

Summer 2014 SuperLink

Keeping up to date with industry changes,
representing more than 530,000 members.



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A large, modern hospital building with a facade of colorful, geometric panels in shades of green, purple, and yellow. A prominent feature is a large, cantilevered glass and metal structure on the right side, which appears to be an entrance or a public space. People are visible walking around the base of the building, and a red car is parked in the foreground.

Business solutions for Government employers

Welcome to the Summer edition of SuperLink

The ATO has started the rollout of SuperStream and we are very conscious of the potential impact this transition has on your payroll processes. We were delighted to get so much positive feedback on our SuperStream feature in our previous edition and we will continue to keep you updated on this major industry reform.

We also have exciting news to share, with the QSuper Income account winning the prestigious title of Pension Fund of the Year for the second consecutive year from Chant West. This accolade recognises our industry leading work in delivering superior products and services for members. The award motivates and encourages QSuper to continue the development of innovative superannuation solutions like our new direct investment option, QSuper Self Invest.

QSuper launched Self Invest in September in response to some members wanting more control over managing their super. In this edition of SuperLink we explain how Self Invest provides members with a hands on approach to investing their super. It's a great alternative for any of your employees considering an SMSF.

In addition to our award winning service, we continue to roll out our successful education programs. During the 2013/2014 financial year, QSuper delivered 644 workplace seminars to more than 15,000 members across Queensland.

QSuper has a strong commitment to working in collaboration with your business to educate members on superannuation and planning for their future. If you are interested in arranging a QSuper seminar for your employees, visit our website at qsuper.qld.gov.au/workplaceseminars

We hope you enjoy the latest edition of the SuperLink newsletter.



Stuart Clements

Head of Business Development and Distribution
QSuper

Cover image: Artist's impression of the new Lady Cilento Children's Hospital, currently under construction in South Brisbane.



QSuper news

Firefighters focus on a super future

Queensland Fire and Emergency Services (QFES) approached QSuper to deliver seminars at their Ivory Street Station in Fortitude Valley. As a result QSuper Member Education Officer, Rita Mattila, presented two seminars. The first was Grow Your Super, which explores simple tactics members can use to make a real difference to their superannuation. A month later, Rita returned to deliver the Design Your Future Retirement seminar.



Member Education Officer, Rita Mattila with Fred Koolstra and Ross Miller from QFES.

The QFES team found the seminars very worthwhile and they learnt that a little planning goes a long way for the future. The sessions gave the team useful resources that will assist them in making decisions today that will have a positive impact on their retirement.

"Providing members with the resources and tools to take action, means that they can focus on their work and be more productive," Rita said.

"For me this is a great opportunity to help a group of our members who give so much to the community every day."

To book a QSuper seminar at your workplace, contact us on **1300 367 845** or email qsuper.seminars@qsuper.qld.gov.au



QSuper partners with CQUniversity for successful merger

In 2014, CQUniversity merged with Central Queensland TAFE, offering all levels of post-school education and training under one roof.

This merger was backed by \$73.8 million in Federal investment and \$120 million in Queensland Government assets, making CQUniversity the biggest regional university in Australia.

With a project of this scale, the merger was split into multiple phases to effectively achieve a seamless transition.



During the merger announcement, QSuper distributed emails about the benefits of membership. The emails demonstrated how we compare against the CQUniversity's default super fund UniSuper. This was in addition to a promotional campaign outlining the many benefits of salary sacrificing.

During the second phase, QSuper collaborated with payroll to create a new system for processing staff contributions. The merger meant that the number of members contributing to QSuper grew from 15 to 380 staff and the existing manual process was no longer viable.

In the final phase we developed an online induction program. QSuper facilitated the conversion of a printed information pack, including a welcome email, into a digital format which was better suited to the business needs.

Feedback from both the Human Resources and Payroll teams was that the successful outcome was a result of the collaborative approach by everyone involved.

A bright future for children's health care



Dianne Woolley and QSuper Relationship Manager Luke Fraser

Interview with Dianne Woolley, Executive Director, People and Culture at Children's Health Queensland Hospital and Health Service

Can you tell us about Children's Health Queensland (CHQ)?

On 29 November we opened Australia's largest and most advanced paediatric facility, the Lady Cilento Children's Hospital in South Brisbane.

The hospital merged staff, services and expertise of the Royal Children's and Mater Children's hospitals, to build on more than 200 years of excellence in children's health care.

Our future, as you can see, looks exciting and bright.

Why was CHQ created?

Children's Health Queensland is a specialist statewide hospital and health service committed to providing safe and high-quality care to Queensland children regardless of where they live in our state.

What is your role at CHQ?

As a member of the executive, I lead the development and implementation of strategies to ensure CHQ remains an employer of choice.

This ensures we have the necessary skills and capabilities to deliver workplace health and safety and industrial relations frameworks that meet current and future needs.

