

Issued 30 November 2023

Annual Report 2022/2023



BUILD. BELONG. GROW.

BUSS  **Q**
Queensland's building super

Contents

1. Who we are	1
2. Message from the Chair	3
3. Message from the CEO	4
4. Investing for our members' future	5
5. Managing BUSSQ	9
6. Detailed investment information	12
7. Financial statements	21
8. Other information	25
9. Financial Services Guide	27

This Annual Report forms part of your 2023 Annual Member Statement and must be read together with your Annual Member Statement. This Annual Report covers:

- BUSSQ MySuper**
- BUSSQ Premium Choice**
- BUSSQ Retirement Income account**
- Child Income account**
- Term Allocated Pension and**
- Transition to Retirement Income account**

This annual report provides general information only and does not take into account your personal financial situation or needs. Before acting, you should review the Product Disclosure Statement (PDS) to ensure you have all the information about the relevant BUSSQ product and how it works and consider the appropriateness of the information to your needs or obtain financial advice tailored for your personal circumstances. The PDSs, and Target Market Determinations for BUSSQ products can be found at bussq.com.au/forms-and-resources. Investment returns shown in this annual report are net of investment fees and costs, and taxes, and the percentage-based administration fee. Issued by BUSS (Queensland) Pty Ltd ABN 15 065 081 281 AFSL 237860, Trustee for Building Unions Superannuation Scheme (Queensland) (BUSSQ) ABN 85 571 332 201.

BUSSQ is a super fund built for Queensland's building, construction and allied industries.

Proudly offering specialised industry insurance designed to protect workers and a history of strong returns over 39 years*. We are 100% for our members.

We understand the unique challenges of the industry and everything we do, from developing products to providing services, is focused on delivering solutions tailored to members, whether they're just starting out, retired or in between.

Our goal is to help members' finances to work as hard as they do, to secure their future.

MEMBERS

71,411

9,263 NEW MEMBERS IN 2022/23

EMPLOYERS

42,510

8,086 NEW EMPLOYERS IN 2022/23

MANAGE OVER

\$6.06 BN

IN MEMBERS' RETIREMENT SAVINGS

OVER

72,900

QUERIES PERSONALLY ANSWERED BY OUR REPRESENTATIVES

OVER

\$11.3 M

IN LATE CONTRIBUTIONS COLLECTED BY OUR ARREARS DEPARTMENT

INFORMATION SESSIONS

535

HELD FOR MEMBERS WHERE THEY WORK

9.28%

AVERAGE RETURN SINCE INCEPTION*

62

AVERAGE NET PROMOTER SCORE

BUSSQ members and employers are very satisfied and willing to recommend us to others



* Average return since inception is based on the performance of the Balanced Growth Super option from 1 January 1985 calculated at 30 June 2023. Past performance is not a reliable indicator of future performance. Investment returns shown in this annual report are net of investment fees and costs, and taxes, and the percentage-based administration fee.

What we provide for our members



National industry super fund

BUSSQ is an industry fund that has been providing superannuation services to the building, construction and civil industries for over 39 years. As a profit for members industry fund, our members always come first. Anyone can join BUSSQ, so no matter what industry you work in or where you live, BUSSQ is here to help you get your super sorted.



Strong investment returns

BUSSQ has consistently delivered strong long term returns for members, having been awarded a SuperRatings Platinum Performance rating for 15 years in a row. BUSSQ has been awarded SuperRatings Gold Performance Rating for our MySuper product and Platinum Performance for our Premium Choice and Income account products for 2023.*



Investment choice

BUSSQ's Premium Choice and Income account products offer a wide range of investment options. Each option has a distinctly different investment objective and strategy. There are three pre-mixed options and five single asset class options. Members can tailor their investment approach to suit their individual needs by 'mixing and matching' the options. For members who value simplicity, BUSSQ MySuper offers a single, diversified investment option.



Flexible insurance

BUSSQ offers eligible members a basic level of Death and Total and Permanent Disablement cover as well as the option to apply for Income Protection cover.



Financial advice

BUSSQ members have access to personal financial advice at no additional cost. The advice is limited to BUSSQ products and is advice on insurance, investment choice, contributions and retirement. The cost of this advice is included in the administration fees and costs.

BUSSQ members also have access to tailored retirement advice which is advice on transition to retirement and retirement income streams. If the advice given extends beyond a member's BUSSQ super account, an additional fee is payable which will be detailed in the Statement of Advice your advisor gives you^.

Further information about the advice services that can be provided is set out in our Financial Services Guide in section 9. Our advice offering may change from time to time and the most up to date Financial Services Guide can be downloaded at bussq.com.au or call us for a copy on **1800 692 877**.



Personalised service

BUSSQ takes the time to provide personalised service to our members, when and how they need it, to assist them to achieve the retirement they want. We offer a range of expert assistance, either on site, at home or in our office.

* Ratings are published by SuperRatings Pty Ltd ABN 95 100 192 283 AFSL 311 880. Ratings are general advice only and have been prepared without taking account of your objectives, financial situation or needs. You should consider the appropriateness of the advice, having regard to your personal circumstances, objectives, financial situation and needs, read the product disclosure statement and seek independent financial advice before investing. The rating is not a recommendation to purchase, sell or hold any product. Past performance information is not indicative of future performance. Ratings are subject to change without notice and SuperRatings assumes no obligation to update. SuperRatings uses objective criteria and receives a fee for publishing awards. Visit superratings.com.au for ratings information and to access the full report. ©2023 SuperRatings. All rights reserved.

^ Personal advice is provided by Link Advice Pty Ltd (Link Advice) (ABN 36 105 811 836 AFSL 258145). Link Advice are responsible for any advice given to you by their representatives.

2. Message from the Chair

BUSSQ is Queensland's Building Super. For over 39 years we have provided strong long-term returns*, and exceptional service and in 2022/23 we worked to continue to deliver this for our members.

The Board has had a busy year, and throughout we have been concentrating on you, our members. We only exist because of our members, and we do not take that for granted.

A key focus for the Fund this year has been our investments, building an investment portfolio that is more resilient against market conditions. Our Chief Investment Officer Peter Laity details these changes in his message, read about this and the strong turnaround in investment returns we delivered for members this year.

We have also worked to improve our service offering for members. We have expanded our presence on construction sites and offered more information sessions, for members and workers in the industry, at a wider range of locations throughout Queensland. A super fund needs to be there to help its members and we are making sure we are accessible for our members so we can personally help with their super. I encourage you to give our team a call or drop into our office. If you need assistance, we will be there to help you.

As we move forward into the new year investments and service will continue to be a key priority for the Board. The Fund will also work to build on the strong membership growth we experienced this financial year. More members enables us to continue to expand our services and better respond to your needs.

You are likely to have seen our refreshed branding and marketing in various places over the past year. We were founded for Queensland's building and construction industry, and we have repositioned BUSSQ as 'Queensland's Building Super' focusing on how we help members to build, belong, grow. This shift speaks to all I have noted above. We are here for the industry, we want you to belong and benefit from the service we provide and we want to help you to grow your super.

I would like to thank our hard-working team, from our Board and Committee members, to our CEO, Executive, Managers and everyone who works within our Fund. I know from my interaction with the team, that above all, the interests of our members are at the heart of their work every day and I remain proud and excited about what we can do for you over the coming year.

Thank you for being a BUSSQ member; for making our fund strong and for enabling us to continue to be Queensland's building super fund.



A handwritten signature in black ink, which appears to read 'C. Taylor', written over a light grey rectangular background.

Chris Taylor
Chair

* Based on the performance of the Balanced Growth Super option from 1 January 1985 calculated at 30 June 2023. Past performance is not a reliable indicator of future Performance. Investment returns shown in this annual report are net of investment fees and costs, and taxes, and the percentage-based administration fee.

3. Message from the CEO

I'm pleased to report that over the 2022/23 financial year your fund went from strength to strength in membership growth, investment returns and overall funds under management.

This success was underpinned by the tremendous support of our members, both long standing and new, and the support the Fund receives from all stakeholders in the Queensland building, construction and allied industries.

It is this support that enables our team to access opportunities to see you where you work, at industry events and in our office, to ensure you have the right information to make decisions about your retirement and protect yourself and your family. The BUSSQ team take this responsibility very seriously and will always be there to help you with your queries and to provide advice and support. It's in our DNA.

There have been increasing news reports this year about Australians receiving diminishing service from their super funds with some large funds being put in the spotlight. I am proud that BUSSQ was not one of these funds[^]. Good old-fashioned service never goes out of style and being able to speak in person to our staff and our Australian-based contact centre will continue to be strong reasons workers in the Queensland building and construction industry choose BUSSQ. If you work in these industries, BUSSQ is and has always been a fund that works hard for you.

Over the next 10 years Australia will see more people reach retirement than ever before in our nation's history. BUSSQ is well placed to meet its members needs in this space, with an Income account that has low fees, strong long-term returns and an in house financial advice team to help you*. Throughout the year we run Retire Happy seminars across the state and I encourage you to attend one, to check in to see that you're on track for the retirement you want. Feedback received from members indicates they come away from these seminars more confident about their retirement goals.

