

CENTREPOINT  
ALLIANCE



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# MASTERCLASS

July – August 2024

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# THANK YOU TO OUR EDUCATION PARTNERS

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CENTREPOINT  
ALLIANCE ASX: CAF

# BUSINESS UPDATE

Masterclass

July 2024

## **1. Year In Review**

- The market / adviser numbers
- Service levels / NPS

## **2. Our Strategy**

- 5 pillars of growth
- Strategic initiatives

## **3. Partner Summit**

## **4. Outlook**

# IT'S BEEN A BUSY AND PRODUCTIVE YEAR!

**44,629**  
CPD hrs logged

**8,141**  
CPD hrs logged for professionalism and ethics



**3,271**  
event attendees

**55**  
in person events

**60**  
virtual events

**100** eNewsletters

**1,269** marketing/design requests



**1,892** file audit reviews

**444** prevets

**20** licensee standards released

**15** AFSL applications completed

**97** new advisers appointed



**28** active PY participants

**10** commenced

**6** graduated

**533** research reports produced

**\$247,134,636**  
licenced REM processed

**\$60,490,357**  
self licenced REM processed

**1,225** coaching hours

**127** peer groups held

**11** TechniViews published

**38** toolkits/fact sheets published



**49,130**  
email queries resolved

**82%** cases closed in less than 2 days

**21%** case increase compared to FY23

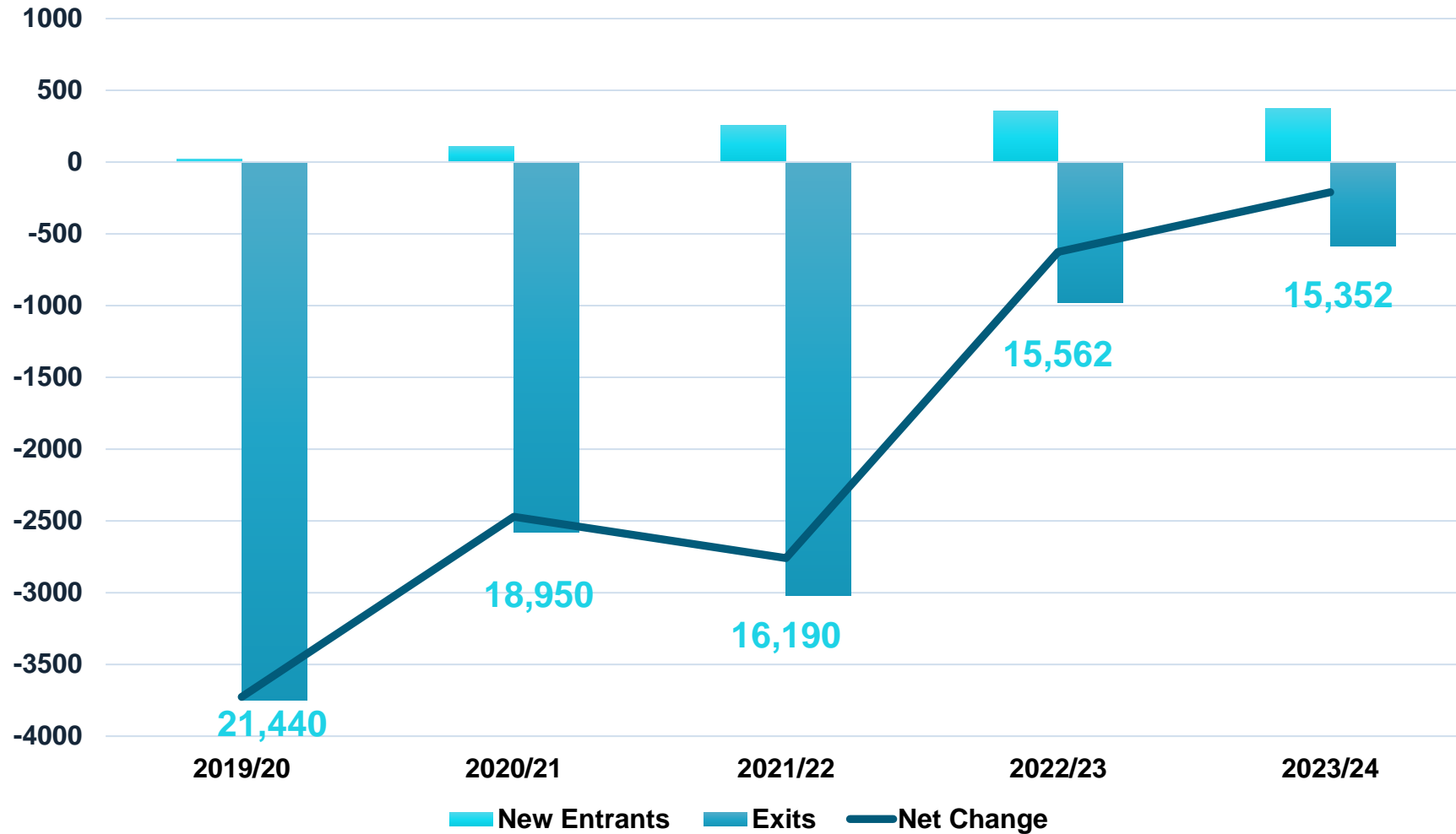
**16,924** inbound calls received



**9** 3rd party technology providers

# ADVISER NUMBERS HAVE PLATEAUED

## Change in AR Numbers



# There is more demand for advice than advisers

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## 15,350 Advisers

(ASIC Register)

10,250 Financial Advisers

890 Accountants / Advisers

680 Industry Fund Advisers

–3,530 Broker based advisers, Limited Advice

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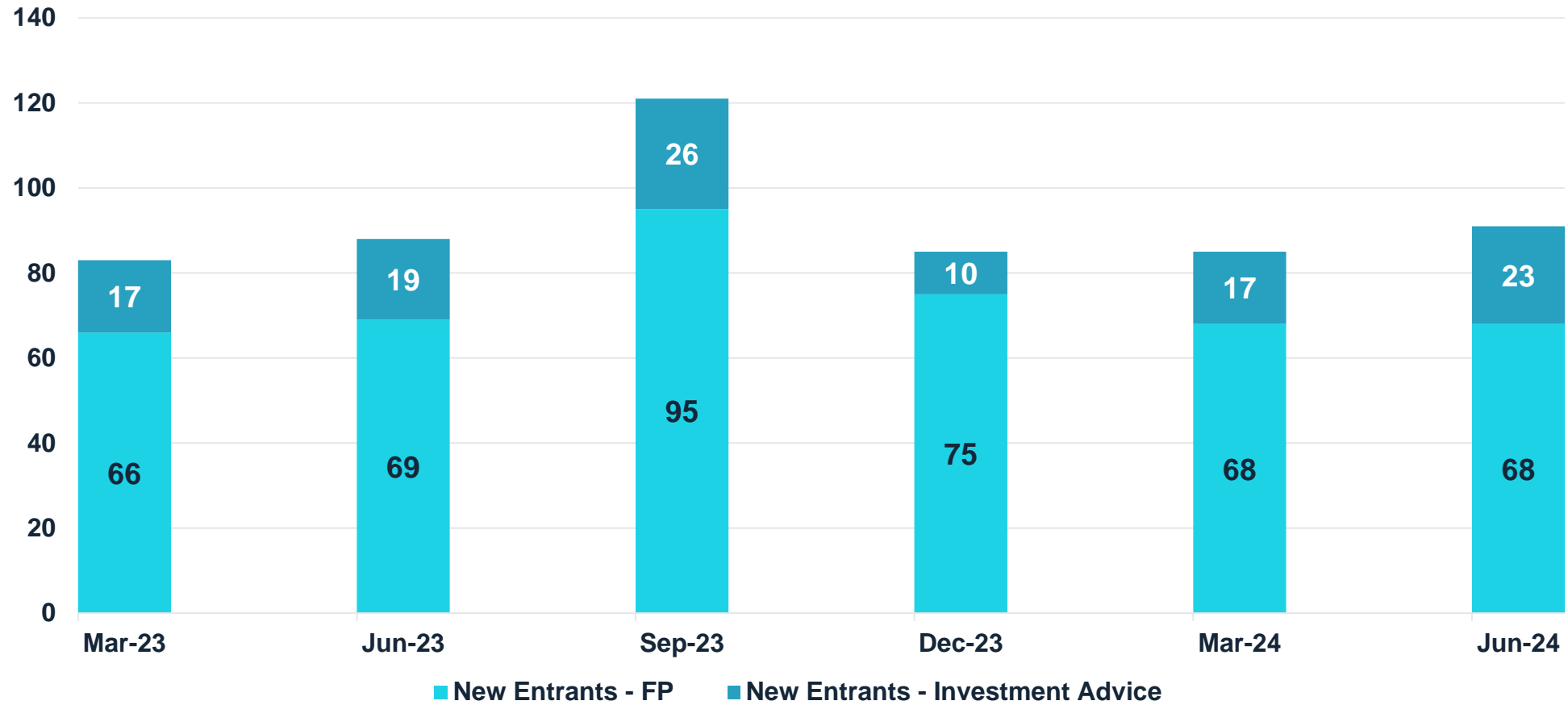
**12,000 Real Advisers × 120 clients = 1.4 M advice capacity clients**



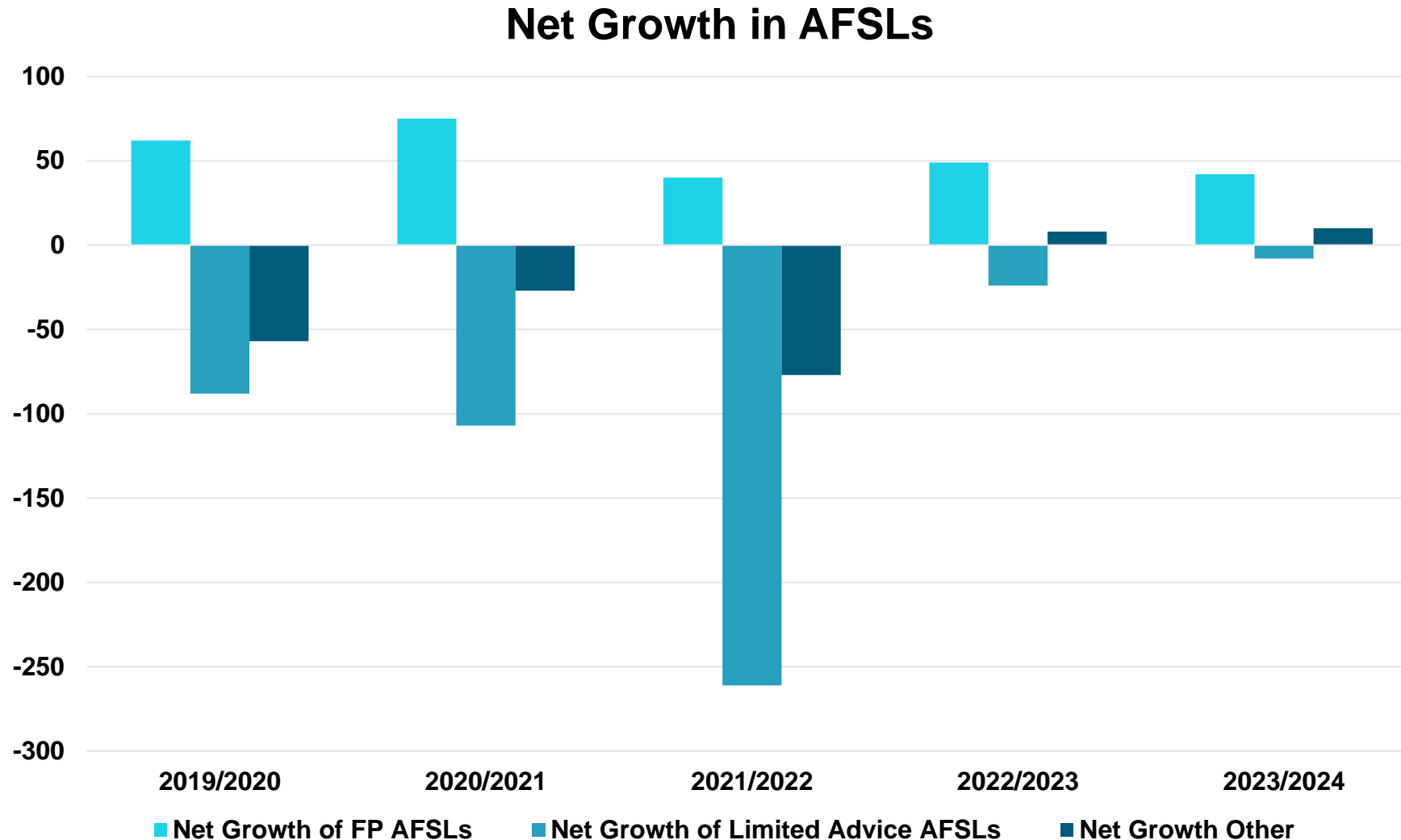
# NUMBERS DON'T POINT TO A SURGE IN NEW ENTRANTS

200 per quarter required to replace attrition

## New Entrants

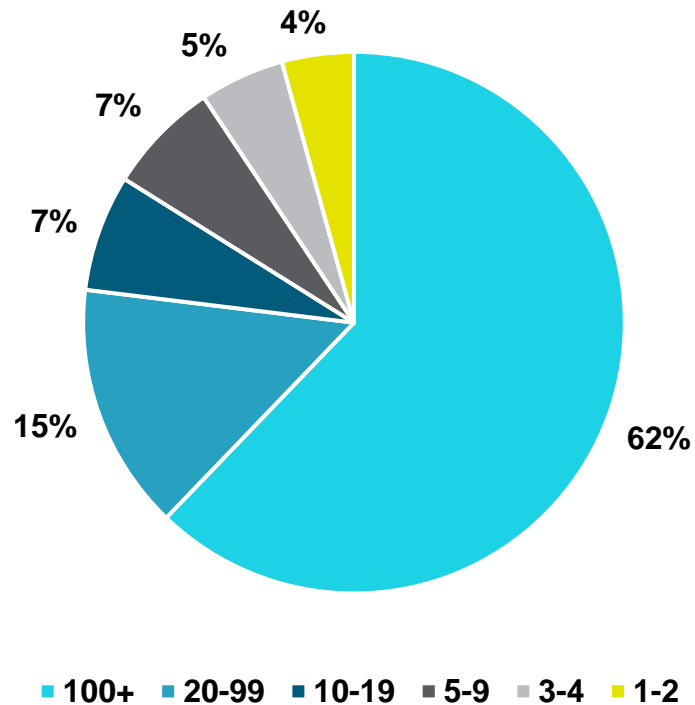


# THE NUMBER OF AFSL'S HAS FALLEN, THE NUMBER OF FINANCIAL PLANNING AFSL'S HAS INCREASED



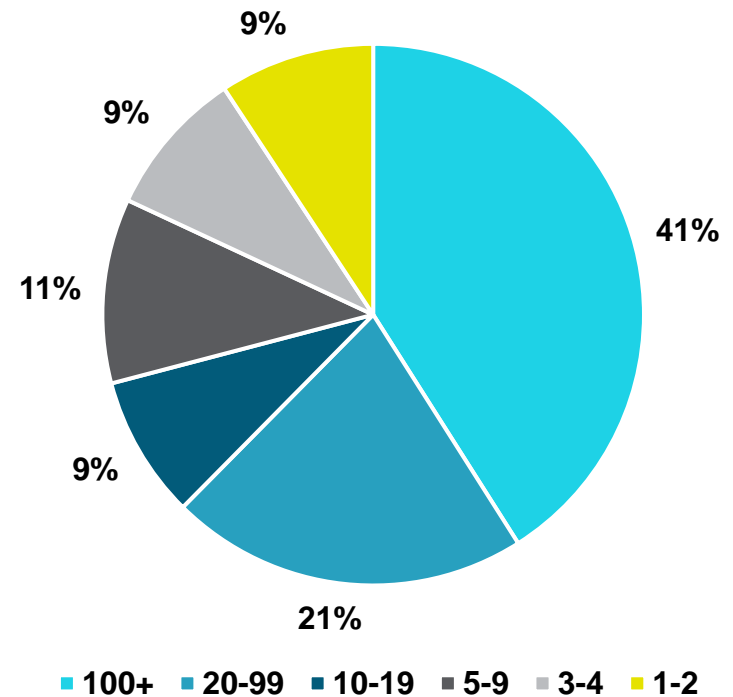
# THERE IS A SHIFT TO SMALL AFSL's

Financial Planner ARs by AFSL size - 1/07/2019



Total FP ARs - 15102











Financial Planner ARs by AFSL size - 30/06/2024



Total FP ARs - 10324

# CENTREPOINT IS THE LICENSEE OF CHOICE IN THE MARKET

## CHANGES IN ADVISER NUMBERS BY LICENSEE 1/7/2023 TO 30/6/2024

RANK	LICENSEE GROUP	NUMBER OF ARS <sup>1</sup>	APPOINTMENTS	RESIGNATIONS	NET CHANGE
1	 AMP	828	65	138	<b>-73</b>
2	 Insignia Financial	716	80	134	<b>-54</b>
3	 CountPlus	672	60	162	<b>-102</b>
4	 CENTREPOINT ALLIANCE	551	97	56	<b>41</b>
5	 wealthtoday	529	57	99	<b>-42</b>
6	 FORTNUM™ PRIVATE WEALTH	357	34	69	<b>-35</b>
7	 sequoia WEALTH MANAGEMENT	330	69	55	<b>14</b>
8	 Lifespan FINANCIAL PLANNING	274	45	26	<b>19</b>
9	 Capstone FINANCIAL PLANNING	240	24	37	<b>-13</b>
10	 NTAA	238	15	23	<b>-8</b>

- Centrepont experienced the largest net growth in the market in FY24
- M&A activity is proving to be disruptive and is driving turnover in acquired licensees
- Economics of licensees is compelling sub-scale players to merge or acquire. M&A deals in FY24 include:
  - Fortnum / Australian Unity
  - WealthToday / M3
  - Count / Diverger
  - Infocus / Maddison
- Self-employed advisers spinning out of Insignia in coming months ~480 ARs
- AMP likely to divest as well

1. Authorised Representatives

Source: Wealthdata analysis of ASIC Register Note appointments and resignations of ARs of entities purchased by the Licensee Group during the period are included in the statistics.

# PRACTICE BENCHMARKING

Total average revenue and total average fee per client have increased over the last 12 months.

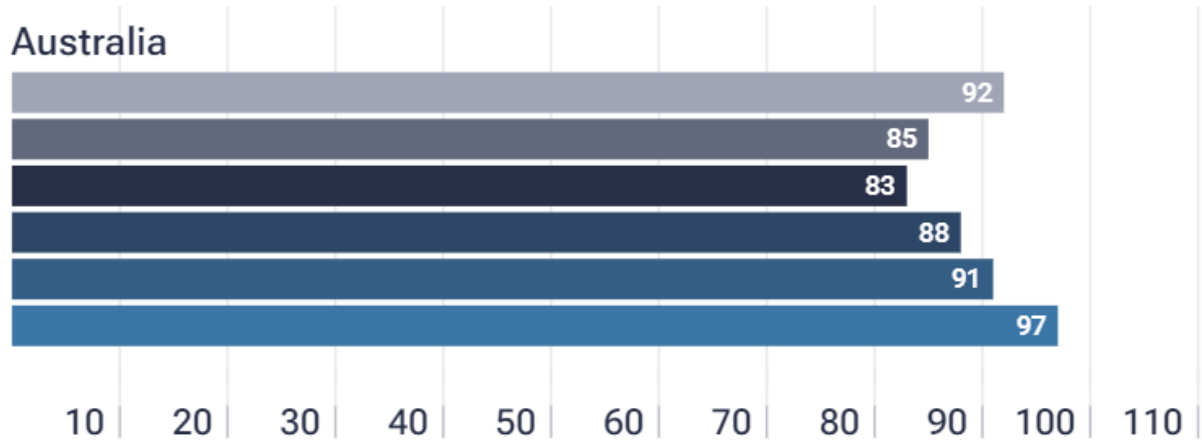
Number of Firms	210 - 1 AR		68 - 2 ARs		22 - 3 ARs	
	Average	Top 10%	Average	Top 10%	Average	Top 10%
Total Revenue by Firm	\$450 k	\$1,058 k	\$850 k	\$1,890 k	\$,1,404 k	\$2,161 k
Revenue Per AR	\$450 k	\$1,058 k	\$425 k	\$945 k	\$468 k	\$720 k
Avg Fees Per Fee Paying Client	<b>\$2,938</b>	<b>\$3,236</b>	<b>\$3,018</b>	<b>\$3,846</b>	<b>\$2,537</b>	<b>\$3,522</b>
Fee Movement since Last Year	<b>27%</b>	<b>17%</b>	<b>15%</b>	<b>39%</b>	<b>3%</b>	<b>4%</b>
Total Fee-Paying Clients	108	226	209	379	445	573
Advice Fees / Insurance Comm	70% / 30%	69% / 31%	74% / 26%	77% / 23%	80% / 20%	93% / 7%

# FEES – ADVISER RATINGS LANDSCAPE REPORT 2024

The median adviser fee has risen to \$3,960



The average adviser has 97 recurring clients and 129 overall



Source: Adviser Ratings Landscape Report 2024

# ADVISER FEEDBACK – NET PROMOTOR SCORE

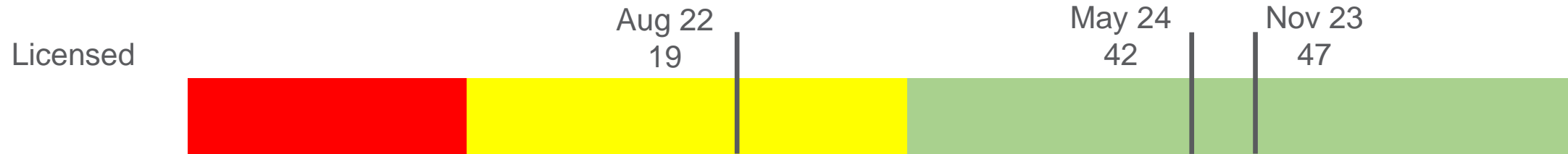
Q1. On a scale of 0 to 10, how likely are you to recommend Centrepoint Alliance to a friend or colleague?

Q2. Why do you say that?



# NET PROMOTOR SCORES

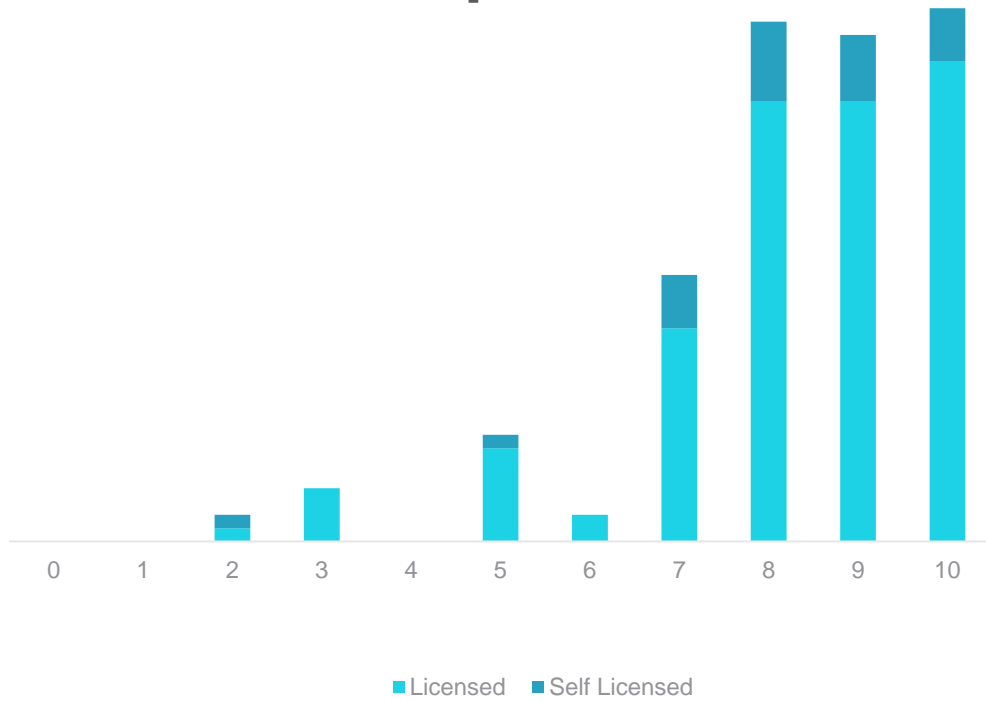
The NPS of 41 in May 24 is the highest score achieved since the survey commenced in August 2022



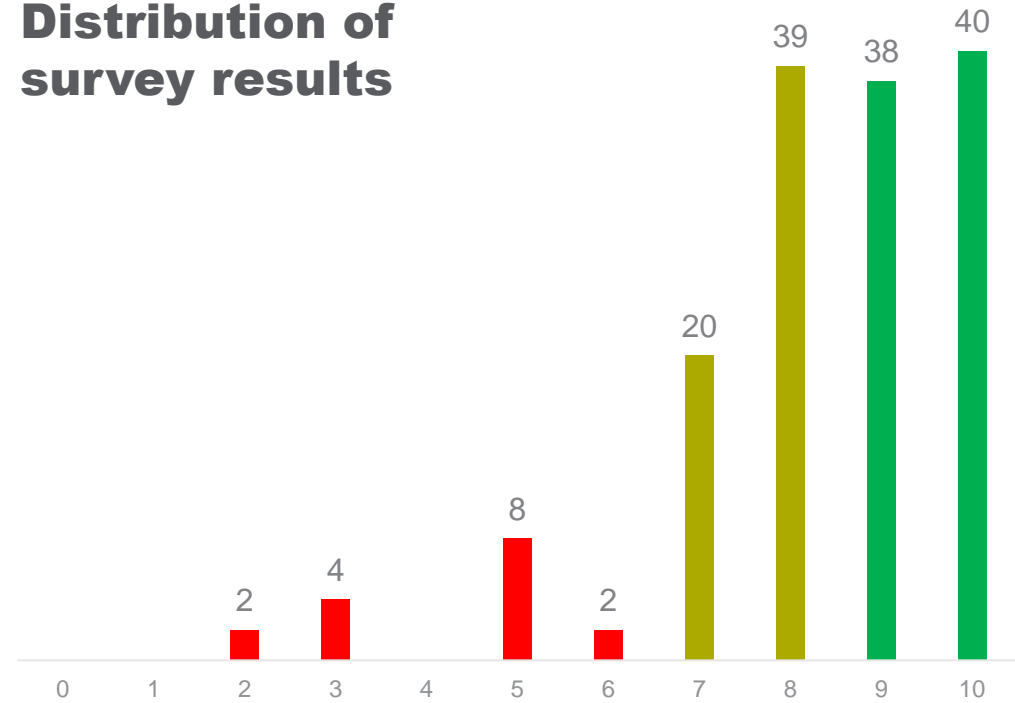


# NPS DISTRIBUTION

## Licensed / Self-Licensed Split



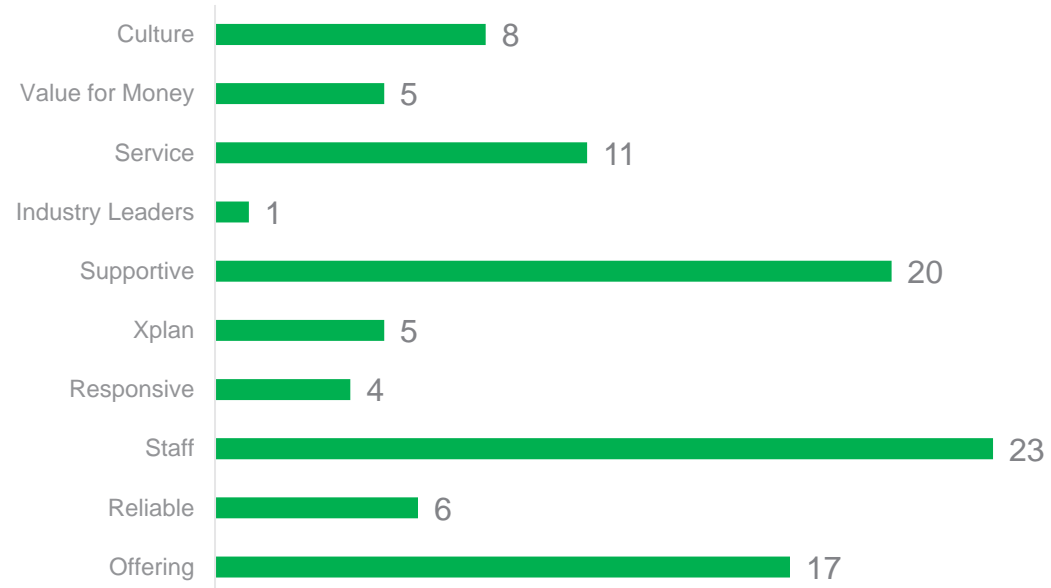
## Distribution of survey results



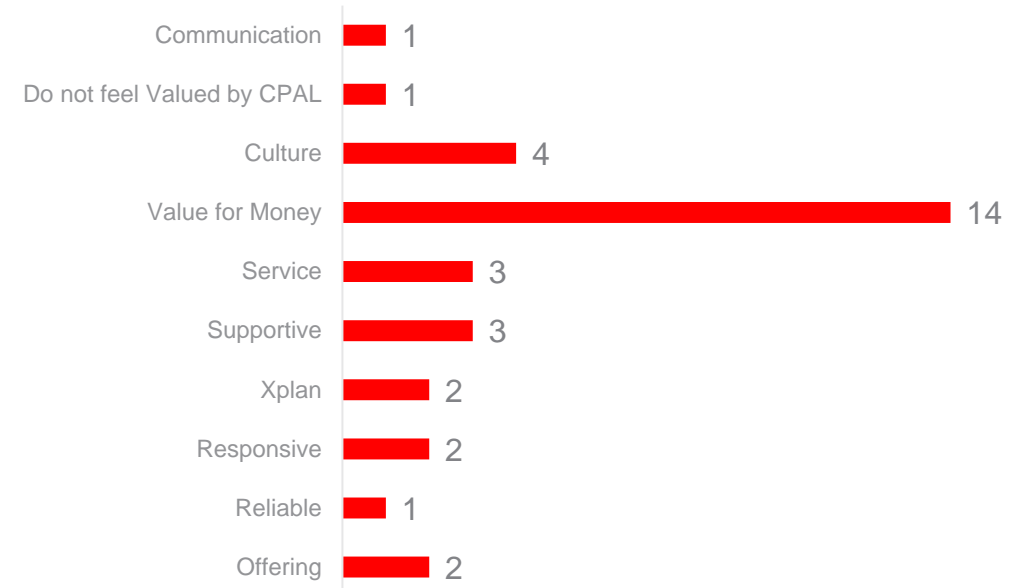
# NPS DISTRIBUTION

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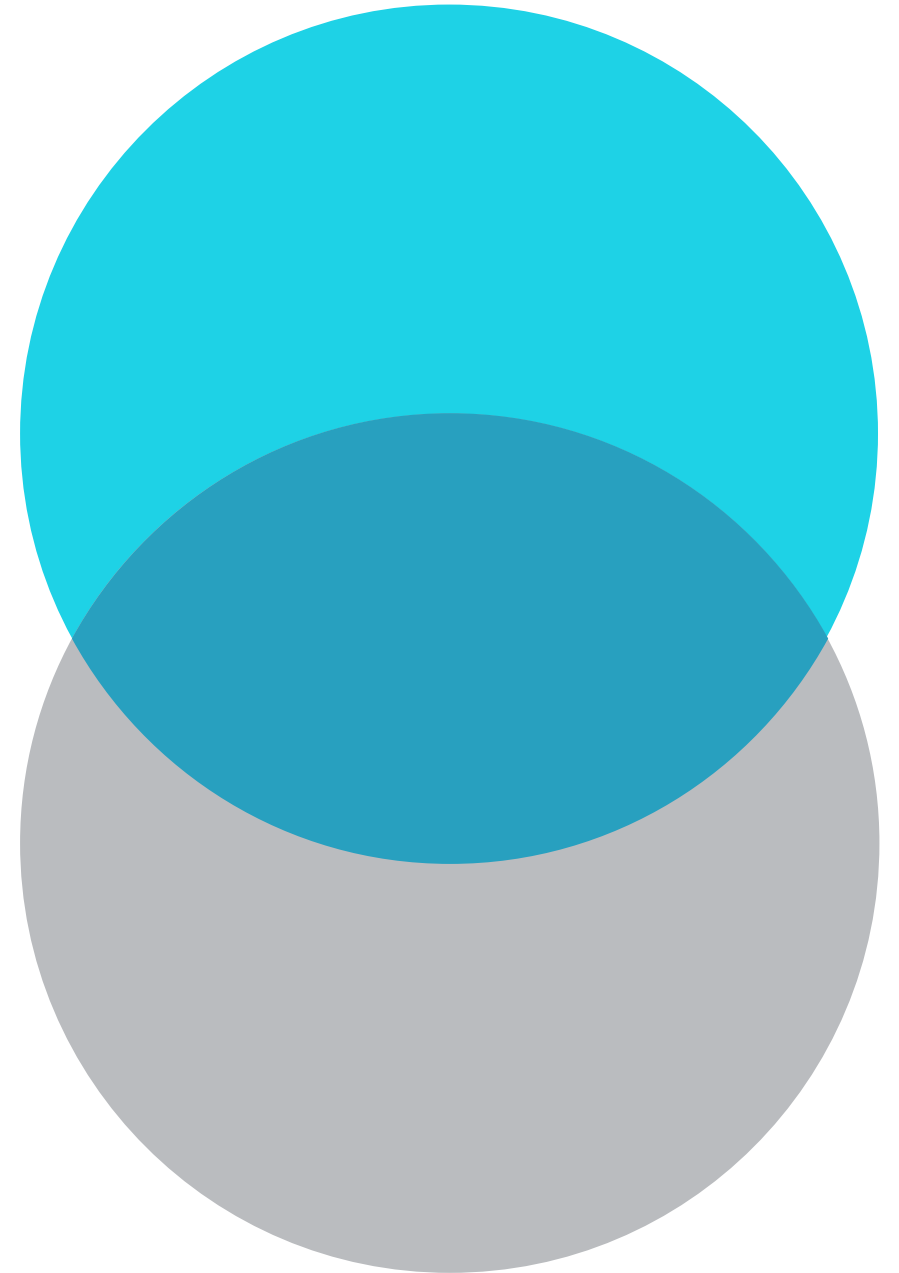
## Promoters (Score 9 – 10)



