



# ANNUAL REPORT 2009/2010



**"IT'S OUR  
OLD INDUSTRY  
SUPER FUND"**

**TONY CARDEN, BUSS(Q) MEMBER**



# A WORD FROM THE CHAIRMAN



Over the 2009/10 year, financial markets have recovered significantly following the global financial crisis. This is great news for members and even better news is that BUSS(Q) continues to perform better than most other super funds. BUSS(Q) is consistently ranked among the top performing super funds producing strong returns for members which improves their retirement balance in the long-term.

BUSS(Q) was named Best Balanced Super Fund 2010 by Money Magazine in their Best of the Best awards for the Balanced Growth investment option. Industry body SuperRatings, has also recognised BUSS(Q)'s performance, naming BUSS(Q) as Australia's Best Performing Balanced Super Fund over 5 Years. Plus, BUSS(Q)'s Pension product was a finalist in the SuperRatings 2011

Pension of the Year Award.

Achieving strong results and these independent accolades, means members don't need to worry about their super investment, as they know it is in safe hands with BUSS(Q).

We aim to make the difficult easy for members so we launched the BUSS(Q) Bus – a Mobile Super Centre specially fitted out with a mobile work station as well as super info that visits building, construction and civil sites in Queensland to help members get their super sorted.

The Bus is also kitted out with fridges and a BBQ, so over a sausage and a cool drink, members and others interested in sorting out their super, will be able to get assistance from BUSS(Q)'s road crew.

BUSS(Q) turned 25 years old in 2010 and is as committed as ever to its members by offering a variety of services to help them get their super sorted. This includes offering them financial advice about their super at no extra cost and access to an industry-leading arrears process to ensure they receive their super entitlements.

We are proud of what we have achieved for members over the past 25 years.

**We are proud of what  
we have achieved for  
members over the  
past 25 years.**

A handwritten signature in black ink that reads "Bob Lette".

**Bob Lette**  
Chairman



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This Annual Report covers  
**BUSS(Q) Employer Sponsored Plan**  
**BUSS(Q) Personal Plan**  
**BUSS(Q) Transition to Retirement**  
**and Retirement Pensions**








Registration number R1055870  
ABN 85 571 332 201  
SFN 268 338 948  
Trustee: BUSS(Queensland) Pty Ltd  
ABN 15 065 081 281  
AFSL 237860  
RSE L0002158  
BUSS(Q) SPIN code: BUS001AU



# ABOUT BUSS(Q)

- ✓ **BUSS(Q) IS AN INDUSTRY SUPER FUND FOR THE QUEENSLAND BUILDING AND CONSTRUCTION INDUSTRY**
- ✓ **BUSS(Q) \$1.8 BILLION STRONG**
- ✓ **OVER 90,000 MEMBERS**
- ✓ **OVER 11,000 PARTICIPATING EMPLOYERS**
- ✓ **COMPETITIVE FEES**
- ✓ **PROFIT FOR MEMBERS**
- ✓ **STRONG INVESTMENT RETURNS**



<b>BUSS(Q)'S 09/10 SUPER RETURNS IN BRIEF</b>	<b>Super Fund</b>	<b>Transition to Retirement &amp; Retirement Pensions</b>
 <b>Defensive</b>	8.25%	8.35%
 <b>Balanced Growth</b>	9.37%	8.67%
 <b>High Growth</b>	10.29%	10.20%
 <b>Cash</b>	3.91%	4.67%
 <b>Diversified Fixed Interest</b>	13.23%	16.22%
 <b>Australian Shares</b>	13.57%	14.84%
 <b>International Shares (unhedged)</b>	6.62%	8.99%

# BUSS(Q) FEATURES AND BENEFITS



## QLD industry super fund

BUSS(Q) is an industry super fund created for and by Queenslanders in the building, construction and civil industries. Our members always come first. ALL PROFITS are returned to members, unlike many other super funds that pay a proportion of their profits to shareholders and commissions to agents. This means more money for you.



## Low fees

BUSS(Q) keeps its fees low to ensure more money goes to members. There are NO establishment or contribution fees and our direct administration fee is only \$1.50 per week.



## Industry-leading arrears process

BUSS(Q) is committed to making sure you receive the super you're entitled to. Our highly skilled Arrears Department works closely with unions, employers and major contractors to help you get the super you've worked hard for. If you have questions or concerns about your super payments, please contact us on **1800 MY BUSSQ (1800 692 877)**.



## Strong investment returns

BUSS(Q) is one of Australia's top performing super funds and has consistently outperformed other super funds over the long term. BUSS(Q) has also been awarded *Money* magazine Best Balanced Super Fund for 2010.



## Financial planning advice at no extra cost

BUSS(Q) gives members access to practical financial advice about your super at no extra cost, as it's included in the BUSS(Q) administration fee. Speak to a financial adviser over the phone or in person by contacting us on **1800 MY BUSSQ (1800 692 877)**.



## Insurance flexibility

Our insurance products are designed to provide you with a simple, low-cost alternative when it comes to purchasing insurance protection. Cover includes:

- **Death only**
- **Death and Total and Permanent Disablement**
- **Salary Continuance**

The premium you pay depends on the work you do, the amount of cover you choose, your age and whether you are male or female.

# BUSS(Q) FEATURES AND BENEFITS

## FINANCIAL ADVICE AT NO EXTRA COST TO MEMBERS

BUSS(Q) provides members with relevant and practical financial advice about their super at no extra cost.

Talk to a BUSS(Q) financial adviser about:

- Making your super savings work harder for you
- Ways to minimise tax through super
- Your insurance needs
- Which investment option/s are best for you
- Salary sacrificing – what it is and how it might work for you?
- Preparing for retirement
- Post retirement planning
- Maximising your Centrelink benefits

Depending on your financial advice query and where you live, we will direct you to speak with a financial adviser over the phone or in person. If you need advice beyond your super this is available too. We will advise you of the cost of this non-super advice before going ahead, so there will be no surprises.

CALL US on **1800 MY BUSSQ (1800 692 877)**.

**NOTE:** BUSS(Q) has partnered with Money Solutions to offer BUSS(Q) members financial advice in relation to their superannuation over the phone, at no extra cost to the member, as the cost for this advice is included in the fund's administration fees. Money Solutions AFS Licence 258145.

## ME BANK – BETTER VALUE BANKING AND REAL SERVICE

ME Bank was created to give members of industry super funds, including BUSS(Q), better value banking and better service with a no-nonsense approach to borrowing and with products that are simple, straightforward and offer value for money to working Australians.

BUSS(Q) members can benefit from:

- Discounted home loans\*
- Term deposits with bonus interest^
- Transaction and savings accounts
- Low rate credit card
- High interest online savings accounts
- Personal loans with low interest rates
- Business loans and leasing



**To find out more about ME Bank and the products and services available to you, call 1300 309 374 or visit [mebank.com.au](http://mebank.com.au)**

\*The Super Members Home Loan offers up to 0.45% p.a. discount off the Standard Members Equity Home Loan Variable rate.

^The Super Members Term Deposit rates are up to 0.25% p.a. more than the interest rates for a Standard Term Deposit. This information does not take into account your situation and you should consider if these products are appropriate for you. Applications for credit are subject to approval. Fees and charges may apply. Terms and conditions available on request. Members Equity Bank Pty Ltd ABN 56 070 887 679.

The Trustee of the Building Unions Superannuation Scheme (Queensland) (BUSS(Q)) is BUSS(Queensland) Pty Ltd (ABN 15 065 081 281) and it is responsible for managing the Fund on behalf of its members. The BUSS(Q) ABN is 85 571 332 201.

