

Aged Care Steps Pty Limited (Aged Care Steps)

ABN 42 156 656 843

Date: 27 July 2023 – Version 7.0

Financial Services Guide

Why am I being given this Financial Services Guide?

This Financial Services Guide (FSG) provides you with information about Aged Care Steps Pty Limited, ABN 42 156 656 843 trading as Aged Care Personal Advice ('Aged Care Personal Advice', 'we', 'our' or 'us'). It will help you decide whether to use the financial services we provide. This FSG outlines:

- who we are and how you can contact us
- the types of services and products we can offer to you
- documents you may receive
- how we (and other relevant persons) are remunerated for these services
- any potential conflict of interest that Aged Care Steps may have
- our internal and external complaints handling procedures and how you can access them, and
- how we collect and use your personal information.

It is important that you read this FSG before engaging our services.

Who is Aged Care Steps?

Business details

Business name	Aged Care Steps Pty Limited	
Australian Financial Service Licensee No. (AFSL)	486723	
Registered office	400 Bronte Rd Bronte NSW 2024	PO Box Q882 Sydney NSW 1230
Telephone	1300 226 816	
Email	info@agedcaresteps.com.au	
Web address	www.agedcaresteps.com.au	

What does Aged Care Steps do?

Aged Care Steps provides general financial services and technical support to financial planners, superannuation trustees and other providers of financial services or products. Support is also in relation to the legislation and regulations that impact on financial strategies and products and how that environment relates to client situations.

We also provide a website and other tools to financial planners, superannuation trustees and other financial services providers which includes technical reference papers, strategy papers on technical topics, and technical updates.

Occasionally we provide presentations to retail clients providing general information about aged care and financial planning issues. These presentations are general in nature and do not take into account any individual circumstances. They should not be acted on without consulting your financial planner or the relevant Product Disclosure Statement.

Who is Aged Care Personal Advice?

Aged Care Personal Advice is the registered name for Aged Care Steps when providing personal financial advice.

Aged Care Personal Advice acts in a financial planner capacity to provide personal financial advice to retail clients and members of the public primarily to enable them to make informed decisions about their specific aged care needs.

Should general advice be provided, a statement will be made in writing that the information is general in nature. General advice will be in relation to product types and features that suit a strategy but will not include recommendations on specific financial products.

Who is responsible for my advice?

Aged Care Steps Pty Limited is responsible for the advice provided to you by your adviser.

As a licensee, Aged Care Steps must comply with the obligations of a licensee and the applicable licence conditions.

Aged Care Steps has:

- authorised the provision of services outlined in this FSG
- approved the distribution of this FSG.

Aged Care Steps maintains a policy which includes appropriate professional indemnity insurance cover as required by Section 912B of the Corporations Act 2001. The insurance policy covers claims in relation to the conduct of our Representatives and Employees, including those who no longer work for Aged Care Steps (but did at the time of the relevant conduct).

What services are offered?

Aged Care Personal Advice provides specialist advice in relation to aged care to take the stress out of aged care decisions for you and your family. To do this you will need to provide us with information about your personal circumstances, needs and objectives. If you decide not to provide us with this full information, any advice given may not be completely suited to you.

We can provide financial product advice for the following classes of financial products:

- deposit and payment products - basic deposit products, deposit products other than basic deposit products
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life products including:
 - investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and

- life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- interests in managed investment schemes including investor directed portfolio services;
- retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- securities; and
- superannuation

We can deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of wholesale and retail clients in respect of the products listed above.

We provide presentations to retail clients providing general information about aged care and financial planning issues. These presentations are general in nature and do not take into account any individual circumstances. They should not be acted on without consulting your financial planner or the relevant Product Disclosure Statement.

As Aged Care Personal Advice we also provide personal advice to retail clients, which does take into consideration your individual circumstances.

What documents may I receive?

If Aged Care Personal Advice is providing General Advice, we will usually provide a strategy paper rather than a Statement of Advice. A strategy paper will not provide specific product recommendations and is not to be mistaken as product advice.

If we provide you with personal financial product advice, we will give you a Statement of Advice (SOA). Personal financial product advice is advice that considers one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

After providing you with a Statement of Advice, if there is no significant change to your circumstances, ongoing personal advice will be provided to you in a Record of Advice (ROA).

In providing advice relating to a product or investor directed portfolio service (IDPS), a Product Disclosure Statement (PDS), or short-form PDS, will be provided for any product recommended. These documents contain information about the particular product and will assist you in making an informed decision about that product. This includes the issuer, benefits, risks, costs, features and description of the product.