## Detractors (Score < 6)



# BUSINESS STRATEGY



# CENTREPOINT HAS 5 STRATEGIC PILLARS TO DRIVE GROWTH

Our focus is to diversify revenue through additional services

	1	2	3	4	5
<b>Objective</b>	<b>GROW LICENCED AND SELF-LICENCED ADVISERS</b>	<b>GROW SALARIED ADVISERS</b>	<b>BUILD SCALE IN ASSET MANAGEMENT</b>	<b>LAUNCH SUPER AND INVESTMENT PLATFORM</b>	<b>GROW LENDING</b>
<b>Baseline</b>	551 authorised representatives <sup>1</sup> 206 self-licenced firms 820 advisers	19 advisers post FAM acquisition <sup>2</sup>	\$310m FUM	\$1030b market <sup>3</sup> ~\$69b network FUA <sup>4</sup> 1,380 advisers	\$3.4b loan book 80 brokers 44 LaaS Firms 200+ loans written
<b>Our focus</b>	Organic + acquisition to maintain scale	Further acquisitions to grow business	Grow Managed Accounts	Globally leading functionality with market leading pricing	Provide lending services to financial advisers

Note numbers as at 31 December 2023 unless stated

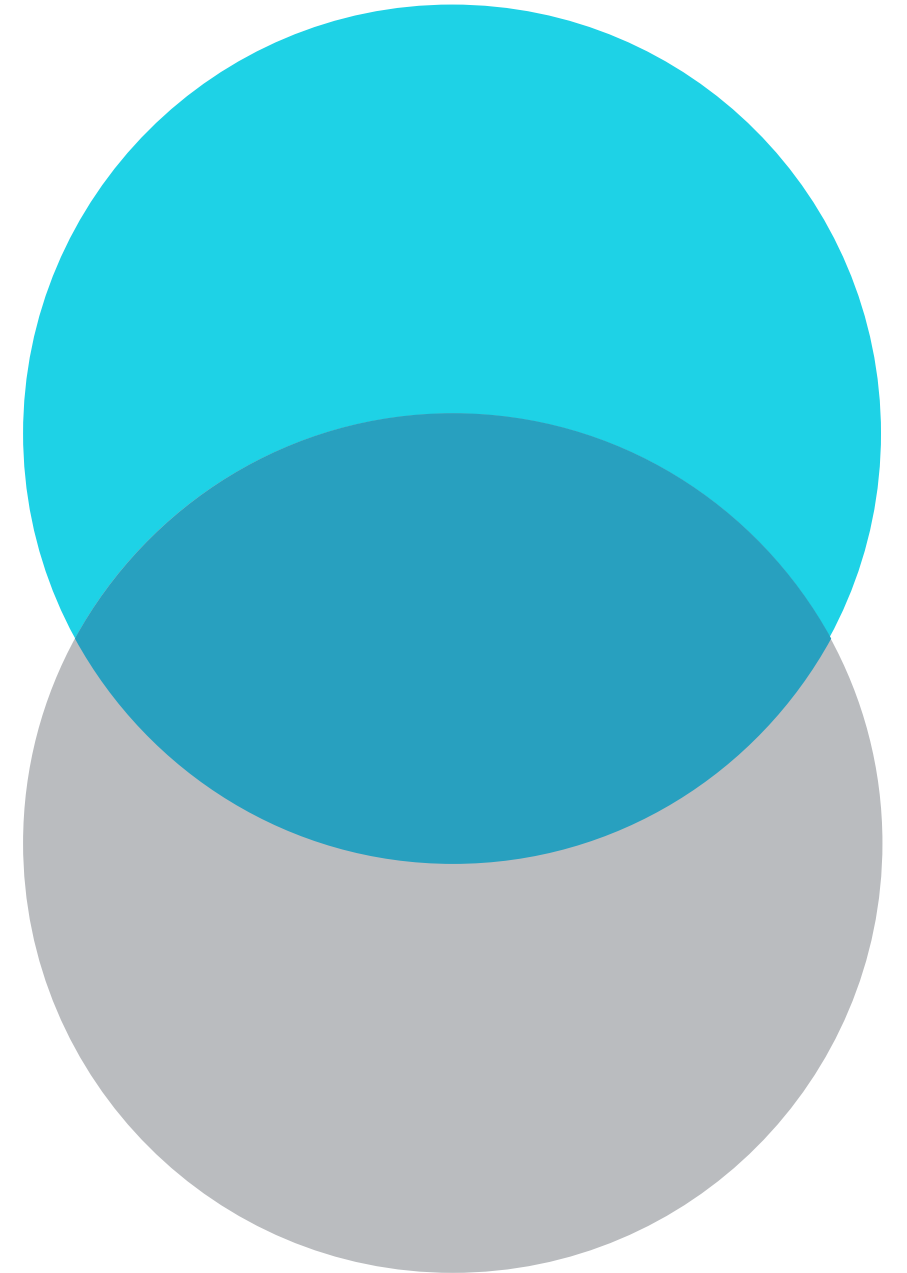
1. AR Numbers as at 30 June 2024

2. Post acquisition of Financial Advice Matters. Completion 1 December 2023

3. Plan for Life – All Master Funds December 2023

4. FUA and value chain revenue are estimated based on internally generated assumptions (1,380 advisers x average funds under advice of \$50m = \$69b)

# MANAGED ACCOUNTS



## Centrepoint is open architecture

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Our commitment is to be an 'open architecture' licensee providing advisers a choice of platforms and investment managers.

 BT Panorama

 netwealth

 HUB<sup>24</sup>



 Colonial  
First State



 præmium

 AMP 

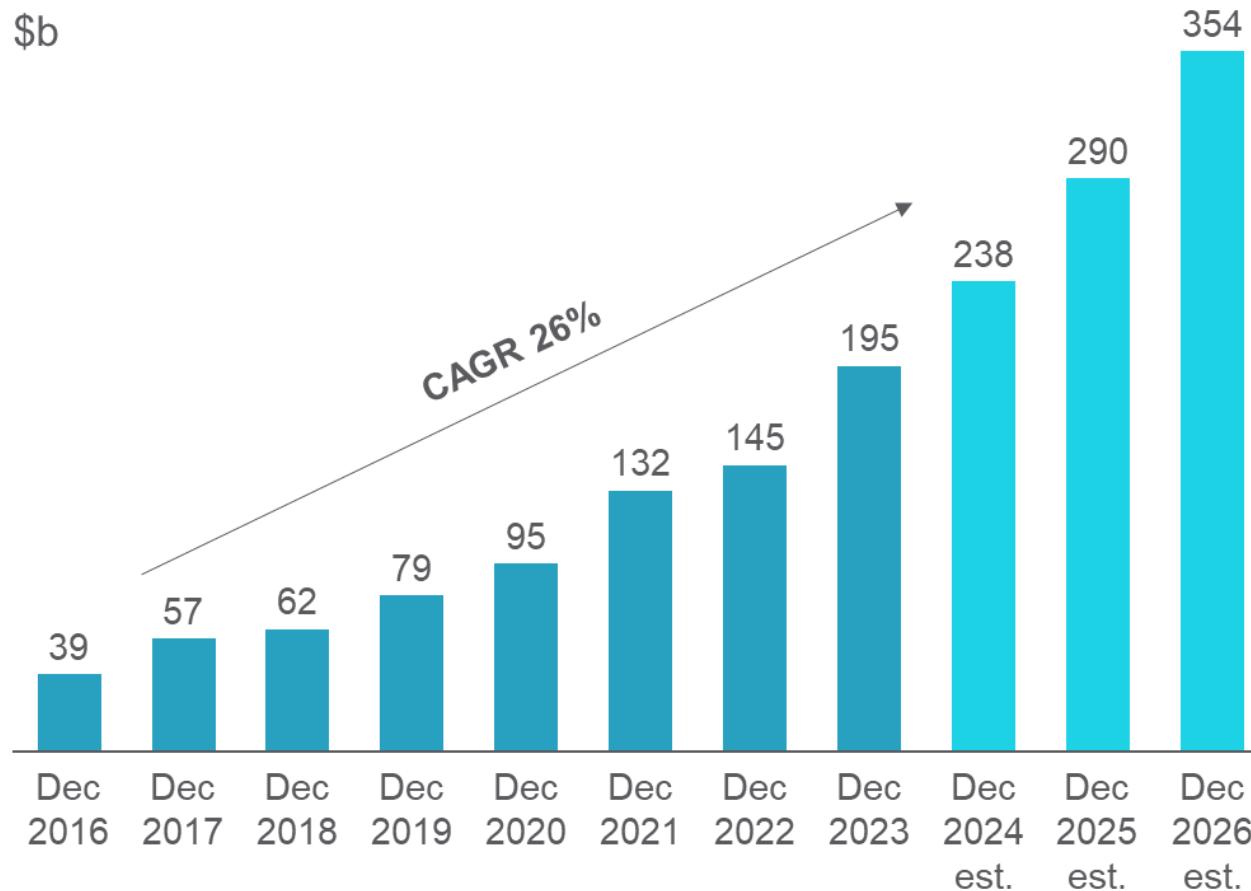


# MANAGED ACCOUNTS CONTINUE STRONG GROWTH

The market estimated to reach \$354b by 2026

## MANAGED ACCOUNT MARKET<sup>1</sup>

\$b



## Drivers of growth

- Improved practice efficiency in a market of fewer advisers and growing demand
- Better, more consistent investment outcomes for investors
- Improved managed account range and functionality on platforms
- Increased number of asset consultants and managers offering portfolio models

1. Source: Institute of Managed Account Professionals Actual and Estimate as at (IMAP) December 2023

## LEADING SMAS APPROVED FOR USE

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Strong adviser demand has driven expansion of our SMA offering

**Over 28 SMA  
managers on  
Approved  
Product List  
with over 200  
portfolios  
including...**

**Lonsec**

**Vanguard<sup>®</sup>**

 **ELSTON**

 **betashares**

 **WATERSHED**

 **Zenith**  
INVESTMENT PARTNERS  
An FE fundinfo Company

**BlackRock<sup>®</sup>**

**invest sense**

**MORNINGSTAR**

 **DRUMMOND**  
CAPITAL PARTNERS



## LAUNCHING OUR OWN SUITE OF MANAGED ACCOUNT SOLUTIONS

### iQ Portfolios

Professionally managed portfolios constructed by the Ventura investment team in partnership with Morningstar.

Model name	Risk profiles
iQ Portfolios (growth/accumulation)	G30, G50, G70, G85
iQ Portfolios (defensive/income)	D30, D50, D70

#### Platform distribution and indicative timing: SMAs

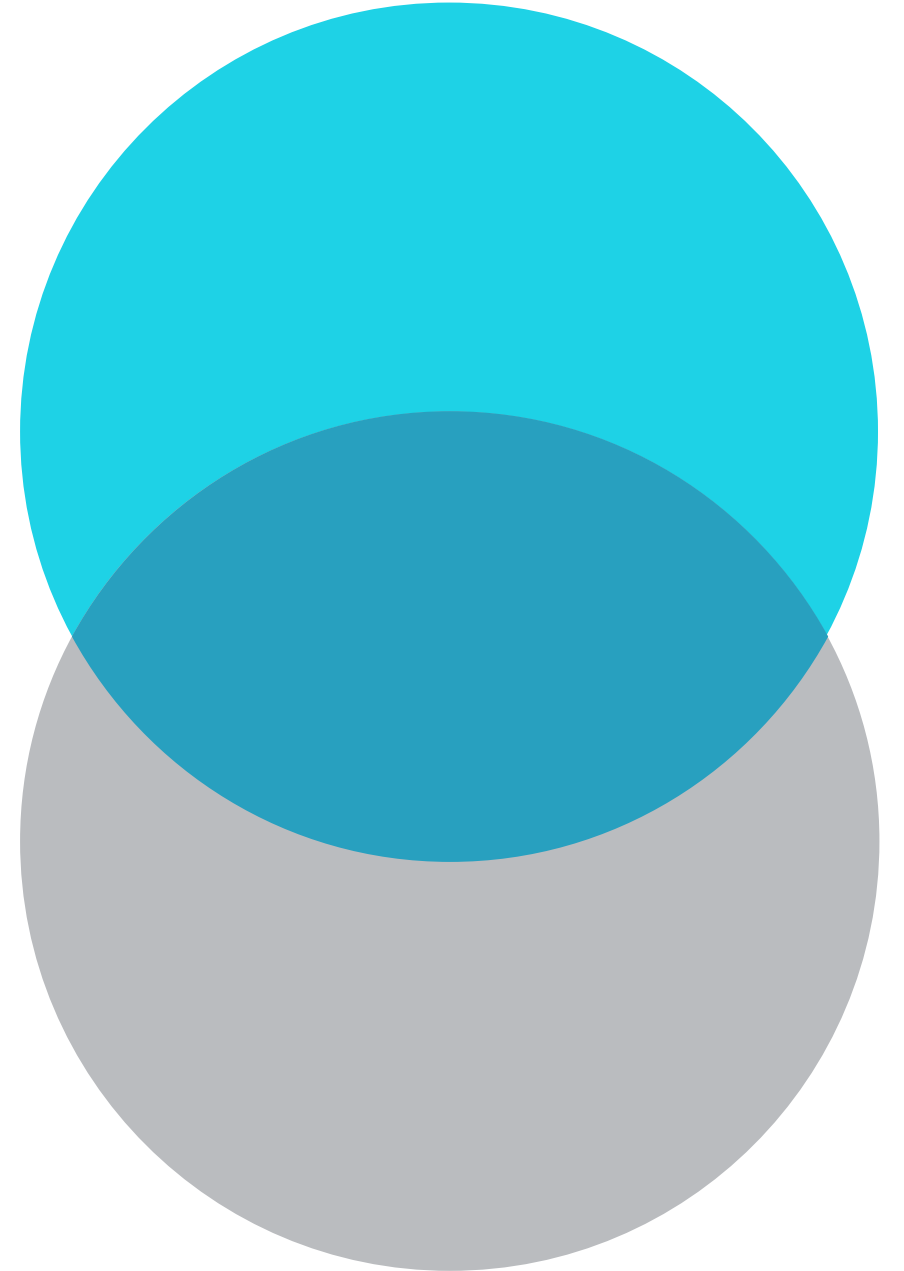
- Macquarie Manager *Live (December)*
- Hub 24 *Live (February)*
- BT Panorama *Approved / Pending*
- eXpand *Approved / Pending*
- IconiQ *Q3 2024*
- Praemium, CFS Edge *Pending*

# IQ ACCUMULATION INVESTMENT HOLDINGS

Strategy - iQ Accumulation Portfolios	Investment style
<b>Australian Shares</b>	
AB Managed Volatility Equities Fund	Low Vol - Core/Style Neutral
Fidelity Australian Equities Fund	Core - Growth
Allan Gray Australia Equity Fund	Deep Value
OC Premium Small Companies Fund	Small Caps
<b>International Shares</b>	
Hyperion Global Growth Companies Fund - Class B	Fundamental Growth
Arrowstreet Global Equity Fund (Unhedged)	Quantitative (Unhedged)
Ironbark Royal London Diversified Global Share Fund - Class H	Fundamental Core (Hedged)
Ironbark Royal London Diversified Global Share Fund - Class A	Fundamental Core (Unhedged)
Fairlight Global Small & Mid Cap Fund (SMID) Class A	Global Small and Mid Cap
GQG Partners Emerging Markets Equity Fund - A Class**	Emerging Markets
<b>Property and Infrastructure</b>	
<b>Australian Property</b>	
Vanguard Australian Property Securities	Australian REITs
<b>Global Property</b>	
VanEck FTSE International Property (Hedged) ETF	Global REITs H
<b>Infrastructure</b>	
VanEck FTSE Global Infrastructure (Hedged) ETF	Infrastructure H
<b>Diversified Alternatives</b>	
Hamilton Lane Global Private Assets Fund (AUD)	Growth Alt - Private Equity
Metrics Direct Income Fund	Growth Alt - Private Debt

Strategy - iQ Accumulation Portfolios	Investment style
<b>Fixed Income</b>	
<b>Traditional Fixed Income</b>	
PIMCO Global Bond Fund — Wholesale Class	<b>Global</b> Bond and Credit
Colchester Global Government Bond Fund	<b>Global</b> Treasury Bonds
Western Asset Australian Bond Fund — Class A	<b>Australian</b> Bond and Credit
<b>Defensive Alternative Fixed Income</b>	
Janus Henderson Tactical Income Fund	<b>Aust.</b> Unconstrained Bond
Macquarie Income Opportunities Fund	<b>Global.</b> Alternative Income
Ardea Real Outcome Fund	<b>Aust.</b> Absolute Return
<b>Cash</b>	
BetaShares Australian High Interest Cash	Strategic Cash
Term Deposits or Platform Cash	Platform Cash

# **NEW PORTFOLIO ADMINISTRATION SERVICE**



## SOME CONTEXT

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**Our mission is to ensure that advisers have access to highest quality asset management and portfolio administration solutions in the market at the most competitive prices.**

- Our commitment is to be an 'open architecture' licensee providing advisers choice of platforms and investment managers
- Advisers always have the right to choose what's best for their clients
- We believe that some platforms in the Australian market are overpriced compared with leading international markets
- There has been a lack of integration between advice technology and platforms. Our mission is to provide an improved integrated experience
- We want to ensure advisers clients get the best after fee returns with competitive portfolio administration costs

## FNZ and Centrepont Alliance partnership

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- \$2.1 trillion
- 650 implementations
- 15 countries

- \$67 billion funds under advice
- 552 practices
- 1338 advisers

iconio

Intelligent Portfolio Management

Mr Christopher McDonald  
FA1000518 - Individual

Quick Links [Holdings](#) [Deposit Cash](#) [Create Order](#) [Go to the Client Portal](#)

Summary **Holdings** Asset Allocation Performance Transactions

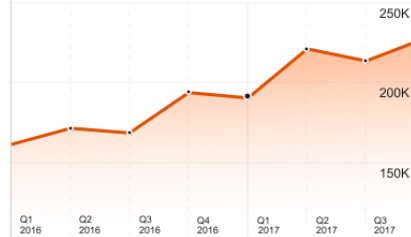
Date:  Include External Assets?

Portfolio Value  
**\$367,754.37**

Portfolio name	Valuation
Chris McDonald Individual Portfolio	\$213,559.03
Chris and Lindsay McDonald Joint Portfolio	\$19,003.24
Chris McDonald SMSF Portfolio	\$27,094.34
Chris McDonald Trustee Portfolio	\$78,992.10

[View Details](#) [Manage Household](#)

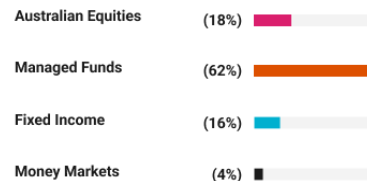
Performance Since Inception  
**▲ 23.54%** (\$89,896.01)



Q=Quarter QTD=Quarter To Date  
Only active client portfolios are counted above.

[View Details](#)

Asset Distribution



[View Details](#)

Cash Balance  
By Account

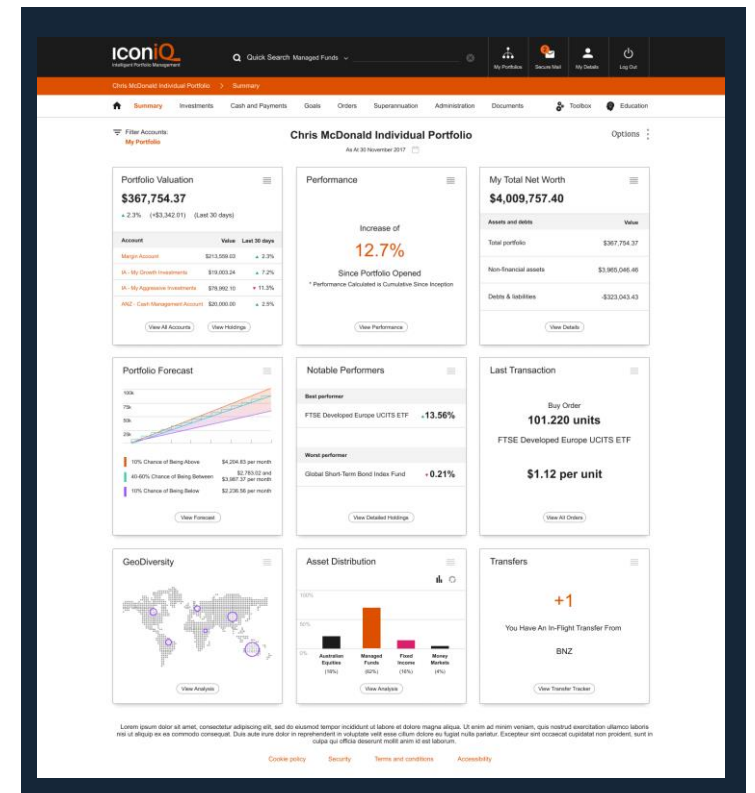
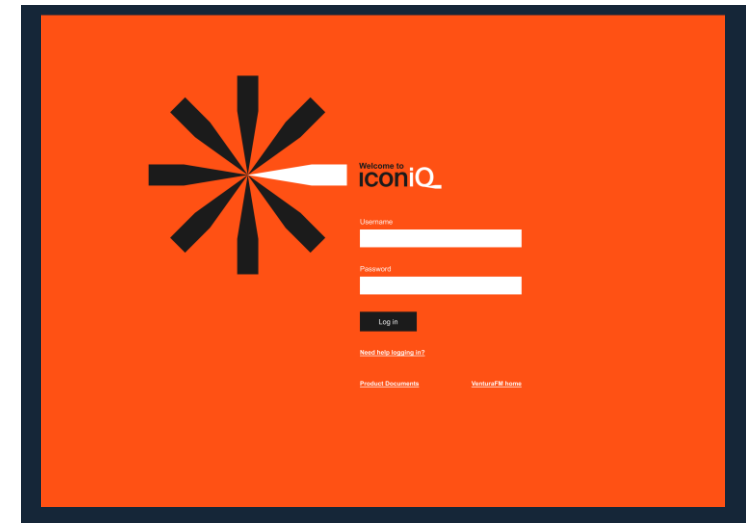
Account name	CCY	Cash balance
Margin Account	AUD	\$213,559.03
IA - My Growth Investments	AUD	\$19,003.24
IA - My Aggressive Investments	AUD	\$27,094.34
MDA	AUD	\$78,992.10
ANZ - Cash Management Account	AUD	\$20,000.00

Largest Holdings

Investment Name	Value
Tyndall Australian Bond Fund	\$302,884.02
Fixed Income Strategy No 2	\$256,993.01
Packer & Co Investigator Trust	\$201,884.94
Woolworths (WOW.XASX.AU)	\$198,094.82
Magellan Global Fund	\$167,033.97

Latest Cash Transactions

Date	Narrative	Amount
18/02/2018	Buy - Tyndall Australian...	\$302,884.02
18/02/2018	Sell - Fixed Income Stra...	\$256,993.01
18/02/2018	Sell - Packer & Co Invest...	\$201,884.94
18/02/2018	Buy - Woolworths (WOW...	\$198,094.82
18/02/2018	Buy - Magellan Global Fu...	\$167,033.97



## FNZ AND CENTREPOINT ALLIANCE PARTNERSHIP



Investment IDPS – Target launch date August 2024

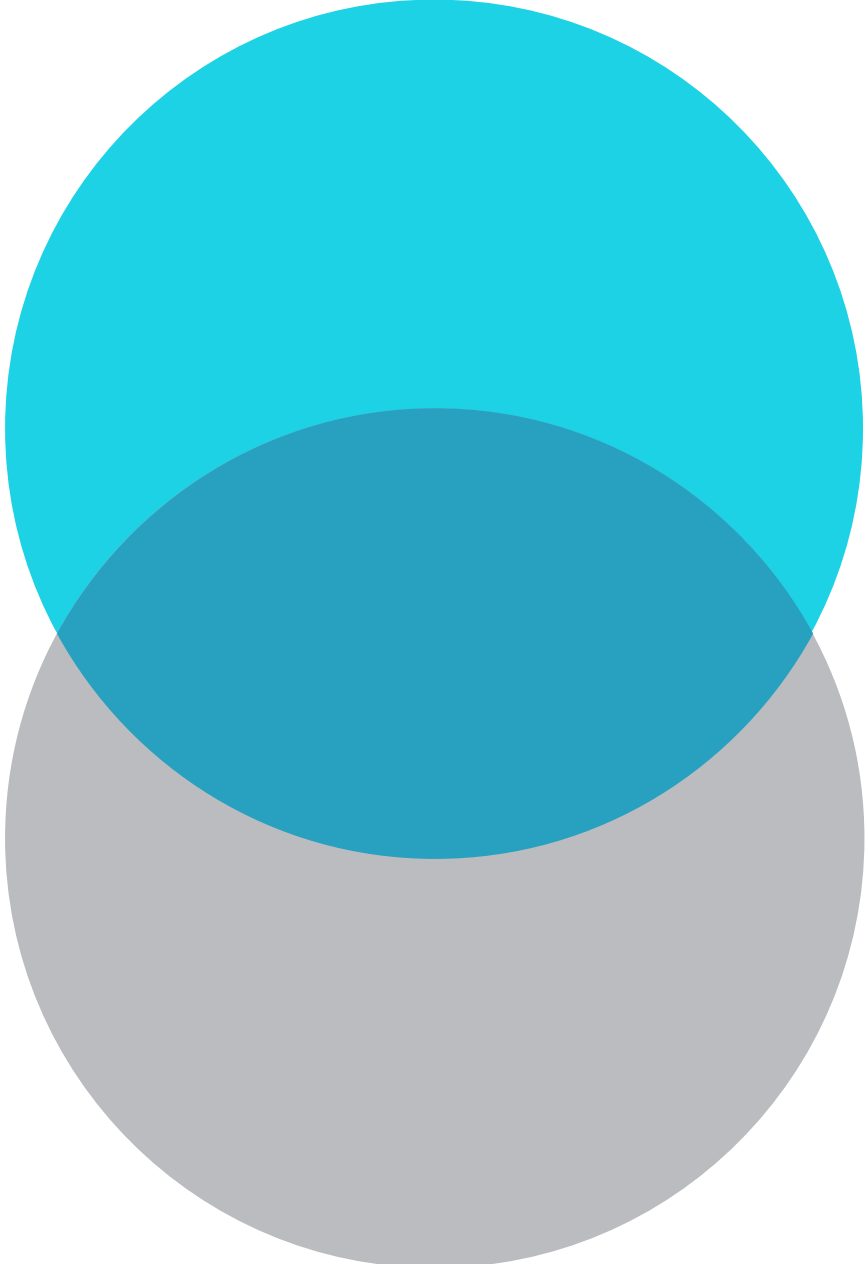
Superannuation – 3 months later October / November

