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Fees & Service Inclusions Policy – Business

We aim to provide a professional, caring and supportive service to all our clients. Clients who already work with us will be aware that the relationships we create are valued, and built upon mutual respect, trust and appreciation for each other and that we always take a compassionate and generous approach in providing you with our time and skills.

To ensure we are able to maintain this level of service we are pleased to outline the specific inclusions set out under your engagement letter and also provide you with an outline of the different options and costs should you require additional support.

What does this mean?

If we are engaged to prepare your annual financial statements & tax returns under a fixed price agreement, there are standard inclusions. These are services that are already built into the price you pay us each year. If you require us to provide services in excess of the standard inclusions, we will issue you with an invoice for payment (refer to the pricing under additional requests).

We also understand that everyone's needs are different so have put together some service packages that you can choose to purchase as ad-hoc service (by the hour) or as a yearly bundle with a saving of 10%. You can also contact us to arrange for a customized support plan.

Fixed Price Agreement

We can prepare a fixed price quote for you that is tailored to both your budget and your needs. Please complete the online quote request form so we can begin this process of preparing you with a proposal and fee estimate.

Standard Hourly Rates

Administrative Tasks	\$100.00	per hour
Bookkeeping & General Accounting	\$165.00	per hour
Tax & Specialised Advice	\$250.00	per hour

LMH Accountants Business Clients Standard Inclusions & Additional Costs

Service	Description	Specific Inclusions	Already Included		Additional Requests	
			Quantity Included Per Annum	Value of Service (up to)	Fee	
ASIC Agent & General ASIC Forms	Link your company in as our client with ASIC	Forward ASIC annual renewals to you for payment, along with subsequent statements	Unlimited	\$ 275.00	\$ -	
	Act as authorised agent for your business name/s	Forward ASIC annual renewals to you for payment, along with subsequent reminders	Unlimited	\$ 100.00	\$ -	
		Prepare & lodge ASIC Form 484's (general changes to company details)	1	\$ 50.00	\$ 50.00	per form
Ad-hoc responses to general questions or concerns	Receive, review & respond to basic e-mails	E-mails that require up to 15 minutes to read, review and respond	4	\$ 200.00	\$ 50.00	per e-mail
	Receive & respond to basic phone calls or messages	Phone calls or messages up to 15 minutes	4	\$ 200.00	\$ 50.00	per e-mail
	Provide custom letters to 3rd parties (ie. Rental property references, letters for financial institutions etc.)	Review, prepare and issue a letter confirming readily available financial information, such as finalised tax returns, up to date accounts etc.	1	\$ 150.00	\$ 150.00	per letter
	Provide authorisation to access your tax documents to a 3rd party (ie. Information requested by financial institutions)	Issue a 3rd Party authority form and provide access as required documents in your MYOB document portal.	2	\$ 50.00	\$ 25.00	per request
General meetings & discussions as required	In person or online meetings	Meetings booked via our website (up to 1 hour)	1	\$ 200.00	\$ 200.00	per booking
Minor liasons with Australian Taxation Office	Field and answer or forward ATO initiated general queries	Receive and communicate with you about general ATO contact, such as outstanding lodgement and payment reminders.	2	\$ 50.00	\$ 25.00	per request
	Initiate contact with ATO regarding outstanding lodgement or payments	Discuss outstanding obligations and/or create an ATO payment plan or payment extension on your behalf.	1	\$ 100.00	\$ 100.00	per request
	Update personal details with ATO	Update your address, contact details, financial institution details etc.	1	\$ 25.00	\$ 25.00	per request
Provide copies of ATO generated notices	Access, download and supply copies of correspondence that the ATO have already issued to you directly (upon your request)	Upload to your MYOB document portal an ATO generated communication	2	\$ 50.00	\$ 25.00	per request
Secure document portal	Access to your own secure document portal to send, receive and approve documents and tasks		Unlimited		\$ -	
Maximum value of service inclusions provided to all business clients (refer to your engagement letter)				\$	1,450.00	

Optional Services & Packages Available			Hourly Rate	Annual Package Deal* 6 hours (10% Discount)
Software Support Package	Extra support for you and/or your team to make the most out of your accounting software and other online business systems.	Online or in-person consultations to assist you in using, upgrading and/or making the most out of your software, apps and online systems.	\$ 165.00	\$ 891.00
Business Support Package	Specialist advice and support in understanding your business cash flows, streamlining finances, improving business performance & systems.	Analyse financial information, prepare cash flows, assist with budgets, discuss business strategies.	\$ 165.00	\$ 891.00
Administration Support Package	Receive on your behalf, review and forward ATO correspondence. Receive, review and discuss with you other tax and accounting related correspondence.	Set your ATO communication preferences so that all correspondence is received by us for review before being forwarded to you.	\$ 165.00	\$ 891.00
Bookkeeping Package	Bookkeeping services in packages such as MYOB, Xero or Quickbooks	Review, analyse, correct and/or enter transactions into your software package. Other general bookkeeping services & advice.	\$ 165.00	\$ 891.00
Balanced Package	Any combination of the above services.	Any combination of the above services.	N/A	\$ 891.00
Custom Package	A tailored package designed to meet your needs.	Any combination of the above services for an agreed number of hours.		By Negotiation

*Any annual package unused services will expire 12 months from acceptance.

Exceptional circumstances

We are aware that sometimes there are challenging circumstances which may mean you need extra help. Please contact us directly if you urgently need assistance so we can find a manageable solution.