



FINANCIAL PLANNING  
ASSOCIATION *of* AUSTRALIA

## Pro Bono Financial Planning Advice

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# **Guidelines for providing pro bono advice**

January 2013



# Pro Bono Financial Planning Advice

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## Pro Bono Financial Planning Advice

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### Introduction

The Financial Planning Association of Australia (FPA) believes pro bono work to be an integral part of being a professional financial planner. Further, as the professional association for the financial planning community in Australia, the FPA has a responsibility to foster the provision of pro bono financial advice by its members, and to provide a framework for pro bono advice which serves the public interest and adheres to high professional standards.

Many financial planners already independently provide pro bono advice to those in need. A number of far-sighted licensees have developed or are developing pro bono schemes within their own advice businesses. By introducing a national program, FPA seeks to facilitate and stimulate these efforts for the good of many Australians who would otherwise be unable to afford to pay for advice.

### Program development

In 2006 the FPA Board agreed that a key initiative would be the development of a framework for social responsibility, including the introduction of a national FPA Pro Bono Program.

In July 2007 the FPA announced the launch of a pilot pro bono program for the Sunraysia region, to be operated in collaboration with the Australian Government's Rural Financial Counselling Service (RFCS) Program. The pilot began to operate in October 2007 and an informal evaluation took place in April 2008.

### The FPA Pro Bono Guidelines

These guidelines are designed to provide a framework within which financial planners and their licensees can engage in pro bono work. We have sought to make them clear and practical, with some sample forms and documents provided as appendices.

Further revisions are anticipated as the program develops, and you are encouraged to submit your comments to us at [probono@fpa.com.au](mailto:probono@fpa.com.au).

### Acknowledgements and thanks

The guidelines are based on wide consultation and reflect the input of financial planners, licensees and the Rural Financial Counselling Service Program. In particular, we would like to record our appreciation of the time and expertise devoted to the development of the program by the Pro Bono Taskforce comprising FPA members Stephen Wait CFP<sup>®</sup>, Lyn Heaysman CFP<sup>®</sup>, Peter Roan CFP<sup>®</sup>, and Fiona Hinrichsen, as well as Ross Dalton and Edna Sharpe of the Farm Help and Financial Counselling at the Department of Agriculture, Fisheries and Forestry.



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## 1. Pro bono advice

### 1.1 Defining pro bono

Pro bono practice is a voluntary activity deriving from the professional's service ideal. It is a shortening of the Latin term *pro bono publico*, meaning "for the public good". While there is no universally accepted definition of what is meant by 'pro bono services' it is generally accepted that pro bono services are those which involve the exercise of professional skills and are provided on a free or substantially reduced fee basis to clients who cannot afford to pay full market rates or to organisations working for disadvantaged groups or for the public good.

In the legal profession where pro bono is well-established, individual law firms have defined their pro bono policies in the light of the aims of their programs, available resources and the nature of the firm's work.

Financial planning businesses are likely to take the same approach. Whatever the specific definition, it must set out the scope and nature of the work involved and provide criteria for the assessment of requests for assistance.

### 1.2 Pro bono: a mark of professionalism

Pro bono work should be a voluntary activity deriving from the service ideal of a professional financial planner.

Participation in pro bono work is a demonstration of professionalism. Through it, professionals fulfil their responsibility to the community in which they work and give valuable support to those who are suffering hardship and need personal financial advice.

Pro bono work is a shared responsibility involving individual financial planners, financial planning advice businesses, professional bodies, philanthropic and community organisations, and other organisations through which pro bono advice may be referred.

As the professional body for financial planners in Australia, the FPA has an important role in pro bono, focused on encouraging, supporting and guiding its members in this work.



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## 2. FPA Pro Bono Program

### 2.1 The FPA's role in pro bono

Through its Pro Bono Program, the FPA acts as a central hub, providing a link between professional financial planners and opportunities to provide pro bono financial advice.