If we make a recommendation to you to invest in any financial product, you must complete the application form attached to the relevant PDS or IDPS.

You may also receive other documents, correspondence, emails (etc) relating to the services provided by Aged Care Steps (including but not limited to questionnaires, invoices, receipts, forms to be completed etc).

You can ask for copies of Strategy Papers, SOAs, ROAs, PDSs and IDPS at any time.

How can I instruct you to take action?

You may specify how you would like to give us instructions, for example by telephone, email or secure link. However, we need your written consent (signature) to authorise a transaction.

How do I pay for services?

Advice is provided to retail clients on a fee for service basis. Fees charged for our advice are a set dollar amount. The amount you are charged will depend on the nature and complexity of the financial service or advice that is provided. The fee will range from \$3,500 to \$6,500, including GST and will be agreed upon prior to the provision of the service

An invoice may be issued for a fee when you receive any of the services of Aged Care Personal Advice.

Any such fees will be disclosed to you in your Strategy Paper, SOA or ROA.

Currently, Aged Care Personal Advice does not receive commissions from retail clients for the delivery of personal advice. Aged Care Personal Advice and its Authorised Representatives do not receive commissions from life insurance companies or any other product providers and does not receive any conflicted remuneration from clients.

How is Aged Care Steps and its representatives paid for financial services?

Representatives of Aged Care Steps must disclose to you information about the remuneration (including any commission) or other benefits that may be received by a director or representative of Aged Care Steps. Any other fees/charges payable to any other third parties will also be specified prior to the service being provided. Such disclosure can be made either in a Strategy Paper or in a Statement of Advice.

What commission, fees or other benefits may Aged Care Steps representatives receive?

Employees and directors of Aged Care Steps receive salaries, bonuses and other benefits based on the performance of the group. Our staff do not receive specific payments or commissions directly linked to the advice they provide or the products and services you purchase. It is Aged Care Step's policy that we do not accept commissions for insurance products. Instead we charge a set fee for the services provided.

Any benefit payments or bonuses will be of no additional cost to you.

Should Aged Care Steps be unable to provide confirmation of the amount of remuneration for providing personal advice, at the time of providing the Financial Services Guide, then a statement and particulars of the financial benefit is to be provided as soon as practical.

Third Party Providers

Aged Care Steps may provide advice to intermediaries such as financial advisers, other AFSLs, accountants and lawyers for their clients relating to aged care advice and other related products.

Complaints and disputes

If you have a complaint about any of your products or services, please contact your advisor or contact us. Our procedures ensure that all complaints are properly considered and dealt with.

We will acknowledge your complaint as soon as possible. We will endeavour to respond to your complaint within 30 days of receipt.

Claims for compensation or losses will be assessed on a case-by-case basis relating directly to any losses or damages suffered due to a complaint. If we are unable to resolve a dispute or you are not satisfied with our decision or you have not received a response within 90 days, you then have the right to refer it to the Australian Financial Complaints Authority at:

Toll Free – 1800 931 678
Fax – 03 9613 6399
Email – info@afca.org.au
GPO Box 3
Melbourne VIC 3001

Conflicts of Interest

Aged Care Steps has a stringent policy in place to regulate any actual or perceived conflicts of interest. The directors of Aged Care Steps directly control relationships with clients and staff and are required to get clearance before any documents with recommendations are provided to clients.

Aged Care Steps utilises the 3 mechanisms in managing its conflicts of interest:

- Controlling,
- Avoiding, and
- Disclosing

Reviews of potential conflicts of interest are continually being made to ensure any possible perceived conflicts do not deter from the best interest's principle and the duty of care between Aged Care Steps and its clients. Aged Care Steps will keep written records of how it manages conflicts of interest - for example, records of disclosures made and actions taken over any breaches of its policies and procedures.

Aged Care Steps Pty Ltd is a private company and has no ownership by or associations with any product providers. Our recommendations to you will be based on our assessment of your personal circumstances, needs and objectives. Under the Financial Planners and Advisers Code of Ethics, we cannot advise, refer, or act in any other manner where we assess that a conflict of interest or duty exists between ourselves and a client. Where we identify a conflict of interest created by an

interest, association, or relationship applicable to your situation, we will explain this to you, and advise you that we cannot act on your behalf accordingly.

