

Terms and Conditions

Lotus Accountants Pty Ltd – Tax Agent No 25206246

1. Contract

1.1 These standard terms and conditions form part of our contract with you other than to the extent that they are inconsistent with specific terms contained in your engagement letter or the services and fees document which accompanied your engagement letter, in which case the specific terms will prevail.

2. Services

2.1 The services we will provide, including their nature and scope are set out in the services and fees document which accompanied your engagement letter.

2.2 Additional services provided at your request will also be subject to the terms of this contract unless separate terms have been agreed.

2.3 Services means the services described in your engagement letter, the services and fees document which accompanied your engagement letter and any additional services provided at your request (unless separate terms have been agreed), together with the product of those services including any reports, documents, advice, opinions, emails, notes or other deliverables, whether in draft or final form or provided in writing or orally, that we prepare either alone or in conjunction with you or provide to you as a result of this contract.

2.4 If you instruct us to undertake any Services, these Terms will apply, regardless of whether or not you have signed the client acknowledgement in the Engagement Letter.

2.5 The Terms as displayed on our website as amended from time to time (without notice to you) will apply to all Services provided to you.

2.6 Our services will be based solely on the information provided, the circumstances made known to us and the assumptions set out in our correspondence. We rely on you bringing to our attention as soon as possible any changes in the information as originally presented as it may impact on our advice.

2.7 The scope of our services is limited to the work specified in our proposal or Engagement Letter. Unless expressly stated otherwise in the Engagement Letter, the Services provided do not constitute tax advice nor financial advice nor legal advice.

2.8 The preparation of your income tax return or Business Activity Statement (BAS) does not constitute a tax review nor tax audit and cannot be relied upon as such. The onus is on you, the taxpayer, to self-assess and there are substantial penalties for incorrect returns. You should carefully review the income tax return or BAS to ensure that items shown are accurately stated and inform us of any amendments that are required.

2.9 While we shall endeavour to identify potential issues to the best of our ability, we shall not accept responsibility for matters not reasonably identifiable from the information provided to us as part of our engagement with you.

2.10 Where we are engaged to compile financial information in respect of special purpose financial statements, you are responsible for the reliability, accuracy and completeness of the accounting records and disclosure to us of all material and relevant information.

2.11 Changes in the law and in interpretations may take place before our advice is acted upon or may be retrospective in effect. Unless specifically stated in the engagement letter we accept no responsibility to inform you of changes in the law or interpretations affecting advice previously given by us.

2.12 Some of the matters on which we may be asked to advise (e.g. employee share schemes, superannuation funds) may have tax implications for directors, employees or other related entities for which we are not responsible, unless specifically instructed to address these issues. Any advice in respect of persons or entities not specifically engaged will be general in nature, unless specifically provided for in the engagement.

2.13 Any advice provided by us during this engagement is only our opinion based on our understanding of the current law, administrative practice and our knowledge of your particular circumstances. Thus, any advice and any income tax returns themselves will not necessarily be beyond challenge by the taxation authorities.

2.14 During the course of the engagement and subsequent to it, we may give oral advice in meetings and over the telephone. After a more detailed consideration of the matters discussed, we may amend the view we expressed, but are under no obligation to inform you of this. Accordingly, if we provide any oral advice, we suggest you should seek from us written confirmation of the same.

2.15 Unless specifically provided for in the engagement, the scope of our work does not include reviewing transactions in light of the application of Part IVA of the Income Tax Assessment Act 1936 and other tax anti-avoidance legislation. Generally, where Part IVA is found to apply, any tax benefits such as a tax deduction and/or deferment of income may be denied.

2.16 When completing tax returns, unless otherwise agreed in the Engagement Letter, our Services in respect of the following schedules and disclosures are limited as follows:

Tax asset register

The Capital Allowance Schedule contains information regarding depreciating assets. This schedule is completed based on the summarised information provided by you.

Our engagement excludes any work in relation to a detailed analysis of any tax depreciation schedules.

Capital Gains Tax

This engagement excludes any detailed analysis of the disclosures made in the Capital Gains Tax schedules. Unless it is separately and specifically agreed that we will perform additional work in relation to these schedules, we will complete them (if required) based solely on information provided by you.