### Features

- Competitive pricing (indicative)
  - IDPS 18bps
  - Super 20bps + 3bps external trustee
  - Capped at \$1m
  - Family aggregation
  - No minimum or standing fee
  
- Broad range of investment options
  - Managed funds
  - Managed portfolios
  - ASX equities
  - Term deposits – initially NAB and ANZ



# LENDING



# LENDING AS A SERVICE

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INTRODUCING OUR NEW

**Lending as a  
Service (LaaS)  
solution**

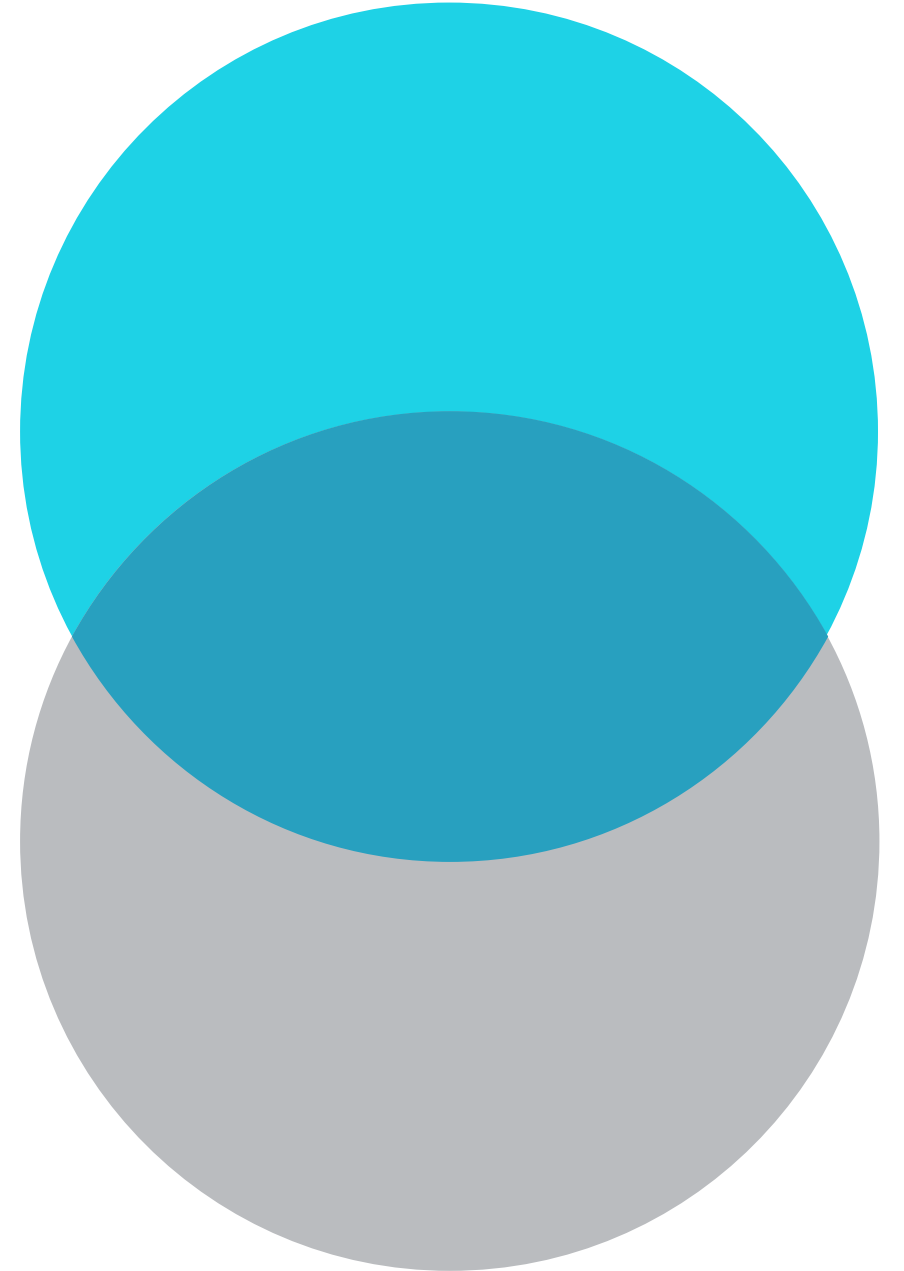


- **44 FIRMS ONBOARDED**
- **3 SERVICING BROKERS**
- **200+ LOANS SETTLED**
- **DESIGNED BY FINANCIAL ADVISERS FOR FINANCIAL ADVISERS**
- **BUILD YOUR OWN LENDING BUSINESS**
- **GREAT CUSTOMER RETENTION**
- **YOU OWN THE LENDING CUSTOMER**

**YOUR  
LENDING  
BUSINESS,  
YOUR  
CLIENTS,  
LOW COST,  
LOW RISK!**

**OUR  
EXPERTISE,  
OUR  
SUPPORT!**

# 2025 PARTNER SUMMIT



# 2025 CONFERENCE

Hobart, Tasmania  
17 – 21 March 2025

Venue:



Pricing:

Early Bird	Twin	\$2,000
	Single	\$2,400
Regular	Twin	\$2,400
	Single	\$2,800
	Partner	\$1,600
	Single no accom	\$2,000



## SUMMARY AND OUTLOOK

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**We are positive about the market and the momentum in our business and the network**

- Positive conditions for advisers – significant demand for services
- Strong markets providing a tailwind
- Regulatory relief with Quality of Advice Review reforms
- Dislocation in the market is creating opportunities to accelerate recruitment of quality firms
- Earnings guidance FY24 in the range of EBITDA \$8.75m to \$9m
- Full Year Results – 22 August 2024

CENTREPOINT  
ALLIANCE ASX: CAF

**THANK YOU**

E is for ...

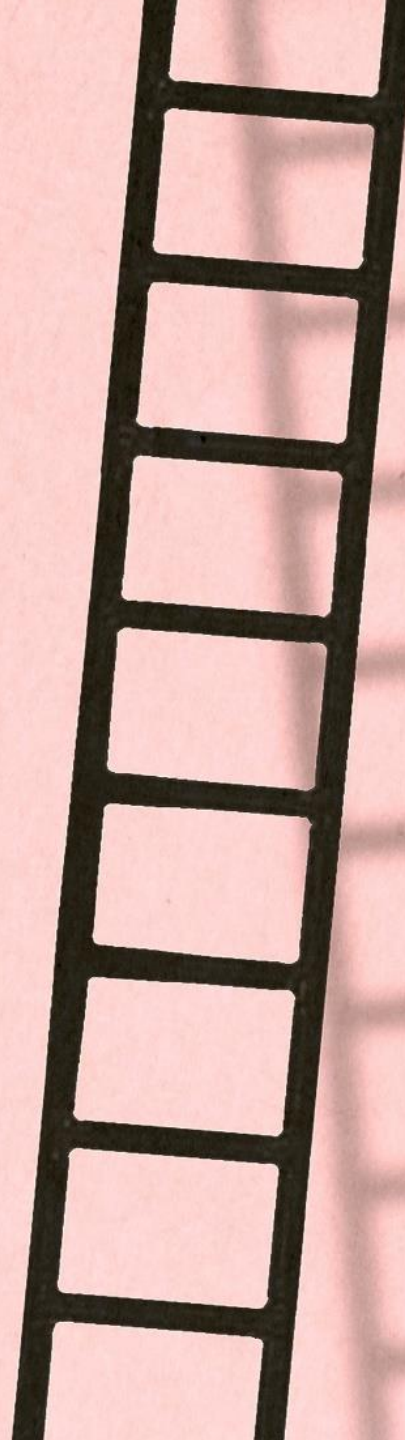


Tanya Seale  
Henry Cai

2024 Masterclass

# Efficiency

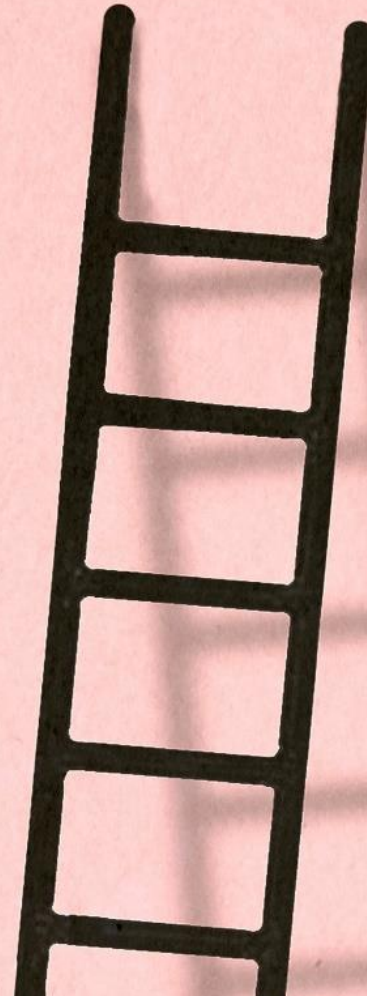
**File note taking has emerged as the top area for efficiency improvement based on feedback from our masterclass sessions. Thanks to advances in AI and large language models (LLMs), we can now significantly streamline this process with FileNote.AI, saving time, reducing errors, and enhancing overall workflow productivity.**





# Engagement

**Engagement is a critical area that advisors want to improve by leveraging technology. This has often been a shortfall in Xplan, but recent improvements are promising. In this session, we will discuss three key tools to enhance client engagement: MyProsperity, LivePreso, and Xplan Visualise, each offering unique features to streamline and enrich the client experience.**



# LEARNING OBJECTIVES



**Identify AI tools that enhance practice efficiency**



**Explore technology solutions for improving engagement and efficiency**



**Understand current solutions that assist with efficiency and engagement**



# SIMPLIFYING FILE NOTES

*Efficiency through AI Transcript*

How Can AI Help?

How Can AI Help?


## What are AI Transcription Tools?

AI transcription tools, like Filenote.ai, are advanced software solutions that automatically transcribe and generate detailed meeting summaries and file notes. By leveraging artificial intelligence and machine learning, these tools accurately capture spoken content from meetings conducted via Teams, Zoom, or in-person sessions. They use tailored templates for different types of meetings, ensuring consistent and accurate documentation. These tools save time, enhance productivity, improve data security and compliance, and allow financial advisors to focus more on high-value activities and client engagement.

## What is out there in the market?

There are multiple types of AI transcription tools available. Some focus solely on voice recognition to provide transcript summaries, while others are designed for all kinds of online meetings. Recently, we have explored AI tools with large language models (LLMs) tailored to the financial advice industry in Australia, capable of recognising specific jargon and key terms. These advanced tools can also help build meeting summaries into file note templates and have made significant strides in recognizing multiple speakers in a single in-person meeting.



An aerial photograph of a rugged, dark rock coastline. On the left, turbulent blue-green waves with white foam crash against the shore. On the right, a large, rectangular swimming pool is built into the rock face, containing clear, light-green water. The pool is bordered by a dark metal frame. The overall scene is dramatic and scenic.

**WHICH ONE DO I  
CHOOSE?**



**WHICH ONE DO I  
CHOOSE?**



## CoPilot or ChatGPT

- Not specifically designed for Australian Market
- Is not tailored for the Financial Services Industry
- Transcript Summary is great for internal meetings – but testing client meetings have been
- Cheap\*



## Otter.AI

- Is not tailored for the Financial Services Industry
- Great transcription and for in person meeting
- Data not stored onshore and is an overseas solution
- Competitive Costing



## FinTalkr

- Tailored for the Australian Financial Market
- Better utilised for call centre based
- Does not have proper diarisation function for in room meeting



## FileNote.AI

- Tailored for the Financial Services Industry and Australian Market
- Superior data security controls
- Diarisation capabilities to identify speakers in the same room



**filenote.ai**

Powered by BLV Solutions

# 3 Step Process

# How Does It Work?





# 1

## Record Meeting

Adviser to record meeting either in person or through virtual meeting. (Or pre-recorded meeting audio file)

# 2

## FileNote.AI

FileNote.AI retrieves the recording. Provides meeting recap, transcript, file notes and email templates

# 3

## Output

Adviser is sent the output via email and/or sharepoint. Ability to have multiple users access this. Can be sent directly into Xplan

# Transcript Recap

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## Client's Health and Personal Situation (0:00:00-0:04:35):

- Client's health is good
- Typically takes holidays this time of year, normally with a caravan, heading up north
- Recent trips have been shorter due to doctor's appointments and health complications, including a stay in the hospital and a cancer diagnosis

## Client's Travel Experiences and Preferences (0:04:35-0:05:48):

- Prefers to spend a considerable amount of time on trips, previously traveling for three months each year
- Has endured serious health issues, including a cancer scare with a low survival rate, but has recovered
- Enjoys driving and caravanning but has had to adjust travel plans due to health

## Client's Car and Hobbies (0:05:46-0:09:05):

- Working on a car, specifically a Mustang, which is a significant interest and expense (\$100,000+)
- Enjoys working on cars and caravanning as hobbies
- Owns a property in a lovely spot that can't be easily moved from, and where they grew up

## Financial Planning Discussion - Cash Flow and Investments (0:18:22-0:47:25):

- Client draws a 6% pension, which will increase when they turn 80 in September
- Examination of pension payments, verifying the client is drawing the correct amount
- Review of bank accounts and term deposits, with an upcoming term deposit of \$185k maturing in four months
- Discussion of shifting into a high-interest savings account for better returns
- Confirmed a robust balance in the account-based pension despite withdrawals
- Overview of investment performance, with notable growth in international shares and defensive assets like bonds
- Consideration of recent changes to investment managers and strategies within the portfolio

# Full Transcript

---

Speaker 1 (0:00:00 - 0:00:02): open this up so health wise you're good

Speaker 1 (0:00:04 - 0:00:06): he normally get away for a little bit at this time of year don't

Speaker 2 (0:00:06 - 0:00:08): you think she's been complicated

Speaker 1 (0:00:09 - 0:00:09): why is that

Speaker 2 (0:00:09 - 0:00:11): doctor's appointment and this and that

Speaker 1 (0:00:11 - 0:00:13): for you OK

Speaker 2 (0:00:14 - 0:00:16): so you haven't they done

Speaker 1 (0:00:17 - 0:00:17): yeah

Speaker 2 (0:00:18 - 0:00:22): got away though ohs but didn't get away for long enough yep read the time

Speaker 1 (0:00:23 - 0:00:25): do you normally take the caravan yeah yeah up

Speaker 2 (0:00:25 - 0:00:27): north yes

Speaker 1 (0:00:29 - 0:00:31): yeah that's lovely though

Speaker 2 (0:00:33 - 0:00:37): so i come back to you guys in the window

Speaker 2 (0:00:38 - 0:00:41): i think more about enough for this i'll post another more ten times

Speaker 1 (0:00:41 - 0:00:49): have you really where does he live in western australia OK OK so how long does that take three or four days

Speaker 2 (0:00:49 - 0:00:51): OHSU caravans

Speaker 1 (0:00:51 - 0:00:57): ohs yeah yeah OK OK so you want to spend a bit of time there to enjoy it

Speaker 2 (0:00:59 - 0:01:00): wait

Speaker 2 (0:01:02 - 0:01:14): before covic fifteen yeah i got cooked i'm finished up in hospital yeah didn't really planned whole day up north up produce these coast yep so we had to cancel that cosby health

Speaker 2 (0:01:16 - 0:01:21): stages over the travel and charged continually couldn't travel

# FILE NOTE

# FILE NOTE

<b>Meeting Name</b>	The Doe Family Review
<b>Meeting Date</b>	2023-11-13 1pm
<b>Advisor</b>	Michael Jones
<b>Clients</b>	John Doe Household
<b>Meeting Attendees</b>	John Doe, Jane Doe
<b>Meeting Type</b>	In Person

<b>Next Meeting Date</b>	
<b>Next Meeting Type</b>	

<b>Advisor Action Items</b>	<ul style="list-style-type: none"> <li>• Advisor Action - Obtain the latest financials from Peter Doe</li> <li>• Advisor Action - Prepare a Statement of Advice document incorporating the new investment strategy</li> <li>• Advisor Action - Increase the client's payments from the Macquarie account to meet the minimum withdrawal requirement</li> <li>• Advisor Action - Sell off the JCB Active Bond Fund from the Asgard account</li> <li>• Advisor Action - Consider targeting the ABC Moderately Conservative fund for the 'washout' strategy</li> <li>• Advisor Action - Check if the Self Managed Super Fund (SMSF) has Binding Death Benefit Nominations in place</li> </ul>
<b>Client Action Items</b>	<ul style="list-style-type: none"> <li>• Client Action - Get Jane to sign the risk profile document and post it back to the advisor</li> <li>• Client Action - Contact Mary Johnson to inquire if the SMSF has Binding Death Benefit Nominations in place. If not, ask her to put them in place</li> </ul>
<b>Client Goals and Objectives</b>	<ul style="list-style-type: none"> <li>• The client has a long-term goal of traveling to London and requires a sustainable income of 60,000 to meet their needs</li> <li>• They have a house that is 60 to 70 years old and may require maintenance or renovation</li> <li>• The client's investment portfolio has returned about 6.25 percent this year, which contributes to their financial stability</li> <li>• They also mentioned a potential expenditure of 100,000, but the purpose was not specified</li> </ul>

	<ul style="list-style-type: none"> <li>• This investment strategy implies that the client is comfortable with having approximately 30% of their portfolio in cash and defensive assets, which are historically quite stable</li> <li>• The remaining 70% of the client's investments are allocated to assets that provide growth and keep ahead of inflation</li> <li>• The advisor also mentioned that the client's portfolio had a good year, returning about 6.25%</li> </ul>
<b>Assets and Liabilities</b>	<ul style="list-style-type: none"> <li>• The client's superannuation funds have a taxable balance of under 400,000</li> <li>• The client's partner, Jenny, has a taxable balance of 54,000 in her superannuation funds</li> <li>• The client also receives a monthly income from the TVA</li> </ul>
<b>Cashflow Needs</b>	<ul style="list-style-type: none"> <li>• The client needs to maintain a monthly cashflow of 5,000 to cover expenses and fees</li> <li>• The client also has a long-term income need of 60,000</li> <li>• The client receives an additional 1,000 a month from the TVA</li> <li>• The client is comfortable with maintaining a float of around 30,000</li> </ul>
<b>Insurance</b>	<ul style="list-style-type: none"> <li>• Not discussed</li> </ul>
<b>Estate Planning</b>	<ul style="list-style-type: none"> <li>• Not discussed</li> </ul>
<b>Fees</b>	<ul style="list-style-type: none"> <li>• The financial advisor mentioned that their services could be engaged on a one-off basis, with the cost potentially being around four and a half to five thousand dollars</li> <li>• This is an alternative to engaging with the advisor on a yearly basis</li> </ul>
<b>Risk Profile</b>	<ul style="list-style-type: none"> <li>• The client confirmed their comfort with being a balanced investor, maintaining a 30% allocation in cash and stable assets, and 70% in growth assets</li> </ul>
<b>Summary of Advice</b>	<ul style="list-style-type: none"> <li>• The advisor suggested a washout strategy for the client's super to avoid potential tax liabilities of about \$66,000</li> <li>• The advisor also recommended reviewing whether Asgard is the best platform for the client's investments, suggesting Hub 24 as a potential alternative</li> <li>• The advisor indicated that the client's payments from the Macquarie account need to be increased to meet the minimum requirement, estimating a withdrawal of close to \$50,000</li> </ul>
<b>Client Insights</b>	<ul style="list-style-type: none"> <li>• The client mentioned they recently got new glasses with bifocals, which are helping them read better</li> <li>• The client also expressed their intention to put their two houses in their children's names, Maddie and Chris</li> </ul>
	<ul style="list-style-type: none"> <li>• Review the performance of the client's portfolio after the market downturn in October</li> <li>• Discuss the results of the washout strategy for the client's super</li> </ul>



# filenote.ai

Powered by BLV Solutions



Built for the Australian  
Wealth Management  
Market



Saves ~70% of the time to  
take a traditional file note



Prebuilt File Note  
Template – Centrepont  
Approved



High Cyber Security  
Standards. Recordings  
removed after use.



Customise your own note  
template



Ability to bulk edit  
transcript (Keyword  
search)

# Pricing Plans (\$AUD)

\* Offer valid only to Centrepoint Alliance firms  
Plans subject to change.  
Pricing excludes GST

30 DAYS FREE TRIAL

## STANDARD

# \$139

/ user / month

### Inclusions

- 20 hours upload limit/user/mth
- 4 hour max per meeting (video)

### Key Features

- Meeting File Note
- Client Email Draft
- Detailed meeting transcript
- Platforms: Teams, Zoom, in-person

### Centrepoint Alliance Extras

- 20% more hours (24 hours/user/mth)
- Custom Centrepoint Alliance template

## PRO

# \$249

/ user / month

### Inclusions

- 40 hours upload limit/user/mth
- 4 hour max per meeting (video)

### Everything in Starter, Plus

- Custom FileNote template (BYO)

### Centrepoint Alliance Extras

- 20% more hours (48 hours/user/mth)
- Custom Centrepoint Alliance template

## ENTERPRISE

# CONTACT SALES

20+ Advisors

### Inclusions

- Discounted volume pricing
- 4 hour max per meeting

### Everything in Pro

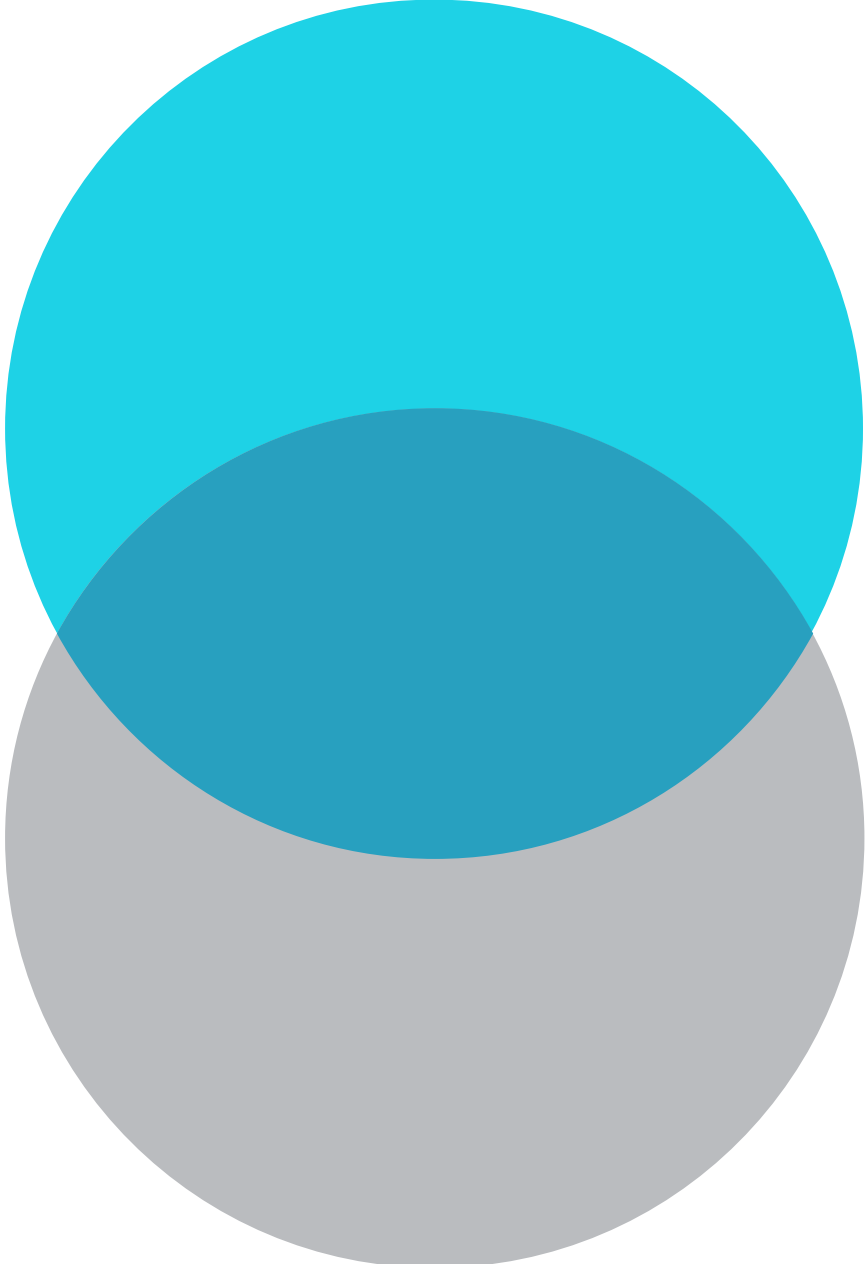
### Terms:

- Minimum 12 month commit



# FILENOTE.AI WEBINAR

20<sup>TH</sup> AUGUST



# QUESTION

Question: How does an AI transcription tool become tailored for a specific industry, like financial advice in Australia?

Options:

- A) By supporting multiple languages
- B) By integrating with social media platforms
- C) By understanding regulatory requirements in the industry
- D) By training its language model specifically on the Australian financial market

# QUESTION

Question: How does an AI transcription tool become tailored for a specific industry, like financial advice in Australia?

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Client Engagement



Customised Experience



Document Management

**Efficiency & Engagement**



- Digital Fact Find, Review Fact Find, Onboarding Fact Find
- Centrepont Fact Find and Risk Profile Questionnaire
- Client Engagement (Portal, Messaging, Email Campaigns)
- Open Banking
- Templated Marketing Material

## Client Engagement



- Mobile App (iOS/Android)
- Customised to your business colours, logo and theme
- Customised email templates, Wealth Reports and templates
- Set custom tasks for your clients to complete

**Customised Experience**



- Multiple Digital Signature Integration (Annature, DocuSign etc.)
- Rooms Function – A single channel for all your clients documents, filing, attachments, tasks/checklist to ensure seamless data collection
- Integrates and Files the notes back into Xplan
- One single touch point for your client (I.e. the client's experience is all contained within MyProsperity, you are not sending a message through email, sending a document through a client portal, and then getting them to sign via DocuSign. With MyProsperity everything is done in one Client Portal

# INTRODUCING MYPROSPERITY LITE



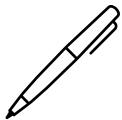
## Digital fact finds and forms

Including Centrepont Fact Find and Risk Profile Questionnaire



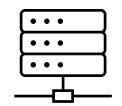
## Secure document sharing

Eliminate reliance on email when interacting with your clients and their data online



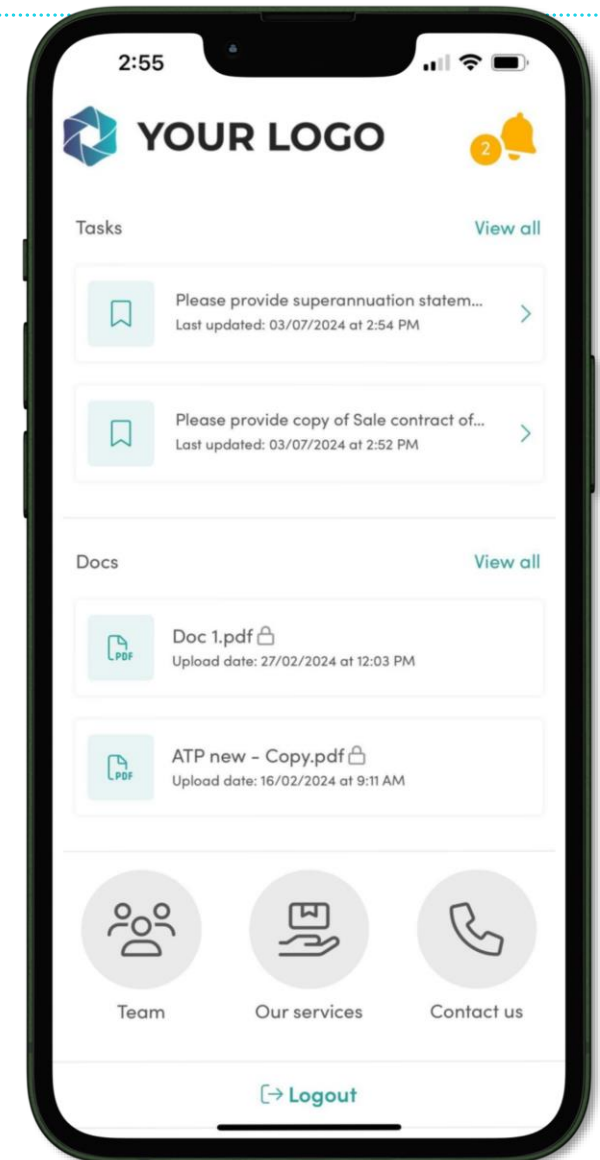
## Digital document signing

Integration with Digital signature capabilities



## Xplan integration

Reduce double handling of data



# myprosperity | Feature Overview

## Features

Price /month +GST

**Custom branded mobile app**

Starter client subscriptions

Pro client subscriptions (included)

Pro client subscriptions (additional)

Staff licences for the practice portal

Document Storage

Digital Document Signing

Customised Fact Find

Rooms

Client Focus Data Import  
(Xero PM, MYOB, XPLAN)

Investment Feeds

### Lite (Exclusive)

**\$169**

**X**

**Unlimited**

**0 Pro Accounts**

**X**

**3**

25GB

✓ BYO\* only

Licensee version only

**X**

Xplan Only

**X**

### Connect

**\$279**

**X**

**Unlimited**

**5 Pro Accounts**

\$14.95 per client

**10**

50GB

**X**

**X**

**X**

✓

**X**

### Enhance

**\$399\* \$359**

**X**

**Unlimited**

**10 Pro Accounts**

\$14.95 per client

**20**

100GB

✓ Includes Onespan and BYO\*

✓

✓

✓

✓

### Accelerate

**\$749\* \$674**

**X**

**Unlimited**

**40 Pro Accounts**

\$14.95 per client

**40**

Unlimited

✓ Includes Onespan and BYO\*

✓

✓

✓

✓

### Mobile First

**POA**

✓

**Unlimited**

**100 Pro Accounts**

\$14.95 per client

Unlimited

Unlimited

✓ Includes Onespan and BYO\*

✓

✓

✓

✓



\*Integrated with DocuSign, Annature and Fuse Sign





**Sign up**



**Demo**



**Webinar**



	Advice Revolution/Elemnta	Iress Client Portal	My Prosperity
Key Features	<ul style="list-style-type: none"> <li>• Superior Data Integration</li> <li>• Good Client Experience</li> <li>• Document Vault and Sharing</li> </ul>	<ul style="list-style-type: none"> <li>• Free</li> <li>• Simple to Use</li> <li>• Direct Integration</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple Dig Sig Options</li> <li>• Single location for all document client management</li> <li>• “Rooms” Function</li> </ul>
Client Portal and App	✓	✓	✓
Banking feeds	✘	✘	✓
Pull Xplan	✓	✓	✓
Push Xplan	✓	✓	✓
Save into File Notes?	✓	✓	✓
Digital Signature	✓	✓	✓ – Multiple Digital Signature Options
Xplan Field Integration	Customised connections to Compass and CWT	Direct Integration	Customised Data Integration with Xplan
Licensee Fact Find	✓	✘	✓
Investment Profile	✘	✘	✓
Types of Fact Finds	Introductory Fact Find Full Fact Find Review Fact Find	Onboarding Fact Find Only	Introductory (Client) Full (Adviser) Risk Profile Questionnaire Review
Pros	High level of integration with Xplan	Simple and Cheap to use	Comprehensive Functionality
Cons	Less functionality than some other providers	Limited Functionality, lacking in client interface	More Expensive



# LivePreso



Client Engagement Tool  
Engage your client via  
digital dynamic Review

**View your presentation from Aaron**



Simplify advice  
presentation using digital  
presentation



Efficiency in reducing  
requirements to produce  
paper reports

Select your name below

- cxxxxx@example.com

LivePreso login / Not on the list? ▼



Integrates with Xplan –  
Directly Files to Client's  
Notes



Customisable with your  
own templates, colours,  
logos and branding



Centrepoint Approved –  
Review and RoA  
documents loaded



06 / 06 / 2024

## Progress Report

Dario and Eva Test

Prepared by:

[Redacted text]



## About You

This Record of Advice (RoA) supplements the previous advice document provided to you, dated **XX XXXX XXX** and should be read in conjunction with that advice. A copy may be obtained on request, at no cost.

