

Bookies BULLETIN



AUSTRALIAN
BOOKKEEPERS
NETWORK

2020
EDITION 3

- BUSINESS POST COVID - A FUTURIST'S PERSPECTIVE
- WRITING POSITION DESCRIPTIONS AND PERSONAL SPECS FOR BOOKKEEPERS & ACCOUNTANTS
- HOW DID YOU SURVIVE COVID? - A BOOKKEEPER'S PERSPECTIVE

....and more!

Director's CORNER

"Start by doing what's necessary; then do what's possible; and suddenly you're doing the impossible." – Francis of Assisi

What a year 2020 has been thus far. The COVID-19 pandemic crisis has brought with it so many challenges for businesses. For many of us and our clients we have had to adapt the way we do business and how we interact with clients.

It has been a test of moving quickly and thinking with even greater speed. COVID-19 has seen the ABN team adjust to the various changes thrown at them. We faced the challenge of setting up our team to allow staff to work from home. The hurdles that ensued included testing of staff member's remote working setups and fixing any problems before being thrown in the deep end and taking challenges as they came. It made us realise the little things we took for granted, a quick question in the office was a phone call instead, virtual staff meetings, and solving technology glitches no longer meant walking over to someone's desk to ask the question. Our ability to adapt and change based on whatever was thrown at us allowed us to focus on our primary responsibility which is you our members.

During this crisis, ABN's aim was to do our best to make sure our members were supported and coping during this time. We created our COVID-19 resource page and ramped up the frequency of our Bookkeeper Radios and Buzzes that highlighted COVID-19 specific issues. This often meant many late nights or early mornings to keep abreast of the ever changing legislation and announcements to make sure we were in a position to share this information with you as a priority. We also responded to the huge influx of ABN Helpline questions and increased our call list to reach out and check in on how our members were coping. By far the team really enjoyed these caring calls with members to see how isolation was treating everyone. We pushed all the latest news through our Facebook page and other social channels to ensure our Members didn't miss a thing!

The feedback we received from our members for our efforts was phenomenal. A massive thank you to our members for this as it was a great boost for staff to see that their hard work was well received and that we were providing some much-needed support and resources.

Hopefully, all will return to normal soon, stay safe and enjoy this edition of the Bookies Bulletin and be proud when you find yourself conquering the "impossible".

*Kellie Powell
ABN Director*



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Disclaimer: The information contained in this edition is current as at time of writing (June 2020). Information contained herein is general in nature and is intended to provide guidance to bookkeepers in providing bookkeeping services for their clients. It is not intended to be taken as a substitute for you or your clients seeking professional advice in relation to their own specific circumstances.

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WHAT HAVE YOU DONE FOR ME Lately?

ABN NEVER STOPS WORKING FOR ITS MEMBERS!

Industry News and Views



Have you checked out the latest episode of [Bookkeeper Radio](#)?

Your radio hosts covered off on all the important year-end issues for bookkeepers including:

- Things bookkeepers should be watching out for as the clock strikes 12
- First STP year end for many small employers
- TPAR year end obligations
- Accounting for Covid
- Fixed asset tricks for 2020 FY
- Good housekeeping to get your client's accounting files in order.

Hosted each month by our very own DJs, Peter Thorp and Kelvin Deer! ABN's Bookkeeper Radio offers a unique and insightful look at your industry. For each broadcast, see and hear your hosts interview a prominent industry figure and then give you the opportunity to ask your own questions. It's a fun, free and interactive way to keep up with industry news and views. View a free sample [here](#).

Technical Knowledge - Instant Asset Write-Off Changes

We trust you are enjoying our latest edition of [Bookkeepers Knowledge Base](#).

Bookkeepers Knowledge Base is ABN's flagship technical publication which focuses on the topics that matter most to bookkeepers. We typically start each edition by examining the theory and any laws or ATO rulings surrounding the subject. We then look at the particular topic from a bookkeeping standpoint with an emphasis on case studies and examples, pro-forma journal entries, GST tax codes and BAS treatments. Bookkeepers Knowledge Base is written for bookkeepers, not the general public. To access this latest edition and more than 90 other back-editions of [Bookkeepers Knowledge Base](#), visit the [Member Centre](#) of our website.

This latest edition examines the extension of the instant asset write-off and the issues around eligibility, as well as the accounting treatment.

Delivering you the best technical resources, that's your ABN.

Accounting - Stimulus Year-End Issues

In our latest [Getting Technical](#) publication, we addressed the 30 June issues in relation to JobKeeper, specifically unpaid amounts for June (given that the reimbursement is not paid by the ATO until the first part of July). It is important to address this issue in Financial Statements to properly match income in the Profit & Loss Statement to the appropriate year to which they relate. It is also important to properly reflect as an asset amounts due to the business to reflect the true state of a business's assets and liabilities in its Balance Sheet.

Although ABN already provides a wealth of in-depth technical material for members, we appreciate that from time to time very specific technical issues arise that you may need guidance on. [Getting Technical](#) fills that space

Networking

Our **Coffee Clubs** continue to power on throughout the country. Our wonderful Network Leaders have been out in their local area hosting over **Coffee Clubs** throughout Winter

Coffee Clubs are a community where bookkeepers can connect in what can be an otherwise isolating industry. Meet other like-minded people, share your knowledge, learn from others, and keep up to date with industry developments. You are only a **Coffee Club** meeting away from building your own professional network of friends and creating long-lasting relationships with your industry peers. To find out when the next **Coffee Club** is being held near you, subscribe to our [Notification List](#).





By
Peter Thorp

BUSINESS POST-COVID *A Futurist's Perspective*

In an article for MYOB's Radar Report, futurist Tommy McCubbin and I take a look at the retail sector and make some assessments of the future of this sector post Covid ([for a copy](#)). We examine the rapid onset of the recession sparked by the Covid pandemic and the possible change in consumer behaviour that invokes. Tommy makes note of the movement in consumption patterns down Maslow's Hierarchy of Needs from the wants and indulgences of consumers to their more basic needs. In the depths of the panic around Covid we saw a mini retail boom for the basics of life such as food, household consumables and yes even toilet paper.

As we emerge from the grips of Covid on our economy, what do we expect to happen to consumption patterns and the shape of retailers generally? The article makes the point that retailers will be running as lean as possible until there is a return to "business as usual" but also makes the point that "business as usual" may look a bit different than it did pre-Covid for many retailers. The new buzz word seems to be pivoting, as businesses pivot into new products, new services, and new ways of doing business.