What is the vision for CHQ?

To provide the best possible healthcare for every child and young person, in every family, across every community in Queensland.

How does QSuper support you and your team with that vision?

QSuper offers programs, like the online financial wellbeing program, to help participating staff take care of their own financial wellbeing and ensure they can stay focused on providing health services to Queensland children.

What are the top three ways QSuper helps CHQ employees with their financial and retirement goals?

1. Tailored online financial wellbeing program
2. Attend staff orientations and other CHQ events
3. Support for staff through QSuper's workplace seminar program.



Super Tip

Do I need a lawyer for an insurance claim?

It is hard to miss the current advertising blitz by law firms across television, radio and newspapers offering legal help for insurance claims.

It is important for your staff to know that as QSuper members, they don't need a lawyer to make a claim on the insurance provided as part of their QSuper membership. All they need to do is submit a claim form with supporting documentation to us.

They don't need a lawyer to fill it out, but if they need help, just direct them to our Contact Centre and one of our Member Services Officers will explain what they need to do and what information they need to provide with the claim.

If they do decide to submit a claim they will be allocated a case manager who will contact them and keep them up to date while their claim is assessed.

QSuper members have access¹ to insurance, including death and total and permanent disability (TPD), terminal medical conditions and income protection.

¹ Access to insurance is subject to eligibility criteria including age and pre-existing conditions.

Important Information for QSuper members

Contact Employer Services on **1300 367 845** if you would like to reproduce this article for your business newsletter.



Death, TPD and terminal medical condition insurance is designed to provide financial support for members and their loved ones in the event of their death, or if they suffer a permanent disability.

Income protection provides financial support if they suffer an injury or illness that prevents them from working temporarily. In most cases, they will be paid up to 75% of their salary for up to two years while off work.

There are age limits and conditions for eligibility for insurance, so if they want to know more about their insurance cover simply advise them to call us on **1300 360 750** or visit qsuper.qld.gov.au

ADVERTISEMENT

What to look for in an adviser

As with any good partnership, trust is the key, and that's never more true than when it comes to looking after your money and your financial future. You should always do your homework before choosing an adviser.

Word of mouth can be great (although always make sure the person doing the recommending isn't being offered an incentive for their endorsement), but also never be afraid to 'interview' an adviser before committing yourself. The following questions are a great place to start:

- Q What will this advice cost me?**
- Q What are your areas of expertise?**
- Q Are you licensed, and what services do you have a licence for?**

Need advice?



For quality financial advice you can trust, talk to a QInvest² adviser.

QInvest can offer advice on a range of topics, and fees start at just \$55 for phone advice about your super.



1800 643 893 qinvest.com.au

² QInvest Limited (ABN 35 063 511 580, AFSL and Australian Credit Licence number 238274) (QInvest) is ultimately owned by the QSuper Board (ABN 32 125 059 006) as trustee for the QSuper Fund (ABN 60 905 115 063), and is a separate legal entity which is responsible for the financial services and credit services it provides. Advice fees apply.



Getting ready for SuperStream

Over the past few months, we have seen a lot of activity across the industry as employers, gateways, payroll providers and funds get ready for SuperStream. As you know, SuperStream is a series of legislated standards and processes designed to make superannuation contributions reach member accounts in a simple, consistent and accurate format.

The obligations for employers and superannuation funds are defined by the *Superannuation Data and Payment Standards 2012*.

Partnering with QSuper

QSuper's solution, Employer Direct, will enable employers to manage their contribution processes efficiently and be compliant with the relevant legislation.

We are on track to provide a supported transition for our employers by 30 June 2015.

Employer Direct will accommodate the unique superannuation rules and requirements applicable to Queensland Government employers, providing:

- a portal facility to upload and validate contribution data
- payment processes that automatically generate a reference number to link payments and data
- clearing house capability to support choice fund arrangements
- checking and translation of the contribution data into the new standard and compliant format
- electronic data transmission to both default and choice superannuation funds.

We recently distributed our Contribution File Specification, outlining the specific data and format required to meet your needs.

This specifically caters for:

- Defined Benefit accounts
- contributory accumulation accounts
- negative contributions.

These components are unique for Government employers and our solution has been tailored to include these – making it easier for you.

Please be aware that other solutions may not cater for the specific needs of your employees.

Until we undertake your supported transition activities, continue with your existing processes in submitting your contributions via the Employer Data Collection (EDC) channel.

Please do not hesitate to contact your Relationship Manager or email superstream.contributions@qsuper.qld.gov.au with any queries you may have.

You can also visit our website for updates, at qsuper.qld.gov.au/SuperStream

Know your super

Get a financial health check!

Over the last few years there has been a focused focus on people improving their health. But financial health isn't the only area where many people need to take stock. Your financial health is almost as important!

So, how would you rate your financial fitness?

