

# SMSF SERVICES

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## Capability Overview

Presented by  
**SMSF Services Team**

# ABOUT US

## **Our Vision**

Empowering Australian's to take control, grow in knowledge, achieve great results and live their dreams.

## **Why we do what we do?**

We believe that SMSF does not have to be expensive, time consuming and difficult to run. Our continuing mission is to make sure SMSF's can deliver extreme value for money in the pursuit of wealth creation for their owners.

## **What are we doing differently?**

Real time SMSF administration and accounting is central to providing ongoing support for our clients. Real time is essential to:

- View your portfolio 24/7
- Make confident & informed Investment decisions
- Remain compliant with Govt Regulations
- Get your tax refund quicker
- Share your progress with your adviser/s

# CAPABILITY

## **SMSF Administration & Accounting**

Our service will bring your SMSF into the 21st Century. With online portfolio's, integrated bank accounts and other trading platforms, we make SMSF easier at an affordable price.

## **Other Services**

Supervision Group works with you to provide the following additional services:

- **Accounting & Taxation**
- **Bookkeeping**
- **Business Advisory**
- **Business Coaching**

## **Accounting & Taxation**

Supervision provides a fresh and modern delivery of accounting services. Supervision provides online access and a proactive attitude so that you can monitor your financial position throughout the year, helping you make informed decisions. Our team are highly qualified, experienced accounting professionals.

## **Bookkeeping**

Change your ways. With Supervision, we will have you embracing technologies like Xero for bookkeeping. Once you understand the very real and tangible benefits, we won't be able to hold you back. Let us show you how to use cloud based bookkeeping to win back more time for your business and personal life.

## **Business Advisory**

For business owners or managers seeking more comprehensive financial advice and other key business information and management intelligence, Supervision offers bespoke business administration and advisory services.

# CAPABILITY

## Business Coaching

If you don't have a clear vision and plan to drive your business forward, enlisting the support and effort from your team will be impossible. Your role as business owner is to develop your skills as a leader so that you can build a business culture that inspires others to greater success.

## Our Story

Supervision was established in 2003 to cater for the expanding self-managed superannuation fund (SMSF) market. Due to strong demand from customers, the Directors of Supervision decided to expand its services to provide a truly integrated accounting service for our valued clients.

Supervision has the expertise and capacity to offer tax, accounting, bookkeeping and business advisory services for all entities including companies, trusts, partnerships, superannuation funds and individuals.

Supervision has placed importance in keeping up to date with the latest technology and accounting software so we can offer real-time accounting services to all our clients. By using cloud software, we can view your entities at any time to assist with any questions you may have. Our push towards bank data feeds and cloud based software has resulted in significant efficiency gains which means we can offer you exceptional value.

Our accounting professionals are highly qualified with decades of experience. All Supervision team members participate in training and development programs. At Supervision, we have a well developed and managed training and development plan which includes internal, monthly Professional Development to ensure our team are up to date and aware of changes in tax legislation. According to individual levels, positions held and required training, Supervision team members are expected to complete and pass external units and courses to meet minimum professional and industry requirements. We see our professional training as being extremely valuable to our clients, it ensures you can depend on us when it comes to delivering the professional standards that you expect from us.

We have a monthly fee policy, whereby the fees are spread over 12 equal instalments throughout the year. This allows for better planning with regards to your cash flow. The fee will be set as per our proposal, and is inclusive of all agreed upon services and support calls. You will not receive any surprise invoices in the mail.

# CAPABILITY

## Our Team

### Management Team

#### **Managing Director & Australian Financial Services Licence (Responsible Manager): Clinton Reid**

Clinton is the founder of Supervision Group and established his Financial Services career in 1998 whilst spending 10 years growing a financial planning business and in 2003 established Supervision Group. Clinton is a qualified Communications Engineer (Electronic), Financial Adviser and Master Coach. Clinton is responsible for the strategic direction of Supervision, new relationships and providing Business Coaching services.

#### **Director - SMSF Client Manager: Christopher Homer**

Chris is a director, shareholder and a valuable member of the management team. In addition he is a tax agent and responsible for a diverse range of duties. Chris' role is to ensure that new & existing customers and alliance partners get the most out of Supervision's SMSF services and to help create great customer experiences.