Transfer pricing

This engagement is limited to reviewing the responses in the International Dealings Schedule. We will rely on the details provided by you in relation to the disclosures made in the International Dealing Schedule. We will not be in a position to conclude upon the accuracy of any disclosure items on this schedule. However, if in the process of preparing the income tax return we identify any issues relevant to transfer pricing, we will discuss these with you.

In addition, our limited review does not constitute an opinion as to whether the ATO will agree that you have complied with the arm's length principle in dealings with international related parties or that you have documentation which is in accordance with the ATO's rulings.

Where you request us to perform additional work on items contained in the above schedules, this would be considered a separate engagement.

3. Fees

3.1 The services and fees document which accompanied your engagement letter may have included details of the fees payable in respect of this contract, either by way of a fixed monthly fee, estimate for the compliance work or by reference to the hourly charge rates to be applied. The following sets out additional detail in respect of our fees.

3.2 If the services and fees document which accompanied your engagement letter did not include details of fees payable in respect of the contract or any services provided under the contract they will be payable by reference to hourly charge rates based on the type of work and experience of persons involved in providing the services.

Our current hourly charge rates are as follows:

Specialist Advisor:-	\$850
Director:-	\$700
Senior Manager:-	\$500
Senior Accountant:-	\$325
Management Accountant:-	\$200

3.3 If the services and fees document which accompanied your engagement letter included an estimate of fees for services the actual fee for the services may vary from the estimate for numerous reasons including but not limited to additional transactions' due to change of business or investments, time delays beyond our control, the level of co-operation of third parties and the quality of information supplied. We will advise you of any anticipated increase.

3.4 We may review our fees where there are delays in the provision of the services that are beyond our control or were not reasonably foreseeable by us at the date of this contract.

3.5 Unless stated otherwise our fees exclude GST. You agree to pay any GST imposed on us in relation to this contract. Where GST is payable on any taxable supply made under this contract you agree that the fee payable for the supply will be increased by an amount equivalent to the GST payable by us in respect of the supply.

3.6 We will charge you for actual out of pocket expenses we incur providing our services to you, including online software subscription fees such as Xero, Class, Shopify and Join.

3.7 Unless agreed otherwise, invoices for our fees may be rendered at our discretion as follows:

- (a) For such part of the services which have been performed on a monthly in arrears basis;
- (b) For services that include a monthly recurring fee, Lotus Accountants will charge your nominated account on the 15th day of each subsequent month after the first months' service payment via a GoCardless mandate.
- (c) Upon completion of the services.

3.8 You agree to pay our invoice in full within 14 days of receiving it unless you have raised a dispute in relation to the invoice within that 14 day period.

3.9 It is your responsibility to ensure there are sufficient funds available in the nominated account to meet pre-approved direct debits. Further, you should advise us if the nominated account is transferred or closed, your credit card has expired, or the accounting details

change. Should you not advise us of any changes that have occurred to your account and we incur fees as a result, we reserve the right to on-charge those fees to your account.

3.10 If you dispute an invoice you agree to pay any undisputed portions of the invoice within 14 days of receiving it and email contact@Lotusaccountants.com.au explaining the amount disputed so it can be properly documented and resolved. If the problem cannot be resolved, the parties agree to enter into mediation, or some other form of alternative dispute resolution, before commencing legal proceedings (refer paragraph 22).

3.11 Where amounts remain due and unpaid we may charge you interest at an annual rate being the Indicator Lending Rates – Small business variable overdraft rate last published by the Reserve Bank of Australia on the date payment is due.

3.12 Without in any way limiting our rights we are entitled to suspend or terminate, in whole or in part, the services or to retain information we may hold if you do not pay our invoices on time.

4. Term

4.1 Our contract commences on the earlier of the date you sign and return the engagement letter to us or when we first start work on the services for you and, unless terminated earlier, will terminate when we have completed providing the services (noting that under paragraph 2 the services will include additional services provided at your request from time to time) and you have paid our fees.

4.2 Any termination of this Contract is without prejudice to the rights of one party against the other party in respect of any acts or omissions under this Contract prior to termination, or in respect of any sums that remain outstanding at the time of termination. For the avoidance of doubt, Lotus Accountants reserves the right to invoice you and you are obliged to pay for any Services performed prior to the termination of this Contract.