The Board of the Trustee company has six directors comprising an equal number of directors nominated by employers and members. BUSS(Q) is a regulated Fund which is operated to comply with the Superannuation Industry (Supervision) Act 1993 (SIS). BUSS(Q) is an employer sponsored, public offer fund.

The Trustee holds an Australian Financial Services Licence (AFSL) and is licenced to provide personal financial advice on superannuation products. The Trustee's AFSL number is 237860 and its RSE licence number is L0002158. BUSS(Q)'s Super Fund Number (SFN) is 268338948 and its RSE registration number is R1055870. Australian Administration Services (AAS) is the Fund administrator for BUSS(Q).

## **HOW ARE MEMBER DIRECTORS APPOINTED TO THE BOARD?**

The Queensland branches of the Construction, Forestry, Mining and Energy Union and the Australian Building Construction Employees and Builders Labourers Federation nominate three directors to represent the members.

## **HOW ARE EMPLOYER DIRECTORS APPOINTED TO THE BOARD?**

The Master Builders Queensland nominates three directors to represent employers to the Fund.

## **HOW ARE DIRECTORS REMOVED FROM THE BOARD?**

Representatives on the board can be removed if they become disqualified (under SIS), suspended or if there is a court order to remove the Trustee. Replacement representatives are appointed from the same sponsor to ensure there is always equal representation of members and employers.

## **HOW OFTEN DOES THE BOARD MEET?**

The board meets bi-monthly and has the responsibility of ensuring that the Fund is run in the best interests of all members. The directors also ensure that the Fund is operated and managed in accordance with the Trust Deed and superannuation legislation.

# MEMBER DIRECTORS

## **WALLACE TROHEAR**

**(SINCE 1993)**

- Immediate Past State Secretary, Construction, Forestry, Mining and Energy Union (CFMEU)
- Director, CIPQ
- Trustee Member, Australian Institute of Superannuation Trustees
- Chair, Workplace Health & Safety Construction Sector Standing Committee
- Board Member, Qld Building Services Authority
- Member, Workplace Health & Safety Board, and
- Chair, Oz Help Qld.

## **PAUL RICHARDS**

**(SINCE 1985)**

- Barrister-At-Law
- Holder of Awards, Reconciliation and Human Rights Commission
- Trustee Member, Australian Institute of Superannuation Trustees, and
- Fellow, Association of Superannuation Funds of Australia.

## **GREG SIMCOE**

**(SINCE 1992)**

- State Secretary, ABCE & BLF Union
- Chairman/Director, BERT Training Queensland
- Director/Chairman, Construction Skills Training Centre
- Trustee Member, Australian Institute of Superannuation Trustees
- Branch Secretary of the CFMEU, Construction and General Division, Builders Labourers Divisional Branch
- Honorary President, Building Trade group of Unions
- Director/Chair, Construction Industry Protection Scheme (CIPQ)
- Delegate to the CFMEU national conference, and
- Member of the CFMEU national executive.



# EMPLOYER DIRECTORS

## **BOB LETTE - CHAIRMAN (SINCE 1985)**

- Consultant, Mullins Lawyers
- Chairman, The Private Capital Group and The Infrastructure Fund
- Director, Watpac Limited
- Director, Queensland Airports Limited
- Director, North Queensland Airports Group
- Director, Envirogen Pty Ltd
- Fellow, Association of Superannuation Funds of Australia
- Trustee member, Australian Institute of Superannuation Trustees
- Member, Urban Development Institute of Australia
- Associate member, American Bar Association
- Director, Harness Racing Queensland Limited, and
- Vice President, Tattersall's Club Brisbane.

## **GRAHAM CUTHBERT (SINCE 2003)**

- Executive Director, Master Builders Queensland
- Director, CIPQ
- Director, CSQ, and
- Director, Training & Employment Recognition Council.

## **GARRY ROSSOW (SINCE 1994)**

- State Councillor, Master Builders Queensland
- Fellow, Australian Institute of Building
- Past President, Master Builders Queensland, and
- Trustee Member, Australian Institute of Superannuation Trustees.



# MANAGING BUSS(Q) AND SERVICE PROVIDERS

## TRUSTEE COMMITTEES

Certain Trustee responsibilities are delegated to committees consisting of Trustee Directors. These include a committee for audit, compliance and risk management review; a committee to make recommendations to the Board regarding investments; a committee to review director and executive appointments and remunerations; and a committee to review claims for death benefits and total and permanent disablement benefits.

The committees are appointed by the BUSS(Q) Board of Directors.

The committees report to the Trustee Board at the following Board meeting to have their decisions ratified. The Trustee also appoints ad hoc committees for special projects, eg. tenders.

The following representatives sat on these committees throughout the 2009/2010 financial year:

### AUDIT, COMPLIANCE AND RISK MANAGEMENT COMMITTEE

- Wallace Trohear (Chairman)
- Graham Cuthbert
- Bob Lette
- Leonie Taylor (Bentleys)  
(independent committee member)

### INVESTMENT COMMITTEE

- Bob Lette (Chairman)
- Garry Rossow
- Greg Simcoe

### REMUNERATION AND NOMINATIONS COMMITTEE

- Bob Lette (Chairman)
- Paul Richards
- Wallace Trohear

### CLAIMS COMMITTEE

- Paul Richards (Chairman)
- Graham Cuthbert
- Wallace Trohear

## PROFESSIONAL ADVISERS AND SERVICE PROVIDERS

As at 30 June 2010 the following companies provided professional services to the BUSS(Q) Trustee to assist in efficient and proper management of the Fund.

### ADMINISTRATOR

- Australian Administration Services Pty Ltd

### AUDITOR

- WHK Horwath

### TAX AGENT

- PriceWaterhouseCoopers

### INSURER – GROUP LIFE

- ING

### INSURER – PROFESSIONAL INDEMNITY

- Chubb

### INVESTMENT ADVICE

- Frontier Investment Consulting

### LEGAL ADVICE

- Corrs Chambers Westgarth

### FINANCIAL ADVICE FOR MEMBERS

- Money Solutions Pty Ltd

## INDEMNITY INSURANCE

The Trustee holds indemnity insurance to protect the Fund, the directors and officers from losses arising out of legal action taken against the Trustee.

No penalties were imposed against the Trustee in the 2009/2010 financial year.

## RELATED PARTY TRANSACTIONS

Master Builders Queensland Insurance Services, which is owned by the Master Builders Queensland, arrange certain insurances on behalf of the Fund.

## INVESTMENT OBJECTIVE

The broad investment objective of the Trustee is to maximise investment returns without taking unacceptable risks. In addition, the Trustee has set an objective for each investment option. In other words, the Trustee has set a specific target performance for each option and these are set out in the tables on the following pages. In order to achieve its investment objectives, the Trustee has established a strategy for each option. The Trustee aims to invest in various asset classes for each investment choice at certain levels, called the 'target asset allocation' and these are also set out in the tables on the following pages.

Note that these allocations will be the normal mix of asset classes for each option, but the actual investment allocations may differ slightly from the target allocation, as the Trustee needs the flexibility to respond to conditions in the market. The Trustee will not, however, invest outside certain asset class ranges, which have been established with the help of a professional investment consultant. The Fund's Trustee constantly monitors investments and may vary the asset mix during the year in accordance with market conditions to help achieve a steady and consistent return.

In addition, professional investment managers are appointed to manage the funds within those asset class ranges. They are required to report to the Trustee regularly and are continuously monitored. Investing in a range of asset classes with a range of specialist investment managers offers diversification and in turn reduces investment risk.



