

# SuperContact

Streamline  
your super  
administration

eSuper is now available

e-newsletter

Federal Budget update

Helping your staff with HELP debt

October 2010

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

# Chris Clausen



## Global economic conditions

The Australian economy remains resilient and continues to have strong exports to Asia, particularly China. The strength of economic conditions is further evidenced by reasonable corporate results and low unemployment. However, weaker economies in the US, UK and Europe, and high debt levels in some countries continue to lead to market volatility across the globe.

Health Super's investment returns have remained strong (see adjacent page for details).

## Great progress

I am very proud of the progress Health Super has made over the past 12 months as we continue to shape the Fund around the needs of our members and employers. Along with our new brand, we are enhancing services that will lead to better outcomes for members and more efficient administration for employers (see page 4).

As you can appreciate, the end of financial year is always an extremely busy time for the Fund particularly as employers and members finalise their contributions. With improvements in our administration system we have achieved outstanding results for the 2009/10 financial year (refer to page 6 for more information).

I am looking forward to announcing further details about our improved insurance offer as well as other product and service enhancements over the coming financial year.

## We listen to our members and employers

A large part of our success hinges on our ability to listen to the needs of our members, employers and other stakeholders. Health Super continues an ongoing program of field research to assess the experience and satisfaction of members and employers. This helps us quickly identify issues of concern. If you have feedback or recommendations for Health Super, I encourage you to contact us.

## Onsite visits

Last year our member and employer account management team had direct contact with over 20,000 members and made 2,900 onsite visits to employers.

Our aim is to be the industry fund for the people who care. To do that, we need to listen. I assure you, we are listening and acting wherever appropriate.

On behalf of the Fund and its Trustees, I thank you for your ongoing support.

Chris Clausen – CEO

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# SUPER INVESTMENT Performance

You can now receive investment performance updates in our online e-newsletter.  
To sign up visit [healthsuper.com.au/newsletter/subscribe](http://healthsuper.com.au/newsletter/subscribe)

We also update our website regularly with investment commentary and our latest returns.  
Visit [healthsuper.com.au/news/latest-returns](http://healthsuper.com.au/news/latest-returns) for more information.

The 2009/10 investment returns are outlined below.

## Standard investment options to 30 June 2010

Standard option	1 year (%)	3 year compound average (% p.a.)	5 year compound average (% p.a.)	10 year compound average (% p.a.)
Long-term growth	11.32	-4.33	3.87	3.87
Medium-term growth	10.89	-1.69	4.34	4.29
Balanced	10.62	0.71	4.48	n/a
Short-term conservative	8.95	2.79	4.50	4.39
Stopover	3.57	4.87	4.98	5.06

## Socially responsible investment options to 30 June 2010

Standard option	1 year (%)	3 year compound average (% p.a.)	5 year compound average (% p.a.)
Long-term growth	10.70	-2.92	3.72
Medium-term growth	10.47	-0.73	4.17
Balanced	10.35	1.34	4.34
Short-term conservative	8.82	3.08	4.37

\* 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 Health Super Accumulation accounts only, net of fees, costs and taxes. See Health Super's Member Guide for more information. Returns can be positive or negative.

n/a: These returns are not available because these options were not in existence at the time.

# Streamline your super administration

We aim to make managing your super obligations as easy as possible.

We have introduced two new services to streamline your super administration.

## BPAY®

The easiest way to submit your super contributions is through BPAY. Payments through BPAY are processed and allocated to your employees' accounts more quickly than other forms of payment.

To get started using BPAY all you need to do is contact us on 1800 133 050 and we'll provide you with your personalised employer BPAY reference number.

You can then access your online or phone banking service to make your contribution payments.

After the payment has been made, simply send your Health Super contribution schedule to us as usual.

If you need further information please contact us on 1800 133 050 or email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)

## eSuper

What is eSuper?

eSuper is Health Super's secure online super service. eSuper can help you administer your employees' super quickly, accurately and efficiently.

Registering with eSuper means you can:

- access an easy-to-use online view, pre-populated with your current employee information
- submit contributions and payroll data files online
- manage employee records online
- run validations on payroll data
- receive electronic confirmations of submissions
- view summaries and reports online including contribution history
- use your current payroll file format or that of your pay bureau.

How do I sign up for eSuper?

To get started call our dedicated support line on 1800 133 050 or email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)

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## Employer e-newsletter

To complement the Super Contact magazine we now also send an e-newsletter to employers. We'll send important news about investment markets, super legislation changes and the Fund straight to your inbox.

