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VANA'S BOOKKEEPING - BAS AGENT COMPLIANCE MANUAL

Prepared for internal compliance and regulatory review.
Prepared in accordance with BAS Agent regulatory requirements and professional standards.

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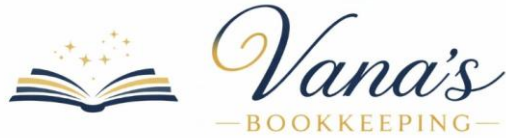
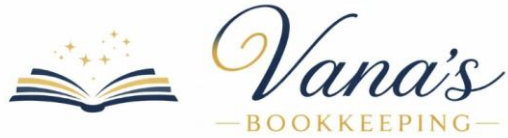


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1. INTRODUCTION

This BAS Agent Compliance Manual outlines the operational, ethical, and compliance procedures followed by Vana's Bookkeeping.

The manual ensures the business:

- Operates in compliance with regulatory requirements
- Protects client information
- Maintains professional standards
- Demonstrates audit readiness

2. BUSINESS OVERVIEW

Vana's Bookkeeping provides bookkeeping and BAS preparation services to Australian businesses.

Services include:

- BAS preparation and lodgement
- Bookkeeping services
- GST record management
- Payroll processing
- Financial record reconciliation

3. REGULATORY FRAMEWORK

The business operates within the regulatory environment governed by:

- Tax Practitioners Board
- Australian Taxation Office

Relevant legislation includes:

- Tax Agent Services Act 2009
- Privacy Act 1988

Compliance with these regulations is mandatory.

4. BAS AGENT CODE OF PROFESSIONAL CONDUCT

All services are performed in accordance with the BAS Agent Code of Professional Conduct.

Key principles include:

- Integrity
- Objectivity
- Confidentiality
- Professional competence
- Compliance with taxation laws

5. GOVERNANCE AND ETHICAL STANDARDS

Vana's Bookkeeping follows governance procedures designed to ensure ethical business conduct.

These include:

- Documented procedures
- Compliance monitoring
- Professional record keeping
- Annual compliance reviews

6. CLIENT ACCEPTANCE POLICY

Before accepting a new client, the business conducts a preliminary assessment.

Factors assessed include:

- legitimacy of the business
- Quality of financial records
- Ethical concerns
- Compliance history

Clients may be declined if risks cannot be managed.

7. IDENTITY VERIFICATION POLICY

All new clients must undergo identity verification before services commence.

Verification may include:

- Passport or driver licence
- Proof of address
- ABN verification
- Company registration records

Verification records are retained in the client file.

8. CLIENT RISK ASSESSMENT PROCEDURES

Each client is assessed for risk before engagement.

Risk factors include:

- Incomplete financial records
- Unusual financial activity
- Complex GST arrangements

Higher risk clients may require additional documentation.

9. CLIENT ENGAGEMENT PROCEDURES

All engagements must be documented using a formal engagement letter.

Engagement process:

- Initial consultation
- Identity verification
- Risk assessment
- Engagement letter issued
- Client acceptance

10. AUTHORITY TO ACT PROCEDURES

Clients must provide written authority allowing Vana's Bookkeeping to act on their behalf.

This authority permits the business to:

- Prepare BAS statements
- Lodge BAS returns
- Communicate with tax authorities

11. BAS PREPARATION AND LODGEMENT PROCEDURES

Steps include:

- Collect financial records
- Reconcile accounts
- Calculate GST
- Prepare BAS report
- Obtain client approval
- Lodge BAS

No BAS is lodged without client approval.

12. CLIENT BAS APPROVAL POLICY

Client approval must be documented prior to BAS lodgement.

Approval methods include:

- Signed approval form
- Email confirmation
- Secure client portal approval

13. RECORD KEEPING POLICY

All business and client records are maintained accurately.

Records include:

- Engagement letters
- BAS calculations
- Client communications
- Verification documentation

Retention period: minimum five years.

14. DOCUMENT RETENTION PROCEDURES

Documents may be stored digitally within secure accounting platforms or encrypted cloud systems.

Access is restricted to authorised personnel.

15. PRIVACY AND DATA SECURITY POLICY

Client data must be protected from unauthorised access.

Security measures include:

- Password protection
 - Encrypted storage
 - Secure software platforms
 - Restricted access permissions
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16. CONFIDENTIALITY POLICY

All client information is treated as confidential unless disclosure is required by law.

17. DATA BREACH RESPONSE PLAN

In case of a data breach:

- Identify the breach
- Contain the issue
- Assess impacted data
- Notify affected clients
- Implement preventative measures

18. COMPLAINTS HANDLING POLICY

Clients may submit complaints via email, phone, or written communication.

Complaints will be:

- Acknowledged within 5 business days
- Investigated promptly
- Resolved within 10–15 business days

If the complaint cannot be resolved internally, clients may contact www.tpb.gov.au/complaints for further assistance.

19. CONFLICT OF INTEREST POLICY

Conflicts must be disclosed and managed.

Where conflicts cannot be managed appropriately, the engagement may be declined.

20. PROFESSIONAL INDEMNITY INSURANCE POLICY

Vana's Bookkeeping maintains professional indemnity insurance to protect against professional liability.

Policies are reviewed annually.

21. CONTINUING PROFESSIONAL EDUCATION POLICY

Professional education ensures ongoing competency.

Examples include:

- Accounting seminars
- BAS compliance training
- Professional webinars

Training records are maintained.

22. STAFF TRAINING AND COMPETENCY

All staff must maintain the skills required to perform bookkeeping services.

Training includes:

- Accounting software
 - BAS legislation updates
 - Privacy and data security
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23. AML / CTF AWARENESS POLICY

Staff remain alert to suspicious activity such as:

- Unusual transactions
 - Inaccurate financial records
 - Suspicious client behaviour
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24. INTERNAL QUALITY ASSURANCE PROCEDURES

Quality control ensures accuracy in BAS preparation.

Checks include:

- Reconciliation verification
- GST calculation review

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- Document validation

25. TECHNOLOGY AND SOFTWARE SECURITY

Secure systems are used for client data management.

Security controls include:

- Access permissions
- Secure cloud systems
- Regular software updates

26. BUSINESS CONTINUITY PLAN

In case of system failure or disruption:

- Data backups ensure record access
- Services may continue remotely
- Client communication will continue

27. REGULATORY REPORTING PROCEDURES

Vana's Bookkeeping will cooperate with regulatory authorities and provide documentation if requested.

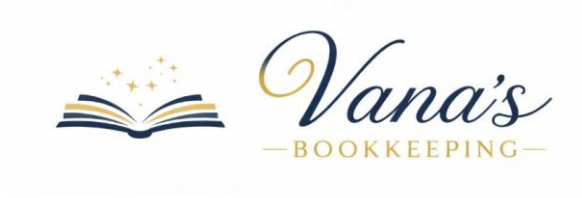
28. INTERNAL COMPLIANCE MONITORING

Compliance procedures are reviewed periodically to ensure standards are maintained.

29. POLICY REVIEW AND UPDATES

This manual will be reviewed annually.

Updates will be made to reflect regulatory changes or improvements in procedures.



30. APPENDICES AND TEMPLATES

Included templates:

- Client Engagement Letter
 - Client Complaint Form
 - Identity Verification Checklist
 - BAS Client Approval Form
 - Client Record Keeping Checklist
 - Authority to Act Form
 - Client Risk Assessment Form
 - Internal BAS Workpaper Checklist
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