Over recent weeks we are starting to see Covid restrictions lift and the initial signs are that consumers have opened their wallets as far as discretionary spending goes. This is essential if the country is to quickly lift out of recession, so it is a good initial sign. Will it continue? Who knows; I guess the greater economy will look after itself, so let's focus on the smaller picture. What I do know is that it is essential that business owners take advantage of the Covid pause time to have a critical look at their own businesses from top to bottom to put themselves in the best shape possible in a post-Covid environment.

At a business level we are seeing many smart businesses changing the way they operate to put themselves in the best possible position for post-Covid success. Here are a few innovations I have come across and I suspect you have seen some yourself:

Labour: For many service-based businesses, labour is often their largest cost. Interestingly JobKeeper has seen some great outcomes that have bound employees to employers and will see those businesses get through Covid with a strongly connected workforce.

Unfortunately, I am starting to see some poor employee behaviour, particularly with part-time and casual employees who seem to have become more connected to the JobKeeper support payments than the employer that facilitated it for them. In some cases (particularly where there is little or no work being performed for JobKeeper payments), I wonder if these employees are becoming more or less

connected with businesses. Notwithstanding that, we are seeing many employers critically evaluating the functions they performed pre-Covid and seriously questioning whether that is the way they wish to do business in a post-Covid environment.

Take cafés who previously served sit down dining for example. Under Covid many have found that the labour cost in servicing sit down dining was disproportionately high and are questioning whether they will offer it into the future. Numerous other examples exist where business owners are being forced by Covid to critically review some of their functions and consequently the labour that underpins it.

Premises: Covid has forced many businesses out of their premises and consequently some have found they can operate quite efficiently without their business premises. Post-Covid I suspect many businesses will be looking at downsizing their business premises.

Of recent date I have become aware of a professional services business that occupied 3 floors of inner-city office space (pre-Covid). Covid forced them to see just how efficiently they could deploy labour on a work from home basis. Post-Covid they now expect to reduce that space to 2 floors saving many hundreds of thousands of dollars per annum.

Electronic Customer Dealings: Covid has forced businesses to find innovative electronic ways to re-examine their business offerings: what they deliver, how they deliver it and who they deliver it to. Electronic conferencing proved necessary to stay connected with existing customers, but business has become exceptional at it. In fact, many businesses believe they have become more connected to their existing customers despite not having seen them face to face for some months. Many have taken to electronic platforms and the Covid induced downtime has given them the opportunity to seek out new customers. Digital marketing platforms (Social Media, video, EDMs etc) have taken on new importance under the Covid downtime and their proven effectiveness will become part of the new business as usual landscape. Those that become more adept at electronic dealings may become more connected to their customers but spend less on travel, vehicles and the necessary labour in doing so.

As bookkeepers, what can we expect? Some of our clients will sail through Covid and do just what they have for many years and survive just fine. Some will not be able to get back up off the canvass after the Covid hit and will fold. Thankfully due to the innovative nature of small business in Australia some will take the Covid lessons onboard and come out the other side stronger than ever.

NUTS & bolts



PAYG Instalment Variations Still in Play

Although the ATO zero instalment concession has expired, don't forget that the ability to vary PAYG instalments downward is still in play. To recap, in response to the economic impact of COVID-19, the ATO allowed businesses to vary PAYG instalment amounts to zero for the April to June 2020 quarter. Moving forward post COVID concessions with the economy still very 'soft', variations are still very much a live issue that needs to be considered where a client is provided with a dollar amount payable by the ATO. In this case, variations come into play where net profit is likely to be less than expected (as compared to last financial year). Any downwards variation should be done in close consultation with the client's accountant because penalties can apply where variations result in a taxpayer paying at least 15% less than the tax that is actually payable at year-end.



Note that where a business is provided with an instalment rate by the ATO, it too will be eligible to vary that rate. However, it makes little sense to vary the rate just because a client's current instalment income is going to be less or more than it was last year. This is because the rate is multiplied by the client's instalment income for the quarter or year anyway, and the calculation is therefore designed to take account of fluctuations in a business's instalment income. Rather, a business would really only look at varying the rate where there is a change (as compared to last year) in the percentage of business and investment income that will be paid as tax at the end of the year. For example, a business may have many more deductions that can be claimed this year (as compared to last year). Therefore, all other things being equal, the percentage of that business's and investment income that will be paid as tax will be less. In such circumstances, it would be prudent to look at varying the rate. However, variations of rates are more the domain of the client's accountant.

key DATES

1 July

STP deferral for closely-held payees until 1 July 2021

5 July

JobKeeper payments for fortnight 7 are due

14 July

JobKeeper monthly declaration due for June

14 July

Payment summaries due to employees if not using STP



NUTS & bolts CONT



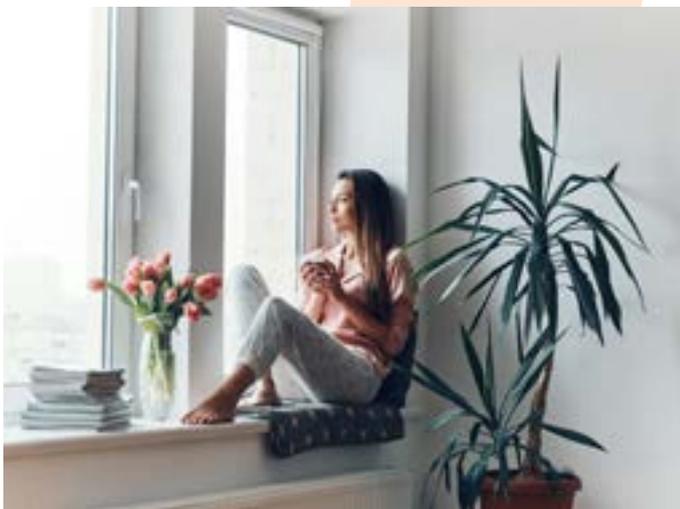
Year-End

With 2019/2020 now behind us, don't forget to make good use of ABN's Accountant Pack in Pillar II of our [Pillars of Public Practice program](#), when dealing with year-end records. This Pack helps you to produce quality, consistent work-papers to supply to clients and Accountants as part of the year-end financial process.

Annual Leave Orders

During economic downturns and the accompanying economic uncertainty, businesses are often quite keen to reduce their liabilities, particularly around employee annual leave accrual. Small businesses in particular are likely to be running on tight profit margins and managing cashflow during a downturn is essential. If one or more staff members leaves or resigns and a business ends up owing them for unused leave hours, it could potentially be crippling financially.

