

SuperContact

Employee super contributions

eSuper coming soon

Payroll contribution tips
Supporting the community
Investment market overview

December 2009

The industry fund for the **people who care**

Chris Clausen



Health Super moving forward

Health Super has entered an exciting era with the release of our new brand in November 2009. Our brand new look reflects our commitment to servicing the Health and Community Services sector and I'm sure our brand journey will be positive for employers, members and the Fund alike. This is a significant step forward for us and will help achieve our goal of becoming the super fund of choice for the Health and Community Services sector.

Whilst we've made big changes to our look, we still stand for the same great service and dedicated professionalism that we've always delivered.

New ways to contribute

In 2010 we will be introducing new ways to contribute through an online eSuper facility for our employers. eSuper will make administering your super easier. See page 5 for the latest information on this project and how eSuper will benefit you.

Online newsletter

In the next few months we will also be introducing an online newsletter. Contact us to make sure we have your email address so you can be the first to receive all our employer communications throughout the coming year.

The economy

We are pleased to see that the economic outlook has been improving since the downturn experienced during 2008/09. We appreciate the support shown from our members and employers through these difficult times. While it's difficult to predict exactly what's ahead, experts do seem to indicate that the signs are good for Australia and may indicate a sustainable recovery. This is good news for members.

We hope you'll enjoy the positive changes we've made. If you have any queries or comments about these and how they may impact you, please contact your Account Manager, email us at enquire@healthsuper.com.au or call us on 1800 133 050.

We wish all of our valued employers a safe and happy holiday season.

Season greetings from us all at Health Super.

Chris Clausen – CEO

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Cooper Review (Super System Review)

The Cooper Review is an in depth examination and analysis of Australia's super system which will, in three phases, focus on the following areas:

- governance
- efficiency and structure
- the operations of Australia's superannuation system.

The goal of the Review ultimately is to benefit super members and maximise their retirement incomes.

The Review is one of the most significant developments in the evolution of superannuation in

Australia since the inception of the Superannuation Guarantee in 1992. It is being chaired by Jeremy Cooper, formerly Deputy Chair of the Australian Securities and Investments Commission (ASIC).

The review will cover a variety of issues such as trustee knowledge, skills and training, conflicts management, accountability to members, board composition, member fees and charges, minimising complexity within the super system, both compulsory and voluntary contributions, and promoting effective competition within the industry.

The final report of the Cooper Review is due to be delivered to the Government on 30 June 2010. We expect significant changes will be recommended by the Review Committee to the Federal Government. In the meantime, Health Super will, by lodging admissions, continue to ensure our members and participating employers' best interests, especially the interests of women, are effectively represented to the Cooper Review.

Source: The Commonwealth Government of Australia
<http://www.supersystemreview.gov.au>

A quick reminder

You may have employees who could exceed their before-tax contribution cap. These caps were changed as of 1 July 2009 as outlined below and include Superannuation Guarantee (SG) contributions and salary sacrifice contributions. You can assist your employees by notifying them if they are nearing their new limit. They may be taxed at a rate of 46.5% (inclusive of the Medicare Levy) on any SG or salary sacrifice contributions that exceed the new cap.

Before-tax contributions

Age	Cap before 1 July 2009	Cap after 1 July 2009
Up to 50	\$50,000	\$25,000
50 and over	\$100,000	\$50,000

Employees can check their contribution levels by logging on to their eSuper account via healthsuper.com.au and viewing their transaction listing.

For more information please contact us on 1800 133 050.

Henry Review (Australia's future tax system review)

The Henry Review is an examination and analysis of the current tax system within Australia. It is chaired by Dr Ken Henry, secretary to the Treasury. Recommendations from the Henry Review may also impact upon the super system.

The Henry Review Report to the Federal Government is expected to be presented on 24 December 2009 and published in March 2010. Recommendations accepted by the Federal Government may well form part of the May 2010 Federal Budget depending on the Government's preference.

Early indications have raised the possibility of a recommendation which will benefit lower income earners but tighten rules for higher income earners, the intention being to achieve a more equitable super system going forward. We will keep you informed of the outcome and likely impact of both the Cooper Review and the Henry Review.