A. Most people in their 20s need cash paid out each month, a solid budget in place along with a financial plan for the future and a comfortable amount of spending money left at the end of each day.

B. Most get paid on time, have savings that you stick to most of the time and a loan that's where you're headed financially.

C. Bills are paid late, use credit cards to get through until the next pay day, a budget a few years ago but no real financial plan for the future.

D. What's a budget?

If you answered B or D your financial health might be in need of some TLC.

Here are some things to get you on the right track:

- Set financial goals**
Working towards something, no matter how big or small, can bring your financial situation into focus and help you head in the right direction.
- Start a savings plan**
Opening a paid the account, do on a regular basis and you will start seeing results. Simple rules like the 50/30/20 rule can help you get started. qsuper.gov.au can show you how including each amount each pay to a savings account will help add up.

Budget is not a dirty word!
You wouldn't start any type of exercise without a rough idea of what you need to do and the same goes with budgeting. Setting a realistic budget and sticking to it could be one of the best ways to improve your financial health. There are many websites that have budget guides, including QSuper's qsuper.gov.au and the Australian Securities and Investments Commission consumer website money.moneysmart.gov.au

Get a personal trainer
Speaking with a financial advisor could be one way to make sure you are on the right track. QSuper members can access financial advice from QInvest, one of Queensland's largest financial planning organisations. QInvest offers a free for service payment structure so you only pay for the advice depending on the type of advice you receive. QSuper also contributes to the cost of advice you receive about your superannuation. You can make an appointment with QInvest by visiting their website qinvest.com.au or call 1300 645 895.

Just like starting a new exercise routine, looking at your financial health might take a bit of starting at first, but the hard work you put in now could pay off in the long run.

QSuper GROWING YOUR SUPER TOGETHER

QSuper GROWING YOUR SUPER TOGETHER

seminar

Employee education

Book a workplace seminar today

The more financially organised your staff are, the more productive they will be at work!



Help to improve your employee's future, by organising a QSuper seminar at your workplace. Jump online and watch our video to learn more about the benefits of our workplace seminars, at qsuper.qld.gov.au/workplaceseminars

1. Extract from Q&A with Tom Rath and Jim Harter in the Gallup Business Journal, June 2012 on Poor Wellbeing is Killing Your Business, authors of Wellbeing: The Five Essential Elements.

Looking for super newsletter content?

QSuper offers a wide range of financial education articles for your organisation to publish in your newsletters or intranet site.

We value our role as educators, with our holistic approach to super and financial wellbeing.

Our articles cover all aspects of superannuation and financial advice, including:

- Women and super
- Financial advice
- General superannuation
- Insurance
- Mortgage broking with QInvest LoanFinder.

Educating your team in one easy click

QSuper now offers a range of mini banners for employers to place on their intranet. These banners link through to the QSuper website for further information.

Find your other super. The Australian Taxation Office holds billions of dollars in lost and unclaimed super. Could some of it be yours?

Need a super lesson? Register for a QSuper webinar and learn online, anytime.



Boost your induction process with a super video

At QSuper, we recognise your new employee induction is very important, so we have developed a comprehensive video to include in the process.

Our video explains key ways your employees can maximise their super and looks at salary sacrificing, co-contributions and the benefits of a spouse account. It also covers the tools available via Member Online.

For more information or to arrange access to any of the resources on this page, please contact your Relationship Manager or the Employer Services team on 1300 367 845 or by emailing employer@qsuper.qld.gov.au



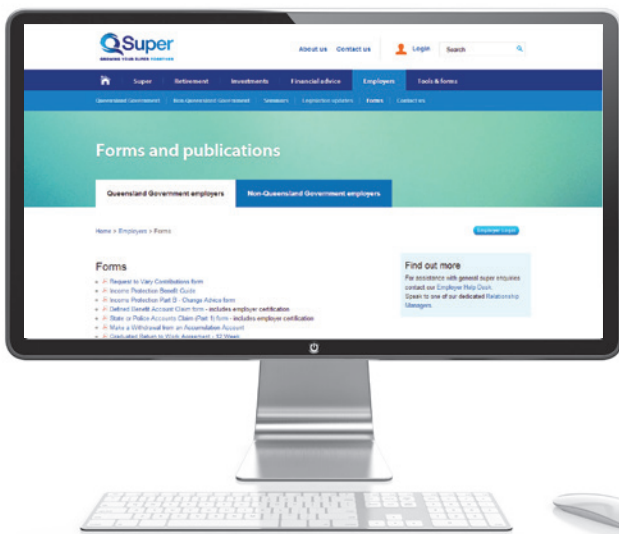
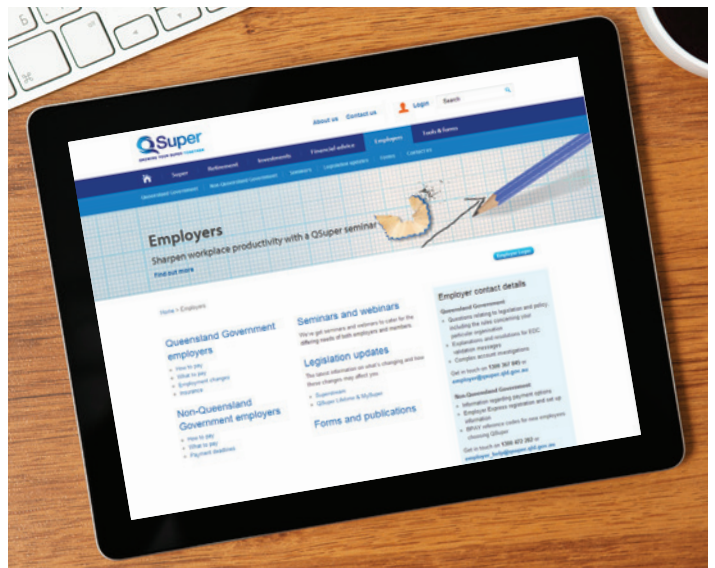
Super resources, just a click away

