



# annual report

30 June 2014

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NESS Super's annual reporting to members comprises this Annual Report and your Member Statement for the period 1 July 2013 to 30 June 2014. This Annual Report should be read in conjunction with your Member Statement. It is available from NESS Super's website or on request. Please call 1800 022 067 to have a copy sent to you.

#### **About this Report**

This Annual Report is issued by NESS Super Pty Ltd ABN 28 003 156 812 AFSL 238945.  
Trustee of NESS Super ABN 72 229 227 691. MySuper authorisation 72229227691044

#### **Issued 31 October 2014.**

This Annual Report contains general advice only and does not take into account any person's individual financial objectives, financial situation or needs. A NESS Super or NESS Pension member should, before acting on any financial product advice, consider the appropriateness of the advice, having regard to his or her own objectives, financial situation or needs. NESS Super is governed by a legal document called a Trust Deed. If there is any discrepancy between the Trust Deed and this Annual Report, the Trust Deed prevails.

While the Trustee has taken all due care in the preparation of this Annual Report, it shall not be liable for errors and omissions.

# Message from your Board

We are pleased to report that NESS Super has consolidated its excellent investment returns of 2012/13 by again producing competitive double-digit returns this year for all of NESS Super's and NESS Super Pension's growth orientated investment options. This was a pleasing result of the Trustee Board's continuing focus on investments during the overall buoyant markets.

The result for the NESS MySuper option was a return of 12.53% for super members and a return of 15.55% for the pension members' Moderate option. For more information, please refer to the Investment report on page 7.

NESS Super puts the focus back on your super savings for retirement. Our tagline '**Powering your financial future**', captures our purpose: to work hard to provide people in the electrical and communications industries with a strong financial future.

NESS Super is the Fund dedicated to contractors and their employees in the electrical and communications industries. To further assist you in '**Powering your financial future**', we have continued to enhance NESS Super and our services.

An important achievement regarding the future of NESS Super was made this year and we became a Public Offer Fund. This means that NESS Super will also be available to self-employed members and, at some time in the future, to those outside the industry. This improvement will enable us to grow, to continue to improve our service offering to members and also to help keep downward pressure on costs for the benefit of our members.

Other enhancements include:

- the launch of our new NESS Super Clearing House on 20 May 2014. It allows employers to pay all their super contributions (not just NESS Super) via one website. Employers and members with benefit from the efficiencies of electronically transferring member contributions and associated data;
- the ability for pension members to select "bi-monthly" as a payment option and the ability to have pension payments and transactions made from a mix of investment options, as well as being able to make a binding death benefit nomination ensuring that the Trustee is bound to pay your death benefit in the way you request (conditions apply);
- NESS Pension members now have access to their NESS Pension account online, via Pension MemberAccess. This allows pension members to view and update their NESS Pension account details with 24/7 access and convenience;
- the ability for members to transfer their other super account balances to NESS Super via MemberAccess; and
- continuing member and employer support and education from Mynas Leontios, NESS Super's service representative.

To find out more about these changes, please read page 4.

As Chair of NESS Super and on behalf of the Board and staff, I thank you for your continued support and look forward to the future years and challenges ahead. Finally, I would like to thank the Board and the staff of NESS Super for the efforts they have made in achieving the goals they have set for the year.

**Tony Glossop**  
**Chairman of the Board**



**TONY GLOSSOP**  
*(Chairman of the Board)*  
Employer Representative  
Director Nominated by NECA

# News update

## Change to Public Offer from 1 July 2014

This change to NESS Super's public offer status means that it can now accept contributions from self-employed electrical contractors who are not eligible to receive employer contributions.

## New Clearing House

NESS Super Clearing House commenced on 20 May 2014. It allows employers, who are registered for electronic payments, via EmployerAccess, to pay all their super contributions (in addition to NESS Super) and send payment information through one secure website.

## MemberAccess

The on-line MemberAccess service has been upgraded.

Members registered with MemberAccess can now transfer their other superannuation accounts electronically, thus consolidating all their super in NESS Super. To complement this service, you may be able to also transfer to NESS Super your Death, Total & Permanent Disablement and Temporary Salary Continuance insurances that are under an employer sponsored superannuation policy.

## The Federal Government and Super Changes

The coalition government announced in September 2014 that the superannuation guarantee (SG) will remain at 9.5 per cent until 2021/2022. As a result, the staged increase in the SG to 12 per cent will not take place until 1 July 2025 – seven years later than the current law dictates and nine years later than the original Labor legislation intended.

The Minister for Finance, Mathias Cormann, also confirmed that the government will retain the Low Income Super Contribution (LISC) in its existing form until 30 June 2017. The LISC compensates low income earners by up to \$500 for the 15% tax paid on their super contributions.

## The Super Contribution Caps have increased

The **concessional contribution caps** (for “pre-tax” contributions including SG, salary sacrifice and employer additional contributions) for the current financial year (1 July 2014 to 30 June 2015) are as follows:

- **General cap - \$30,000 (new increased indexed amount).**
- **Individuals aged 50 and over - \$35,000.**

The **non-concessional contribution cap** (for “after-tax” contributions) for the current financial year has increased to \$180,000 or \$540,000 in advance for three years.

## Experience and personal service

Members and employers can find out more about NESS Super, its products, services and superannuation by contacting NESS Super's service representative, Mynas Leontios.

With over 24 years' experience in superannuation, Mynas provides general superannuation advice to members and employers to help them get the best from NESS Super. Mynas is available to visit work sites and talk to both members and employers about NESS Super or super in general and how the recent Government reforms affect members and employers.



# The people who look after your super

## Trustee Board

NESS Super is the Fund dedicated to employees and employers in the electrical and communications industries. NESS Super's Trustee Directors understand your industry because most are from your industry.



NESS' Directors (left to right) Reg Young, Paul Sinclair, Tony Glossop, Russell Wilson and John McCrory

NESS Super is managed by a trustee company, NESS Super Pty Ltd (the Trustee), ABN 28 003 156 812, AFSL 238945. The Board is made up of five directors who are responsible for managing NESS Super in the best interests of all members. They are:

<b>Reg Young</b>	Employer Representative Director, nominated by the National Electrical and Communications Association NSW (NECA)
<b>Paul Sinclair</b>	Member Representative Director, nominated by the Electrical Trades Union New South Wales Branch (ETU)
<b>Tony Glossop (Chairman of the Board)</b>	Employer Representative Director, nominated by NECA
<b>Russell Wilson</b>	Member Representative Director, nominated by the ETU
<b>John McCrory</b>	Independent Director, appointed by the other Directors

Certain Directors are also members of the Audit & Compliance, Investment, Marketing, Remuneration and Insurance Committees.

Angie Mastrippolito is the Secretary of NESS Super, the Trustee and the Committees.

NESS Super's governing rules are set out in its Trust Deed and product information is set out in the relevant Product Disclosure Statements. The Trustee's rules are contained in its Constitution.

NESS Super is regulated by ASIC (Australian Securities and Investments Commission) and APRA (the Australian Prudential Regulation Authority). Other regulators are the ATO and AUSTRAC (Australian Transaction Reports and Analysis Centre). NESS Super is also subject to the many laws applicable to superannuation and financial services products.

