

STATUS OUTSTANDING ACTION ITEMS – March 2025

Action	Date raised	Status	Comment
Education and mentoring programs to encourage new advisers	Nov 2022	Open	<p>Ingrid provided an update of her work so far. There are a number of options available including participation at career Expos, participation in networking events, sponsoring scholarships and tapping into employment advertising for graduates offered through some of the universities.</p> <p>There are potentially two goals to Centrepoint being more active in this space – promoting financial planning as a career and sourcing new advisers for firms. Forum members agreed that both dimensions were important.</p> <p>Agreed to carry forward the following action:</p> <ul style="list-style-type: none"> • Develop options for management to consider including full costings (Ingrid)
Marketplace for adviser businesses and referrals – sourcing core transaction documents	Nov 2022	Open	<p>A number of mid-tier legal firms have provided prices, and these have proven to be too expensive, particularly when documents still need customisation for each transaction.</p> <p>Steve Prendeville has provided a contact that he uses as an alternative. There may be other state based providers that can provide documents at a more attractive price point.</p> <p>Agreed to carry forward the following action:</p> <ul style="list-style-type: none"> • Source legal company that can assist firms with critical sale documents (Paul)
Outsourcing arrangements for paraplanning and virtual assistants	May 2023	Open	<p>A draft template to survey firms on providers used has been created. No progress has been made on this item since last meeting. Agreed to progress as a priority.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Survey to be finalised and distributed to Network • Investigate additional providers to go on preferred partner list (Jeff)
Risk Profile Questionnaire	Aug 2024	Open	<p>There has been work done by a group of advisers (Kate included) on recommended changes to the Risk Profile Questionnaire (RPQ). James also has suggested some changes to the wording.</p> <p>An alternative questionnaire based on feedback has been drafted as an example of a desired future state. This has been provided to Morningstar along with feedback provided by advisers.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Liaise with Morningstar to make changes to the current RPQ (Paul)
Forum adviser membership	Aug 2024	Open	<p>There has been a number of resignations of adviser members over the past 12 months. There is a need to replenish the membership from WA, SA and QLD.</p> <p>Action:</p>

			<ul style="list-style-type: none"> • Communicate vacancies, invite nominations and appoint new members (Paul)
Compensation Scheme of Last Resort (CSLR) - Advocacy	Aug 2024	Open	<p>The Licensee Leaders Forum have developed email templates that advisers can use to get clients to contact their local member on the impact on the cost of advice of the CSLR.</p> <p>There was discussion about the most effective way of raising awareness of this issue with the Government. It was suggested that rather than send a templated email/letter it may have more impact if an online petition was arranged. It was also noted that an initiative by the FAAA on letters to members of parliament was getting traction. Forum members agreed that any action from Centrepoint on this issue would be appreciated.</p> <p>Action:</p> <ul style="list-style-type: none"> • Further action is pending outcome of Federal election
Aged Care Advice – Need to do an SOA	Mar 2025	Open	<p>Karen Walmsley brought up aged care advice as part of a broader conversation about unlicensed advice. In particular, aged care advice is not regulated and can be provided without an SOA. Despite this Centrepoint's Licensee Standard requires advisers to provide an SOA.</p> <p>Action:</p> <ul style="list-style-type: none"> • Tara to engage with Karen and other Aged Care accredited advisers to determine if the Licensee Standard can be changed to reduce the complexity of the Centrepoint's requirements • Karen to provide instances of unlicensed advice to Tara who will report to ASIC
Practice Benchmarking	Dec 2021	Closed	<p>Noted that more in depth analysis has been completed. Findings have been presented at some Peer Groups and will be included in upcoming Professional Development days. Agreed to close.</p>
Wholesale client offering	Aug 2023	Closed	<p>The Research team has determined that developing a Wholesale APL is not practical. Mant wholesale offerings are bespoke investments that require fundamental research. The Research team are not resourced to perform this research. Agreed to close.</p>
Recognition of Service	Dec 2023	Closed	<p>Recognition of service done at the Annual Conference in Hobart. Agreed to close.</p>
Cyber Insurance - Excess	Aug 2024	Closed	<p>Clarified that excess is based on an event which may involve multiple claims. Agreed to close.</p>