The FPA Pro Bono Program seeks to provide:

- a policy framework for pro bono advice
- advice and guidance to licensees and individuals who wish to get involved in pro bono work
- a vehicle for promoting the benefits of pro bono work to FPA members
- a central point for collecting data with respect to pro bono work undertaken by FPA members
- a central registry of pro bono financial planners
- a focus for working with other organisations on joint approaches, common standards, etc. This includes working with voluntary and non profit groups to support their clients with pro bono financial advice
- rapid response to urgent requests for pro bono advice, for example at times of crisis or natural disaster

### 2.2 Defining pro bono within the FPA Program

For the purposes of the FPA Pro Bono program, pro bono financial advice is defined as the provision of personal financial advice free of charge to people who, because of financial and/or social disadvantage or sudden crisis, have no alternative access to professional financial advice.

The principle is that there is no cost to the client for providing or implementing the advice. People and organisations eligible for pro bono advice may include:

- People who can demonstrate a need for financial advice but cannot afford the full cost of a financial planner's services at the market rate without financial hardship
- Non-profit organisations which work on behalf of members of the community who are disadvantaged or marginalised, or which work for the public good
- Community groups, where free financial education is provided to members of the public without any element of product sale or prospect of business referral

The following activities would not be considered to constitute pro bono advice:

- Secondments to non-profit organisations and community groups
- Financial or in-kind assistance to non-profit or community organisations
- Provision of financial advice on the basis of a conditional fee or contingency-based fee (i.e. speculative work where the underlying motivation is commercial gain)
- Financial advice provided to private schools, clubs or other organisations that can reasonably be expected to pay for advice
- Advice to staff or family members or for existing or prospective clients for 'business development' reasons



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- Community contributions in the form of sponsorships, community directorships and volunteering with charities that is unrelated to the provision of financial advice.

### 2.3 Eligibility of financial planners for the FPA Pro Bono Program

The following requirements apply to FPA members who wish to participate in the FPA Pro Bono Program. They must:

- Hold the CERTIFIED FINANCIAL PLANNER® designation, Financial Planner AFP® designation or have enrolled in the CFP® Certification Program;
- Have completed the application to be added to the FPA Pro Bono Register; and
- Have their application countersigned by their licensee.

Once the FPA has confirmed they are registered as a pro bono financial planner, they must provide pro bono advice in accordance with the following conditions:

- The financial advice will be provided at no cost to the client
- The planner will fulfil all the regulatory and professional requirements of providing personal financial advice, as defined under the Financial Services Reform Act and the Corporations Act, and by the FPA's Code of Professional Practice
- Pro bono advice will be given with the same degree of competency, expertise and professionalism and to the same high standard as any other work undertaken for a fee paying client
- The planner will refrain from using the pro bono role in any way to promote their financial planning business



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### 3. Procedures and practice issues for licensees and financial planners

The FPA expects that Australian Financial Services Licensees (AFSLs) will establish their own policies with regard to expectations and requirements on their representatives and authorised representatives who wish to engage in pro bono work. Policies would be expected to address the nature of the work involved, the total time commitment to pro bono by an individual planner and a limitation on the period for which advice is provided to a pro bono client.

#### 3.1 Considerations for licensees in setting up a pro bono program

Within the financial planning community the provision of pro bono advice is already quite widespread, and some larger licensees are running, or planning to set up, pro bono initiatives for salaried employees and authorised representatives.

However, to date in Australia there has been no overarching formal pro bono program for financial planners – such as exists in the legal profession.

Particularly in larger financial planning businesses, a pro bono program will have most chance of success if it has the support of senior management, and is professionally planned and managed, with a dedicated budget and clear policy and guidelines.

Structured programs also reflect an organisational commitment to pro bono work, and high professional standards.

Among the positive outcomes of this more structured approach are greater consistency and more effective:

- Management of level of commitment to pro bono work by individual planners
- Tracking and measurement of the costs and benefits
- Allocation of resources
- Nurturing of a pro bono culture among staff
- Supervision and control of pro bono work
- Coordination of the provision of pro bono financial advice with the provision of services by other providers (such as legal).

