



Highlights this month

March 2012

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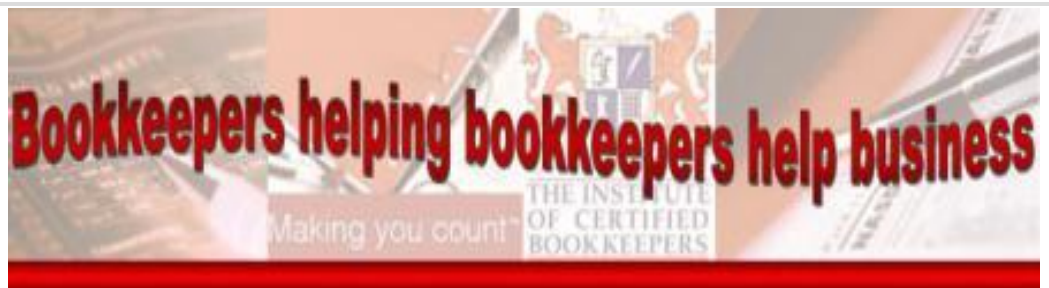
In this month's Member Newsletter you will find the following information

Important news for you

- Links to the PDF's included in Engaging a New Client

Best Practice Bookkeeping

- Links to 'Amended Resources'



Important Information for You

Dodgy client confronted and decides to turn undodgy

How to undodgy a dodgy client? The missing cash sales

This scenario was discussed during the ICB National Conference, develops one step further!

An ICB member reported the developing situation with one of their clients.

- Sales till tapes were re-entered into the accounting software in preparation of the BAS.
- Each sales till tape had cash sales as the last item.

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From the ATO

ICB Membership Statistics

Supporters and Sponsors

- Over the years our member had processed the sales including the cash, even when the owner had endeavoured to cross them out, or remove the information.
- It came to the owners attention that cash sales were being declared, resulting in the owner somewhat "losing it" and demanding that they not be included in the future.
- Till tapes were still provided but with a better effort at crossing out or hiding the cash amounts, sometimes with the tape ripped off before the cash sale amount.

What does a professional bookkeeper do in this case?

What does a registered BAS Agent do in this case?

While there is a legislated code of conduct for BAS Agents, at the end of the day it demands no more than a "Professional behaving" bookkeeper would also do.

Legislation states that a BAS Agent who recklessly or deliberately makes or permits to be made a statement that is false, incorrect or misleading or omits something, would be subject to civil penalties (\$37,500 individuals and \$127,500 for entities). ((Note: not a direct quote of the act))

Continuing to prepare and lodge a BAS that now excluded the cash would be an "interesting" choice.

Our advice: Bring the matter to the clients attention, advise that you cannot be involved in preparation of a BAS etc that you now excludes income and therefore GST.

Therefore your options

1. advise the client that you will restrict your role to process the items that you are aware of and specifically state that the reports you prepare do not include the cash sales. The reports you prepare SHOULD NOT include a draft BAS. Provide general advice statements that explain to the client their rights and obligations under the law.
2. withdraw your services in full.

UPDATE TO THE SCENARIO

Yesterday (Friday) I met with my client who had been changing his Daily Sales cash figure.

He doesn't want to be 'sacked' and has promised that the complete daily sales figures will remain intact, no alterations will be added.

I've taken your advice seriously and relayed the information that I can prepare bookkeeping figures and will not prepare the BAS anymore if figures are altered and cash is removed with no valid receipts, paid invoices or corresponding information provided as per his original signed contract with me.

As he has agreed to comply with ATO guidelines that all transactions are accounted for and will provide me with the complete POS sheets, I will be happy to act as his BAS Agent.



The booklet from the conference was extremely useful in yesterday's meeting as the official presentation of the book with the ICB logo, especially page 117 (Which is the ICB general information advice for members to provide to clients entitled "What it means to be a BAS Agent", available on the website) assisted me to relay the seriousness of the situation.

Thank you for your advice and support concerning this matter.

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ICB's 2012 National Conference - Thank You

Conference 2012 – Transformation of Bookkeeping

THANK YOU

866 attendees (last year 783), 9 locations, 6 presenters from the ICB team, 7 hours of networking and learning.

You have told us in the follow up survey that:

- the Venues we chose were appropriate 93%
- Catering was good and appropriate 88%
- We got the length of the breaks about right 91%
- Performance of the various speakers was scored 4 or 5 out of 5 by 80%
- The content rated well with the different session passing on all counts and 70 to 80% rating most sessions 4 or 5 out of 5 (The ATO sessions (some venues) got a 3.)

Then there were the comments and feedback provided on one of; our forum, other forums or in the survey. Thank you for your support and overwhelming positive feedback.

We also learnt a few more things about conferences. There are a couple of venues we won't be returning to and a couple still under review. We learnt that we need to do a little more with some aspects of venue/catering management. We also learnt and you told us that the software sessions basically did not work and we will not do it that way again. But overall we were very happy and it seems so were you.

It is fair to say the ICB team members enjoyed meeting with you and are already talking about next year.

MEMBERS MEETING

Thanks for the huge attendance at the last session of the day being the ICB information and members meeting.

Reports on;

1. the activities of 2011
2. the intentions for 2012
3. Strategic relationships and support services
4. Operational review
5. Draft Financial Statements for 2011
6. Products & Solutions
were all provided, tabled and received

Members indicated their wishes in relation to:

- a. Membership Cards (They will continue)
- b. CPE program (refer elsewhere) (It will develop)
- c. The ICB strategy in relation to being a filter of information and product (to continue)
- d. Newsletters by way of audio (on its way)

e. continuing publication of among other items the ICB Annual members guide

Post Conference Pack - now available

For Members

Purchase a (or another) copy of the manual for \$77.00 (inc GST) - [click here](#)

A copy of the manual and a link to the live recording of the Brisbane conference for \$110.00 - [click here](#)

For Non-Members

You can purchase a copy of the manual for \$132.00 (inc GST) - [click here](#)

(Please note that all prices include postage and handling costs)

Thank you

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Awarding of Fellow Membership

Congratulations to those members awarded "Fellow Membership"

Discussed at the 2011 members meetings, in 2012 we set the parameters and admitted the first recipients of "Fellow" Status with the ICB.

