

TAX SERVICES – FAQ's

What shall I bring to my appointment/send to you?

When you make your appointment or contact our office, we will send you a checklist to help you put together your information. It is important that you bring/send all of your information to us the first time to avoid re-processing fees. We will only commence processing your return once we have all of your information.

I can't come to see you, can you still prepare my return?

Yes of course! We can complete your consultation over the phone and/or you can send your information electronically to our office. We work with a number of clients who are interstate, overseas, work away or are simply too busy.

How long will my tax return take to prepare?

We always aim to have your return prepared as fast as possible. Our service standard for basic returns is 5 business days, however, in peak times, this is sometimes delayed and we will communicate any delays with you as soon as possible.

How long will my refund take to arrive in my bank account?

Last financial year, the ATO was processing returns and refunds within 7-10 days and we anticipate this year will be similar. In peak times, this is sometimes extended and the ATO advices are that some refunds can take up to 30 days to be processed. *Please note, our business policy is that we do not lodge your return until it is signed and our account is paid in full.*

How do I pay your bill and sign my return?

We offer two convenient payment options – direct deposit transfer and EFTPOS/Credit card. You will receive an electronic notification via docusign to sign your return electronically – a safe, fast and efficient process approved by the ATO.

Can I pay your bill out of my refund?

We no longer offer this service due to audit and administrative costs involved which would inevitably increase the cost of your return preparation.

What if I'm not happy with the estimated refund/tax position?

We aim for the very best tax position the first time, every time. It is important that you provide us with all of your tax return information at our initial consultation where we will also ask questions and identify other possible tax minimisation opportunities with you. If additional items are required after our initial estimates have been processed, we will factor this into your return, however you will be charged a re-processing fee based on the rework time required.