

Technical Support

Our team of experts provide practical solutions to assist you to improve efficiency and minimise risk

Our Technical Services Team provide superannuation/SMSF technical support via phone and email with most queries answered the same day or, in many instances, immediately.

In order to ensure you get priority access to our Technical Services Team, we have a dedicated telephone number and email address. By using these you can be assured that your query is prioritised.

Our complimentary benefits for technical support package clients include:

1. **SMSF Clinics:** Join the discussion at our interactive workshops. Ask your questions and receive practical answers you can rely on.
2. **Knowledge on-demand:** Easy access to our regularly updated News & Insights page which provides specialist technical knowledge written by our team of SMSF experts.
3. **Priority notifications:** When important Heffron blog articles have been posted.

Packages		
<p>Super Essentials</p>	<p>\$528 per annum (incl. GST) Invoiced yearly.</p>	<p>1 hour technical support per annum Attendance to Heffron's SMSF Clinics, Knowledge on-demand, and Priority notifications. Visit heffron.com.au, select 'Quick Access' then Help Desk</p>
<p>Super Connect</p>	<p>\$2112 per annum (incl. GST) Invoiced quarterly.</p>	<p>4 hours technical support per annum Attendance to Heffron's SMSF Clinics, Knowledge on-demand, and Priority notifications. Visit heffron.com.au, select 'Quick Access' then Help Desk</p>
<p>Ad-hoc Support</p>	<p>\$605 per hour (incl. GST) Invoice issued each month along with a record of query/s.</p>	<p>Ad-hoc technical support calls are available. For more information email heffron@heffron.com.au</p>



Leigh Mansell

DIRECTOR SMSF TECHNICAL
& EDUCATION SERVICES



Annie Dawson

SENIOR
SMSF SPECIALIST



Sean Johnston

CLIENT RELATIONSHIP
MANAGER



Sue Bhattacharjee

SMSF SPECIALIST



Supported by

Lyn Formica

HEAD OF EDUCATION
& CONTENT



Meg Heffron

MANAGING DIRECTOR

Additional Technical Support & Education Services

'What's On' Calendar of Events	From \$0-869 (incl. GST)	Heffron provides a range of high quality SMSF education solutions through on-demand and scheduled events that are available both virtually and in-person throughout the year. Earn CPD and keep up to date with the latest SMSF events. Visit www.heffron.com.au/events
Super Foundations	From \$330 (incl. GST)	The ultimate foundational course for your superannuation and SMSF learning – designed and delivered by Heffron's industry experts. Our technical team has created a practical course to share industry essentials with learners and get them up to speed as quickly as possible. Visit www.heffron.com.au/services/super-foundations
Super Extension	From \$330 (incl. GST)	A comprehensive and certified deep dive into the key complexities of superannuation and SMSFs. The course will be released one topic area at a time and is designed for those who have completed Super Foundations, or if you have a working understanding of superannuation and SMSFs. Visit www.heffron.com.au/services/super-extension
Education Bites	\$55 per month (incl. GST)	Education Bites is an on-demand learning platform giving you access to small 'bite sized' courses on a particular superannuation topic. Earn CPD accreditation at your own pace, and in your own time. Visit www.heffron.com.au/services/education-bites
Super Companion	\$121 per month (incl. GST)	Super Companion is your ultimate online resource for superannuation. Written and updated daily by our industry experts it will always reflect the latest rules, changes to legislation, case law or regulator views so you can be confident the information is up to date and accurate. Visit www.heffron.com.au/services/super-companion