Congratulations to;

Ros Little (Qld)
Elizabeth Haverfield (Vic)
Gwen Simcoe (Qld)
Pam Chilman (ACT)
Cheryl Knight (WA)
Andrew Prescott (NT)
Vanessa West (WA)
Irene Smith (Qld)
Rob Marshall (WA)
Pauline Walton (WA)
Rick Freitag (Vic)

The parameters

Significant contribution into ICB & the membership over a period of time including

- Contributions to Resources & Support
- Network facilitation
- Bookkeepers helping Bookkeepers
- Representing ICB
- Bookkeeper education

Considered and approved by the admissions Board

We shall be seeking nominations for admission to this status late this year for awarding at Members meeting in March 2013.

(ICB did initially adopt an inherited policy that applying members with a Degree would qualify for Fellow status. This policy has been withdrawn and previously admitted "Fellows" will retain "Member" status unless separately awarded "Fellow")

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Engaging a new client

Walk through the tools, the resources and the process of engaging with a new client.

Follow the presentations of the 2011 ICB annual conference which covered the recommended practice of engaging and re-engaging and recouping an engagement

STEPPING out in **2011**

Agreeing to the work

- Client Relationship Task List
- Who does what
- Business records required
- Engagement letter
- Client acceptance
- Confirming the appointment
- Authority to Act on the Portal
- Authority to lodge a BAS

Finding the Reality

- Initial file review checklist
- GST compliance review checklist

Reporting back

- Accrual vs Cash Accounting

Performing the work

- Site report
- ICB resources

Losing the work

- Letter to client
- Client closure
- Bookkeeper handover checklist

Code of conduct

- Assessment of the client
- ICB Code of Conduct
- TPB Explanatory Paper
- Assessment of a bookkeeper business

Practical bookkeeping

SGC for Bookkeepers
Benchmarking
Paid Parental Leave

BAS Agent need to know

Continuing Education
Record Log Book
Professional Indemnity Insurance
Qualifications
ICB Accredited Training Providers

ICB Membership Tools

Products and Solutions
Network meeting
What it means to be a 'Certified Bookkeeper'

[Members can access the 2011 Conference page here](#)

Order the two 2011 Conference manuals for \$55.00 - [click here](#)

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Best Practice Bookkeeping

Are you a paperless office?

By: Deborah Thompson

I have various 'aged' computers in my office. Some are kept to run old versions of software and some because I just like them (my husband says its because I am a hoarder.) So I keep using them for various tasks. One I use for stored emails. Recently this machine started being a bit weird with my 'sent' emails, so I thought it might be time to clean it out. Well 20,000 emails later - (note to self, declutter emails more than once every three years.) I was seriously thinking about a paperless office.

Now the trouble I have with a paperless office, is purely personal – I like the feel of paper, I feel more comfortable with a physical document. Even if I am making a speech or presentation, I like to have it printed, at least once. So one of the barriers in my office is my natural instinct to print everything. Now in my defense I think it has to do with how I learn and process information –that's my excuse and I am sticking with it!

So for me it's not really paperless, it's less paper

What do we have to consider when we create a paperless office?

1. Are we legally allowed to throw away our Source documents? ATO Ruling TR 2005/9 stipulates that if you are maintaining your financial records electronically, the documents must be a true and clear reproduction of the original paper records, stored for five years, and retrievable at all times.
2. Storage & Backup: Just like we bought filing cabinets for our paper files, we need to make sure we have capacity to store the documents & retrieve them. Do we have adequate backup procedures? We also need to consider our infrastructure. Do we need to upgrade machines, buy new equipment e.g. scanners.

Do they need to be on or offsite, perhaps even in the cloud. We need to research those requirements. Often there is a cost saving with equipment when we do use offsite data storage

3. Scanned image files just give you a picture of the document and store it in a file. Whereas O.C.R., Optical Character Recognition enables you to produce a searchable PDF, which allows you to search within the text of what you scan. So with a bit of research you might find there is industry specific tools available e.g. medical industry has specialised software for storing medical records & medical scans.
4. The user responsible for the system will need to determine naming conventions and directory structures for easy retrieval and whether to convert the image files into searchable text with OCR tools. Who will need to review the documents? Remember there is a learning curve which can be significant —people have to understand how to use new software, some of which they haven't seen before, and learn to deal with a new environment
5. Do you & your staff need complete access to these documents from anywhere? This means you need to consider security and privacy, as well as having the documents web-enabled.

So you can see there is a bit of research to do before you go paperless.

You can, of course, start small & simple.

You can always start in one area and then expand as you become comfortable.

So what is a good place to start?

1. Firstly, I think emails are an easy area to start with. I am sure you are doing this already. Not printing emails you receive and definitely not storing all your 'free offers'. I generally, only print the bills attached to emails, however I can preview them and save them as a pdf instead. You can download free apps such as cutedpdf freeware, but you might find you already have the option to save as pdf when you go to print – depending on your operating system. (Mac, Windows 7, Windows XP etc)
2. Next place to look at is your invoices. Most of us use accounting software to create our sales invoices. All current Accounting Software has the ability to email invoices & store the invoices within the software.
3. Then look at your bills. Lots of receipts I receive are cash register printouts and they all tend to fade. So I have received advice to photocopy and store with original receipt, then if it fades you still have the copy. Instead you could scan the receipt and file it as a pdf.

