



CLIENT HANDBOOK

Tax done differently.





WELCOME

Thanks so much for your interest in our business.

We are a boutique Australian online firm with with clients from all around Australia. We work remotely via email, phone and zoom in order to deliver tax returns, advice, accounting assistance, bookkeeping & virtual CFO assistance, and general business advice.

"Tax Done Differently", we are committed to making your life easy when it comes to keeping on top of your personal and business income tax and bookkeeping.

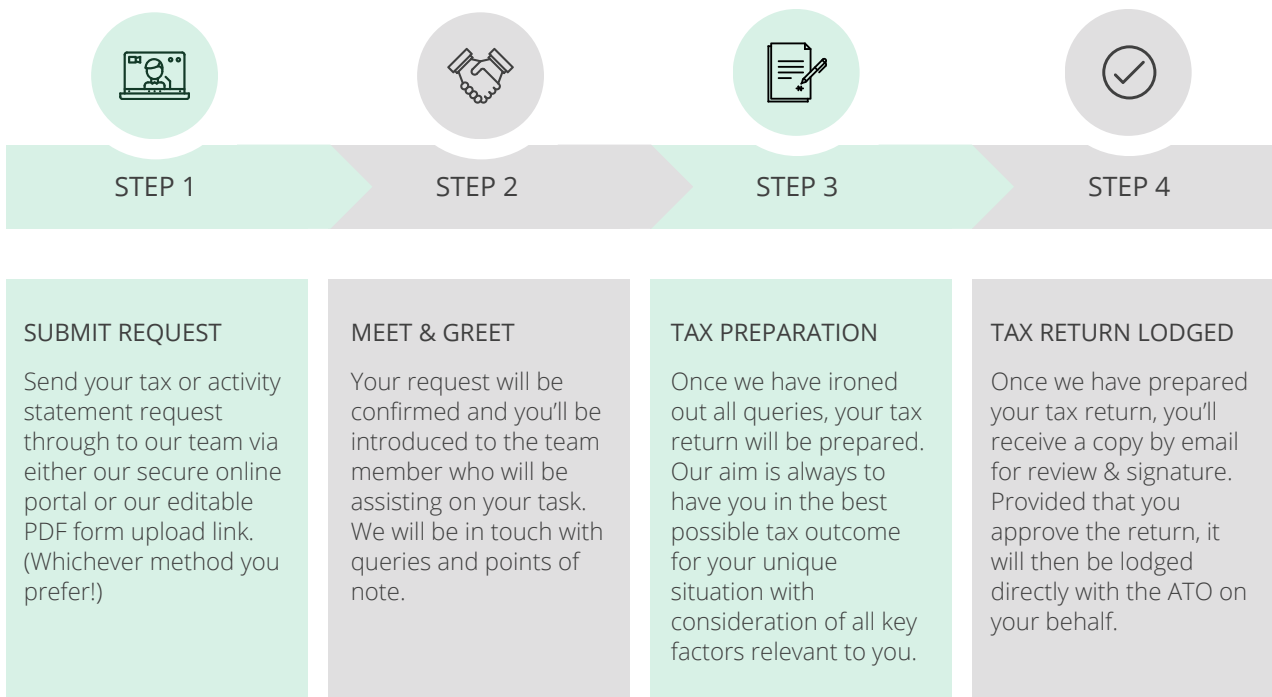
In order to ensure that we consistently provide our signature high-quality service, during busier times of the year, we don't always have the capacity to take on new clients.

Please feel free to [submit an enquiry](#) for more information.

FRESHWATER TAX PROCESS

Straightforward tax assistance.

Lodge your tax return quickly, easily, and thoroughly with our team of friendly, experienced Australian tax experts. All of our team are qualified CA or CPA accountants with many years of experience.



We redefine your tax experience with innovation, transparency, and a personal touch—making tax time easier, smarter, and stress-free.

Sarah Clayton, CEO - Freshwater Taxation





COMMUNICATION

The primary way that we communicate with our clients is via our firm-wide portal, [Tax Dome](#).

Here we can chat about your situation, categorise chats by topics and securely share information.

Most importantly though, members of our firm will automatically receive TAX & BAS reminders annually with the appropriate form sent straight to your inbox.

Never worry about missing a due date again!

[New Client: Frequently Asked Questions](#)

“*The road to success is always under construction. Embrace the challenges, pave the way, and build your dreams one brick at a time.*”

Sarah Clayton, CEO - Freshwater Taxation