



STATE SUPER

SAS Trustee Corporation

ABN: 29 239 066 746

REPORT TO MEMBERS 2011-12



Contributors at 30 June 2011	41,264
Plus transfers	7
Less exits	-3,047
Contributors at 30 June 2012	38,224
Deferred benefit members at 30 June 2012	10,530
Pension members at 30 June 2012	3,869

Member contributions	Members elect to contribute between 1% to 9% of salary. Approximately 50% of members contribute by salary sacrifice.
Type of benefits	<p>Retirement/withdrawal benefit – lump-sum benefit based on average contribution rate, final average salary and years of membership. Benefit includes an accumulation component which includes member contributions and investment earnings, less fees and insurance premiums (if applicable).</p> <p>Pensions – some members of superseded schemes also have a pension option.</p> <p>Additional Benefit cover – optional benefit which is payable on top of the standard benefits available to all contributors where retirement due to total and permanent invalidity or death occurs before normal retirement age.</p>
Membership	SASS was closed to new members in 1992.
Legislation	SASS was established under the <i>State Authorities Superannuation Act 1987</i> .

SANCS – in addition to the SASS benefits outlined above, all members receive the lump-sum basic benefit. The SANCS basic benefit is 100% employer funded and is governed by the *State Authorities Non-contributory Superannuation Act 1987*. SANCS was closed to new members in 1992.

Under the *Superannuation Administration Act 1996*, SASS is administered by the SAS Trustee Corporation (STC). STC acts as Trustee and holds in trust all assets of the Fund. The assets of the STC schemes are held in the Pooled Fund.

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This report contains general information. Relevant information is subject to the *State Authorities Superannuation Act 1987*, the *State Authorities Non-contributory Superannuation Act 1987* and the *Superannuation Administration Act 1996* that govern the schemes mentioned in this document and those Acts will prevail to the extent of any inconsistency. In preparing the report, SAS Trustee Corporation (STC) has not taken into account your objectives, financial situation or needs and you should consider your personal circumstances and possibly seek professional advice, before making any decision that affects your future. To the extent permitted by law, STC, its Board members and employees do not warrant the accuracy, reliability or completeness of the information contained in or omitted in this report. STC cannot guarantee any particular rate of return and past performance is not a reliable guide to future investment performance.



Michael Carapiet
Chairperson since August 2011

The Fund

STC received \$6.2 billion in employer contributions in 2011–12, which included an extra \$4.6 billion of contributions from the NSW Government.

The additional contributions led to an increase in State Super's net assets, which stood at \$34.4 billion at 30 June 2012.

A Towers Watson survey at 31 December 2011 ranked State Super the 5th largest occupational superannuation fund in Australia and 102 out of the largest 300 funds in the world.

The long-term nature of the scheme liabilities means that State Super remains a very significant superannuation fund despite being closed to new members for over 20 years.

STC's investment performance

During 2011–12, investment markets were affected by continued weakness in the more developed global economies, with a series of debt and currency crises in Europe.

Returns were also affected by concerns over a faltering United States recovery and slower growth in China.

The Australian economy performed relatively well during the year; however, the market return from domestic equities, STC's largest investment class, was negative over 2011–12.

In this economic environment, asset allocation continues to be the key driver of investment performance.

During the 2011–12 financial year, growth assets such as shares significantly underperformed defensive assets such as bonds and cash.

As a result, the Growth Strategy returned 0.4% for the year to 30 June 2012 while the Conservative Strategy delivered 4.6%, the Balanced Strategy 2.6% and the Cash Strategy 4.2%.

Returns from domestic and international assets are likely to be moderate at best until markets see a comprehensive solution to the European debt problem, a sustainable recovery in the United States and improved growth in China.

Governance

STC's response to these difficult economic and market environments focused on further refinement of investment processes. We added resources to the areas of the organisation that drive better returns for members and in order to improve oversight of the Fund.

