

# Knowledge Shop

The adviser's adviser



- Covers tax, business services, consulting, and practice management
- Help desk service to answer your team's questions
- Technically up-to-date and well researched
- Practical, common sense support (not just the theory)
- Deliver and maintain internal quality control with our knowledge bank of best practice precedents
  - working papers, checklists, standards letters, and procedures
- Quarterly PD with quality presenters
- Your client newsletter written for you
- Technical updates on tax and other important issues
- Connections to other professional and international networks

**Interested?** Find out more inside...



Give your team  
access to the skills,  
resources and  
expertise they need  
when they  
need them.

**Knowledge Shop** is Australia's leading and most practical resource service for professional accounting firms. We're here to save you time and grow your profitability by providing you with the tools you need to improve efficiency, establish quality control, and add value to your clients.

Let us show you how we save accounting practices hundreds of hours of research time, reduce the risk of poor advice, and provide a new level of confidence.

## Help desk

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Help desk support in tax, business services, consulting and practice management. Plus, 24/7 access to Knowledge Shop's online archive of Q&As.



The help desk will cut down research time, ensure your team are on the right track, and give you someone else inside your practice to answer those "I just need a minute" queries (rather than you!).

The help desk is the ultimate back up support for busy practices. \*

[See the top help desk Q&As on our website](#)

## Professional development

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Save over \$2,200 in training costs every year. Every quarter, we deliver quality face to face PD in seven locations across Australia.



As part of your membership, Knowledge Shop PD is free for two team members. The full PD program, including training notes and slides, is available online for your internal training.

Member firms also benefit from discounts on other Knowledge Shop training programs.

[Ask us how you can be our guest at the next PD](#)

## Keep on top of change

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Our news and information service ensures you won't miss anything important: News updates on key issues impacting on the profession and monthly tax round ups.

[Visit our website and sign up for our next update](#)

Don't just take our word for it. Read more at [www.knowledgeshop.com.au](http://www.knowledgeshop.com.au)

"We've been members since 2002. The help desk and website are used widely by our staff and we've found most of the issues pertinent to public practices are supported by Knowledge Shop's friendly staff. The help desk is a great way to confirm our thoughts or decisions and for the more demanding issues, the answers cut down the research time required. It's great to deal with people who know what they are talking about!"

Lin Chen, Powe Partners Pty Ltd

Contact Richard on 1800 800 232 for your tour and guest pass to Knowledge Shop and experience why this is Australia's leading resource service for professional practices.

## Knowledge bank

Access a knowledge bank of practical and updated working papers, standard letters, checklists, and procedures for key client issues. Managing SMSF, year-end compliance, CGT (and much more) couldn't be simpler or more effective. Don't waste time trying to update your internal standards when you can access one clear and simple method of managing quality control.

Call us to tour Knowledge Shop and see the full value of the knowledge bank for yourself



## Local and international connections

Through our connection to Hayes Knight, we can help put you and your clients in touch with professionals across Australia and in 132 locations around the world. Tax advice, valuations, audit, SMSF, opinions, export assistance, JVs, mergers & acquisitions, sale of business, international expansion and more, managed for you by professionals who will respect your client relationship.



## Improve client contact

Every month, we create a professionally written client newsletter for your use. Written in plain English, the newsletter features articles your clients will want to read. Use it to send to clients or upload to your website.



Ask us for a copy of our latest edition

\* Average turnaround time is 24 hours. Times may vary according to the complexity and specialisation of the question. The help desk does not provide opinions as part of this service. A fair use cap applies of up to 15 queries per month based on a 3 month average. Firms are notified prior to reaching their cap. Additional questions are charged at a standard rate.

# Join Knowledge Shop today!

Knowledge Shop is Australia's leading and most practical resource service for professional accounting firms. When your firm\* becomes a member, all of your team are able to access all of the services for one monthly flat fee. With no long-term contracts and no large up-front fees, let us show you what a difference this exceptional service can make to your practice. *Membership is subject to our terms and conditions. Please see our website for details.*

**Fax back your membership form to 02 8916 4261, call us on 1800 800 232  
or visit us at [www.knowledgeshop.com.au](http://www.knowledgeshop.com.au)**

## Who is Knowledge Shop?

Knowledge Shop is a wholly owned subsidiary of Hayes Knight Ltd. Hayes Knight is an innovative second tier accounting group with offices in capital city locations across Australia and in New Zealand. See Hayes Knight's other services for accounting professionals at [www.hayesknight.com.au](http://www.hayesknight.com.au) and [www.meritwealth.com.au](http://www.meritwealth.com.au).

## Your firm

Firm name \_\_\_\_\_ Join date \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Partners \_\_\_\_\_ Professionals \_\_\_\_\_ Other \_\_\_\_\_  
The top 3 services provided by your firm are \_\_\_\_\_

If your firm provides financial planning services, what is your dealer group? \_\_\_\_\_

## Your details

Your name \_\_\_\_\_ Position \_\_\_\_\_  
Your email \_\_\_\_\_  
Who should we thank for referring you to us? \_\_\_\_\_

## Your membership

Please nominate your 'Knowledge Shop Champion' (the person in your office who will be responsible for the day-to-day use of your membership by your office)

Name \_\_\_\_\_ Position \_\_\_\_\_  
Email \_\_\_\_\_

## Payment details

Membership is \$420 (GST incl) per firm\* per month. Membership fees are charged by credit card or direct debit on the first working day of each month. Sorry, we do not accept cheque payments. Membership is ongoing unless you advise us in writing that you wish to cancel.

Method  Amex  Diners  Visa  Mastercard  Direct Debit (we will email you the forms)  
Cardholder \_\_\_\_\_ Signature \_\_\_\_\_  
Security No. \_\_\_\_\_ Expiry \_\_\_\_\_  
Email invoice \_\_\_\_\_

\* Membership is limited to one office location (one entity only per location). Some exceptions may apply - phone us for clarification.

### Knowledge Shop Pty Ltd

Level 2, 115 Pitt St Sydney NSW 2000 Phone: 1800 800 232 Fax: 02 8916 4261  
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