



# ANNUAL REPORT 2013/2014



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This Annual Report covers

**BUSSQ MySuper**

**BUSSQ Premium Choice**

**BUSSQ Pension Choice** and

**Transition to Retirement Pension**

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

BUSSQ SPIN code: BUS0002AU



# A WORD FROM THE CHAIRMAN



BUSSQ has once again delivered strong investment returns to members. The 2013/2014 financial year saw a return of 12.66% in the BUSSQ Balanced Growth option after taxes and fees.

Our goal is to deliver strong long term returns to our members. That means protecting our members from unnecessary volatility along the way.

This year we've taken a more cautious approach to investments to protect our members' nest eggs. Whilst share markets have recovered from the Global Financial Crisis (GFC) we are now managing risk more aggressively to protect members' balances. We are working strategically to deliver strong, but not high risk returns for members.

We feel we've performed strongly this year and we outperformed the *SuperRatings* 30 June fund average return of 12.55%. Some funds are taking high risks and are delivering higher short term returns to

members; however we don't think that's currently the right approach, because we don't want to risk our members balances.

Our strong performance was recognised by *SuperRatings* when we received a 2014 Platinum Rating for all of our products as well as a Five Year Platinum Performance award.

Throughout the year, we have been working to bolster our one on one services to members. We've added the BUSSQ Bullet, a branded SUV to assist the BUSSQ Bus in getting out on the road to see our members to provide face-to-face servicing.

We've also brought more of our services in house and consequently our internal teams have grown. This year we've gained extra team members in both our Financial Planning and Claims department, so we can continue to provide personalised service to our members.

At BUSSQ we are always looking at how we can improve member's online experience and we are dedicated to enhancing our online member portal MemberAccess. We have recently launched a mobile version of the site, as well as adding more functionality by allowing members to request to roll any other super funds into BUSSQ in just a few simple clicks.

After the success of our inaugural Golf Day in Townsville to support MATES in Construction (MIC), this year we hosted a second Golf Day fundraiser in Brisbane. These events have been very successful and allowed BUSSQ to donate over \$36,000 to MIC which has been generated solely from our Golf Day fundraisers.

Lastly, I would like to thank the hard-working and dedicated team at BUSSQ who continue to work in the best interests of our members every day, to ensure they get the retirement lifestyle they've worked hard for.












A handwritten signature in black ink, appearing to read 'Bob Lette'.

**Bob Lette**  
Chairman



# ABOUT BUSSQ

- ✓ **BUSSQ IS AN INDUSTRY SUPER FUND FOR THE QUEENSLAND BUILDING CONSTRUCTION AND CIVIL INDUSTRY**
- ✓ **BUSSQ \$3 BILLION STRONG**
- ✓ **OVER 90,000 MEMBERS**
- ✓ **OVER 13,000 PARTICIPATING EMPLOYERS**
- ✓ **COMPETITIVE FEES**
- ✓ **PROFIT FOR MEMBERS**
- ✓ **STRONG INVESTMENT RETURNS**

<b>BUSSQ'S 2013/14 SUPER RETURNS IN BRIEF</b>	<b>Super</b>	<b>Pensions</b>
<b>PREMIXED</b>		
 <b>Defensive</b>	7.99%	9.24%
 <b>Balanced Growth</b>	12.66%	14.52%
 <b>High Growth</b>	14.37%	16.39%
<b>SINGLE ASSET CLASS</b>		
 <b>Cash</b>	2.35%	2.81%
 <b>Diversified Fixed Interest</b>	4.48%	5.33%
 <b>Australian Shares</b>	17.30%	19.69%
 <b>Australian (Larger Companies) Shares</b>	16.51%	18.75%
 <b>Australian (Small Companies) Shares</b>	22.07%	24.98%
 <b>All Shares</b>	17.02%	19.38%
 <b>International Shares</b>	17.81%	20.25%
 <b>International Shares (Emerging Markets)</b>	11.81%	14.31%

# BUSSQ FEATURES AND BENEFITS



## QLD industry super fund

BUSSQ is an industry super fund created for and by Queenslanders in the building, construction and civil industries. Our members always come first. We return all profits 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

BUSSQ 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

BUSSQ 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, give us a call.



## Strong investment returns

BUSSQ is one of Australia's top performing super funds and has consistently outperformed other super funds over the long term. BUSSQ has also been awarded *Money* magazine Best Balanced Super Fund for two years in a row - 2010 and 2011.



## Financial planning advice

BUSSQ offers financial advice that ranges from simple, straightforward advice at no extra cost\* to members, to more complex advice that is competitively priced on a fee for service basis.



## 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, and**
- **Income Protection.**

Cover is specifically for the building, construction and civil industries and the insurance premium you pay depends on the work you do, the amount of cover you choose, your age and whether you are male or female.

# CALL US

[WWW.BUSSQ.COM.AU](http://WWW.BUSSQ.COM.AU)

# 1800 MY BUSSQ

1 8 0 0 6 9 2 8 7 7

## FINANCIAL ADVICE FOR MEMBERS

BUSSQ offers financial advice that ranges from simple, straightforward advice at no extra cost to members, to more complex advice that is competitively priced on a fee for service basis. Our fees are low, structured purely for cost recovery and they can be deducted from your super account, so you won't be out of pocket.

### Straightforward Advice

BUSSQ offers members personal advice about their super at no extra cost.\*

The types of advice covered by this include:

- Choosing insurance
- Choosing investments and
- Contributions including salary sacrifice

### Complex Advice

BUSSQ also offers members more complex financial advice about their super on a fee for service basis, however the initial meeting won't be charged.

The types of advice covered by these fees include:

- Retirement planning and pensions including ways to improve the Centrelink Age Pension
- Transition to Retirement (TTR) pensions and other associated benefits
- Advice on rolling various super accounts into one to save
- Periodic reviews and implementation of complex advice provided

You don't have to be a BUSSQ member to access this advice. We can offer this advice to everyone including your family and friends.\*

\*BUSSQ offers members personal limited financial advice about their super including: choosing insurance, choosing investments and contributions, at no extra cost as it is included in the fund's administration fees. BUSSQ also offers members and non-members more complex financial advice on a fee for service basis. This advice is delivered by BUSSQ's in-house Financial Planners and can be done in person or over the phone. Non BUSSQ members who receive advice will need to be billed for the advice separately. BUSS(Queensland) Pty Ltd ABN: 15 065 081 281. BUSSQ ABN: 85 571 332 201 BUSSQ AFS Licence: 237 860

## A GENUINE BANKING ALTERNATIVE

ME Bank is a 100% Australian owned, APRA regulated Bank, established by industry super funds. We were proudly built to provide a genuine banking alternative – a fairer way to bank.

ME Bank's product range is straightforward, easy-to-understand and transparent. You can talk to ME Bank about:

- Home/investment property loans
- Transaction accounts
- Savings accounts
- Term deposits
- Personal loans
- Credit cards



**TO FIND OUT MORE ABOUT ME BANK**  
CALL 13 15 63 OR VISIT [MEBANK.COM.AU](http://MEBANK.COM.AU)

This information is about products and services available to you as a BUSSQ member. BUSSQ and ME Bank are not agents or representatives of one another. BUSSQ does not accept responsibility or liability for any loss or damage caused by the products or services provided by ME Bank. BUSSQ invests in ME Bank but does not receive any commissions as a result of members using ME Bank products and services. Members Equity Bank Pty Ltd ABN 56 070 887 679 holds an Australian Credit Licence 229500 and is the provider of the credit products referred to above.