A key part of these efforts was the re-establishment of the STC Investment Committee. The role of this Committee is to support the Board in its management of the Fund's assets.

We believe that the increased staff resources and the Investment Committee should further enhance investment decision making over the long term.

STC's investment teams have also been implementing a number of investment and asset allocation changes to ensure that longer-term investment returns can be improved.

Board changes

There were a number of Board changes during the year.

On behalf of the Trustee Board, I want to thank Anne De Salis for her valuable contribution to the STC Board over the past six years. Karen Moses was appointed to replace Anne De Salis as an employer representative in March 2012. Karen's deep commercial and investment experience makes her well qualified to take on the trustee role.

The 2012–13 financial year will also see the departures of Ian Blair and Nick Lewocki. Ian and Nick have been on the Board since 1998 and both have made very significant contributions to STC during their terms.

I would like to take this opportunity to formally welcome John Livanas as Chief Executive Officer of STC. John was appointed in October 2011 and brings to the role over 25 years experience in the superannuation and investment management industries. Prior to joining STC, John was the CEO of AMIST Super.



Michael Carapiet
Chairperson

About your Chairperson

As well as being Chairperson of SAS Trustee Corporation, Mr Carapiet is also Chairperson of the Safety, Return to Work and Support Board that comprises the WorkCover Authority of NSW, Lifetime Care and Support and Motor Accidents Authority. He is a Director of Southern Cross Media Limited and State Super Financial Services Australia Limited.

Mr Carapiet has more than 30 years experience in the financial sector and has held a number of senior roles with the Macquarie Group where he was a member of Macquarie's Executive Committee from 2005. Prior to his retirement in July 2011, his roles included Global Head of Advisory and Specialised Funds and Executive Chairman of Macquarie Capital and Macquarie Securities. Mr Carapiet has a Master of Business Administration from Macquarie University.

Mr Carapiet replaced Dr Don Russell, who was Chairperson until 31 July 2011.



John Livanas

Chief Executive Officer since October 2011

A challenging year for investments

As the Chairperson has noted in his report, 2011–12 proved to be a challenging year for investors.

The global economy struggled to cope with the uncertainty generated by the European debt problems, a faltering United States recovery and a threatened slowdown in China. These macro-economic factors led to reduced returns, especially for growth assets such as shares.

Part of our response to this difficult economic and market environment has been to review and further refine our investment strategies and processes.

STC is appointing additional staff within the Executive. These additional resources will be used to provide greater oversight of the Fund and to improve our ability to manage and monitor the asset consultants and investment managers.

Asset allocation changes

STC recently completed the annual review of its investment strategies. To better reflect the different roles played by the various asset classes, STC now groups assets into three categories – liquid growth, alternatives and liquid defensive (see pages 16 and 17 for information on these asset categories).

Alternative assets encompass a range of asset classes including property, infrastructure, corporate debt, inflation linked bonds, absolute return funds and private equity. These assets are expected

to produce strong returns and to also provide downside protection when markets are turbulent.

The strategic asset allocation for the Growth Strategy has been adjusted to increase its exposure to alternatives.

The strategic asset allocation for the Balanced and Conservative strategies (these strategies apply only to SASS) will also progressively increase their allocation to alternatives over 2012–13.

STC has adopted the Standard Risk Measures developed by the superannuation industry to assist members assess the investment risk for each investment strategy. This change is of particular relevance to SASS members who have member investment choice for their personal contributions and deferred benefit.

Improving services to members and employees

STC is committed to providing a high level of service to our members and assisting members to maximise their benefits.

During 2011–12, STC continued to work with the scheme administrator, Pillar Administration, to improve member services and the effectiveness of administration processes.

Another ongoing focus has been to enhance the coordination of Pillar's administration services

with State Super Financial Services (SSFS); for example, members who phone the Pillar contact centre seeking financial advice can now be transferred directly to an SSFS staff member.