We continue to have a focus on fees, and have reduced investment fees this year, and in the coming year we will change our administration fee structure to be fairer across the membership. We also made further improvements to our insurance policy terms and conditions this year without increasing premiums, and we continue to support members who need to claim on their insurance, paying 96% of all claims received in 2022/23.

Our progress was recognised in the Super Ratings annual industry awards[#] with nominations for best default insurance cover and for their Momentum award which recognised BUSSQ as a fund that has made significant progress towards delivering its strategic objectives and has set itself up for future success.

I'd like to thank all our members, great staff, industry partners and our Board of Directors for supporting your fund over the past year. And I look forward to serving you well in the years ahead.



A handwritten signature of Damian Wills in black ink.

Damian Wills
Chief Executive Officer

[^] <https://www.afr.com/policy/tax-and-super/these-are-the-most-complained-about-super-funds-20231103-p5ehf5>

* Past performance is not a reliable indicator of future performance. For more information about BUSSQ's investment performance, awards and ratings refer to bussq.com.au. Personal advice is limited to BUSSQ products and is advice on insurance, investment choice, contributions and retirement. In 2022/23 personal advice was provided by Link Advice Pty Ltd (Link Advice) (ABN 36 105 811 836 AFSL 258145).

[#] www.superfundoftheyear.com.au/winners/2023-winners-and-finalists

4. Investing for our members' future

Message from the CIO

BUSSQ managed approximately \$6.06 billion of members' retirement savings in 2022/23.

The financial year 2022/23 was a rollercoaster ride for investment markets. We faced some tough challenges as the global economy suffered from COVID-19, a war in Ukraine, rising cost of living, and banking turmoil in the US and Europe. As a result, share markets went through some wild ups and downs.

Despite this volatility, BUSSQ's Balanced Growth Super option returned 8.81%, and our Balanced Growth Income account option returned 8.53% for the financial year to 30 June 2023*.

What happened in the markets?

Over the year the global economy experienced all sorts of chaos. The pandemic continued to cause havoc, while the war in Ukraine led to soaring energy costs and worldwide supply issues. These factors contributed to rising inflation, which put pressure on household budgets and businesses.

As a result, central banks were forced to raise official cash rates in an effort to combat inflation. Our very own Reserve Bank of Australia (RBA) moved aggressively, raising the cash rate 12 times in just 13 months, seeing it jump from 0.1% to 4.1% as at 30 June 2023. The significant increase in interest rates had a negative impact on consumer confidence, particularly for those with a mortgage.

On top of this a regional banking crisis unfolded in the US and spread to Europe, culminating with the bailout of three US regional banks and the merger of Credit Suisse with UBS in Switzerland. This led to further volatility in markets, particularly panic in the broader banking sector where there were no real issues other than fear and a lack of confidence. Central banks and governments responded positively by providing liquidity and deposit guarantees.

The ups and downs through 2022 hit rock bottom in October, but they managed to bounce back. Share markets, for example, had an impressive recovery and finished with near yearly highs in June 2023.

The US share market rose by 6.5% in June, ending the financial year up 17.57% (in USD), and the global share market saw a 3.1% surge, finishing the financial year up 22.4% (in AUD)[#]. Our own Australian share market, went up 1.73%, closing the financial year up 14.4%[^].

Impact on BUSSQ's investments

BUSSQ's investment performance ended the year on a positive note, with the Balanced Growth Super and Income account options rebounding from negative returns in the 2022 financial year increasing by 8.81% and 8.53% in the 2023 financial year, a turnaround of 13.6% and 12.3% from the previous financial year's position.



Peter Laity
Chief Investment Officer

2022/23 Returns in brief *

Investment option	Super	Income account
Pre-mixed		
Balanced Growth	8.81%	8.53%
Defensive	4.34%	4.85%
High Growth	10.91%	11.87%
Single asset class		
Cash	2.29%	2.71%
Australian Shares	10.77%	11.93%
Australian (Small Companies) Shares	13.04%	14.68%
International Shares	18.17%	20.82%
International (Emerging Markets) Shares	10.08%	11.57%

* Past performance is not a reliable indicator of future performance. 2022/23 investment returns shown in this annual report are net of investment fees and costs, and taxes, and the percentage-based administration fee.

[#] The US share market measured by the S&P 500 Index, Global share markets measured by the MSCI World Index.

[^] Australian share market measured by the ASX 300 Sources: Bloomberg and Macquarie.

Investing for our members' future

It was our infrastructure investments (most of which are favourably inflation-proof) and shares that played a key role in our current end of year performance.

There were some challenges for property portfolios this year. The commercial (office building) market faced rising interest rates, lower valuations, and weak rental demand, resulting in many office building investments dropping by up to 10% over the financial year. Stronger returns from our retail (shopping centres) and industrial (logistics) properties helped support our overall property portfolio return (albeit still negative).

Overall, we're proud to say our medium and long-term returns remain strong. This is shown by our Balanced Growth Super option returning 5.48% p.a. over 5 years and 7.51% p.a. over 10 years to 30 June 2023, and our Balanced Growth Income account option returning 6.77% p.a. over 5 years and 7.91% p.a. over 10 years to 30 June 2023[^].

Future outlook

Looking ahead it's expected that market volatility will continue. There is potential for more interest rate rises, putting more pressure on the cost of living and there's still a range of geopolitical risks that could potentially upset the economy and financial markets.

While it's difficult to predict how this will all play out, history shows that we should expect market volatility, and one thing you can do to manage this is not have all your eggs in one basket.

BUSSQ maintains a diverse portfolio of investments within our pre-mixed options. We also actively manage our investments, closely following the market to buy, sell, or hold shares where suitable, in our members' best interests.

Changes to your investment portfolio

Over the 12 months to 30 June 2023 we made significant changes to the overall portfolio, adding 13 new managers or strategies and terminating four managers. The majority of these changes, all detailed below, were made in the listed equities portfolio, to add better balance to the portfolio and provide greater resilience during market downturns.

Asset class	New	Terminated
Australian Shares	Cooper Investors	Ellerston Capital
	Alliance Bernstein	
International Shares	Alphinity	Orbis IM
	Harris Associates	Neuberger Berman
	Sanders Capital*	Parametric*
	Osmosis IM*	
	Montrusco Bolton*	
	Northcape Capital	
Opportunistic Growth	Harbourvest Partners Stewardship Associates*	
	Acorn Capital	
	Magnetar Capital*	
Infrastructure	Sustainable Development Capital (SDCL)	
	Antin Infrastructure Partners*	

* Approved but not implemented as at 30 June 2023 (implemented after 30 June 2023)

[^] Past performance is not a reliable indicator of future performance. 2022/23 investment returns shown in this annual report are net of investment fees and costs, and taxes, and the percentage-based administration fee.

Investment strategy and objectives

The broad investment objective of the Trustee is to maximise investment returns after taking into account the risks associated with various types of investments.

The Trustee has a number of investment options available to members and each option has an investment objective and specific performance target detailed in section 6.

In order to achieve its investment objectives, the Trustee has established an investment strategy for each option and regularly reviews the strategy against the investment objectives for each option. The Trustee aims to invest at certain levels in various asset classes within each investment option and this is called the 'target asset allocation'.

These allocations are the long term target 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 the defined asset class ranges which have been established with the assistance of a professional investment consultant. The Fund's Trustee constantly monitors investments and may vary the mix of asset classes 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 each asset class. Investing in a diverse range of asset classes with a range of specialist investment managers offers diversification and in turn reduces investment risk.

The target asset allocations as at 30 June 2023 are in section 6. These allocations are periodically reviewed in consultation with our investment consultant. To see the current allocations for your BUSSQ investment option/s refer to the relevant PDS at bussq.com.au.

Voting

We have the ability to influence the listed companies in which we invest on behalf of our members. We typically do this through our investment managers however we also have the right to vote on shares directly. Details of our voting can be found at bussq.com.au/investments/proxy-voting.

Responsible investing

BUSSQ considers itself a long term investor and believes its members will be best served by investing in a sustainable and responsible manner. The Fund believes that taking active responsibility for the portfolio will help identify and manage risks and enhance returns for members over the long term.

The Fund continues to make progress with its work on sustainable investing considering environmental, social and governance factors across our investments. This year the Fund completed the following:

- Annual mapping of investments to our four chosen United Nations Sustainable Development Goals (SDGs).
- Annual review of climate risk to assess and manage climate risk across the Fund's investments.

Additionally, the Fund added a number of new investment managers and strategies that are positive for climate change and reduce our carbon footprint. These include:

- Investment in SDCL Green Energy Solutions Fund – an opportunistic infrastructure manager who specialises in bespoke energy solutions for business.
- Partnering with Osmosis Investment Management – a listed equity manager who uses proprietary research to tilt the portfolio to companies with efficiencies in the management of carbon, water and waste.
- Investment in Harbourvest Partners Stewardship Associates – a private equity "Co-Investment" Fund, with both financial and positive ESG investment objectives.