The FPA Pro Bono Program seeks to work with licensees to facilitate their representatives' and authorised representatives' participation in the FPA Program, and to support those members who wish to establish their own pro bono programs.

There are a range of policy and procedural issues to consider. The ones noted below provide a starting point.

**See Appendix 5 for additional resources and sources of information.**

#### 3.2 Policy and procedural issues



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Australian Financial Services Licensees who are setting up their own pro bono program or deciding to participate in the FPA Pro Bono Program will need to give consideration to a range of issues and to agree policies for the management of the program. This section sets out some of the questions and issues that will need to be addressed.

### Level of commitment

It will be necessary to consider budget allocation, senior management leadership, and the need for an internal manager.

### The kind of pro bono work

There are a number of models of pro bono practice which may include:

- *In-firm pro bono*: advising an individual as part of the day to day advisory business, with the only difference being that the client pays nothing or pays an agreed, substantially reduced, amount.
- *Outreach service*: providing financial planning advice at outreach locations, usually at the premises of a community organisation, either for a pre-determined period or on an on-going basis
- *Secondment*: placing staff with community-based organisations to assist with financial management or other work; secondments may be full-time, part-time, sessional or short-term locums
- *Volunteering*: providing financial literacy sessions at community centres and non-profit organisations

Note: Of the above, only in-firm pro bono and outreach service would fall within the FPA's definition of pro bono financial advice, though the Association recognises the great value of secondment and volunteering within the broader framework of community and social responsibility.

The licensee will also need to consider the nature of the financial advice provided. For example, a specialisation in succession planning for small businesses; in superannuation strategies, life risk, direct shares, managed investments or income streams. What areas of advice, if any, will be specifically excluded from the pro bono program?

### Assessing the merit of requests for pro bono advice

How will the firm assess the merit of the client to receive pro bono advice? What merit test or other eligibility guidelines should be applied to requests and referrals? Is it practical to apply a means test? Should capacity to pay be the determining factor in all cases? Should priority be given to certain client groups, such as those with disabilities, indigenous people or those from non-English speaking backgrounds?

### Checking impact on Professional Indemnity insurance

Does your professional indemnity insurer make any special provisions about pro bono advice? Will the operation of a substantial program have an impact on PI premiums? These and other issues should be discussed with current and potential insurers. Will you wish to place any limits on the financial planner to cap the level of risk?

### Capping the amount of time spent on pro bono

Do you feel the need to place a limit on the amount of time that an individual adviser, or the firm as a whole, devotes to pro bono work?



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Within an individual pro bono relationship what is the extent of pro bono work? Will it encompass implementation of an agreed plan as well as the preparation of the Statement of Advice. What reviews will be undertaken and will these be a part of the pro bono agreement?

### **Agreeing a policy for remuneration**

Are there any fees associated with initial advice that you would not rebate fully to the client? What ongoing fees if any would be payable?

Note that the FPA Pro Bono Program requires pro bono work to be free of charge and any initial or ongoing commissions to be rebated to the client. Note: after 1 July 2013 commissions are conflicted remuneration and banned under FoFA.

### **Establishing intake criteria and assessing requests**

It will be necessary to consider the essential criteria for pro bono work. For example, the source of referral, the nature of the case, any conflicts of interest that may exist, and the level of expertise required.

What direct costs and disbursements might be involved in the request? Is the request likely to make an undue demand on an adviser's time?

### **Assessing and approving proposed pro bono work**

Will assessment of pro bono applications be the responsibility of a pro bono committee or of a senior manager? Must the prospective client be interviewed before the case is accepted?

### **Dealing with conflicts of interest**

What safeguards need to be put in place to ensure that any potential conflicts of interest are identified and appropriately managed? What guidance will need to be given to a financial planner in this regard?

### **Monitoring and supervising advisers' pro bono work**

How will pro bono cases be allocated to financial planners, and where does this responsibility lie? Where financial planners self-select for pro bono work, how will this be monitored and supervised? What requirement should be put in place for documenting the process?