# MANAGING BUSSQ

The Trustee of the Building Unions Superannuation Scheme (Queensland) (BUSSQ) is BUSS(Queensland) Pty Ltd (ABN 15 065 081 281) and it is responsible for managing the Fund on behalf of its members. BUSSQ's 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. BUSSQ is a regulated Fund which is operated to comply with the Superannuation Industry (Supervision) Act 1993 (SIS). BUSSQ 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. BUSSQ's Super Fund Number (SFN) is 268338948 and its RSE registration number is R1055870. Australian Administration Services (AAS) is the Fund's administrator of BUSSQ.

## HOW ARE MEMBER DIRECTORS APPOINTED TO THE BOARD?

The Queensland branch of the Construction, Forestry, Mining and Energy Union nominates **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 them. 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	EMPLOYER DIRECTORS
<b>WALLACE TROHEAR</b> (SINCE 1993)	<b>BOB LETTE – CHAIRMAN</b> (SINCE 1985)
<b>PAUL RICHARDS</b> (SINCE 1985)	<b>PAUL BIDWELL</b> (SINCE 2014)
<b>DAVID HANNA</b> (SINCE 2013)	<b>GRANT GALVIN</b> (SINCE 2014)

# MANAGING BUSSQ AND SERVICE PROVIDERS

## TRUSTEE COMMITTEES

Certain Trustee responsibilities are delegated to committees consisting of Trustee Directors and other nominees of the Trustee. 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 BUSSQ 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 2013/2014 financial year:

### Audit, Compliance and Risk Management Committee

- Wallace Trohear (Chairman)
- Bob Lette
- Leonie Taylor (Bentleys)  
(independent committee member)
- Fiona Ashmore (MBA)

### Investment Committee

- Bob Lette (Chairman)
- David Hanna
- Wallace Trohear
- Grant Galvin

### Remuneration and Nominations Committee

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

### Claims Committee

- Paul Richards (Chairman)
- David Hanna
- Paul Bidwell
- John Crittall (MBA)
- Simon Tutt (QPU)
- Michelle Clare (CFMEU)

## PROFESSIONAL ADVISERS AND SERVICE PROVIDERS

As at 30 June 2014 the following companies provided professional services to the BUSSQ Trustee to assist in efficient and proper management of the Fund.

### Administrator

- Australian Administration Services Pty Ltd

### External Auditor

- Crowe Horwath

### Internal Auditor

- Bentleys

### Tax agent

- Ernst and Young

### Insurer – group life

- OnePath

### Insurer – professional indemnity

- Zurich
- Liberty

### Investment advice

- Frontier Advisors

### Legal advice

- Corrs Chambers Westgarth

## 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 2013/2014 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.

## **2013/2014 INVESTMENT REPORT**

The 2013/14 financial year was another very rewarding year for investors in growth type assets backing up very strong returns from the year before. With very low interest rates and low bond rates prevailing, investors sought to switch into riskier assets to chase better returns and this continued to drive asset prices higher resulting in these strong returns. The main market drivers were:

- Continued quantitative easing (money printing by central banks) in the US, Europe and Japan. This provides excess market liquidity to fund the purchase of risky assets.
- Continuing growth in the US economy
- Continuing low interest rates

Equity market returns were again outstanding for the year. The BUSSQ Australian share portfolio returned 18.8% and our global shares portfolio returned 20.9% before tax. The pre-tax performance of our other portfolios was mixed as shown below:

- Infrastructure was up 11% with a big contribution from our LNG terminal in Freeport Texas.
- Private Equity was up 12.5% which was a strong result.
- Fixed interest returned 5.6%
- The Opportunistic debt portfolio was up 6.2%
- Cash returned 3.1%
- Agriculture was again down 1.2% with these assets still being somewhat drought affected although the conditions have now started to change.
- Property investments were up 7.5% which was a solid result.







Since 30 June 2014, investment markets have been quite volatile and quite negative in September and early October. However, the benefits of diversification are paying off with the BUSSQ Balanced Growth option still up 2% for the three months to 30 September 2014.

Following two years of strong returns we are taking a cautious approach as world growth is still very slow.



# BUSSQ MEMBER INVESTMENT OPTIONS

## PRE-MIXED OPTIONS

<div></div> <div>DEFENSIVE</div>	<div></div> <div>PREMIUM BALANCED GROWTH</div>	<div></div> <div>HIGH GROWTH</div>																																																																											
<div>Overview</div> <p>Designed for short to medium term investors looking for stable returns with minimal capital growth. The Defensive option provides investment mainly in fixed interest securities, with moderate exposure to growth assets, such as shares and property. The frequency of a negative return is expected to be once in 25 years.</p>	<div>Overview</div> <p>Designed for medium to long term investors. This is BUSSQ's default option for members that don't actively choose an investment option. Premium Balanced Growth is the most diversified Premixed option and provides a mix of growth and defensive assets such as shares, property and fixed interest securities. The frequency of a negative return is expected to be once in seven years.</p>	<div>Overview</div> <p>This option may suit long term investors looking for an attractive return and capital growth who can tolerate a higher level of risk and volatility. High Growth provides a high allocation of investments to growth assets, such as shares. The frequency of a negative return is expected to be once in five years.</p>																																																																											
<div>Investment objective</div> <p>For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +3% per annum.</p>	<div>Investment objective</div> <p>For the annual rate credited to members to exceed the change in the Consumer Price Index by +4% per annum.</p>	<div>Investment objective</div> <p>For the annual rate credited to members to exceed change in the Consumer Price Index by +4.5% per annum.</p>																																																																											
<div>Target asset allocation</div> <table><tr><td>Fixed Interest</td><td>26.5%</td><td><div></div></td></tr><tr><td>Cash</td><td>20.0%</td><td><div></div></td></tr><tr><td>Infrastructure</td><td>12.0%</td><td><div></div></td></tr><tr><td>Property</td><td>12.0%</td><td><div></div></td></tr><tr><td>Australian Shares</td><td>10.0%</td><td><div></div></td></tr><tr><td>International Shares</td><td>9.5%</td><td><div></div></td></tr><tr><td>Opportunistic Debt</td><td>5.0%</td><td><div></div></td></tr><tr><td>Agriculture</td><td>3.0%</td><td><div></div></td></tr><tr><td>Global Private Equity</td><td>2.0%</td><td><div></div></td></tr></table>	Fixed Interest	26.5%	<div></div>	Cash	20.0%	<div></div>	Infrastructure	12.0%	<div></div>	Property	12.0%	<div></div>	Australian Shares	10.0%	<div></div>	International Shares	9.5%	<div></div>	Opportunistic Debt	5.0%	<div></div>	Agriculture	3.0%	<div></div>	Global Private Equity	2.0%	<div></div>	<div>Target asset allocation</div> <table><tr><td>Australian Shares</td><td>27.0%</td><td><div></div></td></tr><tr><td>International Shares</td><td>25.0%</td><td><div></div></td></tr><tr><td>Property</td><td>12.0%</td><td><div></div></td></tr><tr><td>Infrastructure</td><td>12.0%</td><td><div></div></td></tr><tr><td>Fixed Interest</td><td>10.0%</td><td><div></div></td></tr><tr><td>Opportunistic Debt</td><td>5.0%</td><td><div></div></td></tr><tr><td>Global Private Equity</td><td>4.0%</td><td><div></div></td></tr><tr><td>Agriculture</td><td>3.0%</td><td><div></div></td></tr><tr><td>Cash</td><td>2.0%</td><td><div></div></td></tr></table>	Australian Shares	27.0%	<div></div>	International Shares	25.0%	<div></div>	Property	12.0%	<div></div>	Infrastructure	12.0%	<div></div>	Fixed Interest	10.0%	<div></div>	Opportunistic Debt	5.0%	<div></div>	Global Private Equity	4.0%	<div></div>	Agriculture	3.0%	<div></div>	Cash	2.0%	<div></div>	<div>Target asset allocation</div> <table><tr><td>Australian Shares</td><td>34.0%</td><td><div></div></td></tr><tr><td>International Shares</td><td>30.0%</td><td><div></div></td></tr><tr><td>Infrastructure</td><td>12.0%</td><td><div></div></td></tr><tr><td>Property</td><td>12.0%</td><td><div></div></td></tr><tr><td>Opportunistic Debt</td><td>5.0%</td><td><div></div></td></tr><tr><td>Global Private Equity</td><td>4.0%</td><td><div></div></td></tr><tr><td>Agriculture</td><td>3.0%</td><td><div></div></td></tr></table>	Australian Shares	34.0%	<div></div>	International Shares	30.0%	<div></div>	Infrastructure	12.0%	<div></div>	Property	12.0%	<div></div>	Opportunistic Debt	5.0%	<div></div>	Global Private Equity	4.0%	<div></div>	Agriculture	3.0%	<div></div>
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<div>Suggested minimum time horizon</div> <p>At least three years</p>	<div>Suggested minimum time horizon</div> <p>At least five years</p>	<div>Suggested minimum time horizon</div> <p>At least 10 years</p>																																																																											
<div>Compound average return over 5 years (2010–2014 Financial Years)</div> <p>7.53%</p>	<div>Compound average return over 5 years (2010–2014 Financial Years)</div> <p>9.58%</p>	<div>Compound average return over 5 years (2010–2014 Financial Years)</div> <p>10.93%</p>																																																																											
<div>Risk factor</div> <div> LOW</div> <div>Risk band</div> <div>2</div>	<div>Risk factor</div> <div> MEDIUM</div> <div>Risk band</div> <div>4</div>	<div>Risk factor</div> <div> MEDIUM-HIGH</div> <div>Risk band</div> <div>5</div>																																																																											



