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Why are some SMEs nervous about changing accountants?

It's quite normal for an SME to feel nervous, as it is not a decision that should be taken lightly when it comes to finding a new trusted advisor. However if it is a decision that you are contemplating then you must evaluate your reasons and once a decision is made to change, back yourself and don't look back. Accountants must earn your trust to help you overcome those initial nerves and make you feel like the only client they have.

Even if you're happy with your accountant, should you still review their service periodically?

An accountant should never be someone you only go to when you are in trouble with your business. You need to have an ongoing, fluid relationship with your accountant so that the services provided to you change as your business changes. If this is not happening, at the accountant's initiative, then a review of the relationship and services offered is definitely in order

What sort of questions should you ask when comparing accountants?

When comparing accountants you need to find a firm that you can trust and build a rapport with. You also need to make sure that they are a registered tax agent with the ATO and are members of a peak accounting body to ensure they are up to date with the latest tax laws. Ask if they specialise in a particular industry or if they have other clients in the same field as yours. Perhaps even ask for referrals from existing clients.



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