### **Supporting financial planners with appropriate training**

What special training or ongoing support may need to be made available to financial planners giving pro bono advice? For example, to assist in managing relationships with those suffering exceptional stress and sustained hardship, and to ensure the planner does not suffer emotionally and psychologically.

### **Documenting client engagement, decline, and termination**

Once the pro bono case has been accepted, a letter of engagement will need to be prepared for the client. This will need to cover the same issues as any fee paying client, including the terms, scope and limitations of the assistance being provided and the cost implications, if any.

### **What additional client documentation is needed?**

Will you require that the financial planner issues a Supplementary Financial Services Guide for pro bono advice, to take account of the fact that the fees section of your FSG will not apply?

Will you require your financial planners to give the client a terms of engagement document for their signature? What needs to be covered in this document?



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### 3.3 Considerations for financial planners undertaking pro bono work

Pro bono work undoubtedly has the potential to bring significant benefits to the client and a deep sense of personal satisfaction to the adviser. At the same time, there are obligations, expectations and potential difficulties. Before making a commitment of time and resources there are some issues to consider.

#### **Gaining licensee support**

The same regulatory and professional obligations apply to pro bono financial advice as they do to paid financial advice. Australian Financial Services Licensees are responsible for their representatives and authorised representatives and in that capacity should be made aware of any pro bono work being undertaken if not under the auspices of their own programs. Licensee support is a requirement of participation in the FPA Pro Bono Program.

#### **Assessing available time**

Pro bono advisers must be confident of their capacity to commit to regular ongoing meetings and the preparatory and follow up work they involve.

#### **Considering the special needs of pro bono clients**

Typically pro bono clients will be experiencing exceptional hardship and be faced with decisions which are critical to the survival of their businesses and to the wellbeing of their families. Financial planners will need to be prepared and able to handle sensitive, sometimes depressed and emotional, clients and may need access to training and support.

Other issues may include dealing with changing circumstances, such as moving to a new licensee; ensuring that their knowledge base and skills set matches the needs of the client; and identifying any conflicts of interest, such as when a client has debts to the financial services organisation to which they are linked.



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### 4. Regulatory and professional obligations

The regulatory requirements set out below are intended to provide an overview of some important requirements which should be considered by planners when providing pro bono advice. The relevant legislation should however be consulted for full details of planner obligations, and applies to all personal financial advice whether it is paid for or provided on a pro bono basis.

#### 4.1 Regulatory requirements

Factual information is not personal financial advice and does not trigger the regulatory obligations. However, for any personal financial advice (where the financial planner knows of one or more of the client's circumstances) licensees and their representatives must:

- Have a reasonable basis for the personal advice provided, and be able to demonstrate that by showing they have inquired about the client's relevant personal circumstances, have investigated the financial products being recommended, and that the advice is appropriate for the client. (s945A)<sup>1</sup>
- Give clients a Financial Services Guide that sets out the kinds of financial services the licensee is authorised to provide to clients and the kinds of products to which the services relate. (Part 7.7 Division 2)
- Prepare a Statement of Advice recording the personal advice and give this to the client as soon as practicable after the advice is provided or within five days of providing the advice in time critical situations. The SOA must explain the basis for the advice, details of the licensee, adviser remuneration and any interests that may influence the recommendations. It must also be presented in a clear, concise and effective manner. (Part 7.7 Division 3).
- There are however, certain situations in which the preparation of a Statement of Advice is not required by law. This may assist advisers in the provision of low cost advice:
- Where no specific financial products are recommended for acquisition or disposal, and no remuneration is received by the financial planner, a SOA does not need to be prepared (s946B). For example, a discussion may take place regarding a class of financial products, i.e. allocation of investments or strategic advice, without triggering a requirement for a SOA.
- If a product is being recommended and the value of that investment is less than \$15,000, a Statement of Advice does not need to be prepared (946AA). In these situations a record of small investment advice is required. This is likely to be a common occurrence for pro bono clients.
- Records of Advice or Statement of Additional Advice may be prepared in specific circumstances where an SOA has previously been provided. These alternative disclosure documents should be prepared in accordance with the rules that generally apply under the Corporations Act. Other than as indicated above, the receipt or non-receipt of remuneration does not alter these rules. (Part 7.7 Corporations Regulations; Class Order [CO04/1556]).