Up until recently, an employer could only direct an employee to take annual leave in very limited circumstances, such as where the employee had accumulated excessive leave, or where the business is closed in quiet periods, such as over the Christmas/New Year. However, in response to the COVID-19 pandemic, the rules have changed. Under the recent amendments to the Fair Work Act, an employer who qualifies for the JobKeeper scheme for a particular employee is able to request that the employee take paid annual leave. The employee must consider (and must not unreasonably refuse) their employer's request to take annual leave. However, the leave arrangement must not result in reducing the employee's leave balance to less than two weeks.



Grants

There has been a plethora of grants paid by state, territory, and federal governments – predominantly to business – during the COVID-19 period. A very common question we've fielded from members is around the GST treatment of such payments.

Stepping back, for GST to apply to a transaction, there must be consideration (i.e. a payment of money) in return for a supply (i.e. a good or service provided). Therefore, where grants are paid and there are 'no strings attached', no GST liability will arise because there is nothing provided in return.

That is, GST will not normally apply to a grant of money unless:

- A supply of goods or services is made in exchange for the grant, or
- The grantee has an obligation, under an agreement with the grantor, to do something in exchange for the grant and that 'something' goes to the purpose of the grant.

Many grants are paid in exchange for the grantee's entry into an obligation to the grantor to do something with the grant. GST will apply if the obligation is something which goes to the purpose for which the grant is made. Conditions that a grantee may enter into include a requirement to use the granted funds in a particular manner, such as to deliver specified services to the community in furtherance of an objective of the grants program. Provided that the grant is made for the purpose of those services being delivered, the acceptance by the grantee of an obligation to fulfil such conditions will mean GST will apply. An obligation (as distinct from an expectation) will only exist if there is a binding agreement between the parties to do something in return for the grant. Agreements that bind the parties include:

- A written contractual agreement, or
- A provision that the grant must be paid back if the grant is not used for the purpose for which it was paid

Taxable Payments Reporting...for Bookkeepers?

With Taxable Payments Annual Reports (TPAR) due soon (28 August) be mindful that:

- For the first time clients who provide security and investigation services, road freight transport, and computer system design and related services, may be liable to report (for payments made from 1 July 2019 to 30 June 2020. See our [Bookkeepers Knowledge Base publication \(edition 91\)](#)).
- As various members have pointed out to us, some bookkeepers may be liable to report for payments they make for IT services. 'IT' services involve the provision of expertise in relation to computer hardware or software to meet the needs of a client. These services may be performed on site, or may be provided remotely through the internet, and include services that support or modify the operation of hardware or software. This service does not include the mere sale or lease of hardware or off-the-shelf software. However, if the seller or lessor of the hardware or software modifies it for the purchaser or lessee, or develops specific software for them, then those services will be an IT service. Bookkeepers may be caught and required to report because IT services include technical support, software installation, computer software consulting, and systems analysis. This not only applies in respect of accounting



software, but also add-ons (which is a cloud software solution that has been built for a specific purpose and connects to another cloud software solution to create a more functionally complete system. Most commonly add-ons are connected to cloud accounting software, such as Xero, Quickbooks Online or MYOB, through an API connection.

Super Access

Those who accessed or who were eligible to access their superannuation under the COVID-19 condition of release in 2019/2020, may be able to do so again from 1 July 2020.

To recap, the federal government is allowing **eligible individuals** impacted by COVID-19 to withdraw up to \$20,000 from their superannuation (\$10,000 in 2019/2020, and a further \$10,000 for the 12 months from 1 July 2020). Interestingly, and of relevance to contract bookkeepers, is that the ATO website states that sole traders are eligible where their business was suspended or there was a reduction in their turnover of 20% or more on or after 1 January 2020, noting that partners in a partnership are not eligible under this criterion.

However, this ATO messaging is somewhat misleading for bookkeepers who are employees, but also undertake work for private clients. This criterion applies to sole traders only. Therefore, if you are employed (and haven't suffered a 20% or more reduction in working hours), even if only part-time (whether as a bookkeeper or in any other capacity) you are unable to access your super, despite also operating as a sole trader, and enduring a 20% downturn.

In deciding whether to access your super (a decision that should be made in consultation with your financial advisor) we again note the following:

- withdrawals are completely tax-free irrespective of age
- earnings on the amounts outside of superannuation (such as interest) are taxed at your marginal tax rate. By contrast, such earnings are taxed at 15% inside of superannuation or tax-free if your account is in pension mode
- [most individuals](#) who withdraw amounts but ultimately determine that they do not need them, can recontribute to superannuation and claim a tax deduction for the whole amount of the contribution, subject to their \$25,000 concessional contributions cap
- industry fund Hostplus observes that \$20,000 withdrawn by a 25-year-old would have swelled to \$132,000 by age 67 if not withdrawn from superannuation
- the Federal opposition observes that some super funds may be required to sell assets (such as shares that may have significantly decreased in value recently) to fund the drawdowns. Selling assets at the bottom of the market would be suboptimal, says the opposition.

Instant Asset Write-Off Confusion

We trust you are enjoying the latest edition of our [Bookkeepers Knowledge Base](#) publication which is dedicated to the recent expansion of the instant asset write-off. The publication incorporates the increase to the amount of the write-off to \$150,000 (up from \$30,000) from 12 March 20, and also the expansion of the eligibility threshold for accelerated depreciation to \$500 million (up from \$50 million).

However, as we make clear, the \$150,000 total write-off only applies to Small Business Entities (SBEs i.e. businesses with an aggregated turnover of less than \$10 million). For businesses

with a turnover between \$10 million and \$500 million, despite being touted as an 'instant write-off', these businesses only have access to accelerated depreciation in the first year (as distinct from a total write-off) as follows:

- bonus 50% deduction of the cost (or adjustable value if applicable) of the asset in the year that the asset is first used or installed ready for use, plus
- the amount of the usual depreciation deduction that would otherwise apply but calculated as if the cost or adjustable value of the asset were reduced by 50%.

Written Advice and Professional Negligence

Usually as part of their marketing strategies, there are now quite a number of bookkeepers and accountants who, usually on their own website via a blog, or on Facebook, post general advice or articles on various topics that may be relevant to your clients and to the services that you provide. The question that some members have put to us is: can I be held liable for any damages if that advice is acted on but proves to be incorrect? The answer is, like most things with the law, it depends.

The two main factors that will mitigate against a successful claim are reliance and causation. Firstly, to the issue of reliance: is it



reasonable for a reader to rely on the advice provided? Certainly, if you are writing for a high-end tax technical magazine and holding yourself out as an expert, or you are writing client advice specific to their circumstances, then yes it may be reasonable for a reader to rely on advice you have offered. By contrast, if you were writing a general blog on Facebook, then establishing reliance would be more difficult, but not impossible depending on the circumstances.