The Trustee Board has taken out indemnity insurance to protect its Directors and NESS Super against most of the financial liabilities that may be incurred during their management of NESS Super. This insurance does not protect the Trustee or NESS Super from being liable for the consequences of Trustee Director fraud, dishonesty, intentional or reckless neglect, wilful default or other misconduct.

# The people who look after your super cont.



NESS Super aims to help members achieve security in retirement. We act in the best interests of our members and provide a high level of service to employers. Please direct your NESS Super enquiries initially to our service centre by calling 1800 022 067.

If you need to contact a representative of the Trustee, email me at: [angiem@nesssuper.com.au](mailto:angiem@nesssuper.com.au)

**Angie Mastrippolito**  
*Chief Executive Officer and Fund Secretary*

## CEO and Fund Secretary

Angie Mastrippolito, CEO and Fund Secretary, is responsible to the Trustee for the efficient running and day-to-day management of NESS Super.

Angie works closely with the Trustee Board to make sure all decisions made by it are implemented effectively. She also manages all of the expert service providers to NESS Super, making sure they deliver to the required standard and provide value for money.

## NESS Super's expert service providers

A professional team made up of an administrator, auditors, investment consultant and other service providers help the Trustee to fulfil its responsibilities. As at 30 June 2014 its service providers were:

### **ADMINISTRATIVE SERVICES**

Australian Administration Services ABN 62 003 429 114

### **AUDITOR**

Ernst & Young ABN 75 288 172 749

### **INTERNAL AUDITOR**

KPMG ABN 51 194 660 183

### **CONSULTANT**

Deloitte Touche Tohmatsu ABN 74 490 121 060

### **CONSULTING SERVICES**

Professional Financial Solutions ABN 84 096 646 178

### **ELIGIBLE ROLLOVER FUND**

AUSfund ABN 85 945 681 973

### **FINANCIAL ADVISER**

Money Solutions Pty Ltd ABN 36 105 811 836, AFSL 258 145

### **INSURER**

Hannover Life Re of Australasia Ltd ABN 37 062 395 484

### **INVESTMENT CONSULTANT**

JANA Investment Advisers Pty Ltd ABN 97 006 717 568

### **LEGAL ADVISER**

Mercer Legal Pty Ltd ABN 11 091 577 632

# Investment report

## for the year ended 30 June 2014

### The Year in Review

#### Another strong year

The backdrop of highly favorable financial conditions and the ongoing recovery in the major developed world economies, supported the performance of risk assets in 2013/2014. A feature of performance across all markets continued to be the unusually low levels of volatility as stable or improving fundamentals, abundant liquidity and faith in the ability of central banks to deliver stability, acted as suppressants of uncertainty.

As strong investment performance continued, global investors became increasingly comfortable with allocating to risk assets; including equities, credit, property and infrastructure. This comfort was reflected in portfolio flows and in the higher prices investors were willing to pay. Such comfort defied concerns about Russia's annexation of the Crimean Peninsula, China's slowdown and worsening violence in Syria and Iraq.

Global shares returned 25.3% and 21.1% for the year on a hedged and unhedged basis respectively, as the Australian dollar recovered somewhat after the sharp fall last year. The US (25%) and Germany (24%) were the standout performers but the other major markets enjoyed solid results. Even emerging markets finished the year well, having been hardly hit by the US Fed's taper comments at the start of the financial year.

The Australian share market (17.3%) again underperformed global markets. Financials were the standout but even the Energy and Materials sectors performed reasonably well. Their earnings were stronger than expected given the concerns about China's growth. In a risk-on environment, defensive sectors such as Consumer Staples and Health Care were the laggards.

### Looking Ahead - 2014/15

The listed equity markets are now trading at valuations which are at or above generally accepted longer term average valuations and the sustainability of historically high profit margins will be a challenge to future earnings growth. As will the economic environment, which is still relatively muted, both in Australia and overseas. Furthermore, the unrest in many parts of the globe – the Ukraine, Israel, Palestine, Iraq and Syria all affect confidence.

The relatively benign market conditions cannot continue indefinitely, which is why we continue to support diversifying investments in unlisted property and selective opportunities in private equity. We also remain comfortable with the risk/reward trade off in some areas of floating rate credit, including bank loans and we see a stronger case for allocations to absolute return strategies where returns are less dependent upon market direction.

NESS Super is focussed on delivering portfolios to members structured to provide attractive returns over the medium to long term while prudently managing the investment risk. Diversification remains the most effective approach to risk management and, over the year, NESS Super's investments were further diversified by the addition of new investment exposures in property, infrastructure and credit. Looking ahead, NESS Super continues to invest members' money with a medium to long term perspective. We believe that this strategy will provide members with sound returns.

Market Performance – 30 June 2014	1 Year	3 Years p.a.
Australian Equities	17.3%	9.9%
Australian Property (Unlisted)*	8.8%	8.6%
Australian Property (Listed)	11.1%	15.2%
Overseas Equities (Hedged into AUD)	25.3%	16.6%
Overseas Equities (Unhedged into AUD)	21.1%	17.5%
Australian Bonds	6.1%	7.0%
Overseas Bonds (Hedged into AUD)	7.8%	7.9%
Cash	2.7%	3.6%
Australian Dollars vs. US Dollars	3.1%	-4.1%

\*Estimate at 9/7/2014

Source – JANA, FactSet, S&P, MSCI, Mercer, UBS, Barclays

All investment information in this article was provided by JANA Investment Advisers Pty Ltd Market Performance indicators make no allowance for tax or investment fees.

# Your investment options

NESS Super offers members a range of seven investment options and six pension options that can be mixed in any combination to suit your personal investment and retirement needs.

You can choose a mix of conservative and aggressive investments, giving you exposure to asset classes such as cash, fixed interest, shares and property. We recommend you review those options every year when you receive your statement.

The crediting rates for each investment option for the 2013/14 year, net of tax and fees, are shown below.

On the following pages you'll find details of each of NESS Super's investment options, underlying investments and a history of returns.

If you want to change your investment option(s), you can switch via MemberAccess or if you are a pension member via Pension MemberAccess or by completing a Change My Investment Choice Form from our website [www.nesssuper.com.au](http://www.nesssuper.com.au) or request one from NESS Super by contacting us on 1800 022 067. Your investment switch will occur in accordance with the guidelines outlined in the 2014 NESS Super PDS and "More about NESS Super" or if you are a pension member as outlined in the 2014 NESS Pension PDS.

If you need help choosing the right investment option for your personal situation or with managing your Super up to and through retirement, simply ring NESS Super on 1800 022 067 and ask to speak to a financial adviser at Money Solutions.

## 2013/14 Crediting rates

The rates shown, in the table below, are the annual crediting rates of all NESS Super's investment options for the 2013/14 year, net of tax, fees and other costs.

### Crediting rates for NESS Super members – 2013/14

Cash	2.73%
Stable	8.08%
NESS MySuper	12.53%
Property	10.17%
High Growth	17.21%
Australian Shares	17.22%
Overseas Shares	20.38%

### Crediting rates for NESS Pension members – 2013/14

Cash	3.13%
Conservative	9.15%
Cautious	12.23%
Moderate	15.55%
Assertive	17.07%
Aggressive	19.01%

The NESS MySuper option is the default option for NESS Super members. If you haven't made an investment choice, your super will automatically be invested in this option. Pension members must select their investment options.