During our recent discussions with you, we noted that your personal circumstances and goals and objectives have not changed significantly from those we based our previous advice on. Please tell us if you think this information is inaccurate or incomplete as it will affect our advice.

Where information relating to your circumstances is incomplete or inaccurate you should, before acting on our advice, consider the appropriateness having regard to your goals, objectives, and financial situation.

**[If Applicable]** The following information relating to your circumstances was either not provided or may be based on inaccurate information:

- **[Insert missing/inaccurate information, including brief reason why client declined to provide]**
- **[Insert missing/inaccurate information, including brief reason why client declined to provide]**



Goals as at 6/6/2024

All



Your goals and objectives guide all of my recommendations.  
Click to expand and review your goals.

Type	Description
▼	Dario Test
▼	Eva Test





Your goals and objectives guide all of my recommendations.  
Click to expand and review your goals.

Type	Description
▲	Dario Test
	Budgeting
	test 08/05
	Retire by age 65 (\$1,600,000)
	Go on holidays



## Goals as at 6/6/2024

Your goals and objectives guide all of my recommendations.  
Click to expand and review your goals.

All



All

Dario Test

Eva Test

Type	Description
------	-------------

▲	Dario Test
---	------------



Budgeting



test 08/05



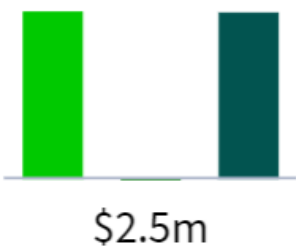
Retire by age 65 (\$1,600,000)



Go on holidays

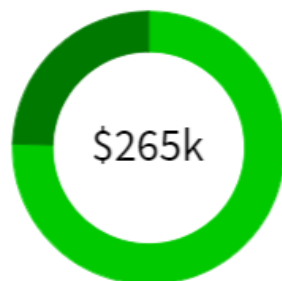


# Current financial status



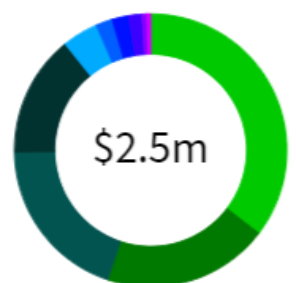
## Wealth overview

You own	\$2,540,450
You owe	-\$20,000
Net	\$2,520,450



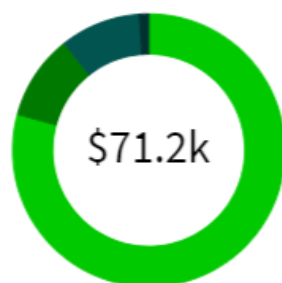
## Earn each year

Earned Income - Dario Test	\$200,000
teacher - Dario Test	\$65,000



## Asset breakdown

Port Douglas	\$900,000
Primary Residence	\$500,000
holiday home	\$500,000
Superannuation	\$366,743
Other	\$273,708



## Spend each year

NAB	\$56,400
Woolworths	\$7,200
Insurance	\$6,766
Water	\$800



## Liability breakdown

Other Loan	\$20,000
NAB	\$0



## Existing insurance cover

	Dario Test	Eva Test
Life	\$450,000	\$500,000
TPD	\$0	\$0
Trauma	\$400,000	\$200,000
IP	\$30,000	\$0

## Current Insurance

This is a summary of your current insurances and policies.  
Click to see any of the detail or watch short videos explaining the types of insurances.

### Dario Test

[View detail](#)

#### 4 Policies

- |                              |   |                              |
|------------------------------|---|------------------------------|
| ✓ Life \$450,000             | ▶ | ✓ Additional Rider \$100,000 |
| TPD \$0                      | ▶ |                              |
| ✓ Trauma \$400,000           | ▶ |                              |
| ✓ Income Protection \$30,000 | ▶ |                              |

### Eva Test

[View detail](#)

#### 1 Policy

- |                       |   |
|-----------------------|---|
| ✓ Life \$500,000      | ▶ |
| TPD \$0               | ▶ |
| ✓ Trauma \$200,000    | ▶ |
| Income Protection \$0 | ▶ |



This is a summary of...  
Click to see any of the...

Dario  
Test

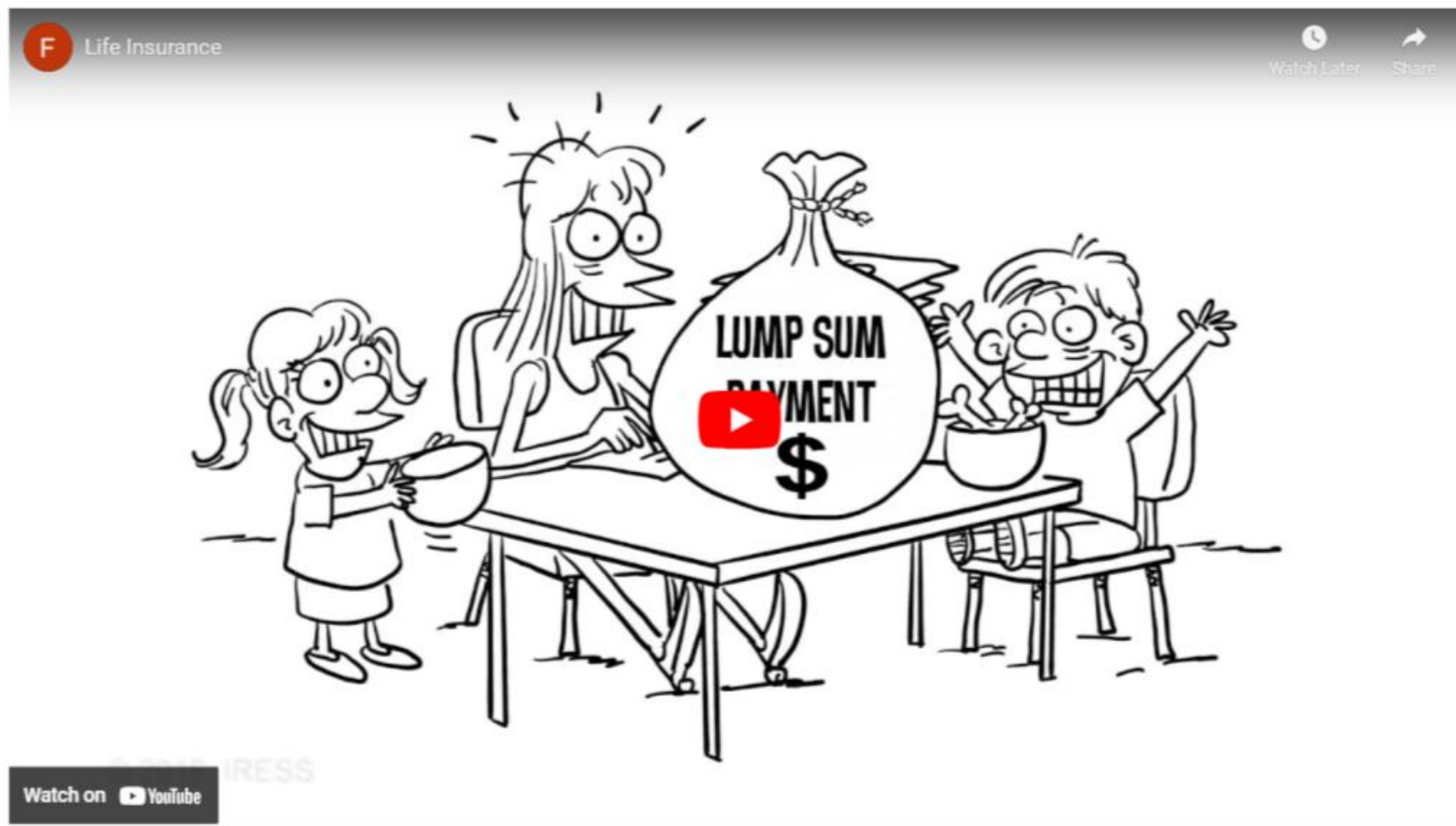
View detail ▶

Eva  
Test

View detail ▶

## Life Insurance explained

Close X





Deck  
Ready Review  
When  
Yesterday at 5:50 PM

Track Client Activity

Ready

- Client Demo email@example.com  
Attended • 1 view
- Clientless Demo email@example.com  
Attended

**Presenting**

Attendees: 2      Duration: 14:51

**Sharing and viewing**

Shared: 1      Onshares: 0      Views: 1      Duration: 6:01

yesterday at 7:41 pm

1:18 minutes	59 seconds	48 seconds	37 seconds	24 seconds
Test Your Understanding	Current Insurance	Risk Profile	Current Valuation	Portfolio Progress

MORE

Shared with Client Demo & 1 other yesterday at 7:41 pm

Presented to Client Demo & 1 other for 14:51 minutes yesterday at 7:25 pm

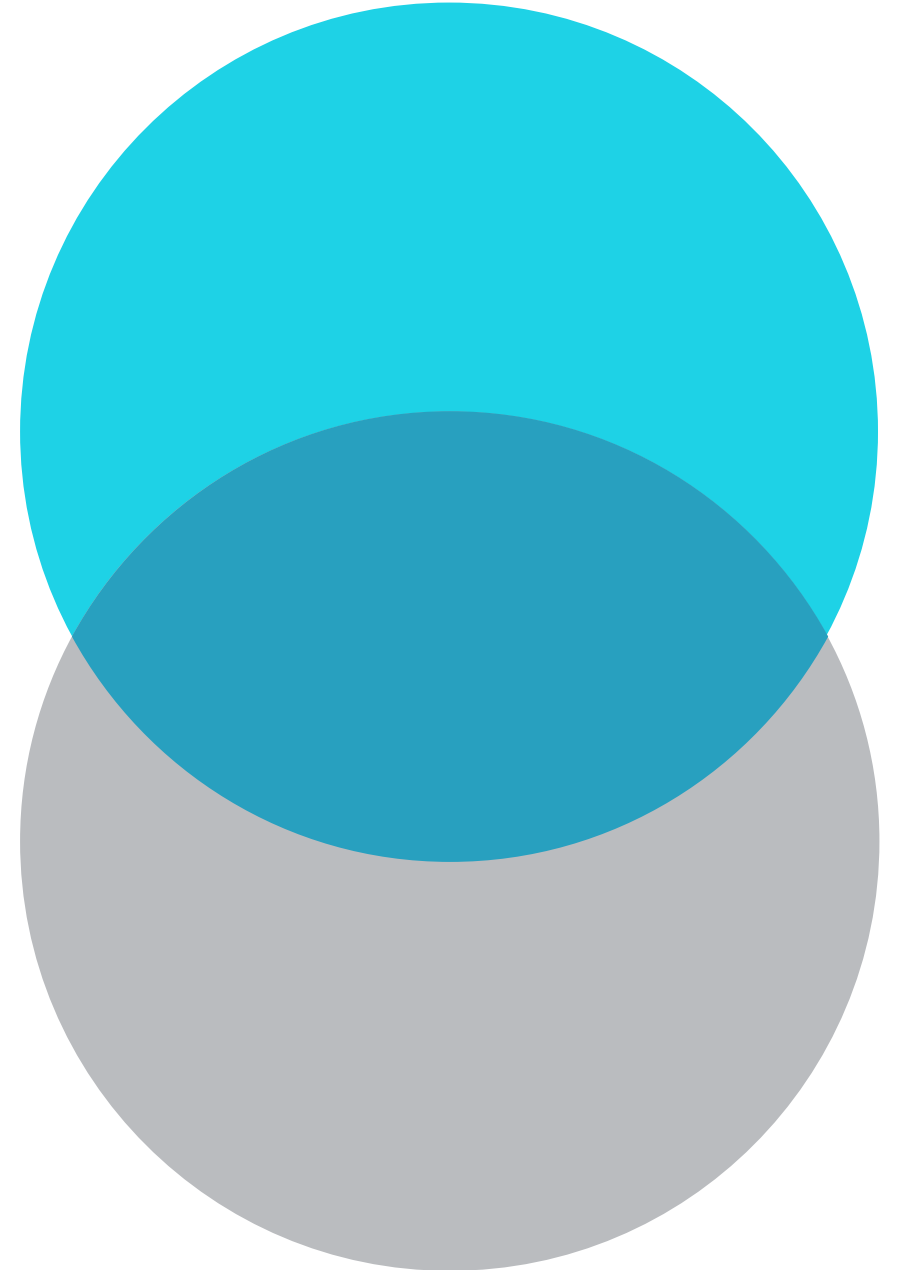
8:32 minutes	2:52 minutes	43 seconds	27 seconds	22 seconds
Test Your Understanding	Portfolio Progress	Next Steps	Current Valuation	Investment Fees

MORE

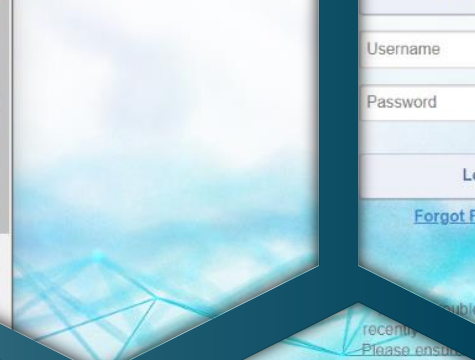
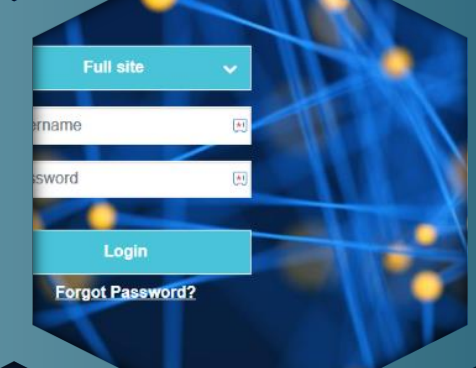
Created by Ben Graham  
Scheduled for yesterday at 4:50 pm

# WEBINAR

## 27<sup>TH</sup> AUGUST



**What do you  
already have?**



- < Client
- CALM
- Input ^
  - Basic Details**
  - Children v
  - Individual v
  - Tax Details v
  - Investment Returns
  - Strategy
  - What if
  - Options
- Display v
- Chart v
- Assumption v
- Scenario Index

### Basic Details

#### CALM Data

Projection Start Date: 01 July 2023 [Add a start date to list](#) [Warning: Backdated Scenarios](#)

Initial Frequency: Annual

Specify Future Key Dates: Use None

#### Personal Data

	Theodore	Robin
First Name:	Theodore	Robin
Surname:	Mosby	Scherbatsky
Date of Birth:	30/10/1963	29/10/1963
Age:	59.6	59.6
Sex:	Male	Female
Marital Status:	Married/De Facto	
Retirement Date:	01 Jul 26 (62.6)	Age Pension Period

#### Risk Profile

	Theodore	Robin	Joint
<a href="#">Profile</a>	Use Client Focus (Balanced)	Use Client Focus (High Growth)	Use Client Focus (High Growth)

#### Superannuation

Hide Accumulation Fund (if unused): No

Untaxed Fund: Exclude

Defined Benefit Fund: Exclude

SMSF Used: No

#### Entities

Companies Used: 0

# CLIENT DISCOVERY

## Getting to know you

Please take some time to tell us about yourself. Information about your goals and any areas, issues, or concerns that you feel need attention will help us to provide you with better financial advice.

Your reasons for seeking advice

What are the most important things in your life and why are they important to you?

Do you have any concerns about your current situation?

What would you like to change about your current financial situation or lifestyle?

What are your financial dreams or aspirations?

What activities do you enjoy e.g. sport, hobbies, travel?

## Children and/or other dependants - current and expected

Are you planning on growing your family?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have sufficient funds for your children's education?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Full name	Date of birth	Gender	Relationship	Dependant
		<input type="checkbox"/> M <input type="checkbox"/> F		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> M <input type="checkbox"/> F		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> M <input type="checkbox"/> F		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> M <input type="checkbox"/> F		<input type="checkbox"/> Yes <input type="checkbox"/> No

## Additional comments

## Employment details

	Client 1	Client 2
Occupation/Title		
Employment status		
Do you expect an increase in income?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you plan to change jobs?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Additional comments

## Insurance

# CLIENT DISCOVERY

## Estate planning

	Client 1	Client 2
Is there a Will in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there a Power of Attorney (PoA) in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has your estate planning been reviewed recently?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Additional comments

---



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## Retirement planning

	Client 1	Client 2
Are you retired?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Estimated Retirement Age		
Do you know how much you'll need for retirement?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you know if you will have enough money for retirement?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Additional comments

---



---



---

## Investments/Superannuation

	Client 1	Client 2
Superannuation balance		
Investments		

## Cash Flow Management

	Client 1	Client 2
Do you have sufficient cash flow?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need assistance with budgeting?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have specific financial goals?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need financial organisation?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Additional comments

---



---



---

## Debt Management

	Client 1	Client 2
Home value		
Home loan		
Credit cards		
Other loans		
Do you plan on moving or buying a new home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need to review your home loan or plan on refinancing?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Additional comments

---



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# QUESTION

Question: What type of digital advice tools can you enhance client engagement.

Select all that applies:

- A) Live document presentation tool
- B) Regulatory Compliance Key Risk Indicator
- C) Client Portals
- D) Integrated digital signature



# QUESTION

Question: What type of digital advice tools can you enhance client engagement.

Select all that applies:

- A) Live document presentation tool
- B) Regulatory Compliance Key Risk Indicator
- C) Client Portals
- D) Integrated digital signature



Give me a summary of this presentation in chronological order

According to the presentation: Here is a summary of the presentation in chronological order:

1. The presentation is about **improving client engagement** and **efficiency** by leveraging **technology**.<sup>1</sup>
2. We discussed **three key tools** to enhance client engagement: **MyProsperity**, **LivePreso**, and **FileNote.AI**.<sup>2</sup>
3. File note taking has emerged as the top area for efficiency improvement, and can be streamlined with **FileNote.AI**.<sup>3</sup>
4. A **comparison of different AI transcription tools**, and **FileNote.AI** is tailored for the Australian Financial Services Industry with superior data security controls and diarisation capabilities.<sup>4</sup>
5. **MyProsperity**, offers digital fact finds, secure document sharing, digital document signing, and Xplan integration.<sup>5</sup>
6. **LivePreso**, a client engagement tool that simplifies advice presentation using **digital presentation** and integrates with Xplan.<sup>6</sup>
7. You also currently have access to Xplan **Xtools+ Visualise** as well as a new **Client Discovery Form**

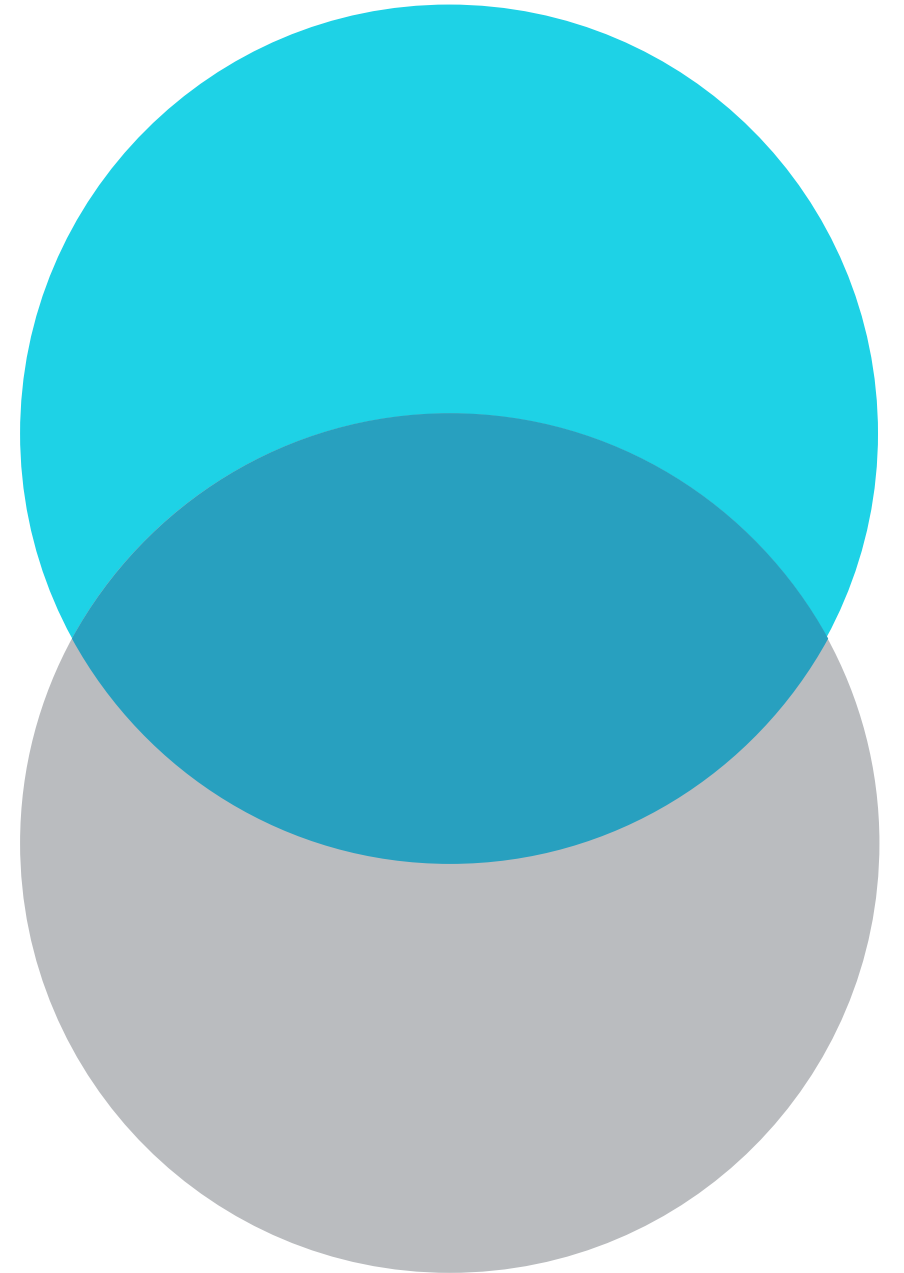
CENTREPOINT  
ALLIANCE

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**THANK YOU  
QUESTIONS?**



# MORNING TEA





# **ADVISING VULNERABLE CLIENTS**



# AGENDA

- Define and identify vulnerable clients
- Explain how to protect and assist vulnerable clients
- Apply your knowledge to real examples
- Demonstrate compliance with the Code of Ethics

*Standard 2 -You must act with integrity and in the best interests of each of your clients*

*Standard 4 - You may act for a client only with the client's free, prior and informed consent.*

*Values - Trustworthiness*

## IN THE NEWS

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PP Professional Planner

### Advisers better placed than doctors to assess client mental acuity

The tightknit bond advisers have with their clients means they are in a unique position to assess the change in the cognitive level of the...

7 Mar 2024

News / National

## NAB teller stops couple from being scammed \$80,000

 By 9News Staff | 12:44pm Jan 29, 2024

A [Tasmanian](#) bank teller has stopped a couple from being scammed out of tens of thousands of dollars after a [false investment set-up](#) attempted to steal \$80,000.

A husband and wife [approached a bank](#) in Rosny, Tasmania, after their account was blocked during an attempt to transfer \$40,000 to an online investment firm.

The firm had promised a 12 per cent return on their term deposit and a guaranteed payout if the company went bust.

 The Courier Mail

### 'Double whammy': The crises fuelling a shock surge in elder abuse

Older Queenslanders are being abused at shocking levels by family and friends who are moving into their homes due to the cost-of-living and...

21 Feb 2024



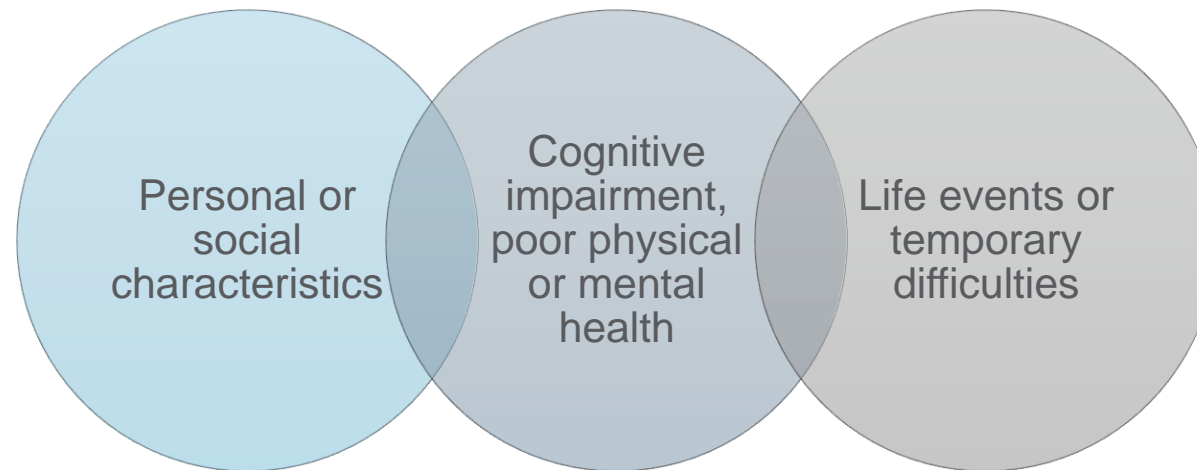
### Bank Teller Prevents Customer From Getting Scammed ...

27 Mar 2024 — A quick-thinking Australian **bank teller** recently prevented a vulnerable customer from being the victim of a costly online **romance scam**.

## WHO ARE VULNERABLE CLIENTS?

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A vulnerable client is susceptible to financial detriment due to:

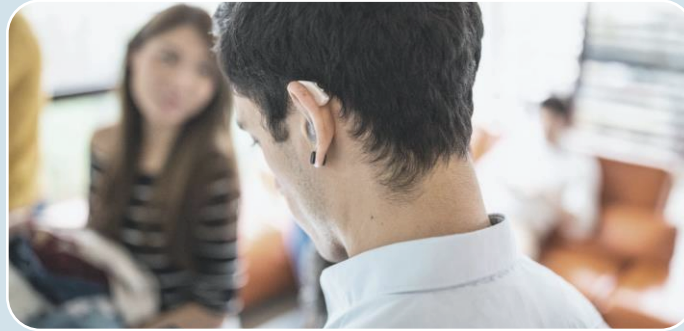


A vulnerable client may have difficulty understanding information; limited ability to assess advice and products; inability to maximise their wellbeing; or may be susceptible to undue influence from others.



# VULNERABLE CLIENT CATEGORIES

---



## Assess/monitor for vulnerability

- Advanced age
- Serious illness
- Death of a spouse

## Needs support

- Language other than English
- Hearing or vision impaired
- Poor literacy

## Lacks capacity

- Advanced dementia
- Some mental illnesses
- Intellectual disabilities

# LOOK FOR RISK FACTORS

---

## Initial fact finding

Ask questions about:

- General and financial literacy
- Proficiency with technology such as email, accessing information on the internet, access to a computer
- Language barriers and the level of comfort with English (verbal and written)
- Major life events that have occurred or are likely
- Physical and mental health
- Relationship status or changes

## Ongoing

Be vigilant and monitor for:

- Unusual behaviours such as excessive spending or withdrawals
- Unexplained changes to beneficiary nominations
- A change in the client's demeanor including anxiety, confusion, memory loss
- Changes in the client's health or circumstances



## BE PROACTIVE

---

- Discuss how you protect vulnerable clients.
- Ask the client to identify a trusted individual who could be contacted if the client were to become vulnerable.
- Ask questions to understand family dynamics.
- Ask questions to understand the client's wishes.
- Encourage clients to put in place a Power of Attorney.
- Introduce yourself to family or Power of Attorney.
- Seek consent to engage with the client's accountant or lawyer.

# SUPPORT AND SAFEGUARDS

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Communication	Preferred or appropriate mode, check for understanding
Meetings	Length, timing, location
Advice documents	Language, presentation style, support tools
Suitable strategies and products	Consider client literacy, complexity, client involvement
Informed Consent	Use strategies to avoid 'Noddy Syndrome', vulnerable couples
Implementation	Need for assistance or extra checks
Third Parties	Support from a trusted third party
Educate Staff	Support and observe

## CASE STUDY

---

You have a client who has disclosed that he suffers from depression and anxiety.

He has not been responding to requests for meetings.

The client's spouse called and said he was receiving some treatment.