The main obstacle to a successful claim against you however is causation. That is, even if it was reasonable to rely on the advice and that advice was negligent/incorrect, there must be a causal connection between the negligence and any loss suffered by the reader. That causal link is unlikely to be established where:

- The client would have proceeded with the transactions even if they were advised differently (see *Richtoll Pty Ltd v WW Lawyers Pty Ltd (In Liquidation)* [2016] NSWCA 308)
- The advice was general in nature and did not take account of a client's or reader's specific circumstances and therefore could not have caused the loss.

By way of illustration, on the second point, assume you were

NUTS & bolts CONT



to write a brief piece on your website and providing general advice about how GST cannot be claimed on expenses a landlord incurs in renting out a residential investment property. Then assume a person who has ten properties and personally tends to the properties and has a real hands on role – changes linen, cleans the properties personally, takes reservations etc – and markets the properties under a business name...reads your article and does not claim GST credits they may be entitled to. In this case, it would be difficult for the reader to establish that your written piece 'caused' the loss. This is because it did not take account or address the reader's very unique and quite rare circumstances. Which entitled them to a GST claim on what are, at their core, residential properties. Consequently, it could not be said that the general advice 'caused' the loss.

That said, if you are writing technical pieces or giving specific written advice – whether as a guest contributor for a magazine, or online – you may wish to consider checking in with your PI insurer with a view to determining whether you are covered for any claims and, if not, having your coverage expanded.

Top Bookkeeping Challenges

Continuing our series on the top bookkeeping challenges as identified by our 2019 Bookkeeping Business Benchmark Report ...a number of bookkeepers identified the challenge of declining revenue due to cloud accounting software (i.e. less data entry and processing to undertake).

Here are just a sample of some of the service offerings ABN bookkeepers identified in our Benchmark Report that generate good revenue streams for bookkeepers (other than data entry and BAS):

- Payroll services
- Preparation of EOFY package for the Accountant
- Telephone support for client bookkeeping queries
- Debtor management
- Business consulting (cash flow statements/budgeting etc.)
- Management report preparation (KPI analysis and reporting)
- Software training to client
- Sale/supply and installation of accounting software including setting up chart of accounts and GST default codes.

Year-End Opportunities, Challenges and Key Dates

- **1 July 2020** - Suspension of the indexation of tax instalments for 2020-21 income year. Both income tax (PAYG) and GST instalments are included
- **1 July 2020** - Government has removed the superannuation 'work test' for individuals aged 65 and 66 from 1 July 2020.
- **1 July 2020** - Government has increased the age limit for spouse contributions from 69 to 74 years
- **1 July 2020** – Access to the superannuation non-concessional bring-forward cap will be extended from



taxpayers aged less than 65 years of age to those aged 65 and 66, enabling them to make up to \$300,000 of contributions at once

- **1 July 2020** – expats who sell their Australian family home while residing overseas won't be able to claim the CGT exemption
- **1 July 2020** – can apply for the 2nd \$10,000 tranche of super (COVID-19 measure) if eligible
- **1 July 2020** – STP deferral for closely-held payees until 1 July 2021
- **5 July 2020** – Jobkeeper payments for fortnight 7 are due
- **14 July 2020** – JobKeeper monthly declaration due for June
- **14 July 2020** – payment summaries due to employees if not using STP

JobKeeper and Personal Services Income

In a change of position, it was announced last week by the ATO, that amounts subject to withholding under attributed personal services income rules (even if no withholding made) are now eligible for JobKeeper. To recap, if an individual's personal services income is paid to a personal services entity, the income (less certain deductions relating to gaining or producing that income) is attributed to the individual (not the entity) unless:

- the personal services entity gained the income in the course of conducting a personal services business, or
- the income was promptly paid to you by the entity as salary.



POST COVID

As the economy opens back up, there are a number of issues for business owners and bookkeepers to be across as we move forward.

JobKeeper Payments

Although the hard part is over (ascertaining client eligibility and learning about the process to get paid), it's vitally important to be vigilant around key JobKeeper dates. In such fragile economic times, missing a key date could potentially be crippling for a client, and bring with it the very real prospect of their accountant or bookkeeper being sued in the event they were responsible. In terms of key dates, JobKeeper payments are now required fortnightly (no longer at the end of every month) as follows:

JobKeeper Fortnight	Period Relating to each JobKeeper Fortnight	Employees Must be paid on or before
7	22 June - 5 July	5 July
8	6 July - 19 July	19 July
9	20 July - 2 August	2 August
10	3 August - 16 August	16 August
11	17 August - 30 August	30 August
12	31 August - 13 September	13 September
13	14 September - 27 September	27 September

Monthly declarations, also a precondition for payment, must be completed between the 1st and the 14th of the following month to which JobKeeper relates.

When September Ends...

In less than three months, JobKeeper ends. This broadly coincides with the end of business and housing loan repayment 'holidays' granted by the banks. Business owners need to get onto the front now to build revenues back up, with a view to being able to pick up the slack and resume making these payments come October. Where revenues are still down, new revenue streams may need to be considered or a restructure of the business into a smaller, more streamlined version. Adopting different technologies, or other efficiencies should also be in the mix.

Also ending at the same time is the six-month moratorium on evictions of commercial and residential tenants (and its accompanying code of conduct leasing principles). The code includes a common set of principles which must be adhered including:

- landlords must not terminate leases for non-payment of rent during the COVID-19 pandemic (or reasonable recovery period)
- tenants must stay committed to their lease terms (subject to amendments)
- landlords must offer reductions in rent (as waivers or deferrals) based on the tenant's reduction in trade during COVID-19
- benefits that owners receive for their properties (e.g. reduced

charges, land tax, deferred loan payments from banks) should be passed on to the tenant proportionately.

The key take-away is that October is looming and business owners urgently need to start to factor in the end of the concessions when planning ahead, including the viability of their business.

Leases and insurance

On the subject of leases, the COVID lockdown underscored the importance of businesses protecting themselves from interruptions; because unless it's on a scale of a global pandemic or a widespread natural disaster, the government won't likely be there to help you. To this end, does your lease contain service interruption provisions? If so, what impact may delays in accessing premises (due to the compulsory lockdown) have? Could they amount to service interruptions and trigger rent relief under the lease? Going forward, when renegotiating a new lease, look to incorporate interruption provisions if they are not part of your current agreement – interruptions can take many forms, short of a global pandemic.

Other interruption protection could take the form of business interruption insurance and income protection insurance. As with COVID, unexpected events – that you would never in a million years think will happen – can have a severe impact on your business.