You can register now at [healthsuper.com.au/newsletter/subscribe](http://healthsuper.com.au/newsletter/subscribe)

To let us know items you would like featured email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)



Keep your details up to date!

We encourage you to sign up for eSuper and update all your contact details. This will help avoid unnecessary delays if we need to contact you.

# Tips to help you with your administration

## Health Super contact details

Using the correct details ensures all mail and enquiries reach us more quickly. Are your records up to date?

Health Super  
Locked Bag 2900  
Collins Street West VIC 8007

### Email

Employers:  
employers@healthsuper.com.au  
Members:  
enquire@healthsuper.com.au

### Phone

Employers: 1800 133 050  
Members: 1800 331 719

## Have there been staff changes in your organisation?

If the key contacts for superannuation change at your organisation please let Health Super know as soon as possible. This will help us keep you up to date with important super information.

The key contact details we keep for employers are for the person in charge of super contributions and the CEO of the company.

Please call us on 1800 133 050 or email employers@healthsuper.com.au to inform us of any changes.



## Important information regarding 'supported employees'

### Income protection

It's important to us that member accounts are not eroded by unnecessary fees. This is especially so for supported employees who receive small amounts of super contributions.

Under the insurance policy held by Health Super Pty Ltd with AIA Australia, supported employees are currently offered Death and Total & Permanent Disablement insurance. However, Income Protection insurance is not yet available to supported employees.

It's important that Health Super identifies members who are supported employees so we can ensure Income Protection insurance premiums are not being deducted from their accounts.

Therefore, we ask that you provide your Health Super Account Manager with a separate file advising us of any members who are supported employees.

### Health Super will send a letter to these employees with the adjusted insurance information.

If you need further information about this matter please contact your Account Manager whose contact details are included on the back page of this publication. If you don't know who your Account Manager is, you can call us on 1800 133 050 or email employers@healthsuper.com.au

### Supplying a Tax File Number (TFN)

Since the introduction of the Better Super legislation on 1 July 2007, supported employees are no longer exempt from obtaining a TFN. This means organisations with supported employees and carers of supported employees must now obtain a TFN.

Health Super has lobbied the Government and peak industry bodies to remove this requirement and will continue to push for change to the current legislation.

However, as it currently stands, members who do not provide their TFN details to their super fund and receive contributions of more than \$1,000 for a financial year, will be subject to additional tax.

# Health Super – leading best practice

We pride ourselves on having an internal administration team that you can contact directly whenever you have a query. As a result, when you call, you can speak directly to the person who administers your account. This personalised service allows us to better meet your super needs.

In 2009, Health Super purchased a new online system to improve administration tasks such as the processing of payroll data, salary sacrifice payments, Superannuation Guarantee and voluntary contributions. With the introduction of our new system and the recent restructure of our administration team, our processes are now more efficient.

As you can appreciate, the end of financial year is always an extremely busy time for the Fund particularly as employers and members finalise their contribution payments. With the recent improvements in our administration system, we are pleased to say that all contributions were processed within the first few weeks of July 2010.

We are proud of our achievements for the 2009/10 financial year. Annual Statements have been sent out earlier and there are no unallocated contributions for the 2009/10 financial year.

## Fund news

### Who's entitled to members' super?

Health Super members may soon make binding nominations. This means the individual(s) nominated as a beneficiary will receive the portion of super as determined by the member.

You can call us on 1800 133 050 for more information about binding nominations.

### A more accessible Health Super

We are extending our products and services to include a 'public offer' product. This means your friends and family will be eligible to become members of Health Super, without the need to be employed by a participating employer.

We will let you know when this product is available.

### Green Community Committee

We know that environmental issues are important to our members, and we've responded.

Health Super's newly formed Green Community Committee has signed up to the City Switch Program. This program helps tenants reduce their office energy usage and environmental impact. We are pleased to be part of the program and are aiming to achieve a 4 star 'NABERS' energy rating.

Find more information about City Switch at [cityswitch.net.au](http://cityswitch.net.au)

This magazine is printed on carbon neutral paper, which will be standard for all our publications. The paper is Forest Stewardship Council (FSC) and Chain of Custody certified. This guarantees the paper comes from certified and well managed forests.

You can find more information about FSC at [fscaustralia.org](http://fscaustralia.org)



Dr Joanne Smart,  
Paediatric Allergist  
Immunologist at  
Epworth Hospital

## Epworth Healthcare: A Smart approach to a growing need

**The drive and determination of Paediatric Allergist Immunologist, Dr Joanne Smart, was realised on 1 March 2010 with the opening of a specialist allergy clinic at the Epworth Hospital, Richmond.**

Dr Smart was first exposed to paediatrics as an intern at a country hospital. "Seeing sick children at the emergency department, I sometimes felt out of my depth. I realised I didn't have enough experience managing sick children so I decided to spend 12 months at the Royal Children's Hospital working in paediatrics," she said. "I haven't seen an adult (medically speaking) since! I then obtained my training in paediatrics, completing a PhD in the immunologic basis of allergic disease" Dr Smart continued.

