Presencesmith™

Trust Programme Overview

Presenceworks Pty Ltd

Document G-01 · Version 1.0 · 1 November 2026

Public Edition

Presencesmith™ Trust Programme Overview

© 2026 Presenceworks Pty Ltd (ACN 696 491 282). All rights reserved, except as expressly permitted in this document.

Presencesmith™ is a trade mark of Presenceworks Pty Ltd (Australian trade mark application no. 2656543).

This document is made available to authorised readers for their own reference and professional use. Permitted activities include reading, downloading, citing with attribution, making reasonable notes or summaries, and sharing a complete, unmodified copy for the limited purpose of evaluating a prospective purchase, licence or engagement.

Additional use, distribution and commercial delivery rights require permission or an applicable agreement, except where otherwise permitted by law.

The full Document Access and Intellectual Property Notice appears at the end of this document.

Purchases, refunds, cancellations and services are governed by the applicable Presenceworks Terms of Service or separate licence or engagement agreement.

This document is provided for its stated purpose. Nothing in this notice excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, including under the Australian Consumer Law.

Presenceworks Pty Ltd
Brisbane, Queensland, Australia
presenceworks.com.au
For permissions: admin@presenceworks.com.au

Document control

Version	Date	Owner	Status
1.0	1 November 2026	Presenceworks Pty Ltd	Released – Public Edition

Companion documents

This document is supported by the following companion documents:

Code	Document
G-02	Commercial Prospectus
G-03	Trust Framework Essentials
S-01	Trust Programme Register
F-01	Trust Framework
T-01	Trust Framework Terminology
R-01	Trust Framework Reference
F-02	Professional Trust
T-02	Professional Trust Terminology
R-02	Professional Trust Reference
P-01	Professional Trust Playbook
W-01	Professional Trust Practitioner Workbook
K-01	Professional Trust Practitioner Toolkit

© 2026 Presenceworks Pty Ltd

Contents

1. Overview **5**
1.1. Introduction 5
1.2. Problem statement 5
1.3. Approach 6
1.4. Scope 6

2. Trust architecture **7**
2.1. Trust formation 7
2.2. Trust framework 7

3. Programme **9**
3.1. Application 9
3.2. Structure 9
3.3. Delivery 10
3.4. Resources 10

4. Frequently asked questions **12**

© 2026 Presenceworks Pty Ltd

1. Overview

1.1. Introduction

Trust underpins consequential relationships. It influences the responsibility, discretion and influence extended to individuals and organisations, shaping the commitments they make and their capacity to act under conditions of uncertainty.

Views frequently form before formal processes begin, influenced by prior experience, demonstrated performance, reputation and recommendation. Trust enables action beyond what certainty, control or formal authority alone can achieve.

As trust develops, professionals may be consulted earlier, entrusted with broader responsibility and given greater discretion. Organisations may receive wider mandates, stronger stakeholder support, longer-term commitments and greater freedom to operate without repeated intervention.

The Trust Framework establishes a universal structure for understanding how trust develops, strengthens, weakens and recovers over time, and how it influences the decisions, actions and outcomes that define consequential relationships.

Its purpose is to improve outcomes and performance for professionals and organisations by enabling trust to be deliberately understood, assessed, developed and sustained as a strategic capability.

1.2. Problem statement

Critical decisions are often made before complete information is available. What can be known or verified may be incomplete, outdated or difficult to attribute.

Reputation, credentials and track records build initial confidence, but no single factor is decisive. Work recognised in one setting may be unfamiliar, misunderstood or judged differently in another. Results may reflect the contribution of others, the authority exercised, the resources available and the operating environment in which they were achieved.

Professionals and organisations may have the capability and experience required, yet decision-makers must still determine what can reasonably be expected.

Responsibility, discretion, opportunity and commitment are extended under uncertainty according to what decision-makers are prepared to rely upon.

A proven track record informs consequential decisions, but trust influences how far decision-makers are prepared to rely on that performance when extending responsibility, support or opportunity.

Presencesmith provides a structured basis for understanding, assessing and strengthening the trust required for consequential decisions and relationships.