Source: The Commonwealth Government of Australia
<http://taxreview.treasury.gov.au>

Meet our Nursing Award winner



Award winner
Kath Riddell with
Health Super CEO,
Chris Clausen

The 2009 Leadership in Nursing and Midwifery Awards held in conjunction with Deakin University took place on 29 October 2009. It was a brilliant night, recognising some very deserving midwives and nurses. Health Super congratulates Kath Riddell from the Peter James Centre and Wantirna Health for winning the main award. Read all about her incredible work below. We look forward to supporting these awards with Deakin University in the coming years.

The other winners included:

- Tanya Farrell, director of maternity services at the Royal Women's Hospital
- Martin Cutter, Infection Control Co-ordinator at Eastern Health
- Paula Touzeau, peri-operative educator at South West Healthcare Warrnambool campus

Improving quality of care for complex patients

Kath Riddell, Practice Development Manager, Eastern Health Network wins Deakin University – Health Super 2009 Leadership in Nursing and Midwifery Award

Kath Riddell may very well be a modern day Florence Nightingale. A dedicated nurse for almost 25 years, her research and strategy development work in improving the management of complex patients in emergency departments and general hospital care settings has resulted in both better patient care and significant cost savings for the Eastern Health network.

For her efforts in this area, Kath was recently honoured as major recipient of the Deakin University – Health Super 2009 Leadership in Nursing and Midwifery Awards.

"Winning the award is a bit surreal," says Kath. "But I do what I do because I love it. What puts a fire in my belly is improving

our health care system to really make a difference to patient outcomes."

Kath first started nursing at Melbourne's Alfred Hospital in 1985, specialising in critical care nursing and education. After twelve years at the bedside, she moved into hospital based education, teaching graduate and post graduate nursing students general and critical care nursing in the clinical setting.

"I really enjoy sharing knowledge and supporting nurses to learn on the job," she says. "For many nurses, putting the theory into practice at a patient's bedside is where the real learning begins."

One issue Kath grappled with, however, was the management of complex or vulnerable patients (people with a psychiatric illness or elderly patients with dementia or delirium) in hospital.

"More and more patients are admitted to general hospitals with special needs and challenging behaviours, whether psychiatric in origin or elderly patients with short term delirium. Despite the best efforts of staff and the health service, management of these patients was less than satisfactory," she says.

"I decided to take on the challenge of improving patient outcomes in this area, while addressing nursing frustrations and optimising the resources of the health service at the same time. With an ageing population and growing mental illness in our community, we had to find a better way."

A holistic approach to managing complex patients

Kath embarked on her project to change the way complex patients are managed with the full support of the healthcare network's Chief Nurse, Penny Newsome.

Her first step was to develop an education strategy for the nurses working in the

emergency departments and general medical wards. This included intensive workshops to educate nurses about mental illness, dementia and conditions such as delirium. She also brought in experts to help build nursing knowledge, as well as develop understanding and empathy for these patients.

Kath then turned her attention to creating a dedicated workforce for complex patients. She negotiated with hospital executives to increase the resources of the hospital's psychiatric consultation liaison service by incorporating highly skilled psychiatric nurse consultants into the team. She also created a permanent 24/7 specialist nursing team just for these patients, providing two nurses every shift at Box Hill Hospital and Maroondah Hospital.

Although the project is still undergoing evaluation, and minor adjustments to the strategy are continuing, Kath says that anecdotally, the results already speak for themselves.

"The nurses love it. When a complex patient comes in, they feel they have a greater ability to look after them. In addition, they have more resources and can call on the specialist nursing team for help.

"For the nurses in the specialist team, they find the job both challenging and rewarding, as it gives them lots of variety and professional credibility, and also extends their scope of practice.

Hospital management loves it too. With the new strategy in place, the number of hours spent managing these patients has reduced from an average of 3,500 hours per month to an average of 600 hours per month (85% reduction) at the Box Hill Hospital, and from 5,200 hours per month to just 1000 hours per month (80% reduction) across the whole Eastern Health network.

Continued on page 15...