Bad debts

As we move out of the COVID crisis, it is anticipated some businesses will struggle to meet payments to suppliers. The issue of bad debts will very much be a live one for bookkeepers to deal with. Ultimately, the decision to write-off a debt should be made in close consultation with the client's accountant and will depend on a range of factors set out in Taxation Ruling 92/18 (particularly paragraphs 31 to 33).

If your client is accounting on a cash basis for accounting/income tax purposes, income is recognised in the accounting system only when it is received into the business's bank account. Therefore, there is no adjustment necessary for a bad debt as it has not been included in the business's income to date. Likewise, if the client accounts for GST on a cash basis, there are no GST consequences in respect of bad debts. This is because GST is only accounted for once payment is received. Therefore, there has been no overpayment of GST to the ATO; none was paid in respect of the original invoice, therefore none is claimable as a consequence of the write off.

In the more likely event that your client accounts on an accruals basis, the income and GST is recognised in the client's accounting system when it is invoiced. Therefore, the bad debt will need to be extracted from the Trade Debtors or Accounts Receivable and recognised as an expense in the Profit and Loss Statement of the business. To achieve this will depend on whether there has been a previous provision for doubtful debts raised for the debtor. If there is no provision, then the receivable is written off to a Bad Debts Expense account and where doubtful debts are provided for, to the Provision for Doubtful Debts account.



CLOUD UPDATES

ALL THE LATEST FROM THE SOFTWARE COMPANIES

In our quest to bring you all the latest and greatest news from our partners in the software houses, we've gone straight to the horse's mouth and asked each of the major players to provide us with a quick summary of what's happening in the ever changing world of software! Jump in and have a look at all the latest offerings from software giants MYOB, Quickbooks and Reckon.

Here's what they had to say:



Your chance to WIN 50 small business client referrals

We're running a competition that could grow your firm with 50 referrals of potential small business clients.

According to ASIC, 96% of Aussie businesses are small. And like you, we back them 100%.

To continue helping our Advisors who support small businesses, we are looking for one outstanding firm to refer 50 potential new clients. [Find out more!](#)



Introducing MYOB Showcase! A live, free, online event keeping accountants and bookkeepers at the cutting edge of product developments at MYOB.

MYOB Showcase will highlight the efficiency gaining developments from the Practice Solutions and SME product teams in a punchy, convenient session delivered directly to your device. The first event is happening on Thursday 9 July. Register today!

Event details:

MYOB SHOWCASE

Thurs 9 July 2020

10am to 11am AEST

2pm to 3pm NZST

Free, online event

Link: www.myob.com/showcase

Get ready for the new Financial year with Reckon Payroll App!

ATO approved & JobKeeper ready



The Reckon Payroll App is an ATO approved & STP compliant solution. Custom designed and built in Australia, so you can be confident you're up to date & compliant with payroll legislation including JobKeeper Payments. Your payroll is in safe hands with Reckon, a publicly listed company with over 30 years experience in the accounting & payroll industry.

Unlimited employees, unlimited pay runs

Reduce the cost of compliance with the Reckon Payroll app – it's one flat fee of \$9.99/month, so you always know how much you need to pay with no steep increases as your business grows or takes on more employees. This also includes phone & online community support when you need it!

For more information visit [Reckon Payroll App](#)

You've nearly made it! Embrace the new financial year with Xero



From all of us here at Xero we'd like to congratulate you on all your hard work during one of our busiest year-ends yet.

To help make your July a little easier, we recommend using Xero HQ.

[Xero HQ](#) enables real-time visibility and insights across all of your clients, helps you connect with a curated selection of third-party apps, and access the best tools.

Our latest feature, Ask in Xero HQ, is a secure way for you to request information or documents from your clients. You can set up, save and send customised questionnaires that clients can respond to easily – even if they don't use Xero.

Xero's EOFY [resource hub](#) for accountants and bookkeepers holds a suite of simple checklists, live webinars and on demand videos that you can watch in your own time to get your year-end sorted and prepare for the new financial year.

Job Descriptions

WRITING POSITION DESCRIPTIONS & PERSON SPECS FOR *Accountants & Bookkeepers*



Hands Up - who likes writing Job/Position Descriptions or Person Specs? What, none of you?

No surprises there, but it's a task that is unfortunately as essential as it is dull. After all, if you don't know what you are looking for in an candidate, how will you know if you have found it?

Similarly, as accounting and bookkeeping jobs change with changing expectations of the roles from clients and businesses, then the whole purpose of jobs shift, along with the competencies, skills and tasks associated with success in the job changes too.

Documenting the essential elements of a job with an up to date Job/Position Description enables you to set measurable expectations for the role when writing job advertisements, setting salary bands, conducting performance reviews/appraisals and generally ensuring that jobs are compatible with the aims and objectives of the employer.

So, whether you're the HR/People person tasked with recruiting and developing talented accountants, the Practice Manager required to run the People/HR stuff as well as your day-job, or Partner/General Manager who wants to take Job Descriptions up a level, here's a [practical step-by-step guide](#), with reusable templates, to make the task a whole lot easier:

Recruitment Overview

When a position vacancy arises, it provides an opportunity for you

to review the needs and resources of the business and align staff skill sets to initiatives and goals. As part of the review process, an evaluation should take place to determine whether a replacement is needed or if duties and responsibilities can be allocated amongst the wider team.

If the decision is made to recruit, job analysis of the position will greatly assist in defining the knowledge, skills and abilities required for the role. This information can then be used to construct a job description and person specification by which candidates can be assessed for suitability.

Defining the Job

The employees you hire can make or break your business. While you may be tempted to hire the first person who walks in the door - "just to get it over with" - doing so can be a fatal error. A small company cannot afford to carry unproductive employees; so start smart by taking time to figure out your staffing needs before you even begin looking for candidates.

Newly Created Position

When it is determined a new position is needed, it is important to:

- Understand and take into consideration strategic goals for the business and/or team. Are there any upcoming changes that may impact this role?
- Conduct a quick analysis of the team's competencies. Are there any gaps? What core skills are missing from the team? Evaluate the core skills required now and those which may be needed in the future.
- Conduct a Job Analysis if this position will be new to the business. This will also help to identify skill gaps.



WRITING POSITION DESCRIPTION & PERSON SPECS FOR ACCOUNTANTS & BOOKKEEPERS *Cont*



Replacement

When attrition occurs, replacing the role is typically the logical step to take. Before advertising the position, consider the following:

- As with a newly created position, it may be helpful to conduct job analysis in order to tailor the position to what is currently required and to ensure future needs are met.
- Review the role and decide if there are any changes required as certain tasks and responsibilities performed by the previous person may not or should not be performed by the new person.