#### **General Manager & Australian Financial Services Licence (Responsible Manager): Lillian Oh**

Lillian is responsible for a diverse range of duties and general responsibilities including operations, business systems and processes of the business. Together with Clinton she is responsible for the corporate governance; team training & development; and Australian Financial Services Licensee compliance for the Group.

### SMSF Services Team

#### **Team Leader - Senior Accountant: Satoko Hirose-Barber CPA**

Satoko has vast experience in SMSF and has a very customer focused approach to how she does everything. Her knowledge not just in SMSF but across business and other trust entities gives her a unique ability to complete even the most complex accounting requirements. Her SMSF experience and qualifications are an awesome resource for knowledge and Satoko is tireless in her pursuit of excellence.

#### **Associate - Client Services SMSF: Pina Reid**

In addition to the general administration requirements, Pina is responsible for the administration and bookkeeping for a significant number of SMSF's and Companies. Prior to joining Supervision, Pina spent several years assisting with the administration and paraplanning needs for Financial Advisers.



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**Associate – Accounting SMSF: Divya Jain**

Divya has extensive human resource and business administration experience with a Post Graduate Degree in a Bachelor of Business. Divya is responsible for SMSF establishments and with the ongoing administration and bookkeeping of SMSF accounts.

**Associate – Senior Accountant SMSF: Ronnel Valencia B.Sc (Bus Acct)**

Ronnel is part of our SMSF global team member located in the Philippines and provides SMSF administration and support to the team and is our off-shore team leader.

**Associate – Accounting SMSF: Jessica Serrano B.Sc (Acct)**

Jessica is part of our SMSF global team located in the Philippines. She has experience in audits of trusts and SMSF's financial statements, income tax returns and other relevant compliance reports under the Australian Income Tax, SIS Legislation and Corporations Law and adds a valuable knowledge to the team.

**Associate – Accounting SMSF: Liezel Manoz B.Sc (Acct)**

Liezel is part of our SMSF global team located in the Philippines. She assists with the daily administration and updates for the team.

**Business Services & Tax Team****Team Leader - Senior Accountant: Eric Zhou CPA**

Eric is a Certified Practising Accountant and Chartered Tax Adviser with over 10 years of accounting and tax experience in all areas including individuals, trusts, partnerships, companies and SMSF's.

**Associate – Senior Accountant: Melissa Weber CPA**

Melissa is a Certified Practising Accountant since 2006 with over 10 years of experience as a tax accountant. Melissa has experience in several aspects of taxation in relation to individuals, trusts, partnerships, companies and SMSF's.

**Associate – Accountant: Rhenz Binauhan CPA**

Rhenz has experience in both public accounting and commercial accounting sectors and is a Certified Practising Accountant located in the Philippines. His knowledge in taxation and bookkeeping skill adds a valuable contribution to the business services team.

# CAPABILITY

## **Bookkeeping Team**

### **Business Management - Pamela Taylor**

Pamela comes to Supervision with 15 years business management experience. Her strength in accounting software packages and social media platforms gives her an amazing ability to improve the bottom line of all key business operational area's.

### **Senior Client Services Administrator – Olivia Staunton**

Olivia is a highly experienced business manager, bookkeeper and business administrator with a wealth of knowledge in accounting and administration. Her skills and professional approach to the team is matched with her ability to ensure highest standards of services to our clients.

# CAPABILITY

## Service Packages

### All Packages Include the following services:

#### Establishment

- Corporate Trustee Establishment
- Face to Face induction meeting
- Help with Roll Overs
- Establishment of Bank Account, Share Trading Platform, Term Deposit Platform
- Trust Deeds
- SMSF registration with the ATO
- ASIC registered Agent

#### Ongoing

- Audit
- Tax Return
- Financial Statements
- Online Portfolio - updated daily
  - Banking Transaction
  - Contribution Limits & Reporting
  - Pension Minimums & Reporting
  - Investment performance & KPI comparisons
  - Asset Allocation
  - Updated Share prices
  - Income & Franking Credit reports
  - CGT Reports
  - Member Reports
- Electronic Signing - Annual Tax Pack
- Telephone Support
- Email Support
- Corporate Secretarial
- Annual SMSF Review Meeting

#### Take Control Package

This package is ideal for SMSF's that want to purchase listed securities available on our preferred online share broker platform- CMC Markets. This package also allows you to place Term Deposit investments through AMM term deposit platform which is linked to our preferred Bank account provider. Regardless of how big your portfolio gets, you can reap the benefits of this amazing low cost solution.