Further to this, the Fund's Infrastructure, Property and Agriculture managers continued to progress their focus on sustainability in a number of areas including energy efficiency and carbon sequestration, with a number of managers outlining their roadmap to net zero.

Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are global goals to achieve a better and more sustainable future. They cover social and economic development issues such as poverty, health, education, climate change, gender equality, clean water and sanitation, affordable clean energy, urbanisation and social justice. As a worldwide focus of policy and programs, the SDGs help identify opportunities where we can positively contribute to the world our members retire in. They also indicate areas of likely future growth and opportunities.

BUSSQ has identified a subset of four United Nations SDGs that we consider to be directly relevant to the competitiveness and value of investments and that can be contributed to via capital allocation.

BUSSQ's priority SDGs:



The purpose of this goal is to provide access to affordable, reliable, sustainable, and modern energy for all. A well established energy system supports all sectors: from businesses, medicine and education to agriculture, infrastructure, communications and high technology. We have investments in assets which provide renewable energy such as Bald Hills Wind Farm in Victoria.



The purpose of this goal is to promote inclusive and sustainable economic growth, employment and decent work for all. Sustained and inclusive economic growth can drive progress, create decent jobs for all and improve living standards.



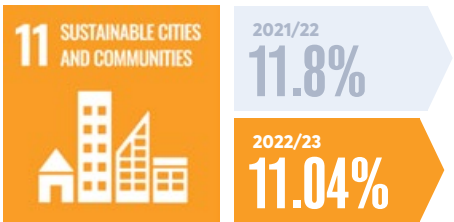
The purpose of this goal is to make cities inclusive, safe, resilient, and sustainable. This includes basic services such as transportation and water. We have investments in public transportation and water infrastructure that treats wastewater and provides clean water.



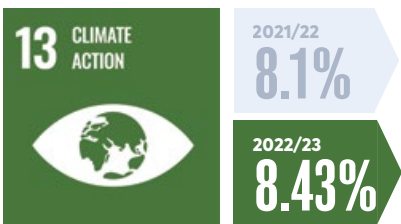
The purpose of this goal is to take action to tackle climate change and its impacts. The Fund continues to review climate risks with our underlying investment managers to assess how these impact their portfolios and identify areas where positive impacts are being made.

The Fund's year on year capital allocation to the four goals is shown below.

How our Fund assets positively impact our priority SDGs



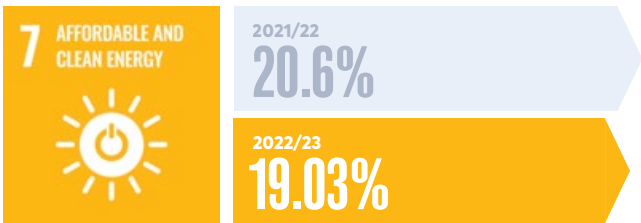
Percentage of Fund assets positively impacting SDG 11



Percentage of Fund assets positively impacting SDG 13



Percentage of Fund assets positively impacting SDG 8



Percentage of Fund assets positively impacting SDG 7

Note: Some investments are mapped to multiple goals and how the percentage is calculated may also change over time.

5. Managing BUSSQ

Board of Directors

The directors of BUSS (Queensland) Pty Ltd, Trustee of the Building Unions Superannuation Scheme (Queensland) (BUSSQ), as at 30 June 2023 were:

Chris Taylor

Employer Director, Chair from 1 July 2022

Chris Taylor was appointed as a Director on 2 March 2022 and Chair on 1 July 2022. He is a current board member of Master Builders Queensland and has held a number of board positions with large and small organisations including Queensland Building Services Authority. He is the director and owner of several companies, in addition to owning and running a medium sized construction business in North Queensland. Chris has a Bachelor of Commerce, Bachelor of Laws, Post Graduate Diploma in Construction, Graduate Diploma of Legal Practice and is a Member of the Australian Institute of Company Directors.

Ben Young

Employer Director

Ben Young was appointed as a Director on 26 April 2022. He has been active in the construction industry since joining Hutchinson Builders in 2003 and he currently owns and operates Workplace Compliance Australia which specialises in workplace and industrial relations compliance matters. He is also the Workplace Relations Director for Hutchinson Builders. Ben holds Bachelor of Arts, Bachelor of Business Management and Master of Business Administration degrees and is a member of the Australian Institute of Company Directors.

Emma Eaves

Member Director

Emma Eaves has been a Director since 14 December 2022. Her other directorship is Construction Skills Queensland, and she is the Company Secretary for OCF Limited. Emma is the Administration Executive for the CFMEU, Construction & General Division QLD / NT Divisional Branch where she currently assists with the financial operations of the CFMEU and Industrial Relations administration. Her work history also includes small business and a number of community organisations. Emma has worked in finance for over 20 years and has over six years' experience in the superannuation industry in both self-managed and industry superannuation funds and has an Associate Diploma of Business and a Diploma in Superannuation.

Geoff Baguley

Employer Director

Geoff Baguley was appointed as a Director on 2 March 2022. Geoff has worked in the building and construction industry for over 20 years. He is the Managing Director and owner of the Baguley Group in North Queensland and is an active industry advocate with a history of supporting workers starting out in the industry. Geoff is a board member for Master Builders Queensland and is a member of its Housing Sector Committee.

Jacqui Collie

Member Director

Jacqui Collie has been a Director since 28 August 2019. Her other directorships are Construction Income Protection Limited and The Construction Training Centre. Jacqui is the Governance, Political and Executive Officer of the CFMEU Construction & General Division QLD / NT Divisional Branch. Jacqui currently has responsibility for developing policies, processes and procedures and implementing and maintaining governance to ensure compliance with relevant legislation and regulations and has extensive experience in the union movement for over 25 years previously working for the peak body, Queensland Council of Unions. Jacqui has a Diploma in Superannuation and is also a Member of the Australian Institute of Company Directors.

Linda Vickers

Member Director

Linda Vickers was appointed as a Director on 26 April 2022. She has over 40 years' experience in superannuation, insurance and wealth management. Linda began working for BUSSQ in 1998, retiring as CEO in 2020. Linda has a Diploma in Superannuation, Diploma in Financial Planning, a Masters in Organisational Leadership and is a member of the Australian Institute of Company Directors.

Michael Ravbar

Member Director

Michael Ravbar was appointed as a Director on 3 November 2021. He is State Secretary of the CFMEU, Construction & General Division QLD / NT Divisional Branch. Michael holds a number of senior union leadership positions both at State and Federal level and was an Executive Member of the National ALP. Michael holds a Bachelor of Arts, a Graduate Diploma of Economics, Master of Business Administration and a Diploma of Superannuation. He is an experienced director holding numerous positions including Director - BERT Fund Limited, the trustee of the Building Employees Redundancy Trust, Director - BERT Welfare Fund, Director - Building Employees Welfare Trust, Director - The Construction Training Centre and Director - Queensland Construction Training Fund.

Paula Masters

Member Director until 16 December 2022.

