

# Ask the professional



**Q** What does "Tax Compliance" mean?

**A** "Tax Compliance" means fulfilling your obligations for; income tax, capital gains tax, fringe benefits tax, superannuation guarantee and any other federal or state tax. The tax office has many ways of detecting non compliance and they are continually finding new methods. These include; benchmarking, data matching, unexplained wealth and their biggest source is "dobbers", usually family members, disgruntled employees and ex-spouses. When they detect or suspect non compliance they may estimate the tax payable and send a bill including fines and penalties. The severity of the fine or penalty is generally determined by the intent of the taxpayer, or non-taxpayer in this case. Was the non-compliance an honest mistake or was there an intention to defraud the Commonwealth. It's a bit like a homicide, was it accidental manslaughter or was it premeditated murder. Honest mistakes may incur no penalties at all, whereas fraud is a criminal offence and may incur jail time. So what can we do to comply? Keeping good records is essential and if errors are found then make voluntary disclosures to the tax office, they are now more amicable than ever before, but also most intuitive and able to detect non compliance.

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**Q** Can you give me some advice on choosing an agent based on commissions?

**A** In nearly all professions, fee schedules range dramatically depending on the skill and expertise of the individual. It's fine going to a GP who "bulk bills" for a minor ailment, but most of us are happy to pay the additional costs to see a specialist for a more serious issue. Real estate is no different from any other profession, there is a wide range of skills and expertise amongst agents.

Understandably, everyone loves a discount. When choosing your agent, make sure you really understand exactly how they will achieve you a premium price. Don't simply assume they know how to or that they will take the time & care required to do this. If you don't, you could be risking much more than a discount commission. There is an old saying in real estate to remember "The cheapest agent is the agent that gets you the best price"

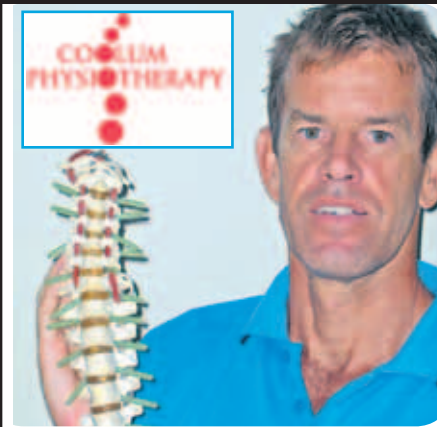
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**Q** My external hard drive has stopped working. Can I retrieve the data?

**A** External hard drives are not immune to having issues. They are often transported around and bumped and knocked more than a drive in your computer. Many people consider these USB drives as a "backup" device and then proceed to place the only copy of their information on them. Remember that in order for it to be a backup it needs to be a copy of the information stored on your main hard drive. In the case where your external hard drive is not responding, the data may still be accessible. There is a controller on most external drives that may be malfunctioning. In this case we can remove the drive and put it into a new external caddy to get it working again. In some cases through the actual drive is faulty and the data may not be able to be retrieved. Which is why you should only keep a backup copy of your data on there! Drop in or give us a call if you have any computer issues.

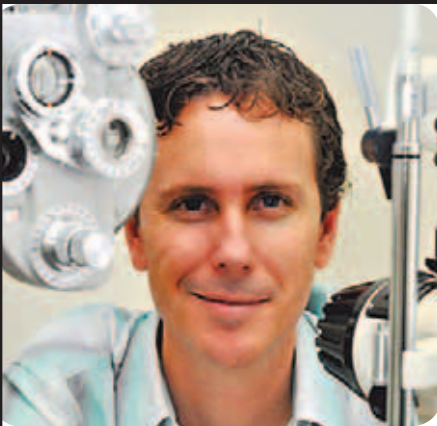
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**Q** Ongoing Education for Physio's – How does it work?

**A** Physios must complete a minimum of education each year to stay registered. However a small number of dedicated and leading practices, including Coolum Physio, go further by doing independent research, teaching others and being recognised leaders in their field, both in Australia and Internationally. This past week in Melbourne the Biannual Australian Physio Congress attracted 3000 delegates. The "cream" of clinicians and researchers meet, present and discuss the latest ideas, concepts and treatments. Coolum Physio's Dr. Phil attended, learning a great deal and also presented and discussed treatments on Whiplash, Sports-Rehab, Stroke-Recovery and Dry Needling. He also presented at an invited Workshop on Surfing Rehab with Australia's leading Surf Rehab Physios. If you need up-to-date therapy for your injury recovery – be it sports, spinal or general rehab including post-op, work and motor accidents – Coolum Physio can help move you in the right direction.

**Coolum Physio • Dr. Philip Gabel PhD • Sports & Spinal Physiotherapists**  
Grad Dip Acupuncture • Hydro & Laser  
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**Q** How do I put eye-drops in my eyes?

**A** Have you tried to put in eye-drops and found that they run down your cheek instead of remaining in your eye? Here are some tips to prevent this happening, giving your medication the best chance to effectively manage or treat your condition. When using eye-drops, tilt your head back slightly and look into a mirror. Use your index finger to gently pull down your lower eyelid, which will create a pocket for the drop. Release a drop into this pocket and gently close your eye. Press your index finger on the inside corner of your closed eye for about one minute to prevent the medication escaping down your tear duct. It is important that you do not touch the nozzle of the bottle to your eye as this can transfer bacteria to the container.

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**Q** What are the consequences of tooth loss?

**A** With the loss of teeth the residual ridge no longer benefits from the functional stimulus it once experienced. Due to this a loss of ridge volume can be expected. This will occur in both height and width. This is not accurately predictable for patients with variable results occurring. Generally bone loss is greater in the mandible than the maxilla, more pronounced posteriorly than anteriorly, and it produces a broader mandibular arch while constricting the maxillary arch. Associated with this bone loss is the alteration of the oral mucosa, which is more readily traumatized. With the loss of teeth and diminishing residual ridge, facial features can change, secondary to altered lip support and reduced facial height as a result of reduced vertical dimension.

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## Accounting in "the cloud"

We hear a lot about "the cloud" these days, so what is "the cloud"? Essentially it's the internet, so operating in the cloud encompasses all those things we previously did with our PC's, faxes, photocopiers, filing cabinets and Australia Post, and puts them online or in "the cloud". It takes all our communications and stored information out of our offices and puts it on a server in another town, city or country. Accounting in "the cloud" involves online accounting applications were the software and data resides online instead of on your computer's hard drive. One of the most significant benefits I've seen is the seamless transfer of bank statements into the accounting apps or software, negating the need for both data entry and bank reconciliation, and completely dispensing with paper bank statements. There's also no need to install software, upgrade software or even back up data, it is all done by the application provider. To my mind these benefits alone offer tremendous productivity and efficiency gains to the business owner. Working in "the cloud" does require reliable internet connectivity, I've also heard of security concerns over the storage and transfer of data. These are genuine concerns and the reputation of any provider is paramount when considering using online accounting. Bottom Line Control is a Certified XERO Consultant and MYOB Professional Partner and can help the business owner to get online. If you'd like an obligation free consultation, call Malcolm on 0411 350000.

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