



## ENGAGEMENT LETTER

Engagement as your tax agent for an individual and small business income tax obligations.

This is to confirm our understanding of the terms and objectives of our engagement and the nature and limitations of the services we will provide.

At the outset, we need to enter into an agreement with you setting out the terms on which we will assist you, including how we will charge you for the work.

This letter and the enclosed Terms of Business set out the terms of the engagement. Any additions will be by written agreement of both parties. Please read this letter and the Terms of Business carefully. If the terms are acceptable to you, please sign and return this letter to us. If you do not return a signed copy of this letter, but continue to provide us with information and instructions, we will assume that you have accepted the terms contained in this letter.

### Scope of services

EBS Group Aust Pty Ltd will provide professional services at your request. We will provide the Services to you in accordance with the relevant professional and ethical standards. The details of the services provided in this agreement are detailed herein. ("the Services").

### Matters outside the scope of services

In performing the Services, we will not perform an audit or review. Accordingly, no assurances are made in this regard. This engagement cannot be relied upon to disclose irregularities including fraud, other illegal acts and errors that may occur. However we will inform you of any such matters that come to our attention.

In performing the Services we will not review the accuracy of any previous tax returns lodged by you or by a previous tax agent.

### Professional fee and payments

Our fees will be charged as per our schedule of fees that can be found on our website.

We will submit our bill(s) as indicated herein. If an extension of our services is requested, we will discuss our fee arrangements at that time. Plan implementation as well as plan monitoring and updating, if needed, are separate engagements. If you choose one of these additional services, a separate engagement letter will be provided. These services will be billed separately.



We reserve the right to suspend our services or to withdraw from this engagement in the event that any of our invoices are deemed delinquent. In the event that any collection action is required to collect unpaid balances due to us, you agree to reimburse us for our costs of collection, including lawyers' fees.

**Privacy Act**

We may collect Personal Information about your representatives, your clients and others when we provide services to you. If we do, you agree to work with us to ensure that we both meet the obligations that we each may have under the Privacy Act 1988 (Cth) (as amended) (Privacy Act). The obligations may include notifying the relevant person to whom the personal information relates who we are and how we propose to use their personal information. Where you have collected personal information, you confirm that you have collected the personal information in accordance with the Privacy Act, that you are entitled to provide this personal information to us and that we may use and disclose the personal information for the purpose/s we provide our services to you. We will handle personal information in accordance with the Privacy Act.

Yours sincerely,

Linda Mirams MCom MIPA FIT

*Director & Tax Agent*

**EBS Group Aust Pty Ltd**



## CLIENT UPDATE ON TAX PRACTITIONER REQUIREMENTS

Starting July 1, 2025, all registered tax practitioners in Australia—including accountants—must comply with eight new obligations under the Tax Practitioners Board's (TPB) Code of Professional Conduct, as outlined in the Tax Agent Services (Code of Professional Conduct) Determination 2024.

### Key Changes Effective July 1, 2025

These new obligations aim to enhance ethical standards and public trust in the tax profession. They include:

1. **Avoiding False or Misleading Statements:** Practitioners must ensure that any statements made are accurate and not misleading.
2. **Upholding Ethical Standards:** Practitioners are expected to promote and maintain high ethical standards in their professional conduct.
3. **Managing Conflicts of Interest and Confidentiality:** Practitioners must effectively manage any conflicts of interest and maintain client confidentiality.
4. **Maintaining Proper Client Records:** Accurate and comprehensive client records must be kept to support the services provided.
5. **Ensuring Competency and Quality Management:** Practitioners should possess the necessary skills and implement quality management systems to deliver competent services.
6. **Keeping Clients Informed:** Clients should be kept adequately informed about matters affecting them.
7. **Compliance with Government Dealings:** Practitioners must adhere to obligations when undertaking activities for or in dealings with government entities.
8. **Supervision and Control:** Practitioners are responsible for supervising and controlling the work of their staff to ensure compliance with the Code.



These obligations were already in effect for larger firms (those with more than 100 employees) as of January 1, 2025.

### **Preparing for Compliance**

To comply with these new requirements, practitioners should:

- Review and update their engagement letters and re-engagement processes annually to ensure disclosures are current.
- Document decision-making processes, especially in situations where a potential breach of the Code could occur.
- Implement or enhance quality assurance measures to maintain professional standards.
- The TPB has provided guidance materials and webinars to assist practitioners in understanding and meeting these obligations.

For more detailed information and resources, practitioners can visit the TPB's official website.



Australian Government



# INFORMATION FOR CLIENTS

## YOUR OBLIGATIONS TO THE ATO AND YOUR TAX PRACTITIONER'S OBLIGATIONS TO YOU, THE TPB AND ATO

### Your obligations are important

As a taxpayer, it is important you:

- are aware of your obligations to the Australian Taxation Office (ATO)
- understand your tax practitioner has obligations to you, the ATO and the Tax Practitioners Board (TPB).

