10 July 2025

Client
XYZ Company
PO Box xxx
MANSFIELD BC QLD 4122

Dear Client,

Engagement of Cascade Accounting & Tax as your Accountant & Tax Agent

Thank you for choosing Cascade Accounting & Tax as your trusted advisor. This document outlines the terms of our ongoing engagement as your **Accountant and Registered Tax Agent** and covers the full range of our services, including accounting, taxation, BAS, and ASIC agent support from the current date.

This letter sets out our terms of engagement and replaces all prior versions. This engagement continues until either party terminates it in writing.

Cascade Consulting Services Pty Ltd, trading as Cascade Accounting & Tax, is a Registered Tax Agent (No. 24675 623) and holds a current Accounting Practising Certificate with the Institute of Public Accountants (IPA). Our Director, Karen McDonald, is a qualified CPA with a Bachelor of Business (Accountancy), a Registered Tax Agent, and an Associate Member of the Australian Computer Society.

Scope of Services

As your Accountant and Tax Agent, we may provide any of the following services depending on your needs:

- Preparation and lodgement of income tax returns (individual, trust, company, SMSF)
- Preparation of financial statements
- Preparation and lodgement of BAS/IAS returns
- Bookkeeping and payroll support
- ASIC agent services and company secretarial work
- Business advice and virtual CFO services
- Other agreed work as required

Please note:

- We are not engaged to conduct an audit or review unless explicitly agreed in writing
- This engagement does not ensure the detection of fraud or irregularities

Your Responsibilities

You are responsible for:

- Maintaining accurate records and providing timely, complete information
- Retaining documentation to support your tax claims
- Responding to queries within 7 days, or advising us if an extension is needed

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CASCADE Consulting Services Pty Ltd
PO Box 2557 Mansfield Queensland 4122
Accountants and Business Systems Specialists
T 07 3422 1333 M 040 999 2317
ccs@cascadeconsulting.com.au www.cascadeconsulting.com.au

Your information will be relied upon in good faith unless we identify a reason to verify further. Under the **Taxation Administration Act 1953**, safe harbour protections may be available where full and timely information is provided to us. We encourage prompt and complete disclosure.

Our Obligations Under the Law

We are bound by:

- Tax Agent Services Act 2009 and the TPB Code of Professional Conduct
- APES 110 – Code of Ethics for Professional Accountants (including NOCLAR provisions)
- APES 220 – Taxation Services
- IPA's Quality Review Program and Professional Standards Legislation

We will always act in your best interests, subject to our legal and ethical obligations. We cannot lodge any return we believe to be false or misleading. If necessary, we may advise you to correct a matter, withdraw from the engagement, or notify the ATO.

You can verify our registration on the TPB register at: www.tpb.gov.au/public-register

We are registered tax practitioners with no conditions on our registration. You can verify this at the TPB register: www.tpb.gov.au/public-register.

Privacy and Technology

We operate a fully paperless practice using your preferred accounting platform including QuickBooks Online, Xero, MYOB, and our internal task system (StartInfinity.com). our Tax Lodgement program LodgeiT, which is cloud based.

Your personal information may be stored on these cloud platforms in accordance with our Privacy Policy on our website.

All work is completed by our staff and trusted direct contractors.

We comply with the *Privacy Act 1988 (Cth)*. Please contact us if you would like a copy of our Privacy Policy.

Professional Standards

We comply with:

- APES 220 Taxation Services
- APES 110 Code of Ethics for Professional Accountants
- Institute of Public Accountants Quality Review Program
- The IPA Professional Standards Scheme – Our liability is limited under this Scheme. See: www.psc.gov.au

Supply of Information

In addition to the basic financial information required to complete your BAS, it is expected that the source documentation will be made available; you are responsible for ensuring you comply with the substantiation provisions of the relevant tax laws.

We will not be responsible for any errors brought about by your failure to provide information or documentation or your failure to provide material that is later found to be material to your BAS/Bookkeeping requirements.