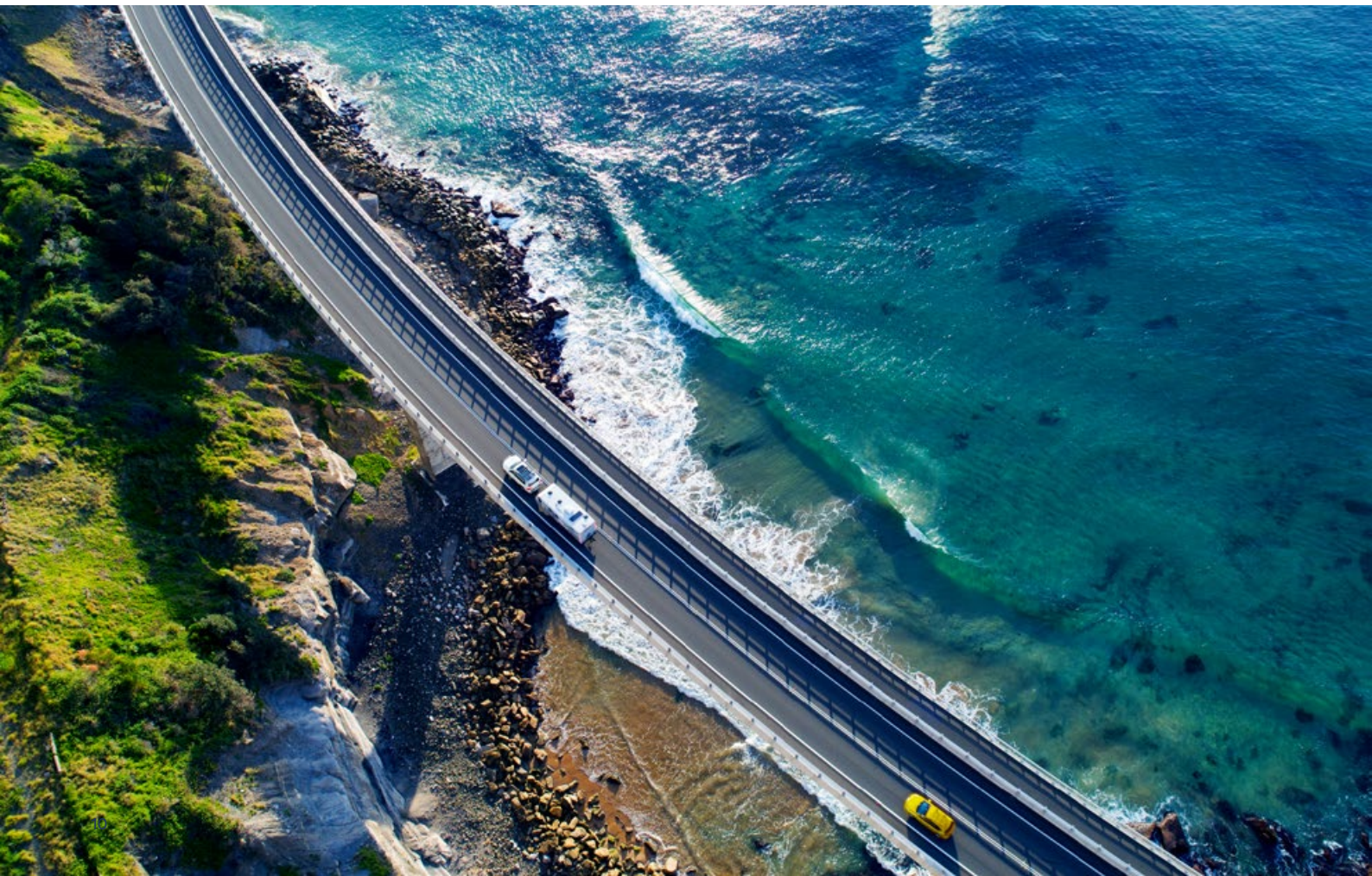
Chair until 30 June 2022

Paula Masters was a Director from 1 April 2015 until 14 December 2022 and was the Chair until 30 June 2022. Her other directorships are Construction Income Protection Limited and CISC Pty Ltd. Previously she was employed by the CFMEU Construction & General Division QLD / NT Divisional Branch as the Systems and Governance Officer. Paula has a Bachelor of Commerce and a Graduate Diploma of Commercial Computing. She is a CPA and a member of the Institute of Chartered Secretaries, the Governance Institute of Australia and the Australian Institute of Company Directors.

Paul Hick

Employer Director

Paul Hick was appointed as a Director on 2 March 2022. Paul has a Bachelor of Laws, Graduate Diploma of Legal Practice and various Adjudication and Arbitration Certificates. Paul has been working as a solicitor and barrister in the area of construction law for the past 20 years and is a highly regarded adjudicator. This expertise is complemented by over 20 years' hands-on construction experience.



Governance

BUSSQ is an employer sponsored public offer Fund which is operated to comply with the Superannuation Industry (Supervision) Act 1993 (SIS).

The Trustee is responsible for managing the Fund on behalf of its members. The Trustee Board has eight directors comprising an equal number of directors appointed by employers and members.

How are directors appointed to the Board?

The Construction, Forestry, Mining and Energy Industrial Union of Employees (CFMEU) Queensland appoints four directors to represent the members and the Queensland Master Builders Association, Industrial Organisation of Employers appoints four directors to represent employers.

How are directors removed from the Board?

Directors can be removed if they become disqualified (under the SIS Act), are suspended, there is a court order to remove them, or their sponsor removes them. Alternatively, directors may retire or resign. Replacement directors 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 every second month, or as needed, and is responsible for ensuring that the Fund is run in the best interests of all members. The Board is also responsible for ensuring that the Fund is operated and managed in accordance with the Trust Deed and superannuation legislation.

Trustee Committees

Certain Trustee responsibilities and decisions are delegated to Board appointed committees consisting of Trustee directors (who have voting rights on decisions) and may include other nominees and external expert attendees (who do not have voting rights on decisions).

The committees and the director members and attendees as at 30 June 2023 were:

Audit and Risk Committee

Linda Vickers (Chair)
Paula Masters (until 16 December 2022)
Chris Taylor
Paul Hick
Emma Eaves (from 16 December 2022)
Geoff Baguley (attendee)

Investment Committee

Michael Ravbar (Chair)
Jacqui Collie
Geoff Baguley
Chris Taylor

People, Culture, Remuneration and Nominations Committee

Jacqui Collie (Chair)
Paul Hick
Michael Ravbar
Ben Young
Chris Taylor (attendee)

Insurance Committee

Geoff Baguley (Chair)
Paula Masters (until 16 December 2022)
Ben Young
Linda Vickers
Emma Eaves (from 16 December 2022)

Professional advisers and service providers

As at 30 June 2023 the following companies provided professional services to the Trustee to assist in the efficient and proper management of the Fund.

Custodian

BNP Paribas Securities Services

Administrator

Link Group

External auditor

Ernst and Young

Internal auditor

BDO (Australia) Limited

Tax agent

Ernst and Young

Insurer – group life

Zurich Australia Limited (Zurich)*

Insurer – professional indemnity

Sompo International
K2 Insurance International[#]
Hamilton Insurance Group[#]
Avivia Insurance Ltd[#]
Nexus Underwriting Limited[#]
Allied World Global Markets (Lloyds)[^]
Axis Insurance[^]

Investment advice

Frontier Advisors
Investment managers as listed in section 6.

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.

* With effect from 1 August 2022, OnePath Life Limited's life insurance business transferred to Zurich Australia Limited (Zurich).

[#] These insurers were appointed with effect 18 December 2022.

[^] These insurers were appointed up to 18 December 2022.

6. Detailed investment information

Investment returns history

Investment option		Investment returns for year ended 30 June					Compound average return over 10 years [†]	Compound average return over 7 years [†]	Compound average return over 3 years [†]
Pre-mixed		2023 %	2022 %	2021 %	2020 %	2019 %	% p.a	% p.a	% p.a
Balanced Growth	Super	8.81%	-4.79%	17.28%	2.46%	4.89%	7.51%	6.55%	6.70%
	Income account	8.53%	-3.82%	16.61%	1.83%	4.97%	7.91%	6.68%	6.77%
Defensive	Super	4.34%	-2.11%	7.97%	1.07%	3.53%	4.68%	3.85%	3.32%
	Income account	4.85%	-1.31%	7.92%	0.86%	3.93%	5.26%	4.30%	3.75%
High Growth	Super	10.91%	-5.36%	20.40%	2.72%	5.62%	8.58%	7.66%	8.12%
	Income account	11.87%	-4.51%	22.13%	1.19%	5.88%	9.36%	8.35%	9.27%
Single asset class									
Cash	Super	2.29%	0.37%	0.30%	1.13%	1.83%	1.57%	1.33%	0.98%
	Income account	2.71%	0.26%	0.45%	1.37%	2.18%	1.91%	1.64%	1.13%
Diversified Fixed Interest	Super	-3.57%^	-9.25%	1.19%	2.04%	3.74%	0.76%	-0.10%	-3.06%
	Income account	-4.39%^	-11.19%	1.53%	2.40%	4.43%	0.94%	-0.05%	-3.63%
Australian Shares	Super	10.77%	-9.57%	29.57%	-0.18%	5.22%	8.81%	8.32%	9.08%
	Income account	11.93%	-10.28%	33.30%	-0.18%	6.20%	10.03%	9.50%	10.21%
Australian (Small Companies) Shares	Super	13.04%	-10.29%	31.27%	3.67%	4.29%	10.32%	9.20%	10.01%
	Income account	14.68%	-12.76%	34.83%	6.76%	5.35%	11.74%	10.57%	10.49%
All Shares	Super	9.54%^	-11.53%	25.48%	1.78%	6.16%	9.41%	8.34%	9.64%
	Income account	9.62%^	-13.77%	28.40%	1.96%	6.93%	10.46%	9.26%	10.39%
International Shares	Super	18.17%	-16.25%	21.51%	2.24%	6.35%	9.42%	7.87%	6.34%
	Income account	20.82%	-18.90%	23.64%	2.50%	7.01%	10.38%	8.65%	6.61%
International (Emerging Markets) Shares	Super	10.08%	-18.00%	24.26%	-1.32%	3.15%	5.43%	5.26%	3.90%
	Income account	11.57%	-21.76%	27.41%	-1.48%	3.53%	6.05%	5.70%	3.61%

Please note BUSSQ Transition to Retirement Income account members are invested in the Super investment options.

[^] The Diversified Fixed Interest and All Shares options closed on 29 May 2023 and the investment returns in this table are as at 29 May 2023.

[†] 3, 7 and 10 year figures are average compound annual returns for the period preceding 30 June 2023.

The Single asset class options are only available to members of the BUSSQ Premium Choice and Income account products. Past performance is not a reliable indicator of future performance.

Investment options

The following pages detail the Fund's investment options as at 30 June 2023[^]. There are three pre-mixed and five single asset class investment options.