If your account was invested in the same investment option for the whole financial year, you will receive the total annual rate for that option, allowing for the movement of cash into and out of your account. If you switched options during the year, you will receive crediting rates for those options based on the timing of the investment switch.

For more detail on NESS Super's investment performance, see pages 10 to 13 and the information included with your Member Statement.



NESS Super  
P 1800 022 067  
A Locked Bag 20 Park...

NESS Super  
P 1800 022 067  
A Locked Bag 20 Park...  
E nessadmin@ness.com.au  
www.nesssuper.com.au



Issue Date: 31 October 2014



**Mr Sam Sample**  
123 Sample Street  
SAMPLE NSW 2000

**Membership No.** 1234  
**Date Joined Fund:** 17 A  
**Email Address:** Prov  
**Tax File Number:** Not  
**Beneficiaries:** Pr  
Please refer to page 2 for you  
\*Please contact us on 1800 022 067 for your tax file number.

**Registered for eStatement**  
To register for eStatement, call 1800 022 067 or register online at www.nesssuper.com.au. Access. Simply go to www.nesssuper.com.au and click on Super Member Access. Follow the prompts.



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**Your Member Statement for the period 1 July 2013 to 30 June 2014**

**Your account summary as at 30 June 2014**

	(\$)	5 Year
<b>Your account balance</b>	121,475.11	
Your preserved benefit	121,475.11	
Your non-preserved benefit	0.00	
Restricted	0.00	
Unrestricted	220,000.00	
<b>Your insured death benefit+</b>	30,000.00	
<b>Your insured total and permanent disablement benefit+</b>	2,400.00	
<b>Your insured monthly salary continuance benefit+</b>		

+The insured benefits shown above are not guaranteed. Exclusions and conditions may apply. Please refer to the Act for more information.  
Cover if you did not meet the eligibility conditions for the default cover. Please refer to the Act for more information.

**Your transaction summary as at 30 June 2014**

The following table summarises the transactions in your statement. Transactions are on the following pages:

Total (\$)

Power y  
NESS P  
Did you

# Your investment options cont.

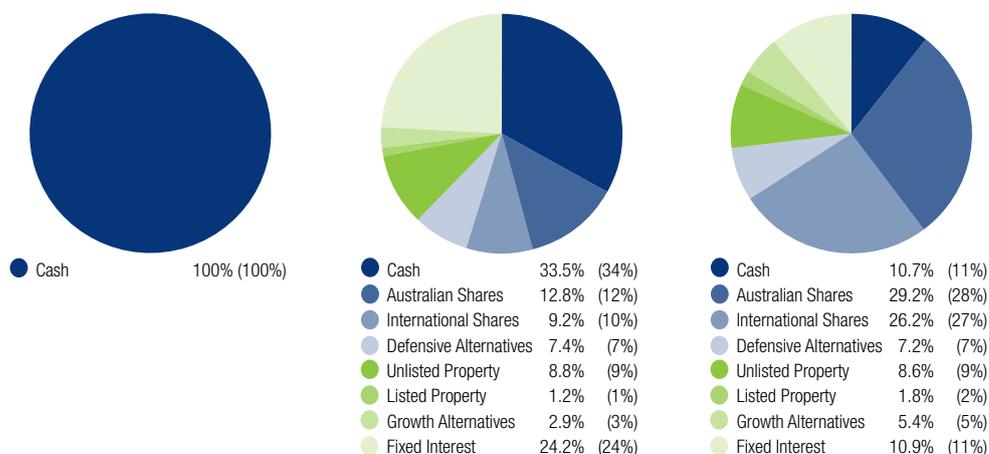
## for the year ended 30 June 2014

The charts below detail NESS Super's seven investment options and asset allocations as at 30 June 2014. For comparison purposes, 30 June 2013 allocations are shown in brackets. Pension options are on the following pages.

	CASH <sup>1</sup>	STABLE <sup>1</sup>	NESS MYSUPER <sup>1</sup>
<b>Profile</b>	An investment with maximum security but low potential for growth after taking into account inflation.	An investment with good security and potential for some growth.	For growth above inflation over the medium term. Default option for members who do not make a choice.
<b>Risk Profile</b>	Very low risk. The most conservative investment, likely to produce both the lowest volatility and the lowest long-term returns. It invests exclusively in cash investments.	Low risk. A conservative investment, likely to produce both low volatility and lower long-term returns. The majority of the Stable option is invested in defensive assets such as cash, Australian and overseas fixed interest.	Moderate risk. A diverse mix of investments, providing more of a balance between risk and return than the Stable option. It should experience less short-term return volatility than the High Growth option but not achieve the same long-term returns.
<b>Investment Objective<sup>2</sup></b>	To achieve a return after fees and tax in line with the UBS Australia Bank Bill Index.	To achieve a return after fees and tax over rolling three-year periods of at least 1% per annum above inflation, as measured by the CPI*.	To achieve a return after fees and tax over rolling ten-year periods of at least 3% per annum above inflation, as measured by the CPI*.
<b>Asset Mix</b>	Defensive Assets: 100%	Growth Assets: 35% Defensive Assets: 65%	Growth Assets: 70% Defensive Assets: 30%
<b>Crediting Rates<sup>3</sup></b> -Year Ended 30 June	2014 2.73% 2013 3.44% 2012 4.77% 2011 4.90% 2010 3.70%	2014 8.08% 2013 9.32% 2012 4.51% 2011 7.80% 2010 8.10%	2014 12.53% 2013 16.07% 2012 0.13% 2011 8.60% 2010 8.00%
<b>Compound Average Returns<sup>3</sup></b>	5-year: 3.90% 10-year: 4.23%	5-year: 7.55% 10-year: 6.07%	5-year: 8.93% 10-year: 6.56%

### Allocations at 30 June 2014

The actual amount of investment return applied to your account for the year may not equal the crediting rate declared for your selected investment option(s) due to the timing of transactions recorded in your NESS Super account.



<sup>1</sup> The performance of investment options is not guaranteed. Their values will rise and fall, reflecting the variable performance of investment markets.

<sup>2</sup> NESS Super is required by law to set an investment objective for the Fund and each underlying investment option.

The investment objectives do not constitute a forecast or guarantee of future returns.

<sup>3</sup> Past performance is not an indicator of future performance. Crediting rates are net of fees and taxes.

\* Consumer Price Index (CPI)

**PROPERTY<sup>1</sup>****HIGH GROWTH<sup>1</sup>****AUSTRALIAN SHARES<sup>1</sup>****OVERSEAS SHARES<sup>1</sup>**

For growth above inflation over the medium term.

For significant growth above inflation in the longer term.

For significant growth above inflation in the longer term.

For significant growth above inflation in the longer term.

Moderate to high risk. The Property option invests in direct and listed property. It provides higher long-term returns than the Stable option, but with more volatility.

High risk. This has the highest long-term return expectation and is also the highest risk strategy producing very volatile returns over the short term.

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To achieve returns after fees and tax over rolling five-year periods of at least 2% per annum above inflation, as measured by the CPI\*.

To achieve a return after fees and tax over rolling seven-year periods of at least 4% per annum above inflation, as measured by the CPI\*.

To achieve a return after fees and tax over rolling seven-year periods of at least 4% per annum above inflation, as measured by the CPI\*.