## **2009/10 INVESTMENT REPORT**

Last financial year saw a return to stronger financial markets and most asset classes produced strong returns with the exception of property, but at least that market started to show recovery.

Share markets started their recovery in March 2009 and over the 2009/10 financial year, the Australian share market, measured by the S&P/ASX 300 Accumulation index, returned 13.1%. BUSS(Q)'s Australian share portfolio was able to outperform the market by 1.3% through the period, returning 14.4% on an after fees basis.

The returns for international shares were also positive returning 5.2% on an unhedged basis and 14.1% on a hedged basis with the divergence between hedged and unhedged returns explained by the appreciation in the Australian dollar. BUSS(Q)'s international share portfolio was able to outperform the market by 5% and return 10.2% on an after fees basis.

Australian and international fixed interest markets delivered healthy returns of 7.9% and 11.5% respectively whilst BUSS(Q)'s fixed interest portfolios did considerably better with a return of 12.8% in Australian fixed interest and 21.7% for international fixed interest.

BUSS(Q)'s infrastructure investments again performed well returning 11.3% for the year.

Our investments in private equity returned 4.7% for the year which was a little disappointing, but at least it was still positive.

BUSS(Q) direct property investments returned just 2.2% for the year which was also a little disappointing. This sort of return was generally inline with the commercial property sector which now appears to have bottomed and is slowly recovering.


BUSS(Q)'s Absolute Return Strategy investments returned 16.5% for the year on the back of some very disappointing returns the previous year.

We believe that overall the BUSS(Q) portfolio is well placed to capitalise on the continued recovery of world economies and the booming growth in many developing economies.



# BUSS(Q) MEMBER INVESTMENT OPTIONS



## PREMIXED INVESTMENT OPTIONS

	 <b>DEFENSIVE</b>	
<b>INVESTMENT OBJECTIVE</b>	The investment objective for the Defensive option is for the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index + 2% per annum.	
<b>INVESTMENT STRATEGY</b>	To invest in a diversified portfolio with a higher allocation to fixed interest securities, whilst maintaining moderate exposure to growth assets such as shares and property.	
<b>TARGET ASSET ALLOCATION</b>		
Australian Shares	11.0%	
Australian Private Equity	2.5%	
International Shares	8.5%	
International Private Equity	2.0%	
Infrastructure	12.0%	
Australian Property	10.0%	
Agriculture	1.0%	
Opportunistic Debt	2.5%	
Fixed Interest	29.5%	
Absolute Returns Strategies	1.0%	
Cash	20.0%	
<b>Level of risk</b>	Low	
<b>Suggested minimum time horizon</b>	At least three years	
<b>CREDITING RATE FOR THE YEAR ENDING</b>	<b>Super Fund</b>	<b>Pensions</b>
30 June 2010	8.25%	8.35%
30 June 2009	-6.75%	-6.77%
30 June 2008	1.40%	2.40%
30 June 2007	12.50%	14.25%
30 June 2006	10.70%	12.07%
<b>Compound Average return over 5 years</b>	4.97%	5.78%

**Note:** All rates shown are after tax and other management costs. These are shown in the BUSS(Q) Product Disclosure Statement (PDS) and your Annual Member Statement.

# BUSS(Q) MEMBER INVESTMENT OPTIONS

## PREMIXED INVESTMENT OPTIONS

	 <b>BALANCED GROWTH</b>	 <b>HIGH GROWTH</b>		
<b>INVESTMENT OBJECTIVE</b>	The investment objective for the Balanced Growth option is for the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index +3% per annum.	The investment objective for the High Growth option is for the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index +4% per annum.		
<b>INVESTMENT STRATEGY</b>	To invest in a diversified portfolio with a mix of growth and defensive assets such as shares, property and fixed interest securities.	To invest in a diversified portfolio with a high allocation to growth assets such as shares.		
<b>Target Asset Allocation</b>				
Australian Shares	29.0%	38.0%		
Australian Private Equity	4.0%	4.0%		
International Shares	21.50%	29.0%		
International Private Equity	4.0%	4.0%		
Infrastructure	12.0%	12.0%		
Australian Property	10.0%	10.0%		
Agriculture	1.0%	1.0%		
Opportunistic Debt	2.50%	2.0%		
Fixed Interest	12.0%	—		
Absolute Returns Strategies	1.0%	—		
Cash	3.0%	—		
<b>Level of risk</b>	Medium to high	High		
<b>Suggested minimum time horizon</b>	At least five years	At least ten years		
<b>Crediting rate for the year ending</b>	<b>Super Fund</b>	<b>Pensions</b>	<b>Super Fund</b>	<b>Pensions</b>
30 June 2010	9.37%	8.67%	10.29%	10.20%
30 June 2009	-12.39%	-11.86%	-13.27%	-13.47%
30 June 2008	-3.91%	-4.74%	-7.47%	-8.42%
30 June 2007	18.90%	21.61%	22.46%	25.60%
30 June 2006	14.60%	16.55%	17.60%	20.01%
<b>Compound Average return over 5 years</b>	4.64%	5.28%	4.97%	5.65%

**Note:** All rates shown are after tax and other management costs. These are shown in the BUSS(Q) Product Disclosure Statement (PDS) and your Annual Member Statement.

# BUSS(Q) MEMBER INVESTMENT OPTIONS

## CHOOSE YOUR OWN INVESTMENT OPTIONS

	<div> <div>\$</div> <b>CASH</b> </div>		<div> <div>II</div> <b>DIVERSIFIED FIXED INTEREST</b> </div>	
<b>INVESTMENT OBJECTIVE</b>	This investment objective for the Cash option is for the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index +1% per annum.		The investment objective for the Diversified Fixed Interest option is for the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index +1.5% per annum.	
<b>INVESTMENT STRATEGY</b>	This option is a sector specific option and invests 100% in BUSS(Q)'s cash sector.		This option invests in BUSS(Q)'s Australian and International Fixed Interest sectors with weightings that replicate the Balanced Growth option's allocations to these two sectors.	
<b>TARGET ASSET ALLOCATION</b>	100% Cash		Australian Fixed Interest 50% International Fixed Interest 50%	
<b>Level of risk</b>	Very low		Low	
<b>Suggested minimum time horizon</b>	Not applicable		At least three years	
<b>Crediting rate for the year ending</b>	<b>Super Fund</b>	<b>Pensions</b>	<b>Super Fund</b>	<b>Pensions</b>
<b>30 June 2010</b>	3.91%	4.67%	13.23%	16.22%
<b>30 June 2009</b>	2.87%	3.27%	4.24%	4.13%
<b>30 June 2008</b>	4.51%	6.73%	4.89%	7.19%
<b>Compound average return over 3 years (p.a.)</b>	3.76%	4.88%	7.38%	9.06%



Diversified Fixed Interest, Australian Shares and International Shares investment options are only available to members of the BUSS(Q) Personal Plan and Pension division.

**Note:** All rates shown are after tax and other management costs. These are shown in the BUSS(Q) Product Disclosure Statement (PDS) and your Annual Member Statement.