# BUSSQ MEMBER INVESTMENT OPTIONS

SINGLE ASSET CLASS OPTIONS					
 CASH		 DIVERSIFIED FIXED INTEREST		 AUSTRALIAN SHARES	
<b>Overview</b> This investment option is for investors who are risk averse and looking for a secure 100% cash investment. This option may suit members who are willing to sacrifice overall return in favour of less risk and a steady rate of return. The Cash pool aims to avoid negative returns in any year.		<b>Overview</b> This investment option is for investors looking for a stand-alone Fixed Interest investment. This option invests in BUSSQ's Australian and International Fixed Interest sectors with weightings that replicate the Premium Balanced Growth option's allocations to these two sectors. The frequency of a negative return is expected to be once in 20 years.		<b>Overview</b> This investment option is for investors looking for a stand-alone Australian Shares investment. This option is a sector specific option and invests 100% in BUSSQ's Australian Shares sector. The frequency of a negative return is expected to be once in four years.	
<b>Investment objective</b> For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +1% per annum.		<b>Investment objective</b> For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +2.0% per annum.		<b>Investment objective</b> For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum.	
<b>Target asset allocation</b>  Cash 		<b>Target asset allocation</b>  Diversified Fixed Interest 		<b>Target asset allocation</b>  Australian Shares 	
<b>Suggested minimum time horizon</b> Not applicable		<b>Suggested minimum time horizon</b> At least three years		<b>Suggested minimum time horizon</b> At least 10 years	
<b>Compound average return over 5 years (2010–2014 Financial Years)</b> 3.83%		<b>Compound average return over 5 years (2010–2014 Financial Years)</b> 7.07%		<b>Compound average return over 5 years (2010–2014 Financial Years)</b> 11.78%	
<b>Risk factor</b> 	<b>Risk Band</b> <b>1</b>	<b>Risk factor</b> 	<b>Risk Band</b> <b>2</b>	<b>Risk factor</b> 	<b>Risk Band</b> <b>7</b>
VERY LOW		LOW		VERY HIGH	



# BUSSQ MEMBER INVESTMENT OPTIONS


## SINGLE ASSET CLASS OPTIONS

<div></div> <div>AUSTRALIAN (LARGER COMPANIES) SHARES</div>	<div></div> <div>AUSTRALIAN (SMALL COMPANIES) SHARES</div>	<div></div> <div>ALL SHARES</div>
<div>Overview</div> <div>This investment option is for investors looking for a standalone investment focused on shares in larger Australian companies. This option is a sector specific option and invests 100% in Australian shares and, in particular, larger listed companies. The frequency of a negative return is expected to be once in four years.</div>	<div>Overview</div> <div>This investment option is for investors looking for a standalone investment, focused on shares in smaller Australian companies. This option is a sector specific option and invests 100% in Australian shares and, in particular, smaller listed companies. The frequency of a negative return is expected to be once in four years.</div>	<div>Overview</div> <div>This investment option is for investors looking for a diversified shares investment covering both Australian and International Shares. The option will invest 50% in Australian Shares and 50% in Overseas Shares with no currency hedging (unhedged). The frequency of a negative return is expected to be once in four years.</div>
<div>Investment objective</div> <div>The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum.</div>	<div>Investment objective</div> <div>The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +5% per annum.</div>	<div>Investment objective</div> <div>The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum.</div>
<div>Target asset allocation</div> <div><div>Australian (Larger Companies) Shares</div><div>100%</div><div></div></div>	<div>Target asset allocation</div> <div><div>Australian (Smaller Companies) Shares</div><div>100%</div><div></div></div>	<div>Target asset allocation</div> <div><div>Australian Shares</div><div>50%</div><div></div><div>International Shares</div><div>50%</div><div></div></div>
<div>Suggested minimum time horizon</div> <div>At least 10 years</div>	<div>Suggested minimum time horizon</div> <div>At least 10 years</div>	<div>Suggested minimum time horizon</div> <div>At least 10 years</div>
<div>Compound average return over 5 years (2010–2014 Financial Years)</div> <div>N/A^</div>	<div>Compound average return over 5 years (2010–2014 Financial Years)</div> <div>N/A^</div>	<div>Compound average return over 5 years (2010–2014 Financial Years)</div> <div>N/A^</div>
<div>Risk factor</div> <div>Risk Band</div>	<div>Risk factor</div> <div>Risk Band</div>	<div>Risk factor</div> <div>Risk Band</div>
<div> VERY HIGH 7</div>	<div> VERY HIGH 7</div>	<div> HIGH 6</div>