5. Your disclosure and record keeping obligations

5.1 You are required by law to keep full and accurate records relating to your tax and business affairs.

5.2 It is your obligation to provide us with all information that you reasonably expect will be necessary to allow us to perform the services contemplated under this engagement within a timely manner or as requested. This includes providing accurate and complete responses to questions asked of you by us within a reasonable timeframe. Inaccurate, incomplete or late information may have a material effect on our services and/or our conclusions and may result in additional fees. We will not verify the underlying accuracy or completeness of information you provide to us.

5.3 You are also required to advise us on a timely basis if there are any changes to your circumstances that may be relevant to the performance of our services. Specifically, if any subsequent event results in the information you provided to us being inaccurate, incomplete or misleading, then you are obliged to advise us as soon as possible. We take no responsibility to the extent that our services or the product of our services is inaccurate, incomplete or misleading because it is based on inaccurate, incomplete or misleading information being provided to us.

5.4 By accepting the terms of this contract, you will be taken to have agreed that the performance of our services is dependent on the performance of your obligations relating to disclosure and record keeping.

5.5 The Taxation Administration Act 1953 contains specific provisions that may provide you

with “safe harbours” from administrative penalties for incorrect or late lodgement of returns if, amongst other things, you give us “all relevant taxation information” in a timely manner. Accordingly, it is to your advantage that all relevant information is disclosed to us as any failure by you to provide this information may affect your ability to rely on the “safe harbour” provisions and will be taken into account in determining the extent to which we have discharged our obligations to you.

5.6 You are also required to advise us if you become aware of any conflict of interest or potential conflict of interest. Generally, a conflict of interest is any event which may result in us becoming unable to remain objective in the performance of our services to you.

5.7 In the case of capital gains tax (**CGT**), you are required to retain records not only until the end of five years after a CGT event happens, but also five years after any further relevant CGT event can happen which would be relevant to determining whether you have made a capital gain or capital loss from the event. Additionally, you will also need to keep those records to substantiate any carry-forward capital loss which is intended to be applied to a future capital gain.

5.8 Where you are required to maintain records and fail to do so, penalties may be imposed under the taxation law.

6. Access conditions

6.1 You must ensure that all usernames and passwords required are kept secure and confidential. You are responsible for all use of your usernames and passwords, and liable for any loss or damage that we suffer, caused by misuse of your usernames and passwords. We are not liable for any loss or damage that you suffer, caused by misuse of your usernames and passwords. You must immediately notify Lotus Accountants of any unauthorised use of your passwords or any other breach of security. Lotus Accountants will then notify the software provider in question who will reset your password and you must take all other actions that Lotus Accountants and the software provider reasonably deems necessary to maintain or enhance the security of Lotus Accountants’s/the Software Provider’s computing systems and networks and your access to the Services.

6.2 As a condition of these Terms and Conditions, when accessing and using the online services, you must:

- (a) not attempt to undermine the security or integrity of Lotus Accountants’s or the software provider’s computing systems or networks or, where the Services are hosted by a third party, that third party’s computing systems and networks;
- (b) Not use, or misuse, the Services in any way which may impair the functionality of the Services or Website, or other systems used to deliver the Services or impair the ability of any other user to use the Services or Website, including not attempt to or tamper with, hinder or modify the Website, attempt to or knowingly transmit viruses or other disabling features, or damage or interfere with the Website in any way including but not limited to the use of trojan horses, viruses, or piracy or programming routines that may damage or interfere with the Website;
- (c) Not attempt to gain unauthorised access to any materials other than those to which you have been given express permission to access or to the computer system on which the Services are hosted;
- (d) Not transmit, or input, any: files that may damage any other person’s computing devices or software, content that may be offensive, or material or data in violation of any law

(including data or other material protected by copyright or trade secrets which you do not have the right to use);

(e) Not attempt to modify, copy, adapt, reproduce, disassemble, decompile or reverse engineer any computer programs used to deliver the Services except as is strictly necessary to use either of them for normal operation, and

(f) Not facilitate or assist another person to do any of the above acts.

7. Use of software and Cloud Tools

7.1 You agree to the Terms & Conditions of “Xero”. You understand that Lotus Accountants may sign-up and agree to the “Terms & Conditions” of “Xero” on your behalf, unless clearly requested by you before engaging the services of Lotus Accountants.