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Growth Assets: 100%

Growth Assets: 100%

Growth Assets: 100%

Growth Assets: 100%

2014 10.17%  
2013 14.34%  
2012 6.43%  
2011 15.30%  
2010 7.00%

2014 17.21%  
2013 21.39%  
2012 -2.80%  
2011 10.40%  
2010 11.10%

2014 17.22%  
2013 22.57%  
2012 -4.34%  
2011 11.30%  
2010 14.70%

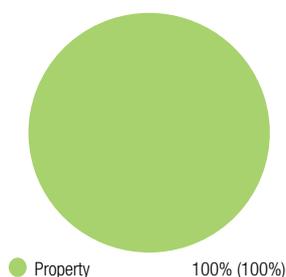
2014 20.38%  
2013 28.27%  
2012 -3.70%  
2011 7.90%  
2010 8.50%

5-year: 10.59%  
10-year: 7.67%

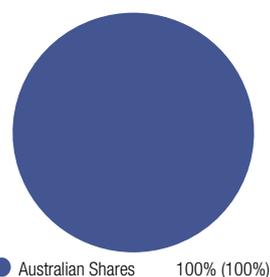
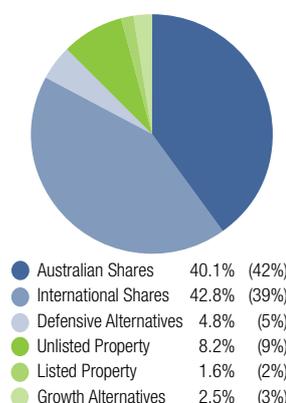
5-year: 11.15%  
10-year: 7.17%

5-year: 11.90%  
10-year: NA

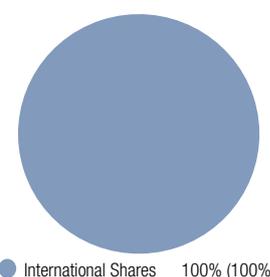
5-year: 11.73%  
10-year: NA



● Property 100% (100%)



● Australian Shares 100% (100%)



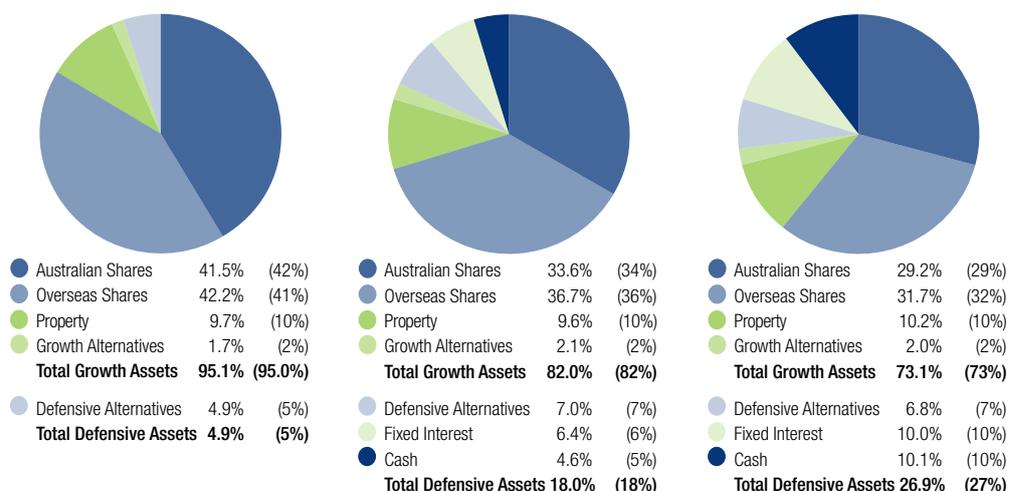
● International Shares 100% (100%)

# Pension investment options

The charts below detail NESS Super's six pension investment options and asset allocations as at 30 June 2014. For comparison purposes, 30 June 2013 allocations are shown in brackets.

Options	Aggressive	Assertive	Moderate
<b>Asset Mix</b>	Growth: 95% Defensive: 5%	Growth: 83% Defensive: 17%	Growth: 73% Defensive: 27%
<b>What is the objective of the portfolio?*</b>	To outperform CPI + 5% per annum over rolling 7 year periods.	To outperform CPI + 4% per annum over rolling 4 year periods.	To outperform CPI + 3% per annum over rolling 5 year periods.
<b>What are the main investments?</b>	Between 95% and 100% invested in a range of Australian and international shares, Growth Alternative Assets and property.	Between 78% and 88% invested in a range of Australian and international shares, Growth Alternative Assets and property, with the balance in diversified fixed interest investments, Defensive Alternatives and cash.	Between 68% and 78% invested in a range of Australian and international shares, Growth Alternative Assets and property, with the balance in diversified fixed interest investments, Defensive Alternatives and cash.
<b>Members who typically invest</b>	Members who feel comfortable accepting short-term volatile returns in order to achieve higher capital growth in the long term.	Members who feel comfortable accepting short-term volatile returns in order to achieve higher capital growth in the long term, but do not wish to have their benefits fully invested in growth assets.	Members seeking a diversified investment over a broad range of asset classes, in order to achieve higher capital growth in the medium term with a moderate level of risk.
<b>Indication of level of short-term volatility in performance</b>	High	Moderate to high	Moderate
<b>Crediting Rates – Year ended 30 June<sup>1</sup></b>	2014 19.01% 2013 24.22% 2012 -3.18%	2014 17.07% 2013 20.86% 2012 -0.22%	2014 15.55% 2013 18.49% 2012 0.13%

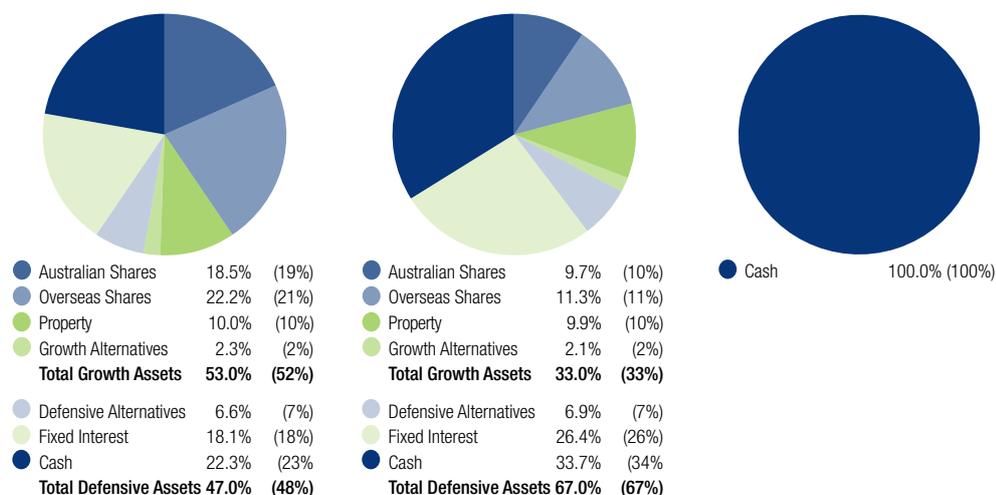
## Asset allocation at 30 June 2014



\* Investment objectives are not forecasts or guarantee of actual performance.