# BUSS(Q) MEMBER INVESTMENT OPTIONS

## CHOOSE YOUR OWN INVESTMENT OPTIONS

	 AUSTRALIAN SHARES	 INTERNATIONAL SHARES		
INVESTMENT OBJECTIVE	The investment objective for the Australian Shares option is for the annual rate credited to members to have a reasonable proability of exceeding the change in the Consumer Price Index +3.5% per annum.	The investment objective for the International Shares (Unhedged) option is for the annual rate credited to members to have a reasonable proability of exceeding the change in the Consumer Price Index +3.5% per annum.		
INVESTMENT STRATEGY	This option is a sector specific option and invests 100% in BUSS(Q)'s Australian Shares sector.	This option is a sector specific option and invests 100% in BUSS(Q)'s International Shares sector on an unhedged basis.		
Target Asset Allocation	100% Australian Shares	100% International Shares		
Level of risk	Very high	Very high		
Suggested minimum time horizon	At least ten years	At least ten years		
Crediting rate for the year ending:	Super Fund	Pensions	Super Fund	Pensions
30 June 2010	13.57%	14.84%	6.62%	8.99%
30 June 2009	-15.97%	-18.09%	-11.81%	-14.97%
30 June 2008	-11.66%	-13.15%	-19.49%	-20.11%
Compound average return over 3 years (p.a.)	2.14%	-6.52%	-8.86%	-9.53%

Diversified Fixed Interest, Australian Shares and International Shares investment options are only available to members of the BUSS(Q) Personal Plan and Pension division.

For more information about Member Investment Choice, call BUSS(Q) on 1800 MY BUSSQ (1800 692 877) to speak to a professionally qualified financial adviser who can assist you to make your investment decisions at no extra cost. (See page 5 for more information.)

**Remember that investment returns cannot be guaranteed from year to year. Past performance of a particular investment or sector does not necessarily provide an accurate indicator of future performance.**



# BUSS(Q) INVESTMENT MANAGERS

INVESTMENT MANAGERS	JUNE 2010 %
<b>AUSTRALIAN SHARES</b>	
Contango	0.54
Perennial Growth	5.43
Macquarie	5.67
Perpetual Small Cap	2.46
Renaissance Small Cap	1.13
Warrakirri New Dim.	3.55
Plato 130/30 Fund	3.16
Ellerston	6.08
<b>AUSTRALIAN PRIVATE EQUITY</b>	
ISH	0.17
ING PCF Fund No 3	0.99
Quay Partners	2.16
TPCG-PCU 111	0.38
TPCG-11	0.94
<b>INFRASTRUCTURE LISTED</b>	
Lazard Global Infrastructure	2.11
<b>INFRASTRUCTURE UNLISTED</b>	
Macquarie GIFIII	1.31
IFM International Infrastructure	1.20
ANZ EIT	1.09
TPCG Infrastructure Units	4.90
TPCG PCU	2.36
<b>INTERNATIONAL SHARES</b>	
Wellington	0.01
IFP Global Franchise	5.93
T. Rowe Price	3.86
AQR Long/Short	1.85
Lazard Emerging Markets	2.19
Orbis Global Equity	4.72
Platinum Asia Fund	1.93
<b>INTERNATIONAL PRIVATE EQUITY</b>	
Wilshire	1.09
Rho	0.50
Singular Guff DOF III	0.48
QBLK Co-Investment	0.17
Oak Tree	0.22
Newbury Equity Partners	0.02
<b>FIXED INTEREST</b>	
AMP	2.01
IFM-AFIF	1.26
PIMCO	5.46
SLT	0.64
<b>ABSOLUTE RETURNS</b>	
GMO	1.30
Harris	0.27
Quellos	1.65
<b>PROPERTY</b>	
Colonial First State	1.43
Dexus	2.53
Fortius Active Property Trust	2.18
Trinity	1.55
<b>TIMBER</b>	
Stafford Timberland	0.83
<b>CURRENCY HEDGE</b>	
TGM	0.09
<b>CASH</b>	
Residual Cash	0.88
CFS Cash Fund	5.84
Term Deposits	3.49
Total	100%
<b>TOTAL</b>	<b>\$1,782,823,214</b>

# ABOUT YOUR INVESTMENTS

## WHICH OPTION ARE YOU INVESTED IN?

Your Annual Member Statement shows which options or mix of options your super is currently invested in. You can also check this at any time using MemberAccess via BUSS(Q)'s website [www.bussq.com.au](http://www.bussq.com.au) or alternatively you can call BUSS(Q) on **1800 MY BUSSQ (1800 692 877)**.

## WHICH OPTIONS CAN I CHOOSE FROM?

During the period 1 July 2009 to 30 July 2010 members in the Employer Sponsored Fund were able to invest in: Cash, Cash Plus (removed 30 September 2009), Defensive, Balanced Growth and High Growth options. Members in the Personal Plan, Account Based Pension and Transition to Retirement Pension can additionally invest in: Australian Shares, International Shares and Diversified Fixed Interest.

## SWITCHING YOUR INVESTMENT STRATEGY

BUSS(Q) gives you the flexibility to switch your investment option, or mix of options, at any time. There is no charge to change your investment options. Unit prices are declared weekly. All switch requests received in the period 12.01am Saturday to 12.00 midnight the next Friday (Brisbane time), will be processed with an effective date as at the next Wednesday, following the declaration of the weekly unit price. There are two ways to change your investment selection:

1. Online by logging into MemberAccess on [www.bussq.com.au](http://www.bussq.com.au)
2. Completing a *Member Investment Choice* form. This form can be obtained on the BUSS(Q) website [www.bussq.com.au](http://www.bussq.com.au), or by phoning BUSS(Q) on **1800 MY BUSSQ (1800 692 877)**.

If you switch using a *Member Investment Choice* form, you will receive a letter confirming your switch once your form has been processed. Please read it carefully to verify your investment switch has been actioned in accordance with your instructions. Should you identify an issue with your investment switch, or you do not receive a confirmation letter, please contact us immediately on **1800 MY BUSSQ (1800 692 877)** to confirm your switch instruction.

If you switch online, you will receive confirmation that your instruction has been submitted on the screen once you click on the confirm button.

Investment choices made on a *Membership Application* form will not be subject to the weekly switching cycle procedure, and will be actioned using the unit price(s) in force at the time of processing, as per all other applications and redemptions. We cannot accept investment switch requests received verbally or in written correspondence.

Switches must be made using one of the two options below.

There are two ways to change your investment selection:

- On-line through MemberAccess; or
- By completing the *Member Investment Choice* form

You will receive a letter of confirmation of your switch following the receipt of your *Member Investment Choice* form. You can request a *Member Investment Choice* form from BUSS(Q) on **1800 MY BUSSQ (1800 692 877)** or you can download a form from [www.bussq.com.au](http://www.bussq.com.au).