Spend less time managing employee super contributions

Online contributions processing through eSuper coming soon

We are in the process of conducting eSuper employer pilots (testing the system with a small number of employers), ahead of the launch in 2010.

eSuper will allow you to better manage your super remittances by:

- submitting contributions and payroll data files online
- managing employee records online
- viewing summaries and reports online.

eSuper will make it easier to manage contribution submissions by:

- providing an easy-to-use online view, pre-populated with your current employee information
- supplying a dedicated login and password, specific to your payroll centre
- running inbuilt validations on payroll data (do it once, do it right).
- issuing online confirmations to guarantee that submissions were received
- reducing time to post contributions to member records
- reducing member enquiries to the pay office
- reporting on historical contributions
- supporting ATO employer audits with historical reports
- accommodating your current payroll file format or that of your pay bureau.

We will let you know when eSuper is up and running and we will be available to come and help you if necessary

To use eSuper you will be able to register at healthsuper.com.au

No software installation is required – eSuper uses standard browser software and offers a highly secure online interface.

A comprehensive and flexible logging and audit model records successful and unsuccessful login attempts and automatic lockout is imposed in the event of too many unsuccessful attempts.

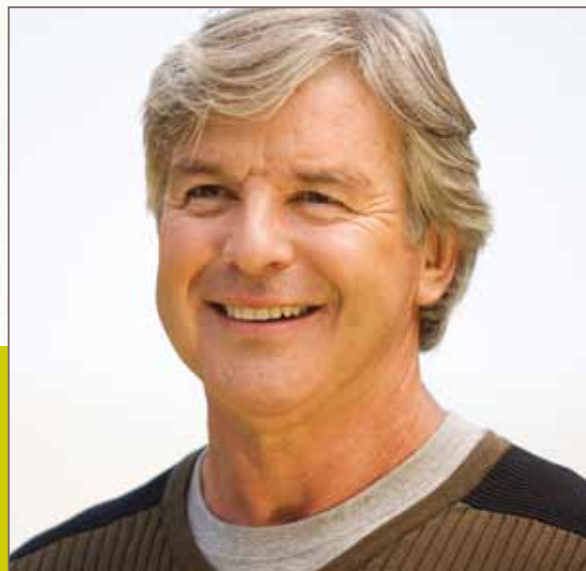
Validations are run when you begin to submit your files and will allow you to correct errors prior to submission, improving payroll data quality and reducing re-work.

An intuitive interface makes it possible to 'learn while doing' and a dedicated employer support line ensures that help is available when it's needed.

eSuper will be tailored to meet the needs of large and small employers, using a variety of payroll packages – whether you maintain them in house or use a pay bureau.

For more information visit our website or call us on 1800 133 050.

eSuper will make it easier to manage contribution submissions



OVERVIEW OF Investment Markets



Investment Markets Bounce Back

Following a tumultuous 2008/09 financial year for investors, financial markets improved markedly in the September 2009 quarter. Financial market optimism rose strongly as positive economic statistics were released

in a number of markets including China, the United

States and Australia. In particular, the Australian economy has shown strong resilience relative to the rest of the world by avoiding a recession and recording positive economic growth in the June quarter. While many investors remain cautious, it appears that the worst of the global financial crisis may be behind us.

The Australian share market experienced a strong rally (up 21%) during the September '09 quarter as investor confidence improved markedly. The Australian share market also produced positive returns in July, August and September '09 on the back

of a resilient domestic economy, the stabilisation of global financial markets and a relatively positive August profit reporting season. Global share markets were also higher following a number of positive economic releases and profit reporting seasons in most

major markets.

Positive comments from governments and central

banks that the worst of the global financial crisis may be over also lifted investor sentiment.

Fixed interest markets also improved during the quarter as it became apparent that the actions of governments and central banks around the world had helped to stabilise the global banking system. An improvement in investor confidence and a rise in the levels of available finance also helped to produce strong returns in fixed interest markets.

While economic conditions have shown signs of improvement in recent quarters, it is an

improvement from the very negative conditions experienced in 2008 and the first half of 2009. With the global economy showing signs that it may be in the very early stages of recovery, central banks and governments are now turning their attention to withdrawing their stimulus packages without stalling the economic recovery. The Reserve Bank of Australia was the first major developed country central bank to reduce stimulus levels by increasing interest rates by 0.25% in early October and again in November 2009.

Comparative Health Super returns

Following the negative returns experienced by most super funds in the 2008/09 financial year, the September '09 quarter has been strongly positive for returns. All of Health Super's member investment choice options recorded positive returns during the September quarter, while the Long-Term Growth option recorded positive double digit returns.