# BUSSQ MEMBER INVESTMENT OPTIONS

## SINGLE ASSET CLASS OPTIONS

 <b>INTERNATIONAL SHARES</b>	 <b>INT. (EMERGING MARKETS) SHARES</b>
<b>Overview</b> <p>This investment option is for investors looking for a stand-alone International Shares investment. This option has variable currency hedging depending on market conditions and the assessed relative value of the Australian dollar. The frequency of negative return is expected to be once in four years.</p>	<b>Overview</b> <p>This investment option is for investors looking for a standalone investment in International Shares in emerging market countries (ie. Brazil, India, China). This option is unhedged, which means that it will be subject to fluctuations in performance because of currency movements. The frequency of a negative return is expected to be once in four years.</p>
<b>Investment objective</b> <p>For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum.</p>	<b>Investment objective</b> <p>For the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +5% per annum.</p>
<b>Target asset allocation</b> <p>International Shares </p>	<b>Target asset allocation</b> <p>International (Emerging Markets) Shares* </p>
<b>Suggested minimum time horizon</b> <p>At least 10 years</p>	<b>Suggested minimum time horizon</b> <p>At least 10 years</p>
<b>Compound average return over 5 years (2010–2014 Financial Years)</b> <p>12.25%</p>	<b>Compound average return over 5 years (2010–2014 Financial Years)</b> <p>N/A<sup>^</sup></p>
<b>Risk factor</b> <b>Risk Band</b>  <b>HIGH</b> <b>6</b>	<b>Risk factor</b> <b>Risk Band</b>  <b>HIGH</b> <b>6</b>

## MEASURING RISK

A standard risk measure for investment options has been developed for super funds to make it easier for you to compare investments options (both within and across super funds). The Standard Risk Measure is based on industry guidance to allow you to compare investment options that are expected to deliver a similar number of negative annual returns over any 20 year period. There are seven risk bands and they are as follows:

RISK BAND	RISK LABEL	ESTIMATED NUMBER OF NEGATIVE ANNUAL RETURNS OVER ANY 20 YEAR PERIOD
1	Very low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to high	3 to less than 4
6	High	4 to less than 6
7	Very high	6 or greater

The Standard Risk Measure is not a complete assessment of all forms of investment risk, for instance it does not detail what the size of a negative return could be or the potential for a positive return to be less than you may require to meet your objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return.

You should still ensure you are comfortable with the risks and potential losses associated with your chosen investment option(s).

The use of the Standard Risk Measure is endorsed and strongly recommended by the Australian Prudential Regulatory Authority (APRA), Australian Securities and Investments Commission (ASIC), Association of Superannuation Funds of Australia (ASFA) and the Financial Services Council (FSC) for all Australian super funds.

<sup>^</sup> These options did not exist prior to March 2011, hence no rates are shown.

\* The frequency of a negative return is based on the standard Risk Measure Guidance for trustee's recommended by APRA, ASIC, ASFA and FSC and is explained on this page.

# BUSSQ INVESTMENT RETURN HISTORY

Investment Option	Crediting Rate for the Year Ended 30 June						Compound Average Return Over 5 Years % p.a.	Compound Average Return Over 3 Years % p.a.
		2014 %	2013 %	2012 %	2011 %	2010 %		
Premixed								
Defensive	Super	7.99	9.41	4.52	7.54	8.25	7.53	7.29
	Pension	9.24	10.90	4.87	8.68	8.35	8.39	8.30
Balanced Growth	Super	12.66	16.15	1.00	9.28	9.37	9.58	9.74
	Pension	14.52	18.74	2.21	10.56	8.67	10.80	11.60
High Growth	Super	14.37	19.55	-0.33	11.77	10.29	10.93	10.87
	Pension	16.39	22.41	0.01	13.29	10.20	12.21	12.53
Single Asset Class								
Cash	Super	2.35	3.31	4.59	5.03	3.91	3.83	3.41
	Pension	2.81	3.88	5.41	5.95	4.67	4.54	4.03
Diversified Fixed Interest	Super	4.48	3.35	7.93	6.62	13.23	7.07	5.24
	Pension	5.33	3.91	9.37	7.84	16.22	8.45	6.18
Australian Shares	Super	17.30	21.70	-6.23	14.93	13.57	11.78	10.17
	Pension	19.69	25.02	-6.69	16.73	14.84	13.36	11.77
Australian (Larger Company) Shares	Super	16.51	22.77	-5.01	*	*	*	10.76
	Pension	18.75	26.15	-1.83	*	*	*	13.72
Australian (Smaller Company) Shares	Super	22.07	10.31	-7.14	*	*	*	7.73
	Pension	24.98	10.77	-8.45	*	*	*	8.22
All Shares	Super	17.02	24.54	-4.90	*	*	*	11.50
	Pension	19.38	28.23	-4.52	*	*	*	13.48
International Shares	Super	17.81	27.89	5.26	5.40	6.62	12.25	16.62
	Pension	20.25	31.67	5.69	6.11	8.99	14.12	18.73
International (Emerging Market) Shares	Super	11.81	17.80	-4.63	*	*	*	7.90
	Pension	14.31	20.41	-5.37	*	*	*	9.21

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

The Single Asset Class options (Diversified Fixed Interest, Australian Shares, Australian (Larger Companies) Shares, Australian (Small Companies) Shares, All Shares, International Shares and International (Emerging Markets) Shares) are only available to members of the BUSSQ Premium Choice and Pension Choice divisions.

\* Australian (Larger Companies) Shares, Australian (Small Companies) Shares, All Shares, International (Emerging Markets) Shares have only been available since March 2011.

For more information about *Member Investment Choice*, call BUSSQ on 1800 MY BUSSQ (1800 692 877) and speak to a professionally qualified financial planner who can assist you to make your investment decisions.  
(See page 16 for more information).



# BUSSQ INVESTMENT MANAGERS

INVESTMENT MANAGERS	JUNE 2014 %
<b>AUSTRALIAN SHARES</b>	
Ellerston Capital	6.6
Hyperion	5.6
IFM	5.8
Perpetual	2.3
Warakirri New Dimension	4.0
<b>INFRASTRUCTURE</b>	
Energy Infrastructure Trust	0.9
IFM International Infrastructure	1.0
Macquarie GIF III	0.8
TPCG Infrastructure Units	5.5
TPCG PCU	2.2
<b>INTERNATIONAL SHARES</b>	
AQR Long/Short	2.2
Independent Franchise Partners	7.8
Lazard Emerging Markets	2.1
Lazard Global Infrastructure	2.6
Orbis Global Equity	4.9
Platinum Asia Fund	1.6
<b>GLOABL PRIVATE EQUITY</b>	
BAA Co-Investment	0.1
Newbury Equity	0.4
Oaktree Principal Fund	0.5
Rho	0.5
Siguler Guff DOF	0.7
Wilshire Aust. Private Mkts	0.5
ISH	0.0
ME Bank	0.1
TPCG PCF II	0.4
TPCG – PCU III	0.1
PA Private Capital	0.5
Stafford Private Equity	1.1

INVESTMENT MANAGERS	JUNE 2014 %
<b>FIXED INTEREST</b>	
CFS Fixed Interest	3.6
IFM SLT	0.2
PIMCO Fixed Interest	3.9
Term Deposits	1.3
<b>PROPERTY</b>	
AMP Core Property Portfolio	2.8
BUSSQ Property Trust	0.4
CFS Diversified Property Trust	0.1
Fortius Active Property Trust	1.5
Lasalle Aust. Core Plus	1.4
Trinity CDT	0.0
QIC Property Fund	4.5
<b>AGRICULTURE</b>	
Macquarie Pastoral Fund	1.4
Stafford International Timberland Fund	0.7
<b>OPPORTUNISTIC DEBT</b>	
BCA Global Loan Fund	1.1
Westbourne Yield Fund No. 1	1.1
Hayfin Soc Fund	0.4
<b>CURRENCY HEDGE</b>	
TGM	3.5
<b>CASH</b>	
CFS Cash Fund	1.4
Residual Cash	6.4
Term Deposits	2.7
<b>TOTAL</b>	<b>100%</b>
<b>TOTAL</b>	<b>\$3,096,357,586.23</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 BUSSQ's website **bussq.com.au**, or alternatively you can call BUSSQ on **1800 MY BUSSQ (1800 692 877)**.