Cautious	Conservative	Cash
Growth: 53% Defensive: 47%	Growth: 33% Defensive: 67%	Growth: 0 Defensive: 100%
To outperform CPI + 2% per annum over rolling 3 year periods.	To outperform CPI + 1% per annum over rolling 3 year periods.	To outperform the UBS Australia Bank Bill Index.
Between 48% and 58% invested in a range of Australian and international shares, Growth Alternative Assets and property, with the balance in diversified fixed interest investments, Defensive Alternatives and cash.	Between 28% and 38% invested in a range of diversified fixed interest investments, Defensive Alternatives and cash, with the balance in Australian and international shares, Growth Alternative Assets and property.	100% in short-dated fixed interest investments and cash.
Suitable for Members seeking moderate capital growth.	Suitable for Members seeking some capital growth whilst placing a high importance on the protection of capital.	Suitable for Members who are seeking a high level of security and who are prepared to accept lower returns, after taking inflation into account.
Moderate	Moderate to low	Low

2014	12.23%	2014	9.15%	2014	3.13%
2013	14.17%	2013	9.71%	2013	3.92%
2012	3.17%	2012	5.32%	2012	5.39%



# Managing your investments

## Managing NESS Super's investments is one of the key responsibilities of the Trustee.

In formulating, reviewing and giving effect to the investment strategy for the whole Fund and each investment option, the Trustee will have regard to:

- a. The risk and likely return of investments;
- b. Liquidity and the ability of the Fund to discharge its existing and prospective liabilities, having regard to the expected cash flow requirements of the Fund;
- c. The availability of reliable valuation information;
- d. Expected tax consequences for the Fund;
- e. Costs that might be incurred by the Fund;
- f. The results of any relevant due diligence undertaken; and
- g. Any other matters the Trustee deems relevant.

The Trustee exercises due diligence in developing, offering and reviewing regularly each investment option.

The Trustee has had regard to the factors highlighted above in the development, offering and review of each investment option. The Trustee employs the services of an independent professional Investment Consultant to assist the Trustee to assess that each factor has been appropriately considered and that the risks taken are appropriate in the context of the objectives, cash flow requirements, liquidity requirements and consistent with the communications made to the beneficiaries of each option.

## Investment Managers at 30 June 2014

The Trustee has appointed JANA Investment Advisers Pty Ltd (JANA), a subsidiary of the National Australia Bank, to provide implemented asset consulting services to NESS Super.

The Trustee invested the assets underlying NESS Super's investment options in JANA Investment Trusts and in two MLC Corporate Investment Policies, where JANA selects the underlying investment managers for the various asset classes. As at 28 August 2014, the JANA Investment Trusts were transferred to the MLC Corporate Investment Policy.

The investment options also include a legacy investment in a trust managed by the manager listed below that will be realised over time, in consultation with JANA.

Macquarie Specialised Asset Management Limited

## Reserving policy

NESS Super does not have an investment fluctuation reserve.

Fluctuations in investment returns directly affect members' benefits. A contingency reserve equal to 0.13% of net assets at 30 June 2014, (0.05% in 2013, 0.43% in 2012.) is maintained. Its use is strictly governed by a Reserving policy. This reserve is invested in a bank account. It is important to note that due to an accounting error, the level of the Contingency Reserve was misstated to be 0.21% at 30 June 2013. From 1 July 2014, an Insurance Reserve was also established. Any premium experience rebate paid to NESS Super from the Insurer and any loadings on the insurance premiums will be held in the Insurance Reserve and used to pay any expenses in relation to the administration of insurance claims and may, in some circumstances, subsidise future insurance premiums.

In addition, there is a reserve to cover risks identified through an Operational Risk Financial Requirement (ORFR) process. An operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events. It is equal to 0.23% of Funds under management at 30 June 2014 and is invested in a separate bank account.

## Use of derivatives

While the Trustee does not directly invest in derivative securities, investment managers are permitted to use futures, options and other derivative instruments to assist with the effective management of NESS Super's assets, consistent with the Trustee's Investment Policy. However, these instruments may not be used to gear the portfolio.

The Trustee expects that, over the long-term, the use of these instruments will enhance the returns of NESS Super's investment options

## Investment products used by NESS Super at 30 June 2014

NESS Super uses professional fund managers whose performance is regularly monitored. Over the past two years, NESS Super's assets have been invested in the following products.

	30 June 2014 (\$)	% of total	30 June 2013 (\$)	% of total
<b>Other Investments</b>				
AMP Infrastructure Equity Fund	–	0.00%	5,751,775	1.29%
Macquarie Global Infrastructure Fund 11A	3,400,710	0.66%	3,240,885	0.73%
	<b>3,400,710</b>	<b>0.66%</b>	<b>8,992,660</b>	<b>2.02%</b>
<b>JANA Managed Funds</b>				
JANA Passive Australian Share Trust	26,158,166	5.11%	24,426,700	5.47%
JANA Core Australian Share Trust	71,470,111	13.96%	68,071,675	15.25%
JANA High Alpha Australian Share Trust	24,593,301	4.80%	24,793,671	5.55%
JANA Small Caps Australian Share Fund	5,976,757	1.17%	5,855,455	1.31%
JANA Core Global Share Trust	27,627,408	5.39%	28,846,317	6.46%
JANA Core Global Share Trust with Currency Hedged	28,817,289	5.63%	28,100,552	6.30%
JANA Passive Global Share Trust	23,007,084	4.49%	24,338,673	5.45%
JANA Emerging Markets Trust	11,490,753	2.24%	11,200,846	2.51%
JANA High Alpha Global Share Trust	23,699,170	4.63%	24,528,857	5.49%
	<b>242,840,039</b>	<b>47.42%</b>	<b>240,162,746</b>	<b>53.79%</b>
<b>MLC Life Statutory Fund</b>				
MLC Property Option	6,504,243	1.27%	5,424,294	1.22%
MLC Stable Option	8,780,293	1.71%	7,456,919	1.67%
MLC Australian Shares Option	3,285,133	0.64%	1,665,265	0.37%
MLC Balanced Option	198,628,030	38.79%	167,952,455	37.62%
MLC High Growth Option	37,109,810	7.25%	5,672,253	1.27%
JANA Select Cash Option	4,714,963	0.92%	5,614,380	1.26%
MLC Overseas Shares Option	1,305,524	0.25%	263,805	0.06%
	<b>260,327,996</b>	<b>50.83%</b>	<b>194,049,371</b>	<b>43.47%</b>
<b>Pension</b>				
JANA Moderate	2,289,069	0.45%	1,117,418	0.25%
JANA Assertive	124,240	0.02%	95,298	0.02%
JANA Conservative	1,398,574	0.27%	910,349	0.20%
JANA Cash	1,004,151	0.20%	859,918	0.19%
JANA Aggressive	246,819	0.05%	81,978	0.02%
JANA Cautious	507,540	0.10%	166,685	0.04%
	<b>5,570,393</b>	<b>1.09%</b>	<b>3,231,646</b>	<b>0.72%</b>
	<b>512,139,138</b>	<b>100.00%</b>	<b>446,436,423</b>	<b>100.00%</b>

# NESS Super's financial position

The following financial summary is based on the audited accounts for 2013 and audited accounts for 2014. The audited accounts and auditor's report will be available to members, on request and on our website, from November 2014.