I have set up a system where I have a Financial Year main folder e.g. 2011. I then have sub folders for each month and all my scanned bills/receipts are kept there. This is similar to my actual folders - where I would keep a folder for each quarter, in date order.

Once you are comfortable with those 3 suggestions you will probably find there isn't much else to do. For me it's getting comfortable with looking on the screen, not through a file & I am getting better.

So it spurs me on to know: Every tonne of paper recycled saves almost 13 trees, 4,100 kilowatts of electricity and more than 30,000 litres (7,900 gallons) of water. So I imagine that by never printing on that tonne of paper you have contributed the same savings to the planet and to your own business.

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Payroll Tax - Amendment to Payroll Tax Table in Manual

Page 136 – Contributions to Industry Redundancy & LSL Payments ALL States including WA, ACT and SA INCLUDE these contributions. Therefore change to a 'tick' instead of a 'cross' for WA, ACT and SA.

Amended Resources

Contractor Decision Tool Checklist
Contractor vs Employee
Summary of Contractor Information
Payroll Tax Checklist
What is Payroll Tax?
Superannuation
Workers Compensation

Workers Compensation – Clarification on Working Directors

Due to some confusion, the following summary of Workers compensation for working directors is expanding on ICB's Workers Compensation Table for 'What is included in Gross Wages'

NT- optional

<http://www.worksafe.nt.gov.au/Bulletins/HealthAndSafetyTopics/Workers%20Compensation/13.01.02.pdf>

QLD- directors NOT covered. Directors can take a Personal Injury Policy offered by Workcover QLD or income protection/disability/life insurance of their own.

<http://www.workcoverqld.com.au/insurance/do-i-need-a-policy/who-should-i-cover>

<http://www.workcoverqld.com.au/insurance/do-i-need-a-policy/workplace-personal-injury-insurance>

VIC- compulsory for working directors to be covered by Workers' Compensation Insurance.

Optional for Non-working directors.

<http://www.worksafe.vic.gov.au/wps/wcm/connect/wsinternet/WorkSafe/Home/insurance-and-premiums/determining-your-remuneration/what-to-include-in-your-remuneration/>

NSW- compulsory for working directors to be covered by Workers' Compensation Insurance.

Optional for Non-working directors.

<http://www.workcover.nsw.gov.au/formspublications/publications/Documents/wages-definition-manual-5902.pdf>

TAS- compulsory for working directors to be covered by Workers' Compensation Insurance.

Optional for Non-working directors.

http://www.workcover.tas.gov.au/data/assets/pdf_file/0005/163643/Workers_Compensation_Handbook_The_Basics.pdf

SA- compulsory for working directors to be covered by Workers' Compensation Insurance.

Optional for Non-working directors.

<http://www.workcover.com/searchdefault.aspx?str=levy&type=and&rpp=10&rst=all&orderby=rank&daysold=&page=1&xcid=3>

WA- optional for working directors. Non working directors excluded.

<http://www.workcover.wa.gov.au/Employers/Covering+your+workers/Working+directors.htm>

ACT- compulsory for working directors to be covered by Workers' Compensation Insurance.
Optional for Non-working directors.

<http://www.worksafe.act.gov.au/page/view/1184/title/do-i-need-a-workers>

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Bookkeeping for the Medical Industry

General Medical Practitioners (GP's) working for Medical Practices can often have different business structures being a Company providing medical services or Sole Trader's with an ABN and registered for GST.



The issue at hand is whether the GP who may contract their services to one medical practice or multiple medical practices are subject to PAYGW and Superannuation?

To answer this question, research shows that ALL GP's must have a Provider Number to practice medicine and MUST provide this number for all documentation including invoices to patients, doctors or medical practices. Equally GP's sign a contract of service with the Medical Practice and provide proof of their 'Professional Indemnity Insurance' to the Medical Practice. Note a GP cannot provide medical services without PI Insurance.

Research also shows that a typical process for a GP working for a Medical Practice is as follows:

- GP's have their own Australian Business Number (ABN) and are registered for Goods and Services Tax (GST)
- GP's are contracted by the Clinic to provide General Practitioner (GP) services.
- GP services are invoiced to patients via their own provider number but through the Clinic's computer system.
- GPs also provide their own medical equipment.
- GPs are paid weekly, fortnightly or monthly via recipient created tax invoice.

This invoice may be 100% of GP's income earned from patients for the period less a Management fee for the Medical Practice OR 60% of the patient fees being 40% for Medical Practice expenses.

Therefore, is the GP an employee or Contractor and subject to PAYGW and Superannuation Guarantee?

A member of ICB has raised this question to the Medical Association, Tax Agents and ATO. All 3 gave a different answer. Therefore a Private Ruling was sort with the ATO and the outcome is as follows:-

The private ruling went through the Contractor Tests of Control, Integration, Results and Risk and deemed:-

"GPs are not employees, rather independent contractors who entered into contract with the Clinic (Medical Practice) for providing GP services.... therefore are not subject to SGC or PAYGW"

In summary, a GP providing medical services to a Medical Practice is NOT subject to SGC or PAYGW and is deemed an Independent Contractor but must provide a Provider Number, proof of Professional Indemnity Insurance and sign a contract declaring the above to the Medical Practice. Equally a GP is not included in Workcover as they have their own insurance and are not deemed a worker, but they would be subject to Payroll Tax if they work greater than 90 days within a financial year as a sole trader.

References:

ATO Private Ruling: <http://www.ato.gov.au/printfriendly.aspx?doc=/rba/content/1012034283780.htm>
Angela Arthur of Wizards of Ads (ICB Member)- Information of the private ruling and outcome.

