobile for Small Business

Small businesses need to be able to make decisions at a moment's notice. That's why QuickBooks mobile is the perfect companion app for your clients' online subscription, whether they need to track mileage, check a bank balance, send a quote or issue an invoice on the run. Learn why it's been given **4+ star rating in the app stores** and some of the game changing features that will streamline record keeping.

[Find out more](#)

Get the Mobile App



Get Connected by QuickBooks

You're invited to a free event for Accountants and Bookkeepers in a location near you.

Learn how you can partner with QuickBooks to drive digital transformation for your practice and your clients. From workflow management, time tracking, client billing and payroll to tax preparation and lodgement as well as client accounting.

In just 1.5 hours we'll cover all our key products, smart tools and features that can help you run a thriving practice in the cloud including:

- Managing your work and practice productivity in one place with QuickBooks Online Accountant
- How to save time on tax review, preparation and lodgement with QuickBooks Tax
- Effectively tracking time and productivity including insights on how time is spent in your practice
- The benefits of working collaboratively with your clients using QuickBooks Online.



We're also offering a free, in-person QuickBooks certification training valued at \$350 directly after the event. But hurry, places are very limited.

<https://quickbooks.intuit.com/au/events/get-connected/>



From the ATO

Tax and small business – the gap

By measuring the income tax performance of small business in Australia, we see that they voluntarily contribute over \$76 billion in income tax – this is around 87.5% of the revenue we expect from them. The ATO has a research program that measures tax performance across all market segments. This research helps us measure the effectiveness of the tax system.



As part of our research program, we also measure the tax gap. The gap is an estimate of the difference between the tax collected and the amount that would have been collected if everyone was fully compliant with tax law.

We estimate the income tax gap for the small business sector to be approximately 12.5%, or \$11.1 billion. We have worked out this estimate using the results of research we performed on a random sample of small business taxpayers – we call this the 'random enquiry program'.

The random enquiry program helps us:

- identify the support businesses need to get their tax right
- devise strategies to increase willing participation in the tax system
- target our resources to most effectively combat tax crime
- evaluate how the tax system is performing.

Find out about:

- Small business taxpayers
- Behaviours that contribute to the tax gap
- Tips for small business owners
- Tips for tax professionals
- What we're doing to reduce the gap
- Looking to the future

Source: ATO – Tax and small business

When can the ATO call?

Confirmation from the ATO has been received that their current protocols for outbound contact currently allow for outbound phone calls as per the following:

Registered agents:

8.00am - 6.00pm Mon - Fri

All other clients:

8.00am - 8.00pm Mon - Fri

9.00am - 5.00pm Saturday



Staff are required to apply the above time frames as it applies to the client's location.

To ensure that the ATO is contacting ICB members at an appropriate time they will add further clarity in their processes by aligning other professional services to the "Registered agents" service window. ATO is currently reviewing the effectiveness of their outbound contact attempts made after 6pm (local time) to ensure that it is an appropriate process.

The ATO has advised they may attempt to contact ICB members after 6.00pm where contact details in their system incorrectly reflect ICB member's contact details as the client's.

The ATO expectation for their staff when making an outbound call is that staff confirm it is an appropriate time to talk with the receiver. Where the client or their representative state that it is not a good time, ATO staff would generally ask the client to call back at an appropriate time. An offer to call the client back where they wish to verify our authenticity; unable to take a message or requires an immediate call back on another number will be available.

ATO Portal Maintenance

See [this link for scheduled times](#) for the full guide to system maintenance and issues.

The portals will be unavailable at the following times for scheduled system maintenance.

Planned System Maintenance

Start Time	End Time
Saturday 2 November 10.00pm AEDT	Sunday 3 November 10.00am AEDT
Saturday 7 December 10.00pm AEDT	Sunday 8 December 10.00am AEDT
2020	
Saturday 1 February 10.00pm AEDT	Sunday 2 February 10.00am AEDT
Saturday 7 March 10.00pm AEDT	Sunday 8 March 10.00am AEDT

Quarterly Major Systems Release

Start time	End time
Friday 29 November 11.30pm AEDT	Monday 2 December 7.00am AEDT
Tuesday 24 December 8.00pm AEDT	Wednesday 1 January 11.30pm AEDT
2020	
Saturday 8 February 9.00pm AEDT	Sunday 9 February 9.00am AEDT
Friday 13 March 11.30pm AEDT	Monday 16 March 7.00am AEDT

For more details regarding Online services for agents, [click here](#).

ICB Membership Statistics

6,452 Members at 30 September 2019

4,257 Members maintain Fellow, Member, Associate, Affiliate and Educator Membership. ICB also has 11 Accredited Training Provider Members and 2,184 Student Members.

ICB Supporters and Sponsors



Please note that, in between newsletter issues, articles may be published straight to the Latest News section of the website.

The Institute of Certified Bookkeepers complies with the Spam Act 2003, and we have a documented [Spam Policy](#) on our website. You can unsubscribe from ICB newsletters and updates [here](#).

ICB's Newsletter contains news articles, links and regular sections that we feel will be of interest. If there is anything that you would like to see, whether a regular feature or a one-off, please let us know. Email your ideas to admin@icb.org.au

The monthly Newsletter for members of the Institute of Certified Bookkeepers.

A selection of those articles listed are accessible by *ICB Members only* – you will need to be logged on to the ICB website to view all the articles in full.

The ICB newsletter is designed with information and resources for Bookkeepers with clients, and also bookkeepers in employment.

The content of the newsletter may be relevant in part or in whole to other publications or other purposes.

The ICB withholds all rights of all content that is restricted to member access only and that information included in the member newsletter. *Member-only information is not to be reproduced without specific consent from ICB.*

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Kind regards,
ICB Newsletter Team

[To unsubscribe from receiving this newsletter, please click here](#)

Institute of Certified Bookkeepers				
Level 27 Rialto South Tower 525 Collins Street Melbourne 3000	Phone:	1300 85 61 81	Fax:	1300 85 73 93
	Website:	www.icb.org.au	Email:	admin@icb.org.au
	Social Media:	  		

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