"Almost 10% of children these days have a food allergy," explains Dr Smart. "The most common allergens are eggs, milk, wheat, soy, fish, peanut and tree nut. Environmental allergens that can also contribute to allergic manifestations include dust mites, grasses, and insect stings."

### An allergy epidemic?

There are several theories to potentially explain why allergies are more prevalent these days, but few answers, says Dr Smart. "It seems to be associated with the modern, developed lifestyle."

"There are lots of exciting studies investigating this at the moment. The answer is most likely multi-factorial, so there's not going to be one magic answer or a magic cure."

"It's important to take food allergies seriously but it's also important not to take the risks associated with food allergies out of context," warns Dr Smart. "Patients and their families are a lot better educated these days and overall, there is greater food allergy awareness in the community."

**"To be able to offer patients access to treatment in a facility like this, and to be able to staff it 5-days a week, is just invaluable"**

"Death through anaphylaxis is also extremely rare. When it does happen, it gets a lot of media attention and that makes everyone anxious. But when you consider the number of children out there with food allergies, most of them do fine."

"We also reassure parents that children tend to outgrow their food allergies with time. Nut and seafood allergies are the food allergies that tend to continue into adolescence and adulthood" she said.

### The future

"We're hoping that within the next five to ten years, we might have an effective treatment for food allergies," said Dr Smart. "But until then, our biggest challenge is dealing with the huge waiting lists and providing patients with more rapid access to care."

"Having a clinic like this at the Epworth is just fabulous," Dr Smart said. "It's possibly one of the first in Australia in the private sector to be able to offer a comprehensive service."

"To be able to offer patients access to treatment in a facility like this, and to be able to staff it 5-days a week, is just invaluable," she said.

Health Super provides super to staff at the Epworth Hospital.

If you have an inspirational story from your workplace that you would like to feature in our next Super Contact magazine, speak to your Account Manager or call us on 1800 133 050.



# Federal Budget update

A number of changes to the super system were recommended by the Government in the Federal Budget handed down in May 2010.

With confirmation that the Australian Labor Party has retained power, albeit in a minority Government, the ALPs policy towards super remains unchanged. However, whether these recommendations become law will depend on the Gillard Government's ability to influence the Australian Greens and independent MPs who have aligned themselves with the ALP. Legislation will be required to implement the recommendations however, it will need to be passed by both the House of Representatives and the Senate before becoming law.

Generally, these changes are good news for workers. The recommendations include incentives for super members to save and to help low income earners and those nearing retirement boost their super.

However, employers will need to start budgeting for gradual increases in Superannuation Guarantee (SG) payments to be phased in over the next ten years.

An explanation of the key changes to super and how they may affect you and your employees is provided below. We will let you know if and when the Federal Budget recommendations become law.

## Employer e-newsletter

To complement the Super Contact magazine we now also send an e-newsletter to employers. We'll send important news about investment markets, super legislation changes and the Fund straight to your inbox.

**You can register now at**  
**[healthsuper.com.au/newsletter/subscribe](http://healthsuper.com.au/newsletter/subscribe)**

To let us know items you would like featured email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)



## SG increase

The Superannuation Guarantee will gradually increase from 9% to 12%.

This means: More money for workers in retirement but increased running costs for employers.

Employers are currently required to pay a minimum amount equal to 9% of salary (ordinary times earnings) into super on behalf of their employees. Over a 7 year period from 1 July 2013, this amount will gradually increase from 9% to 12%, as shown in the table below:

Financial Year	SG rate (%)
2010 – 11	9
2011 – 12	9
2012 – 13	9
2013 – 14	9.25
2014 – 15	9.5
2015 – 16	10
2016 – 17	10.5
2017 – 18	11
2018 – 19	11.5
2019 – 20	12

## Concessions for low income earners

A concession of up to \$500 will be introduced for low income earners.

This means: Workers earning less than \$37,000 p.a. will get a super top-up from the Government.

The amount paid will be equal to 15% of the SG contribution paid by their employer, effectively offsetting the 15% tax payable on super contributions. The first payments will be made in 2013-2014.

## SG for older workers

SG will be paid to workers between 70 and 75 years of age.

This means: Workers will be entitled to receive employer contributions for longer.

