

FREQUENTLY ASKED QUESTIONS – 2017

Find the answers to commonly asked questions about tax, our services, and tips on Claiming deductions below. If you can't find the answer to your question, or have a specific question or comment please contact us. We are more than happy to help.

Most people need to lodge a tax return each year. If you had tax taken from any income you received during the financial year, you need to lodge a tax return. However, there are certain exceptions based on age, income and expenses. Your best bet is to come in and have a chat with us and we can talk you through it.

You should make every effort to lodge your return by the due date. If you are late, you may receive a late lodgement or interest penalty charge from the ATO.

Another benefit of being our client means that we may be able to help you minimise any ATO penalties with our ATO lodgement extension program.

We are able to prepare your work through electronic communication providing you with access to our services and our expertise remotely

We can also help you out over the phone

Tax refunds/assessments typically take around two weeks

Our fees can be taken from your refund for an additional administration fee of \$50.

Income tax is calculated based on the whole financial year taxable income. If you earned less than the tax-free threshold (currently at \$18,200) you may be entitled to have any tax paid refunded

Every return is prepared by qualified people and every legitimate deduction or rebate will be claimed

As our client, you'll be able to seek any taxation or business advice throughout the year

Our fees are fully tax deductible in the year paid.

Our aim is to provide the best possible service for the most reasonable fee.

Whenever you commence a new job your employer should provide you with a Tax File Number (TFN) Declaration Form that needs to be completed and returned to your employer.

Once we have prepared your tax return, we will communicate your final taxation position prior to lodgement

Most assessments will be issued within 12 business days.

Every income tax return requires a valid Australian bank account for depositing of any ATO refunds

Taxation assessments may be delayed where:

Multiple returns are lodged together, another government agency is reconciling your tax return information or the ATO is having a closer look/review of your tax return

If you haven't received your refund after more than 21 days, please contact our office and we will follow-up with the ATO and advise accordingly

Our office is able to collate information for past year's tax returns and once completed file all returns simultaneously

Failure to lodge penalties and interest charges on outstanding debt may be levied by the ATO if your tax return is not lodged by the due date

On occasion the issue of taxation assessments are out of our hands, as the ATO may be delaying the process and we will use our best endeavours to fast track the issue of assessments and keep you informed of any progress

Our office also provides the complete suite of professional accounting and business services contact one of our professional advisers for further information