## CHANGES IN INVESTMENT

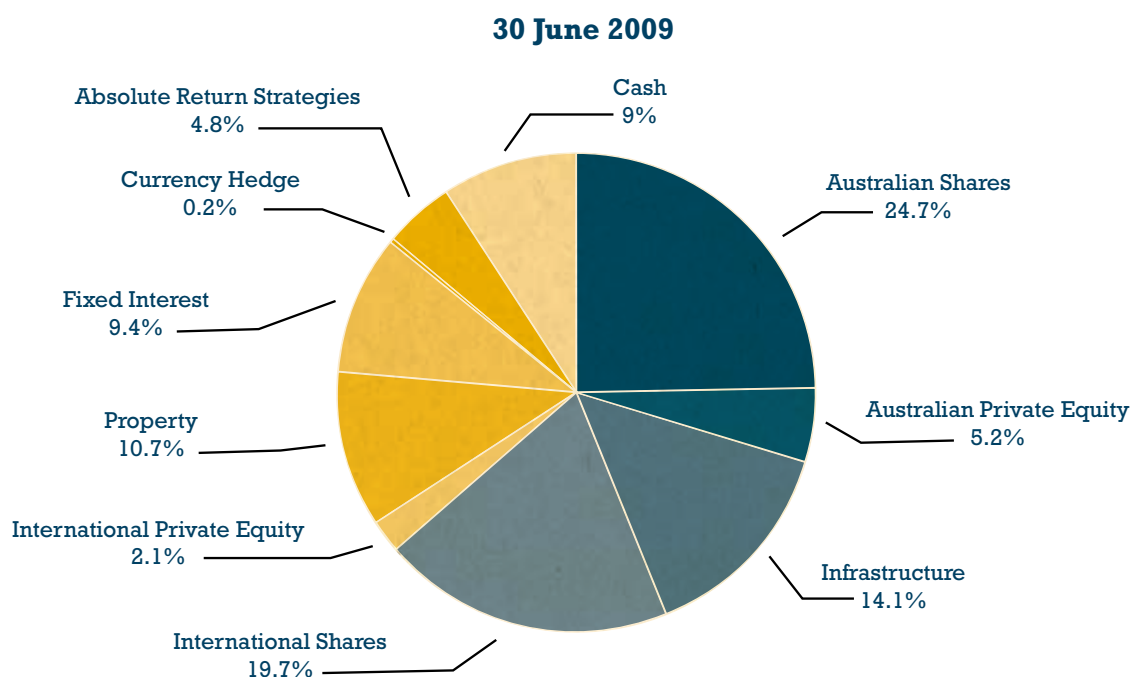
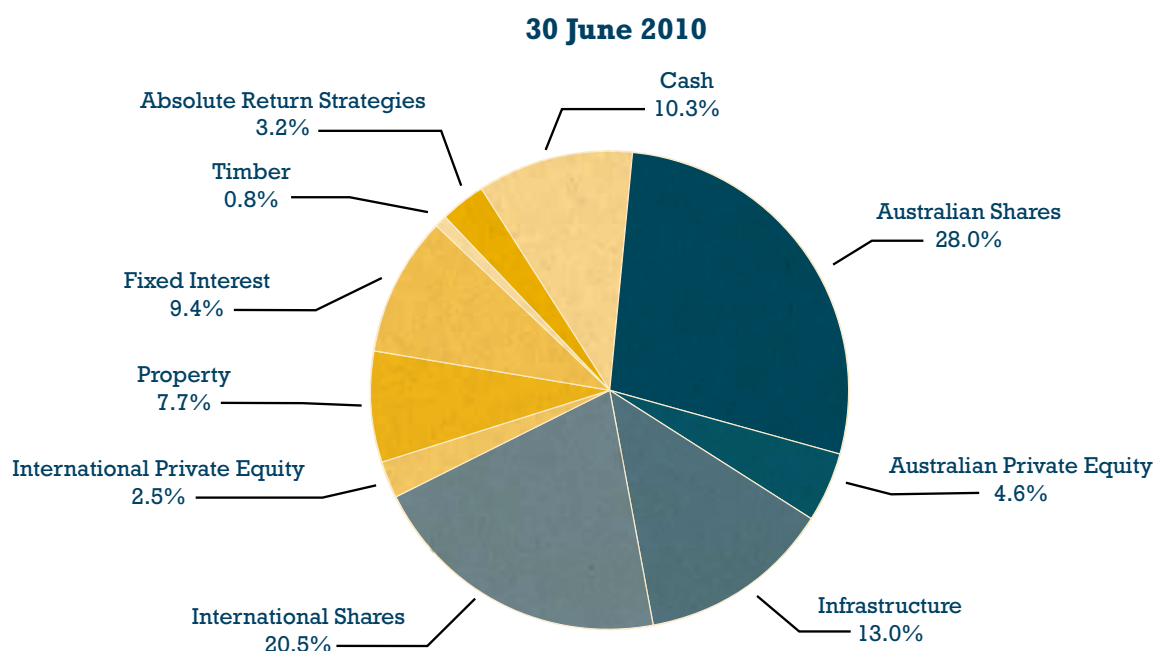
The Cash Plus option was withdrawn on 30 September 2009. All members invested in that option were given 30 days notice and then switched to 50% Defensive and 50% Cash.

# ABOUT YOUR INVESTMENTS

## WHO HELPS BUSS(Q) INVEST?

The Trustee has responsibility for the Fund's investments, within the requirements of the *Superannuation Industry (Supervision) Act 1993*.

The Trustee employs a professional investment adviser, Frontier Investment Consulting, to assist it in meeting this responsibility. At 30 June 2009 and 30 June 2010, the total assets of BUSS(Q) were actually invested as follows:



# ABOUT YOUR INVESTMENTS

## OTHER MANAGEMENT COSTS

The management fees applicable to each of BUSS(Q)'s investment options for the year ending 30 June 2010 are as follows (these fees include GST attributable to investment costs):

Defensive	0.67%
Balanced Growth	0.81%
High Growth	0.87%
Cash	0.10%
Diversified Fixed Interest	0.46%
Australian Shares	0.63%
International Shares (unhedged)	0.77%

These fees are deducted before unit rates are declared. Investment earnings applied to members' accounts are net of other management costs. For further details, please refer to the BUSS(Q) Product Disclosure Statement (PDS).

## THE BUSS(Q) POOLED SUPERANNUATION TRUST (PST)

Most investments of BUSS(Q) are made via the BUSS(Q) PST. The Trustee of BUSS(Q) is also the Trustee of the BUSS(Q) PST. No other entities invest money in the BUSS(Q) PST.



# BUSS(Q) FINANCIAL STATEMENTS

## BUSS(Q)'S ABRIDGED FINANCIAL INFORMATION OPERATING STATEMENT

WHK Horwath chartered accountant has audited BUSS(Q)'s financial accounts. The Trustee is satisfied that the audited abridged financial accounts summarised below represent a true and accurate record of BUSS(Q)'s financial position.

OPERATING STATEMENT	30 JUNE 2010 \$	30 JUNE 2009 \$
<b>Revenue – Investments</b>		
Interest on Cash at Bank	185,702	314,076
Distributions	6,692,231	218,822
Changes in Net Market Values	144,482,653	(186,469,764)
Investment Expenses	100	(161,528)
<b>Total Investment Revenue</b>	<b>151,360,686</b>	<b>(186,098,394)</b>
<b>Revenue – Contributions</b>		
Employer	183,295,100	212,056,440
Member	28,592,943	33,407,160
Transfers from other Superannuation Funds	38,795,376	37,212,006
<b>Total Revenue – Contributions</b>	<b>250,647,419</b>	<b>282,675,606</b>
<b>Revenue – Other</b>		
Proceeds from Reinsurance	23,547,263	20,428,293
Sundry Income	62,716	(45,675)
Group Life Rebates	959,849	2,007,426
Claims Revenue	2,520	370,560
<b>Total Revenue – Other</b>	<b>24,572,348</b>	<b>22,760,604</b>
<b>Total Revenue</b>	<b>426,580,453</b>	<b>119,337,816</b>
<b>Expenditure</b>		
Insurance	25,158,946	26,092,002
Administration & Other Operating Expenses	9,330,396	8,590,383
No TFN Tax	528,815	731,896
Surcharge	3,625	6,796
<b>Total Expenditure</b>	<b>35,021,782</b>	<b>35,421,077</b>
Benefits Accrued Before Tax	391,558,671	83,916,739
Income Tax Expense	22,296,021	27,534,704
<b>Benefits accrued after tax</b>	<b>396,262,650</b>	<b>56,382,035</b>

