

SuperRecords | THE SUPER PLAYBOOK **2025**

Delivering Excellence:

The SuperRecords Playbook



Who We Are

SuperRecords delivers intelligent outsourcing solutions that enhance operational efficiency, expand capacity, and drive profitability for Australian accountants, SMSF administrators, auditors, financial planners, and mortgage brokers.

We have a pool of 1000+ highly skilled professionals to function as a high-performing extension of your team, backed by **CPA recognition**, advanced automation technology, **ISO 27001-certified data security**, and dedicated support through real-time communication and secure workflows.

Accreditations



Trainee Development - Gold



Security



What makes SuperRecords different?

With over 18 years of industry experience, we have made significant investments in compliance, security, training, and technology to consistently deliver exceptional service to our clients.

- 18+ Years of Experience
- Strong team of CA & RG146 Certified Professionals
- 1,000+ Financial Services Clients
- ISO 27001 Certified
- Ongoing Training
- Real-time Portal
- Plug and Play
- Flexibility
- Quality Assurance
- Automation
- Uninterrupted Operations
- Zero Key Person Risk

Our Experience in Numbers

25,000+

SOAs prepared

110,000+

SMSFs processed

60,000+

Tax returns processed

25,000+

SMSF audits supported

1,000+

Employees across the globe

1,000+

Variable outgoings audits supported

500+

Private ancillary fund audits supported

615+

Not-for-profit/company/AFSL/trust audits supported

9+

Delivery centres

95%

Client satisfaction & retention

Our Services

Our qualified team are an extension of your team. Partnering with us gives you the flexibility to scale your operations up or down as needed, while maintaining quality, efficiency, and profitability.

SMSF Audit Back Office Services

We'll take care of the time consuming SMSF audit preparation so you can take on more audits and focus on your clients.

External Audit Services

We'll take care of the time consuming SMSF audit preparation so you can take on more audits and focus on your clients.

SMSF Admin Services

Our qualified team does the SMSF processing heavy lifting for you, ensuring you meet all compliance obligations with ease.

Paraplanning Services

With fast SoA turnaround and quality checked by our RG146-certified reviewers, you can rely on the accuracy of every SoA we produce.

Business Services

Our team takes care of your tax & compliance, bookkeeping, payroll and other time consuming back office tasks so you can renew focus on your core business.

Mortgage Processing Services

Stop losing valuable time to time consuming loan processing. We do the grunt work so you have more time for your clients.

SMSF Audit Back Office Services

- We are committed to strict SMSF audit compliance, supported by a team of **qualified accountants**, each with at least three years of audit experience.
- We take care of the **audit file preparation**, flag potential issues, and prepare audit letters, all ready for your review and sign-off.
- Our team functions as a **seamless extension** of yours, providing outstanding efficiency and value at significantly lower costs than local hires.
- You **only pay per completed job**, not per resource per month, giving you the flexibility to scale up or down as needed, without any waste.
- Enjoy real-time visibility across all workflows, direct access to your dedicated team, and **flexible engagement options**.

External Audit Services

Audit Support for Entities and Business

- Company Audit
- Not-for-profit Audit
- Variable Outgoings Audit
- Financial Services License Audit
- Trust Account Audit
- Private & Public Ancillary Fund Audit
- REBA (Real Estate & Business Agent) Audit

End-to-end Audit Support

- Planning and Risk Assessment: Understanding the business, internal controls, risk assertions for various financial items, defining and calculating audit materiality.
- Risk Response: Journal testing, test of controls (TOC), walkthrough, financials review, analytical review.
- Financial items testing like bank, trade and other receivables; property, plant & equipment; investments; other assets; trade and other payables; other liabilities; provisions equity; revenue; expenses and payroll, etc.
- General Ledger Scrutiny
- Bank Reconciliation
- Workpapers and Reporting
- Variable Outgoing Reconciliations
- Any Other Audit Support Task as Required

SMSF Admin Services

SMSF Compliance, Taxation & Lodgements

- Expertise in BGL 360, Class & SuperMate software
- Setting up the SMSF accounts in preferred software
- End of year accounting & taxation
- Finalisation of accounts
- Preparing work papers and SMSF accounting reports for easy review
- Preparing and lodging the SMSF tax return