SUPER INVESTMENT Performance

Health Super's investment options have performed strongly since the beginning of the financial year (1 July 2009 to 31 October 2009). The strong rebound in equity markets over this period has resulted in all options exceeding their annual investment objective. For example, Long-Term Growth has already achieved a return of 10.03% for the four months to October 2009 against its annual objective of CPI (1.3%¹) + 5%. The rebound in equities has also resulted in strong returns from each investment option relative to cash.

The table below highlights the performance of each option:

Standard Investment options

Standard option	1 July 2009 – 31 Oct 09 (%)	3 year compound average [^] (% p.a.)	5 year compound average [^] (% p.a.)	10 year compound average [^] (% p.a.)
Long-term growth	10.03	-1.27	5.81	5.00
Medium-term growth	8.14	0.22	5.73	5.15
Balanced	6.76	1.48	5.38	N/A
Short-term conservative	4.79	2.82	5.03	4.89
Stopover	1.07	5.19	5.25	5.18

Socially Responsible Investment options

Standard option	1 July 2009 – 31 Oct 09 (%)	3 year compound average [^] (% p.a.)	5 year compound average [^] (% p.a.)
Long-term growth	8.59	-0.67	4.74
Medium-term growth	7.16	0.58	4.89
Balanced	6.11	1.68	4.78
Short-term conservative	4.47	2.87	4.65

1. This is the year on year inflation rate to 30 September 2009 (Source: Australian Bureau of Statistics)

[^] To 31 October 2009.

* SRI options were introduced in 2003. As a consequence, a 10 year average is not available.

Note: Past performance is not a reliable indicator of future performance. Returns shown are for Accumulation accounts, net of applicable fees and costs (but not all fees). See Health Super's Member Guide for more information. Returns can be positive or negative.



Health Super's Account Managers are here to help you. They spend the majority of their time visiting workplaces to provide you and your staff with information and support.

OUR ACCOUNT MANAGERS Are here to help

Here are some of the ways our Account Managers can help you.

Grant Daubeny
Senior Account Manager

Health Super Days

A Health Super Day is where staff can come along in a relaxed environment and ask questions about their super needs (general advice). If members want personal advice the Account Managers can help to arrange this through Health Super Financial Planning¹. We also provide morning or afternoon tea and promo items. Health Super Days will be held at your workplace.

Update you with our latest materials

Our Account Managers will bring you all the latest brochures and publications for your workplace. Have you received our new brand brochures? See pages 12 & 13 for all the details.

Update you on super changes

Whenever there is an important change that impacts superannuation, our Account Managers can let you know and provide information on how it will affect you and your workplace.

Administration of your contributions

Our Account Managers can discuss making the administration of super contributions as easy as possible.

General queries

If you have a general query feel free to contact your Account Manager and they will be happy to speak to you over the phone or visit your workplace. The Account Managers can put you in touch with the right people at Health Super.

And for your staff, our Account Managers hold special sessions at your workplace at no extra cost.

One on one meetings

Health Super Account Managers will visit your workplace and arrange one on one meetings with Health Super members to discuss their super needs.

Workplace educational seminars

Education presentations cover topics such as 'an overview of super (i.e. investments, insurance, retirement options, Government Co-contributions, etc.), the current financial climate or retirement planning'.

If you need to find out who your Account Manager is please contact us on 1800 133 050 or email Grant Daubeny, Senior Account Manager, on gdaubeny@healthsuper.com.au.

¹ Health Super Financial Services Pty Ltd ABN 37 096 452 318, AFSL 240019 trading as Health Super Financial Planning (HSFP) is a subsidiary of Health Super Pty Ltd ABN 97 084 162 489 AFSL 246492 the Trustee of Health Super Fund ABN 88 293 440 675 (Health Super). The Trustee pays HSFP half of the annual 1% account-keeping fee collected on all Health Super Account Based Pensions. The Trustee also pays a variable monthly amount (calculated on a cost recovery basis) to HSFP to conduct member seminar programs. The Trustee is not a representative of HSFP and receives no commissions when making referrals to this service. To obtain further information about the services provided by HSFP, contact HSFP direct by telephoning 1300 780 223. Alternatively, visit HSFP's website at hsfp.com.au

Health Super Account Managers

Contact your Account manager today for any queries you may have.