#### More Flexibility Package

This package includes all of the same features as the Take Control package and allows your SMSF to hold direct property with borrowing and other approved investment platforms.

#### Total Peace of Mind Package

This package has been created for SMSF's that want to use their own providers, multiple bank accounts, unlisted assets and any number of different investment alternatives. It opens up the widest range of investments possible in an SMSF.

#### Client of a Financial Adviser?

We work closely with financial advisers. We may be able to tailor a special package with your adviser, so please don't hesitate to contact us for more details on how we can help you.



# CAPABILITY

## Packages- Investment Options

	Take Control	More Flexibility	Total Peace of Mind
Cash	ANZ V2 Plus Account	ANZ V2 Plus Account	Your Choice
Term Deposits	AMM Term Deposit Platform	AMM Term Deposit Platform	Your Choice
ASX Listed Securities	CMC Markets	CMC Markets	Your Choice
Price Per Trade	\$26.00 OR 0.15% whichever is higher	\$26.00 OR 0.15% whichever is higher	Your choice of Broker and your fee selection
Bonds	CMC Markets	CMC Markets	Your Choice
Managed Funds	CMC Markets	Your Choice	Your Choice
Real Estate		✓	✓
Wrap Accounts		Data Fed Accounts Only	✓
Foreign Exchange (FX)			✓
Private Companies or Private Trust			✓
Overseas Property			✓
Collectables			✓
Physical Metals			✓

*Current*

# TECHNOLOGY STACK

Supervision has a growing number of cloud applications in our technology stack. We wouldn't recommend cloud unless we were 100% committed to its positive impact on business productivity and profitability. Our business is 100% on the cloud.



Class Systems is the back-end Cloud Accounting solution that has been integrated into the business. With hundreds of different data feeds being fed into the system it means we can keep our clients financial information up to date daily ready for client viewing. Clients can access the front end of this system via the Supervision SMSF portal. Viewing can be made from any browser, anywhere, anytime.



Xero is the Cloud based Accounting package that Supervision utilises for managing cash flow, accounts receivable, accounts payable, payroll and financial reporting. Xero integrates with other systems including Xero Practice Manager and Class to enable a consistent database and flow of information. Clients can access their Accounts to view statements and billing information.



PRACTICE MANAGER

Workflow Max (Xero Practice Manager) is a system that has been employed to control the database of the business and to manage every workflow of the business to ensure that the team can consistently deliver high standards of work within acceptable timeframes. To ensure transparency clients will be able to access the workflow of their accounts and place job requests through this system. Integration with Xero allow for direct financial data transfer for preparation of income and activity tax returns.

## 100%

*Committed to Cloud*

## 11

*Integrated Cloud Apps*



Supervision uses Microsoft Office 365 business software and Google Drive for business collaboration and real time document sharing. Supervision has adopted and migrated its document storage to Google Drive. This Software as a Service means only up to date versions of all application software are being accessed. These highly regarded software solutions provide an online environment that is highly secure and a central location to assist us to efficiently collaborate, share our organisational resources, and manage content and workflow with our clients.



NowInfinity is an innovative Australian cloud-based corporate compliance gateway used by accountants and other professionals. Supervision, as Registered ASIC agents use this facility to manage the annual company statement reporting and maintain other compliance lodgement requirements directly with ASIC for and on behalf of their clients. Supervision also utilises legal and other related services offered by NowInfinity Legal including business, deeds and entity establishments documents and/or agreements.



Receipt Bank helps small to medium-sized businesses, sole traders, and individuals save valuable hours by pulling information from receipts and invoices quickly, accurately, and efficiently. Receipt bank is fully integrated with Xero.