© 2026 Presenceworks Pty Ltd

1.3. Approach

Consequential relationships depend on the willingness of stakeholders to rely on one another under conditions of uncertainty.

Organisations and professionals operate within networks beyond direct control. Securing employee discretion, customer commitment, supplier prioritisation, investor capital and the authority of regulators or institutions requires mutual reliance that extends beyond formal contracts.

Where trust is constrained, systems compensate through additional verification, mandatory approvals, assurance and escalation. These mechanisms address uncertainty, yet they consume time, inflate coordination costs and restrict capacity. As trust deepens, verification recedes. Decisions move closer to the work, information flows earlier and greater discretion is exercised within established limits.

The Framework provides a structured methodology for developing and governing this progression. It evaluates what performance has established, what stakeholders can reasonably expect and the extent of reliance they are prepared to extend in consequential decisions.

The economic value lies in what that reliance makes possible. Stronger trust reduces friction, accelerates execution, expands operational scope and increases the scale of responsibility, commitment and cooperation sustained across an ecosystem.

1.4. Scope

Presencesmith operates across professional and organisational contexts where performance relies on trust.

Its architecture spans individual and organisational application. At the individual level, it supports career progression, governance and advisory responsibility, independent practice, transition and recovery following disruption. At organisational scale, it supports leadership succession, strategic transformation, stakeholder alignment, institutional engagement and enterprise recovery.

Advisers, coaches, professional services firms and educational institutions embed the methodology within established advisory, leadership and executive development programmes.

© 2026 Presenceworks Pty Ltd

2. Trust architecture

2.1. Trust formation

Professionals and organisations do not achieve consequential outcomes independently. Their objectives depend upon decisions made by other people and organisations whose interests, obligations and constraints may not fully align with their own.

Those decisions may reside with a single authorised person or body, develop through successive approvals or collective deliberation, or be influenced by advisers, professional networks and others whose views affect the outcome.

Trust is frequently evaluated through culture, reputation, relationships or stakeholder sentiment. These perspectives indicate how a professional or organisation is regarded, but they do not establish the form or extent of reliance required for a consequential decision or outcome.

The Presencesmith Trust Architecture identifies the specific reliance required for a defined objective, tracing it directly to those whose decisions or support influence the outcome. It establishes precisely what must be demonstrated for that reliance to become possible.

The requirement varies with the decision, responsibility and relationship involved. Trust established in a specific context does not automatically extend to different responsibilities, authority or circumstances. A senior appointment, customer renewal, investment decision, regulatory engagement or strategic partnership each demands a distinct basis for reliance.

The architecture tests whether current relationships sustain that reliance and determines what must be established where gaps remain. This gives professionals and organisations a disciplined basis for governing trust in direct relation to their strategic objectives.

2.2. Trust framework

The Presencesmith Trust Framework establishes a common basis for understanding, assessing, developing and governing trust across professional and organisational contexts.

Trust must be evaluated systematically, recognising that different domains require distinct evidence, expectations and methods. The Framework provides the underlying concepts and decision logic, while domain-specific implementations reflect the responsibilities, standards and circumstances relevant to each field.

This enables trust to be assessed consistently while remaining responsive to the environments in which consequential decisions are made. It preserves the integrity of the underlying logic while allowing governance and development to reflect materially different operating requirements.

