



## Client Council Feedback during the 2008 year included;

### 1. On our newsletter, LG "Debits & Credits"

"Thanks for your ever newsy update newsletters.  
It was of particular interest as I look after FBT for Council." 4/3/08

"...debits and credits is also a good reference...you are such a wealth of information...  
you do give a lot of assistance to us out in the back blocks." 18/6/08

"Thanks Ken. Found this month's newsletter to be very handy" 11/7/08  
(Re. 07/08 Workers Compensation Best Practice Guide on the Annual Wages Declaration)

"Some good reading in your articles and on your Best Practice Guide for Workers Compensation  
Annual Declaration." 27/8/08

### 2. On our YE Financial Reporting Template.

"the Financial Report templates are magic" 13/8/08

"...templates are working beautifully!" 27/8/08

"The templates have been great again this year." 18/9/09

"Thanks again for an easy to use product, if only your product could do all the lead up work!"

"Appreciate the (formatting) service, great to go home last night and know that it would all be OK in the  
morning." 4/9/08

"Thanks for the call today ... I really appreciate your advice and assistance.  
The service that you provide is second to none." 9/9/08

"Thanks for your help and prompt turnaround."

"The templates are great and certainly make completion of Final Accounts much easier and quicker."  
12/9/08

"They look great..." 18/9/08

"Thanks for all of your assistance with the financial statement preparation/finalisation." 29/9/08

I enjoyed using your Statements Template this year and your support was excellent (getting back the  
same day ). 7/10/08



## Feedback on our 07/08 YE Financial Reporting Template *(continued)*.

"Thanks, the pdf's look great.  
It is very reassuring to have you check them before forwarding to the auditors." 12/10/08

"I wish to congratulate you on your product. Our auditors also complemented on the improvement over the previous software we used."

"It has certainly made the processing and input into the spreadsheets easy to follow and the checklist at the end of each workbook made reconciliations simple." 15/10/08

"...the statements look great" 16/10/08

"Thanks for all the hard work...everything looks really good." 16/10/08

Once again the templates were simple to use 17/10/08

We were very happy with the templates 17/10/08

"Thank you Ken, I can't believe the turnaround time (of the formatting and pdf's).  
You are amazing!" 21/10/08

"2007/08 Audited Financial Reports were presented to Council's Meeting yesterday and were well received.

Thanks again for your support and guidance.

The templates were again a pleasure to work with." 22/10/08

"You are absolute legends and I wouldn't be able to live without you... well my life at YE would be a lot more difficult... :)"

"Thanks for all your help and making my life heaps easier at YE :)" 31/10/08

"PDF version looks great...Thanks again." 3/11/08

"Thanks very much - awesome" *(regarding the quick turnaround and look of the final pdf's)* 5/11/08

"Thanks again to both yourself and Ken for all of your assistance and the short turn around times you have employed during this period, it is greatly appreciated." 6/11/08

"The pdf's look great". "Thank you very much for all your assistance." 6/11/08

"Many thanks *(with the formatted accounts)*. Option 3 is the only way to go!!!" 6/11/08

"Thanks for all your assistance." 10/11/08



## Feedback on our 07/08 YE Financial Reporting Template *(continued)*.

"Just a note to thank you and Manuel for your assistance in preparing our Statements this year. Thank you both. See you next year." 10/11/08

"Just wanted to drop you a quick note to say how impressed I was of the statement templates.

As a first time user I can honestly say they were the easiest to use of any statement templates I have used.

Your service and turnaround time was impeccable, which it needed to be given the issues we had with the auditor this year. Thanks again for the service." 11/11/08

"Thanks for all you help. Most appreciated" 14/11/08

"Thanks guys, service greatly appreciated" *(re. Templates, Option 3)*. 26/11/08

"Thanks. All of the reports have been received and they look great." *(Option 3)* 22/12/08

"Thanks for the formatted reports – they look great!" 7/1/09



## Client Council Feedback during the 2007 year included;

### 3. On our newsletter, LG "Debits & Credits"

"I am very impressed with the monthly newsletters and they have been of a great assistance with the recent accounting changes." 8/1/07

"I look forward to your best practice guides as they cover the important issues confronting us in the industry." 9/1/07

"...for us (the newsletters) is certainly money well spent." 11/1/07

"Another interesting newsletter Ken." 16/1/07

"LG Debits & Credits has proven a very useful resource for staff across Council.

"Thanks for this very thorough Q&A response...you raise some interesting points...it has been the subject of many deep and meaningful discussions held with Council Auditors!" 5/7/07

"Once again a good read." 3/9/07

### 4. On our 06/07 YE Financial Reporting Template.

"Ken, the statements were brilliant. So easy to use.

