



CLIENT ENGAGEMENT & REGISTRATION FORM

We are pleased to accept the appointment as your accountant and tax agent. Mortdale Tax & Accounting will act in your best interests at all times and provide the highest level of professional service. If, for any reason, you feel you have not received the service expected, please contact us to discuss. The firm has also established dispute resolution processes.

Client Registration Details

Title *First Name* *Last Name*

Home Address

Postal Address

Home Phone *Mobile Phone* *Email Address*

Date of Birth *Tax File Number* *Occupation*

Acknowledgement and Confirmation

- I acknowledge and accept the terms of this engagement.
- I give Mortdale Tax & Accounting authority to act on our behalf with the Australian Tax Office
- I agree and shall be liable for all fees for services performed in accordance with this agreement.
- I understand my TFN will be disclosed to the software provider Xero Australia Pty Ltd and government department as required.

Signed..... Date.....

I request my documents be sent via: EMAIL POST

Privacy
We are bound by the provisions of the Privacy Act to maintain all your records securely and in accordance with the provisions of that Act. Any breach of these requirements should be notified to the Privacy Commissioner. We are subject to the code of professional conduct established by the *Tax Agent Services Act 2009 (TASA)*. This code requires that unless legally required to, I can not disclose information to a third party without your permission. As a member of Chartered Accountants Australia and New Zealand, I am subject to periodic Professional Practice Quality Assurance reviews. Unless you advise otherwise, you are consenting to your files being part of such a quality review. This review is of our client records and not of you as a client and you have full assurances that complete confidentiality will be maintained throughout. Mortdale Tax & Accounting uses software provided by Xero Australia Pty Ltd.

Compliance With the Law

Mortdale Tax & Accounting have a duty to act in our client's best interests. However, this is subject to an overriding obligation to comply with the law, even if that may require us to act in a manner that may be contrary to your directions. For example, Mortdale Tax & Accounting could not lodge an income tax return that we believe to be false.

Client's Disclosure and Record Keeping Obligations

You are required by law to keep full and accurate records relating to your tax affairs. It is your responsibility to provide Mortdale Tax & Accounting with all information necessary to perform the engagement within a timely manner. This includes providing accurate and complete responses to questions asked by the practitioner. Inaccurate, incomplete or late information could have a material effect on services, cost and conclusions.

Mortdale Tax & Accounting need not verify the underlying accuracy or completeness of information from you if it appears reasonable. However, if we believe information is missing, incorrect or misleading, we will need to seek further assurance from you. The Australian Taxation Office applies substantial penalties for false or misleading information and/or incorrect claims including inadvertent omissions or errors. Please note that receipts for all expenses, car logbooks and home office logbooks must be kept in your files for a period of 5 years after the return is lodged.

Professional Fees and Services

The professional fees for the services provided will be based on the time and skill required to complete the nominated tasks. Fees are reviewed each July. Updated rates are available online and from our office.

The standard professional fees are:

Accounting & Taxation	\$265 per hour
Bookkeeping & software setup	\$150 per hour
Standard Income Tax Return*	\$150 per hour + \$60 Standard Administration Fee
ATO payment arrangement setup	\$70 per hour
Private ruling applications	\$150 per hour
Quarterly BAS where figures provided	\$40 per BAS

All telephone calls, e-mails and meetings will be charged at the above mentioned hourly rates. For work undertaken for a period of less than an hour, the rate shall be charged in 10 minute blocks.

*A standard Income Tax Return consists of individual employment income, interest, dividends, private health cover and deductions. Additional work is billed at the taxation rate.

Quotes

If quotes are provided, they are reasonable estimates only. Costs may vary from time to time due to unforeseeable problems and delays, the cooperation of third parties, additional client communication and deficiencies in documentation. If costs are likely to be significantly higher than originally estimated, you will be informed of the changes and reasons.

Terms of Payment

Invoices will be issued at the completion of a tax return or more frequently depending on the nature of the work. A full account of professional fees, costs and disbursements will be provided. Any refund from the ATO will be paid directly into your bank account, so our fees cannot be taken from it. Terms are strictly 14 days from the date of invoice, unless otherwise agreed before the due date. Should the account be unpaid by the due date, you will be contacted to advise that payment has not been received. If there is any amount outstanding after 30 days, an administration fee of \$10 per fortnight and interest at a rate of 6%pa will be applied. Mortdale Tax & Accounting reserves the right to use a debt collection agency or other legal means to recover outstanding fees. The client will be liable for the cost of the debt recovery.

Disclosure of Other Fees and Commissions

Mortdale Tax & Accounting does not receive fees or commissions from referrals.

Professional Standards

We are subject to the ethical and professional requirements of Chartered Accountants Australia and New Zealand and its investigations and disciplinary processes. These requirements cover issues such as a Code of Ethics, adherence to Accounting and Auditing Standards, and continued professional education. Should there be an issue regarding my ethical or business practices, such matters may be referred to Chartered Accountants Australia and New Zealand for investigation. We hold current Professional indemnity insurance in accordance with Chartered Accountants Australia and New Zealand requirements. We are also subject to the Professional Standards Legislation, and liability is capped under a scheme approved by the Professional Standards Legislation.

Ownership of Documents

All original documents obtained from you shall remain your property. However, we reserve the right to make a reasonable number of copies of the original documents for our records. You shall also receive a copy of your tax return and financial reports. All other documents produced by us in respect of this engagement will remain the property of the firm. The firm has a policy of exploring a legal right of lien over any client documents in our possession in the event of a dispute.