Pre-mixed options

Balanced Growth

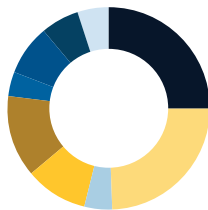
Designed for medium to long term investors. Balanced Growth is a diversified, pre-mixed option. It provides a mix of growth and defensive assets such as shares, property and fixed interest securities.

Investment objective

For the annual rate credited to members to exceed change in the Consumer Price Index by +3% per annum over rolling 10 years.

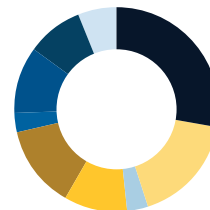
Target asset allocation

MySuper, Premium Choice and Transition to Retirement account products



Asset class	Strategic asset allocation	Range
Australian Shares	25.25%	15 - 35%
International Shares	24.25%	15 - 35%
Opportunistic Growth	4.5%	0 - 10%
Property	10.0%	5 - 20%
Infrastructure	13.0%	5 - 20%
Agriculture	4.0%	0 - 10%
Opportunistic Debt	8.0%	0 - 10%
Fixed Interest	6.0%	5 - 20%
Cash	5.0%	0 - 10%

Income account products



Asset class	Strategic asset allocation	Range
Australian Shares	28.0%	10 - 35%
International Shares	17.0%	10 - 35%
Opportunistic Growth	3.5%	0 - 10%
Property	10.0%	5 - 20%
Infrastructure	13.0%	5 - 20%
Agriculture	3.0%	0 - 10%
Opportunistic Debt	10.5%	0 - 20%
Fixed Interest	9.0%	5 - 30%
Cash	6.0%	0 - 10%

Suggested minimum investment timeframe

At least five years.

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 4 to less than 6 years over any 20 years*

Risk level*



[^] Investment option information current as at 30 June 2023. For the most up to date investment option information please see the current PDS available at bussq.com.au.

* The likelihood of a negative annual return and the risk level are based on the Standard Risk Measure explained in BUSSQ's Super Handbook and the relevant PDS available at bussq.com.au.

Defensive

Designed for short to medium term investors looking for stable returns with minimal capital growth. The Defensive option provides investment mainly in cash and fixed interest securities, with moderate exposure to growth assets, such as shares and property.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +1.50% per annum over rolling 10 years.

Target asset allocation

MySuper, Premium Choice and Transition to Retirement account products



Asset class	Strategic asset allocation	Range
Australian Shares	9.5%	5 - 15%
International Shares	9.0%	5 - 15%
Opportunistic Growth	0.0%	0 - 10%
Property	10.0%	5 - 20%
Infrastructure	13.0%	5 - 20%
Agriculture	4.0%	0 - 10%
Opportunistic Debt	8.0%	0 - 10%
Fixed Interest	24.0%	15 - 40%
Cash	22.5%	10 - 30%

Income account products



Asset class	Strategic asset allocation	Range
Australian Shares	10.5%	5 - 15%
International Shares	7.5%	5 - 15%
Opportunistic Growth	0.0%	0 - 10%
Property	10.0%	5 - 20%
Infrastructure	13.0%	5 - 20%
Agriculture	3.0%	0 - 10%
Opportunistic Debt	11.0%	0 - 25%
Fixed Interest	21.5%	15 - 50%
Cash	23.5%	10 - 30%

Suggested minimum investment timeframe

At least three years.

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 2 to less than 3 years over any 20 years*.

Risk level*



* The likelihood of a negative annual return and the risk level are based on the Standard Risk Measure explained in BUSSQ's Super Handbook and the relevant PDS available at bussq.com.au.

High Growth

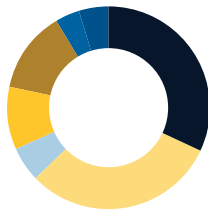
This option may suit long term investors looking for an attractive return and capital growth who can tolerate a higher level of risk and volatility. High Growth provides a high allocation of investments to growth assets, such as shares.

Investment objective

For the annual rate credited to members to exceed change in the Consumer Price Index by +3.75% per annum over rolling 10 years.

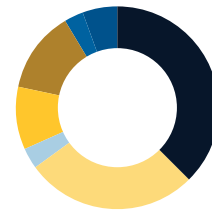
Target asset allocation

MySuper, Premium Choice and Transition to Retirement account products



Asset class	Strategic asset allocation	Range
Australian Shares	32.0%	20 - 45%
International Shares	31.0%	20 - 45%
Opportunistic Growth	5.5%	0 - 10%
Property	10.0%	5 - 20%
Infrastructure	13.0%	5 - 20%
Agriculture	4.0%	0 - 10%
Opportunistic Debt	4.5%	0 - 10%
Fixed Interest	0.0%	-
Cash	0.0%	0 - 5%

Income account products



Asset class	Strategic asset allocation	Range
Australian Shares	37.5%	25 - 45%
International Shares	27.5%	25 - 45%
Opportunistic Growth	3.5%	0 - 10%
Property	10.0%	5 - 20%
Infrastructure	13.0%	5 - 20%
Agriculture	3.0%	0 - 10%
Opportunistic Debt	5.5%	0 - 20%
Fixed Interest	0.0%	0 - 30%
Cash	0.0%	0 - 10%

Suggested minimum investment timeframe

At least 10 years.

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 4 to less than 6 years over any 20 years*.

Risk level*



* The likelihood of a negative annual return and the risk level are based on the Standard Risk Measure explained in BUSSQ's Super Handbook and the relevant PDS available at bussq.com.au.

Single asset class options

Cash

This investment option is for investors who are risk averse and looking for a 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.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the Bloomberg AusBond Bank Bill Index return over rolling 10 years.

Target asset allocation

MySuper, Premium Choice and Transition to Retirement account and Income account products

Asset class	Target asset allocation
Cash	100%

Suggested minimum investment timeframe

Not applicable.

Likelihood of negative annual return*

The Cash pool aims to avoid negative annual returns in any year*.

Risk level*



Australian Shares

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 Australian Shares.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the S&P/ASX 300 Index return over rolling 10 years.

Target asset allocation

MySuper, Premium Choice and Transition to Retirement account and Income account products

Asset class	Target asset allocation
Australian Shares	100%

Suggested minimum investment timeframe

At least 10 years.

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 6 years or more over any 20 years*.

Risk level*



* The likelihood of a negative annual return and the risk level are based on the Standard Risk Measure explained in BUSSQ's Super Handbook and the relevant PDS available at bussq.com.au.

Australian (Small Companies) Shares

This investment option is for investors looking for a stand alone 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.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the S&P/ASX Small Ordinaries Index return over rolling 10 years.

Target asset allocation

MySuper, Premium Choice and Transition to Retirement account and Income account products

Asset class	Target asset allocation
Australian (Small Companies) Shares	100%

Suggested minimum investment timeframe

At least 10 years

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 6 years or more over any 20 years*.

Risk level*



International Shares

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.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the MSCI All Country World Index return over rolling 10 years.

Target asset allocation

MySuper, Premium Choice and Transition to Retirement account and Income account products

Asset class	Target asset allocation
International Shares	100%

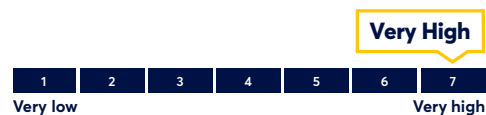
Suggested minimum investment timeframe

At least 10 years.

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 6 years or more over any 20 years*.

Risk level*



* The likelihood of a negative annual return and the risk level are based on the Standard Risk Measure explained in BUSSQ's Super Handbook and the relevant PDS available at bussq.com.au.

International (Emerging Markets) Shares

This investment option is for investors looking for a stand alone investment in International Shares in emerging market countries (e.g. Brazil, India, China). This option is unhedged, which means that it will be subject to fluctuations in performance because of currency movements.

Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the MSCI Emerging Markets Index return over rolling 10 years.

Target asset allocation

MySuper, Premium Choice and Transition to Retirement account and Income account products

Asset class	Target asset allocation
International (Emerging Markets) Shares	100%

Suggested minimum investment timeframe

At least 10 years

Likelihood of negative annual return*

The frequency of negative annual returns is expected to be 6 years or more over any 20 years*.

Risk level*



* The likelihood of a negative annual return and the risk level are based on the Standard Risk Measure explained in BUSSQ's Super Handbook and the relevant PDS available at bussq.com.au.

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 advisor, Frontier Advisors, to assist it in meeting this responsibility.

The Trustee also appoints investment managers to manage the funds within each asset class. These managers, listed below, are required to report to the Trustee regularly and are continuously monitored.