SSFS provides a range of advice and investment information services that are likely to be of benefit to all members, whether they are contributors, deferred benefit members or pension members. STC and SSFS will be working on a number of joint initiatives in the coming year to increase members' awareness of their scheme and how SSFS services may assist members with the decisions they face.

One of our major priorities for the upcoming year is a more information-rich and easier-to-navigate website. This will make it easier for members to access information about their scheme. We encourage all members to register for online account access to their scheme so they can view and update their personal information.

The *SuperViews* newsletter will be mailed directly to members twice a year commencing in April 2013. We are looking forward to communicating directly with members more frequently. *SuperViews* will feature more scheme-specific information so that members can better understand how to maximise their entitlements.

STC is also aware that its defined benefit schemes are administratively complex and, to reduce errors and processing delays, STC is working with Pillar to improve the information resources and training available to employers.

University superannuation liabilities

University superannuation liabilities featured in the media during the year and, to keep members informed, an update on the funding of these liabilities is provided on page 26.

We appreciate your feedback and suggestions

You will notice there is more scheme-specific information in this report, which we hope you find useful.

Your feedback is important to us and we value any comments you have about State Super's services. If you have any suggestions about topics and articles of interest for next year's report, or have any other queries, please email State Super at **enquiries@stc.nsw.gov.au** or call **1300 652 113**.



John Livanas
Chief Executive Officer

About your CEO

As Chief Executive Officer, Mr Livanas's main focus is to ensure that the Trustee Board receives expert professional advice on which to make its decisions. This includes monitoring the performance of funds management, custody and administration service providers, and managing the STC Executive team. Prior to this appointment, John was the Chief Executive Officer of AMIST Super, and before that he was the General Manager of FuturePlus Financial Services.

Mr Livanas has been a board member on a number of financial industry entities and has lectured in the actuarial studies program at the University of New South Wales. His qualifications include a Master of Business Administration, a Bachelor of Science in Engineering and a Postgraduate Diploma in Finance and Investments.

Mr Livanas replaced Chris Durack, who was Chief Executive Officer until 7 October 2011.

YOUR TRUSTEE BOARD

The Directors of the Trustee Board are appointed by the Minister of Finance and Services. The Trustee Board consists of:

- An independent Chairperson
- Four employer representatives
- Four employee representatives, nominated by Unions NSW.

Professional indemnity insurance is in place in respect of the Trustee Board and each Director.



Michael Carapiet*
Chairperson
Appointed Aug 2011

Employer representatives



Ian Blair
Company Director
Appointed Sept 1998



Michael Lambert
Company Director
Appointed Feb 2004



Karen Moses
Company Director
Appointed Mar 2012



Paul Scully
Company Director
Appointed Feb 2004

Employee representatives



Nick Lewocki
Retired Secretary
of the Rail, Tram
and Bus Union
Appointed Sept 1998



Ron Davis
Full-time
Board member
Appointed Jul 1996



Rod Harty
Advocate and
Industrial Officer for
the Police Association
of NSW
Appointed Jan 2002



Sue Walsh
President of the
Public Service
Association of NSW
Appointed Mar 2011

*Dr Don Russell resigned as Chairperson effective from 31 July 2011.

SAS Trustee Corporation (STC) is the Trustee of the four closed NSW Public Sector superannuation schemes known as the STC schemes.

The functions of the Trustee Board include the administration of the schemes, the determination of disputes, payment of benefits, and the investment and management of the STC schemes' assets.

The STC Executive supports the Trustee Board in carrying out the day-to-day functions as well as managing the contracts with external service providers.

The Trustee Board membership and frequency of meetings are outlined below.

	Meetings attended	Possible attendance
Mr M Carapiet*	9	9
Mr I Blair	8	10
Mr P Scully	8	10
Mr M Lambert	10	10
Ms A De Salis**	4	5
Ms K Moses	3	4
Mr R Davis	10	10
Mr R Harty	10	10
Ms S Walsh	8	10
Mr N Lewocki	8	10

* Appointed as Chairperson of the Trustee Board on 1 August 2011, following the resignation of Dr Russell.