Chairman's Message - February 28, 2012

From the Tax Practitioners Board

When will the TPB contact you about your renewal?

The length of time that it takes us to process your registration, whether new or renewing will vary depending on your individual circumstances. When you submit your application online we will send you an email confirming that we have received it.

We aim to process your registration as quickly as possible. However your registration may be delayed for a variety of reasons, so be sure to provide all the necessary information. Delays can occur if you have a complex business structure or you may not have provided sufficient evidence of relevant experience. Your registration will be considered complete when you have provided all relevant documentation and paid the application fee.

Due to the large number of agents renewing their registration at the moment, processing times are longer than usual. We are not happy about this ourselves and we are doing everything we can to reduce the processing times. We appreciate your patience. Please be aware that once you have lodged your renewal application you will remain registered until we contact you with a decision in writing.

We want to hear from you

On Friday 17 February we hosted a discussion group for tax and BAS agents in Geelong, Victoria. These forums provide a valuable opportunity for us to hear from agents based in regional areas. The focus of the discussion group centred on reasonable care for the purposes of the Code of Professional Conduct items 9 and 10. It was great to learn about the agents' practical experiences. The feedback from the agents was broad, and significant points were made about materiality, scoping, diarising, contracts with your clients (particularly where they give you new or altered instructions) and the importance of source documents.

Many of these issues and their practical application ultimately require your professional judgement. We are doing further work on these topics.

An unrelated question to come out of the forum was about agents receiving a tax invoice upon payment of their registration fee. If you would like a receipt of payment please email registrations@tpb.gov.au. We will look into automatically sending a receipt in the future.

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CPE

BAS/GST and Payroll weekend

June weekend - Expression of interest

ICB's GST/BAS & Payroll Weekend Workshop - June 2012.

Following the success and feedback of last year's GST & Payroll Update weekend in Melbourne, we are proposing to host the same event this year in June but in more locations.

In two days, we will bring you up to date with everything you need to know about GST & BAS End of Year Processes, as well as Payroll updates, tips and tricks.

To register your interest and let us know your preferences, please complete the below survey. We have requested you log in to this survey so that we can contact you should we have any further questions or comments for you.

While completing the survey will not confirm or reserve a booking for you, it will help us determine which locations to run the Workshop in - You will be the first to know when you CAN book for this weekend.

We ask you:

If ICB hosts the June Weekend workshop in the below cities, which would you attend?

- Melbourne
- Brisbane
- Sydney
- Adelaide
- Perth

If there are insufficient numbers to hold the Workshop in your city, which city would you travel to?

- I wouldn't travel
- Melbourne
- Sydney
- Brisbane
- Adelaide
- Perth

Which package below would you be interest in the most?

- 2 day Workshop & 2 nights accommodation (Fri & Sat night stay)
- 2 day Workshop & 1 night accommodation (Sat night stay)
- 2 day Workshop & no accommodation
- 1 day Workshop & 1 night accommodation (Sat night stay)
- 1 day Workshop & no accommodation

Please indicate your thoughts on participation of the following sessions

- GST & BAS - End of Year only
- Payroll only
- I would go to both sessions

If you were to book in for the weekend, would you also like the option of booking in your partner?

We assume that you partner would NOT be attending the actual seminars

- Yes
- No

[Please click here to complete the survey online.](#)

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Reckon Cloud

Reckon Cloud, the silver lining behind successful practices - a new roadshow event being held across Australia in May

You are invited to Reckon's May Roadshow events titled, Reckon Cloud, the silver lining behind successful practices, where the latest cloud accounting solutions will be seen for the first time.

The free events for Bookkeeping professionals are being held in between the 15th and 29th of May, 2012, in:

- Sydney – Tuesday, 15 May, and Wednesday, 16 May
- Brisbane – Friday, 18 May

- Melbourne – Tuesday, 22 May, and Wednesday, 23 May
- Adelaide – Monday, 28 May
- Perth – Tuesday, 29 May

Reckon Cloud – the silver lining behind successful practice, will include demonstrations on how the Reckon Cloud is designed to help streamline bookkeeping and improve collaboration with SME clients. The Reckon Cloud already includes the fully featured QuickBooks Hosted application as well as CashBook Online, designed for bookkeepers to support small business clients. In addition, there are also a number of tools such as Reckon Tools Back-Up, Reckon Tools SuperLink and Reckon GovConnect for submitting BAS using the new Standard Business Reporting method.

This event will showcase new products including Reckon POS Online, the latest features in existing Reckon products and a new solution, Reckon Desktop, for SMEs and bookkeepers looking to get more than just their accounting software in the cloud.

For full details and to register for this event [click here](#).

Information provided by Reckon 

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ICB Network Meetings



Question of the month??

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

I am doing bookkeeping for a small company and need to know if you need receipts for personal expenses?

- What are all the scenarios and answers for keeping the books correctly?
- What if the expenses are posted to the loan account?
- What if the expenses are posted to the P & L?
- What if there are two unrelated Directors taking different amounts of private expenses to their loan accounts? What if FBT is being paid on the expenses?

What do you think? Discuss at your network meeting, let us know your thoughts, post comments and questions on the forum. Then attend the conference where this fits in perfectly to other lines of discussion.



[Let us know your responses and thoughts here](#)

Last month we asked you:

When using accounting software, what is the most important field for a transaction?

- Reference ID
- Date
- Customer or Supplier Card
- Tax Code
- Account Code
- Amount

The Answer:

The Date field is the most important field when using accounting software – mainly because this impacts the relevant reporting period for all the financial, GST and compliance reports. The Reference ID, Customer and Supplier Card, Tax Code, Account Code and Amount are of course also important – however, the Tax Code, Account Code and Amounts should all undergo separate reconciliation processes to validate the correct Reference ID, Customer and Supplier Card, Tax Codes, Account Codes and Amounts.