7.2 You agree to the Terms & Conditions of other software used by Lotus Accountants that you are required to access in the provision of Services to you. This includes cloud based software accessed by you the Client, as instructed or made available by Lotus Accountants, including but not limited to:

- ChatGPT Enterprise (OpenAI) – used to assist with document drafting, natural language processing, and analytical support on an anonymised;
- IPractice Hub – used for ATO correspondence;
- Office365;
- Dropbox – used for secure cloud-based file storage and sharing.

These tools are selected based on their alignment with industry security standards. We take reasonable steps to ensure that our use of such software complies with our professional obligations under the Tax Agent Services Act 2009, the Privacy Act 1988, and the APES 110 Code of Ethics.

7.3 Lotus Accountants may also use or develop software, including spreadsheets, databases and other electronic tools (“Tools”) in providing the Services. If we provide these Tools to you, you acknowledge that (except where these Tools are a specific deliverable under our Agreement with you) they are not your property, were developed for our purposes and without consideration of any purposes for which you might use them, are made available on an “as is” basis for your use only and must not be distributed to or shared with any third party. To the full extent permitted by law, we make no representations or warranties as to the sufficiency or appropriateness of the Tools for any purpose for which you or a third party may use them. Tools include the report templates that are published from the Xero HQ Practice reports in a Xero file regardless of the subscriber of the file. The report templates remain the property of Lotus Accountants and the right to remove them from a Xero file remains with Lotus Accountants unless a specific engagement has been undertaken to prepare these report templates.

7.4 You agree that Lotus Accountants does not accept any liability for the content or performance of any third party website accessed through this website, not endorse or approve the contents of any such site. Lotus Accountants does not give any warranty that this website is free from viruses or anything else which may have a harmful effect on any technology.

8. Electronic communications

8.1 We will communicate with you electronically, including sending you Commercial Electronic Messages (as that term is defined in the SPAM Act 2003). As email carries with it

the possibility of inadvertent misdirection, or non-delivery of confidential material, unless you notify us otherwise you consent to the use of email in accordance with this clause.

8.2 Electronically transmitted information cannot be guaranteed to be secure or virus or error free and consequently such information may be intercepted, corrupted, lost, destroyed, arrive late or incomplete or otherwise be adversely affected or unsafe to use. We will not be liable to you in respect of any error, omission or loss of confidentiality arising from or in connection with the electronic communication of information to you.

9. Your rights and obligations under the taxation laws

9.1 You have certain rights under the Australian taxation laws, including the right to seek a private ruling from the Australian Taxation Office (ATO) or to appeal or object against a decision made by the Commissioner. As relevant, we will provide further information to you concerning your rights under the Australian taxation laws during the conduct of the engagement contemplated by this letter.

9.2 You also have certain obligations under the Australian taxation laws, such as the obligation to keep proper records and the obligation to lodge returns by the due date.

9.3 Unless otherwise stated, any opinion provided is based on the Australian taxation law in force at the date of the provision of the advice and/or service. It is your responsibility to seek updated advice if you intend to rely on our advice at a later stage. We note that Australian taxation laws are often subject to frequent change and our advice will not be updated unless specifically requested by you at the time of the change in law or announced change in law.

10. Trust account

10.1 We do not operate a client Trust Account.

11. Our obligation to comply with the law

11.1 We have a duty to act in your best interests. However, the duty to act in your best interests is subject to an overriding obligation to comply with the law even if that may require us to act in a manner that may be contrary to your interests. For example, we would not lodge a Business Activity Statement for you that we knew to be false in a material respect.

11.2 We also have an obligation to ensure that we manage conflicts of interest as they arise. In this regard, we have arrangements in place to ensure that we manage potential or actual conflicts of interest. The effective operation of these arrangements depends, in part, on you complying with your obligation to disclose any potential conflicts of interest to us (see paragraph 5.6 above).

11.3 Our services will be based on Australian taxation law (including the practice of the Australian Taxation Office) in force at the date of the provision of the services. It is your responsibility to seek updated advice if you intend to rely on our advice at a later stage. We note that Australian taxation laws are often subject to frequent change and our advice will not be updated unless specifically requested by you at the time of the change in law or announced change in law.

12. Confidentiality

12.1 For the purpose of this Agreement, "Confidential Information" means all non-public

information or documents which either party receives or produces in connection with the Services and includes Lotus Accountants's working papers, information and methodologies, but does not include any information which is:

- (a) or becomes generally available to the public other than as a result of a breach of this clause;
- (b) known to either party prior to Lotus Accountants commencing the Services;
- (c) received from a third party who owes no obligation of confidence in respect of the information; or
- (d) developed by either party independently of the Services to which this Agreement relates.