Regular Processing

- Real time updates on the super balance
- Includes monthly & quarterly processing
- Assistance in activating data feeds
- Preparing TBAR reports

SMSF Establishment & Documentation

- Documentation services designed to assist with SMSF setup, management, and legal compliance
- Applying ABN & TFN of the superfund
- Register the SMSF with ATO
- All required paperwork to establish an SMSF

Audit Workpaper File

- Arranging documents in an audit software
- Preparing complete audit file
- Completing the audit checklist
- Documentation of the conclusion, opinion & judgments based on the evidence obtained
- Forming an opinion about the fair presentation on the financial & compliance audit



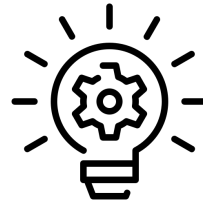
Solving Critical Issues for SMSF Auditors, Tax Advisors & Super Experts



Challenge/Scenario: Staff Attrition



The departure of key personnel disrupts workflow and client relationships.



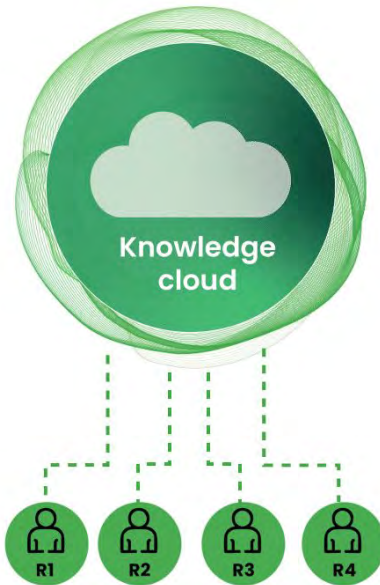
Leaving professionals take valuable domain knowledge with them.



A new employee typically takes 6–12 months to complete KT and match experienced productivity, impacting service continuity.

How We Help

Our solutions help mitigate the disruption to workflow and client relationships, as well as the loss of knowledge typically associated with staff departures.



Any learning curve delays due to staff replacement can be resolved within two months, significantly shorter than the usual six-month to one-year period.



Our experts work as an extension of your team, so we can adapt to your changing needs quickly.



We use the latest technology in robotics, AI and ML to automate routine tasks, leading to improved efficiency and accuracy, and reducing people-dependency.



While people may come and go, our knowledge base is intact. Even in the absence of a resource, ie, if a departing resource is not replaced, our processes and knowledge pool can ensure service delivery without any hiccups.

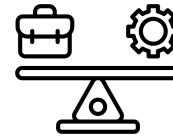
Challenge/Scenario: Deadline Pressure & Capacity Management



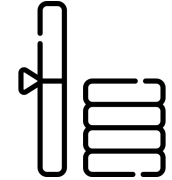
Intense workload near lodgment deadlines (May-June) impacts quality and team well-being.



Risk of non-compliance due to rushed reviews and last-minute corrections.



Difficulty balancing routine workload with unexpected client demands.



Limited ability to onboard new clients during peak periods.

How We Help



SuperRecords helps clients complete filings well in advance of the deadline, giving a window of at least two or three months, enabling them to have enough time and bandwidth to take on new, last-minute clients.



Early lodgement ensures you have a relaxed Q4, leaving you with ample time and focus towards future growth plans.



Our delivery model enables you to scale up, scale down or add-on additional related services as required, with no recruitment, no training, no people management and no budget waste.

Uninterrupted Resource Pool



We ensure a continuous availability of a trained resource pool, leading to minimal disruption of service delivery irrespective of your staff availability. At our academy, we provide intensive training to recruits on all aspects of accounting and finance with dedicated trainers and mentors to guide them towards professional improvement.

Our Learning Management System (LMS) includes standardised courses on region-specific accounting principles and practice, as well as on accounting technology and software tools.