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Upcoming Network Meetings

Join a network meeting this month, not just to share, but to also network and keep informed.

If you are unable to attend your local meeting due to time restraints or there isn't a meeting in your area, why not join us via webinar on the 2nd Friday of each month.

Webinars		
Online 13th April, 2012	Online 11th May, 2012	Online 8th June, 2012
Queensland		
Brisbane South 16th April, 2012	Cairns 20th April, 2012	Toowoomba 20th April, 2012
Gold Coast (am & pm sessions) 10th April, 2012	Brisbane North 10th April, 2012	Townsville 13th April, 2012
Bundaberg 1st May, 2012	South Sunshine Coast 31st May, 2012	North Sunshine Coast 5th April, 2012
Victoria		
Burwood 4th April, 2012	Mordialloc 17th April, 2012	Lilydale 11th May, 2012
Docklands 13th April 2012	Geelong 2nd April, 2012	
New South Wales		
Wollongong 10th April, 2012	Central Coast 11th April, 2012	Bondi Junction TBA
Brookvale 2nd April, 2012	Shoalhaven 4th June, 2012	Ballina 13th April, 2012
Hornsby 5th April, 2012	Blue Mountains TBA	Newcastle TBA
Balmain 16th April, 2012	Bankstown 6th June, 2012	Newport 11th May, 2012
Sutherland 18th April, 2012		
Western Australia		
Melville 4th April, 2012	Joondalup 16th April, 2012	Midlands 11th April, 2012
Balcatta 3rd April, 2012	Bunbury 17th April, 2012	
South Australia		Northern Territory
Henley Beach 20th April, 2012	Para Hills 2nd May, 2012	Darwin 26th April, 2012

South Adelaide
17th May, 2012

Unley
17th April, 2012

ACT

Philip
10th April, 2012

Tasmania

Hobart
5th April, 2012

Launceston
3rd April, 2012

These meetings are conducted in a relaxed and informal environment to promote discussion amongst those attending the meetings.

No meeting in your area?

We are always on the lookout for facilitators to run meetings in their local area so if you are interested please contact Rick Van Dyk at rick@icb.org.au



ICB Network Meetings are proudly supported by MYOB

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Other things happening in the world



Workforce Guardian - Your employment relationship expert

Workforce Guardian providing support for Bookkeepers through ICB.

Workforce Guardian - a solution for some of your relevant clients typically with 10 or more employees.

The ICB – Workforce Guardian partnership provides significant level of support and information through your Association. If it is appropriate for you and / or your client to seek further support and access to the complete range of Workforce Guardian services, contact Workforce Guardian for access to a direct relationship.

Do you think your clients find hiring, managing and even dismissing employees stressful? Do they ask you about these things when you speak with them? Think about the last time one of your clients had to fire someone – were they sure they were doing the right thing? I bet they asked themselves whether the dismissal was justified, whether they should or could have done more leading up to the dismissal and that they then spent a day or two (or more!) wondering and worrying about the possibility of the now ex-employee making a claim against them or their business. Surely running a business was never meant to be that hard!

As Managing Director of Workforce Guardian – Australia's leading employment relations service for employers – I am fortunate to have the opportunity to know and work in partnership with many outstanding businesses and industry associations. However, I feel particularly proud as I prepare this article – the first for ICB members following the commencement of the partnership between the Institute and Workforce Guardian.

In our view and following our research: The Institute has firmly established itself as a respected source of advice, support and representation for bookkeepers across the country and it continues to work tirelessly towards achieving greater certainty and recognition for your profession. It is therefore both a pleasure and a privilege for Workforce Guardian to be associated with the Institute and in the months and years ahead Workforce Guardian aims to provide that next level of you with essential employment relations (ER) and HR-related information you need to better assist your valued clients when they turn to you for help.

Workforce Guardian has been providing advice, support and representation to Australian employers for five years. Our business was established primarily to assist small and medium sized businesses to quickly, easily and cost-effectively achieve full compliance with Australia's complex ER and HR-related laws.

For example, we provide comprehensive, practical and plain-English advice on every aspect of the Fair Work Act 2009 (including the 10 National Employment Standards), Modern Awards, parental leave, dismissals, employee performance management, workplace bullying and discrimination and much, much more. Quite simply, we take the worry, stress, uncertainty and hassle out of hiring, managing and dismissing employees and, in turn, make your client's lives that much easier.

Many of your clients may even be completely unaware that Australia's employment laws have changed so dramatically over the past few years. Take unfair dismissals as an example. There has been a 60% increase in the number of claims being made by ex-employees against their former employers. Many small businesses simply don't know that the small business exemption from the unfair dismissal laws was abolished when the Fair Work Act took effect in 2009. This change means thousands of businesses - your clients - now run the risk of unfair dismissal claims being made against them almost every time they let an employee go.

Workforce Guardian has always worked closely with industry associations and accountants, primarily because these organisations and individuals are often the first port of call for employers needing ER/HR-related information and guidance. We recognise that employers are also increasingly turning to their bookkeepers for this advice and our relationship with the ICB means we are now perfectly placed to help you in the same way we have helped so many others.

The partnership between the ICB and Workforce Guardian will also enhance the ICB resources and information available to you. ICB newsletter will now include information from the Workforce Guardian team on one or more areas of ER/HR practice or law relevant to you and your clients.

In the future, we will also begin providing articles on more complex matters such as performance management, dismissals and essential workplace policies. Again, this will be information of immediate interest and will ensure you continue to be a trusted and valued advisor to your hard working small and medium sized business clients. Furthermore, we will shortly begin hosting dedicated webinars for ICB members (and your clients) on all aspects of ER and HR. These will be live, interactive and much more enjoyable than you've ever thought learning about employment relations could possibly be!