** Completed Board appointed term.

Trustee Board Committees

The STC has established a number of Board Committees to assist with the performance of its functions and to monitor the compliance of external service providers against their contractual requirements. The Committees and the Board member representatives as at 30 June 2012 are listed below.

- Actuarial Committee**
 Paul Scully (Chairperson)
 R Davis, M Lambert, R Harty
- Disputes Committee**
 N Lewocki (Chairperson)
 I Blair, R Davis
- Human Resources & Governance Committee**
 M Carapiet (Chairperson)
 I Blair, R Harty, S Walsh
- Investment Committee**
 M Carapiet (Chairperson)
 M Lambert, P Scully, R Davis
- Member Services Committee**
 R Harty (Chairperson)
 R Davis, P Scully, M Lambert, S Walsh
- Risk, Audit & Compliance Committee**
 I Blair (Chairperson)
 R Davis, M Lambert
- Police Superannuation Advisory Committee (PSAC)**
 R Davis (Chairperson); the PSAC also includes nominees from the Police Association, the Commissioned Officers' Branch of the Police Association, WorkCover NSW and the Minister for Police.

For more information about each of the Trustee Board Committees, refer to the 2011–12 STC Annual Report to Parliament, which is available on the State Super website, www.statesuper.nsw.gov.au

Investment market returns and your SASS benefit

Part of the benefits payable to SASS members are accumulation benefits, which are directly affected by the investment returns. These benefits include the **personal account** balance for SASS contributory members and the whole benefit for deferred SASS members.

SASS members have a choice of four investment strategies which they may select for their accumulation benefit. These strategies are **Growth, Balanced, Conservative** (previously called Conservative Growth) and **Cash**. The Growth Strategy is the default strategy that applies if a SASS member does not make an investment choice.

For both SASS contributory and deferred benefit members, investment choice does not apply to their lump-sum SANCS basic benefit, Commonwealth Government co-contributions account and any Superannuation Guarantee shortfall amount.

Crediting rates for all of the investment strategies, along with the median manager results for the past five years are shown below.

Growth Strategy					
	Declared rate (% p.a.)	Median manager [^] (% p.a.)	CPI (% p.a.)	Compound rates (% p.a.)	
2011–12	0.4	0.5	1.2	Over 3 years	6.0
2010–11	8.7	8.2	3.6	Over 5 years	-0.2
2009–10	9.2	10.0	3.1	Over 10 years	5.2
2008–09	-10.3	-12.2	1.5		
2007–08	-7.2	-7.6	4.5		

Balanced Strategy					
	Declared rate (% p.a.)	Median manager [^] (% p.a.)	CPI (% p.a.)	Compound rates (% p.a.)	
2011–12	2.6	2.5	1.2	Over 3 years	6.2
2010–11	7.7	7.5	3.6	Over 5 years	2.1
2009–10	8.4	9.5	3.1	Over 10 years*	n/a
2008–09	-4.2	-8.1	1.5		
2007–08	-3.2	-4.1	4.5		

* This strategy was introduced in December 2003, as such 10-year crediting rates are not available.

[^] Median manager results are from the Mercer survey of superannuation funds.

Conservative Strategy					
	Declared rate (% p.a.)	Median manager [^] (% p.a.)	CPI (% p.a.)	Compound rates (% p.a.)	
2011–12	4.6	4.0	1.2	Over 3 years	6.1
2010–11	6.7	6.4	3.6	Over 5 years	3.9
2009–10	7.1	8.3	3.1	Over 10 years*	n/a
2008–09	0.6	-3.4	1.5		
2007–08	0.7	-0.7	4.5		

Cash Strategy					
	Declared rate (% p.a.)	Median manager [^] (% p.a.)	CPI (% p.a.)	Compound rates (% p.a.)	
2011–12	4.2	n/a	1.2	Over 3 years	4.0
2010–11	4.5	n/a	3.6	Over 5 years	4.6
2009–10	3.4	n/a	3.1	Over 10 years*	n/a
2008–09	4.7	n/a	1.5		
2007–08	6.1	n/a	4.5		

* This strategy was introduced in December 2003, as such 10-year crediting rates are not available.