# BUSS(Q) FINANCIAL STATEMENTS

## STATEMENT OF FINANCIAL POSITION

	30 JUNE 2010 \$	30 JUNE 2009 \$
<b>Investments</b>	<b>1,765,660,818</b>	<b>1,500,707,624</b>
<b>Other Assets</b>		
Cash at Bank	10,334,824	12,181,451
Contributions Receivable	5,698,284	14,948,597
Insurance Proceeds Receivable	—	—
Deferred Tax Assets	370,290	327,278
Other Receivables	176,209	117,072
Fixed Assets	582,789	557,433
<b>Total Other Assets</b>	<b>17,162,396</b>	<b>28,131,831</b>
<b>Total Assets</b>	<b>1,782,823,214</b>	<b>1,528,839,455</b>
<b>Liabilities</b>		
Income Tax Payable	23,782,017	27,573,999
Deferred Tax Liabilities	854,774	2,242,321
Accounts Payable	3,565,880	3,411,135
Benefits Payable	8,712,730	3,880,375
<b>Total Liabilities</b>	<b>36,861,401</b>	<b>37,107,830</b>
<b>Net assets available to pay benefits</b>	<b>1,745,961,813</b>	<b>1,491,731,625</b>
<b>Represented By:</b>		
<b>Liability for Accrued Benefits</b>		
Members' Funds	1,725,188,652	1,488,983,311
Reserves	20,773,161	2,748,314
<b>Liability for Accrued Benefits</b>	<b>1,745,961,813</b>	<b>1,491,731,625</b>

# IMPORTANT INVESTMENT INFORMATION

## DERIVATIVES

The Trustee has not, and does not, intend to invest directly in derivatives. However, the Fund's investment managers have discretion to invest in derivatives under their existing investment arrangements with the Fund.

## RESERVING POLICY

For the 2009/2010 financial year, the Trustee maintained an administration reserve with its optimum level around 0.5% of members' funds. From 30 June 2010, the optimum level will continue to be 0.5%. The purpose of the reserve is to fund contingency expenses, such as taxation adjustments and other calculation variances. As a result, the administrative reserve can vary from the optimum level. Reserves will be held within the Balanced Growth option assets for administrative simplicity.

## THE RESERVE ACCOUNT IS MAINTAINED FROM:

Any excess of investment earnings over returns credited to members accounts; and any surplus of fees above the Fund's operating costs. The following table summarises the movement in reserves over the past 3 years:

BALANCE AS AT 30 JUNE	
2010	\$20,773,161
2009	\$2,748,314
2008	\$1,490,456

## MONTHLY UNIT PRICES

Effective 1 July 2008, the Fund as a whole moved from declaring monthly crediting rates to declaring monthly unit prices. In October 2008 the Fund commenced declaring weekly unit prices.

## HOW THE UNIT VALUE IS DETERMINED

The unit value is determined by taking into account the change in value of investments within the relevant investment option and deducting the investment management charges and tax. The unit price is currently calculated weekly. However, in future the unit price may be calculated more frequently and you will be advised beforehand.

In times of high volatility, the Trustee reserves the right to calculate units more frequently or suspend the calculation of units.

## WILL THE VALUE OF UNITS ALWAYS INCREASE?

The nature of investment markets means that the value of units can rise or fall. The unit price reflects the performance of the investments in the option(s) chosen, after any investment charges have been deducted. That is why it is important for members to choose an investment option that they feel comfortable with, as different options have different levels of volatility. Financial advice is available if members require assistance.

When a member makes withdrawals from an account, this means they are really withdrawing a number of units.

## HOW IS THE UNIT VALUE DETERMINED?

The unit value is determined by taking the value of the relevant investment option, deducting the investment charges, allowance for tax, and an allocation to maintain reserves (if required), then dividing the value of the net assets by the total number of units issued for that option.

## CORPORATE GOVERNANCE POLICY

The Fund by virtue of its allocation of monies to Australian Shares, is a part owner of a wide range of companies. This ownership confers responsibilities on the Fund to have a say (in theory) about how a company should be run. This "say" is exercised by the Fund voting on controversial issues concerning any particular company. The Trustee takes this responsibility most seriously.

# IMPORTANT INVESTMENT INFORMATION

## ELIGIBLE ROLLOVER FUND

If we do not receive contributions for more than six months and you have less than a certain amount in your account, we will write to you (the amount will vary each year depending on Fund and market conditions but will be less than \$1,000). You will be given the option of rolling over your account into another superannuation fund or having your account transferred to Australia's Unclaimed Super Fund (AUSFund). On transfer to AUSFund you will no longer be a member of BUSS(Q). The fees and benefits you receive will be under the rules and regulations of AUSFund. You should be aware that the previous selections of investment choice will not apply and that your insurance will cease.

Contact details are as follows:

**Australia's Unclaimed Super Fund  
(AUSFund) Administration**  
PO BOX 2468  
Kent Town SA 5071

**Phone** 1300 361 798

**Fax** 1300 366 233

If you rejoin BUSS(Q), your benefit may be automatically transferred to BUSS(Q).

## COMMISSIONS

No commissions are payable by BUSS(Q) to any financial planner for advice to use any product in the BUSS(Q) portfolio.

## FEES AND OTHER COSTS

BUSS(Q)'s Product Disclosure Statements (PDS) give full explanations of all fees and other costs that you may be charged. Please be sure to read the PDS applicable to your membership. Current PDS's are available on our website at [www.bussq.com.au](http://www.bussq.com.au) or we can mail one to you at your request. Fees and costs may be deducted from your account, from the returns on your investment or from the fund assets as a whole. Taxes and insurance costs are also set out in the PDS. BUSS(Q) is run as a profit for members fund which means that all profits are returned to members. Any fee increase will only be required to cover the costs of running the Fund.

## OTHER DIRECT CHARGES AGAINST MEMBERS' ACCOUNTS

### CONTRIBUTIONS TAX

Employer contributions and voluntary contributions for which members claim a tax deduction are taxed at 15 per cent. This tax is deducted from members' accounts at the end of each relevant month. When the Fund calculates the overall contributions tax to pay to the ATO, administration fees and insurance premiums are claimed as a deduction. The benefit of this is passed on to all members when setting the administration and insurance deductions.

### SUPERANNUATION SURCHARGE TAX

As announced in the May 2005 budget, surcharge was abolished effective 1 July 2005. The Fund will continue to receive surcharge assessments from the Australian Taxation Office (ATO) in respect of liabilities that relate to financial years prior to 1 July 2005. As with past practice, the Fund will debit any surcharge amount from members' accounts on receipt of surcharge assessments from the ATO. Any amounts paid to the ATO are deducted directly from your account and will be shown on your Annual Benefit Statement.

## OBJECTING TO YOUR ASSESSMENT

If you have a complaint about any information that the Fund sends to the ATO, you should firstly make a formal complaint in writing through the Fund's enquiry and complaints procedure (please refer to page 25 for contact details).

If you have an objection to a surcharge tax assessment, you can lodge an appeal with the ATO by calling **13 10 20**. If your complaint cannot be resolved to your satisfaction, you can then lodge a complaint with the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body set up by the Federal Government to assist members in resolving complaints. The SCT can only assist you after you have first attempted to resolve your concern with BUSS(Q). You can contact the SCT on **1300 884 114**.



