

As you can see our huge rebranding exercise is now complete! We are getting used our new name but please bear with us if we answer the phone incorrectly from time to time!

Our new signs went up about a month ago and over the last few months and we have rolled out new letterhead, business cards and advertising. The new website is being finalised now and should be ready for a preliminary launch by 30 June and a final by 31 July.

We have had many favorable comments on our 'new image' from our existing clients, and others who are now taking an interest in our practice and coming on board as new clients.

When our website is launched we hope you will find it useful. As well as comprehensive lists of all we can do for you there are several pages which are designed to help you. There are links to government departments, due dates, latest tax news, topical videos and case studies. We hope you will interact with us by contributing to our "Business Puzzles" forum.

We would like to acknowledge once again Steven Vawdrey from Mt Tamborine Marketing who put our rebranding package together and Ray Artreides who is busy working on our new website.

Our relationship with the Institute of Chartered Accountants has been cemented and we look forward to working with them closely in the future, building our knowledge to achieve the most up to date solutions and outcomes for you.

We have unfortunately seen some 'questionable' accounting and tax work completed by other firms in recent times. Being a member of the Institute of Chartered Accountants gives you an assurance as to our standards and professionalism.

Recently we had a visit from the tax department and were given clean ticks across the board. They were particularly impressed with our lodgement record – apparently we are up for a certificate in recognition of our efforts!

Behind the scenes in the office this year we introduced 'electronic workpapers'. This initiative has improved our review and checking process and gained efficiencies in terms of document retrieval as well as reducing paper costs. We like that we are hopefully doing our bit to help the environment. To complement our paperless office we upgraded our copying and scanning machines.

In the realms of our professional development, Stephen and Chrissie attended Fringe Benefits Tax workshops and Leigh took some further tax training. Recently Chrissie completed her Justice of Peace certification coursework and once the paperwork has gone through will be available to provide JP services.

We are thrilled to be able to share in our clients own development. Many of our clients previously operating as sole traders have made the leap and are now operating under a trust or company structure. There has also been a lot of interest in Self Managed Superannuation Funds. We have set up quite a few funds for our wealthier and investment savvy clients during the year. Some of these we have been able to match up with our financial planner Phil Mason-Cox who has put together investment portfolios. Please let us know if you are thinking about developing your business further or are interested in Self Managed Superannuation.

So what's happening for the future? Well, our big drive this year is towards a faster turnaround time. We did have some improvement on this matter but think we can do a lot better without a compromise in standards. We have had a few clients who have approached us to lock into a particular quarter when they would like their work completed. This works well for us, so if you would like to pre-book then we can give you a guaranteed turnaround time.

Most of our team have been with us many years now and have gradually built up their work hours as our business has grown. To cater for the growth in our tax area we welcome back to the practice Rowy Clarke. Rowy had to leave us for a while to attend to a major project in her family business

but is back on board now. Penny French will be working for us on a full-time basis as we have also had an increase in the number of clients who are opting to take our full service option of bookkeeping+BAS+Tax. Recently we welcomed Michelle Creed and Caitlin Coram who joined our Reception staff.

We are ready to welcome you back! Are you ready? Start to put together your tax information.

We'll need all income and expense records relating to your job or your business. We will also need investment information, for example bank account interest, dividends, managed fund distribution details, rental property and any records of buys/sells to calculate any capital gains on property/shares/minerals. Remember to also bring in receipts for donations, school building fund contributions, out of pocket medical expenses, private health statements and details of income protection insurance paid.

If you are not sure then without a doubt our message is to bring in everything you can think of. We will dig deep and ask lots of questions to ensure we are claiming everything we can, and of course provide you with the best possible outcome.

As tax agents we are on a concessional lodgement program. So providing your records are up to date then we have in most cases until May 2014 to lodge.

Remember between now and the end of October we extend our opening hours until 7pm on a Thursday.

We look forward to seeing you soon!

Sincerely,

*Stephen & Chrissie,
Kerrie, Leigh, Rowy, Penny, Charlotte,
Sue, Brooke, Michelle & Caitlin*