Carefully evaluate any changes needed for the following:

- Tasks carried out by the previous employee
- Tasks to be removed or added if any of the work will be transferred within the business
- Supervisory or lead responsibility
- Budget responsibility (if any)
- Work hours
- Is there still a requirement for this role at all?

Job Analysis

Once you have determined your staffing needs, the next step is to define the job in detail. Job analysis does just this – it is a process of gathering, examining and interpreting data about the job's tasks and responsibilities so that you have an in depth understanding of the skills, behaviours & knowledge – or competencies – required to perform in the position.



There are many ways to perform job analysis, but all require the cooperation of the employee in the position, his or her manager(s) and others the employee works closely with while performing his or her job duties.

The following steps will help provide the best analysis of a particular job:

1. Review existing job descriptions and person specifications (if available)
2. Interview employees, asking them specific questions about their job duties and responsibilities.

3. Obtain log sheets from employees with information about each of their tasks and the time spent on each task for at least one full work week.
4. Complete desk audits where you observe employees doing their jobs at different times of the day and days of the week and track what they do and for how long.
5. Interview supervisors and managers, and other employees, clients and customers the employee may interact with while performing the job.
6. Compare the job to other jobs in the team or department to show where it falls on the pay scale.

If there is more than one person doing the same job, make sure to observe and obtain feedback and information from more than one person. You will want to review your findings with the employees who do the job as well as their supervisors and managers to tweak your findings until you have an accurate reflection of the job duties and responsibilities.

An important concept of job analysis is that the analysis is conducted of the Job, not the person. While job analysis data may be collected from incumbents through interviews or questionnaires, the product of the analysis is the Job description or specifications of the job, not a description of the person.

For a newly created position, it's useful to carefully think about what you want in the role – now and in the future.

1. First, try and think of the knowledge, skills and/or abilities (competencies) that might be useful for someone to have in the job. Think about the results of your previous staffing planning.
2. Consider if the role will require someone with enough experience to perform the requirements of the role.
3. Consider interviewing someone - in or outside of your company - who already has some of those competencies. Share your staffing plan. Ask them to suggest competencies.
4. Observe an employee or employees in similar jobs as they perform a task or conduct the role. What areas of knowledge do you see the employees using? What skills do you see the employees performing?
5. Consider administering a questionnaire to the employee or employees. On the questionnaire, ask them to describe certain practices and procedures to carry out the task or perform the role in the best way possible.
6. Ideally, get advice from clients about what knowledge and skills are useful in delivering the best quality services to them.
7. A generic list of competencies may already exist for a role. For example, professional Accountant associations sometimes provide generic lists.

You may find this [Job Analysis Template](#) useful in completing your assessment of the position.

HOW DID YOU SURVIVE COVID-19

The ATO & TPB Perspective



Sylvia Gallagher

(Commissioner for the Individuals and Intermediaries)

1. Tell us a little a bit about yourself Sylvia

Sylvia Gallagher is an Assistant Commissioner for the Individuals and Intermediaries Engagement and

Support Branch. She has responsibility for the Schools and Culturally and Linguistic Diverse Community education programmes, TaxTime support services for individual taxpayers as well as the Tax Practitioner Lodgment Program and agent support services.

With over 20 years' experience in the ATO, Sylvia has specialist knowledge and skill in user centred design, design facilitation, project management and policy and new measures design and development.

Sylvia has led key transformational change programs such as ATO's Reinvention Program and more recently working with agents' transition from Electronic Lodgment System (ELS) to Practitioner Lodgment System (PLS) as well as transition to Online Services for Agents.

A regular host on [Tax Professionals Live Conversations streams](#), Sylvia is currently also studying her Master's Degree in Business Administration.

2. What are you observing in terms of the BAS agent community? (stats, numbers, etc)

Our intermediary insights team are currently still trying to refine our understanding of the BAS agent community to help us identify trends and opportunities to better work with the profession. Due to different ways BAS professionals can operate, it is challenging to draw a conclusive picture of the segment. As of May 2020, there are approximately over 16,000 registered BAS practices with over 227,000 clients linked.

Over 39,000 are employed as bookkeepers and of this, over 12,000 are employed by practices. The profession is represented by female practitioners (approximately 85.8%). Whilst these statistics are approximations and based on data available to us, we are continuing to learn more about the profession by working closely with the professional associations.

3. Any advice or tips for our Bookkeepers for Tax Time and the horizon?

Firstly, it is important that you look after your mental health and wellbeing. It has been a challenging and difficult period for all. If you or your clients are having difficulty meeting your tax and super obligations because of COVID-19, contact our Registered Agent Disaster Infoline on 1800 700 724.

While BAS agents don't lodge tax returns for their clients, we know this time is just as busy for you in terms of finalising end of year processing and reporting.

Our dedicated BAS agent phone lines are available to you as well as our Complex Issues Resolution service for complex administrative or technical matters you have not been able to resolve yourself. There is also the Online Services for Agents which provides you with

functionalities to manage your client's account. We also publish a newsletter for BAS agents which I recommend subscribing for as we pass on key information specific for BAS agents regularly.

If your business clients were impacted by COVID19, the following support options are available to them:

1. Deferring by up to six months the payment date of amounts due through the business activity statement (including PAYG instalments), income tax assessments, fringe benefits tax assessments and excise lodgments.
2. If your clients are on a quarterly reporting cycle, they can opt into monthly GST reporting in order to get quicker access to GST refunds they may be entitled to.
3. your clients can vary Pay As You Go (PAYG) instalment amounts to zero for the March 2020 quarter. Businesses that vary their PAYG instalment to zero can also claim a refund for any instalments made for the September 2019 and December 2019 quarters.
4. We can remit any interest and penalties, incurred on or after 23 January 2020, that have been applied to tax liabilities.
5. We can work with affected businesses to help them pay their existing and ongoing tax liabilities by allowing them to enter into low interest payment plans.

The key message is get in touch, we are here to help.

4. What are your plans once COVID19 is all over and life returns to normal?

I'm currently completing my Master's Degree in Business Administration so will be glad when I finish my last assessment piece! Hopefully I will be able to take a break and visit Italy with my children when international travel resumes. I have family there and it would be good to see that they are ok, have a rest and come back recharged ready for next year.

Debra Anderson

(TPB Board Member)

Debra is a registered tax practitioner with extensive experience as a BAS agent and tax agent. She is a Fellow of the Institute of Public Accountants, and a member of the Australian Institute of Company Directors and the National Tax and Accountants' Association. She specialises in tax and technology for small business, has a Master of Business Administration and has worked extensively with the Australian Taxation Office on matters relating to tax practitioners and small business.