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Melissa Bodycoat
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mbodycoat@healthsuper.com.au

For all NSW enquiries please contact Ken Cross (Manager, NSW) on 0417 346 437 or kcross@healthsuper.com.au.





Tips to help you with your payroll contributions

To ensure that the contribution data you submit to us is processed without unnecessary delay your business should:

Include your employer code on all correspondence with Health Super.

Whenever you send us a payroll file, email, fax, paperwork or any other correspondence, ensure you have included your employer code. If you send your payroll files by email, make sure your employer code is in the subject line of the email. If you send your payroll files by post, ensure the employer code is written clearly on the paperwork. This assists us in allocating your request correctly and promptly. If you are unsure of your employer code please call 1800 133 050.

Check the postcode and suburb of members

Delays often occur when the postcode and suburb listed for a member do not match. When we notify you of an error, we recommend that you double check the postcode and suburb with the Australia Post database to ensure it is correct and update your system before the next payroll file is due. This ensures that our members continue to receive important information.

Update employee address details in your payroll file

We will notify you if the address of one of your employee's is inconsistent with our records. We normally identify this by receiving returned mail. Please advise us of the new residential address as soon as possible.

Note that Anti-Money Laundering / Counter-Terrorism Financing laws have been put in place to ensure that our member's and your employees' money is safe. One of the requirements of these rules is that a super fund must have the member's residential address recorded. We often receive member details from employers which have the employer address listed for the member.

Whilst we acknowledge that in some circumstances it may be difficult to obtain correct addresses, especially for casual staff, you are obliged to provide us with their correct residential address. You should contact all your employees who have their address listed as your workplace and update your payroll files with their personal addresses. If we can assist in any way please call us.

The gender of all employees must be specified on payroll information

Ensure that you include this information for all new members.

These are just a few tips so we can help you with your super contributions. Look out for this section in future editions for more tips.



Super News

- Introducing our new look
- Interim Crediting Rate Update
- Budget 2009 - Industry super updates

[View All News](#)

Latest Returns

Health Super Updates

How to Join ▶	I'm a Member ▶	I'm an Employer ▶
Where are... ▲	Where are... ▲	Where are... ▲
I want to... ▲	I want to... ▲	I want to... ▼

2009 LEADERSHIP IN NURSING AND MIDWIFERY AWARDS
 presented by Deakin University and Health Super
 THURSDAY 29 OCTOBER 2009
 at Hilton On The Park Melbourne

Health Super can help.
[Click here to see how](#)

New healthsuper.com.au

Our new website healthsuper.com.au was launched in early November. If you haven't already done so, we would encourage you to check it out. Our new site is easier to navigate, more user-friendly and has been restructured to incorporate a new employer section, which has information relevant to you.

We've also included a new Employer Help Centre which hosts more technical and practical information which will help ease the burden of your super administration. As part of the website, we will soon release an online facility for you called eSuper. See page 5 for the latest information on this service.

If you have any comments or feedback about our new website, please contact your Account Manager, or email us at enquire@healthsuper.com.au.

New brochure range

In conjunction with our new brand makeover, we took the opportunity to review our current brochure range to improve the effectiveness of our communications.

As a result, our brochures have been updated and we've introduced new topics to make super easier for you and your employees to understand. The new range is as follows:

1. Your Financial Planning Basics
2. Your Pension Basics
3. Your Investment Basics
4. Your Account Basics
5. Your Insurance Basics
6. Your Contribution Basics
7. Super Women

These brochures were developed in conjunction with our Business Development team and input from our members.

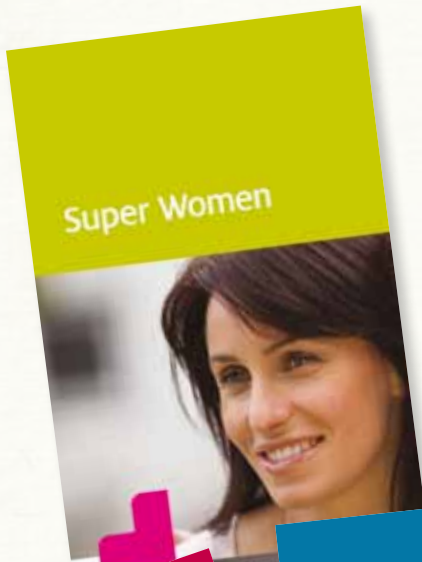
Along with the brochures, all of our other materials have also been updated. They will be progressively introduced to all work sites.