## WHICH OPTIONS CAN I CHOOSE FROM?

During the period 1 July 2013 to 30 June 2014 members in the MySuper Fund were able to invest in the MySuper Balanced Growth. Members in Premium Choice and in a BUSSQ Pension can invest in: Balanced Growth, Defensive, High Growth, Cash, Diversified Fixed Interest, Australian Shares, Australian (Larger Companies) Shares, Australian (Small Companies) Shares, International Shares (Hedged), International (Emerging Markets) Shares and All Shares.

## SWITCHING YOUR INVESTMENT STRATEGY

If you are a member of the Premium Choice product or Pension product BUSSQ 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. If you are in the MySuper product and would like to make an investment switch, you will have to move to the Premium Choice product. Unit prices are declared weekly. All switch requests received in the period 6.01pm Friday to 6pm the next Friday (^AEST/^AEDT), will be processed with an effective date as at the next Wednesday, following the declaration of the weekly unit price. There may be a delay if a public holiday falls on the Monday or Tuesday. There are two ways to change your investment selection:

1. Online by logging into **MemberAccess** on **bussq.com.au**.
2. Completing a *Member Investment Choice* form.  
This form can be obtained on the BUSSQ website **bussq.com.au**, or by phoning BUSSQ 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. The Trustee does not accept verbal notifications or notifications not done in the prescribed manner.

Switches must be made by using one of these two options:

- 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 BUSSQ on **1800 MY BUSSQ (1800 692 877)** or you can download a form from **bussq.com.au**.

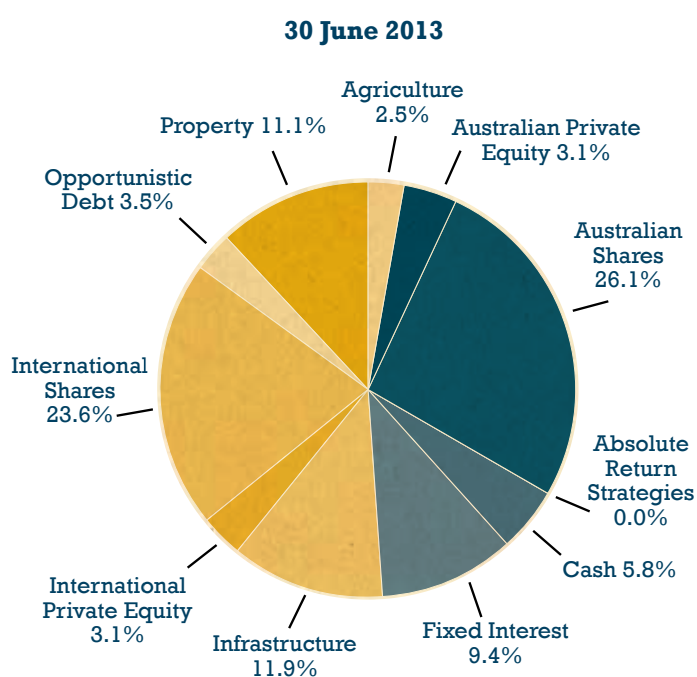
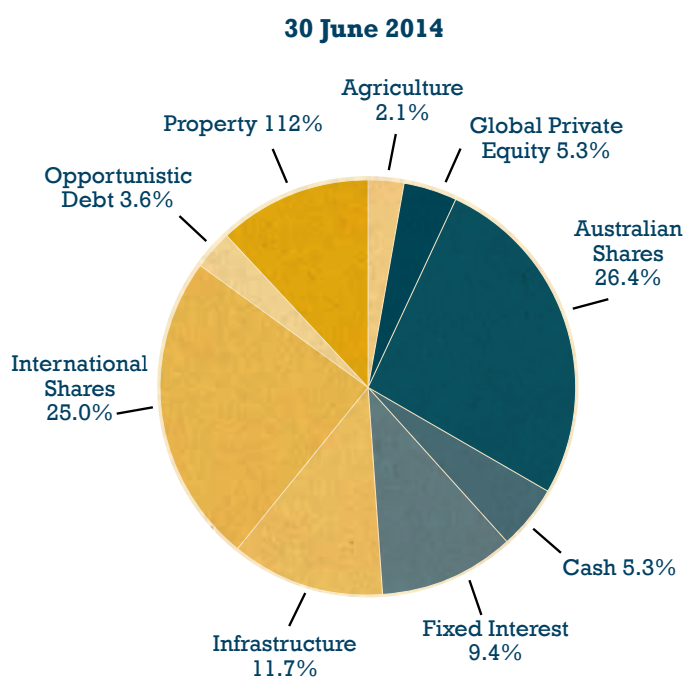
^AEST = Eastern Standard Time (during winter, eg 6pm in QLD)

^AEDT = Eastern Daylight Time (during summer, eg 5pm QLD)

## WHO HELPS BUSSQ 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 Advisors to assist it in meeting this responsibility. At 30 June 2013 and 30 June 2014, the total assets of BUSSQ were actually invested as follows:



## OTHER MANAGEMENT COSTS

The management fees applicable to each of BUSSQ's investment options for the year ending 30 June 2014 are as follows (these fees include GST attributable to investment costs):

PRE MIXED	
Defensive	0.68%
Balanced Growth	0.85%
High Growth	0.88%
SINGLE ASSET CLASS	
Cash	0.22%
Diversified Fixed Interest	0.47%
Australian Shares	0.55%
Australian (Larger Companies) Shares	0.50%
Australian (Small Companies) Shares	0.82%
All Shares	0.84%
International Shares	1.13%
International Shares (Emerging Markets)	1.29%

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

## THE BUSSQ POOLED SUPERANNUATION TRUST (PST)

Most investments of BUSSQ are made via the BUSSQ PST. The Trustee of BUSSQ is also the Trustee of the BUSSQ PST. No other entities invest money in the BUSSQ PST.



# OTHER INVESTMENT INFORMATION

## DERIVATIVES

The Trustee and BUSSQ's investment managers has the discretion to invest in derivative financial instruments from time to time. This is generally done to either hedge a particular risk or to immediately rebalance the investment portfolio in a quick and efficient manner.

## RESERVING POLICY

For the 2013/2014 financial year, the Trustee maintained an administration reserve consisting of a general reserve and an Operational Risk Reserve of 0.25% of fund assets. From 30 June 2014, the optimum reserve level will be 0.4%. Included in this optimum level will be an Operational Risk Reserve of 0.25%. The purpose of the general reserve is to fund contingency expenses, such as taxation adjustments and other calculation variances. The Operational Risk Reserve is to cover the risk of loss due to failed internal operational processes or systems. The Fund invests in the BUSSQ PST which will target an Operation Risk Reserve of 0.1% to be built up over three years. The general reserve can vary from the optimum level. The Operational Risk Reserve will be maintained in a separate Reserve Account.

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 three years:

BALANCE AS AT 30 JUNE	
2014	\$12,712,673
2013	\$8,155,472
2012	\$1,931,635

## 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 and operations 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.

## LABOUR STANDARDS AND ENVIRONMENTAL, SOCIAL AND ETHICAL CONSIDERATIONS

BUSSQ has a policy to take account of labour standards, environmental, social and ethical considerations when selecting, retaining or redeeming the investments of BUSSQ.

However, investments and investment managers are selected primarily on their ability to contribute toward the achievement of BUSSQ's investment objectives.