### **NSW Health – Tips for working with people with mental illness and overcoming communication barriers**

A person experiencing a mental health concern may:

- Find it difficult to concentrate
- Take medication that affects short term memory
- Not be confident to ask questions
- Find it difficult to communicate



## POSSIBLE ACTIONS

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- Consider how to tailor the advice process to meet the client's needs including location, timing of meetings, presentation of advice
- Implement flexible communication methods
- Ensure strategies and products are not overly complex or overwhelming
- Take extra steps to ensure you have informed consent
- Allow more decision-making time
- Check that implementation has been completed by the client
- Consider a support person who can assist in meetings
- Appoint a POA

### **NSW Health – Tips for working with people with mental illness and overcoming communication barriers**

- Checking whether it is a good time and place to communicate with the person
- Being clear and using language that the person understands
- Communicating one thing at a time
- Respecting a person's desire to not communicate
- Checking that the person has understood you correctly
- Communicating in a location that is free of distractions
- Acknowledging any emotional responses the person has to what you have said

# ASSESSING CAPACITY

**Financial capacity is the ability to satisfactorily manage one's financial affairs in a manner consistent with personal self-interest and values.**

A person has capacity when they satisfy each of the following:

- ✓ Understand and retain (even for a short while) the information relating to the decision
- ✓ Understand the main choices available
- ✓ Understand and weigh up the consequences of the choices
- ✓ Communicate the decision
- ✓ Make a decision freely and voluntarily

## Queensland Capacity Assessment Guidelines 2020

Are you concerned about another adult's capacity to make decisions?  
Are you thinking about seeking a capacity assessment?  
Are you having your own capacity assessed?

A guide to understanding capacity, capacity assessment and the legal tests of capacity under Queensland's guardianship legislation.



## CASE STUDY

---

Client's daughter raised concerns that the client is a victim of a romance scam.

Client has been making unusual withdrawals from his pension account over the past 6 months.

### **Scamwatch - Warning signs of a romance scam**

- The relationship moves fast.
- They will quickly move off social media or a dating site to WhatsApp.
- They will encourage secrecy from family and friends.
- There will always be an excuse why they can't meet in person or show themselves on camera.
- They talk about money, investments or cryptocurrency



## POSSIBLE ACTIONS

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- Discuss the withdrawals with the client.
- Explain the importance of verifying the legitimacy of a transaction and persons before transferring money.
- Encourage him to talk to his daughter or trusted person.
- Ask if you have consent to discuss with his daughter and/or a joint meeting.
- Assess his capacity and his understanding of the consequences.
- Refer him to Scamwatch, the ACCC or the Police for further information and guidance.
- Consider whether to act if he requests future withdrawals.

### Scamwatch – tips

- Take it slowly
- Ask lots of questions and watch for things that don't add up
- If they ask for money, stop contact
- Be careful what you share
- Learn how to spot a fake profile
- Don't keep your relationship secret from family and friends

# POWER OF ATTORNEY

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- The attorney must act in the principal's best interests and make decisions consistent with the principal's known wishes where possible. Consequences for a POA who does not act in accordance with their obligations include removal, civil or criminal liability, paying compensation for losses.
- EPOA requested to withdraw funds to pay off the attorney's home loan. She did not realise this was not permitted.
- If the client does not have an EPOA a court or tribunal can appoint a financial manager or guardian.
- Granddaughter said her Grandmother 'couldn't speak English and wasn't with it' but needed assistance for aged care transition. Would need to have an alternative decision maker appointed by a tribunal if the client doesn't have capacity.
- If the POA only commences upon loss of capacity, you need to be satisfied that your client has lost capacity before taking instructions. Generally, the attorney can determine whether the client has capacity and when to commence making decisions under an EPOA\*.
- The EPOA expressed concern about the capacity, but the adviser assessed that the elderly client had capacity (understood information, asked questions which showed he understood the benefits and risks of options).
- Unless a person has no capacity, they may still be able to participate. You may, before you act on the instructions of an attorney, consult the client about their wishes.

## VERIFYING A POA

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- Sight the POA or instrument appointing the attorney and retain a copy.
- Check the POA or instrument to ensure it is valid and you understand:
  - Who the attorney(s) are
  - What decisions the attorney can make (i.e. financial matters)
  - When the attorney's powers begin/apply (i.e. upon incapacity, immediately, at a certain time or circumstance)
  - How decisions must be made (i.e. jointly, severally, by a majority), and
  - Any terms and instructions (e.g. restrictions)
- If you have any reasons to believe a POA may have been revoked e.g. a relationship breakdown between the client and POA, you should take steps to confirm the POA is still valid. This may include confirming with the client, their solicitor, and questioning the attorney.

# COMPLAINTS INVOLVING FINANCIAL ABUSE

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AFCFA will consider if:

- There were red flags that may indicate financial abuse
- The adviser took reasonable care and skill and questioned the customer's authorisation of a transaction
- The adviser should have delayed a transaction or taken preventative action
  
- You may be liable if you proceed with a transaction which is not in the best interests of the customer.
- You may be required to reimburse clients who have been a victim of financial abuse in circumstances such as:
  - You were aware of mental incapacity or vulnerability e.g. illiterate.
  - You were aware of undue influence on the client.
  - You assisted in a breach of trust from a third party.
  - You took advantage of a vulnerable person.



## CASE STUDY

---

Client's children are pressuring their mother to help with their mortgages.

You inform her that she is risking her financial security if she gifts anymore.

## POSSIBLE ACTIONS

---

- Illustrate the impact on the client's financial position if more money is gifted
- Consider a joint meeting with the children to explain the impact
- Seek a trusted support person for the client e.g. other family member
- Refer to support services
- Delay or refuse to act

If there are warning signs, AFCA expects that:

- The adviser should talk to the elderly person separately without a third-party present
- Ask questions about the reason for the transaction and test the credibility of their explanation
- Where a POA is acting for the elderly person contact other account holders or POA to verify the transaction is appropriate
- Ask if there is another person to talk to
- Refer to support services
- Delay or decline the transaction
- Escalate concerns
- Follow internal procedures

# GROUP CASE STUDY

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## CASE STUDY

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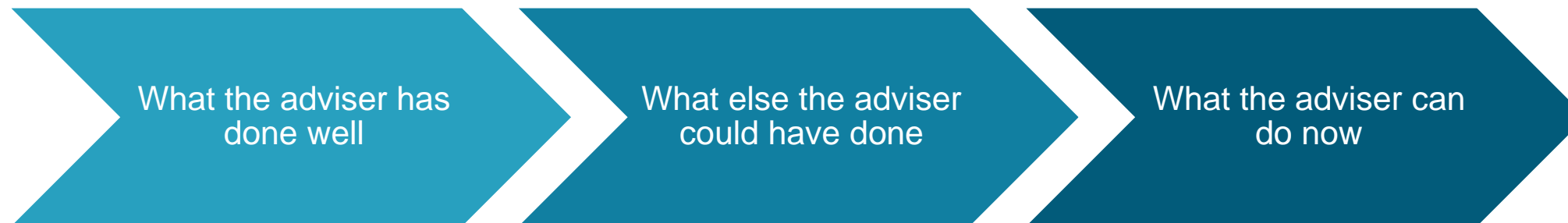
Betty is your client. She has dementia. Betty has 3 adult children who hold an EPOA.

You watch for indications of her dementia progressing when you meet with her.

Betty discloses to you that she is uncomfortable gifting money to her children for a property development.

Soon after the EPOAs advise you that the State Tribunal has determined that Betty has lost capacity. They request that you liquidate all assets as they are transferring to a new financial adviser.

You then receive a legal letter on behalf of the EPOAs requesting that you do not contact Betty.





## WHAT THE ADVISER DID

---

- ✓ Identified that Betty is vulnerable due to her dementia
- ✓ Assess her capacity to make decisions
- ✓ Monitor for signs of cognitive decline
- ✓ Keep file notes
- ✓ Ensure there is an EPOA in place
- ✓ Understood Betty's wishes



## WHAT THE ADVISER COULD HAVE DONE

---

- Engage with the EPOAs
- Seek to understand family dynamics
- Seek a trusted friend or family member who can support Betty
- Seek Betty's consent to engage with her solicitor and doctor



## WHAT THE ADVISER COULD DO NOW

---

- Check the EPOA and seek a copy of the tribunal decision
- Reach out to Elder Abuse support services
- Seek legal advice about contacting the client
- Respect confidentiality – reach out to the client's doctor
- Make an application as an interested party to remove or replace the EPOAs
- Delay/refuse to act



# FAAA makes key recommendations to reduce the impact of financial abuse

25 Jun 2024

From [FAAA - Financial Advice Association Australia](#)



Sarah Abood

The financial advice profession lacks consistent protocols for handling suspected financial abuse, and there are significant barriers to effective collaboration due to privacy laws and insufficient whistleblower protections, according to Sarah Abood, CEO of the Financial Advice Association Australia (FAAA).

## RECOMMENDATIONS

- Training, information and support for affected people, including the financial professionals
- Hotline for consumers and service providers
- Review the privacy and whistleblower protection laws to ensure relevant information can be safely shared, where financial abuse is suspected
- National harmonisation of currently state-based estate planning laws
- National register of Powers of Attorney
- Standard identification, reporting and escalation framework

THANK YOU

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# Main residence CGT exemption

Centrepoint Alliance  
Masterclass  
July 2024

Presented by  
MLC TechConnect

# Disclaimer and important information

MLC TechConnect



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Our goal is to deliver superior, long-term outcomes for a diverse range of clients



## Financial Advice

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ASSET MANAGEMENT



FAIRVIEW  
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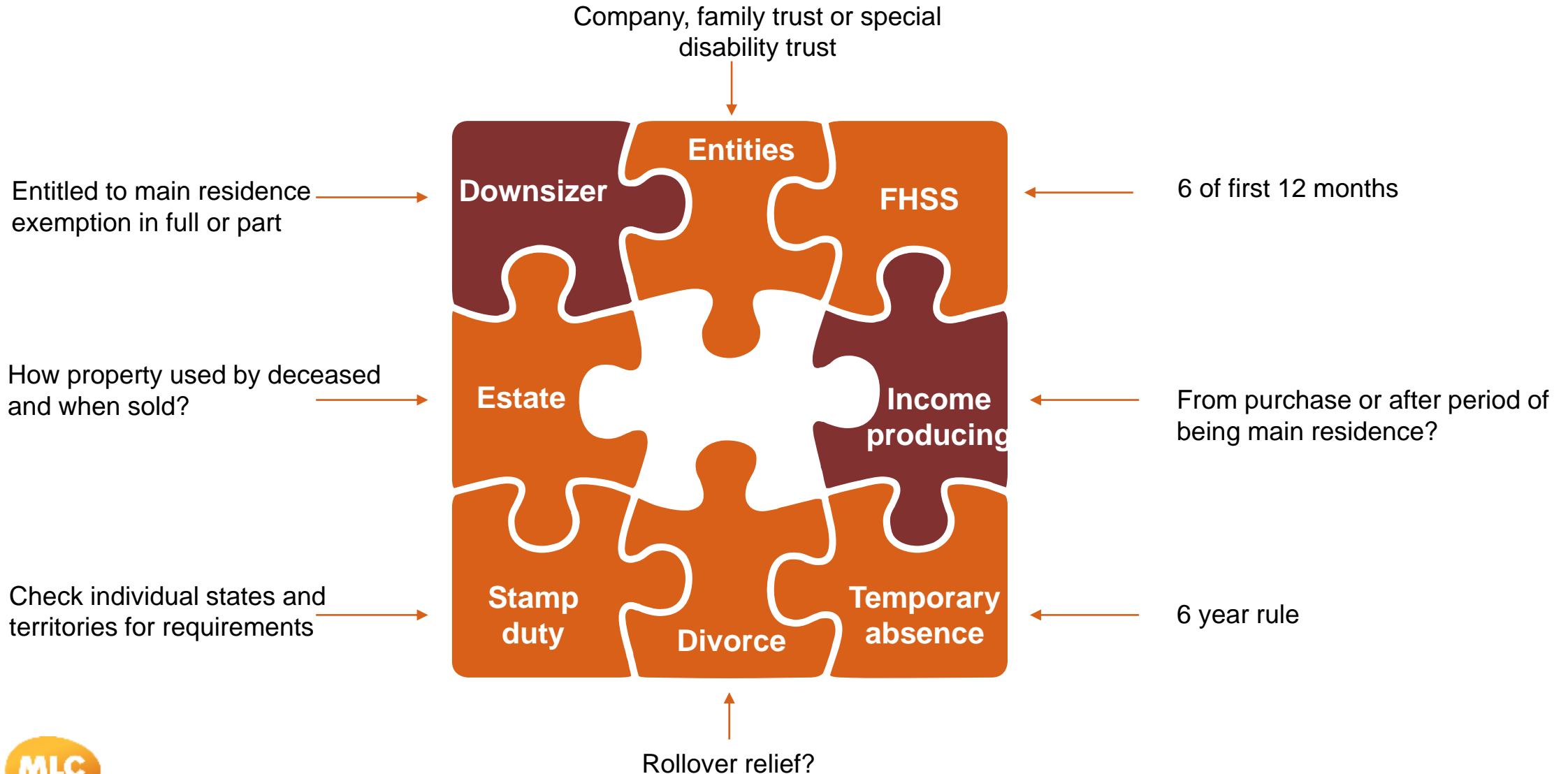
OrchardStreet  
INVESTMENT MANAGEMENT LLP





# Main residence – interaction with financial planning strategies

MLC TechConnect



# Agenda

MLC TechConnect



- Fundamentals



- Partial exemptions



- Inheritance



# Main residence – key elements

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- Capital gain or loss disregarded if taxpayer:
  - is an individual (not company or trust\*)
  - is a resident (not an excluded foreign resident)
  - did not inherit the property
  - used the **dwelling** as their **main residence** for the entirety of **ownership period**



\* *Exception Special Disability Trust*



# Special Disability Trust

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- Generally, if main residence held through trust – ineligible for concession
- Special Disability Trust
  - Trust must comply with requirements under social security or DVA legislation
  - Dwelling must be used by principal beneficiary as their main residence



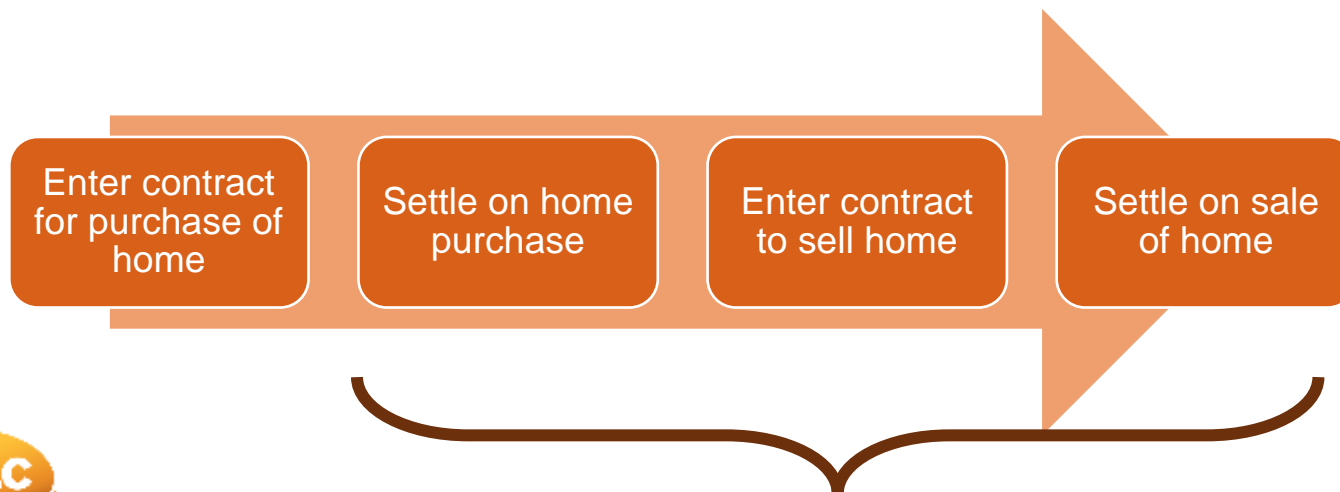
# Dwelling and ownership period

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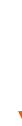


A dwelling is a 'unit of accommodation' in Australia:

- at least partially residential accommodation
- can include a caravan, houseboat or mobile home
- includes **adjacent land** up to **2 hectares**
- time after settlement is still counted as 'main residence days' if you move in **as soon as practicable** after settlement



Ownership period is generally from settlement to settlement



**Does this sound familiar?**

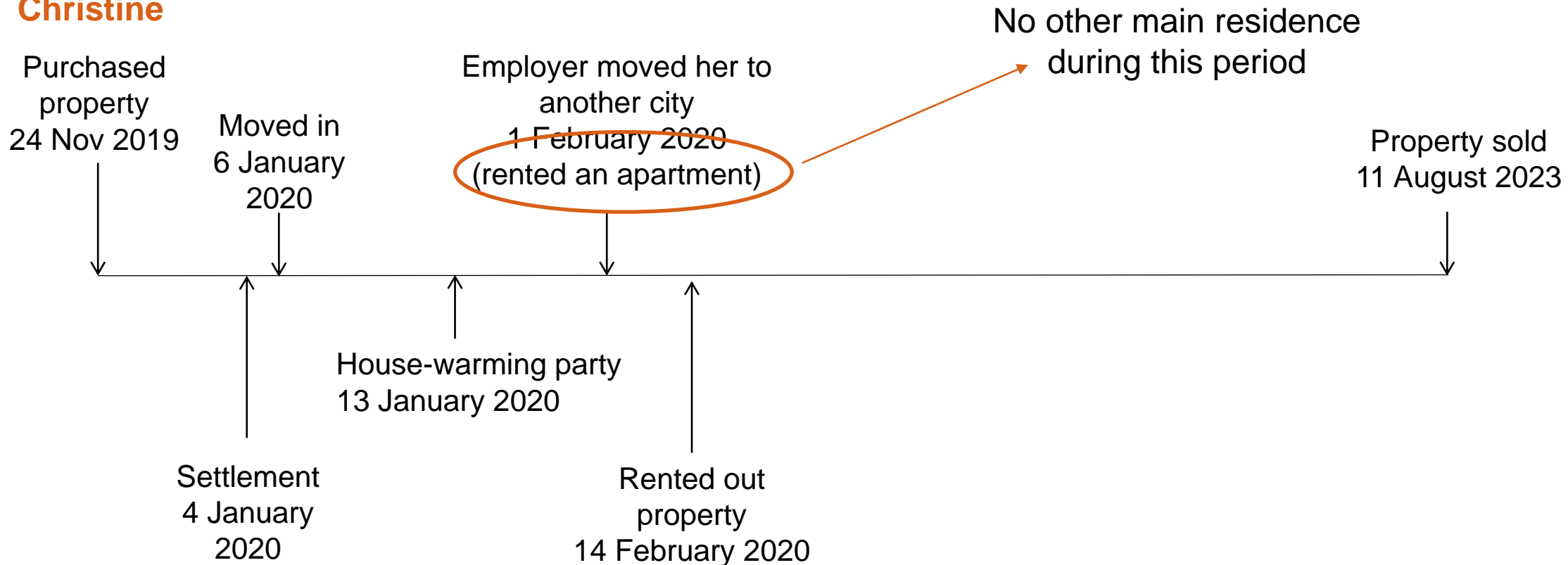


# Christine's situation

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## Christine



# Was that your main residence?

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**Based on the information, can Christine claim the main residence CGT exemption?**

- A. Yes – for the full period of ownership
- B. Yes – but only partially
- C. No – as it was never her main residence

# Was the dwelling your main residence?

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## Considerations include:

- ✓ Where you live
- ✓ Length of time
- ✓ Personal belongings
- ✓ Mail addressed to
- ✓ Electoral role
- ✓ Services – gas, power, etc
- ✓ Taxpayer's intention

## Other factors:

- ✓ When moved in
- ✓ When moved out
- ✓ Changing main residences
- ✓ Income producing
- ✓ Building on vacant land

**NOTE:** *The relevance and weight to be given to each of these or other factors will depend upon the circumstances of each particular case. AAT cases state list is not exhaustive.*



### For Christine

- Part of argument relates to taxpayer's intention
- Does not matter that length of time was short






# Extensions of basic case

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What happens when you move out of your home?

- You can *generally* only have one main residence at a time
  - Exception applies for a short period between changing residences
- A former home can be treated as a main residence where:
  - previous residence is not used to generate income, exemption can apply **indefinitely**
  - previous residence is used to generate income for up to **six years**
    - period resets if you move back in
    - periods where property not generating income do not count

 Check home insurance policy



# Example

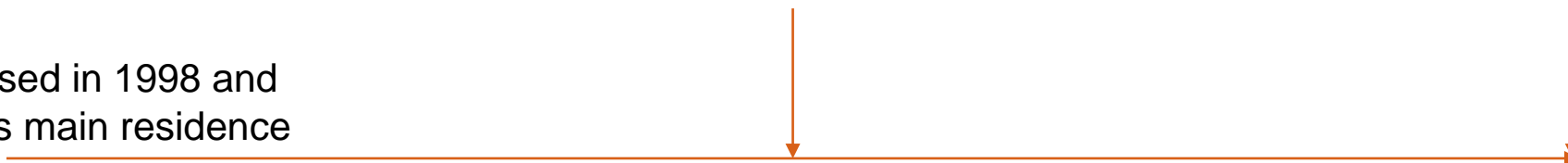
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January 2024 enters residential aged care

Home sold

Home purchased in 1998 and established as main residence



----->  
If not income producing – extension until sale regardless of length of time

----->  
If income producing – extend up to 6 years



# Your thoughts?

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John and Darlene purchase a new home by the coast where they will enjoy their retirement on 25 July 2023.

They move in immediately and put their existing home on the market.

They refuse to sell their existing property in Haberfield until they get the price they want.

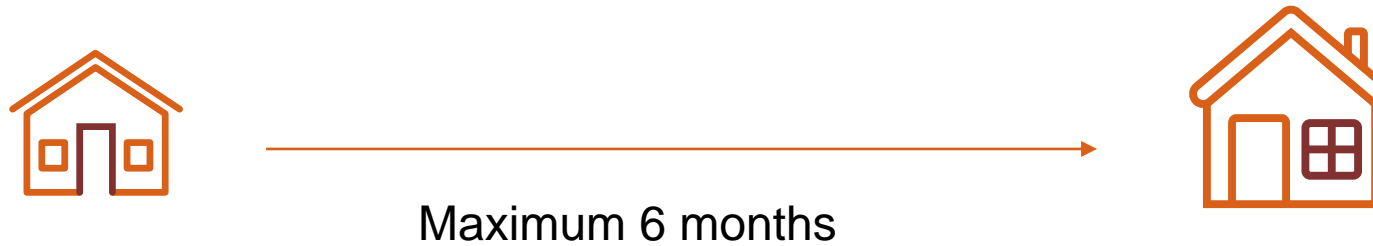
9 months later they find a buyer willing to pay their asking price.

Does the full main residence exemption apply to their home in Haberfield?



# Changing main residence

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Both properties can be treated as main residence

Period permitted is lesser of:

- period between acquisition of new dwelling and disposal of original dwelling,
- or
- 6 months immediately before the disposal of the original dwelling



# When does property become your main residence?

MLC TechConnect

## Rosa

Existing lease over property  
(3 months until expires)



# When does property become your main residence?

MLC TechConnect

Based on Rosa's situation, can the main residence exemption be claimed in full?

- A** Yes – moved into property as soon as practicable
- B** No – only partial exemption will apply
- C** Depends

# When does property become your main residence?

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- Required to move by the time it is first practicable (ITAA97 s118-135)
- Does not apply if:
  - Property still subject to lease
  - Decide to renovate prior to moving in
- If the property is not the main residence for the whole ownership period
  - Partial exemption available
- Rosa – only entitled to partial exemption



# Building a property

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- Land on which dwelling is built, renovated or repaired
- Maximum period 4 years (may be shorter)
- But must:
  - establish as main residence as soon as practicable after work completed
  - dwelling must be main residence for at least 3 months

**NOTE:** if requirements not met – no concession available





# Proportionate exemption

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- Applies when property not treated as main residence as soon as practicable after settlement
  - Existing renters
  - Deciding to do renovations before moving in
- Main residence exemption is proportioned based on the number of days the property is the main residence

$$\text{Taxable gain} = \text{capital gain} \times \frac{\text{non – main residence days}}{\text{ownership period}}$$

- Where:
  - Non-main residence days = number of days the property does not qualify at the main residence
  - Ownership period = generally number of days from settlement to settlement



# Interaction with downsizer

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Harry, 65, owns his home which sits on his property totalling 10 hectares

He has sold the property for \$2,000,000 and considering making a downsizer contribution.

**Is Harry entitled to main residence exemption?**

- A** Yes – full amount
- B** Yes – partial exemption based on proportion relating to house and surrounding two hectares
- C** No as exemption must apply to entire property
- D** Depends if property was income producing



# Interaction with downsizer

MLC TechConnect



Amount of the downsizer from sale of property

**What amount can Harry make as a downsizer contribution?**

- A** \$300,000 as proceeds received are \$2 million
- B** Need to apportion to identify proceeds related to the home (amount is lesser of proceeds or \$300,000)
- C** A downsizer contribution cannot be made as only entitled to partial main residence exemption
- D** Depends if property was income producing

# Home first used to produce income

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- Triggered when
  - You only get a partial exemption when triggering the gain
  - Became income producing for the first time after 7:30pm 20 August 1996 **and**
  - You would have receive a full exemption if you triggered a CGT event just before you first stated using the property to produce income



# Home first used to produce income

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- If triggered, you are deemed to have purchased your property for market value at that time
  - 'Locks in' capital gains that would have been fully exempt
  - 'Non residence' period accrues gains like an investment property
  - Cannot 'opt out' and use proportionate method instead
  - **Record keeping is key!**

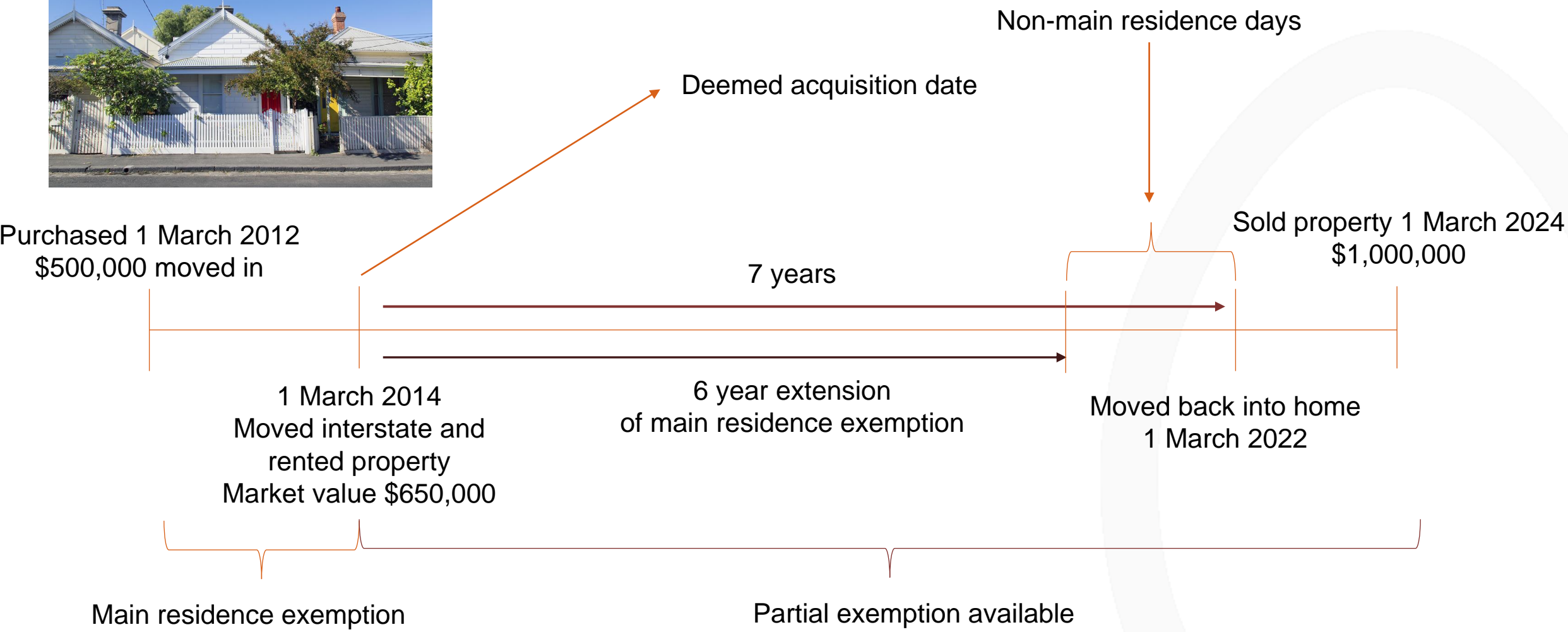
Keep in mind this only applies if you would receive a partial exemption at the time of the CGT event

- Extensions to main residence exemption may give a full exemption
- Best to 'hope for the best, plan for the worst'



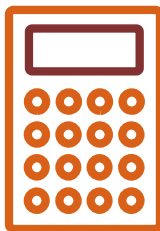
# Case study

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# Case study

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Taxable portion of capital gain or loss =	Capital gain/loss x	<u>Non-main residence days</u> ownership period
=	\$350,000 x	366/3,654
=	\$35,060	(approximately)



# Inheriting a property

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**Will the beneficiary be eligible for the main residence exemption?**

- A** Yes – full exemption
- B** Yes – partial exemption based on when deceased used property as main residence
- C** No – as property inherited upon death
- D** No – as beneficiary never established as their main residence



# Main residence exemption can be extended

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- Main residence exemption can be extended on death if:
  - Property was not used to generate income at *date of death* or it was a pre-CGT asset, **and either**
    - The property is sold within two years of death, or
    - From death to settlement, the property was the main residence of either:
      - the spouse of the deceased
      - someone who had an entitlement under the Will or who received the asset from the Estate



# CGT on inherited property

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Use of asset at death	Beneficiary's cost base	Beneficiary's ongoing use	Time of sale by beneficiary	Is CGT payable by beneficiary?
<b>Pre-CGT acquisition by deceased</b>				
Main residence	Market value at date of death	Main residence	Any time	No
		Investment	Sold < 2 years Sold after 2 years	No Yes
Investment	Market value at date of death	Main residence	Any time	No
		Investment	Sold < 2 years Sold after 2 years	No Yes
<b>Post-CGT acquisition by deceased</b>				
Main residence	Market value at date of death	Main residence	Anytime	No
		Investment	Sold < 2 years Sold after 2 years	No Yes
Investment	Inherit deceased's cost base	Main residence	Anytime	Partial exemption
		Investment	Anytime	Yes



# Partial exemption on death

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- Partial exemption may be available to estates and beneficiaries if the full exemption does not apply

$$\text{Taxable gain} = \text{capital gain} \times \frac{\text{non – main residence days}}{\text{ownership period}}$$

## Non-main residence days

- Post-CGT days the property was **not** the main residence of the deceased **plus**
- Days from death to settlement the property was not the main residence of
  - the spouse of the deceased
  - someone entitled to live in the property under the Will
  - the beneficiary to whom the property was transferred



# Partial exemption on death

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$$\text{Taxable gain} = \text{capital gain} \times \frac{\text{non – main residence days}}{\text{ownership period}}$$

## Ownership period

- If pre-CGT asset – days from death to settlement
- If post-CGT asset, the period from when the deceased acquired the property to settlement



# Partial exemption on death

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## Further modifications to the partial exemption

You may

- disregard period post death if the home (post-CGT) is sold within 2 years of death
- ignore non-main residence days before death if the property
  - is the deceased's residence just before death and
  - was not being used to generate assessable income or
  - was within the six year main residence extension window





Arthur purchases a home, moves in and lives there for 20 years.