### Your obligations as a client

It's your responsibility as a taxpayer to:

- be truthful with the information you provide your tax practitioner
- keep the required records and provide them to your tax practitioner on a timely basis, as required
- be co-operative with your tax practitioner's requests and meet their due date
- comply with the tax laws.

### You must meet your obligations

If you do not meet your obligations:

- the ATO may impose administrative penalties (fines)
- interest charges may be applied
- in some cases, criminal prosecutions may be sought
- the ATO may initiate debt recovery.

### What's required of your tax practitioner

Your tax practitioner's obligations require them to:

- act honestly and with integrity
- uphold and promote the ethical standards of the tax profession
- act lawfully in your best interests
- manage any conflicts of interest
- take reasonable care to ascertain your state of affairs and apply tax laws correctly
- keep your information confidential unless there is a legal duty to disclose
- provide services competently
- not knowingly obstruct the administration of the tax laws
- advise you of your rights and obligations under the tax laws
- account to you for money or other property on trust
- not make false or misleading statements to the TPB or ATO, and in some cases withdraw their engagement with you and notify the TPB or ATO of certain matters
- keep proper records
- keep you informed of certain matters so you can make informed decisions (see page 2)
- address any false or misleading statements they are responsible for
- engage with clients to address other false or misleading statements, exploring options to correct.

### When your tax practitioner doesn't meet their obligations

If your tax practitioner fails to meet their obligations:

- their registration can be suspended or terminated, meaning they can't practice
- they could receive a caution or orders from the TPB – for example, undertaking education or working under the supervision of another registered tax practitioner
- fines may be imposed on them by the Federal Court
- your tax and superannuation matters may not be accurate
- you may be subject to enquiries or audits
- any tax shortfalls may attract penalties and interest
- you may have litigation options to review decisions and to recover debts
- in the case of fraud or criminality, penalties may lead to prosecutions.

#### Further information

For further information, see [tpb.gov.au](https://tpb.gov.au) and [ato.gov.au](https://ato.gov.au)

## Your tax practitioner must keep you informed of certain matters

### 1. Information about the TPB Register

To support you to make the right decisions about any tax practitioner, the TPB maintains a [public register](#). You can identify registered BAS agents and tax agents, as well as those who are in your locality. The register also provides important information about higher risk cases, where the TPB has imposed serious sanctions on a tax practitioner.

You can find more information about the register at [tpb.gov.au/help-using-tpb-register](https://tpb.gov.au/help-using-tpb-register).

### 2. How to make a complaint to the TPB

The TPB welcomes all feedback which helps improve services and the regulatory system and provides critical intelligence and data. You can provide information or make a complaint about a tax practitioner to the TPB using a simple online form, [myprofile.tpb.gov.au/complaints/](https://myprofile.tpb.gov.au/complaints/).

Complaints can also be made about unregistered preparers who are not complying with the law. All complaints and referrals are assessed by the TPB.

For more information about the complaints process see [tpb.gov.au/complaints](https://tpb.gov.au/complaints).

### 3. General information about rights, responsibilities and obligations

Your tax practitioner must advise you of their rights, responsibilities and obligations as a tax practitioner, including to you, and the obligations you have to them. These rights, responsibilities and obligations may arise under the tax law or because of the services they provide to you.

For a summary of key obligations relating to you and your tax practitioner see page 1. Your tax practitioner will provide you with additional information about these matters.

### 4. Prescribed events within the last 5 years

If certain prescribed events have occurred involving the tax practitioner within the last 5 years, they must advise you of this at the time you make enquiries to engage or re-engage them to provide tax agent services. Otherwise, the tax practitioner must notify you within 30 days of them becoming aware of the matter. Prescribed events include if the tax practitioner was:

- suspended or terminated by the TPB
- an undischarged bankrupt or went into external administration
- convicted of a serious taxation offence or an offence involving fraud or dishonesty
- serving or sentenced to a term of imprisonment in Australia for 6 months or more.

This disclosure obligation extends to prospective clients – for example, a taxpayer enquiring to engage a tax practitioner for the provision of tax agent services.

Tax practitioners are not required to disclose events that occurred before 1 July 2022.

### 5. Registration subject to conditions

Your tax practitioner must advise you if their registration is subject to conditions (for example, they can only provide tax services related to research and development or tax [financial] advice services).

The tax practitioner must notify you of this at the time you are making inquiries to engage or re-engage them to provide you with tax services. Otherwise, the tax practitioner must notify you within 30 days of them becoming aware of the matter.

## What you should expect from your tax practitioner



They will ask you questions to better understand your situation.



They may ask you to provide evidence of any claims you make.



They will act honestly and not illegally.



They will advise you of your obligations under the tax laws.