The QSuper website is packed with helpful resources and the latest legislation updates. Jump online and have a look at the workplace seminars we offer or download any forms or publications you may need.

You can also access:

- The latest SuperStream news
- Current legislation updates
- Contribution payment deadlines
- Workplace seminar information
- 'How to pay' information and tools.

To find out more go to qsuper.qld.gov.au



Forms and factsheets

QSuper keeps many of the key documents in the forms and factsheets areas of our website.

For the most popular downloaded forms and the latest editions of SuperLink and SuperStream updates, bookmark this page today.

- qsuper.qld.gov.au/employers/forms
- Select *Government forms* from top menu.

Looking for more control and flexibility over your super? Check out Self Invest.



On 1 September 2014, we launched our newest investment option, QSuper Self Invest.

Self Invest is a direct investment option that gives QSuper members greater control and flexibility over how their super is invested.

With the ability to invest super directly in shares, exchange traded funds (ETFs) and term deposits, Self Invest lets members get hands on with managing super.

Self Invest offers low ongoing fees and up-to-date market research and data, providing a real alternative to an SMSF.

Just like an SMSF, members can buy and

sell investments, track performance and access comprehensive market research, but QSuper will manage all the administration and regulatory requirements.

Self Invest is available to all members with \$50,000 or more in their Accumulation or Income account. To start using Self Invest, members need to simply log in to Member Online and transfer at least \$5,000 to Self Invest from other QSuper investment options.

To find out more go to qsuper.qld.gov.au/selfinvest



QSuper team



Your dedicated QSuper team has the industry experience and knowledge to bring you the information you need about superannuation faster and more efficiently.

- ✓ Employers can easily access our dedicated, personalised service to get the most out of the relationship.
- ✓ We're available to help you and your employees with your superannuation queries and obligations.
- ✓ Free seminars can be held in your workplace so you and your employees can keep informed and make the right choices around super.
- ✓ We help employees (who are QSuper members) access QInvest's¹ financial advice and mortgage broking service.
- ✓ Members of QSuper have access to death and total and permanent disability insurance and income protection.



Contact us

1300 367 845

employer@qsuper.qld.gov.au

Mon-Fri 8.30am-5.00pm

Beware of financial planners offering high returns

The finance market is a competitive environment and QSuper understands that members are entitled to choose where they invest their hard earned superannuation.

Our concern is that some members may be enticed by a promise of high returns without understanding the added risk.

"If it sounds too good to be true, it probably is too good to be true"

"Higher potential returns usually come with higher risks. There are no shortcuts to investing success. The combination of high returns and low risk does not exist. The golden rule is 'if it sounds too good to be true, it probably is too good to be true'. Australian Government's MoneySmart website, www.moneysmart.gov.au (Accessed October 2014).

Before switching to investments that promise higher returns, make sure you follow these six essential tips:

- ✓ Get a second opinion from an accredited financial planner.
- ✓ Get to know investment basics at the MoneySmart website.
- ✓ Understand the risk profile of the recommended investment and check you are comfortable with that level of risk.
- ✓ Check if there are any up-front fees? Does 100% of your money go into the recommended investment?
- ✓ Find out if there are ongoing service fees and what fees your adviser receives?
- ✓ Don't be bullied or feel obliged to sign anything until the planner has answered all your questions, you understand the risks and are happy to proceed.

¹ Mortgage broking is a credit service provided by QInvest. QSuper does not receive any direct payments or commissions from QInvest as a result of members using the LoanFinder service. Members should make their own assessment regarding the suitability of this service for their individual needs.

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If you do not wish to be contacted except when required by legislation, please call us.

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