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*“Willingness to change is a strength, even if it means plunging part of the company into total confusion for a while.”*  
Jack Welch



# STRUGGLING to find a work/life balance?

For many business owner's time is as precious, and scarce, as money. Striking a balance between work and personal time can be a constant struggle.

**T**here simply aren't enough hours in a day to accomplish the things you want in your business let alone in other areas of your life – time with your family, time to relax, read a book, or do something just because it's fun.

If your business dominates your life and you find yourself missing out on the things that really ARE important - ask yourself this question:

#### Do you have a business, or does your business have you?

- Do you spend too much time working IN your business and not enough time working ON it?
- Are you up late at night or during the weekend catching up on admin?
- Can your business keep running successfully if you're not there?
- Does your business get in the way of spending time with your family and the things you love to do?
- Does your business work for you ... or do you work for your business?

#### What is a work/life balance anyway?

It's really a misnomer. There is not your work, and then your life. There is just your life, of which work is a component. It's how you fit that component into your life that makes the difference.

If this continues to be a challenge, you run the risk of becoming stale, exhausted and stressed out – no good for your business, no good for your family, and not good for you.

We'll let you in on a secret – if you have a life with everything included (and nothing left out) you'll turn your energy on its head. You'll have a fresh approach, greater clarity and objectivity, you'll feel inspired and accomplish more than you ever thought possible.

If you're constantly struggling to strike a balance between your business and your personal life, perhaps it's time to take back the reins and start really being THE BOSS.

Source – Kathy Martin (full focus)

## THE EARLY QUOTE is likely to get the worm

**T**here are the quick and the dead. Although the phrase was originally seen in *The Bible* and "the quick" meant the living, its more modern meaning is apt in business. Act quickly, or your business will die.

An example is Geoff, who rang Michael the tiler. Would he be interested in quoting for a job? Michael was keen and asked for contact details to be emailed, which Geoff did.

Then the phone rang. "How about 3.30 this afternoon to look at the job?" Michael asked.

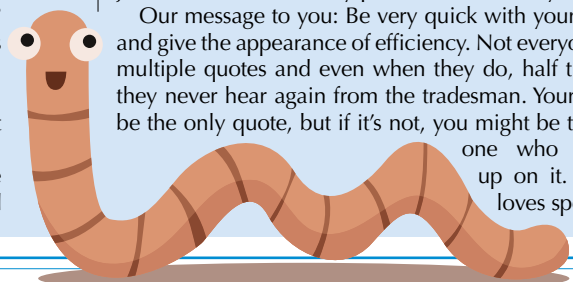
When Michael had finished inspecting the site, he asked about Geoff's requirements and

told Geoff what he needed to do before he started, then he sat in his vehicle for a while writing notes.

The next morning the quote arrived. Michael worked out how much time he would probably need and the number of visits to do the job. The cost appeared to be fair. It was about \$1400 and fully detailed, so Geoff accepted.

Why would Geoff bother getting another quote? He might get a slightly lower price and he might get a lousy job. Michael had already proved his efficiency.

Our message to you: Be very quick with your quotes and give the appearance of efficiency. Not everyone gets multiple quotes and even when they do, half the time they never hear again from the tradesman. Yours could be the only quote, but if it's not, you might be the only one who follows up on it. Money loves speed.



# 7

## WAYS to get results from your team meetings

It's not unusual to find that businesses don't have regular meetings with their team. Some don't even meet at all. Maybe they consider their business too small or too busy.

**A**nother common excuse is that it's just "too hard" to get everyone together in the same place at the same time. Yet the benefit of regular team meetings should never be overlooked.

Regular team meetings (preferable weekly) will help drive results, provide a common purpose and keep morale high. All of these things can have a big impact on the success of your business.

The bottom line is that if you don't make your team meetings a top priority, they will always get shuffled to the bottom of the list. That's not good for you, your team, or your business. Team meetings provide a valuable forum by which you can keep up-to-date, communicate, handle any issues, and set the scene for success and achievement in the business for the week to come. Once the habit is set, you'll find yourself and your team beginning to look forward to the meetings.

It's a good idea to schedule your team meetings to occur just before a deadline (eg lunchtime or 1 hour before closing). This reduces the chance of running overtime. It doesn't need to be a long meeting - anything from 30 minutes to one hour at the most.

Once your meetings are scheduled, these 7 points will help you and your team get the most out of each and every meeting:

### 1 Prepare an Agenda

If it's to be a productive and effective meeting, you must have an agenda, and stick to it. This may entail making sure you're aware of what needs to be covered ahead of time.

### 2 Set the Meeting Up

Often these meetings can be about addressing challenges; what wasn't done last week; what needs to be done next week. Because this can sometimes feel like hard work, it helps to set the meeting up by starting "upbeat". Have everyone share one specific good thing that happened during the week (personal or business). Not only

will this offset any negativity, it'll help to get to know each other and give everyone a pat on the back. At first this can feel a bit uncomfortable, but stick with it and make sure everyone takes part

### 3 Report the Results

Go over the results for the week. Make sure your statistical reports are standardised and visual. Graphs are a great way to do this. Your team will be able to easily see the trend and whether they're hitting targets or not.