12.2 Neither Lotus Accountants nor the Client may disclose confidential information about or belonging to the other without the other's consent.

12.3 We will not disclose any information relating to your affairs to a third party without your permission, unless we have a legal duty to do so. This includes compliance with the Code of Professional Conduct under the Tax Agent Services Act 2009 (Code Item 6).

Disclosure may be made where:

- (a) You have provided written consent (such as via a signed engagement letter);
- (b) We are required to comply with legal obligations (e.g., notices from the ATO, TPB, or other government authorities);
- (c) Disclosure is required under whistleblower legislation or breach reporting obligations;
- (d) We use secure outsourced service providers, cloud-based systems, or consultants, and such arrangements have been disclosed to you;
- (e) Disclosure is necessary for insurance, legal advice, or quality assurance purposes, subject to confidentiality agreements.

12.4 We take all reasonable steps to ensure third parties maintain the confidentiality of your information, including through contractual obligations and data security protocols.

13. Professional Indemnity Insurance (PII)

13.1 We hold professional indemnity insurance of at least the minimum amount prescribed in the Chartered Accountants Regulations CR 2A – Professional Indemnity Insurance or as required by law.

14. Professional Standards Scheme & Limitation of Liability

14.1 We participate in CA ANZ Professional Standards Scheme (Scheme), which facilitates the improvement of professional standards to protect consumers and may limit our liability to you in a cause of action (capped at \$2 million AUD).

14.2 The Scheme applies to professional accounting services including accounting, bookkeeping, taxation, auditing and assurance, insolvency and corporate reconstruction, management accounting, management consulting, forensic accounting, valuation services.

14.3 We will not be liable for any loss or failure to provide the services which is caused by any delays in the provision of the services that are beyond our control or were not reasonably foreseeable by us at the date of this contract which arises as a result of us relying on any false, misleading or incomplete information.

14.4 We will not be liable for any loss or damage which is consequential, special, punitive, exemplary or incidental, including any loss of profit, revenue, anticipated savings or business opportunity or damage to goodwill, however caused or arising.

14.5 You shall indemnify and hold harmless Lotus Accountants (including its directors, employees, associates and contractors) from and against any loss, expense, damage or liabilities (or actions that may be asserted by any third party) that may result from any third party claims arising out of or in relation to the provision of the Services or any use by you of any deliverable item under this engagement and will reimburse the Indemnified Party for all costs and expenses (including legal fees on a solicitor client basis) incurred by the Indemnified Party in connection with any such action or claim.

15. Ownership of documents

15.1 All original documents obtained from you arising from this engagement will remain your property. However, we reserve the right to make a reasonable number of copies of the original documents for our records.

15.2 Where our engagement results in the production of documents being the intended final product of the engagement, for example income tax returns or financial statements, ownership of these documents will vest in you. All other documents produced by us in respect of this engagement will remain our property.

15.3 We have a policy of exploring a legal right of lien over any of your documents in our possession in the event of a dispute between us.

15.4 We use an electronic document management system. All documents received from clients are scanned and stored electronically. Your acceptance of these Terms includes your consent for Lotus Accountants to destroy any hard copy documents received from you unless instructed for them to be returned to you at the completion of the engagement.

16. Personal information and privacy

16.1 In performing the Services, we agree to comply with the legal requirements of the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth) ("Privacy Act") and any other applicable legislation or privacy guidelines, as set out in our Privacy Policy which is available on our website at: www.Lotusaccountants.com.au ("Website"). You acknowledge that you have read and understood our Privacy Policy and you agree to us collecting, storing, using, correcting, disclosing and otherwise handling your personal information for the purposes of providing the Services to you and/or for any other purpose set out in the Privacy Policy or otherwise in accordance with law.

16.2 If the performance of the Services requires a third party to this Agreement to supply personal information to us on your request, it is your obligation to ensure that the third party has satisfied the requirements of the Privacy Act and is permitted by the Privacy Act to disclose such personal information to us.

16.3 If the Services require Lotus Accountants to collect personal information from a third party, you will ensure that such collection of personal information complies with the Privacy Act, and do and be responsible for, all things necessary (including obtaining appropriate consents) for Lotus Accountants to collect such personal information.