1. Can you provide a sense of the magnitude of the impact of the COVID Incentive initiatives on your organisation?

As the COVID incentive initiatives were being released we found ourselves having to respond very quickly to the changing behaviours that began to emerge, quite literally, overnight.

As initiatives were being announced, and before legislation was even

CO HOW DID YOU SURVIVE COVID-19 Perspective Cont...

The ATO & TPB

drafted, practitioners and their clients were rightfully reacting with speed and assessing their eligibility for the stimulus packages.

Whilst most practitioners were busy providing much needed assistance to their clients and ensuring those who were legitimately entitled to them got their benefits, we quickly noticed a pattern of misuse emerging that raised some concern. Our joint activities with Treasury and the ATO were aimed towards preventing this misuse and ensuring the integrity of the stimulus measures.

Obviously in such a tumultuous time we recognised that mistakes could be made and encouraged anyone who needed help and advice to contact us. We also established a confidential hotline for practitioners to report anyone they knew who was doing the wrong thing.

The crisis also offered business opportunities for some practitioners. We acted quickly to expand the scope of services that registered BAS agents could provide under the government's economic initiatives allowing them to advise clients of their entitlements under the new Jobkeeper Payment and Cashflow support for business initiatives. We felt that this was important not only because of the new job stream it would provide for agents, but also for the additional support it would provide to the community.

We also saw that there would be a reduction in face-to-face continuing professional education (CPE) opportunities and so have adapted our requirements for technical/professional reading activity and reviewed some of the exam obligations for Board approved courses.

We also acknowledged that, during this difficult time, it was important to manage mental health and wellbeing in order to allow agents to continue to provide services to their clients. Therefore, we began accepting a small amount of educative health and wellbeing activities, such as attending webinars about how to manage stress and self-care, as being a relevant CPE activity that will count towards CPE hours for TPB purposes.

2. How big a disruption has the COVID Crisis been to business-as-usual?

The TPB have been operating on a business-as-usual basis throughout the COVID crisis. Of course, every organisation has been impacted by different degrees and carries an amount of uncertainty and disruption, but we've tried to maintain our operation as seamlessly as possible to support the industry and adjust to the crisis, in the knowledge that it will come to an end.

Our staff of 129 are situated in six different offices across Australia so we were accustomed to technology such as video conferencing. We have held many of our committee meetings via video conference so for many of our processes it was business-as-usual.

The biggest disruption was probably to our telephony staff as our systems had been designed to be office-based so we took a little longer to introduce working from home options to this area.

We were conscious that the industry was having to adapt and learn very quickly and maintain strong relationships with clients who themselves may have been facing an incredibly uncertain time. In some cases, we encountered agents who were themselves facing hardship and unable to pay renewal fees and we were able to reach an agreement to place their fees on hold thereby removing some of the inevitable stresses that they were facing.

3. What has been the key impacts from a HR perspective on your organisation?

The biggest impact we have seen has been the need to transition employees to working from home. Following the ATO's lead, the TPB was able to respond quickly and efficiently to moving all areas to a safe working environment, including all of our call centre staff. All teams have been able to adapt to working remotely and are staying connected through utilising modern systems.

4. What has been one of the biggest challenges encountered during the COVID Crisis?

When the COVID restrictions were implemented they happened suddenly and as individuals and an organisation we had to learn quickly and adapt overnight. In many ways it forced us to understand new IT systems, processes and learn new ways of doing things.

Since that time we have adapted to using collaboration tools more efficiently. That has meant Board and other internal meetings being conducted over video and information being shared and leveraged digitally. Of course, as with most modern workforces we were used to this mode of operation, but we have seen their use grow exponentially.

5. What has been the greatest technology solution adopted during the COVID Crisis?

Microsoft Teams has been our most successful new solution, without a doubt. We already had a reliable laptop fleet and virtual desktop platform to support staff working from home and we were in front of the ATO as far as our IT systems are concerned. The TPB's journey with Teams began several months before COVID but we completed the transition from our legacy messaging platform during the early stages of COVID. With the use of this technology our ability to collaborate without face to face interaction has been maintained. For most staff it's now natural to use messaging, video and voice calls, screen and document sharing as well as other innovative applications to work together. We're averaging over 15,000 interactions using this technology each month, which is surprising for such a small organisation.

6. What do you think COVID has changed forever?

The COVID-19 situation has had a huge impact on us as individuals, as workforce and as a society. What's been remarkable is the amount of corporate flexibility and resilience that has allowed many organisations like the TPB continue relatively unaffected without a disruption to our services.

It's shown us first-hand the importance of contingency planning and I believe we'll see a big shift in workers working remotely, not just here in Australia but also across the globe.

I believe one of the silver linings that has come out of the situation has been that we've suddenly started to see our colleagues in three dimensions.

We've learnt that meetings can be interrupted without warning by kids or barking dogs. We've lost some of the pretence we might have previously had and are all able to share a smile when the important meeting starts and we can see the keynote speaker talking without sound, having forgotten to turn their mute button off.

These changes can only be for the good. As well as the inherent flexibility we now enjoy, we now know our colleagues as rounded individuals, we know the name of their dog and look out for them more as we've all lived through the shared upheaval and stress that COVID has brought.

HOW DID YOU SURVIVE COVID-19

A Bookkeeper's Perspective

Cassandra Scott
(DIRECTOR LAURUS BOOKKEEPING)

Favourite ABN service and why?

Bookkeepers Knowledge Base – the information is enduring and being able to search when you need it is brilliant. This would have to be closely followed by the Getting Technical Bulletins. Ah, what the heck – the whole service is great!

COVID-19 really threw a spanner in the works! How did you and your staff manage working from home?

Working from home wasn't a stressor for our business – we have been home based for 6 years, so have all the tech and work methodologies already bedded down and working effectively. I have 4 staff who also work from their home-based offices – it was business as usual for us in that regard.

Isolation can be difficult to manage mentally, tell us a few of the things you did to make sure your staff were coping with working remotely.

We use tech to keep in touch – Teams, Zoom Meetings, calls. Again, because we had been working from home already, we had already addressed the issues of staff working remotely. If anything it became a huge advantage for us – staff were not needing to be hand held during this period due to WFH adjustments – this actually meant that I could rely on them to continue to work with and service our clients, while I took the focus around JobKeeper and other stimulus measures.

Many businesses were forced to adapt or be left behind. Do you have any advice for Bookkeepers on ways they can bring their business into the new world?

Start – don't wait until you have it perfected. Look at what others in the industry are using and leverage off the knowledge that is already out there.