In particular, really liked the cash flow statement workings, having all the cells unprotected, and checklists that can actually be deciphered!! Very impressive." 6/8/07

"Your product (YE Templates) has been excellent. You should be charging more!" 16/8/07

"We have now used your templates for three years. They are truly excellent and make a difficult task a lot easier. Many thanks." 23/8/07

"Thanks very much Ken, great job on the formatting....I appreciate your promptness & review" 30/8/07

"the templates are fantastic and an improvement from our point of view.

We have learnt a bit ourselves using your templates and to be honest I get dizzy looking at the formulas. I don't know how you have pulled it all together.

It is easy for us to plug live data in & find something that might be a little odd looking.

Excellent service." 30/8/07

"good product" 4/9/07

"Thank you for your assistance again this year with our Statements.

I expect that we will be in the "first 10" lodgments and we could not have done that without your templates and extraordinary assistance." 7/9/07

"A bit of positive feedback for you – the accounts went to Council last night and one of our Councilors congratulated staff on the format and presentation quality.

He found it much better to read..." 19/9/07



## Feedback on our 06/07 YE Financial Reporting Template (continued)

"Thanks for the quick turn around on the statements. I am really pleased with how they look. Certainly looks more impressive than our previous versions." 24/9/07

"I found the templates great and very useful...especially as it was my first year of producing the statements and I had to rely a lot on them, all notes and statements were accurate and easily produced..." 27/9/07

"Statements this year were great – I still love that Cash Flow ;-)" 5/10/07

"Your templates were very user friendly!" 17/10/07

"Thank you so much, they look great. Your effort to complete them late last night is very much appreciated. You provide an excellent product that is very easy to use, and a fantastic service.

We like the look of the reports, a huge improvement on our previous years statements. Our auditors were both very impressed yesterday with the look of the statements too, especially the colours, and the service you provide.

I look forward to working with you again next year..." 8/11/07

"Just a big thank you to you both for your support and understanding over our end of year accounts.

I appreciate all that you have done for me to enable me to get this completed." 6/11/07

## 5. On our 6 BEST PRACTICE GUIDES for 2007:

- **Management Plans, Fees & Charges and Financial Sustainability - bringing it all together in Councils 07/08 Plan. January Edition**
- **Deconstructing the Current Ratio (from a Local Government context). February Edition**
- **Electronic Funds Transfer (EFT) of Creditors - a perspective on internal controls. April Edition**
- **Our "traditional" mid year Best Practice Guide on Councils Workers Compensation Salaries & Wages Annual Return. July Edition**
- **Best Practice re. "Authorising the BAS" each month. October Edition**
- **ELE Liability - when is the value too high!? October Edition**
- **Preparing Councils Draft Management Plan 08/09 - some issues to think about including and a Checklist of what needs to be included. November Edition**

"Our recently appointed GM...was provided a copy of the most recent edition (with references to the Management Plan process) and was impressed with the quality of the publication. 23/1/07

"Congratulations Ken with a wonderful service.

The documents are terrific and will be of great reference in one book for my staff.

Well done." 17/1/08



## Client Council Feedback during the 2006 year included:

### 6. On our newsletter, LG "Debits & Credits"

"Thanks for the Drs & Crs - we are getting a lot out of them"

I am a Senior Management Accountant at Council and find your **LG Debits and Credits** newsletter a valuable source of information...your newsletter keeps me abreast of the financial accounting issues.

LG "Debit & Credits" has been indeed my BEST reference on accounting issues since Council started the subscription last year.

I have benefited so much from reading your articles for the past two years.  
I would recommend every local government finance professional to subscribe to "Debit & Credit"!

### 7. On our 05/06 YE Financial Reporting Template.

"It's all your advise, newsletters and of course the template that helped us get over the line!"

"In past years we would spend days on finalising the statements where, with your spreadsheets, we completed them in a couple of hours (with disruptions). It was not my doing but the templates you provided. JOB WELL DONE"

"Nearly fell off the chair when Cash Flow balanced first up. Caused many grey hairs in past years. Thanks Again."

"the templates were excellent especially once I was down to final changes - the checklists made all the difference."

"The templates were fantastic - I can't imagine doing our accounts without them now!  
The cash flow worksheets were great too, a big help." "So thanks again...the Templates were brilliant."

"I believe ours were the only LG Solutions accounts our auditors audited. They commented that they were much easier to audit. All good."

"I found the template great. Before getting the template, the whole exercise had been sending me around the 'twist'"

### 8. On our 6 BEST PRACTICE GUIDES for 2006:

- **CDO's - An RBA perspective**
- **Delegations of Authority**
- **Councils Workers Compensation Annual Return - getting it right!**
- **All you ever wanted to know about ELE**
- **National Competition Policy, Business Activities & Councils End of Year SPFR's**
- **The top 10 issues a new Finance Manager needs to address at Council**

"I found your "top 10" list for an incoming finance manager interesting.  
Some of the items you mentioned I now realise I should have paid more attention to."

"I'm impressed with your Top 10 feature in the November newsletter (on the Top 10 Issues for a new Finance Manager)"

"I have just read you ELE Best Practice Notes. They are excellent..."