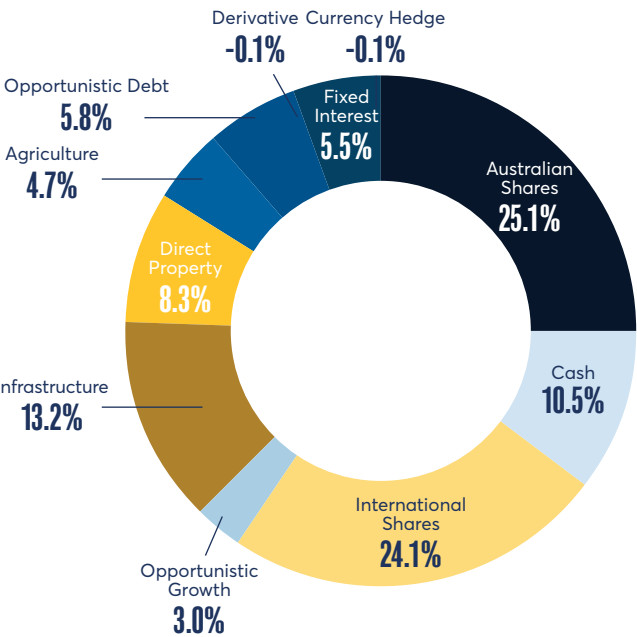
The below table details the percentage asset allocation by investment manager as at June 2023. The percentages in this table are subject to rounding. The total percentage per asset class is detailed in the breakdown on the following page.

Asset class	Investment manager	June 2023 %	Asset class	Investment manager	June 2023 %
Agriculture	Duxton Capital	1.0%	Opportunistic Growth	Acorn Capital	1.0%
	Macquarie Pastoral Fund	3.5%		Industry Super Holdings Pty Ltd	0.1%
	Stafford International Timberland	0.2%		Newbury Equity Partners	0.0%
Australian Shares	Alliance Bernstein	4.3%		P A Private	0.0%
	Alphinity	5.6%		Siguler Guff	0.1%
	Cooper Investors	4.3%		Stafford Private Equity	0.1%
	First Sentier	2.8%		Wilshire	0.0%
	Hyperion	5.1%		Wasatch	1.6%
	Parametric	2.8%	Opportunistic Debt	Finisterre	0.7%
International Shares	Acadian	0.5%		Hayfin	0.5%
	Alphinity	3.5%		Intermediate Capital Group	4.3%
	Lazard	1.2%		Westbourne	0.3%
	Harris Associates	4.5%	Infrastructure	Energy Infrastructure Trust	2.2%
	Morgan Stanley	5.6%		IFM	2.7%
	Northcape Capital	2.3%		Lazard	0.8%
	Parametric	2.7%		Macquarie	7.2%
	Sands	3.3%		Sustainable Development Capital (SDCL)	0.3%
	Wasatch	0.6%	Other - Derivative	Challenger	-0.1%
Cash	Colonial First State	2.0%	Other - Currency Hedge	Mesirow	-0.1%
	Residual Cash	2.8%			
	Term Deposits	5.7%			
Direct Property	Dexus	4.1%			
	Investa	1.8%			
	QIC	2.5%			
Fixed Interest	Pimco	5.5%			

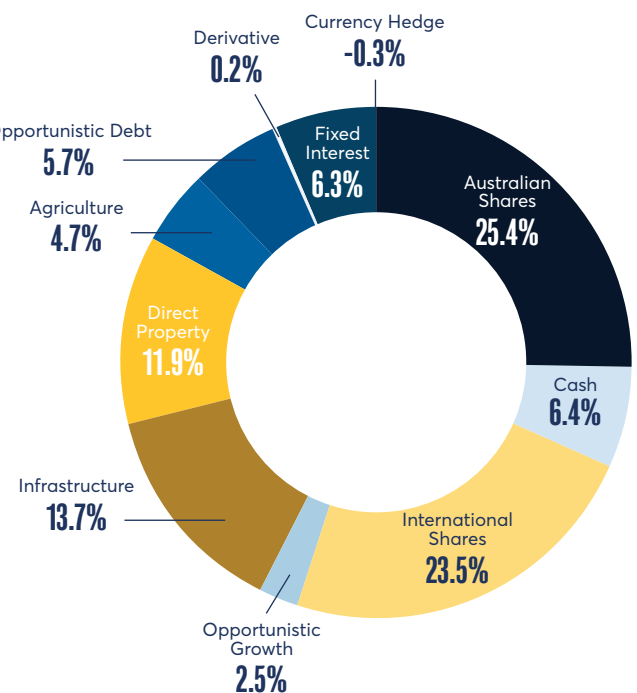
Asset breakdown

As at 30 June 2023 and 30 June 2022 the total assets of BUSSQ were invested as follows*:

30 June 2023



30 June 2022



* The asset totals are subject to rounding.

Other investment information

The BUSS (Queensland) Pooled Superannuation Trust (PST)

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

Derivatives

The Trustee and BUSSQ's investment managers have 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.

The derivatives charge ratio represents the market value of the assets of the Fund (other than cash) that are subject to a charge in relation to a derivatives contract, as a percentage of the market value of all the assets of the Fund.

BUSSQ monitors the derivatives charge ratio. If at any time during the financial year the derivatives charge ratio exceeded 5%, BUSSQ is required to disclose this in the annual report.

The derivatives charge ratio did not exceed 5% at any time during the financial year ended 30 June 2023.

The use of derivatives is at the discretion of BUSSQ's Investment Committee in consultation with BUSSQ's investment advisor Frontier Advisors. The primary reason derivatives are used is to help protect the Fund from downside risk and market volatility. They are also utilised to rebalance portfolios back to an agreed asset allocation rather than physically transacting on the Fund's investments which may trigger Capital Gains Tax (CGT) events.

7. Financial statements

Abridged financial information

Ernst and Young has independently 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.

Statement of financial position

Assets	30 June 2023 \$	30 June 2022 \$
Cash and cash equivalents	13,287,566	16,464,969
Receivables	81,552,806	9,502,380
Investments		
Cash and short term deposits	45,404,332	52,893,774
Pooled Superannuation Trusts	6,003,223,344	5,484,113,740
Domestic property	-	13,300,063
Property, plant and equipment	725,823	718,506
Right of use assets	899,686	-
Deferred tax assets	987,567	801,529
Total assets	6,146,081,124	5,577,794,961
Liabilities		
Payables	(4,344,705)	(3,532,478)
Lease liabilities	(909,494)	-
Income tax payable	(49,841,308)	(41,995,024)
Deferred tax liabilities	-	(44,989)
Total liabilities excluding member benefits	(55,095,507)	(45,572,491)
Net assets available for member benefits	6,090,985,617	5,532,222,470
Member benefits		
Allocated to members	(6,065,235,720)	(5,518,553,626)
Unallocated to members	(50,093)	(41,951)
Total member liabilities	(6,065,285,813)	(5,518,595,577)
Net assets	25,699,804	13,626,893
Equity		
Other reserves	12,113,553	413,514
Operational risk reserve	13,586,251	13,213,379
Total equity	25,699,804	13,626,893

Income statement

Superannuation activities	30 June 2023 \$	30 June 2022 \$
Interest	1,821,682	87,892
Distributions from unit trusts	1,494	48
Changes in assets measured at fair value	501,113,951	(294,704,160)
Other income	131,792	1,195
Total superannuation activities income	503,068,919	(294,615,025)
Investment expenses	(43,217)	(55,514)
Administration expenses	(5,409,144)	(5,127,444)
Operating expenses	(14,136,983)	(12,897,136)
Other expense	(3,141,964)	(4,121,191)
Total expenses	(22,731,308)	(22,201,285)
Net result from superannuation activities	480,337,611	(316,816,310)
Profit from operating activities	480,337,611	(316,816,310)
Less: Net benefits allocated to members' accounts	(474,669,490)	276,872,466
Profit/(loss) before income tax	5,668,121	(39,943,844)
Income tax expense/(benefit)	(6,404,790)	(6,159,635)
Profit after income tax	12,072,911	(33,784,209)

Statement of changes in member benefits

	30 June 2023 \$	30 June 2022 \$
Opening balance of member benefits	5,518,595,577	5,735,427,612
Contributions:		
Employer	357,624,721	312,513,102
Member	48,482,144	61,273,340
Transfer from other superannuation plans	117,382,701	102,554,073
Government co-contributions	273,269	280,714
Income tax on contributions	(56,425,078)	(48,952,097)
Net after tax contributions	467,337,757	427,669,132
Benefits to members/beneficiaries	(387,604,779)	(364,427,979)
Insurance premiums charged to members' accounts	(24,050,504)	(23,623,846)
Death and disability insurance benefits credited to members' accounts	16,338,272	20,423,124
Benefits allocated to members' accounts, comprising:		
Net investment income	481,012,309	(270,740,920)
Administration fees	(6,342,819)	(6,131,546)
Closing balance of member benefits	6,065,285,813	5,518,595,577

Reserves

Fund Reserves

The Trustee maintains the following Fund reserves:

- Operational Risk Financial Requirement (ORFR) Reserve for the Fund
- ORFR for BUSS (Queensland) Pooled Superannuation Trust (PST)
- General Reserve

The purpose of the Fund's ORFR Reserve is to address losses arising from operational risks within the Fund, if they occur. In 2022/23, the Trustee's target ORFR Reserve for the Fund was 0.25%.

The Fund invests in the PST. The purpose of the PST's ORFR Reserve is to address losses arising from operational risks within the PST, if they occur. In 2022/23 the Trustee's target ORFR Reserve for the PST was 0.10%.