He then moves to Argentina permanently. Sadly, Arthur passes away in Argentina.

He leaves his home to Alison (an Australian resident).

**If Alison sells Arthur's former home she will be entitled to:**

- A** No main residence exemption
- B** A full main residence exemption
- C** A part main residence exemption



# Foreign residents

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- Foreign resident
  - not entitled to the main residence exemption for property sold after 30 June 2020
  - unless satisfy the life events test.



↓  
**Applies even if a resident for some of the ownership period**

- Life events test
  - you were a foreign resident for tax purposes for a continuous period of 6 years or less
  - AND
  - during that period, one of the following occurred:
    - you, your spouse or your child under 18 had a terminal medical condition
    - your spouse or your child under 18 died
    - the CGT event happened because of a formal agreement following the breakdown of your marriage or relationship.



# Death and Australian tax residency

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If individual is an 'excluded foreign resident' on date of death

- Non-main residence days includes *all* days the deceased owned the property
- You cannot ignore the post-death period
- You cannot ignore non-main residence days before death

Effectively your partial exemption (if any) is limited to the portion of the post-death period if the spouse, beneficiary entitled under the Will or receiving beneficiary lives in the property.





# Questions

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# Learning objectives

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- Understand the key elements of the main residence exemption
- Identify the interactions of the main residence exemption with key financial planning strategies
- Discuss key elements of the main residence exemption with clients



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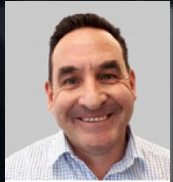
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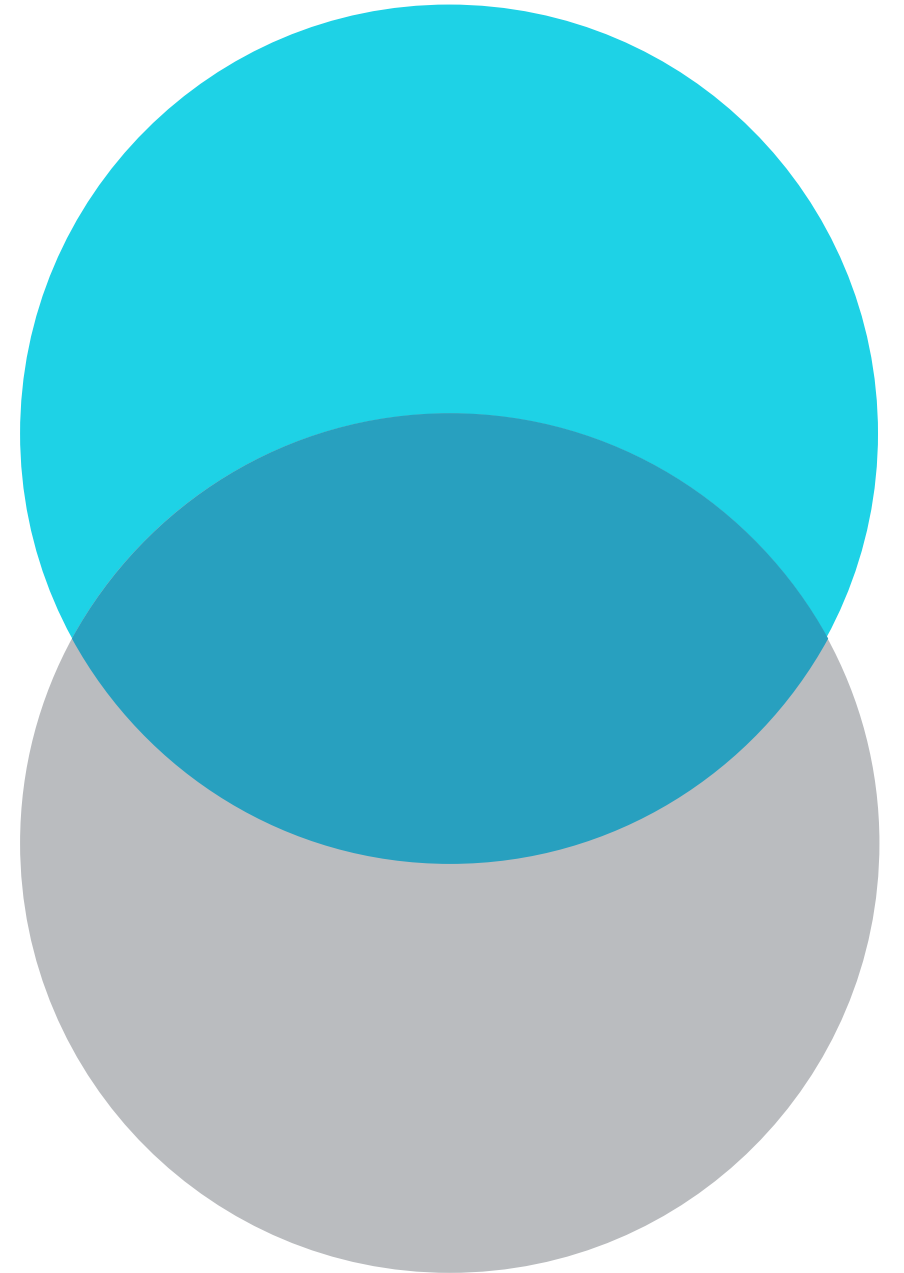
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Australian  
Retirement  
Trust

# Keep calm and carry on: everything is fine, really.

Brian Parker CFA  
Chief Economist

July 2024

[art.com.au](https://art.com.au)



# Before we begin

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# Main messages



## Economic outlook

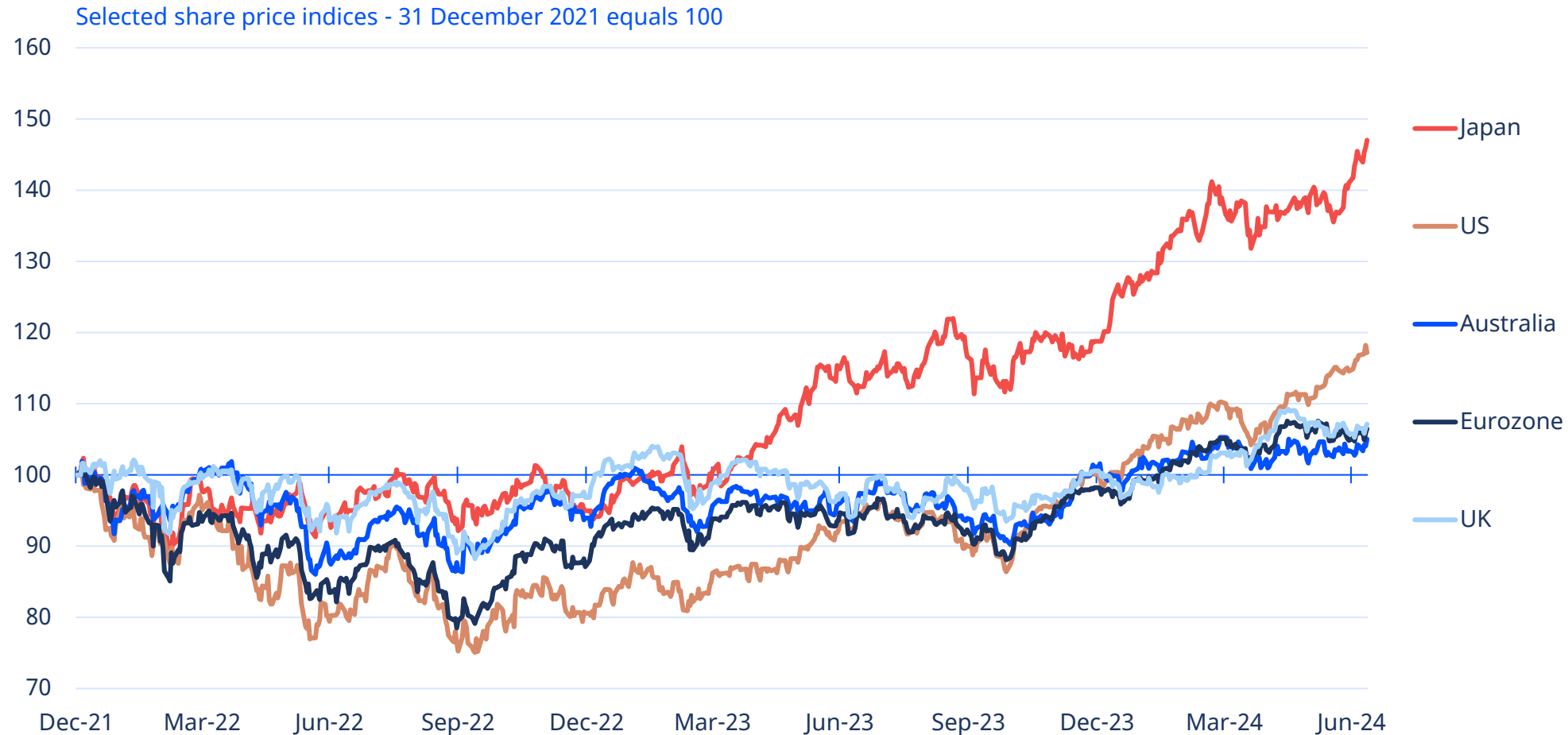
- Soft landings are hard to achieve, but global recession risk has abated
- Australia is barely growing – rapid population growth has masked significant underlying weakness
- Inflation likely to fall further, but services inflation still stubbornly high.
- ECB, Bank of Canada have started to cut rates..
- ..but hopes for near term easing in US and Australia are likely to be dashed..
- ..with some risk RBA will nudge rates up again
- Geopolitics: global tensions high, with the potential to cause further economic and market disruption

## Markets, strategy

- Valuations not overly stretched for this stage of cycle and volatility provides opportunity
- DAA Positioning\*:
  - Broadly neutral equities, overweight sovereign bonds, underweight cash.
  - Prefer Japanese, UK and European shares over Australia, US
  - Prefer Australian, UK, US over European, Japanese bonds
- Private assets: still offering significant return premia over public markets



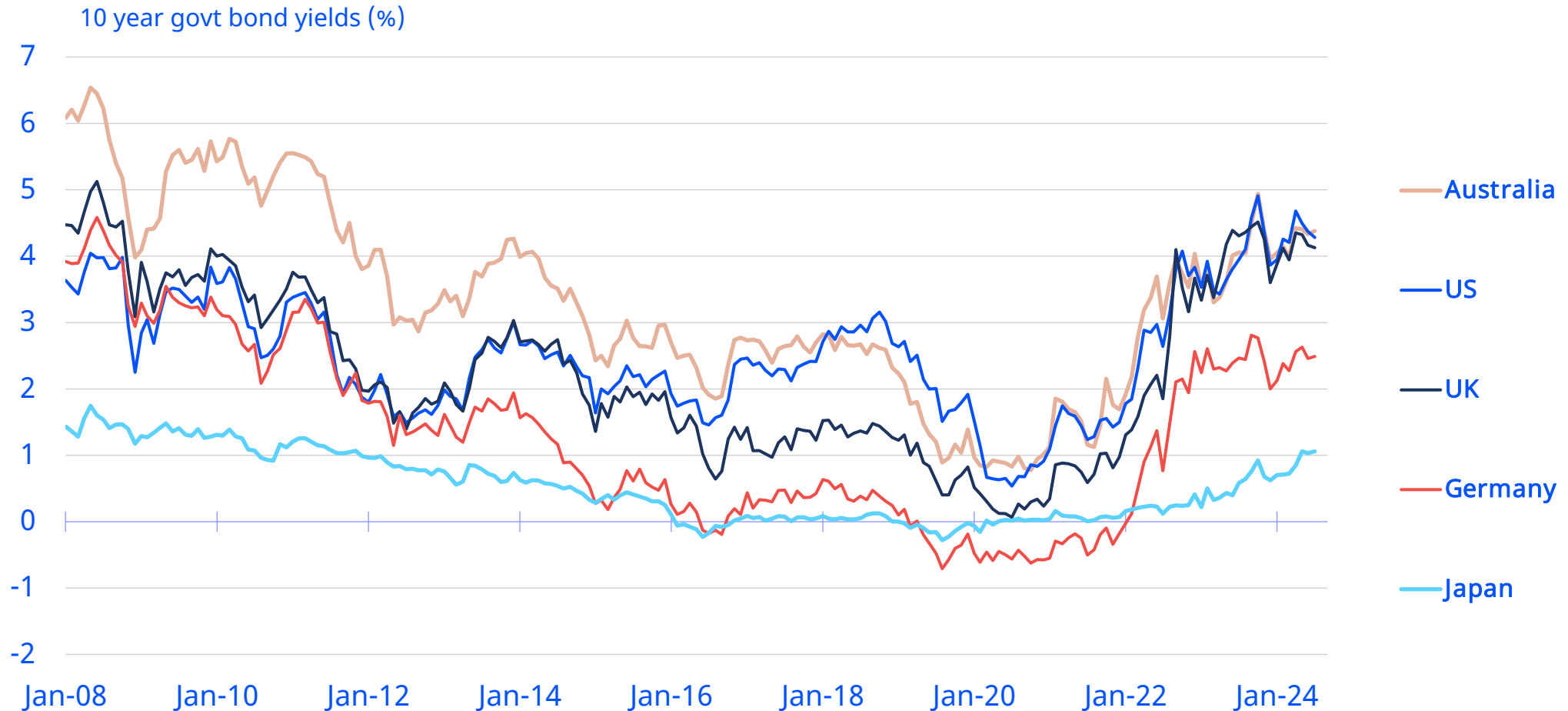
# A wild few years for share markets..





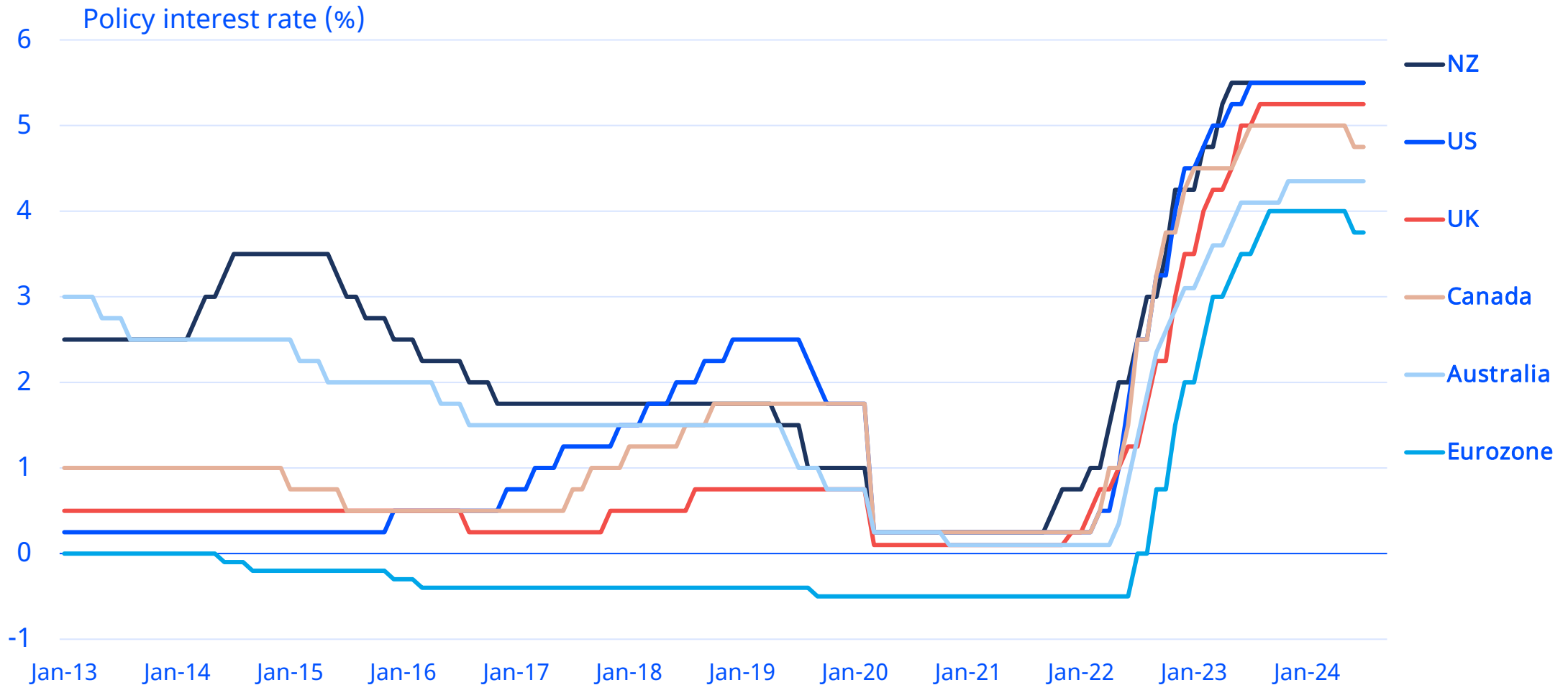


# Bond yields have risen sharply over recent years





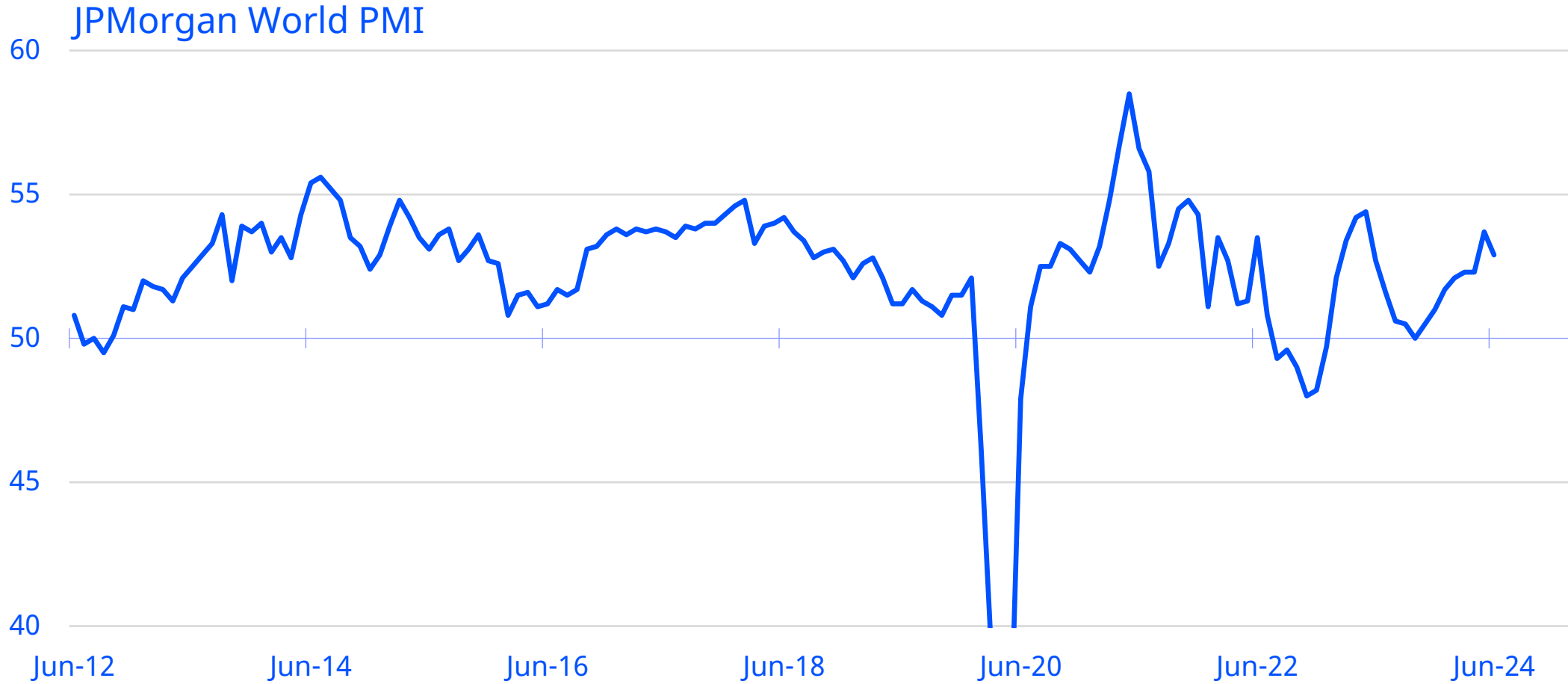
# Official interest rates rose sharply in 2022-23..



Source: ART, LSEG. Last observation is 11 July 2024.



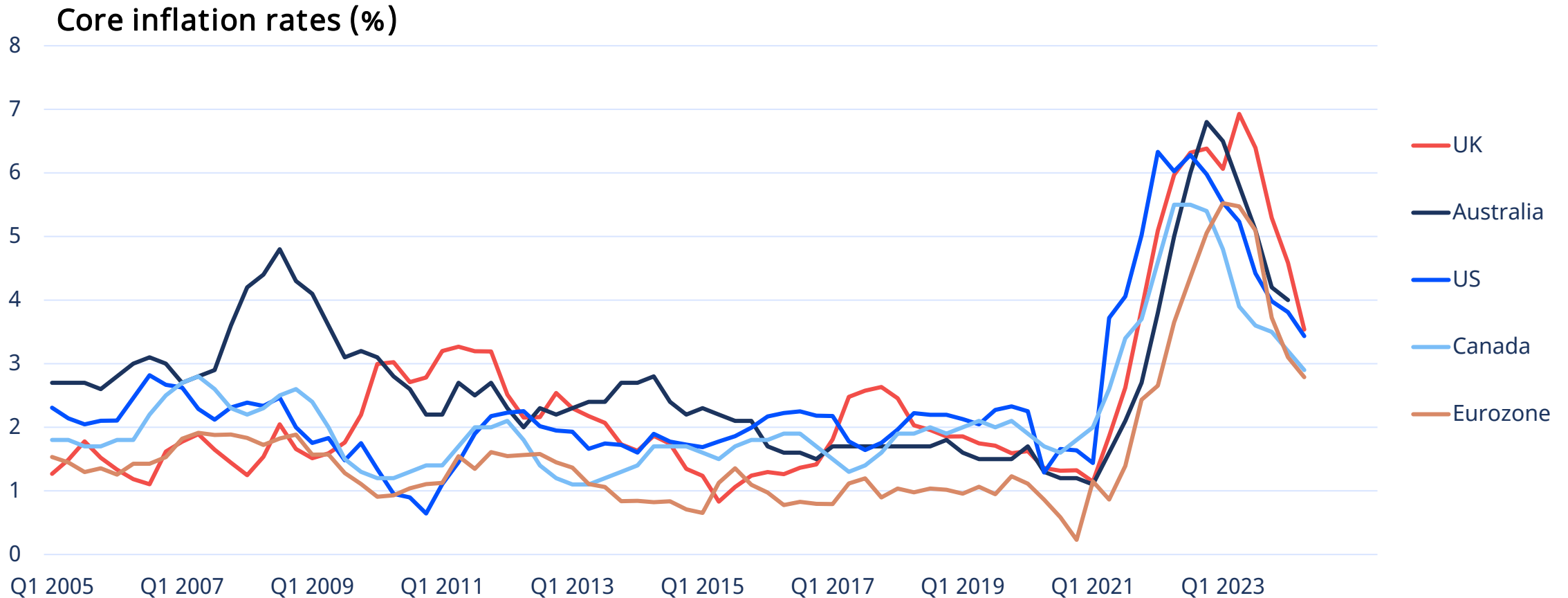
# ..but the global economy showed resilience in 2023 and seems to be rebounding in 2024



Source: S&P Global, LSEG. Latest observation is June 2024.



# After soaring to multi-decade highs, inflation is declining..

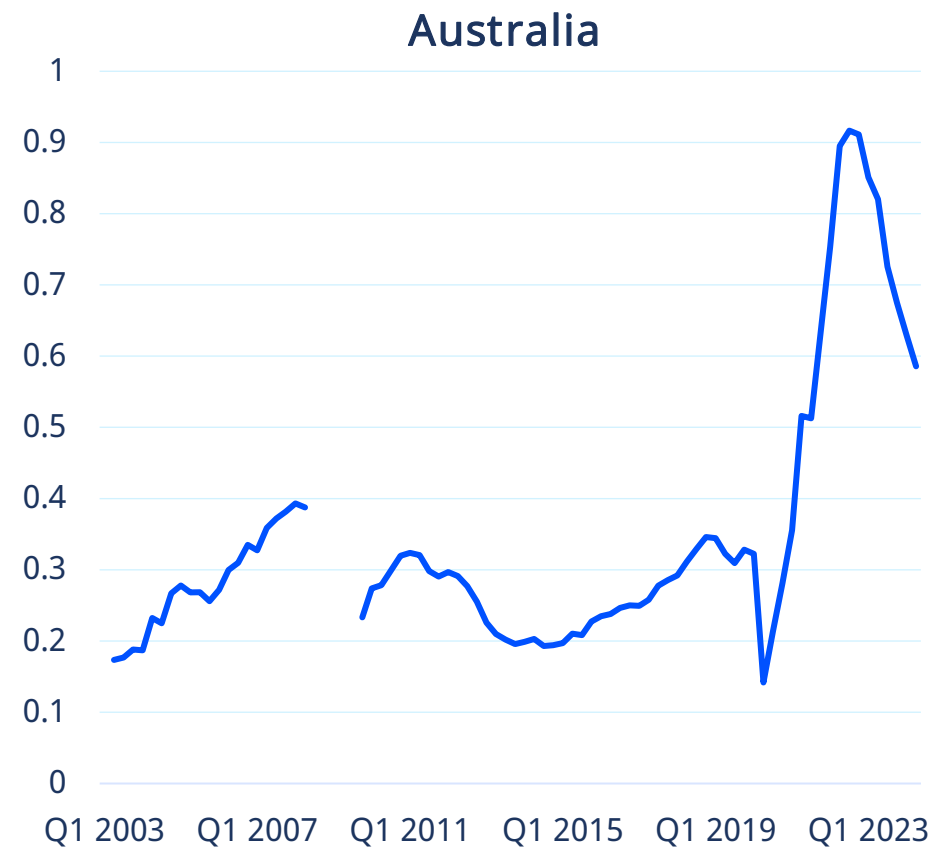
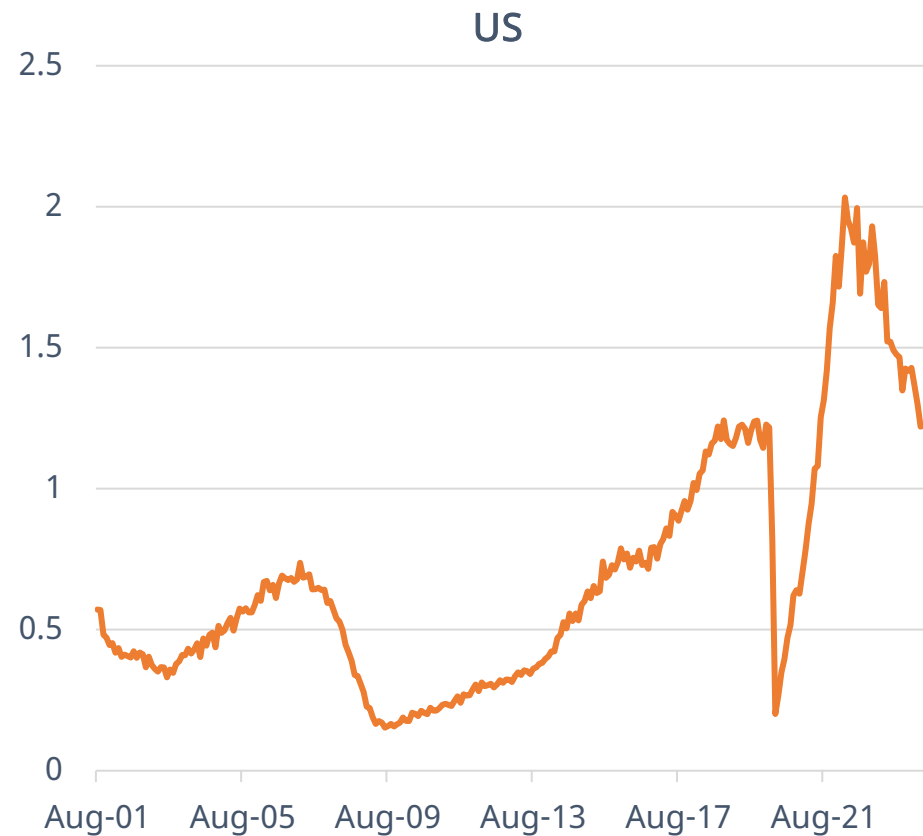


Source: LSEG. Core is the trimmed mean inflation rate for Australia and Canada and ex food and energy elsewhere.