If you would like to obtain copies of these new brochures sooner, you can order them through healthsuper.com.au or call your Account Manager.

Please remind your staff to dispose of our old materials (by recycling). Any old materials will have the old blue Health Super logo.

And don't forget we also have brochures on the 'financial fitness program' – our free online financial educational modules for Health Super members.





Please note: You will now receive Super Contact twice a year instead of quarterly.

However, we will keep in contact with you through a range of new communications including an online newsletter.

We will let you know more details soon.





SUPPORTING THE COMMUNITY

The Great Vic Trek for Yooralla

The Great Vic Trek for Yooralla is underway and Health Super is the major sponsor of this fantastic event to raise money and awareness for Yooralla. Monies raised go towards assisting people who live with a disability acquired from birth, accident, ill health or age.



The 21 day Trek kicked off on Sunday 6 December in Federation Square with former Australian cricketer Dean Jones leading a group of walkers for 5 days to the East Gippsland town of Traralgon. A host of other celebrities are running, driving and riding through hundreds of Victorian towns between 6 – 27 December 2009.

Each of the towns visited will experience fundraising activities with the likes of great names such as Danny Frawley, David Boon, Allan Border, Marc Murphy, Matthew Richardson and Tony Shaw just to name a few.

The Trek will culminate with a victory lap of the MCG on Day 2 of the Boxing Day Test Match (Sunday 27 December).

Check the Great Vic Trek website to see if the Trek will be coming through a town near you. Many of our participating employers will be hosting events as the Trek goes through their town. You can contact us on 1800 133 050 to see how your workplace could be involved.

You can also donate directly to Yooralla in support of the event through the Yooralla website at <http://www.yooralla.com.au/canihelp.php>.



For more information including an itinerary of the Trek, visit the website at www.thegreatvictrek.com.au.

Carols by Candlelight

Meet our Nursing Award winner

Story continued from page 4...

Like you, we're showing we care this Christmas



For the second year Health Super is sponsoring Vision Australia's Carols By Candlelight® 'Live Site at Federation Square'. The Carols are held at the Sidney Myer Music Bowl. A live screen and stage sponsored by Health Super will also be available at Federation Square to entertain families on Christmas Eve.

No tickets are required for the Live Site at Federation Square. The entertainment starts at 6pm and the Carols by Candlelight® event from the Sidney Myer Music Bowl will be broadcast live on a big screen from 8pm in Federation Square.

All proceeds will go towards Vision Australia to support its vital services for the blind and vision impaired.

We wish you all a very Merry Christmas and look forward to working closely with you in 2010. Thank you for your support throughout 2009.

For more information on the Carols by Candlelight® please visit the Vision Australia website at www.visionaustralia.org

"In the past, staff were unsure how to manage these patients, often requesting additional agency staff to essentially sit and watch patients. This resulted in huge amounts of one-on-one nursing time and little proactive care," says Kath.

"By putting some simple strategies in place, educating nursing staff in specialist areas and tightening processes, the mean period of constant observation with these patients has gone from 6 days to just 17 hours."

As part of the Award, Kath will receive \$20,000 to put towards professional development and related activities. She is already planning to spend some of this on attending some internationally renowned conferences in her area of research.

"Many people have been instrumental in the success and ongoing sustainability of this work," she continues. "Having this recognition is fantastic, but the Award is really a tribute to the great staff at Eastern Health who are continually endeavouring to make it a great health service.

"Despite the program's success, there is still a lot more we can do in this area. In the future, I would like to extend my research into health care change management. Health care is a dynamic industry, constantly evolving, and I would like to be one of the future drivers, while always focusing on the patient."



**Do you have questions?
We're here to answer them.**

We have people who are ready to take your phone call and guide you through any issues you may have.

Call us 1800 133 050

8.30am-6.00pm, Monday – Friday AEST

Email: enquire@healthsuper.com.au

Fax: (03) 9614 8048

Send a letter to: Locked Bag 2900

Collins Street West VIC 8007



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