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<sup>1</sup> Note: From 1 July 2013 personal advice is required to meet best interest and other obligations under FoFA which replace the "reasonable basis" for advice test under s945A



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### 4.2 Referrals to a financial planner

In circumstances where a client has been referred to the financial planner by a rural financial counsellor or other intermediary, the conditions of the relationship should be defined and disclosed, particularly in circumstances where there is only one planner who can be recommended in an area or at a given time.

### 4.3 Objectivity and impartiality of advice

All FPA members undertake to adhere to the FPA Code of Professional Practice which require them to disclose to the client any limitation on their ability to provide objective financial planning services.



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## Appendix 1

### Guidance for FPA Pro Bono financial planners

We draw the attention of participating pro bono financial planners to the following requirements:

#### Knowledge and skills

1. The financial planner has the necessary knowledge, skills and resources to bring to the client situation.

#### Scope of service

2. The client is made aware of the nature and extent of the financial advice being offered and this information is recorded.

#### Client involvement

3. The client is involved, as far as possible, in developing the financial plan with the financial planner and in its implementation, acknowledging and respecting the strengths and capacities of the client.

#### Assessment of need

4. The assessment of the client's financial advice needs and necessary action is appropriate to the client's situation, in keeping with ethical and legislative requirements and directed towards appropriate outcomes reached in agreement with the client wherever possible.

#### Record-keeping and documentation

5. Records, reports and other documents are kept and maintained in accordance with ethical principles and relevant legislation, and must be accurate and objective, reflecting client circumstances.

#### Multi-disciplinary work

6. Within a multi-disciplinary team, the financial planner maintains principles and best practice whilst acknowledging the practice base of other disciplines, such as rural financial counsellors, accountants, social workers and others.

#### Supervision

7. The financial planner recognises the need for supervision and, when necessary, obtains advice.

#### Referral and termination

8. When necessary, the financial planner recognises the need for, and arranges a referral to, a relevant service provider and / or for termination of the financial advice service. Where service is interrupted, the financial planner puts in place an appropriate interim service or other arrangements.

#### Client right to query

9. The financial planner advises the client of their right to query the service provided and the avenues and procedures to follow if the client wishes.



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### Evaluation

10. The financial planner seeks feedback from the client to evaluate the service provided and apply this to improved future practice.



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### Appendix 2

#### FPA Pro Bono Charter

The Financial Planning Association of Australia (FPA) encourages its CERTIFIED FINANCIAL PLANNER® professional members, Financial Planner AFP® members and those enrolled in the CFP® Certification Program, to provide pro bono financial advice as part of their wider community responsibility as professional financial planners.

As the professional association for financial planners in Australia, the FPA has a role to play in the development of social responsibility through philanthropy, financial literacy and community work. The FPA Pro Bono Program operates within this framework.

#### Aims and objectives of the FPA Pro Bono Program

The Program aims to provide a sound framework within which professional financial planners can give assistance to Australians who are financially disadvantaged and who would otherwise not be able to afford financial advice, and to non-profit organisations which work on behalf of those who are marginalised or living in difficult circumstances within our society.

Important outcomes of the Program are to give financial advice that will:

- Supplement the valuable support provided by rural financial counsellors, financial counsellors and others who work in the community
- Enable recipients of financial advice to more effectively manage change and adjustment in their personal and working lives
- Enable recipients of financial advice to take control of their financial circumstances and plan for long term self-reliance
- Prevent circumstances where short-term financial difficulties turn into serious threats to individual /family emotional and financial wellbeing and long-term disadvantage
- Broaden access to financial information, education and advice
- Adopt a 'best practice' approach in terms of governance, accountability and risk management.