[^] Median manager results are from the Mercer survey of superannuation funds.

Note: The figures on pages 10 and 11 are after allowance for tax and investment management expenses. Past returns are no guarantee of future returns. The value of a personal account balance of a SASS member, Commonwealth Government co-contribution accounts and deferred benefits are not guaranteed and can go up or down with investment gains or losses. SASS members should seek professional financial advice to help them select an investment strategy that best suits their personal circumstances.

For information about the financial planning and investment advisory services provided by State Super Financial Services (SSFS), see page 23.

For up-to-date investment returns information, visit the State Super website at www.statesuper.nsw.gov.au/investment_returns

Investment reserves

The Trustee Board has determined that investment earnings will not be placed in an investment reserve. Consequently, all available investment earnings or losses, after providing for tax and investment expenses, are distributed to employers and members, based on a declared rate which is determined monthly.

Members exiting the Pooled Fund schemes receive a daily interim rate applicable since the last monthly rate was determined.

Derivatives

Derivatives, including futures and options, can be used by investment managers. However, each manager's investment mandate clearly states that derivatives may only be used to facilitate efficient cashflow management or to hedge the portfolio against market movements, and cannot be used for speculative purposes or gearing the investment portfolio.

During the year to 30 June 2012, the managers made limited use of derivatives, except for the passive rebalancing program, which makes extensive use of index futures.

Currency hedging policy

The Trustee's policy for currency hedging at 30 June 2012 was:

- international equities are hedged from 0% to 64% into Australian dollars
- international property, infrastructure and alternative assets are hedged from 0% to 100% into Australian dollars
- international fixed interest assets (sovereign and corporate debt) are hedged 100% into Australian dollars.

Master custodian

The Trustee Board has appointed JPMorgan Chase Bank, NA, as master custodian to hold the Pooled Fund's assets. The master custodian also values the Fund daily and monitors each investment manager's daily activity to ensure compliance with its investment mandate.

Passive rebalancing

The Pooled Fund passively rebalances the tradeable asset classes in the portfolio in a disciplined manner in order to ensure the portfolio conforms to the target asset allocation. Each day, after the portfolio is valued, the index manager – State Street Global Advisors, Australia, Limited – reviews the asset allocation for each strategy.

For the Balanced and Conservative strategies, if an asset class has deviated away from the target asset allocation, the manager trades against the Growth Strategy, to return allocations back to the target asset allocation. For the Growth Strategy, if an asset class has deviated outside a set range relative to the target asset allocation, the manager reallocates funds between asset classes to return allocations within the agreed range. This rebalancing process may involve the use of derivatives.

Large investments

During the year, no individual investment directly held by the Pooled Fund exceeded 5% of the Fund's total investments.

Asset consultant

The Trustee Board's investment consultant, Frontier Investment Consulting Pty Limited, advises the Board on strategic asset allocation and fund manager selection. The performance of each investment manager is monitored throughout the year and managers may be added or replaced.

Australian equities

AllianceBernstein Investment Management
Australia Limited
BlackRock Investment Management
(Australia) Limited
BT Investment Management (RE) Limited
Ellerston Capital Limited
Lazard Asset Management Pacific Co
Macquarie Investment Management Limited
Maple-Brown Abbott Limited
Northcape Capital
Perennial Value Management Limited
Platypus Asset Management Pty Ltd
State Street Global Advisors, Australia, Limited
Wallara Asset Management Pty Limited

International equities (and currency)