The purpose of the General Reserve is to fund contingency expenses such as taxation adjustments and other calculation variances. In 2022/23 the Trustee's target General Reserve was 0.15%.

The reserves are 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 ORFRs and General Reserve are held in reserve accounts that are separately identifiable from member accounts and other reserves. The investment strategy ensures that the funds will be unrestricted so that operational losses can be rectified in a timely manner. The investments are held in cash or cash equivalents and can only be used to rectify a loss caused by an operational risk. The investment strategy forms part of the Fund's Investment Policy Statement which is reviewed annually.

The following tables summarise the movement in reserves over the past three years.

Fund – Operational Risk Financial Requirement Reserve

Balance as at 30 June

2023	\$13,586,251
2022	\$13,213,379
2021	\$12,925,753

PST - Operational Risk Financial Requirement Reserve

Balance as at 30 June

2023	\$5,388,310
2022	\$5,240,580
2021	\$5,219,608

General Reserve

Balance as at 30 June

2023	\$12,113,553
2022	\$413,514
2021	\$34,485,349

Trustee Capital Reserve

The purpose of the Trustee Capital Reserve is to provide the Trustee with capital to ensure the Trustee's ongoing capital adequacy. The Trustee Capital Reserve is held by the Trustee and maintained by way of a Trustee Service Fee transferred from the Fund's General Reserve.

The Trustee Capital Reserve is separately identifiable from member accounts and Fund reserves. The investments are held in cash or cash equivalents to ensure that the funds will be unrestricted.

The Trustee Capital Reserve commenced in the 2021/22 financial year with an initial funding of \$300,000, and a subsequent amount of \$300,000 in the 2022/23 financial year. The total funding of \$600,000 across the two financial years was from the Fund's General Reserve.

Balance as at 30 June

2023	\$600,000
2022	\$300,000

8. Other information

BUSSQ subsidiary companies

BUSS(Q) Properties Pty Ltd (ACN 153 918 480) was the Trustee of BUSS(Q) Property Trust. BUSS (Queensland) Pty Ltd was the sole unitholder in BUSS(Q) Property Trust and sole shareholder of BUSS(Q) Properties Pty Ltd. The BUSS(Q) Property Trust was setup as an investment vehicle to purchase the office building at 299 Coronation Drive, Milton. During the 2022/23 financial year the building was sold and the Property Trust was wound up, and in September 2023 BUSS(Q) Properties Pty Ltd was de-registered.

Financial advice

In the 2022/23 financial year, members have had access to financial advice services provided by Link Advice Pty Ltd (ABN 36 105 811 836 AFSL 258145).

Link Advice provided BUSSQ members with personal advice in relation to:

- insurance
- investment choice
- contributions, and
- retirement.

The cost of this advice is included in the administration fees and costs and advice is limited to BUSSQ products.

Link Advice also provided BUSSQ members with personal advice in relation to:

- retirement income streams, and
- transition to retirement.

For further information about the advice services that can be provided, see our Financial Services Guide in section 9. Our advice offering may change from time to time and the most up to date Financial Services Guide can be downloaded at bussq.com.au or call us for a copy on **1800 692 877**.

Fees and other costs

Fees and costs may be directly deducted from your account, from the returns on your investment or from the Fund assets as a whole. BUSSQ is run as a profit for members fund which means that all profits are returned to members. This means that any future fee increase will only be required to cover the costs of running the Fund.

Up to 29 September 2022, an estimate based on the investment related costs was represented as an Indirect Cost Ratio and was applicable to each of BUSSQ's investment options. This was deducted daily from the applicable investment option before BUSSQ declared a unit price and investment earnings applied to members' accounts were net of these indirect costs.

From 30 September 2022 and to comply with regulatory requirements, BUSSQ changed the way it discloses fees and costs in its PDSs. The aim of the change was to simplify the presentation of fees and costs for members and improve the consistency and comparability of fees and costs disclosure across superannuation funds. This meant that the fees and costs summary in the PDSs was changed to present three distinct groups:

1. Administration fees and costs
2. Investment fees and costs
3. Transaction costs

BUSSQ's Product Disclosure Statements (PDS) give full explanations of all fees and other costs that you may be charged. The PDS also includes information about tax and insurance costs. Please be sure to read the PDS applicable to your membership. Current PDSs are available on our website at bussq.com.au or we can mail one to you at your request.

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 and Risk Committee. BUSSQ complies with the key legislative requirements regarding risk management.

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

The Trustee ensures the appropriateness, effectiveness, and adequacy of the risk management framework. It engages the external auditor to perform an annual limited assurance engagement, and the internal auditor to perform

Other information

a comprehensive review on the risk management framework in accordance with the requirements of the prudential standards. This includes Board approved auditors that declare independence to ensure the integrity of auditing during the financial reporting process.

Cyber security

Cyber threats are constant for companies worldwide and the methods being used to disrupt systems and compromise data are continually evolving. BUSSQ, in conjunction with service providers, works to keep up with these evolving threats and mitigate risks wherever possible.

The Fund complies with prudential requirements, and has implemented information security controls that aim to protect members' data. We work to continuously strengthen our cyber security and improve our ability to identify threats, strengthen our perimeter security and where possible, reduce our digital fingerprint.

Members are encouraged to be alert to potential scams and fraudulent activity, and to take steps to protect themselves from scams. Tips on protecting yourself from scams can be found on our website bussq.com.au/blog.

Conflict management

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

AML/CTF

BUSS (Queensland) Pty Ltd is a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 as it provides designated services 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 has an AML/CTF Program in place.

Complaints policy

BUSSQ works to promptly resolve complaints raised by members and their families. In the 2022/23 financial year 68.84% of complaints received by the Fund were resolved on the same day and the average time to resolve complaints during the financial year was 24 days.

In 2022/23 only five complaints, which represents 0.9% of complaints received, were referred to the Australian Financial Complaints Authority (AFCA) for resolution and at 30 June 2023 these complaints remained with AFCA for review. The average time to handle and close the complaints referred to AFCA during the financial year was 184 days.

BUSSQ's complaints policy is available at bussq.com.au or you can call us and we'll send you a copy.

Arrears policy

The Fund takes its responsibility to ensure that members receive their legislated or Enterprise Bargaining Agreement (EBA) entitlements very seriously. We work with unions, major contractors and employers to provide a vigilant arrears and collection process to help members get the super they've worked hard for. The Fund uses a process of reminder communications 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. 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 **1800 692 877** if you require assistance.

Privacy policy

BUSSQ's privacy policy is available at bussq.com.au or call us and we'll send you a copy.

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. A copy of the Trust Deed is available at bussq.com.au.

More information

As well as this Annual Report, a range of information about BUSSQ is available to you on our website bussq.com.au, including your Annual Statement in your online account, the BUSSQ Product Disclosure Statements (PDS), Target Market Determinations, Member Outcomes Assessment, Retirement Income Strategy Summary, and the Trust Deed. BUSSQ's group life insurance policy and the latest audited BUSSQ Accounts and Auditor's Report are available on request.

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. Call us on **1800 692 877** or email super@bussq.com.au.

9. Financial Services Guide

Joint Financial Services Guide – BUSSQ Building Super and Link Advice

Issued 30 September 2022 . Our Financial Services Guide may have changed since this date. The current Financial Services Guide is available on our website at bussq.com.au, or call us for a copy on 1800 692 877.

What you should know about this guide

This Joint Financial Services Guide (FSG) has been prepared, authorised and issued by BUSS (Queensland) Pty Ltd (ABN 15 065 081 281, AFSL 237860) as Trustee for the Building Unions Superannuation Scheme (Queensland) (BUSSQ) (ABN 85 571 332 201) and by Link Advice Pty Ltd (ABN 36 105 811 836, AFSL 258145) (Link Advice). The distribution of this FSG by the Trustee and Link Advice has been authorised by all parties.

The Trustee has contracted with Australian Administration Services Pty Limited (ABN 62 003 429 114) (AAS) to provide administration and financial product advice services to members and employers of BUSSQ. Link Advice is a wholly owned subsidiary of AAS and authorises certain AAS employees to provide general and personal advice to BUSSQ members.

Not Independent

Link Advice is authorised under the Link Advice AFSL for the provision of financial product advice services to BUSSQ members. Link Advice is not independent, impartial or unbiased as AAS is paid a fee by the Trustee for these financial advice services.

The purpose of this FSG is to help you decide whether to use the services offered by the Trustee and/or Link Advice. This FSG will provide you with information about the services provided by the Trustee and Link Advice, how they and their respective representatives are remunerated in relation to the financial services offered, and how complaints against BUSSQ and Link Advice are dealt with.

What financial services are available to you?

The Trustee 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 (BUSSQ products).

3. Provide a superannuation trustee service to retail and wholesale clients.

Link Advice and its representatives are authorised (among other things) to deal in and to provide general and personal advice in relation to superannuation products.

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 by the Trustee and Link Advice.