# OTHER INFORMATION ABOUT BUSS(Q)

As well as this Annual Report, a range of information about BUSS(Q) is available to you including your Annual and Mid Year Member Statement, the BUSS(Q) Product Disclosure Statements (PDS), the Trust Deed, the Fund's Risk Management Plan and the latest audited BUSS(Q) Accounts and Auditor's Report. If you or your beneficiaries would like a copy of these documents, or if you need more information about your benefits, BUSS(Q) will be pleased to help.

## WHAT TO DO IF YOU HAVE ANY QUESTIONS OR COMPLAINTS

BUSS(Q) can help if you have a question about your super. If you are not happy with any aspect of BUSS(Q) and wish to make a formal complaint, you should write to:

### THE COMPLAINTS OFFICER

#### BUSS(Q)

GPO Box 2775  
Brisbane QLD 4001

The Complaints Officer will investigate your complaint on your behalf and write to inform you of the results of that investigation within 90 days.

If the matter is not resolved to your satisfaction, you may appeal to the Superannuation Complaints Tribunal (SCT). The SCT is an independent body set up by the Government to help members or their beneficiaries resolve superannuation complaints. It is a free service. Before you contact them, however, you must first try to resolve the issue through BUSS(Q) and the Trustee. The SCT will only handle certain types of complaints and time limits may apply for lodging certain types of complaints. If the SCT accepts your complaint, it will try to help you and the Trustee reach a mutual agreement through conciliation. If this is not successful, the SCT will make a decision that is binding on all parties.

For more information on this process and to find out whether the tribunal can handle your complaint, you should first call the SCT on **1300 884 114** (for the cost of a local call) or write to the:

### SUPERANNUATION COMPLAINTS TRIBUNAL

Locked Bag 3060  
GPO MELBOURNE VIC 3001

Email [info@sct.gov.au](mailto:info@sct.gov.au)  
or visit the SCT website at [www.sct.gov.au](http://www.sct.gov.au)

## ARREARS POLICY

The Fund takes its responsibility to ensure that members receive their legislated or Enterprise Bargaining Agreement (EBA) entitlements very seriously. The Fund uses a process of reminder letters and telephone calls to follow up employers who have missed contributions. If contributions remain unpaid, the Fund refers the matter to either the relevant union where an EBA is in place, or to you, the member, so that you can make a complaint to the Australian Taxation Office. The Fund will also take legal action against employers where applicable. The Fund also has a service to assist members to follow up unpaid superannuation. Please call the Fund office on **(07) 3369 1111** if you require assistance.

## BUSS(Q) PROTECTS SMALL ACCOUNT BALANCES

In accordance with the Government's member protection legislation, the administration fee charged in any one year on account balances of less than \$1,000 cannot exceed the earnings credited in that year. The only exception occurs when BUSS(Q)'s total administration expense for the year is greater than the total investment earnings; in which case, small member accounts may be debited up to \$10 to help pay for the operating costs of the Fund.

Contributions tax, insurance premiums (where appropriate), and any superannuation surcharge are still deducted from account balances of less than \$1,000.

# OTHER INFORMATION ABOUT BUSS(Q)

## PRIVACY STATEMENT

BUSS(Q) respects the privacy of individuals.

Protecting personal information has always been important to us, but now the law requires that personal information is protected.

The Commonwealth Privacy Act, in accordance with National Privacy Principles, determines how we must handle personal information.

This document is a summary of BUSS(Q)'s policy on the management of personal information about members.

BUSS(Q) has appointed a specialist Administrator and a group life insurer to provide services to the Fund. These service providers are authorised to use personal information only to administer contracted services, and are required to treat that information in the strictest confidence.

The personal information collected by BUSS(Q) is generally the member's name and address and other contact details, date of birth, occupation, Tax File Number (if the member has chosen to quote it) and union membership (if the member has chosen to supply union membership details). BUSS(Q) normally collects this information through Member Applications and other forms, but may also collect information from a member's employer. This information is needed to process each member's application and administer their benefits. Over time this information is supplemented with financial and other information necessary to administer members' account.

When assessing a member's eligibility for insurance cover or in assessing an insurance claim, additional information may be collected from medical practitioners and from current and previous employers. Information collected for insurance purposes will normally only be disclosed to the Fund's insurer. However where a member may make a total and permanent disablement claim, information might then be disclosed to medical practitioners and other experts nominated by the Fund's insurer.

In addition, if there is any dispute about a member's entitlement, BUSS(Q) or the administrator or the insurer may disclose information about the member to other advisers (for example, legal advisers).

A significant number of members of BUSS(Q) are also members of Building Employees Redundancy Trust (BERT) and Construction Income Protection Queensland (CIPQ). BUSS(Q) conducts a database matching process with BERT and CIPQ twice yearly to ensure each organisation has the most up-to-date address for people who are members of more than one of them. Where the database search shows a different address for the same person, each organisation adopts the most recent address. The database matching process means that each member's address on BUSS(Q)'s records is disclosed to BERT or CIPQ.

BUSS(Q) believes it is important that contributions are paid regularly, and any late payments are identified so steps can be taken to recover late contributions. As part of the process of monitoring contributions, BUSS(Q) from time to time, supplies Fund Sponsors with information about the names of members employed by particular employers who are working on sites where an award, industrial agreement or enterprise bargain agreement is in place as well as the amount of contributions that have been made for them over a period of time.

BUSS(Q) also has obligations under Australian Government Anti-Money Laundering and Counter-Terrorism Financing provisions and may be required to provide information about your account to AUSTRAC. Should this be the case, we are unable, by law, to advise you that this has occurred.

We may use your information to tell you about products and services offered to BUSS(Q) members by other companies.

# OTHER INFORMATION ABOUT BUSS(Q)

## PRIVACY STATEMENT (CONTINUED)

Your information may be used by BUSS(Q) to enable us to inform you about new and existing products and services that will enhance our relationship with you.

BUSS(Q) may pass information to Money Solutions Pty Ltd for the purpose of letting you know about products or services that might better serve your financial, superannuation or retirement needs.

If you provide us with your address or email address, we may use it to send our regular communications such as updates on new and existing products and services. If you do not wish to receive any information about the services and products offered by BUSS(Q) or other companies, or if you previously expressed a preference and now wish to change it, call BUSS(Q) on **1800 MY BUSSQ (1800 692 877)**, or use our email facility on the website.

A significant number of members of BUSS(Q) are also members of Building Employees Redundancy Trust (BERT) and Construction Income Protection Queensland (CIPQ). BUSS(Q) conducts a database matching process with BERT and CIPQ twice yearly to ensure each organisation has the most up-to-date address for people who are members of more than one of them. Where the database search shows a different address for the same person, each organisation adopts the most recent address. The database matching process means that each member's address on BUSS(Q)'s records is disclosed to BERT or CIPQ.

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We may use your information to tell you about products and services offered to BUSS(Q) members by other companies.

Your information may be used by BUSS(Q) to enable us to inform you about new and existing products and services that will enhance our relationship with you. If you provide us with your address or email address, we may use it to send our regular communications such as updates on new and existing products and services. If you do not wish to receive any information about the services and products offered by other companies, or if you previously expressed a preference and now wish to change it, call BUSS(Q) on **1800 MY BUSSQ (1800 692 877)**, or use our email facility on the website.

## TRUST DEED

The Trust Deed is a legal document that sets out how the Fund is to be operated. The Trust Deed must also operate within the superannuation legislation. In the last year there have not been any amendments to the Trust Deed that have adversely affected member benefits.

## TEMPORARY RESIDENTS DEPARTING AUSTRALIA

From 1 July 2002, if you entered Australia on an eligible temporary resident's visa and have subsequently permanently departed Australia, you are able to claim payment of any superannuation you may have accumulated. You are unable to apply for the payment of your benefit until after you have permanently departed Australia. Tax will be deducted before payment of your benefit.