Workforce Guardian is primarily a subscription-based service and most of the information you'll ever need to know about employment relations can be found on our subscriber-accessible site at www.workforceguardian.com.au. As we only provide expert advice directly to our own subscribers, we cannot provide you with 1-1 support if you are contacting us on behalf of a third party, such as one of your own clients. We therefore encourage you to consider whether Workforce Guardian might just be the solution your clients have been looking for – we are quietly confident that once they subscribe they won't know what they did before (and they'll be grateful to you for the introduction too!).

I have been travelling around Australia for the past two months attending accounting and bookkeeping conferences and speaking with thousands of dedicated professionals. I have been fortunate to meet many of you face-to-face and Workforce Guardian looks forward to helping you as much as you help your clients.

We hope you're looking forward to enjoying the benefits of this new and exciting relationship as much as we are.

Kindest regards,

David Bates
Managing Director

For further details, [click here](#).

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Don't blame the Carbon Tax

Government has already decreed (via the ACCC) that business CANNOT

1. Put up their prices because of the Carbon Tax prior to 1 July 2012
- &
2. Business cannot blame the Carbon Tax for their prices going up (unless you can really prove it)

For more information (5 statements saying the same thing different ways) see:

<http://www.business.gov.au/Newsandfeatures/2012/Mar/Pages/Carbonpriceclaims.aspx>

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Fairwork - Stand down vs Redundancy

What are the differences between a 'stand down' and redundancy, and what your entitlements and obligations are.

Stand down

An employer can 'stand down' an employee without pay in some circumstances. This means that while the employee is still employed by the business, they aren't required to work and aren't entitled to be paid.

Under the Fair Work Act, an employer can stand down employees when work stops for a reason that is outside of the employer's control. For example, if there machinery or equipment breaks down or there is a natural disaster that affects the business. Modern awards and agreements may also have their own stand down provisions.

You can find out more about stand down on the [Work is temporarily shutting down page](#).

If the stand down provisions don't apply then an employee is entitled to be paid wages - even if they aren't working.

Redundancy

A job is redundant when it's no longer required to be performed by anyone. This can happen for a number of reasons, including when an employer becomes insolvent or bankrupt, or if they decide they no longer want an employee's job to be done by anyone.

An employee who has been made redundant is no longer employed by the business. Under the National Employment Standards, employees may be entitled to redundancy pay. The amount they're entitled on will depend on how long they worked for the business.

Find out more in the [Redundancy section](#).

What if the business is insolvent or bankrupt?

Under General Employee Entitlements and Redundancy Scheme (GEERS), employees can claim certain entitlements that their employer can't pay them because they have gone into liquidation or are bankrupt. For details and to lodge a claim, visit the [GEERS website](#), call the GEERS Hotline on 1300 135 040 or send an email to GEERS@deewr.gov.au.

This month... **MARCH**

Lies from an Insurance Company

Why is it necessary for people and companies to LIE !

We have now heard numerous accounts from different people in different states. One "certain insurance company" telling its existing customers holding a PII policy with them that; if they moved away from "that certain insurance company" to the IME/Chubb policy preferred by ICB that you would not be covered for the past years actions. In insurance speak that there was no retroactive cover in place.

Why do they feel the need to lie to keep business!

If you have also been told this could you please let us know.

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Rebel Sports

Receive 10% cash back on all purchases from Rebel Sports



As Australia's leading sporting and leisure goods retailer, Rebel Sport offers the latest release, quality-branded sporting and leisure goods at competitive prices.

For performance runners, lifestyle footwear and apparel, gym equipment, yoga clothes, junior wear, specialised team and individual sport equipment, camping and outdoor gear and much more... you'll find it all at Rebel Sport.

Join the 175+ ICB Members who are already saving money and you too can start saving today.

It is quick, it is easy and it is **FREE** for all ICB Members to register.

Start saving today..... just go to www.icbenefits.com.au (or click on the image to the left) and use your ICB member number to register.

If you have any questions at all regarding the program, in the first instance contact the rewards program provider on 1300 900 186 or on the www.icbenefits.com.au website.

Otherwise please contact ICB at admin@icb.org.au or 1300 85 61 81

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Resource of the month - Student Information Page



The Student Information page has been specifically designed for our Student Members and contains direct links to our most requested pages by Student Members.

With links to:

- Code of Conduct
- Letter of Engagement
- Initial File Review
- 2012 Reference Guide
- How to upgrade
- Renewing your Student Membership
- and a whole lot more

This page is 'the one stop' page for all our Student Members (and we dare say some of our full members would also benefit from a quick visit to this page)

Take some time and have a look, you can access the [Legislation for Bookkeepers page here](#)

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Client Newsletter - eBrief - March 2012

Welcome to the ICB March 2012 Bookkeeping eBRIEF, YOUR newsletter for YOUR clients

Bookkeeping eBRIEF is a client newsletter - Bookkeeping eBRIEF is provided by ICB for members to enable you to quickly add your logo and information and provide it to your clients on a monthly basis.

Keeping you and your business in front of your client and well regarded and respected.



Click the button to subscribe now and each month you will receive the Bookkeeping eBRIEF directly to your inbox

Bookkeeping eBRIEF is usually provided in three versions, one for each of the dominant software packages being used. This month, due to the requirements of our national conference, there is one generic eBRIEF.

You can download the March newsletter for your clients here:

- [March 2012 Bookkeeping eBRIEF - Generic](#)

[Back copies are available here](#)

Templated client information newsletters are not a new concept but are certainly a new concept in bookkeeper space.