<b>STATEMENT OF CHANGES IN FINANCIAL POSITION</b>	<b>30 June 2014 (\$)</b>	<b>30 June 2013 (\$)</b>
Opening Balance	463,489,402	389,013,581
<b>Plus Income</b>		
Net Investment Income	62,389,513	66,087,262
Interest Received	150,525	168,241
Contributions from Employers and Members	47,255,677	42,662,747
Transfers into NESS Super by Members	5,894,380	5,045,366
Proceeds of Insurance Claims	1,063,547	1,941,550
Other Income	15,733	238,982
<b>Total Income</b>	<b>116,769,375</b>	<b>116,144,148</b>
<b>Less Expenses</b>		
Benefits paid to Members and Dependants	33,036,306	28,371,302
Administrative Costs	2,890,943	2,473,980
Member Insurance Premiums	5,274,784	2,215,258
Commonwealth Government Taxes	9,889,305	8,607,787
<b>Total Expenses</b>	<b>51,091,338</b>	<b>41,668,327</b>
<b>Closing Balance</b>	<b>529,167,439</b>	<b>463,489,402</b>

<b>STATEMENT OF FINANCIAL POSITION AT</b>	<b>30 June 2014 (\$)</b>	<b>30 June 2013 (\$)</b>
<b>Assets</b>		
Investments	512,139,138	446,436,423
Cash at bank	8,128,018	7,397,296
Other	12,534,528	14,122,065
<b>Total</b>	<b>532,801,684</b>	<b>467,955,784</b>
<b>Liabilities</b>		
Benefits Payable	474,706	1,727,095
Other Amounts Payable	657,301	445,725
Provision for Income Tax	2,502,238	2,293,562
<b>Total</b>	<b>3,634,245</b>	<b>4,466,382</b>
<b>Net Assets</b>	<b>529,167,439</b>	<b>463,489,402</b>

# Fees and other costs

## NESS Super members

### Breakdown Fees and Costs for 2013/14

The following table shows a breakdown of the fees and costs for 2013/14. **Please note that fees and fee labels have changed from 1 July 2014 as set out in the NESS Super PDS dated 1 July 2014, in accordance with legislative requirements. New fees template applies except for PDS's before 1 July 2014 and Member Statements for 2013/2014 (before the legislative requirements applied). As the fees are to be read in conjunction with the Member Statement we have used the old template for consistency.**

Type of fee or cost	Amount \$	How and when paid
<b>Establishment Fee</b> The fee to open your investment	Nil	Not applicable
<b>Contribution Fee</b> The fee on each amount contributed to your investment – either by you or your employer	Nil	Not applicable
<b>Withdrawal Fee</b> The fee on each amount you take out of your investment	\$39.58 <sup>1</sup>	Deducted from your account each time a benefit is paid
<b>Termination Fee<sup>2</sup></b> The fee to close your investment	Nil	Not applicable
<b>Management Costs<sup>3</sup></b>		
The fees and costs for managing your investments	A flat fee of \$72.80 p.a. plus an administration fee of 0.15% p.a. to 0.25% p.a. of your account balance  Plus	Charged at a rate of \$1.40 per week or partial week of membership and deducted from your account on a monthly basis.  The administration fee is calculated monthly at a rate of 1/12th of 0.15% of your end of month balance.  When an asset fee of more than 0.15% applies, an adjustment is made at 30 June. An asset fee of 0.23% applies for the 2014 review year.
The amount you pay for specific investment options is shown below	A percentage fee ranging from 0.15% pa for the Cash option to 0.88% for the Property Options <sup>4</sup>	The percentage based fee is deducted partly from investment earnings prior to the earning rate for that investment option being determined and partly from a monthly deduction from account balances
<b>Service fees<sup>5</sup></b>		
Investment Switching Fee	Nil	Not applicable

<sup>1</sup> Indexed each year in line with changes in the Wage Price Index.

<sup>2</sup> No adviser remuneration fee applies.

<sup>3</sup> See Breakdown of Management costs on page 18.

<sup>4</sup> The annual percentage fee range for the investment options are estimates only based on fees charged in 2011/12, including performance fees.

<sup>5</sup> In some cases, user pays fees may also apply. For more details see the 2013 NESS Super PDS.

# Fees and other costs cont.

## NESS Super members

### Breakdown of Management Costs

This table shows a breakdown of the percentage based Management Costs shown. These management fees are deducted partly from investment earnings prior to the earning rate for that investment option being determined and partly from a monthly deduction from account balances.

*Investment management fees are passed on to members by way of an adjustment to the declared crediting rates.*

Investment Option	Deducted monthly from account balances	Deducted from Investment earnings prior to the earning rate for that investment option being determined			Total Investment Fee 2013/14 (%)
	Administration Fee 2013/14 (%)	Base Management Fee 2013/14 (%)	Buy/Sell Spread 2013/14 (%)	Performance Fee 2013/14 (%)	
Cash	0.23	0.16	Nil	Nil	0.16
Stable	0.23	0.52	Nil	0.04	0.56
NESS MySuper	0.23	0.63	Nil	0.08	0.71
Property	0.23	0.88	Nil	Nil	0.88
High Growth	0.23	0.64	Nil	0.13	0.77
Australian Shares	0.23	0.57	Nil	0.19	0.76
Overseas Shares	0.23	0.64	Nil	0.06	0.70

**Note:** the fees in the table above reflect the fees applicable to the 2013/2014 financial year. It is important to note that the Investment fees for the NESS MySuper option include an allowance for indirect investment fees which is inconsistent with the disclosures applying at 1 July 2013.

Additional fees may apply including withdrawal fees of \$39.58, the fee applies on each amount you take out of your investment (this fee is indexed each year in line with changes to the Wage Price Index).

### Administration fee – asset based

For the 2013/14 review year, an asset based fee range of 0.15% to 0.25% was charged to members each month at the rate of 1/12th of the asset based fee, based on each member's net asset balance at the end of the month. This fee is intended to cover operating expenses incurred by the Trustee in managing NESS Super and typically includes expenses which can be deducted from NESS Super's assets pursuant to its Trust Deed. An asset fee of 0.23% applies for the 2014 review year.

### Performance fees

Where an investment manager charges a performance fee, that fee will be included in the management costs of the relevant investment option (as set out in the Breakdown of Management Costs table) and be passed on to members by way of an adjustment to the crediting rate which will reduce the investment performance of the relevant investment option.

### Goods and Services Tax (GST)

Fees and costs shown above, include GST and stamp duty if applicable, unless stated otherwise.