# ..however, labour markets remain very tight

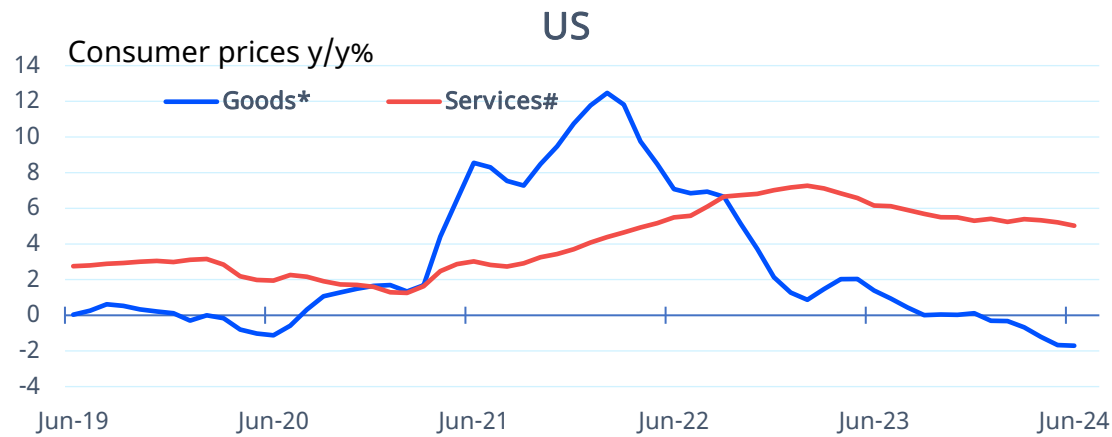
Number of job vacancies per unemployed person



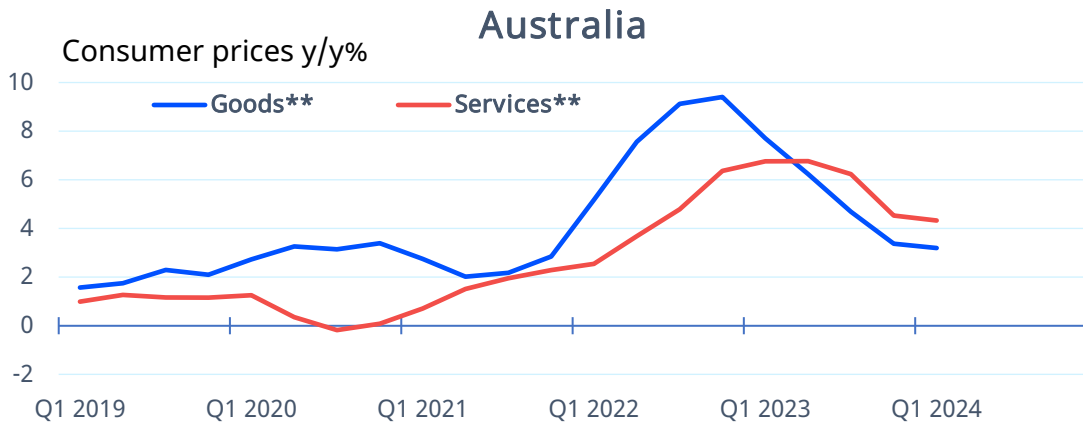
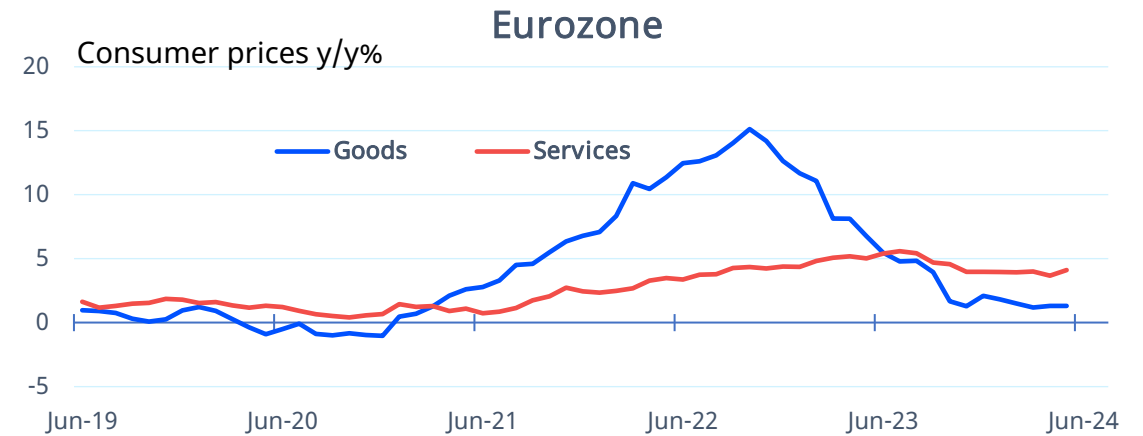
Source: Australian Retirement Trust, LSEG.



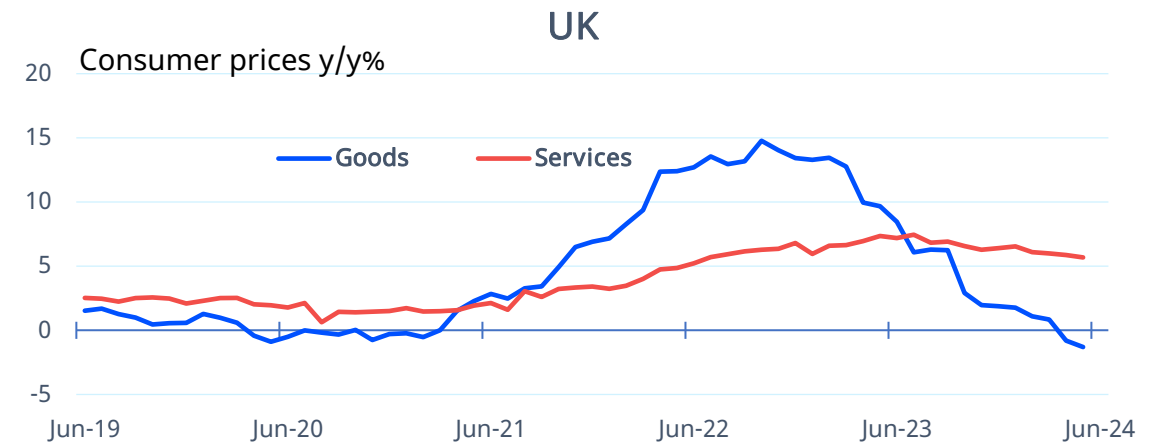
# ..and services inflation is more persistent



\*Excluding food and energy items. #Excluding energy services

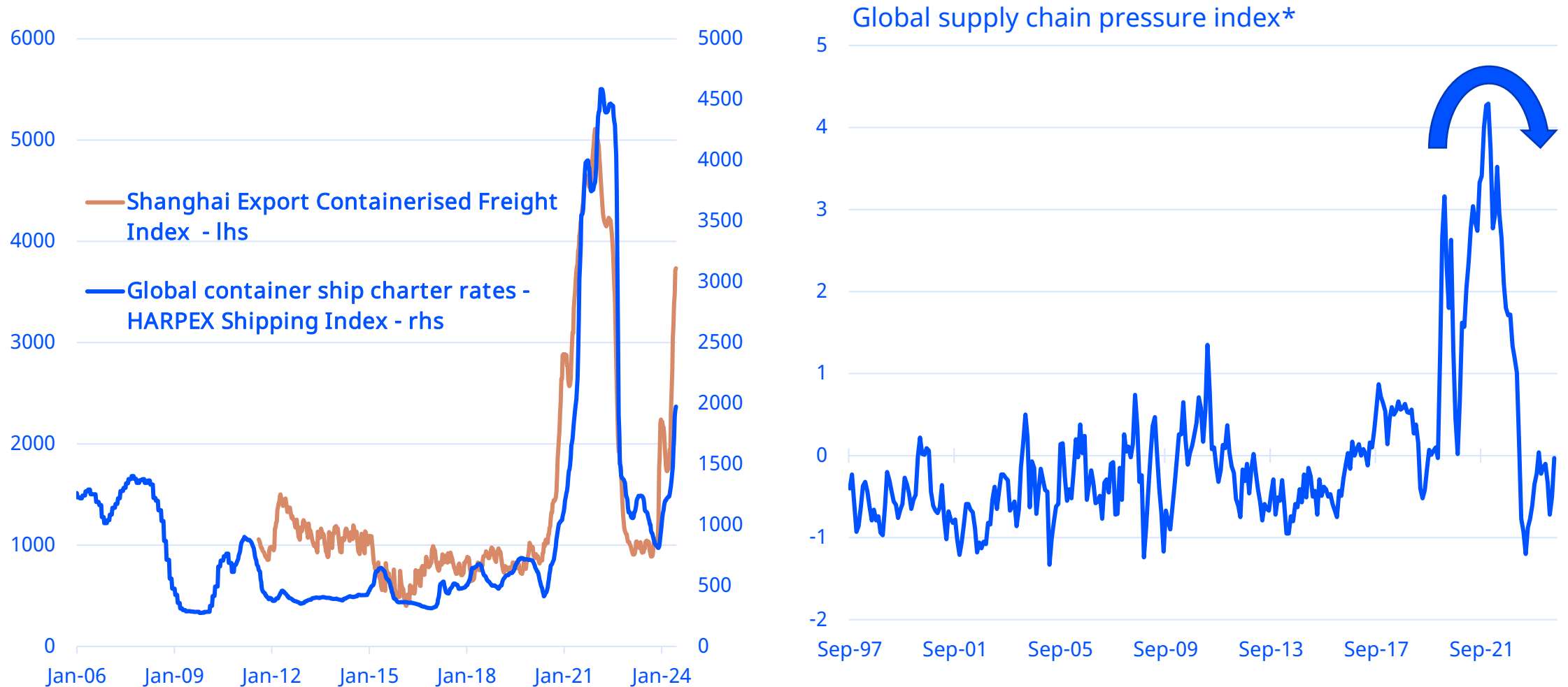


\*\*Excluding volatile items





# Shipping costs and global supply chains

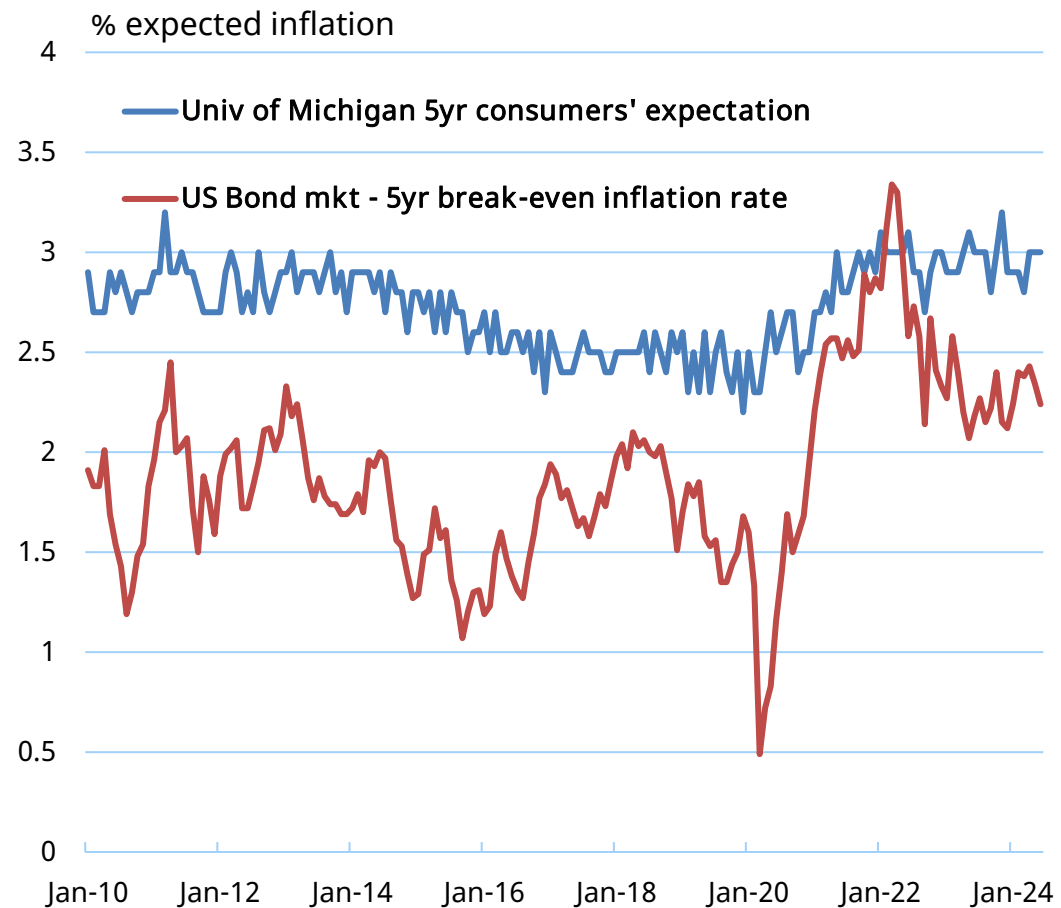


Source: Australian Retirement Trust, Refinitiv, Federal Reserve Bank of New York. \*Index based on a range of variables, including air and sea freight costs, new orders, order backlogs, supplier delivery times and inventory levels for US, China, Eurozone, UK, Japan, Korea and Taiwan. Index measures no. of standard deviations from its long-term average.



# Inflation: longer-term drivers

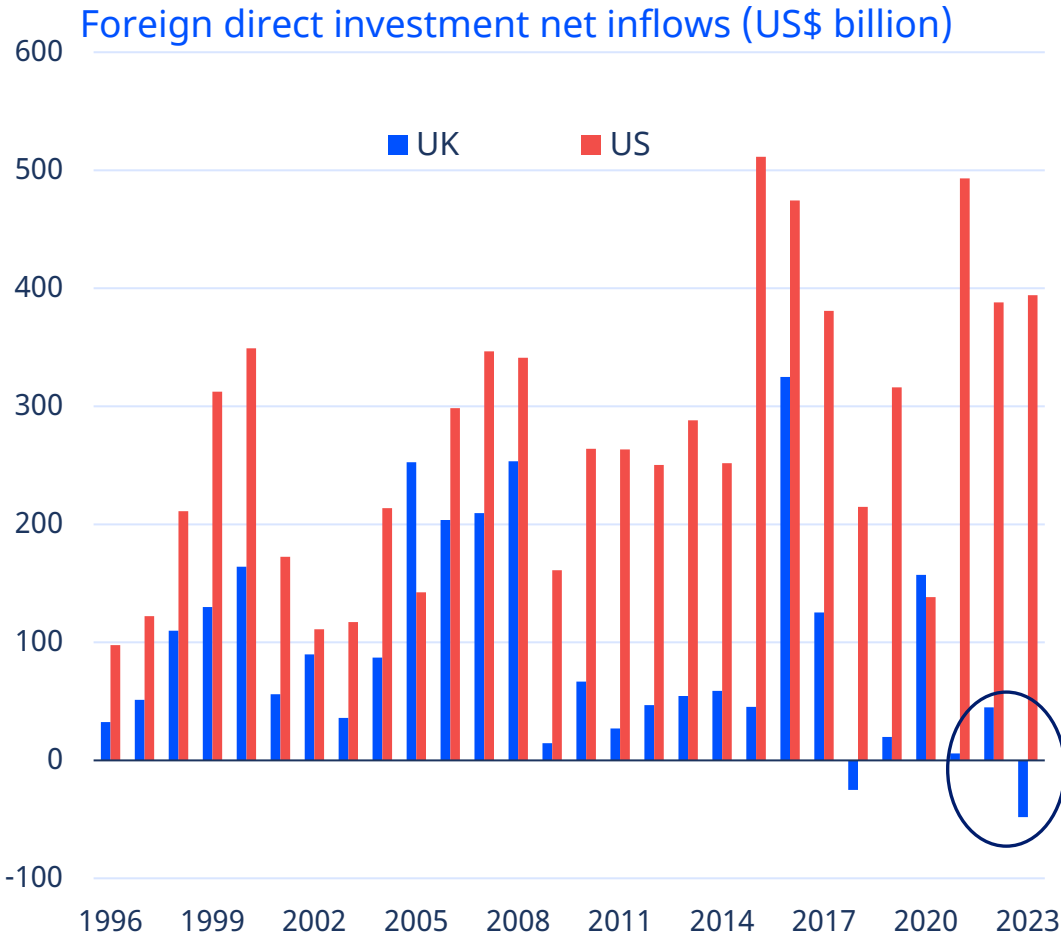
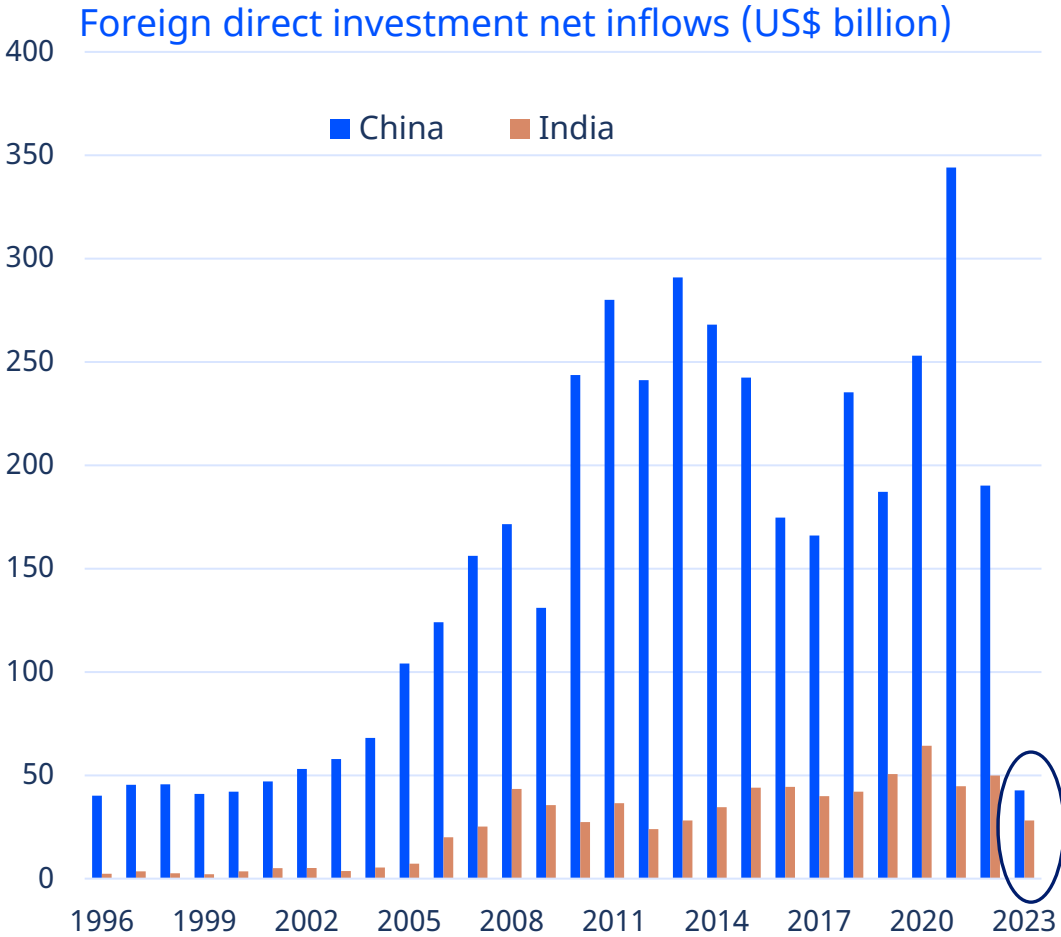
## Expectations and globalisation







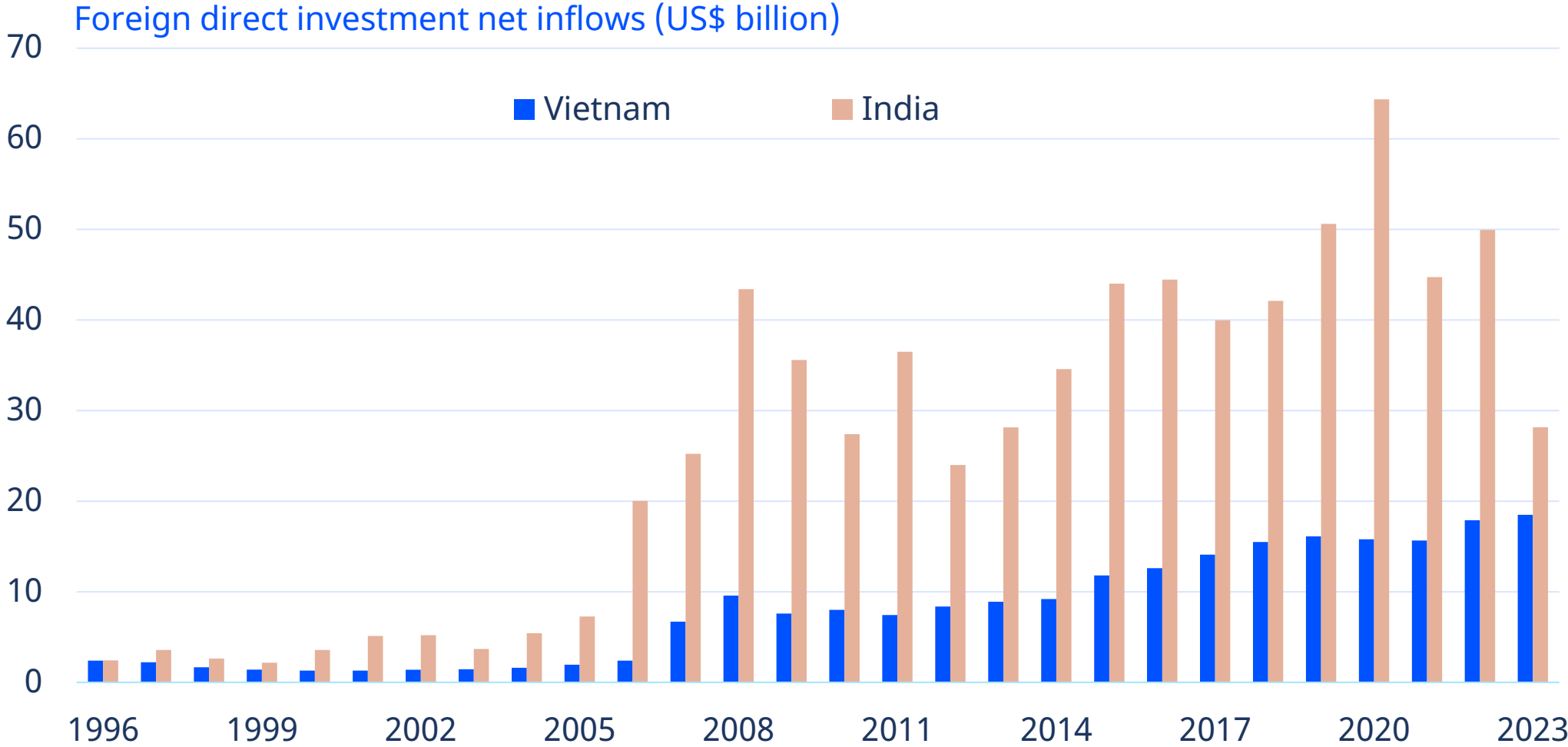
# Geopolitics and investment flows



Source: Australian Retirement Trust, IMF Balance of Payments Database, LSEG.



# Geopolitics and investment flows

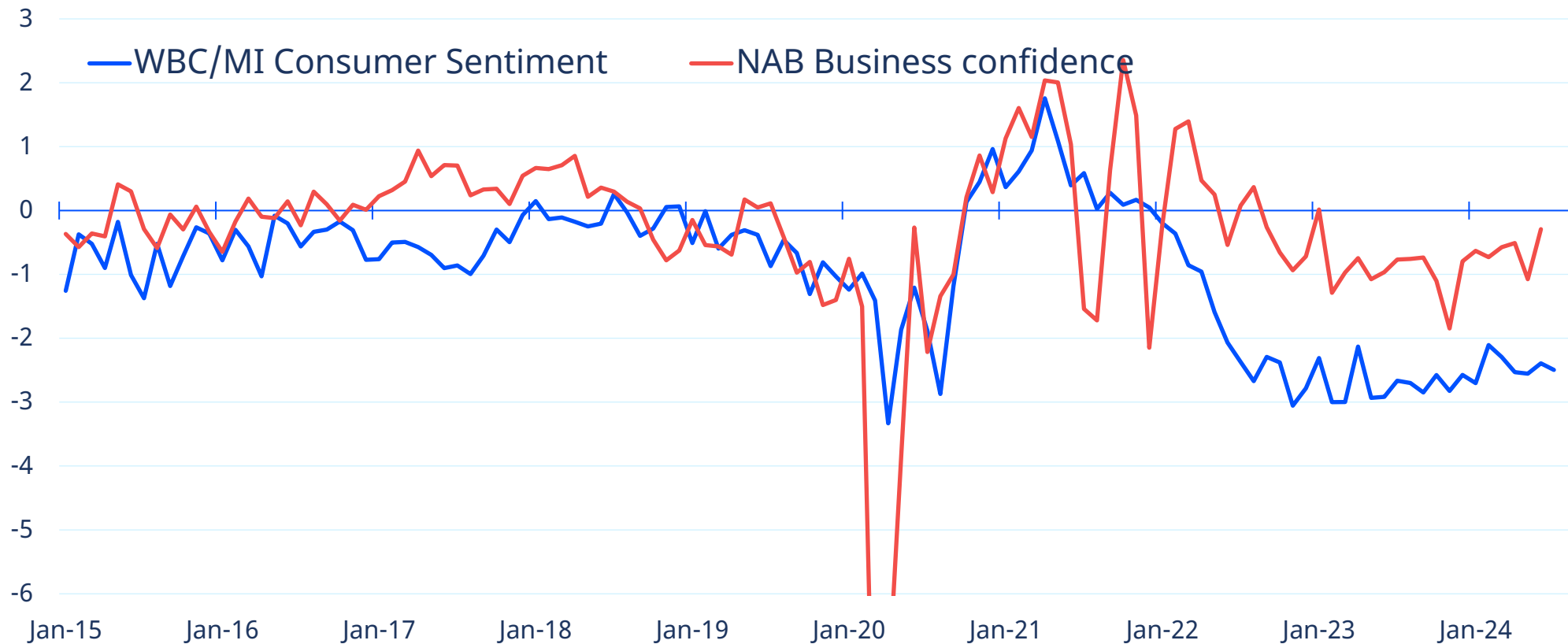


Source: Australian Retirement Trust, IMF Balance of Payments Database, LSEG.



# Australia: business and consumer confidence below pre-COVID averages

Confidence - Z score (deviation from pre-COVID average)

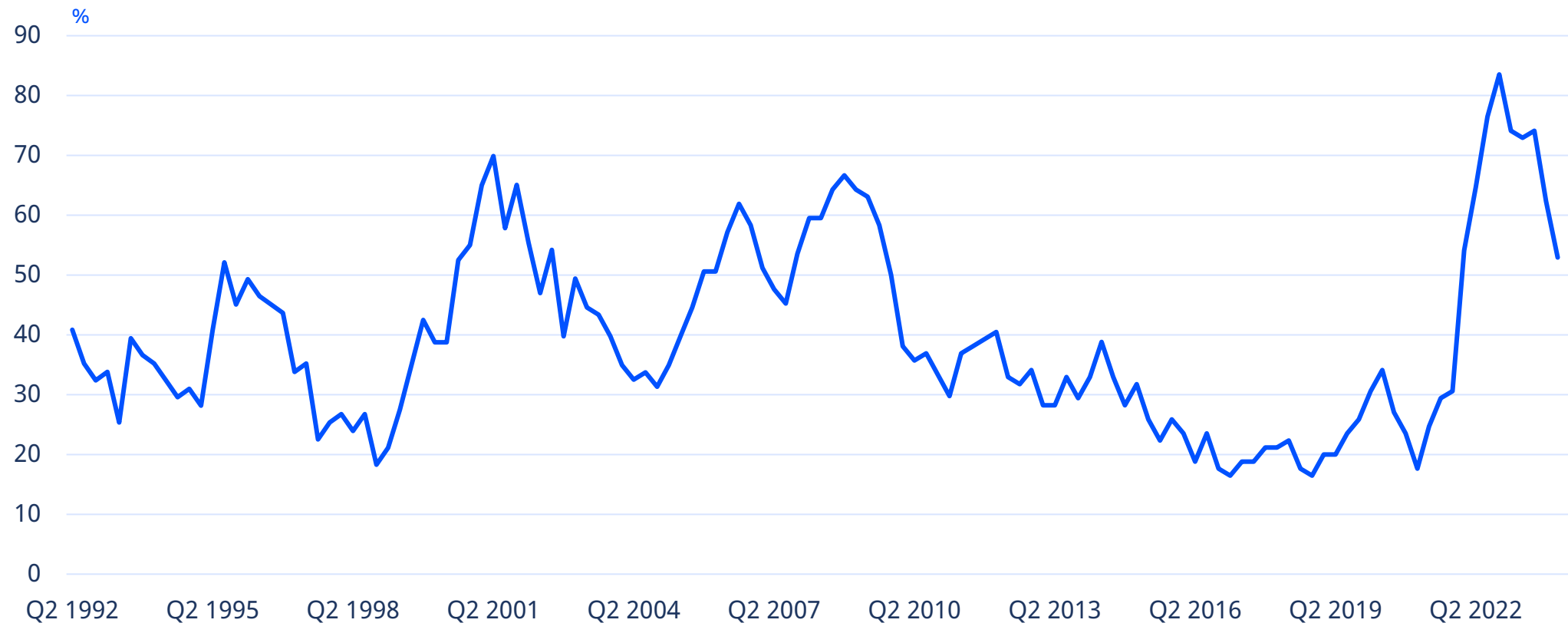


Source: Australian Retirement Trust, LSEG.