"The best bookkeepers using the best resources".

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Latest News

[TPB Chairs message about registrations](#)

[The BAS Agent - Edition 23](#)

[New Legislation Means NFP Boards Demand Cashflow](#)

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What's new this month

How to start a new business - [PDF](#)

Starting a new business - [PDF](#)

People Management - [PDF](#)

Employing and Managing Staff - [PDF](#)

GovReports, Client Authority for - [PDF](#)

2012 Bookkeepers Reference Guide - [PDF](#)

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ICB Forum News

During March on the ICB Forum we have seen a few queries regarding the BAS Agent skill set and training, check out the ICB's CPE page for up to date events and training to assist you with your needs - [click here](#)

There has been a lot of discussion around the ICB conference which finished up in Sydney on March 22, from all the feedback we have been receiving you all love the conference and the manual. We would like to take this opportunity to thank all who attended for their support and kind words, the conference is a way for the ICB team to meet up with a number of our members and also to give back to you all. Conference packs (including the taped Brisbane conference) are available for those who missed out now.

We also had discussions involving the Margin Scheme and adding an EFTPOS fee onto all EFTPOS transactions, some quite curly ones indeed, luckily we have some very supportive members who are also there to lend a hand and help with your questions. Do not forget Matthew is also there for those 'trickier' queries you may have.



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

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ICB Links

- [Apply for ICB Membership here](#)
- [Renew your ICB Membership here](#)
- [BAS Agent updates and information](#)
- [Other Newsletters](#)
 - [The BAS Agent](#)
 - [Workforce Education News](#)
 - [The Association of Payroll Specialists \(TAPS\)](#)
 - [Calxa](#)

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Products and Solutions

Iam Hosted and OnEmail



OnEmail – Access anywhere, anytime from any device

So what are the benefits of OnEmail over a Pop account (such as those offered by Bigpond, Optusnet, inet or your local web guy)?

The most significant and obvious difference between a POP account that you are most likely using at present and the OnEmail service is Anytime, Anywhere access to your emails, calendars, contacts, tasks (files and documents) from multiple locations and clients; via the OnEmail Web client, Outlook, IPAD, IPHONE, Android devices and Windows 7 phones.

With POP3, if you download messages to your mailbox they are stored on the local client and taken off the server, preventing the ability to view the data elsewhere. But I do keep messages on my server, I hear you say! Well if you elect to “keep a copy on the server”, you will still only be able to see your Inbox not any other folders. And every time you download that email to a new device or email client it will appear as unread. Obviously that gets a little confusing trying to work out if you’ve responded to an item or not.

Sharing and Collaboration

When you use OnEmail, you can quickly and easily check availability of co-workers, conference rooms, and shared resources by overlaying and viewing multiple calendars. No more chasing down people and keeping track of responses. No more confusion and time lost having to reschedule. You can also share contacts, address lists etc, so all of your team can be working off the same set of shared information.

With POP3, there is no sharing or collaboration. And with OnEmail, you are not limited to sharing just a single Calendar either! In OnEmail, you can share any folder in your Mailbox, any Calendars, any tasks, any contacts, any files etc! It provides the ability to collaborate and store information.

Backup

And remember your data is all stored offsite, so there’s no longer a need to backup the data. The OnEmail service includes backup on the platform in your monthly fees. Ask yourself, how often does your PST file get backed up? Up to 70% of your business data is in Outlook. If your hard drive crashes (and you have no other backup mechanism), you will lose all of your Outlook data. With OnEmail, a copy of all of your data is stored on your local client. Another copy remains on the server.

If a computer crashes or you just choose to upgrade one, with OnEmail, configuring a new computer, with the existing mailbox information, will resync all of the data to the new machine.

Across the Air Synchronization with Mobile Devices

Are you still syncing your phone via a USB or sync cable. Stay in contact with your clients and colleagues regardless of where you are. Access your e-mail, contacts, and calendar from your Blackberry, iPhone, Android or Windows Mobile device. Full synchronization does not occur with a POP3 / Web Client. For 2-way wireless synchronization, with Push notifications you must be on an Enterprise mail system.

It's an investment and it will reward you!

As bookkeepers you're mobile working in multiple locations and client sites. Regardless of where you are your clients' expect you to be able to react and assist them with their business regardless. OnEmail provides a platform to take your client service to a completely new level. Yes there is a larger (albeit minor) financial investment for the OnEmail service over a pop service, however for around \$8 / month the efficiencies gained and the benefits provided by the OnEmail Solution will see a pay back significantly larger than investment.



A hosted solution – iam Hosted

You're an expert right?

Let's cast our minds back to that time when a client had networking issues with their MYOB Premier? It was running slow you got involved and the IT guys got involved. Either they couldn't sort it out or provided a rather large bill for their services in addressing the issue. Or in extreme cases they provided a completely new solution (and a rather large shiny bill) to meet yours or yours clients' growing needs. Sound familiar?

We have enough on our plates without having to be software or IT hardware experts trying to get the most out of MYOB or other applications on client computers.

Something for you to consider

One way to address these issues and to get you back to delivering the services that your client has requested your expertise in, is to host the MYOB data with a hosting provider. This option frees you and your clients from the requirements of having to refresh or maintain hardware to efficiently run the software. It also frees you from software upgrades. (When these are released by the software vendor there is no longer any need to complete the software upgrade for the client as the hosting provider will complete this as part of the service.)

Backups again!

Oh and how many times have you reminded yourself or your clients to backup their data? I suspect it's more than you care to remember. Well with a hosted platform the worry of backups diminishes, because again this is part of the hosting fee and looked after by the hosting provider.