If you do not claim your monies within six months of leaving Australia or expiry of your visa, we are required to transfer the monies to the Australian Taxation Office (ATO). The ATO will not pay interest on these monies. Once your monies have been transferred to the ATO, you must contact the ATO should you wish to make a claim. Under relief granted by the Australian Securities and Investments Commission (ASIC), BUSS(Q) is not obliged to advise you when monies have been transferred or provide an exit statement.

Australian citizens who permanently depart Australia are not eligible to claim their benefits under this condition. New Zealand citizens who have been working temporarily in Australia are also not eligible when they leave Australia.

Further information regarding this can be found on the ATO website ([www.ato.gov.au](http://www.ato.gov.au)).

# FINANCIAL SERVICES GUIDE

## WHAT YOU SHOULD KNOW ABOUT THIS GUIDE

This Financial Services Guide (FSG) provides you with information about BUSS(Queensland) Pty Ltd, BUSS(Q) and its representatives, so that you can decide whether to use the financial services we provide.

The financial services provided by BUSS(Q) may include personal or general advice on:

- Rolling over superannuation benefits
- Salary sacrifice
- Voluntary contributions
- Member investment choice
- Insurance benefits
- Account based pension
- Spouse contributions
- Superannuation legislation
- Tax on superannuation, and
- Other superannuation issues.

Before making any decisions to acquire a BUSS(Q) product, you should read the Product Disclosure Statement (PDS) and/or obtain professional financial advice. The PDS provides information about the benefits, including fees and risks, associated with that product.

## WHAT IS GENERAL ADVICE?

General advice is advice that does not take into account your individual objectives, financial situation or needs. You should assess your own financial needs and/or obtain advice from a properly qualified professional before acting on general advice.

## WHAT IS PERSONAL ADVICE?

Personal advice is advice that does take into account your individual objectives, financial situation and future needs. We will provide you with a Statement of Advice (SOA), also known as a financial plan.

We will always tell you about:

- Any fees that will be paid in dollar amounts, in relation to a product we recommend.
- Any limitations on the advice we give you.

When we recommend a particular financial product, we will always provide a PDS to allow you to make an informed decision.

## WHAT IS THE COST?

The cost of providing general or personal advice is included in the BUSS(Q) administration fees. There are no additional fees or charges.

As BUSS(Q) is an industry super fund, all profits go to the members and not to shareholders.

Our representatives are salaried employees and are not paid any commissions for providing services to you. This means that we are able to maintain low fees. BUSS(Q) directors and our representatives do not receive hard or soft dollar bonuses as a direct result of providing advice to you.

BUSS(Q) directors do not receive commissions or bonuses as a result of the services offered to you by our representatives. Any surplus generated from fees or charges are retained by the Fund to be used for the benefit of members.

BUSS(Q) does not pay any commissions to any third party who may refer you to BUSS(Q).

## MEMBER COMPENSATION ARRANGEMENTS

BUSS(Q) has in place adequate arrangements, including professional indemnity (PI) insurance, to compensate fund members or their beneficiaries for loss or damage suffered because of breaches of any relevant legislative obligations by BUSS(Q) or its representatives.

## HOW IS MY INFORMATION PROTECTED?

The Fund respects the privacy of its members. BUSS(Q) only collects information that is necessary to manage your account, meet any legislative requirements and to provide you with opportunities available to you as a member. The BUSS(Q) Privacy Policy is available at [www.bussq.com.au](http://www.bussq.com.au).



# FINANCIAL SERVICES GUIDE

## WHAT RELATIONSHIPS OR ASSOCIATIONS MAY INFLUENCE THE ADVICE GIVEN TO ME?

BUSS(Q) directors and representatives may be members of the BUSS(Q) Fund. The BUSS(Q) Fund is an investor in Members Equity.

Master Builders Queensland Insurance Services, which is owned by Master Builders Queensland, arrange certain insurances on behalf of BUSS(Q).

BUSS(Q) uses OnePath (a company of ANZ) for the provision of Group Life Cover.

BUSS(Q) has no association or relationship with any other product issuer and receives no benefit from any relationship that could influence the providing of advice.

BUSS(Q) Directors may hold Directorships in funds in which BUSS(Q) invests.

## WHAT IF I AM NOT HAPPY WITH THE ADVICE GIVEN?

Should you have a complaint about BUSS(Q) or one of its representatives, please contact the BUSS(Q) complaints office in writing.

If you are not satisfied with our response, you can contact the Superannuation Complaints Tribunal on 1300 884 114 or write to:

### Superannuation Complaints Tribunal

Locked Bag 3060  
Melbourne VIC 3001

Email: [info@sct.gov.au](mailto:info@sct.gov.au), or

Website: [www.sct.gov.au](http://www.sct.gov.au)

## WHO IS BUSS(Q)?

BUSS(Q) is a profit for members industry superannuation fund.

The Fund is a regulated fund under Commonwealth legislation. As a result, the Fund is able to obtain taxation advantages and can accept Superannuation Guarantee (SG) Contributions.

The Fund holds an Australian Financial Services License which allows the Fund to provide superannuation advice to retail clients.

BUSS(Q) offers these products:

- A superannuation accumulation fund for employees
- A superannuation accumulation fund for the self employed.
- A Transition to Retirement pension
- A Retirement pension for retirees, and
- A Term Allocated pension.

## WHO IS RESPONSIBLE FOR THE ADVICE GIVEN TO ME?

BUSS(Q) Pty Ltd is responsible for the advice given to you. The representative assisting you is a salaried employee who is authorised to give you general or personal advice regarding BUSS(Q) and superannuation in general. The representative will inform you under which category they operate in terms of their advice status.

## WHO CAN JOIN BUSS(Q)?

Anyone can join BUSS(Q). This includes on site and off site workers, clerical workers, apprentices, professionals, spouses and working directors. You don't have to be connected to the building industry to join the Fund.

## WHAT IF I NEED MORE INFORMATION?

Should you require information that takes into account your personal circumstances, contact the BUSS(Q) office. If personal advice is given, you will receive an updated Financial Services Guide, together with a Statement of Advice (SOA) setting out that advice and the reasons leading to that advice.

Before or on joining the Fund you will be provided with a Product Disclosure Statement (PDS) which will outline the product and the relevant fees.

## HOW DO I CONTACT BUSS(Q)?

Phone: 1800 MY BUSS(Q) (1800 692 877)

Web: [www.bussq.com.au](http://www.bussq.com.au)

Email: [super@bussq.com.au](mailto:super@bussq.com.au)

For more contact details refer to the next page.

## **BUSS(Q) CUSTOMER SERVICE**

**WEB** [www.bussq.com.au](http://www.bussq.com.au)

**PHONE** 1800 MY BUSSQ (1800 692 877)

**EMAIL** [super@bussq.com.au](mailto:super@bussq.com.au)

**FAX** 1800 508 519

**POSTAL ADDRESS** GPO Box 2775 Brisbane QLD 4001

**CUSTOMER SERVICE** Level 15, ANZ Building,  
324 Queen Street Brisbane QLD 4000



AFS Licence number: 237860  
Registration number: R1055870  
ABN 85 571 332 201  
BUSS(Q) SPIN code: BUS001AU

Trustee: BUSS(Queensland) Pty Ltd  
ABN 15 065 081 281  
AFSL 237860  
RSE L0002158  
SFN 268 338 948