© 2026 Presenceworks Pty Ltd

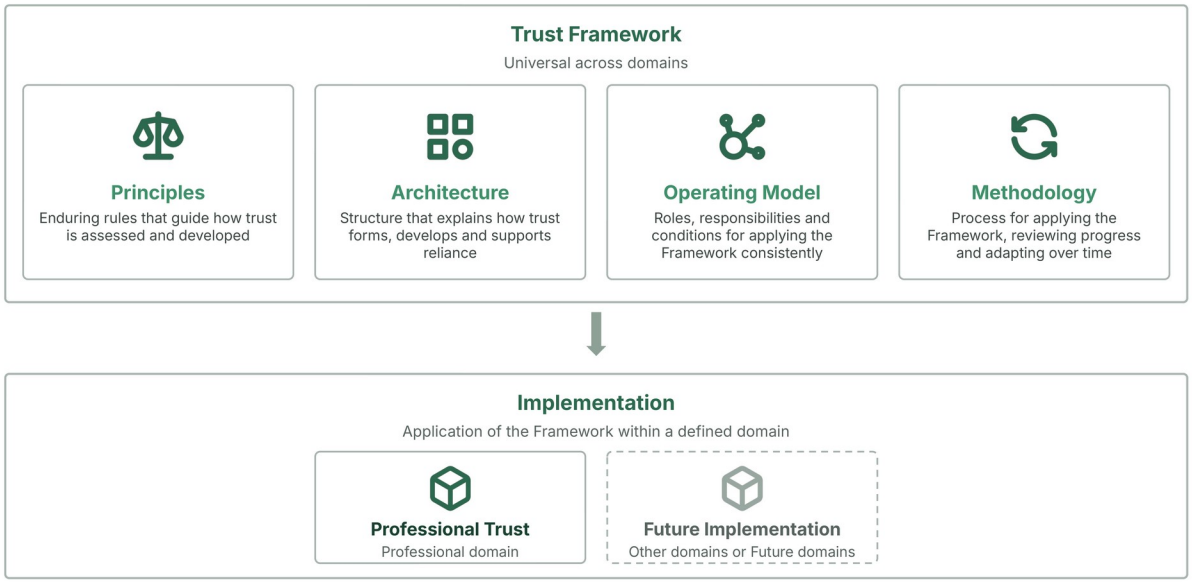


Figure 1 *— Trust Framework structure and implementation*

© 2026 Presenceworks Pty Ltd

3. Programme

3.1. Application

Presencesmith is designed for continuing use as objectives, responsibilities and circumstances change. For professionals, its relevance spans a working life as ambitions develop, responsibilities expand and relationships evolve. For organisations, it remains relevant across successive strategic priorities, leadership transitions, stakeholder relationships and periods of change or recovery.

Application does not recommence with every new objective. Earlier work is retained where its basis remains valid, while new objectives or materially different relationships are considered separately where requirements differ. Relevant work is revisited when new information or changing requirements materially alter its basis.

The extent of application reflects what the situation requires. Comprehensive application extends from longer-term direction through the objectives, outcomes and actions required to pursue it. Targeted application concentrates on the areas relevant to a specific objective, decision or relationship, drawing on earlier work where it remains valid and recognising any limitations where relevant work has not been undertaken specifically for that purpose.

3.2. Structure

The Trust Programme integrates the universal Trust Framework, its domain-specific implementations and the resources that support practical application.

Readers seeking a comprehensive understanding progress from the Trust Programme Overview (G-01) through the Trust Framework (F-01) to the relevant implementation. Professional Trust (F-02) applies the Framework within the professional domain, with the Professional Trust Playbook (P-01), terminology, reference material, workbooks and tools supporting practical application. Readers addressing an immediate need may begin with the relevant implementation or playbook and consult the wider suite as required.

The Commercial Prospectus (G-02) sets out the products, services and commercial arrangements available through the Trust Programme. The Trust Programme Register (S-01) provides the authoritative document list, coding structure and programme architecture. Trust Framework Essentials (G-03) is also a Programme support document.