You are responsible for the timely provision of information and we will not be responsible for any late lodgement or other fees and fines brought about by your failure act in a timely manner. We will not be responsible for any errors in the BAS other than those that can be shown to be our fault.

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In undertaking this engagement, it is understood that you will ensure that you respond to all queries within 7 days. If you are not able to answer the queries within 7 days, you will respond informing us of same and requesting an additional time to respond.

Professional Fees and Payments

Our standard professional fees inclusive of GST are (subject to notification of any changes to the rates):

Principal	$242 per hour
Senior Accountant	$198 per hour
Accountant	$165 per hour
Senior Bookkeeper	$132 per hour
Bookkeeper	$110 per hour
Clerks	$ 88 per hour

Prompt payment within 14 days may attract a discount. Time is billed in 6-minute blocks. Fee estimates are provided in good faith and may vary if scope or complexity changes.

We reserve the right to use legal means to recover overdue fees.

Ownership of Documents

Final reports prepared for you are your property. Working papers and internal notes remain ours. We're happy to supply copies of any documents upon request.

Client Disclosure and Record-Keeping Obligations

You are legally required to keep full and accurate records relating to your tax affairs. You must provide us with all relevant information in a timely and complete manner to allow us to carry out our work effectively.

This includes providing accurate answers to questions we ask. Incomplete, inaccurate, or delayed information can materially impact our services or the outcome of your tax return.
Under the Taxation Administration Act 1953, you may be eligible for "safe harbour" protections from ATO penalties for late or incorrect lodgement — but only if you provide all relevant tax information to us on time.

It is in your best interest to fully disclose all relevant matters. Failure to do so may impact your ability to rely on these protections and will be considered when determining the scope of our obligations.

Financial Accounts

We will prepare:

- Profit and Loss Statement
- Balance Sheet
- Depreciation Schedule
- Maintain your chart of accounts and provide phone support as needed

Separate fees apply for financier-ready reports.

Previous Returns

We are not engaged to review returns prepared by previous practitioners. We rely on information you provide as true and correct unless otherwise advised.

BAS & Quarterly Reporting

Quarterly BAS returns are based on financial data provided without verification of source documents. Annual accounts may reveal discrepancies that will be corrected and billed separately.

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ASIC & Registered Agent Office

We can act as your ASIC Agent. Our standard hourly rates apply. Registered Office services are billed at $198 including GST per company, per annum.

Additional Services

This engagement covers routine services as outlined. Additional services, such as responding to ATO reviews, financial applications, or ad hoc advice, are billed separately.

Document Handling and Lodgement

We will provide draft documents for approval prior to lodgement. Lodgement will occur by due dates if documentation is provided promptly. We are not responsible for penalties due to delayed or incomplete information.

Privacy & Technology

We comply with the Privacy Act 1988 (Cth). Data may be stored using secure cloud software including QuickBooks, Xero, LodgeiT, and MYOB. We do not outsource overseas — all work is completed by our in house staff or contractors. Please contact us if you would like a copy of our Privacy Policy.

Complaints and Client Rights

If you have concerns, please contact us directly. If not resolved, you may also contact:

- IPA: https://www.publicaccountants.org.au/about/complaint-investigation/complaints-about-an-ipa-member
- TPB: https://www.tpb.gov.au/complaints
- Further client rights: TPB Client Factsheet

Client Acknowledgement

By signing or continuing to use our services, you accept these terms.

If you fail to return a signed acceptance but continue to use our services, this will be taken as acceptance of the terms of this engagement letter.

Should you have any queries, we welcome your enquiry on 07 3422 1333 or by email to karen@cascadeconsulting.com.au.

We thank you for the opportunity to provide professional accounting services to both yourself and your business.

Kind regards
Cascade Consulting Services Pty Ltd (as ttee) trading as
Cascade Accounting & Tax Registered Tax Agent 24675 623

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