#### Financial planning advice

Pro bono financial advice is a free service provided by financial planners who are licensed to give personal financial advice or who are authorised by an Australian Financial Services Licensee. Only CERTIFIED FINANCIAL PLANNER® professional members, Financial Planner AFP® members of the Financial Planning Association and those who are enrolled in the CFP® Certification Program are eligible to register as a FPA Pro Bono financial planner.

FPA members adhere to high professional standards and a Code of Ethics. They are committed to continuing professional development and are required to put the interests of their clients ahead of all other considerations.

The role of a financial planner is not to sell financial products. She or he will start by gaining an overall understanding of the individual client's circumstances and goals.



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The personal financial advice that they offer may be comprehensive or focused on specific areas of need including:

- Savings strategies
- Budget setting
- Debt management
- Life risk protection
- Investment management
- Estate and succession planning
- Tax considerations
- Superannuation

While counsellors from collaborating organisations will offer information and options on some of these areas, they are not able to provide financial advice unless they are appropriately licensed.

Financial planners who provide pro bono financial advice are subject to the same regulatory and compliance requirements as planners who are paid for their advice. Licensees are required to belong to an external dispute resolution scheme and be covered by professional indemnity insurance – both of which provide increased protection for their clients.

### Who is eligible

Pro bono advice is given to those who would otherwise be unable to pay for personal financial advice and who have no alternative sources of objective professional advice to help them manage their financial affairs.

Applications for financial advice through the FPA Pro Bono Program are to be referred through the Rural Financial Counselling Service Program or via other entities which may be approved from time to time by the FPA. Alternatively the FPA may accept recipients directly who are affected by a natural disaster or crisis e.g. severe bush fires during a specific time period.

Requests must be made via an application form. The application must provide enough information to enable the FPA to refer to the client the names of suitably qualified and located financial planners.



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### Appendix 3

## Client application to request pro bono financial advice

### FPA Pro Bono Program

This form is for use by clients who wish to apply for pro bono advice.

#### Applicant details:

Name \_\_\_\_\_

D.O.B \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_  
Home \_\_\_\_\_ Business \_\_\_\_\_ Mobile \_\_\_\_\_

**Personal circumstances:** Briefly state your reasons for seeking pro bono financial advice, including the outcome you are seeking. Please provide details that will assist in our assessment of your request and enable us to identify suitable planners to advise you.

Please indicate the areas in which you are seeking advice (**if known**):



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### Insurance

- Life insurance
- Trauma insurance
- Income protection
- Whole of Life policies
- Endowment policies

### Investment

- Direct shares
- Managed investments
- Bonds

### Income streams in retirement

- Annuities
- Government pensions
- Allocated pensions
- TAPs
- Account-based pension

### Superannuation

- Industry funds
- Retail funds
- Self-Managed Super Funds

- Succession planning
- Retirement planning
- Strategy
- Budgeting
- Mortgage
- Debt management
- Other \_\_\_\_\_
- Unsure

### Declaration:

I / We the applicant/s acknowledge the following:

- The FPA Pro Bono Program does not represent applicants but only acts as a referral service between the public and professional financial planners.
- I / We have no right of action against the Financial Planning Association of Australia (FPA) or its employees in any event arising from this application or any assistance obtained from a financial planner referred via the program.
- I / We recognise that the decision regarding the eligibility for pro bono financial advice will be made by the individual adviser, not by the FPA.
- It may not be possible to find a financial planner willing to advise you on the basis requested or in the location concerned.
- I / We have the right to request access to information held by the Program which relates to me / us.

Print name(s) \_\_\_\_\_

Signature of  
Applicant 1

Signature of  
Applicant 2

Date

Date

### Application submission

By mail: FPA Pro Bono Program,  
GPO Box 4285, Sydney NSW 2001

By fax: 02 9220 4580

By email:  
[probono@fpa.com.au](mailto:probono@fpa.com.au)



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### Appendix 4

#### FPA member registration form for the FPA Pro Bono Program

This form is for use by FPA members who wish to register as an FPA pro bono financial planner.