© 2026 Presenceworks Pty Ltd

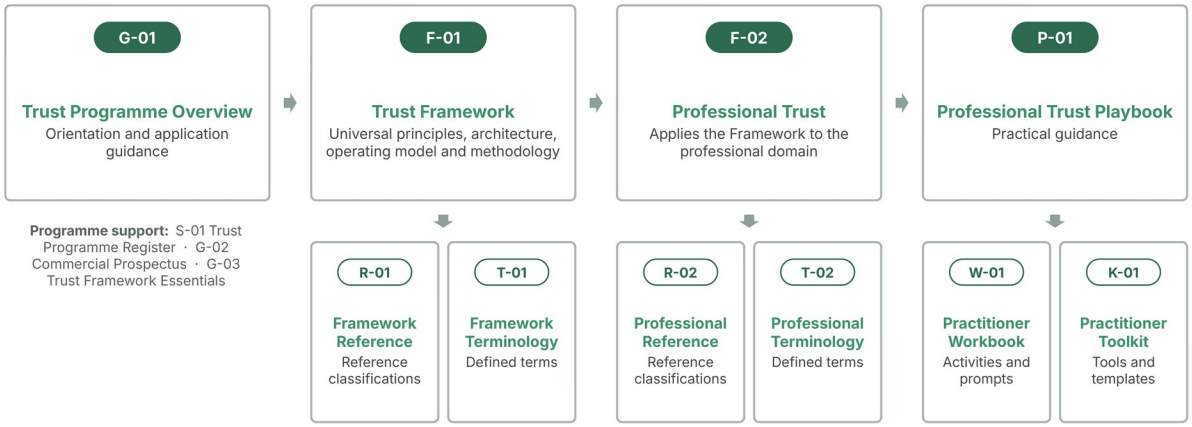


***Figure 2** — Trust Programme document architecture*

3.3. Delivery

Professionals and organisations apply Presencesmith independently, engage an external adviser or facilitator when independent challenge is valuable, or incorporate it into established leadership, succession, professional development, coaching, advisory and educational activity. It integrates into existing organisational processes, professional practice and client engagements without duplicating or displacing established ways of working.

Formal delivery is available within organisations and institutions, and to external clients. Organisational delivery enables specified offerings to be delivered internally, while institutional delivery supports universities, business schools and other educational institutions incorporating them into learning and development. Authorised delivery enables approved practitioners and organisations to deliver specified offerings to external clients.

Practitioner certification and delivery rights serve distinct functions. Certification establishes that an individual has met the requirements to deliver specified offerings, while delivery rights determine the settings and audiences for which that delivery is authorised.

3.4. Resources

The Trust Programme is supported by a defined set of documents and practical resources, each serving a distinct purpose across orientation, Framework understanding, domain application and practitioner use. The Trust Programme Register (S-01) provides the authoritative record of the document suite, including its codes, names and classifications.

© 2026 Presenceworks Pty Ltd

Resource	Purpose
Trust Programme Overview (G-01)	Introduces the Trust Programme, its scope, application, structure and delivery.
Trust Framework (F-01)	Establishes the universal principles, architecture, operating model and methodology.
Trust Framework Terminology (T-01) and Reference (R-01)	Provide the definitions, classifications and reference material supporting the universal Framework.
Professional Trust (F-02)	Applies the Trust Framework to individuals acting in a professional capacity.
Professional Trust Terminology (T-02) and Reference (R-02)	Provide the additional definitions, classifications and reference material required for the professional implementation.
Professional Trust Playbook (P-01)	Provides practical guidance for applying Professional Trust.
Professional Trust Practitioner Workbook (W-01)	Provides the structured working record used during application.
Professional Trust Practitioner Toolkit (K-01)	Provides diagnostics, assessments, templates and other reusable practitioner tools.
Trust Programme Register (S-01)	Provides the authoritative document list, coding structure and classification of the suite.

***Table 1** — Programme suite*

© 2026 Presenceworks Pty Ltd

4. Frequently asked questions

When should I use Presencesmith?

Presencesmith is most useful when a consequential objective depends on the decisions, support or cooperation of others and trust cannot be assumed.

For professionals, this includes pursuing significant opportunities or appointments, seeking greater responsibility or discretion, entering new roles or environments, or recovering from disruption. For organisations, it includes leadership change, strategic transformation, major stakeholder decisions, new partnerships, expansion into unfamiliar environments, or circumstances in which confidence and support must be restored.

It remains relevant before problems emerge, as evolving objectives, expanding responsibilities or developing relationships can make earlier assumptions about trust insufficient.

Presencesmith is unlikely to add value where consequences are limited, the work is routine, or progress does not materially depend on another party's willingness to rely. Nor is it a substitute for resolving underlying problems in performance, capability, governance, compliance or conduct where those problems require direct action.

How much work is involved?

The work required depends on the objective and the extent of change needed to support it.