# BUSSQ FINANCIAL STATEMENTS

## BUSSQ'S ABRIDGED FINANCIAL INFORMATION OPERATING STATEMENT

Crowe Horwath chartered accountant has audited BUSSQ's financial accounts. The Trustee is satisfied that the audited abridged financial accounts summarised below represent a true and accurate record of BUSSQ's financial position.

OPERATING STATEMENT	30 JUNE 2014 \$	30 JUNE 2013 \$
<b>Revenue – Investments</b>		
Interest on Cash at Bank	209,526	354,365
Interest Investments	1,237,341	75,989
Distributions	488,804	768,003
Changes in Net Market Values	331,859,238	352,098,069
Investment Expenses	(3,696)	-
<b>Total Investment Revenue</b>	<b>333,791,213</b>	<b>353,296,426</b>
<b>Revenue – Contributions</b>		
Employer	247,037,163	228,071,444
Member	30,918,921	23,076,808
Transfers from other Superannuation Funds	71,344,839	59,203,127
<b>Total Revenue – Contributions</b>	<b>349,300,923</b>	<b>310,351,379</b>
<b>Revenue – Other</b>		
Proceeds from Reinsurance	22,249,581	24,230,130
Sundry Income	(19,742)	5,404
Group Life Rebates	-	-
Financial Planning Fees	400	-
Claims Revenue	4,060	3,945
<b>Total Revenue – Other</b>	<b>22,234,299</b>	<b>24,239,479</b>
<b>Total Revenue</b>	<b>705,326,435</b>	<b>687,887,284</b>
<b>Expenditure</b>		
Insurance	29,856,154	26,194,828
Administration & Other Operating Expenses	13,607,542	13,305,196
No TFN Tax	300,214	162,086
Surcharge	325	(1,589)
<b>Total Expenditure</b>	<b>43,764,235</b>	<b>39,660,521</b>
Benefits Accrued Before Tax	661,562,200	648,226,763
Income Tax Expense	30,954,804	28,402,133
<b>Benefits accrued after tax</b>	<b>630,607,396</b>	<b>619,824,630</b>

## STATEMENT OF FINANCIAL POSITION

	30 JUNE 2014 \$	30 JUNE 2013 \$
<b>Investments</b>	<b>3,021,030,298</b>	<b>2,605,359,520</b>
<b>Other Assets</b>		
Cash at Bank	18,601,880	14,173,326
Contributions Receivable	12,060,322	13,390,408
Insurance Proceeds Receivable	-	-
Deferred Tax Assets	412,707	326,848
Other Receivables	838,967	621,933
Prepayments	27,500	-
Fixed Assets	865,996	868,393
<b>Total Other Assets</b>	<b>32,807,372</b>	<b>29,380,908</b>
<b>Total Assets</b>	<b>3,053,837,670</b>	<b>2,634,740,428</b>
<b>Liabilities</b>		
Income Tax Payable	31,143,280	28,066,999
Deferred Tax Liabilities	1,764,761	1,964,467
Accounts Payable	3,913,347	3,119,240
Benefits Payable	4,108,730	9,535,769
<b>Total Liabilities</b>	<b>40,930,118</b>	<b>42,686,475</b>
<b>Net assets available to pay benefits</b>	<b>3,012,907,552</b>	<b>2,592,053,953</b>
<b>Represented By:</b>		
<b>Liability for Accrued Benefits</b>		
Members' Funds	3,000,194,879	2,583,898,481
Reserves	12,712,673	8,155,472
<b>Liability for Accrued Benefits</b>	<b>3,012,907,552</b>	<b>2,592,053,953</b>



# OTHER INFORMATION ABOUT BUSSQ

## TRANSFERRING YOUR ACCOUNT

Prior to 1 July 2013 if we did not receive contributions for more than six months and you had less than a certain amount in your account, we wrote to you (the amount was less than \$1,000). You were 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 were no longer a member of BUSSQ. The fees and benefits you received were under the rules and regulations of AUSFund.

If a member has less than \$2000 in their account and we are unable to contact them, we are required by law to transfer the money to the ATO. Refer to [www.ato.gov.au](http://www.ato.gov.au) for more information. During 2013-2014 BUSSQ did not transfer monies unless required by legislation.

## COMMISSIONS

No commissions are payable by BUSSQ to any financial planner for advice to use any product in the BUSSQ portfolio.

## FEES AND OTHER COSTS

BUSSQ'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 [bussq.com.au](http://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. BUSSQ is run as a profit for members fund which means that all profits are returned to members. Any future 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

The surcharge was abolished effective 1 July 2005.

However, 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 22 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 BUSSQ. You can contact the SCT on **1300 884 114**.

As well as this Annual Report, a range of information about BUSSQ is available to you including your Annual and Mid-year Member Statement, the BUSSQ Product Disclosure Statements (PDS), the Trust Deed, the Fund's Risk Management Framework and the latest audited BUSSQ 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, BUSSQ will be pleased to help.

## **AML/CTF**

BUSS(Queensland) Pty Ltd is a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 as it provides a designated service under the Act.

BUSS(Queensland) Pty Ltd is enrolled with the Australian Transaction Reports and Analysis Centre ("AUSTRAC"), the governing body relating to AML/CTF and complies with all current legislation.

## **Risk Management Framework**

To act in the best interests of our Members, BUSSQ has in place a Board approved risk management framework. The Board is ultimately responsible for the management of risk, but has delegated oversight to the Audit, Compliance & Risk Management Committee. BUSSQ complies with the key legislative requirements regarding risk management in addition adopts the international standard, (ISO 31000).

A Board approved Risk Appetite Statement is in place to monitor the acceptable risk taken to achieve BUSSQ's objectives.

Additionally, BUSSQ ensures compliance with the Superannuation Prudential Standard 220 with the implementation of internal and external audit procedures. Board approved auditors declare their independence to ensure the integrity of auditing during the financial reporting process.

## **Conflict of Interest Management**

In line with Superannuation Prudential Standard 521, BUSSQ has in place a framework to identify, avoid and manage conflicts of interest and duty.

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

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

The Complaints Officer  
BUSSQ  
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 BUSSQ 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 [sct.gov.au](http://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, so that you can make a complaint to the Australian Taxation Office. The Fund will also take legal action against employers where applicable. However, the Fund takes great care to protect members' personal data in these processes. 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.

## PRIVACY STATEMENT

Protecting personal information has always been important to us, but the recently enacted Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) and the Privacy Act 1988 (Cth) ('the Act') means that we have further obligations in relation to protecting your personal information. The Act, in accordance with Australian Privacy Principles, determines how we must handle personal information.

This is a summary of BUSSQ's policy on the management, collection, security, integrity, disclosure of and access to personal information about members.

### Personal Information kept for the purpose of administering superannuation funds.

INFORMATION	PURPOSE FOR COLLECTION
Member's name and address and other contact details, date of birth of birth and employment data	Collected for identification, allocation of trust money, distribution of legislated reporting requirements and information concerning fund operations. Additionally, certain information may be required to facilitate calculation of insurance or other benefits. This information is collected either directly from members or from employers when a member joins the fund, as allowed by superannuation legislation.
Superannuation Account details	Calculated, reported and stored as required by the SIS Act and Tax legislation. Contributed amounts and benefit payments are reported to the ATO as required by legislation and the prescribed format.
Benefit Payments	The benefit payment details are reported to the ATO. This information is used to record tax deducted from the member's superannuation benefit. Personal account details are collected for the payment of a benefit. BUSSQ 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.
Tax File Number (TFN)	Collected and stored in accordance with the Act, Tax File Number guidelines and the Tax legislation. This information is reported to the ATO as required by legislation affecting the administration of superannuation funds. BUSSQ normally collects this information through member applications and other forms, but may also collect information from a member's employer, the taxation office or through direct contact with members or from the member's employer. It can also be used to find other superannuation accounts in your name.
Evidence of Health	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, BUSSQ or the administrator or the insurer may disclose information about the member to other advisers (e.g. legal advisers).