# Fees and other costs

## NESS Super Pension members

### Breakdown Fees and Costs for 2013/14

The following table shows a breakdown of the Fees and Costs for 2013/14. **Please note that fees and fee labels have changed from 1 July 2014 as set out in the NESS Pension PDS dated 1 July 2014, in accordance with legislative requirements. New fees template applies except for PDS's before 1 July 2014 and Member Statements for 2013/2014 (before the legislative requirements applied). As the fees are to be read in conjunction with the Member Statement we have used the old template for consistency.**

Type of fee or cost	Amount \$ Up to 1 October 2013	Amount \$ After 1 October 2013	How and when paid
<b>Establishment Fee<sup>1</sup></b> The fee to open your investment	Nil	Nil	Not applicable
<b>Contribution Fee<sup>1</sup></b> The fee on each amount contributed to your investment - either by you or your employer	Nil	Nil	Not applicable
<b>Withdrawal Fees<sup>1</sup></b> The fee on each amount you take out of your investment	\$50.00	\$50.00	Deducted from your account upon full or partial commutations.
<b>Termination Fee<sup>1</sup></b> The fee to close your investment	Nil	Nil	Not applicable
<b>Management costs<sup>2</sup></b>			
The fees and costs for managing your investments	A flat fee of \$62.40 pa Plus An administration charge of 0.20% of your account balance Plus	A flat fee of \$72.80 pa Plus 0.20% p.a. to 0.25% p.a. of your account balance up to a maximum charge of \$9.59 per week (or \$500 per year).	Charged at a rate of: Up to 1 October 2013 - \$1.20; and From 1 October 2013 - \$1.40; per week or partial week of membership and deducted from your account on a monthly basis. Calculated monthly at a rate of 1/12th of 0.2% of your end of month balance. From 1 October 2013, a range of asset based fees applied. However, for the 2013/14 annual review an asset based fee of 0.2% applied. A maximum charge of: Up to 1 October 2013 - \$7.69 per week applies to members with account balances of \$200,000 and over; and From 1 October 2013 - \$9.59 per week applies to members with account balances of \$250,000 and over.
The amount you pay for specific investment options is shown on page 20	A percentage fee ranging from 0.16% p.a. for the Cash option to 0.86% for the Aggressive option <sup>3</sup> .		The percentage based fee is deducted partly from investment earnings prior to the earning rate for that investment option being determined and partly from a monthly deduction from account balances.
<b>Service Fee<sup>4</sup></b>			
Investment Switch Fee	Nil		Not applicable

<sup>1</sup> No adviser remuneration fee applies.

<sup>2</sup> See Breakdown of Management costs on page 20.

<sup>3</sup> The annual percentage range for the investment options are estimates only based on fees charged in 2013/14, including performance fees.

<sup>4</sup> In some cases, user pays fees may also apply.

# Fees and other costs cont.

## NESS Super Pension members

### Management costs

This table shows a breakdown of the percentage based management costs.

These management fees are deducted partly from investment earnings prior to the earning rate for that investment option being determined and partly from a monthly deduction from account balances. These rates are the most recently available (reflecting rates for the financial year to 30 June 2014) and so are provided as an indicator. Actual rates are calculated following the 30 June annual review each year.

Investment Option	Investment Management Fee	Administration Charge 2013/14	Total Management Fee 2013/14	Performance fees 2013/14
Cash	0.16%	0.20%	0.36%	0.00%
Conservative	0.55%	0.20%	0.75%	0.04%
Cautious	0.61%	0.20%	0.81%	0.07%
Moderate	0.67%	0.20%	0.87%	0.10%
Assertive	0.71%	0.20%	0.91%	0.12%
Aggressive	0.76%	0.20%	0.96%	0.10%

*\*No Buy/Sell spread applies.*

### Administration charge

For the 2013/14 review year, an asset based fee of 0.20% pa was charged to members each month at the rate of 1/12th of 0.20%, based on members' net asset balances at the end of the month. The maximum charge is:

Up to 1 October 2013 - \$7.69 per week applies to members with account balances of \$200,000 and over; and

From 1 October 2013 - \$9.59 per week applies to members with account balances of \$250,000 and over.

This charge is intended to cover operating expenses incurred by the Trustee in managing the pension and typically includes expenses which can be deducted out of Fund assets pursuant to the Trust Deed.

### Goods and Services Tax (GST)

Fees and costs shown in above include GST and stamp duty if applicable.



# Fees and other costs

## General information

### Income Tax and its effect on fees

NESS Super pays tax on contributions and investment income and receives a tax deduction for any expenses it incurs. From 1 July 2014, this tax deduction for expenses will be held in the Contingency Reserve and used to pay administration expenses and other Trustee expenses.

No tax is payable on investment earnings of NESS Super Pension.

The benefit of any income tax savings on investment earnings are passed to members indirectly when the Trustee determines the crediting rate that applies to members' accounts.

### Insurances

For the period 1 July 2013 to 30 June 2014, the cost of Default cover was:

Type of cover	Cost per unit of cover	Cost of Default cover equal to 2 units
Death	\$1.17	\$2.34
TPD	\$1.59	\$3.18
TSC	\$0.64	\$1.28

From 1 July 2014, the cost of default insurance cover increased to \$3.20, \$4.34 and \$1.32 per week per 2 units of Death cover, 2 units of Total and Permanent Disablement cover and 2 units of Temporary Salary Continuance cover respectively. Insurance cover including default cover is subject to members meeting the eligibility requirements. Please refer to the NESS Super Insurance Guides, available on the website [www.nesssuper.com.au](http://www.nesssuper.com.au), for terms and conditions that apply to your age, cover and membership.

### Surcharge

An additional tax known as Surcharge may apply to certain employer contributions and before-tax member contributions for higher income earners for the financial years 1997-2005. This tax was abolished for contributions paid after 30 June 2005. However the Trustee may still receive a surcharge assessment or amended surcharge assessment for you for the financial years 1997-2005.

If the Trustee does receive a surcharge assessment or amended surcharge assessment that applies to you, it will be deducted from your account in the Fund. If the Trustee receives an assessment after you have left NESS, it will generally be forwarded on to the fund or institution to which you have forwarded your benefits.

### Changes to fees

Fees may change from time to time. You will be notified of any increase at least 30 days in advance of the change becoming effective.

# Additional Information

## Significant Events during the period 1 July 2013 to 30 June 2014

### Changes to the cost of insurance cover

NESS Super has not been able to avoid the rising costs of insurance in Australia. As a result, the cost per unit of Death, Total and Permanent Disablement (TPD) and Death & TPD cover will change from 1 July 2014 as shown below:

Type of cover	Current cost per unit per week	Cost per unit per week from 1 July 2014
Death	\$1.17	\$1.60
TPD	\$1.59	\$2.17
Death & TPD	\$2.76	\$3.77

There is only a minimal change in the cost per unit of Temporary Salary Continuance cover from \$0.64 cents per unit per week to \$0.66 cents per unit per week.

### Changes to fees and charges

While remaining a low cost fund, changes are being made to NESS Super's fee structure from 1 July 2014 as shown below. These changes do not apply to NESS Pension members.

From 1 July 2014, the tax benefit from administration expenses will no longer be credited back to members' accounts. This is to bring NESS Super's charging structure in line with the approach taken by a number of other superannuation funds.

**However, to ensure that this change has only a minimal effect on members' accounts, the asset based fee will be reduced from 0.15% of your account balance to 0.1275% of your account balance.**

Fee	Fee basis up to 30 June 2014	Fee basis from 1 July 2014	Effect on a member's account
Member Fee	\$1.40 per week	\$1.40 per week	A reduction in a member's account of \$10.92 per year.
Asset based Fee	0.15% The Trustee reserves the right to charge members a range from 0.15% to 0.25%	0.1275% No range of fees will apply.	No effect on members' accounts.
Exit fee	\$39.58 per withdrawal on any portion of your account balance from the Fund indexed at 1 July each year by increases in the Wage Price index.	\$65 per withdrawal on any portion of your account balance from the Fund indexed at 1 July each year by increases in the Wage Price index.	An additional charge of \$25.42 per withdrawal of any portion of your account balance.