N.B. Be careful around targets that haven't been met as this can cause a reaction within your team. It's a great idea to acknowledge the breakdown and it's a great time to look at what can be done to remedy it; what's going to make the difference next week. It's key to remember that this is not the place for "beating up" a team member that is repeatedly under-performing.

### 4 Recurring Problems

Review whether there are any recurring problems that your customers or your team are dealing with. If there's an easy solution you can handle this on the spot, or you may need to investigate it later. Just make sure everyone knows the outcome.

### 5 Brain Storm

If there's a problem or something your business is grappling with - use the combined brainpower of your team. Not only will your team feel pretty good about contributing in this way you will be amazed how many good, new ideas you'll end up with.

### 6 Keep a Record

Make sure you keep a record of who said they were going to do what and by when, together with any other items that needs to be put in place.

### 7 Be on Time

Start on time. Finish on time



## Use of Money Interest (UOMI)

• UOMI is a charge on higher incomes for short paid tax.

• Currently, if the tax on your personal income for the year is less than \$50,000, after deducting all other taxes paid as you go, you are not liable for UOMI from 1 April 2018. This threshold is to be increased to \$60,000, which is equivalent to getting \$209,333, assuming no tax has been deducted from the income.

• Companies and trusts are caught for UOMI if their tax liability is more than \$2,500 tax. This threshold is to be lifted to \$60,000 from 1 April 2018. Companies will then be able to earn \$214,285 before UOMI will apply and trusts \$181,815, assuming no tax deductions at source.

• UOMI will no longer be charged on the first and second instalments of provisional tax from 1 April 2018, so long as the tax is paid based on the standard calculation method.

• UOMI will still apply to the third provisional tax payment.

## Withholding tax

• The withholding tax rates are often too high. It is proposed, subject to certain rules, to allow people to select their own withholding tax rate.

• The income of contractors hired out through labour hire firms, like those in the IT industry, will be subject to withholding tax deductions from their income.

## Tax penalties

• The present system for penalising late tax payments is too tough. The present system is to charge 1% for a day late, then 4% after four more working days and thereafter 1% per month. The 1% per month is to go. UOMI will continue.

## Private use of motor vehicles

• The system of adjusting for private use of motor vehicles is to be overhauled for "close" (roughly this means family) companies.

• The 5000km limit for using mileage rates is to be increased, using a lower rate for mileage in excess of 5000km. IRD will set the rates, annually.

## Keep in touch

It's staggering how few people keep in touch with their former customers.

John needed some scaffolding and found a really obliging firm. He said to the business owner when he came to take the scaffolding away: "I'm going to need scaffolding again in a couple of years to paint my house. Please keep in touch."

Pete, the scaffolder, replied: "You've got my card."

In a couple of years is John going to remember the name of the firm or even

remember he's got a business card somewhere?

Taking into account the money involved in the next sale, how difficult is it for Pete to find a way to keep in touch?

A note in the diary (physical or digital) would help. Emailed newsletters would have worked perfectly.

**"People should have an impossible dream and should be able to articulate it. You need older mentors...two guys are still helping me." You have got to have goals... and you have got to write them down."**

Kevin Roberts  
- Lion Brewery



# How to improve your relationship with your managed service provider

Outsourcing your IT to a managed service provider (MSP) is supposed to make your life easier. If it doesn't, something has gone wrong. But improving your relationship with your MSP should be easy enough with one or more of these four tips.

## 1 Set the relationship up correctly from the beginning

Relationships are strongest when both parties know – and accept – each other's expectations.

A good place to start is to ask the MSP to assess your environment. Are your hardware and software up to date? Are the individual components in harmony or conflict?

If you think your systems are current and will need minimal intervention but your MSP sees antiquated equipment and software conflicts, you're setting yourself up for repeated misunderstandings. Being on the same page about these questions means you'll have a good idea about how much work is required to maintain your systems.

## 2 Agree on what's urgent (and stick to it even when everything feels urgent)

A frequent source of conflict with MSPs is urgency. When an employee can't work because her computer is frozen, it feels fatal. But it's not fair to accuse your MSP of being slow if its turnaround is within your service level agreement (SLA). That's the service you agreed to and it's the one you're paying for. Just because your MSP was able to help you out faster last time doesn't mean they're doing a bad job by sticking to the SLA this time.

Everything is negotiable. If you think a type of issue should have the highest level of urgency, put that in the contract.

## 3 Sit down together

If you're too busy to sit down monthly, sit down

quarterly. Your MSP is learning valuable things about your business, so it's worth the time.

The meeting is an opportunity to talk about the big issues, especially those that are recurring. Are your employees, for instance, repeatedly opening compromised email attachments? Timely training could save you from a costly breach.

The MSP can also flag rising issues like an ageing server or software that's coming to end-of-life. Best to act before it fails or you're running software that's no longer supported.

Use this as an opportunity to plan so that there are no unexpected, unpleasant surprises.