16.4 If information is disclosed to us in the course of our engagement, it will be treated in accordance with the Privacy Act and the terms of our privacy policy.

16.5 To provide the Services, we may disclose your personal information to our business partners and associates and to third parties engaged to perform administrative or other services. Any disclosure is always on a confidential basis. We may also disclose your personal information if required or authorised by law. By accepting these Terms, you

consent to us disclosing your personal information to our business partners and associates and to third parties when required by us to complete the Services.

16.6 Disclosure by you of personal information to us in the course of our engagement is subject to the Privacy Act. Accordingly, the Services are provided on the basis that you will only disclose personal information about an individual to us:

- (a) for a purpose related to the performance of the Services;
- (b) provided you have made all disclosures required under the Privacy Act;
- (c) provided you have obtained any consents required under the Privacy Act; and
- (d) provided to do so would not otherwise breach the Privacy Act.

16.7 As we rely on you to fulfil these obligations you will indemnify Lotus Accountants and its directors and staff, against any claim, loss or expense resulting from your failure to make any disclosure or obtain any consent required under the Privacy Act or otherwise to comply with the Privacy Act.

16.8 If the performance of the Services requires a third party to supply personal information to us on your request, it is your obligation to ensure that the third party complies with clauses (a) to (d) above and you will indemnify us against any claim, loss or expense resulting from that party's failure to do so, or to otherwise comply with the Privacy Act.

17. Intellectual property

17.1 We retain ownership of the intellectual property produced in the performance of the services, however we give you a royalty free, non-exclusive, perpetual, world-wide license to use it for the purposes for which it was provided to you under this contract.

18. Reliance on services

18.1 Our services and any product of those services is for your exclusive use and must be used by you only for the purposes for which the services have been provided.

18.2 Unless we consent in writing, and subject to any conditions imposed in relation to the consent:

- (a) The services or any product of those services must not be used or disclosed for any other purposes or made available to any other person except your professional advisers (which for the purposes of this contract includes your lawyers, accountants or financial planners) and auditor on the terms discussed at paragraph 18.3;
- (b) The services and any product of those services may not be relied upon by anyone other than you;
- (c) You must not name us or refer to us, the services or any product of those services in any written materials (other than to your professional advisers and auditor), or any publicly filed documents, except as required by law.

18.3 You may provide a copy of any product of the services to your professional advisers and auditor provided that they each:

- (a) Are aware of the limits placed on its use by this contract, including that they may not rely upon it;
- (b) Use it only to advise you in relation to the services or to conduct the audit;
- (c) Treat it as confidential and do not disclose or use it in a manner that is not expressly permitted by this contract.

18.4 You may provide a copy of any product of the services to any other person who is acceptable to us if we consent in writing and subject to any conditions imposed in relation to the consent.

18.5 We are not responsible to anyone who is provided with or obtains a copy of any product of the services without your consent.

18.6 Where the product of our services is in draft or oral form it should not be relied upon and we will not be responsible if you or anyone else relies upon it in that form.

18.7 Where our services have been completed and circumstances subsequently change, we will not update our services or the product of our services without you requesting us to do so.

18.8 You acknowledge that any use or reliance on our services or the product of our services that is contrary to this contract may expose us to a claim or action by a third party with whom we have no relationship or whose interests have not been considered in providing the services and accordingly, you agree to indemnify us against any losses, liabilities, claims, damages, costs or expenses, interest, judgments or orders and any loss or damage which is consequential, special, punitive, exemplary or incidental, including any loss of profit, revenue, anticipated savings or business opportunity or damage to goodwill, however caused or arising, we may suffer or incur in respect of a claim by a third party that arises as a result of any use of, distribution of, or reliance on our services or the product of our services that is contrary to the terms of this contract, a written consent we have provided or any access to our services or the product of our services by any of your professional advisers or auditor.

18.9 The indemnity in clause 18.8 does not apply to the extent that we are defending a claim or action by a third party:

- (a) That results from any wilful misconduct or fraudulent act or omission by us;
- (b) Where that third party has signed an agreement with us that provided that it can place reliance on our services or the product of our services; or
- (c) Where we have agreed in writing that our services or the product of our services may be included in publicly available documents.