A defined objective may require a focused review to determine the starting point, establish what the objective requires and identify the work needed to address the difference. Objectives involving greater responsibility, multiple stakeholders, evolving expectations or damaged trust require sustained work over time.

Presencesmith helps distinguish what is already established from what must be strengthened, changed or demonstrated, allowing effort to be prioritised accordingly. It cannot replace the performance, evidence, behaviour or experience required to change how others assess the professional or organisation.

The underlying work may therefore be substantial. Presencesmith is designed to focus time and resources on the changes most relevant to the objective. This reduces unnecessary effort without compromising the work required to establish them.

How long before I see results?

Timing depends on the objective, what decision-makers already know, and the extent of change required.

© 2026 Presenceworks Pty Ltd

Presencesmith improves planning and decision-making from the outset by clarifying the objective, identifying whose decisions or support affect it, and aligning development, action, and resources accordingly.

When the necessary performance already exists but is not fully recognised, decisions or support can change relatively quickly once decision-makers have a clear basis for assessment. When capability or conduct must develop, or when trust has been damaged, outcomes depend on sustained demonstration over time.

That trust must then be maintained as responsibilities and expectations evolve. Recovery takes longer because past failure remains relevant until subsequent performance provides a credible basis for trust to be restored. Even then, previous levels of responsibility or discretion may not be fully restored.

How will I know whether it is working?

Progress is reflected in how the people who influence your objective respond.

They may involve you earlier, seek your input more often, share information more readily, extend greater responsibility or discretion, continue or expand an existing relationship, or provide stronger support.

The significance of these changes depends on whether they are sustained and influence the decisions or relationships that determine the objective. Consistent changes in how people engage, decide and act provide a stronger basis for assessment than individual responses.

The strongest indication is a change in the responsibility, support or commitment others are prepared to extend. Greater responsibility, broader mandates, renewed engagement, stronger commitment or recommendation indicate that trust is influencing consequential decisions.

Can Presencesmith help when trust has been damaged?

Presencesmith applies when an event, failure or pattern of conduct has changed what others are prepared to expect or rely upon from you.

Recovery begins by establishing what occurred, who has been affected and how their expectations have changed. This defines what you need to address and what must subsequently be established for trust to be restored.

Corrective action, sustained performance and consistent conduct over time provide the basis for renewed responsibility, discretion or support. Communication can support that process, but recovery depends on what subsequent performance and conduct establish.

The extent of recovery depends on the nature of the failure and the trust subsequently established. Serious failures may continue to influence future

© 2026 Presenceworks Pty Ltd

decisions, and previous levels of responsibility, discretion or support may not be fully restored.

Does stronger trust guarantee the outcome?

Trust influences consequential decisions, but it does not determine results on its own.

Presencesmith strengthens the basis for reliance by clarifying what others need to be able to expect from you and what needs to change for that reliance to become possible.

Final outcomes also depend on capability and performance, available alternatives, competing priorities, timing and wider circumstances. Presencesmith can strengthen the trust relevant to a decision, but it cannot determine what another person or organisation ultimately decides.

© 2026 Presenceworks Pty Ltd

Document access and intellectual property notice

1. Ownership of intellectual property

Copyright and other applicable intellectual property rights in this document and its original Presencesmith material are owned by, or licensed to, Presenceworks Pty Ltd.

Protected material may include original text, diagrams, tables, graphics, documentation, programme resources and the original expression and arrangement of the Trust Framework and its methodology.

All rights not expressly granted under this notice or a relevant agreement are reserved.

Nothing in this notice claims exclusive ownership of general ideas, facts, methods or concepts to an extent not recognised by applicable intellectual property law.

2. Access and permitted use

An authorised reader may, subject to the terms under which the document was supplied:

- Read the document and download and retain an authorised copy.
- Refer to and cite the document with appropriate attribution to Presenceworks Pty Ltd and Presencesmith™.
- Make reasonable notes and summaries for personal or professional reference.
- Apply knowledge gained from the material in the reader's own professional activities without reproducing or commercially distributing protected content.
- Share the complete, unmodified document with the reader's employees, officers, professional advisers or approving committees solely to evaluate a prospective purchase, licence or engagement.