### NESS Pension now even more flexible

As stated earlier, from 1 July 2014, the NESS Pension will offer even more flexibility with the following improvements:

- the addition of a bi-monthly pension payment option in addition to the current choice of monthly, quarterly, half-yearly or yearly payments;
- the ability to not only choose from six investment options for your account balance but, if you wish, choose a different option or mix of options for your pension payments;
- where a reversionary pension is not nominated for the payment of benefits on death, NESS Pension members will now be able to make this a binding death benefit nomination. This means the Trustee will be bound to pay your death benefit in the way you request.

## Important Changes for NESS Super – Pension Members

We are writing to advise you of some important changes affecting Pension Members of NESS Super. These changes are as follows:

### Changes to fees and charges

Costs of administering NESS Super continue to increase. While continuing to remain a low cost superannuation fund, a number of changes are being made to NESS Super's fee structure for Pension Members.

These changes will take effect from 1 October 2013 and are summarised below:

Type of fee or cost	Current	From 1 October 2013
Administration fee – Member fee	\$1.20 per member per week	\$1.40 per member per week
Administration fee – Asset based fee	0.20% p.a. of your account balance up to a maximum charge of \$7.69 per week (or \$400 per year).	0.20% p.a. to 0.25% p.a. of your account balance up to a maximum charge of \$9.59 per week (or \$500 per year).

The effect of the change in fees at 1 October 2013, will be:

- An additional Member fee of 20 cents per week; and
- An additional Asset based fee of up to \$100 per year.

### Introduction of a new on-line facility for Pension Members

MemberAccess is an on-line facility that enables Members to access their superannuation details and to manage their superannuation. We have now extended MemberAccess to our Pension Members.



# Additional Information cont.

## Our partners providing benefits to members

NESS Super has arranged for a number of additional benefits to members including:

- Health insurance cover through NIB.
- Banking products and home loans through ME Bank.
- Financial advice through Money Solutions.

## NESS SUPER'S Eligible Rollover Fund

Your superannuation account balance may be transferred to an eligible rollover fund (ERF) if your super account balance falls below \$500 and if we have not received contributions for 15 months or more. The nominated Eligible Rollover Fund for NESS Super is AUSfund ABN 85 945 681 973.

If you are transferred to AUSfund you will cease to be a member of NESS Super and, therefore, any insurance cover held in NESS Super will cease and you will, instead, be subject to AUSfund's governing rules. If NESS Super can provide AUSfund with your current contact details, AUSfund will provide you with its current Product Disclosure Document which contains details of AUSfund, its investments and charges.

Members can transfer their AUSfund benefits to another complying superannuation fund at any time.

AUSfund's contact details are:

### The AUSfund Administrator

PO Box 2468 Kent Town SA 5071.

**Phone:** 1300 361 798 (for the cost of a local call)  
**Fax:** 1300 366 233 (for the cost of a local call)  
**Hours:** 8.30am to 5.00pm Monday to Friday (local time)  
**Website:** [unclaimedsuper.com.au](http://unclaimedsuper.com.au)  
**Email:** [admin@ausfund.net.au](mailto:admin@ausfund.net.au)

## How we protect your privacy

The Privacy Act 2000 outlines standards for the collection, maintenance and disclosure of information about individuals, and the consequences of an individual not providing information when requested and provides for the destruction of personal information once it is no longer required. These policies, documentation and administrative procedures are necessary to ensure compliance with the requirements of the Act has been achieved. Please see the current NESS Super PDS for more information.

If you would like a copy of the NESS Super Privacy Statement, please contact us on freecall 1800 022 067 or visit our website [www.nesssuper.com.au](http://www.nesssuper.com.au)

## Enquiries and complaints

NESS Super has established a procedure for the prompt handling of member enquiries and complaints. If you have a general enquiry about NESS Super or about your account, please ring our member helpline 1800 022 067 or write to:

### NESS Super Administration

Locked Bag 20  
Parramatta NSW 2124.

If you have a complaint please write to:

### NESS Super Complaints Officer

NESS Super  
Locked Bag 20  
Parramatta NSW 2124  
**or phone** 1800 022 067 (free call).

The Australian Securities and Investment Commission (ASIC) also has an infoline on **1300 300 630**, (option 3, then option 4) which you may use to make a complaint and obtain information about your rights.

There is no fee for lodgement or management of your complaint. NESS Super will respond in writing to your complaint within 90 days of receipt. If necessary your complaint will be considered by the Trustee Board, which will advise of its decision within 30 days.

If your complaint is not resolved within 90 days or if you are not happy with the Trustee's response, you can contact the Superannuation Complaints Tribunal (SCT). The SCT is an independent tribunal set up by the Federal Government to settle superannuation complaints. The SCT must consider whether the Trustee of a Fund has been fair and reasonable in making a decision that relates to a member. If you wish to complain to the SCT you should contact it to determine if it can deal with your complaint. The SCT will not consider a complaint that has not been through NESS Super's internal complaints process or if your complaint relates to the management of NESS Super generally.

Before lodging a complaint we suggest that you phone the SCT on 1300 884 114 for the cost of a local call anywhere in Australia.

## Make sure your employer is paying your super

Generally, the law requires your employer to pay 9.5% super contributions for you in addition to your salary or wages.

These contributions are credited to your NESS Super account.

These contributions are shown on your NESS Super Annual Member Statement and half-yearly transaction report.

You can also access your account online at [www.nesssuper.com.au](http://www.nesssuper.com.au) using MemberAccess to check the payments your employer has made.

If you are concerned your employer isn't making super payments for you, you can write to the Australian Taxation Office and ask it to check with your employer on your behalf.

## Information available on request

You can inspect other documents on request, for example:

- the Trust Deed
- the Investment Policy Statement
- the latest audited accounts and auditor's report
- details of how Trustee Directors are appointed
- the inquiries and complaints procedure
- NESS Super's Privacy Policy
- NESS Super's Risk Management Strategy
- NESS Super's Insurance Policies.

Call us to arrange for an inspection of these documents at our office.

**If you have any questions about this Report, you can address them to the Fund Secretary via email on [angiem@nesssuper.com.au](mailto:angiem@nesssuper.com.au)**

## Stay in touch if you move

If you change address, don't forget to let us know so you can continue to get the information issued by NESS Super. You can advise us online through our website or you can call, email or write to NESS Super.

If we do lose track of you because we don't have your current address, your super may be classified as a "lost" or "unclaimed". If so, you may be able to find it via Australian Taxation Office's (ATO) online tool, SuperSeeker.

The ATO can be contacted on 13 28 65 or via the Individuals section of the ATO website [www.ato.gov.au](http://www.ato.gov.au)

## Contact us

There are four easy ways to contact NESS Super if you have a question or want more information about your super.

Members who wish to inspect the full audited accounts of the Fund, the Trust Deed, the Annual report to APRA or the Auditor's certificate should contact:

**Angie Mastrippolito**  
Chief Executive Officer  
Telephone: (02) 9715 3720

For enquiries relating to annual member statements, benefit payments, rollovers, insurance and pensions, please contact a Helpline Officer on: 1800 022 067

Monday to Friday, between 8:00am and 8:00pm EST.

We are ready to help you with any information you need about your account.



### Write to us:

NESS Super Administration  
Locked Bag 20 Parramatta  
NSW 2124.



### E-mail us:

[nessadmin@aas.com.au](mailto:nessadmin@aas.com.au)



### Website and online access:

[www.nesssuper.com.au](http://www.nesssuper.com.au)

Simply logon to access up-to-date news and information. You can also download the latest member publications and forms.

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