19. Unexpected delays

19.1 We are not responsible to you or anyone else for any failure in providing the services that is caused by circumstances that are beyond our control or were not reasonably foreseeable by us at the date of this contract.

19.2 In circumstances where you are not the cause of the delay, we will make reasonable endeavours to notify you if there is a delay that will affect the services, the cause of the delay (if known) and the impact which the delay is likely to have on timing of completion of the services.

19.3 As noted at paragraph 3, delays may give rise to fee variations.

20. Termination

20.1 Either of us may terminate this contract at any time by giving the other party 30 days written notice.

20.2 Either of us may terminate this contract immediately if the other party suffers an insolvency event, cannot pay their debts as and when they become due and payable, suspends payment of their debts or otherwise ceases to carry on business.

20.3 Either of us may terminate this contract immediately if the other party commits a material breach of this contract that is not remedied within 14 days of receipt of a notice requiring the breach to be remedied or which is not capable of being remedied.

20.4 We may terminate this contract if you fail to meet your obligations under this contract,

including your obligation to pay our fees and/or your failure to cooperate within the time specified.

20.5 We may terminate this contract if there is a change of circumstances beyond our reasonable control that prevents us from providing the services to you.

20.6 If this contract is terminated:

(a) You agree to pay us the fees for services provided and out of pocket expenses incurred up to the date of termination;

(b) Each of us will return to the other any documents or property of the other, however we may retain a copy of all documents to allow us to satisfy our professional and record keeping obligations;

(c) The termination does not affect any accrued rights of either of us or any provision of this contract that survives termination (refer paragraph 21).

21. Survival

The following clauses and provisions will survive termination or expiry of this agreement:

- Clause 3: Fees
- Clause 7: Use of Software and Cloud Tools
- Clause 11: Our Obligation to comply with the law
- Clause 12: Confidentiality
- Clause 14: Professional Standards (Limitation of Liability and Exclusions)
- Clause 15: Ownership of documents
- Clause 16: Personal information and privacy
- Clause 17: Intellectual Property
- Clause 18: Reliance on Services
- Clause 20: Termination
- Clause 21: This Survival clause
- Clause 22: Dispute Resolution
- Clause 25: Breach Reporting and Misleading Statements
- Clause 26: Conflicts and Confidentiality in Government Dealings
- Clause 27: Competence of Personnel and Subcontractors
- Clause 28: Quality Management Systems
- Clause 29: Keeping Clients Informed of Adverse Matters
- Clause 30: Disengagement Due to Client Conduct
- Clause 32: Severability
- Clause 38: Governing law and jurisdiction

These clauses continue to apply to the extent necessary to give effect to their purpose, including for audit, compliance, enforcement, dispute resolution, and legal obligations. This clause applies regardless of the cause of termination and survives both natural expiry and early exit.

22. Dispute resolution

22.1 If there is a dispute relating to the Services or an Outstanding Amount, the parties agree to resolve the dispute in good faith. If the dispute is not resolved by the parties within 30 days, the parties agree to enter into mediation or another form of dispute resolution before commencing legal proceedings.

22.2 Written notice of the dispute must be given to the other party for it to be submitted to mediation before a mediator chosen by the parties or, where the parties cannot agree on a mediator, then as selected by the Australian Disputes Centre (ADC). The mediation will be conducted in accordance with the ADC Guidelines to the extent they do not conflict with these Terms.

22.3 If the dispute is not resolved within 60 days after notice of the dispute is first made or such further period as agreed between the parties then the mediation will terminate

23. Relationship between the parties

23.1 We are engaged as an independent contractor. Neither of us is an agent or representative of or has the authority to bind the other. Neither of us will act or represent ourselves, directly or by implication, as an agent of the other or in any manner assume or create an obligation on behalf of, or in the name of, the other. This contract is not intended to and will not be taken to constitute a partnership, agency, employment, joint venture or fiduciary relationship between us.

24. Compliance with the Tax Agent Services Code

24.1 We comply with our obligations under the Tax Agent Services Act 2009 and the associated Code of Professional Conduct, including maintaining client confidentiality (unless required by law or where express consent has been obtained), managing conflicts of interest, and acting lawfully in the best interests of our clients.

24.2 We will also comply with breach reporting requirements effective from 1 July 2024 and the updated whistleblower protections and disclosure obligations under the Code.