With SuperRecords, **you achieve**



Greatly reduced talent transition risk



Improved client satisfaction with lodgements well in advance



Increased capacity with adequate resources to take on new clients

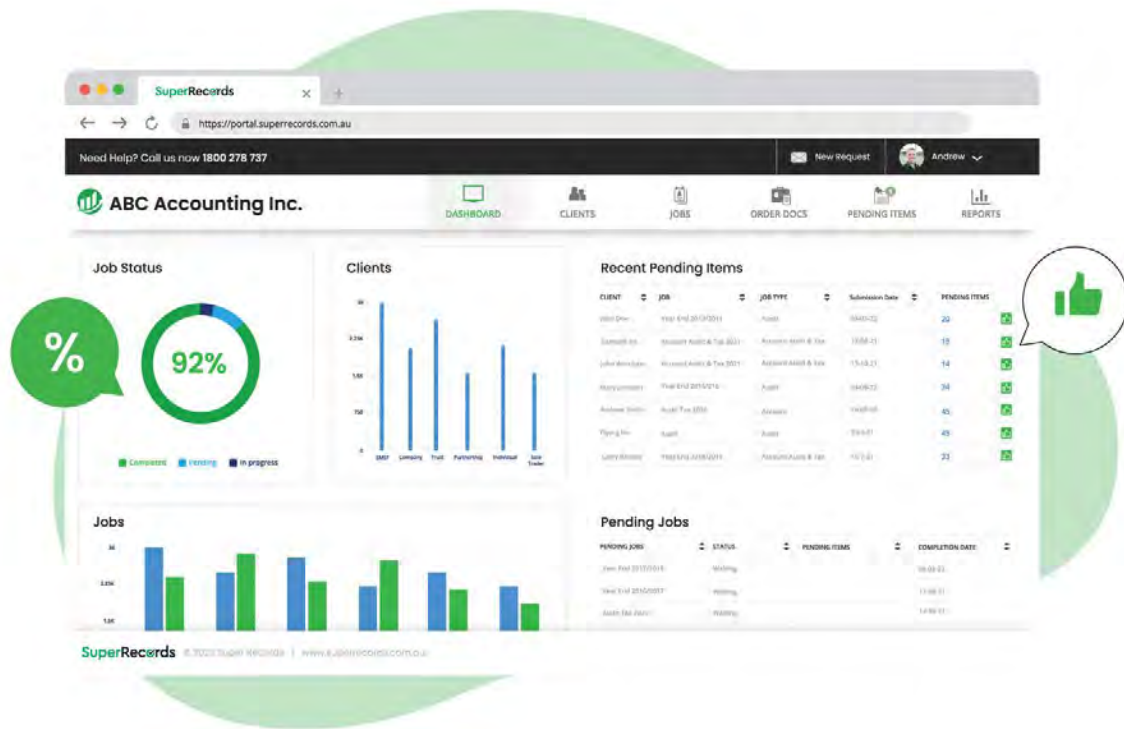


Renewed focus towards expanding your practice

We're more than an outsourcing company —

We operate like an offshore capacity centre for accountants, backed by 18+ years of Australian market insight, tech-driven excellence, and flexible work models tailored to your needs.

Our Unique Capabilities in Action



Workflow Portal

Our unique workflow portal enables our clients to have complete visibility and control over every job outsourced to us. Every client gets access to this portal regardless of the services chosen.

Our portal allows you to:

- Delegate jobs, upload documents and track progress
- Communicate with your dedicated SuperRecords team members
- Gain insights with inbuilt Practice Management Dashboards
- Filter work and run customised reports

99% of work communication is seamlessly managed through our dedicated portal.

Our Unique Capabilities in Action

Automation

Our automation capabilities are designed to leverage efficiencies, scalability and cost savings for our clients.

- 22+ processes automated
- 3000 hours saved by bots customised for clients
- 13,800 hours saved in SMSF processing

Our unique 'plug & play' outsourcing model eliminates the need for our clients to take on the burden of internal resourcing, staff training and management or the adoption of new technology.

- 79% of our clients are up and running with us in less than seven days.
- 94% of our clients rate our onboarding as fast and easy.
- 91% of our clients find us easy to work with.
- >50% of our clients have been with us for over 5 years in SMSF service.



What Our Customers Say

"SuperRecords is a critical part of my business these days and they are consistent in delivery and time effective in our client delivery experience."

- **Fernando C, Midelca Financial Solutions**

"SuperRecords provides high quality and efficient back-office support. They are professional to deal with and have a very clear and efficient process."

- **Sook S, Enspira Financial**

"SuperRecords has been great to work with. They provide great service and value for money."

- **PJ Patterson, Keystone Financial**

Some of Our Valued Customers



SuperRecords

Thank you

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