Employers are currently only required to pay SG contributions for employees up to age 70.

From 1 July 2013, employers will be obliged to make SG contributions for employees up to 75 years of age, in line with the new rates listed on the left.

## Contribution caps

The 'before-tax' contributions cap will be extended for workers 50+ years of age with less than \$500,000 in super savings.

This means: Mature age workers with low account balances will be given an opportunity to 'catch-up' on their super contributions during their final years of work.

The Government will extend the transitional \$50,000 cap on before-tax contributions made on behalf of people aged over 50. From 1 July 2012 this will only apply to people with super accounts worth less than \$500,000. Those with more super will be limited to the \$25,000 cap that applies to the under 50's from this date.

## Government Co-contribution

The Government Co-contribution will be permanently reduced to \$1,000.

This means: The Government Co-contribution will not change from the current Co-Contribution rate.

The following table shows the after-tax contribution required to receive the maximum Government Co-contribution up until 30 June 2012.

If your annual assessable income is:	And you make an after-tax contribution to super of at least:	You will receive a Government Co-contribution of:
\$31,920 or less	\$1,000	\$1,000
\$35,000	\$897	\$897
\$40,000	\$730	\$730
\$45,000	\$564	\$564
\$50,000	\$397	\$397
\$55,000	\$230	\$230
\$61,920	Not eligible	Not eligible

If you need further information please contact us on 1800 133 050 or email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)

# Empowering Nurse Unit Managers to achieve best practice in patient care

Catholic Health Australia and Health Super have formed a partnership to conduct a study into patient care in hospitals and aged care services. The study investigates how improvements can be made by providing better support and training to Nurse Unit Managers.

The Catholic Health Australia Nursing and Midwifery Empowerment Project aims to make it easier for Nurse Unit Managers to achieve best practice in patient care. It will explore support options such as new work processes, workplace education and training, and senior staff mentoring.

This study is an important first step in understanding some of the core issues that Australian Nurse Unit Managers face every day.

Health Super is proud to support nurses in this way and anticipates that the research will lead to improvements in nursing care at every level.

It's a great way for the Fund to contribute to the Health and Community Services sector. The study will be made available to the public soon.



2009 major award winner  
Kath Riddell

## 2010 Leadership in Nursing and Midwifery Awards

For the third year running Health Super is the major sponsor of the Awards that are held in conjunction with Deakin University. The Awards are an annual national event that recognise nurses and midwives making a significant contribution to the profession.

The winners will be announced at a prestigious awards night on 28 October at the MCG. If you would like to attend with your organisation and celebrate some outstanding achievements from across the industry, you can find details on purchasing tickets at: [healthsuper.com.au/nursingawards](http://healthsuper.com.au/nursingawards)

If you need further information please contact us on 1800 133 050 or email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)



# Helping your staff with HELP debt

HELP debt, or as it used to be known, HECS debt is a topic that is not always well understood by employees. However, through Health Super's Financial Fitness Program, we can provide your employees with some useful information.

The Program is available free to all Health Super members by logging on to their online eSuper account.

HELP is a study now, pay later student loan scheme. If any staff used the HECS or HELP scheme while studying, they will have a HELP debt and will be required to pay it off once they earn a yearly income over the minimum threshold. The threshold for the 2010/11 year is \$44,912.

The 'Good debt, bad debt' module available in our online Financial Fitness Program covers information about:

- what HELP is
- how employees can find out their account balance
- how compulsory payments are calculated
- deferring compulsory repayments.

The Program also features a HELP repayment calculator.

This is just one of the many topics covered in our Financial Fitness Program.



For more information on the Program please visit [healthsuper.com.au/financialfitnessprogram](http://healthsuper.com.au/financialfitnessprogram)

We can also provide you with a template email to send to your staff to let them know about the Financial Fitness Program.

If you need further information please contact us on 1800 133 050 or email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)



Manage your super online. Sign up for eSuper by calling 1800 133 050 or email [employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)

## We're here to help

It's important to get your super right. We understand that everyone has different needs. Contact us to see how we can help you make the most of your super.

**1800 133 050**

Monday to Friday 8:30am – 6:00pm AEST

**[employers@healthsuper.com.au](mailto:employers@healthsuper.com.au)**

Log on to our eSuper service  
**[healthsuper.com.au](http://healthsuper.com.au)**

Locked Bag 2900  
Collins Street West VIC 8007

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## We're an industry fund



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## We're recognised



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## We care



## Account Manager contact details

Our Account Managers are here to help you.

### Grant Daubeny

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[mmorris@healthsuper.com.au](mailto:mmorris@healthsuper.com.au)

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