Access anywhere anytime

Along with solving many day-to-day issues and distractions, hosting your software offers many other advantages, the biggest of which is the ability to free your data. With hosting you can access your data from anywhere at anytime across the Internet. Not only this, but you can do it from any number of devices out there in the market today including IPHones, IPads, Android devices etc. Access Windows data from a Mac machine and Mac data from a Windows machine.

But surely it looks different?

Another very pertinent point, is that there is very little re-training required. For the most part users will think that they are working on their desktops.

It is a very familiar environment and provides all the standard features you would expect to see if you were working on your desktop including the ability to:

- Email out of MYOB;
- Print to PDF from MYOB and the other applications on the platform;
- Print from the hosted platform to your local printer;
- Transfer files up and down from the platform for backup and archival purposes;
- Export data to a local or hosted version of Microsoft Excel;

And one last point, if you get stuck, you're not on your own! Help is only a phone call or email away!

Your clients are no doubt asking questions about their hosting options and what it all means! For a small investment of less than \$2/ day it is something that is definitely worth taking a look at and to have in your toolkit for future reference!

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ICB preferred PI Insurance breaks new ground

FOR NO ADDITIONAL COST 

PROFESSIONAL INDEMNITY INSURANCE - EXCLUSIVE

Enhancements/Additional Benefits for ICB Members:

- **Unlimited Reinstatement of cover of your insured limit**
Should you have a Professional Indemnity Claim(s), your Insured Limit simply resets to the full Insured Limit. (((When you buy a \$250,000 level of cover it means that any one incident is covered to that amount, a reinstatement means that you are covered for a second incident, or now you can be covered for many incidents. As mentioned by an ICB director recently "If you need to make use of multiple reinstatements ICB will probably be asking questions!!!"))))
- **Nil Excess (previously \$1,000)**
No Excess on any claims
- **Seven Year Run-Off Cover**
When you sell your Business, retire, or simply stop operating you may still be responsible and liable under the Statute of Limitations for claims made against you for up to seven years. As an ICB Member and holder of the ICB preferred Insurance Product, you are automatically covered free-of-charge for seven years from the time you cease operation. This offer is available to you provided you do not cancel your policy mid-term or insure with another company.
- **Privacy Remediation Expenses**
Breaching someone's privacy can be unintentional, but unfortunately, it can happen so easily. Loss of a USB stick, misplacement of paperwork or even a few innocent words in general conversation can breach a clients privacy.

The ICB preferred Insurance Policy covers such costs that will assist to remediate the embarrassing situation. This may include specialist consultants, newspaper advertisements stating an apology.

- **Return of Professional Fee**

We all have clients that push the boundaries regarding their payment for services that you supply. Often out of goodwill you continue to supply these services until you or they terminate the relationship. It is at this time that any payment from your client will not be forthcoming. After much chasing, you usually give up because the legal costs are too high to recover your outstanding fees.

The ICB preferred Insurance Policy includes an automatic benefit covering legal costs to chase up those outstanding amounts.

The legal costs are sub-limited to 10% of the Insured Limit. There are conditions; you must have commenced legal proceedings, your client has either given notice of their intention to defend the action or make a counter claim against you (in which case your Professional Indemnity kicks in) and the insurer considers there is a strong possibility of success.

- **Retroactive Cover**

The ICB preferred Insurance Policy covers you for all past work otherwise known as Retroactive Cover. It has come to our attention that some of our competitors have been mis-informing ICB Members that they may not be covered for past work. This is in fact not true. For example, you started your business in 2003 and have had continuous Professional Indemnity Insurance in place since that date. The ICB insurance policy covers you for all work from 2003 onwards.

- Simple forms and even simpler renewals. The application form is designed for the bookkeeper and the renewal form is a one pager.

(Article and information provided by Insurance Made Easy as broker for the Chubb insurance policy. ICB put on record their thanks to both companies for continuing to assist in the protection of Bookkeepers and their clients)

[For full details, click here](#)

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From the ATO

Contributing to your super - what you need to know

There are caps on the amount you can contribute to your super each financial year that are taxed at lower rates.

<http://ato.gov.au/content/00313951.htm>

Published: 23 Mar 2012

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ICB Membership Statistics

3,101

1,754 Members maintain Fellow, Member, Associate, Affiliate and Educator membership, ICB also has 1,244 Student Members and 77 Subscriber Members.

ICB currently has a further 26 application in process

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ICB Supporters and Sponsors

Insurance Made Easy providers of Professional Indemnity Insurance for bookkeepers and BAS Agents

MYOB has sponsored the ICB Network meetings as a direct support of the need for members of the ICB and other bookkeepers to get together for development and networking. MYOB has engaged ICB to provide the assessment knowledge and expertise behind the MYOB Approved Bookkeeper program

Xero proudly supporting ICB as a major sponsor to assist ICB in providing bookkeepers to their business and clients

Reckon has joined ICB as a major sponsor to assist in providing Bookkeepers with solutions and benefits for their business and clients.

ICB Global continues to support ICB Australia through the provision of web resources, database infrastructure, bookkeeping resources, information and IT support.

Open Colleges supports ICB in the dissemination of quality information about the education environment including information of Cert IV providers and total education programs.



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Please note that, in between newsletter issues, articles may be published straight to the *Latest News* section of the website. Please check the headlines which can be found in the top right of the website homepage, to ensure you stay up-to-date.

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

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

A selection of those articles listed are accessible by ICB Members **ONLY** - ICB Members, you will need to be logged onto the ICB website to view all the articles in full.

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

The content of the newsletter maybe 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.

The ICB permits reproduction of ICB articles and material contained in the non-members newsletter and available publicly on the website on the proviso that acknowledgement of ICB is specifically provided including links to the ICB website and original article. eg "This information has been obtained from the Institute of Certified Bookkeepers from www.icb.org.au"