*Current*

# TECHNOLOGY STACK



Supervision engages a specialist external secure payment gateway provider IntegraPay to process direct debit and once off flexibility payments from client's Australian bank accounts or credit cards. It delivers specialised automated direct debit and credit card transaction service. They operate under an Australian Financial Service License and comply with the Direct Debit User requirements based on the Australian Payments Clearing Association Limited (APCA) Bulk Electronic Clearing System Procedures.



Adobe Sign is a cloud-based solution integrated by our business to deliver an efficient and innovative digital signing and document transfer solution. Supervision uses this for client to review and sign financial and taxation returns. It has proven to reduce errors, effort to clients in signing documents, eliminate printing, paper and mail and has significantly improved the efficiency in time taken to complete the end of financial year signing and lodgement process.



Spotlight Reporting provides an integrated reporting and forecasting tool that allows us to create insights to inform our clients to better business outcomes. The suite of reporting tools enables Virtual CFO reporting, strategic planning, goal-setting, budgeting, forecasting, multi entity and more.



Practice Ignition is an integrated engagement client engagement, proposal and payment software. It provides clear and transparent engagement agreements on agreed terms and scope of services for us and our clients.

## *Corporate & Compliance*

# GOVERNANCE

Supervision is committed to an effective Corporate Governance structure and embraces a culture of compliance for all its business activities and strives for business practices that incorporate best practice measures. We operate under an Australian Financial Services Licence to provide general advice on a range of financial products and services. Compliance and associated activities are aligned with the organisation's strategy and business objectives and are fully endorsed and respected by the management team.

### **Board & Management**

The Board/Management is committed that services are delivered in an ethical manner and with the highest standard of professionalism having due regard to all legal requirements applicable to its business and operations. It has implemented this commitment by:

- 1) adopting a comprehensive compliance program which includes policies and processes, regular management/compliance meetings and the use of a checklist to assist in the reviewing, monitoring and appropriate reporting obligations including as a AFS Licensee;
- 2) recognising that it carries ultimate responsibility for compliance with its obligations in the operation of its business;
- 3) appointment of General/Compliance Manager, granted with all necessary powers to undertake the position and draw on professional assistance as needed to support her role;
- 4) providing regular training to all relevant staff, including contractors, to ensure that staff can fulfil their compliance obligations; and
- 5) undertaking regular reviews and if necessary updates of its compliance policies.

### **Organisational Expertise & Competency**

Supervision is committed to ensuring that it has appropriately qualified personnel with consideration to the size and operations of the business and has measures & procedures in place to ensure compliance with its organisational expertise obligation. It embraces the need to train its employees on a continual basis and adopts a comprehensive training program for all members of the organisation.

## CLIENT SERVICE CHARTER

*Committed to Clients*

## KNOWLEDGE MANAGEMENT

*Committed to Learning*

### **Risk Management**

Supervision's risk management policy is relevant to the business's strategic context and its goals, objectives and the nature of its business. Management is committed to this process and will ensure that this policy is understood, implemented and maintained at all levels of the organisation.

### **Outsourcing Management**

Supervision is responsible for the activities of external service providers in connection with its business and must have an appropriate outsourcing process in place to manage the risks which arise. It will appoint, manage and monitor the outsourcing of key business functions.

Supervision has extended its skills and resources through The Outsourced Accountant, who are the specialist and global leader in providing dedicated accounting and professional support staff. Dedicated, experienced and skilled professionals are engaged, and responsibilities monitored by Supervision in the same way and levels as for all team members.

### **Financial Management**

Supervision manages and maintains its financial resources to meet any additional requirements under its Australian Financial Services Licence financial obligations licence conditions and Regulatory Guide 166.

*Corporate & Compliance*

# GOVERNANCE

**Information Technology Risk Management**

Supervision has an information technology disaster plan detailing the preventive steps and measures to be put in place in the event of potential and actual disasters.

**Knowledge Management**

Supervision seeks to adopt a formalised knowledge management or organisational learning strategy that aligns with the knowledge requirements there to assist the business in meeting its strategic goals. It continues to review and identify what its capacity requirements are regarding employee competencies required to meet its business objectives, or whether it is consistently maintaining records and infrastructure requirements.

**Client Service Charter**

Supervision has a client service charter which details the nature and quality of service, which our clients can expect to receive, and the actions being undertaken by Supervision to continuously improve the way we serve our clients.

## Contact Us

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