We seem to be through the worst of COVID-19 and many businesses are getting back to their new normal. Have you found any back to work programs particularly useful?

We really haven't looked at any of the back to work programs – as already indicated, it's been business as usual for us, but we are keen to get together "in real life" for a "we survived Covid/EOFY/JobKeeper" celebration!

There are a lot of stories out there of businesses closing and Bookkeepers losing clients. What advice would you give to your fellow Bookkeepers about gaining new clients?

Businesses have seen the value of having up to date financials and clarity around their business numbers – for grants, stimulus opportunities, and other reasons due to Covid.



Working from home presents a change in working environment and provides many distractions. Did you have any tips for how to stay focused while working from home?

Set realistic expectations and make sure these are clearly communicated with the team. Ensure that staff are clear what their defined work hours are, and what your expectations around these hours will be. Have a separate workspace if you can – when you sit at the desk it's "game on"

The amount of resources around during COVID may have been overwhelming. What resources available did you find particularly helpful?

Best sources of information were from the horses mouth so to speak – the ATO and Treasury Websites were a wealth of information, but also tapping into industry experts that were reading and analyzing the information that was coming out of Government.

I referenced Tax Banter by Robyn Jacobson for technical interpretation and found it fantastic. The professional associations were also a brilliant source of information, as were some of the discussions in some selective FB groups.

Fiona Failla
(DIRECTOR ABOVE BAS)

Favourite ABN service & why

South Morang Coffee Club of course. Being able to support other bookkeepers in the area

COVID-19 really threw a spanner in the works! How did you and your staff manage working from home?

The Senior staff and I managed well at home. Our junior had to wait until we came back to the office to work. One of my staff had young children and hubby home so she would work on and off during the day. I had a house full of adult children and they knew all about Jobkeeper by the end of May.

Isolation can be difficult to manage mentally, tell us a few of the things you did to make sure your staff were coping with working remotely.

We ran weekly Wine O'clock zoom sessions for our team and we loved the interaction, unity and of course the wine on the Friday afternoon.

Many businesses were forced to adapt or be left behind do you have any advice for Bookkeepers on ways they can bring their business into the new world?

Think about the services that you are offering and how you are



HOW DID YOU SURVIVE COVID-19 Cont

A Bookkeeper's Perspective



working. During this time you would have noticed clients being more receptive to working online or on the phone. If you still go onsite think about mixing on and off site work. Instead of going there weekly maybe every second or third week etc.

We seem to be through the worst of COVID-19 and many businesses are getting back to their new normal, have you found any back to work programs particularly useful?

We now use Zoom more often but for us back in the office there have been no real changes.

There are a lot of stories out there of businesses closing and Bookkeepers losing clients. What advice would you give to your fellow Bookkeepers about gaining new clients?

If you lost clients due to businesses closing then use this extra time to reflect ON your business. Focus on the things that worked before and or you never had the time to implement or do. Now is the time to GO FOR IT.

Working from home presents a change in working environment and provides many distractions. Did you have any tips for how to stay focused while working from home?

If in the home office close the door to let everyone know not to disturb you.

I was in the open plan lounge room and just ignored all the sounds around me.

The amount of resources around during COVID may have been overwhelming. What resources available did you find particularly helpful?

Zoom, Zoom and Zoom. OK and maybe the mobile and Google Drive.

Tamara-Lee Beveridge

(OWNER & BAS AGENT BIZCORE 360)

Favorite ABN service & why

Bookkeeper Radio

COVID-19 really threw a spanner in the works! How did you and your staff manage working from home?

My business was already a home based business, so there was no adjustment needed.

Isolation can be difficult to manage mentally, tell us a few of the things you did to make sure your staff were coping with working remotely.

Loads of Zoom & Face time video calls instead of normal phone calls, increased walking & exercise activities in fresh air. Face time phone calls to peers around Australia.

Many businesses were forced to adapt or be left behind. Do you have any advice for Bookkeepers on ways they can bring their business into the new world?

Make CPE a weekly priority, don't treat it as a necessity and after thought meeting only the minimum requirement!

Schedule and set aside time for it into your calendar on a regular occurrence. Embrace what technology has to offer, seek out ways to utilise it in your practice to create efficiencies.

We seem to be through the worst of COVID-19 and many businesses are getting back to their new normal, have you found any back to work programs particularly useful?

Business Tasmania has been producing ongoing helpful free resources to utilise.

There are a lot of stories out there of businesses closing and

Bookkeepers losing clients. What advice would you give to your fellow Bookkeepers about gaining new clients?

Continue to promote your business, continue to promote your industry as BAS agents to the wider business community, ask your existing clients for referrals, volunteer your time to promote the value you offer to businesses.

Working from home presents a change in working environment and provides many distractions. Did you have any tips for how to stay focused while working from home?

During blocks of client work, turn phone onto DO NOT DISTURB for each blocked out period, so you remove interruptions and distractions and remain focused on each task. Schedule time to check calls, Facebook, emails etc and stick to the schedule.

The amount of resources around during COVID may have been overwhelming. What resources available did you find particularly helpful?

ABN Bookkeeper Radio, ATO, Accountants Daily news feed, Xero Partners Face book page & Business Tasmania emails.

Vija Platacis

(RECKON ACCREDITED CONSULTANT - WEBS)

Favorite ABN service & why

Bookkeeper Knowledge Base - great resource

COVID-19 really threw a spanner in the works! How did you and your staff manage working from home?

TeamViewer remote access to work on clients' Desktop software. More telephone calls, scanning documents and emails. Thank goodness I still had a fax machine, as that is all my medical clients had for sending me paperwork.

Isolation can be difficult to manage mentally, tell us a few of the things you did to make sure your staff were coping with working remotely.

Continued a regular work routine. Walked for an hour every day, tried to do that in "sunniest" time of the day.

Many businesses were forced to adapt or be left behind. Do you have any advice for Bookkeepers on ways they can bring their business into the new world?

Look at using more technology

We seem to be through the worst of COVID-19 and many businesses are getting back to their new normal. Have you found any back to work programs particularly useful?

Remind clients of the usual EOFY tasks and deadlines and it will be business as normal.

There are a lot of stories out there of businesses closing and Bookkeepers losing clients. What advice would you give to your fellow Bookkeepers about gaining new clients?

Keep in regular contact with your clients and their Accountant.

Working from home presents a change in working environment and provides many distractions. Did you have any tips for how to stay focused while working from home?

Set work hours and wear head phones to not hear the distractions happening at home.

The amount of resources around during COVID may have been overwhelming. What resources available did you find particularly helpful?

Treasury fact sheets and Bookkeeper radio - full of information delivered in a humorous way. Ignore the media.