This above information is required in order to process each member's application and administer their benefits. Over time this information is supplemented with financial and other information necessary to administer the member's account.



## PRIVACY STATEMENT (CONTINUED)

### Disclosure of information

A significant number of members of BUSSQ are also members of Building Employees Redundancy Trust (BERT) and Construction Income Protection Queensland (CIPQ). BUSSQ may conduct 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 BUSSQ's records is disclosed to BERT or CIPQ. If you do not want BUSSQ to provide such information to BERT, CIPQ or MIC please request that you do not want such information to be disclosed by contacting BUSSQ on **1800 MY BUSSQ (1800 692 877)**, or use our email facility on the website **[www.bussq.com.au](http://www.bussq.com.au)**.

If you increase your insurance or have a claim, our insurers may disclose information to recipients (including service providers and related companies) which are located outside Australia and/or not established in or do not carry on business in Australia. **In certain instances, BUSSQ may provide personal information to mail houses, auditors, lawyers and other consultants.**

We may use your information to tell you about products and services offered to BUSSQ members by other companies. Your information may be used by BUSSQ 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 want to receive such communication from BUSSQ please request that you do not wish to receive such information by contacting BUSSQ on **1800 MY BUSSQ (1800 692 877)**, or use our email facility on the website **[www.bussq.com.au](http://www.bussq.com.au)**

BUSSQ believes it is important that contributions are paid regularly. Any late payments are identified so steps can be taken to recover late contributions. As part of the

process of monitoring contributions, BUSSQ, 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. **Member personal details may be updated from information provided by the Unions.**

If you do not want BUSSQ to provide such information to the Fund Sponsor please request that you do not want such information to be disclosed by contacting BUSSQ on **1800 MY BUSSQ (1800 692 877)**, or use our email facility on the website **[www.bussq.com.au](http://www.bussq.com.au)**.

## SECURITY OF INFORMATION

### Administration security

BUSSQ has appointed a specialist Administrator and a group life insurer to provide services to the Fund. These service providers are authorised by way of a contract to use personal information only to administer contracted services, and are required to treat that information in the strictest confidence in accordance with a confidentiality agreement.

### Destruction of Information

When we no longer require the personal information we hold about you, we will take all reasonable and practicable steps to de-identify or destroy the information in a secure manner. Alternatively, where that is not practicable we will take reasonable steps to protect information from misuse or unauthorised disclosure by putting the information beyond reasonable use.

### External access to personal information

The following measures are in place in order to deal with any enquiries that would result in the divulgence of personal information.

Telephone Enquiry	Administration staff will establish identification by correct answer to personal questions: e.g. DOB, address, employer, commencement with employer.
Written Enquiry	Response is provided to the address on the written enquiry but only if it is the same as in BUSSQ's records. Alternatively a response can be sent via email.
Authorised	Any authorised representative including accountants, solicitors and financial planners must have been authorised by the member, security checked and verified and it be recorded on BUSSQ's database except if it's required in accordance with the law such as a Federal Act.
Website Enquiries	User identification and password requirements for all members that are set and maintained by BUSSQ. You can correct your personal information by accessing our website.

## Complaint procedure

You can make a complaint to BUSSQ's internal dispute resolution team regarding an interference with your personal information by contacting BUSSQ on 1800 MY BUSSQ (1800 692 877), or use our email facility on the website [www.bussq.com.au](http://www.bussq.com.au). In the event you are not satisfied with the resolution provided you can then refer your complaint to the Superannuation Complaints Tribunal (SCT).

If the Superannuation Complaints Tribunal (SCT) cannot resolve the issue to your satisfaction you can make a complaint to the Information Commissioner on the OAIC website [www.oaic.gov.au](http://www.oaic.gov.au)

## Consent

You can at any time withdraw your consent from the above uses, collection and disclosure of your information in accordance with the procedures outlined in this statement. In accordance with any failure on your part to request that BUSSQ not use, collect or disclose your information you accept that you have thereby authorised BUSSQ to use, collect and disclose your information in accordance with the administration of members' superannuation fund.

## 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 the Trust Deed was amended to meet the legislative requirements to allow to fund the offer a MySuper product from 1 July 2013.

## 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), BUSSQ 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 ([ato.gov.au](http://ato.gov.au)).

# COMBINED FINANCIAL SERVICES GUIDE

## WHAT YOU SHOULD KNOW ABOUT THIS GUIDE

This Combined Financial Services Guide (FSG) has been prepared, authorised and issued by BUSSQ (Queensland) Pty Ltd (ABN 15 065 081 281), AFSL 237860 (BUSSQ) (ABN 85 571 332 201) and by Pacific Custodians Pty Limited (ABN 66 009 682 866, AFSL 295142) (Pacific Custodians). Australian Administration Services Pty Limited (ABN 62 003 429 114) (AAS) is a Corporate Authorised Representative of Pacific Custodians (Authorised Representative Number 307946). The distribution of this FSG by AAS has been authorised by Pacific Custodians.

The purpose of this FSG is to help you decide whether to use the services offered by BUSSQ, and/or AAS (as providing entity on behalf of its authorising Licensee, Pacific Custodians). This FSG will provide you with information about BUSSQ's and AAS's services, how BUSSQ's and AAS's representatives are remunerated in relation to the financial services offered and how complaints against BUSSQ and AAS are dealt with.

As a representative of Pacific Custodians, AAS is authorised to:

1. Provide general financial product advice for the following classes of financial products:
  - 1.1 Superannuation; and
  - 1.2 Non-cash payment products.
2. Deal in a financial product by:
  - 2.1 issuing, applying for, acquiring, varying, or disposing of a financial product in respect of the following classes of financial products:
    - 2.2.1 Superannuation; and
    - 2.2.2 Non-cash payment products.

BUSSQ is authorised to:

- (1) Provide financial product advice for the following classes of financial products:
  - (i) superannuation; and
- (2) Deal in a financial product by:
  - (i) Issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
    - a) deposit and payment products limited to non-cash payments products; and
    - b) superannuation

The financial services provided by BUSSQ 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 BUSSQ 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 and as such the advice may not be appropriate for your circumstances. You should assess your own financial needs and/or obtain advice from a qualified professional before acting on general advice.

General advice is provided as part of your BUSSQ membership fee. There is no additional cost to you for this service.

## WHAT IS PERSONAL ADVICE?

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

BUSSQ will always tell you about:

- Any fees that will be paid in dollar amounts, in relation to a product or strategy that is recommended.
- Any limitations on the advice BUSSQ can give you.

When a BUSSQ representative recommends a particular financial product, a PDS will always be provided to allow you to make an informed decision.

Personal advice may be either Straightforward Advice or Complex Advice.



## WHAT IS THE COST?

AAS does not receive specific remuneration relating to the services offered that have been outlined in this guide. AAS is remunerated by BUSSQ for the contracted administration service that it provides to the fund, as a whole. BUSSQ levies fees and charges on individual members to cover the operating costs of the fund (including administration costs). For information relating to the administration fees levied by BUSSQ, please refer to the relevant Product Disclosure Statement (PDS).