Privacy Policy

We collect your personal information to enable us to provide exceptional services and advice. Under Australian Laws, we may be authorised or obligated to collect your personal information. These laws include, but are not limited to:

- *Corporations Act 2001*
- *Australian Securities and Investment Commissions Act 2001*
- *Taxation Administration Act 1953*
- *Superannuation Guarantee (Administration) Act 1992*
- *Superannuation (Unclaimed Money and lost members) Act 1999*
- *Anti-Money Laundering and Counter Terrorism Financing Act*

We may be required to store your information (personal and financial), file notes, documents and advice records for at least seven (7) years for legal and compliance purposes. This information will not be shared with any third parties unless as required by Australian Law.

Our privacy policy explains our commitment to the protection of your personal information. A copy of our Privacy Policy, which also makes up this Financial Services Guide, can be found by visiting <http://www.agedcaresteps.com.au/> and clicking on Privacy Policy.

By using the services of Aged Care Personal Advice, you acknowledge and accept the terms and conditions provided in our Privacy Policy. This includes acceptance for any party or individual to whom you are or may be an authorised representative of or have power of attorney, in any capacity.

You can also contact us via mail, email or phone for more information.

Aged Care Steps contact details:

Assyat David
(By phone) 1300 226 816
(Email) info@agedcaresteps.com.au
(Online) <http://www.agedcaresteps.com.au/>
(In writing) Aged Care Steps Pty Limited
PO Box Q882
Sydney NSW 1230

Our financial advisers

Jennifer Langton

Qualifications	Accredited Aged Care Professional™ Cavendish Specialist SMSF 2014 Diploma of Financial Planning 2012 Cert IV Finance & Mortgage Broking 2015
Can provide tax (financial) advice services?	Yes
Memberships	The Financial Advice Association Australia (FAAA)
Phone	1300 152 964
Email	support@personaladvice.com.au
Representative number	000435318

Jennifer is authorised to provide the services listed in the *What services are offered* section of this guide.

Should you require advice and services that extend beyond Jennifer's, authority we can refer you to a suitably qualified adviser.

Jennifer Langton is authorised to provide advice under the Aged Care Steps AFS Licence.

How Jennifer is paid

Jennifer receives the following:

- Salary
- Bonuses where pre-determined criteria are met

Jacqueline Hayes CFP®

Qualifications	Accredited Aged Care Professional™ Cavendish & ICFS Specialist SMSF 2013 Diploma of Financial Planning 2002 Bachelor of Business (Financial Planning) 2008
Can provide tax (financial) advice services?	Yes
Memberships	The Financial Advice Association Australia (FAAA)
Phone	1300 152 964
Email	support@personaladvice.com.au
Representative number	001271742

Jacqueline is authorised to provide the services listed in the *What services are offered* section of this guide.

Should you require advice and services that extend beyond Jacqueline’s, authority we can refer you to a suitably qualified adviser.

Jacqueline Hayes is authorised to provide advice under the Aged Care Steps AFS Licence.

How Jacqueline is paid

Jacqueline receives the following:

- Salary
- Bonuses where pre-determined criteria are met

Danielle Dixon

Qualifications	Accredited Aged Care Professional™ Master of Financial Planning 2020 Graduate Diploma of Financial Planning 2017 Diploma of Financial Services (Financial Planning) 2008 Bachelor of Science 2005
Can provide tax (financial) advice services?	Yes
Memberships	The Financial Advice Association Australia (FAAA)
Phone	1300 152 964
Email	support@personaladvice.com.au
Representative number	402370

Danielle is authorised to provide the services listed in the *What services are offered* section of this guide.

Should you require advice and services that extend beyond Danielle’s authority we can refer you to a suitably qualified adviser.

Danielle Dixon is authorised to provide advice under the Aged Care Steps AFS Licence.

How Danielle is paid

Danielle receives the following:

- Salary
- Bonuses where pre-determined criteria are met

Louise Biti CFP®

Qualifications	Accredited Aged Care Professional™ Diploma of Financial Services (Financial Planning) 2007 Master of Taxation UNSW 2001 Diploma of Financial Planning 1991 Bachelor of Economics 1990 Bachelor of Arts (Asian Studies) 1987
Can provide tax (financial) advice services?	Yes
Memberships	The Financial Advice Association Australia (FAAA) SMSF Association
Phone	1300 152 964
Email	support@personaladvice.com.au
Representative number	001272069

Louise is authorised to provide the services listed in the *What services are offered* section of this guide.

Should you require advice and services that extend beyond Louise’s authority we can refer you to a suitably qualified adviser.

Louise Biti is authorised to provide advice under the Aged Care Steps AFS Licence.

How Louise is paid

Louise receives the following:

- Salary
- Bonuses where pre-determined criteria are met
- Louise Biti is a Director of Aged Care Steps and may receive director fees