These permissions do not authorise ongoing group distribution or delivery beyond the rights expressly granted.

Nothing in this notice restricts fair dealing or any other use permitted under applicable copyright law.

3. Restricted use

Except as permitted by this notice, a purchase, a separate licence or agreement, or applicable law, a reader must not:

- Publish, redistribute or make available unauthorised copies of this document or substantial protected parts of it.
- Sell, sublicense or commercially distribute the document.
- Reproduce substantial protected content within another commercial publication, training programme, course or service.
- Present protected Presencesmith programme material as the reader's own original material.
- Represent themselves as an authorised Presencesmith practitioner, programme provider or licensee without the required authorisation.
- Use protected Presencesmith content to reproduce or deliver a competing programme in a manner that infringes Presenceworks' applicable intellectual property rights.

These restrictions do not prevent lawful independent development, ordinary professional practice, legitimate reference, fair dealing or other activities permitted by law.

4. Additional rights and licences

Presenceworks may grant additional rights through a purchase, Organisational Delivery Licence, Authorised Practitioner Licence, Custom Solution or other written agreement.

© 2026 Presenceworks Pty Ltd

Those rights apply according to the scope, duration, conditions and permitted uses established in the relevant agreement.

A licence to use materials does not automatically permit adaptation, rebranding, sublicensing, certification, delivery of other Presencesmith programmes or use of Presencesmith trade marks beyond the rights expressly granted.

Requests for additional permission may be sent to admin@presenceworks.com.au.

5. Trade marks

Presencesmith™ is a trade mark of Presenceworks Pty Ltd and is the subject of Australian trade mark application no. 2656543.

Other names, marks and logos used in Presenceworks publications may also be protected trade marks.

A reader may refer accurately to Presencesmith to identify the document, product or programme, provided the reference does not falsely suggest endorsement, accreditation or affiliation.

Use of a Presenceworks trade mark in branding or promotion of a separate product or service requires permission where that use would otherwise infringe applicable trade mark rights or misrepresent a commercial relationship.

Any rights expressly granted under an applicable licence remain unaffected.

6. Trust Framework Essentials

Trust Framework Essentials is a free evaluation publication.

It may be downloaded and shared in its complete, unmodified form for evaluation, subject to the conditions accompanying that product.

This permission does not authorise sale, adaptation, rebranding, misleading attribution or unauthorised commercial delivery of protected Presencesmith material.

The specific permission for Essentials prevails over any narrower general circulation restriction in this notice.

7. Commercial transactions

This notice governs the permitted use of the document and its protected content.

Purchases, product access, fees, refunds, cancellations, transfers, services and related commercial obligations are governed by the applicable Presenceworks Terms of Service or separate licence or engagement agreement.

This notice does not independently change the customer's payment obligations or statutory rights.

8. Information and professional advice

This document is supplied for its stated reference, educational, methodological or commercial information purpose.

It does not constitute legal, taxation, investment or other regulated professional advice.

Readers remain responsible for considering the applicability of the information to their circumstances and seeking appropriate specialist advice where required.

Presenceworks does not guarantee a particular professional, organisational, financial or commercial outcome from reliance on this document.

© 2026 Presenceworks Pty Ltd

Nothing in this section excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified.

9. No additional warranty

Except for representations, commitments and guarantees that apply under the relevant purchase or licence agreement or cannot lawfully be excluded, this document is supplied without an additional voluntary warranty as to its suitability for every possible purpose or circumstance.

This provision does not override the contractual descriptions, express commitments or statutory guarantees applicable to a purchased product or service.

10. Governing law

This notice is governed by the laws of Queensland, Australia.

Any dispute is subject to courts having jurisdiction under applicable law.

Nothing in this provision excludes a mandatory right, protection or remedy available under applicable law.

11. Contact and permissions

Presenceworks Pty Ltd
ACN 696 491 282
Brisbane, Queensland, Australia
Website: presenceworks.com.au
Permissions: admin@presenceworks.com.au

© 2026 Presenceworks Pty Ltd