## 4 Value honesty and transparency

A good MSP can do much of its work remotely, so don't think you're not getting value for money if you don't see their technicians walking the floor. Your MSP should have a system that allows you to see what they're working on. That's how you should measure value, not on physical visibility.

Also, brace yourself for honesty. It's your MSP's job to tell you if your infrastructure is outdated and needs replacing. It doesn't serve your interests if they feel they can't speak up.

Ultimately, all the decisions are yours, but you're employing experts. Taking the time to understand their perspective and to make sure they understand yours will increase your ROI.

**“Happiness does not come from doing easy work but from the afterglow of satisfaction that comes after the achievement of a difficult task that demanded our best.”**

*Theodore Isaac Rubin*

## Pay your PAYE... or go to jail

If you've got a business which involves paying staff and you are getting into financial difficulty, pay your PAYE immediately if it is due.

Recently a taxpayer was initially sentenced to 14 months in jail because he used \$120,000 of PAYE to fund his business instead of paying it to IRD. Although the businessman admitted he was at fault and had attempted to come to an arrangement with IRD, the High Court, reducing the penalty, still made him do 300 hours community service and four months of home detention.

## The three elements of a gift

Inland Revenue says there are three elements to a gift:

It has been made voluntarily.

It is by way of benefaction – the receiver gets some benefit out of the gift.

The donor doesn't get a significant benefit in return.

One of IRD's concerns is school donations. Donations made to a general school fund are real donations so long as they are not a substitution for fees.

Similarly, a donation for a school trip is not seen as a donation because the student gets the benefit of the trip.

**“In the business world, everyone is paid in two coins: cash and experience. Take the experience first; the cash will come later.”**

*Harold S. Geneen*



# Make a will to avoid heartache for your spouse

**M**ake a will when you get married. If you don't, your spouse will probably live to regret your inaction.

When marrying for a second time, your first will automatically becomes void. You must make another.

Why all the fuss about making a will?

According to the website of [communitylaw.org.nz](http://communitylaw.org.nz) if you don't make a will an administrator will need to be appointed. The order of priority

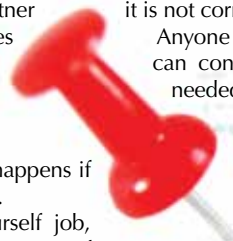
for distributions is the spouse or partner (usually of 3 years or more), takes all the personal chattels and gets \$155,000 plus a third of the rest of the estate. The remaining two thirds is shared between the children.

We won't go into details of what happens if there is a separation, no children, etc.

Writing a will is not a do-it-yourself job, unless you want to enrich a lawyer later on. If

it is not correctly signed etc it could be invalid.

Anyone can become an executor and they can consult a lawyer for guidance where needed.



Signature



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Gyde Wansbone – outstanding in their field.

# Accountants get in behind New Zealand dairy farmers

NZ CA Limited announces Gold Sponsorship of 2016 Dairy Business of the Year.

Improving farm profitability and developing resilient and sustainable farming systems are two of the key drivers behind NZ Chartered Accountant Limited's (NZ CA) gold sponsorship of this year's Dairy Business of the Year (DBOY).

Sue Merriman, NZ CA's chairperson and also partner in Greymouth Chartered Accountants Marshall & Heaphy Limited, says, "The group is delighted to be a Gold Sponsor of the 2016 Dairy Business of the Year. With so many of our member firms located in provincial New Zealand and having dairy farm businesses as clients, it's a logical move for the group to be involved in supporting and further developing these businesses. With the continuing slump in milk solid prices this year and the effect of this on farm businesses, it's more important than ever that dairy farmers get good independent business advice from their chartered accountants.

"So, not only are we keen to continue to work with dairy businesses to support and improve their business systems and profitability, but we're also eager to acknowledge and reinforce the value to a business of motivated and innovative owners and managers."

Entries for the 2016 Dairy Business of the Year closed on Thursday, 31 March. Each entry is assessed, analysed and scored. From those entries a shortlist will be compiled, and the finalists audited. The winner of the 2016 Dairy Business of

the Year will be announced on 23 June, together with the winners of the best financial performance, eight regional award winners, best people management, best environmental score and business resilience awards.

"Our NZ CA member firms have a strong interest in supporting their dairy business clients to achieve a profitable well-run sustainable business. By entering the awards, dairy farmers will have an opportunity to work *on* their businesses - not just *in* the business, benchmark themselves against industry leaders and challenge their current farming systems."

"We're very much looking forward to being deeply involved in this gold sponsorship. Our member firms will be taking a hands-on approach, pulling on their gumboots and will be attending the autumn Regional Optimisation Days and the Field Days to be held in late spring," says Sue Merriman.

NZ CA is an association of independent chartered accountants located throughout New Zealand. NZ CA's mission is to help its 28 member firms improve their business delivery to their valued clients. More information can be found at [www.nzca.com](http://www.nzca.com)

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## Changes in Particulars

Please remember to let us know of any changes in:

- Physical address • E-mail address • Phone and/or fax numbers
- Shareholdings • Directorships • Trustees

Or anything else that may be relevant.

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