25. Breach Reporting and Misleading Statements

25.1 In accordance with our obligations under the Tax Agent Services Act 2009, we must not make false or misleading statements on our own behalf or on behalf of our clients (Code Item 2A).

25.2 Where a significant breach of the Code of Professional Conduct occurs, we are obligated to report the breach to the Tax Practitioners Board (TPB) and, if applicable, our professional association, under the breach reporting requirements that commenced 1 July 2024.

25.3 We also advise you that undisclosed or incorrect information provided to us may require us to withdraw from the engagement or notify appropriate regulators.

26. Conflicts and Confidentiality in Government Dealings

26.1 Where we act on your behalf in interactions with government agencies (such as the ATO), we will manage any conflicts of interest in accordance with our obligations under the TPB Code of Professional Conduct (Code Items 3 and 4 of the 2024 Determination).

26.2 We treat communications from government agencies as confidential unless explicitly authorised to disclose them to you or other parties.

27. Competence of Personnel and Subcontractors

27.1 All services we provide, whether directly or via subcontractors, are delivered by personnel who are competent and appropriately supervised, in compliance with Code Item 6 of the 2024 Determination and APES 320 standards.

28. Quality Management Systems

28.1 We maintain appropriate quality control systems consistent with APES 320: Quality Management for Firms that Provide Non-Assurance Services. These systems are in place to ensure that all services provided are compliant, reliable, and performed to a professional standard.

29. Keeping Clients Informed of Adverse Matters

29.1 We are required to notify clients of any conditions or restrictions placed on our registration, or any relevant events from the past five years such as tax offences, convictions for fraud or dishonesty, or insolvency events. New clients will be informed at the outset of the engagement and existing clients will be notified within 30 days, in accordance with Code Item 17 and TPB guidelines (effective 1 July 2025).

30. Disengagement Due to Client Conduct

30.1 We reserve the right to cease acting for any client who knowingly provides false or misleading information, fails to comply with taxation laws, or acts in a manner inconsistent with our professional and ethical obligations under the Tax Agent Services Act 2009 and the Code of Professional Conduct.

30.2 Where required, such disengagement will be reported to the Tax Practitioners Board (TPB) or the Commissioner, in accordance with our legal duties.

31. Entire agreement

31.1 This contract forms the entire agreement between us for the services and supersedes all prior communications, negotiations, arrangements and agreements, whether written or oral, between us.

32. Severability

32.1 If any of the terms of this contract are not legally enforceable then that term or the relevant part of it will be either amended as appropriate to make it enforceable or ignored, but in all other respects this contract will have full effect.

33. Assignment

33.1 Neither of us may transfer, assign or novate this contract without the written consent of the other, which will not be unreasonably withheld.

34. Insurance

34.1 We maintain appropriate insurance, including professional indemnity insurance, in relation to the services and will continue to do so for a period of not less than seven years after the contract is terminated.

35. General

35.1 A waiver by one of us of a breach by the other party of any term of this contract does not operate as a waiver of another term or a continuing breach by the other party of the same or any other term of the contract.

35.2 To the extent permitted by law we disclaim all warranties, either express or implied, in relation to the services other than any written warranty made in this contract.

35.3 The rights and remedies in this contract are cumulative and not exclusive of any rights or remedies provided by law.

36. Force Majeure

36.1 Neither of us will be liable to the other for any delay or failure to fulfil their obligations under this Services Contract to the extent that any such delay or failure arises from causes beyond their control, including but not limited to fire, floods, infectious disease, epidemic, pandemic, acts of God, acts of regulations of any governmental or supranational authority, national emergency, government lockdown restrictions, war, riot, terrorist activities, strikes, lockouts and industrial disputes.

37. Notice to Produce Documents

37.1 If we receive any legally enforceable notice or demand issued by a third party, including the Australian Securities & Investment Commission, Australian Taxation Office, Australian Stock Exchange, any government statutory body or instrumentality, or any court or tribunal in relation to or in connection with the Services you agree to pay our reasonable professional costs and expenses (including solicitor client expenses) in complying with or challenging any such notice or demand to the extent that our costs and expenses are not recovered or recoverable from the party issuing the notice or demand.

38. Governing Law and Jurisdiction

38.1 This contract is governed by the laws of New South Wales and each party irrevocably submits to the jurisdiction of the courts of New South Wales.