# Some better news on Australian inflation?

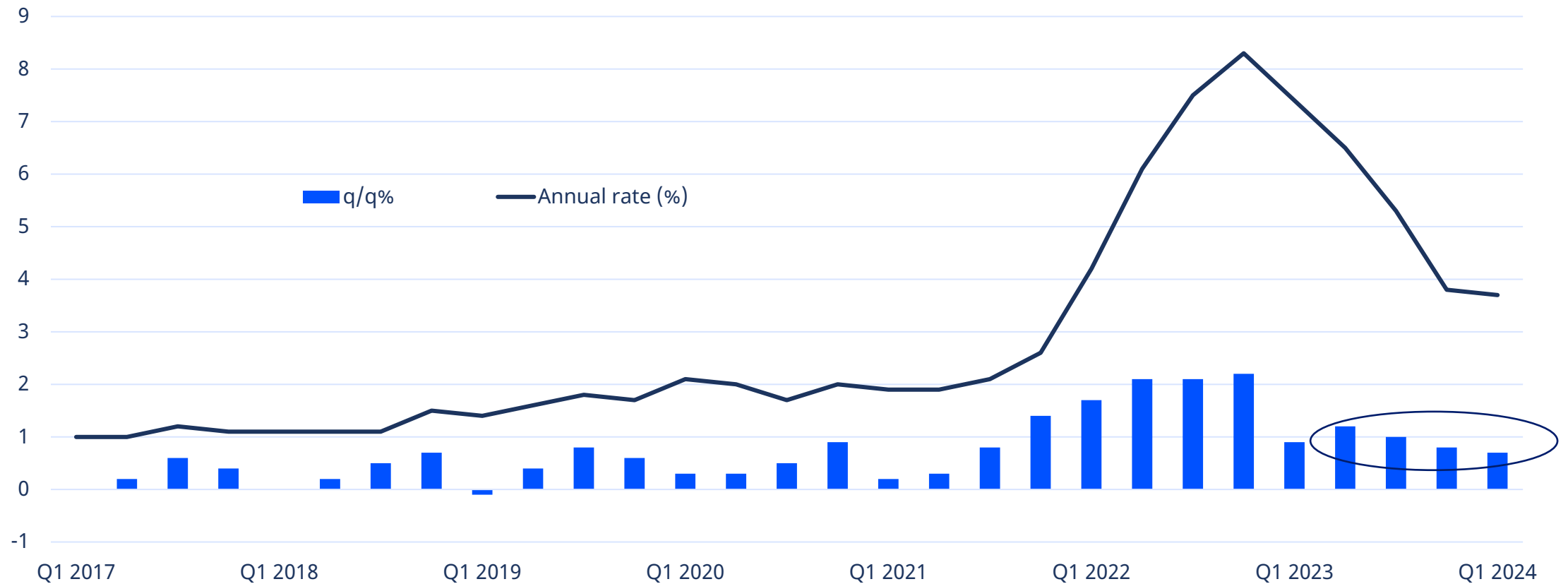
What % of the CPI's sub-categories have an annual inflation rate of greater than 3% ?





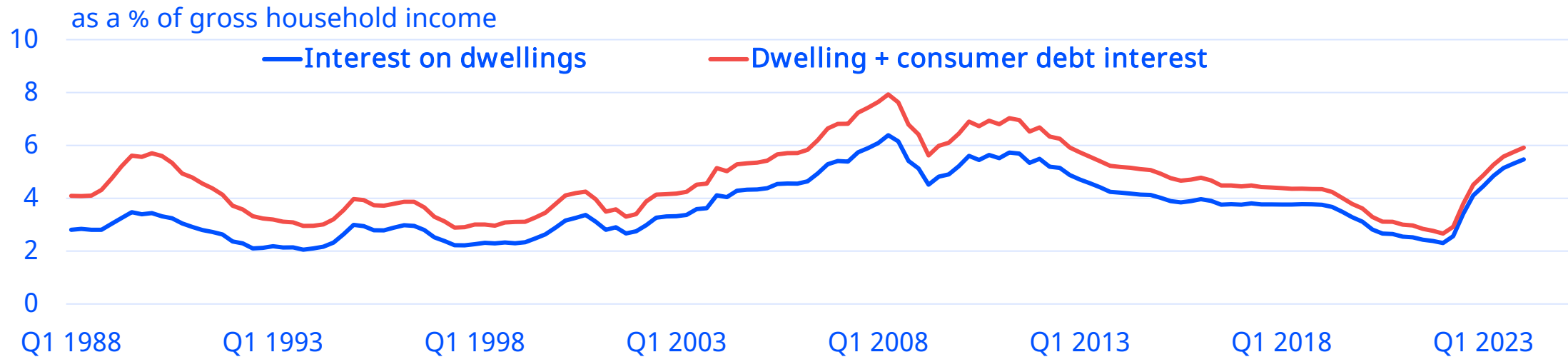
# Some better news on Australian inflation?

CPI - Market goods and services excluding volatile items





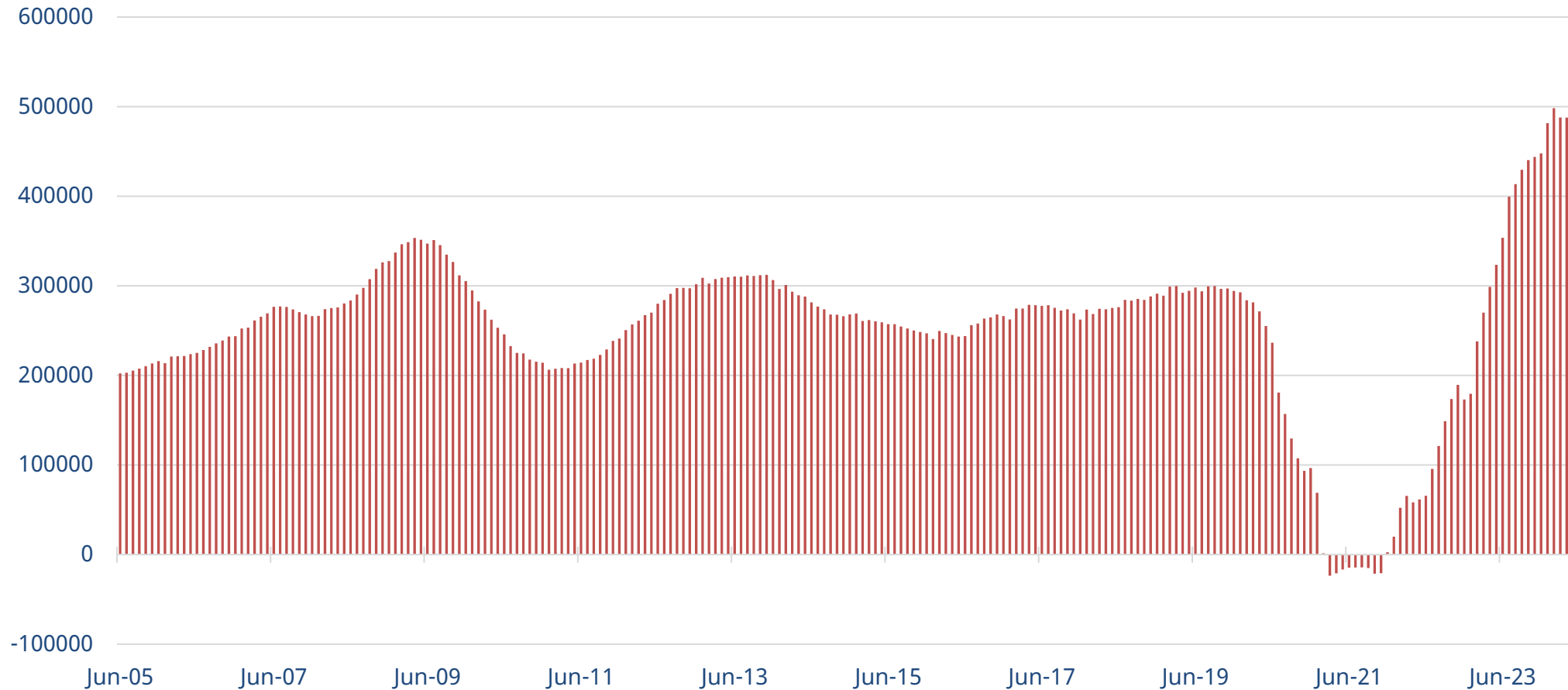
# Borrowers looking increasingly stretched?





# Australia: a huge surge in long-term arrivals..

Net long-term & permanent arrivals (rolling 12 month total)

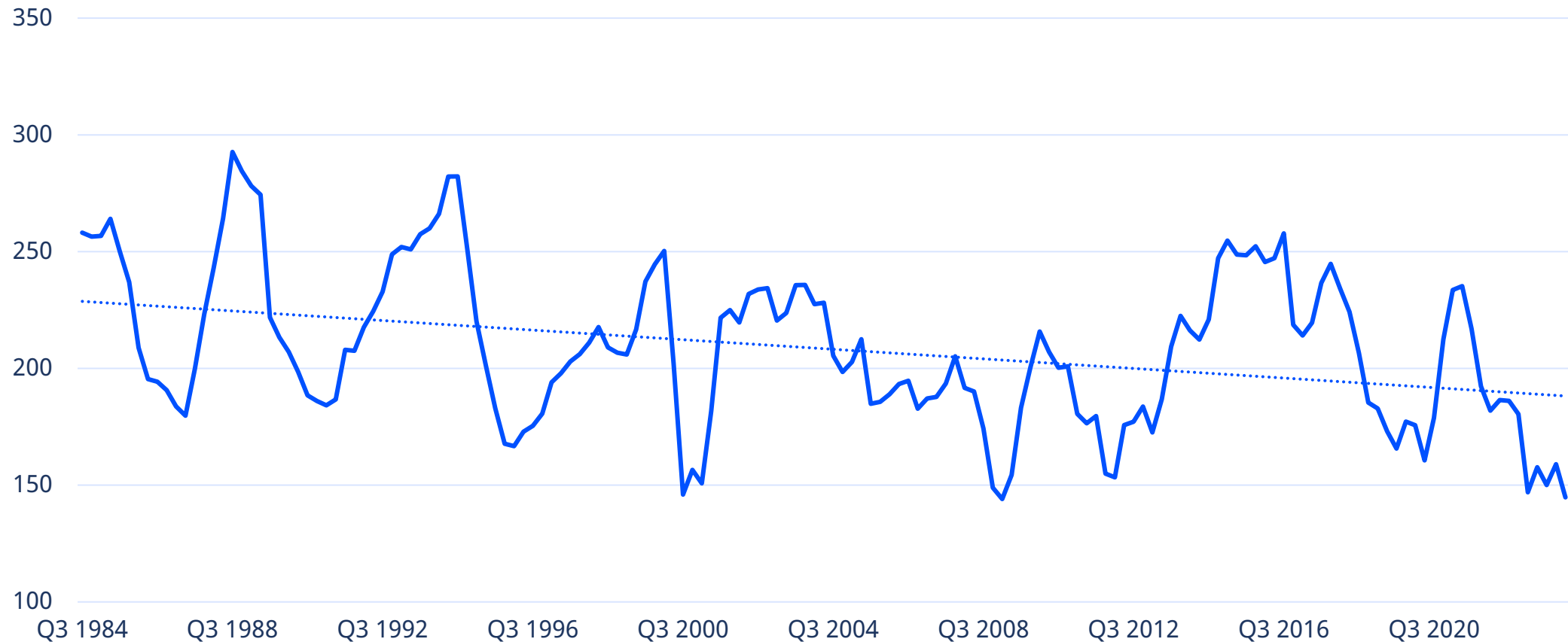


Source: ABS. Last observation is April 2024.



# ..at a time when building approvals have fallen sharply..

Total dwelling approvals per 100,000 of population



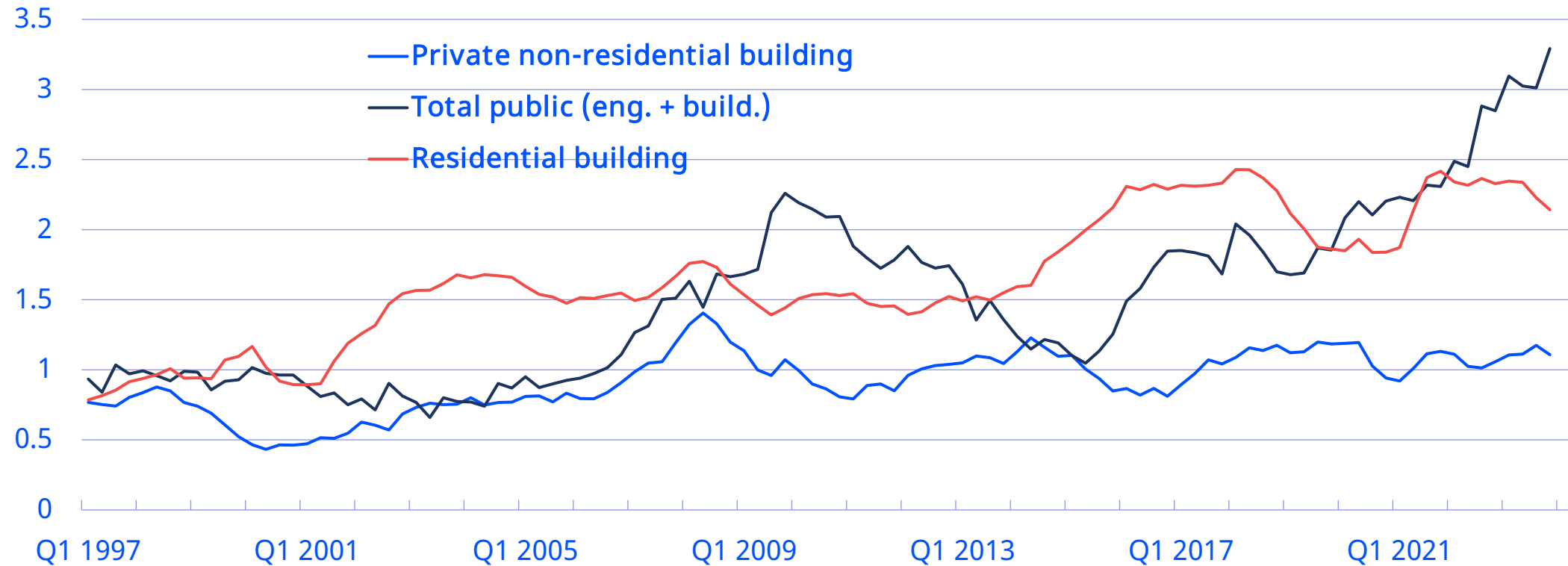
Source: ABS. LSEG.





# Huge pipeline of infrastructure work

Work yet-to-be-done as % of Annual GDP



# Main messages



## Economic outlook

- Soft landings are hard to achieve, but global recession risk has abated
- Australia is barely growing – rapid population growth has masked significant underlying weakness
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# Centrepoint Alliance

## The 7 Habits of Highly Effective People

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# Stephen Covey's "The seven habits of highly effective people"

## Key Summary



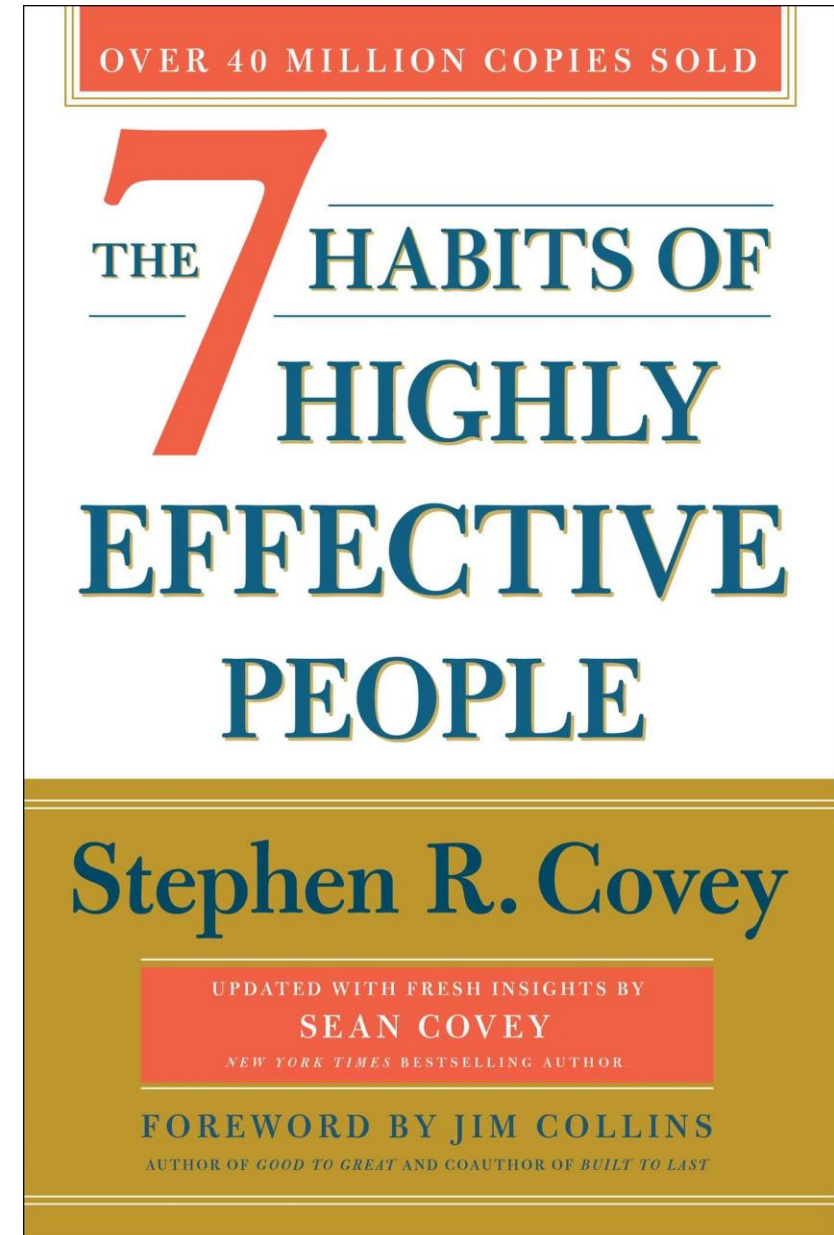
Published in 1989 by Stephen Covey and has sold more than \$40m copies world wide



Recognised as the worlds quintessential "business and self help" book



Outlines the view that focusing on these 7 habits that are character based will drive your effectiveness and happiness



# The 7 habits of highly effective people

## Independence



They take the initiative  
“be proactive”



They focus on goals “think with  
the end in mind”



They set priorities “put first  
things first”



They only win when  
others win

## Interdependence



They communicate “Seek first to  
understand before being understood”

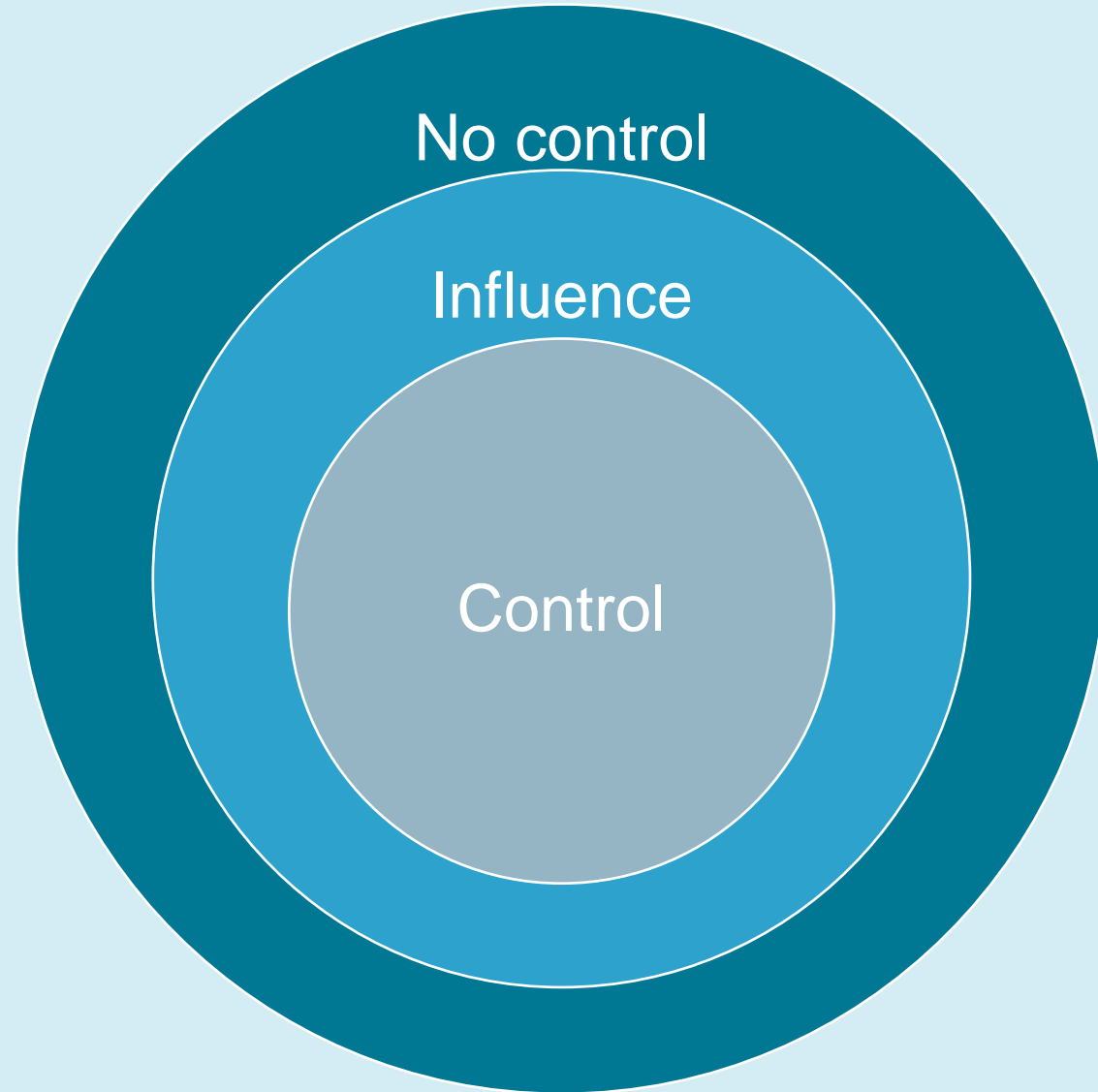


They cooperate  
“Synergise”.



They reflect and repair  
“Sharpen the saw”

# The circle of control



# The 7 habits of highly effective people

## Independence



They take the initiative  
“be proactive”



They focus on goals “think with  
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They set priorities “put first  
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They only win when  
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## Interdependence



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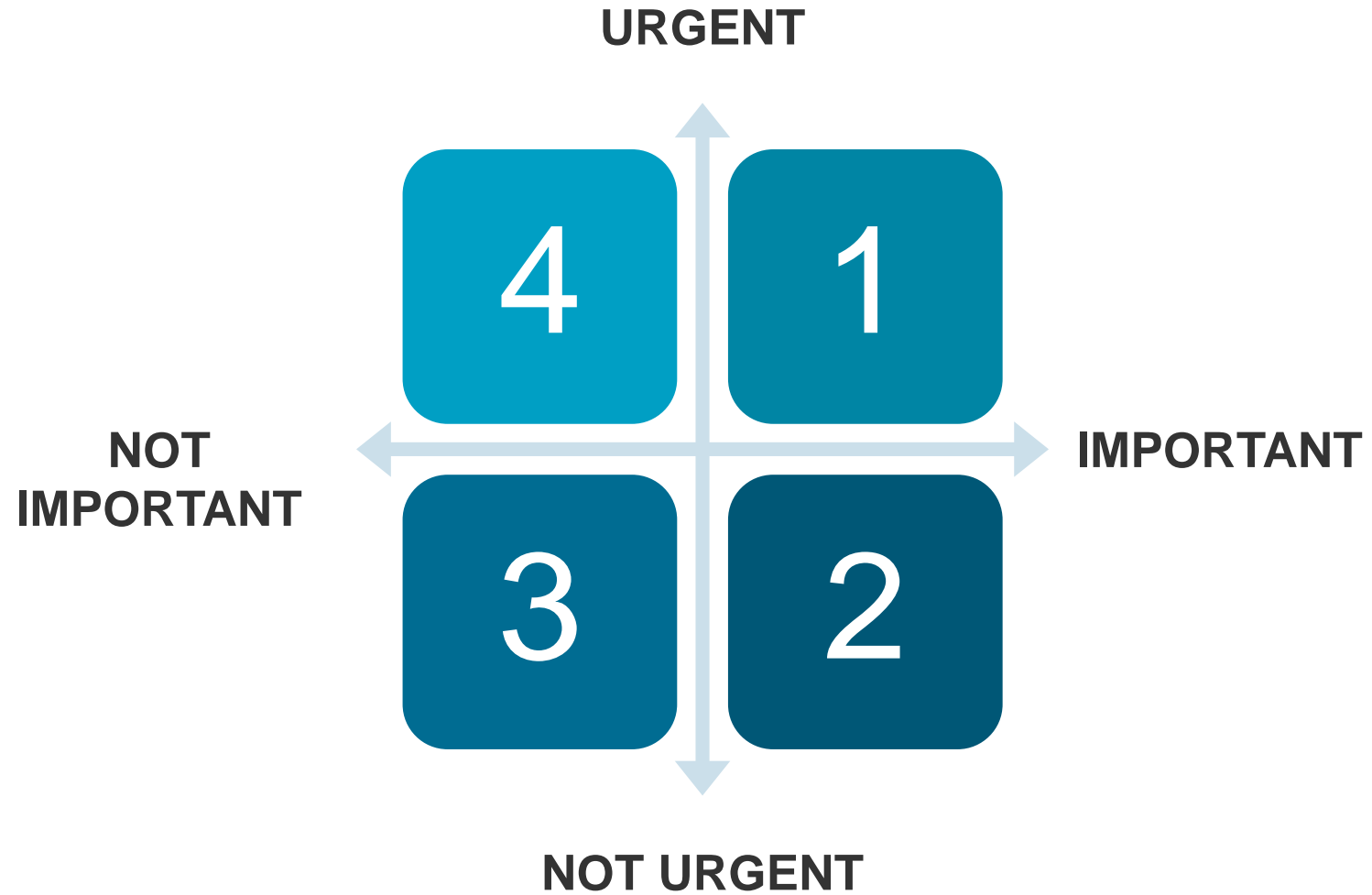
They cooperate  
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“Sharpen the saw”



# Putting first things first



# The 7 habits of highly effective people

## Independence



They take the initiative  
“be proactive”



They focus on goals “think with  
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They only win when  
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## Interdependence



They communicate “Seek first to  
understand before being understood”



They cooperate  
“Synergise”.



They reflect and repair  
“Sharpen the saw”

# Workshop – Step 1



## Step 1 (5 minutes)

- (1) Force rank yourself in each of the habits i.e., score 1 through 7 where 1 is where you believe that is your strongest habit
- (2) Give yourself a score out of 10 for each habit

# 7 habits of highly effective people – Step 1

Habit	Today's reality	Current score (out of 10)	Desired score by 31 Dec 2024	Actions to deploy by 31 Dec 2024
1. Be proactive	1			
2. Think with the end in mind	7			
3. Put first things first	4			
4. Think win/win	2			
5. Seek first to understand before being understood	5			
6. Synergise	3			
7. Sharpen the saw	6			

# 7 habits of highly effective people – Step 1

Habit	Today's reality	Current score (out of 10)	Desired score by 31 Dec 2024	Actions to deploy by 31 Dec 2024
1. Be proactive	1	7/10		
2. Think with the end in mind	7	3/10		
3. Put first things first	4	6/10		
4. Think win/win	2	7/10		
5. Seek first to understand before being understood	5	6/10		
6. Synergise	3	6/10		
7. Sharpen the saw	6	4/10		

# To help you determine how you are going on each habit

HABITS	Good Examples	Potential Improvement Areas
<b>1. Be proactive</b>	You think you spend more than 50% of your time & energy on things you can control	<ul style="list-style-type: none"> <li>You often think why am I doing this as you don't think your contribution makes a difference</li> <li>You procrastinate</li> <li>You often blame others on why you can't do things</li> </ul>
<b>2. Think with the end in mind</b>	<ul style="list-style-type: none"> <li>You work on things that are meaningful to you</li> <li>You are clear on the outcome required</li> </ul>	You don't really think why are doing something. You just do your part
<b>3. Put first things first</b>	<ul style="list-style-type: none"> <li>You are good at prioritising</li> <li>You feel you currently spend a lot of time on things that are important</li> </ul>	<ul style="list-style-type: none"> <li>You don't know your priorities</li> <li>You don't have a list that is prioritised</li> <li>You wake in the middle of the night thinking about things you need to do</li> </ul>
<b>4. Think win/win</b>	<ul style="list-style-type: none"> <li>You understand how others want to be recognised &amp; make sure they are called out for their good work</li> <li>Your aim is for mutually beneficial outcomes</li> </ul>	You don't often acknowledge others for doing a good job
<b>5. Seek first to understand before being understood</b>	You know what drives and motivates the people that you work with	You often feel it would just be quicker if I did it myself
<b>6. Synergise</b>	<ul style="list-style-type: none"> <li>You know how your colleagues work (personality type)</li> <li>You take an interest in the people you work with</li> </ul>	You prefer to work on your own
<b>7. Sharpen the saw</b>	You are healthy, happy and bounce out of bed in the morning	You are getting down on yourself as you aren't looking after yourself

## Workshop – Step 2



### Step 2 (5 minutes)

- (1) Write down what you want your score for your top two habits to be by Christmas
- (2) Write down what your actions could be to improve your score

# 7 habits of highly effective people – Step 2

Habit	Today's reality	Current score (out of 10)	Desired score by 31 Dec 2024	Actions to deploy by 31 Dec 2024
1. Be proactive	1	7/10	9/10	
2. Think with the end in mind	7	3/10	6/10	
3. Put first things first	4	6/10		
4. Think win/win	2	5/10		
5. Seek first to understand before being understood	5	6/10		
6. Synergise	3	6/10		
7. Sharpen the saw	6	4/10		



# 7 habits of highly effective people – Step 2

Habit	Today's reality	Current score (out of 10)	Desired score by 31 Dec 2024	Actions to deploy by 31 Dec 2024
1. Be proactive	1	7/10	9/10	<ul style="list-style-type: none"> <li>Better diary management to block time out for priorities</li> <li>When change occurs , promise myself that I will think what I can do to imbed the change rather than thinking about why the change won't work</li> </ul>
2. Think with the end in mind	7	3/10	6/10	<ul style="list-style-type: none"> <li>Prioritise an activity with purpose for me once a week</li> </ul>
3. Put first things first	4	6/10		
4. Think win/win	2	7/10		
5. Seek first to understand before being understood	5	6/10		
6. Synergise	3	6/10		
7. Sharpen the saw	6	4/10		

# Discussion – Step 3



## Step 3 (10) minutes)

Discuss with the person sitting next to you your plan and what else you could do

# Discussion – Step 4



## Step 4

Find a partner....write your name and number on the document and take a photo of it

Text to your partner and they are to call in 1 month's time

# Discussion – Step 3 & 4

## Step 1 (5 minutes)



- (1) Force rank yourself in each of the habits i.e., score 1 through 7 where 1 is where you believe that is your strongest habit
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## Step 2 (5 minutes)



- (1) Write down what you want your score for your top two habits to be by Christmas
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## Step 3 (10) minutes)



Discuss with the person sitting next to you your plan and what else you could do

## Step 4



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# Thank you

## The 7 Habits of Highly Effective People

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