Personal advice

Personal advice is advice that does take into account your individual objectives, financial situation or needs. Link Advice provides personal advice to BUSSQ members on behalf of the Trustee. The advice services are commonly provided through the following channels:

- over the phone
- digital (online) advice.

Other documents

You are entitled to receive a Statement of Advice (SOA) whenever you are provided with personal financial product advice. The SOA will contain the advice, the basis on which it is given and information about fees and any associations which may influence the provision of the advice.

You are also entitled to receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product. The PDS will contain the main features, costs and benefits of the financial product, which you should consider before making a decision whether to acquire that product.

What personal advice services are available to you?

Link Advice provides BUSSQ members with personal advice in relation to:

- insurance
- investment choice
- contributions, and
- retirement.

This advice is limited to BUSSQ products. There are no additional fees for this service.

Link Advice also provides BUSSQ members with personal advice in relation to:

- Retirement income streams (Simple Retirement Advice), and
- Transition to retirement (Transition to Retirement Advice).

Simple Retirement Advice and Transition to Retirement Advice may extend to financial matters beyond a member's BUSSQ superannuation account, such as other assets and income, and eligibility for Centrelink benefits. If the advice is limited to BUSSQ products, there is no additional fee. If the advice extends beyond a member's BUSSQ super account, an additional fee is payable for that part of the Simple Retirement Advice and/or Transition to Retirement Advice that extends beyond the member's account.

How will you pay for the services provided?

The fees charged for BUSSQ products are set out in the PDS for the relevant BUSSQ product. There are no additional fees for general advice regarding your BUSSQ account, or for personal advice in relation to insurance, investment choice, contributions and retirement, where the personal advice is limited to BUSSQ products.

Link Advice charges the member a fee, on a fee-for-service basis, for that part of Simple Retirement Advice and/or Transition to Retirement Advice that extends beyond a member's BUSSQ super account. Fees start at \$220 per hour including GST. Link Advice will agree the exact fee with you prior to proceeding with advice so you feel comfortable and confident that the service is right for you. The fee for this personal advice will be invoiced to you by Link Advice for payment. The fee cannot be debited directly from your BUSSQ superannuation account.

What remuneration do the Trustee and Link Advice receive?

Other than that personal advice for which Link Advice charges BUSSQ members a fee, Link Advice does not receive specific remuneration relating to the general and personal advice services offered on behalf of the Trustee that have been outlined in this guide.

AAS is remunerated by the Trustee for the contracted administration, general and personal advice services (other than personal advice for which Link Advice charges BUSSQ members a fee) that it provides to the BUSSQ fund, as a whole.

Representatives of Link Advice are salaried employees. As salaried representatives of Link Advice, they may be entitled to receive an annual bonus based on the performance measures of the Link Group and its subsidiaries. This bonus is discretionary and not related to product sales. Representatives of Link Advice do not accept or receive any other form of remuneration or commissions in regard to the provision of personal advice.

Neither the Trustee nor its representatives receive hard or soft dollar bonuses as a direct result of providing advice to you. Directors and representatives of the Trustee 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 is retained to be used for the benefit of BUSSQ members. The Trustee does not pay any commissions to any third party who may refer you to BUSSQ.

The Trustee may charge a Trustee service fee to the Fund's General Reserve. The fee is held in a Trustee Capital Reserve of BUSS (Queensland) Pty Ltd. The purpose of the Trustee Capital Reserve is to ensure the Trustee's ongoing capital adequacy in the event that it needs to pay expenses including any penalties imposed on the Trustee.

What compensation arrangements are in place?

The Trustee and Link Advice each have in place adequate arrangements, including Professional Indemnity insurance, to compensate clients, fund members or their beneficiaries for loss or damage suffered as a result of breaches of any relevant legislative obligations by the Trustee, Link Advice, or their respective representatives/employees including claims in relation to the conduct of representatives/employees who no longer work for the licensees (but who did at the time of the relevant conduct). These arrangements satisfy the requirements of section 912B of the Corporations Act 2001 (Cth).

How is my information protected?

The Trustee only collects information that is necessary to manage your account, provide financial advice, meet any legislative requirements and provide you with opportunities available to you as a member or client, or as otherwise permitted by law. We may share this information between the Trustee, AAS and Link Advice. The BUSSQ Privacy Policy is available at bussq.com.au.

Link Advice and AAS are subject to the Link Group Privacy Policy, a copy of which is available at linkgroup.com/docs/Link_Group_Privacy_Policy.pdf

What relationships or associations may influence the advice given to me?

Link Advice representatives may be members of BUSSQ. BUSSQ Directors and representatives may be members of BUSSQ. BUSSQ Directors may hold directorships in funds in which BUSSQ invests.

BUSSQ makes available a Clearing House to its employers and utilises SCH Online. SCH Online is a non-cash payment product issued by Pacific Custodians Pty Limited (ABN 66 009 682 866, AFSL 295142)(Pacific Custodians) and operated by The Superannuation Clearing House Pty Limited (ABN 15 086 576 721)(TSCH).

Pacific Custodians, TSCH, Link Advice and AAS are all related bodies corporate and members of the Link Group of companies. For more information about the Link Group, please visit: linkgroup.com. 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.

How complaints are dealt with?

Complaints about BUSSQ

If you are not happy with any aspect of your contact with BUSSQ and wish to make a complaint, you should contact the Complaints Officer:

The Complaints Officer contact details are:

PHONE 1800 692 877

MAIL Complaints Officer, BUSSQ, GPO Box 2775, Brisbane QLD 4001

EMAIL super@bussq.com.au

Alternatively, you can make a complaint in person to a BUSSQ representative, or online at bussq.com.au or via BUSSQ-owned or controlled social media.

The Complaints Officer will investigate your complaint on your behalf and write to inform you of the results of that investigation no later than 30 calendar days after receiving a financial advice complaint or 45 calendar days after receiving a superannuation trustee complaint (unless the complaint relates to a death benefit distribution, in which case the Complaints Officer will respond no later than 90 calendar days after the expiry of the 28 calendar day period for objecting to a proposed death benefit distribution).*

If your complaint relates to insurance, the Complaints Officer will provide you with updates at least every 20 business days (unless we agree a different timetable with you).

Our formal response will include:

- The reasons for our decision;
- Your ability to request documents relied on to decide your complaint; and
- Your right to take your complaint to the Australian Financial Complaints Authority (AFCA).

*Sometimes we will need more time to investigate and respond to your complaint. In such a situation, before the relevant response timeframe expires, we will provide you with an Internal Dispute Resolution (IDR) delay notification which provides reasons for the delay and your right to take your complaint to AFCA.

If you are not satisfied with our response or you have not received a response within the required timeframe, you may take your complaint to AFCA.

Complaints about Link Advice

If you have a complaint about financial product advice provided by representatives of Link Advice, you can direct your complaint to "The Complaints Officer" at our address listed in 'Our contact details' at the end of this guide. We will try to acknowledge and respond to your complaint fairly and within the required timeframes.

If you do not receive a response to your complaint within 30 calendar days, or are not satisfied with the response after going through the internal complaints process, you can take your complaint to AFCA.

About AFCA

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers. AFCA may be able to help resolve your complaint, but only after you have made a complaint to BUSSQ.

AFCA contact details are:

WEB www.afca.org.au

EMAIL info@afca.org.au

PHONE 1800 931 678 (free call)

MAIL Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

Who is responsible for the advice given to me?

Link Advice is responsible for advice given to you by Link Advice representatives. BUSS (Queensland) Pty Ltd is responsible for the advice given to you by BUSSQ representatives. You may be provided with written material or communications including emails, which may contain general advice. The entity that prepared that written material is responsible for that advice. All contact with the BUSSQ telephone contact centre will be with a Link Advice representative. If you are referred for personal advice on that call this will be provided by a Link Advice representative. The representative assisting you is a salaried employee who is authorised to give you general or personal advice. The representative will inform you under which category they operate in terms of their advice status.

How to give us instructions

You can give instructions to BUSSQ using its contact details provided below.

For personal advice, you can give instructions to Link Advice using its contact details provided below.

Our contact details

BUSSQ

WEB bussq.com.au

EMAIL super@bussq.com.au

PHONE 1800 692 877

MAIL BUSSQ PO Box 1526, Milton QLD 4064

VISIT BUSSQ 299 Coronation Drive, Milton QLD 4064

Link Advice

WEB linkadvice.com.au

EMAIL advice@linkadvice.com.au

PHONE 1300 734 007

MAIL PO Box 240 Parramatta NSW 2124

BUSSQ Building Super

BUSSQ House, Ground Floor,
299 Coronation Drive, Milton QLD 4064

**Postal Address**

GPO Box 2775, Brisbane, QLD 4001

Fund

Building Unions Superannuation Scheme
(Queensland) (BUSSQ)

ABN 85 571 332 201

RSE L0002158

Registration number R1055870

SFN 268 338 948

Trustee

BUSS (Queensland) Pty Ltd

ABN 15 065 081 281

AFSL 237860



For more information call 1800 692 877,
email super@bussq.com.au or visit bussq.com.au