##### Member details:

Name \_\_\_\_\_

Member number \_\_\_\_\_

Licensee name \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Mobile \_\_\_\_\_

##### Licensee details:

As an Australian Financial Services Licensee, we give authority for the above named financial planner to be included in the FPA Pro Bono Program.

Licensee name \_\_\_\_\_

Mailing address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Post code \_\_\_\_\_

Name of officer \_\_\_\_\_

Position \_\_\_\_\_

Phone \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

**Signature**

**Date**



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I wish to register to provide pro bono financial advice under the Financial Planning Association (FPA) Pro Bono Program and confirm that I fulfill the following requirements to be included in the Program:

- I am a CERTIFIED FINANCIAL PLANNER® professional OR
- I am a Financial Planner AFP® member OR
- I am enrolled in the CFP® Certification Program
- I agree to provide pro bono financial advice taking account of all ethical, professional and regulatory requirements that apply to personal financial advice
- I confirm that I have the agreement of my AFS licensee to provide pro bono advice under the FPA Pro Bono Program

I have the qualifications and experience to enable me to offer personal financial advice in the following areas:

### Insurance

- Life insurance
- Trauma insurance
- Income protection

### Investment

- Directed shares
- Managed investments

### Superannuation

- Industry funds
- Retail funds
- Self-Managed Super Funds

### Old Policies

- Whole of Life policies
- Endowment policies
- Bonds

### Income streams

- Annuities
- Government pensions
- Allocated pensions
- TAPs
- Account-based pension
- Retirement planning
- Succession planning
- Other (please specify)

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I am prepared to visit pro bono clients with the following geographic radius of my location:

Location	Radius	State
Financial planner		
Signature		Date

### Return completed form

By mail: FPA Pro Bono Program, GPO Box 4285, Sydney NSW 2001	By fax: 02 9220 4580	By email: <a href="mailto:probono@fpa.com.au">probono@fpa.com.au</a>
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### Appendix 5

#### Online resources and publications

Most pro bono references and sources in Australia are based on the experience of the legal profession. The following organisations have materials which will be of interest and relevance to those in the Australian financial planning community who are interested in giving pro bono advice.

Acknowledgement is given to each of these sources, which have helped to provide the framework for the development of these FPA Pro Bono Guidelines.

**Financial Planning Association (US)** [www.fpanet.org](http://www.fpanet.org)

FPA US members offer pro bono financial planning services through partner organisations to people in need. Services include educational brochures and information sheets, seminars and workshops, and one-on-one consultations for qualified individuals and families. Programs are operated by FPA Chapters throughout the US.

**Philanthropy Australia** [www.philanthropyaustralia.org.au](http://www.philanthropyaustralia.org.au)

Philanthropy Australia is the national peak body for philanthropy and is a not-for-profit membership organisation. Its members are trusts and foundations, families and individuals who want to make a difference through their own philanthropy and to encourage others to become philanthropists. Its mission is to represent, grow and inspire an effective and robust philanthropic sector for the community.

**Pro Bono Australia** [www.probonoaustralia.com.au](http://www.probonoaustralia.com.au)

Pro Bono Australia has been a leading provider of resources to Australia's non-profit sector since 1989. It aims to facilitate the level of philanthropy in Australia and to give non-profit organisations the resources they need to run effectively. PBA publishes a directory of non-profit organisations

**The National Pro Bono (Legal) Resource Centre** [www.nationalprobono.org.au](http://www.nationalprobono.org.au)

The Centre is an independent, non-profit organisation that aims to encourage pro bono legal services, support lawyers and law firms to make it easier for them to provide high quality pro bono legal services, and work with the profession and the community sector to match services with the clients and groups most in need of assistance. The Centre publishes The Australian Pro Bono Manual.