AAS does not pay or receive commissions. In some circumstances, employees of AAS can receive performance-based bonuses (paid by AAS). Apart from this, no additional remuneration is paid, or benefit provided to:

- the employer of the providing entity;
- the authorising licensee;
- an employee or director of the authorising licensee (other than normal wages and salary of employees);
- associate(s) of any of the above; or
- any other person.

Where required by legislation, BUSSQ provides a fee for service approach when providing personal financial advice. This ensures you only pay for the advice that you need.

The cost of providing Straightforward personal advice is included in the BUSSQ administration fees. There are no additional fees or charges for this service. As BUSSQ is an industry super fund, all profits go to the members and not to shareholders. Straightforward personal advice is single issue advice such as;

- Insurance
- Contributions
- Investment Choice

All other personal advice is deemed to be complex advice. The cost of complex advice has to be paid by the member as, by law, it cannot be spread across the whole member base. Where advice other than general advice is provided, the cost of this advice will be at an hourly rate of \$150 including GST. The range of fees for advice we may provide will usually range between \$150 and \$750 including GST.

We will discuss and agree with you the cost of the advice before any it is provided.

All representatives are salaried employees and are not paid any commissions for providing services to you.

Neither BUSSQ Directors nor our representatives receive hard or soft dollar bonuses as a direct result of providing advice to you.

BUSSQ 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.

BUSSQ does not pay any commissions to any third party who may refer you to BUSSQ.

## MEMBER COMPENSATION ARRANGEMENTS

Pacific Custodians and BUSSQ each have in place adequate arrangements, including professional indemnity (PI) insurance, to compensate fund members or their beneficiaries for loss or damage suffered as a result of breaches of any relevant legislative obligations by Pacific Custodians, BUSSQ, or their authorised representatives. This arrangement satisfies the requirements of section 912B of the *Corporations Act 2001* (Cth).

## HOW IS MY INFORMATION PROTECTED?

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

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

AAS representatives may be members of the BUSSQ Fund.

BUSSQ Directors and representatives may be members of the BUSSQ Fund. The BUSSQ 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 BUSSQ.

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

The Superannuation Clearing House Pty Limited (ABN 15086721) is a related body corporate of AAS and Pacific Custodians, who are members of the Link Group of companies. For more information about the Link Group, please visit: <http://www.linkmarketservices.com.au/corporate/AboutUs/Global-Network.html>

BUSSQ has no association or relationship with any other product issuer and does not receive any benefit from any relationship that could influence the providing of advice.

BUSSQ Directors may hold Directorships in funds in which BUSSQ invests.

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

Should you have a complaint about AAS, you can telephone, write by post, fax or email to AAS or Pacific Custodians (to the attention of the Complaints Officer), detailing your complaint. AAS will consider your complaint and will usually respond within 30 days. Pacific Custodians and AAS will make all reasonable efforts to resolve your complaint quickly and fairly. If you are not satisfied with the way your complaint is handled, or with the resolution, you may be able to lodge a complaint with the Financial Ombudsman Service Limited (FOS) ABN 67 131 124 448. FOS is an independent body set up to assist consumers in the resolution of complaints relating to financial services. FOS may be able to assist you to resolve your complaint but will only become involved after you have first made use of AAS's own complaints handling process.

Mail to: **Financial Ombudsman Service Limited**  
Level 13, 31 Queen Street,  
Melbourne Vic 3000

Postal Address: **GPO Box 3, Melbourne Vic 3001**

Telephone: **1300 780 808 or 03 9613 7366**

Facsimile: **03 9613 6399**

Email: **[info@fos.org.au](mailto:info@fos.org.au)**

Website: **[fos.org.au](http://fos.org.au)**

Should you have a complaint about BUSSQ or one of its representatives, please contact the BUSSQ complaints officer in writing. If you are not satisfied with our response, you can contact the Superannuation Complaints Tribunal (SCT). The SCT may be able to assist you to resolve your complaint but will only become involved after you have first made use of BUSSQ's own complaints handling process.

Mail to: **Superannuation Complaints Tribunal**

Postal Address: **Locked Bag 3060**  
**Melbourne VIC 3001**

Telephone: **1300 884 114**

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

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

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: **[sct.gov.au](http://sct.gov.au)**

## WHO IS BUSSQ?

BUSSQ is a profit for members industry superannuation fund. BUSS(Queensland) Pty Ltd is the Trustee of the 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 Trustee holds an Australian Financial Services License which allows the Fund to provide superannuation advice to retail clients.

BUSS (Queensland) offers these products:

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

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

Pacific Custodians is responsible for advice given to you by AAS and BUSS (Queensland) Pty Ltd is responsible for the advice given to you by BUSSQ. You may be provided with written material and access to the BUSSQ website. These may contain general advice and BUSS (Queensland) Pty Ltd is responsible for that advice. Written communication, including e-mails, may be provided by either AAS or BUSSQ and the providing entity will be responsible for the advice given. All contact with the BUSSQ telephone contact center will be with an AAS representative. If you are referred for personal advice this will be provided by a BUSSQ representative. The representative assisting you is a salaried employee who is authorised to give you general or personal advice regarding BUSSQ and superannuation in general. The representative will inform you under which category they operate in terms of their advice status.

## WHO CAN JOIN BUSSQ?

Anyone can join BUSSQ. This includes on site and off site workers, clerical workers, apprentices, professionals, spouses, family and friends, 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 BUSSQ 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 AAS?

Web: [aas.com.au](http://aas.com.au)  
Email: [aasenquiries@aas.com.au](mailto:aasenquiries@aas.com.au)  
Phone: 02 85715000  
Fax: 02 8571 5555  
Visit: 1A Homebush Bay Drive,  
Rhodes NSW 2138

## HOW DO I CONTACT PACIFIC CUSTODIANS?

Phone: 02 8280 7100  
Fax: 02 9287 0302  
Mail: Locked Bag A14  
Sydney NSW 2000  
Visit: Level 12, 680 George Street,  
Sydney NSW 2000



## HOW DO I CONTACT BUSSQ?

Web: **bussq.com.au**

Email : **super@bussq.com.au**

Phone : **1800 MY BUSSQ (1800 692 877)**

Fax: **(07) 3217 5212**

Mail: **BUSSQ  
PO Box 1526  
Milton QLD 4064**

Visit: **BUSSQ Ground Floor  
52 McDougall Street  
Milton QLD 4064**

### **Australian Administration Services Pty Limited (AAS)**

ABN 62 003 429 114

Corporate Authorised Representative of Pacific

Custodians Pty Limited

CAR 307946

### **Authorising Licensee**

Pacific Custodians Pty Limited (Pacific Custodians)

ABN 66 009 682 866

AFS License 295 142

### **BUSS (Queensland) Pty Ltd**

ABN 15 065 081 281;

AFS License 237860

### **BUSSQ**

ABN 85 571 332 201;

Content correct as at 1 July 2014.



## **BUSSQ CUSTOMER SERVICE**

**WEB** [bussq.com.au](http://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** PO Box 1526, Milton QLD 4064

**CUSTOMER SERVICE** BUSSQ House,  
Ground Floor, 52 McDougall Street Milton QLD 4064

AFS Licence number: 237860

Registration number: R1055870

ABN 85 571 332 201

BUSSQ SPIN code: BUS0002AU

Trustee: BUSS(Queensland) Pty Ltd

ABN 15 065 081 281

AFSL 237860

RSE L0002158

SFN 268 338 948