AllianceBernstein Investment Management
Australia Limited
Altrinsic Global Advisors LLC
AQR Capital Management, LLC
Arrowstreet Capital L.P.
AXA Rosenberg Investment Management
Asia Pacific Ltd
Axiom International Investors LLC
Capital International, Inc
Fidelity International Limited
Genesis Asset Managers LLP
Lazard Asset Management Pacific Co
Pareto Investment Management Limited
RealIndex Investments Pty Limited
State Street Global Advisors, Australia, Limited
Trilogy Global Advisors, LP

Property

DEXUS Funds Management Limited
EG Funds Management Pty Ltd
LaSalle Investment Management via Equity
Trustee Limited
Franklin Templeton Investments Australia Limited
SG Hiscock & Company Limited
LaSalle Investment Management (Securities) L.P.
State Street Global Advisors, Australia, Limited
Vanguard Investments Australia Ltd

Australian fixed interest and cash

Deutsche Asset Management (Australia) Limited
State Street Global Advisors, Australia, Limited

International fixed interest

State Street Global Advisors, Australia, Limited

Alternative assets

Access Capital Advisers Pty Ltd
Deutsche Asset Management (Australia) Limited
GMO Australia Limited
Kaplan Funds Management Pty Limited
Macquarie Investment Management Limited
New South Wales Treasury Corporation
Pareto Investment Management Limited
Propel Investments Pty Ltd
RARE Infrastructure Limited
Siguler Guff & Company
State Street Global Advisors, Australia, Limited

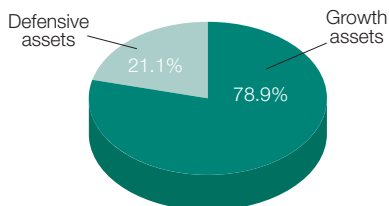
Growth Strategy

Investment objective: To maximise the earnings rate subject to a greater than 50% probability of exceeding CPI+4.5% p.a. over rolling 10-year periods.

Risk of negative return: Medium to high (Risk Band 5: from 3 to less than 4 negative annual returns estimated over any 20-year period).

Net asset value of Growth Strategy at 30 June 2012: \$33,608 million.

Strategic asset allocation at 30 June 2012



Asset allocation as at 30 June 2012	Strategic %	Actual %
Australian equities	33.0	27.9
International equities	29.0	23.7
Property	9.0	8.6
Alternative assets*	15.0	13.1
Australian fixed interest	5.5	4.9
International fixed interest	2.5	2.4
Cash	6.0	19.4
	100.0	100.0

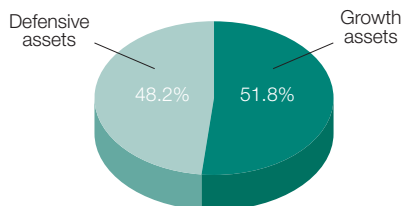
Balanced Strategy

Investment objective: To maximise the earning rate subject to a greater than 60% probability of exceeding CPI+3.0% p.a. over rolling 7-year periods.

Risk of negative return: Medium (Risk Band 4: from 2 to less than 3 negative annual returns estimated over any 20-year period).

Net asset value of Balanced Strategy at 30 June 2012: \$212 million.

Strategic asset allocation at 30 June 2012



Asset allocation as at 30 June 2012	Strategic %	Actual %
Australian equities	24.0	24.1
International equities	18.7	18.7
Property	5.4	5.5
Alternative assets*	8.9	9.2
Australian fixed interest	13.5	13.6
International fixed interest	6.5	6.6
Cash	23.0	22.3
	100.0	100.0

Asset allocation

Generally, the proportions allocated to growth versus defensive assets are within plus or minus 5% of the percentages shown. However, the Trustee may move outside the ranges where necessary to accommodate specific circumstances.

Note: The return objectives for the various investment strategies are expected to be earned with reasonable likelihood over the rolling periods specified. However, annual returns may be volatile and negative returns may occur in consecutive years. The above indicative likelihood of negative returns has been determined over a number of years. There is no guarantee of meeting these return objectives.

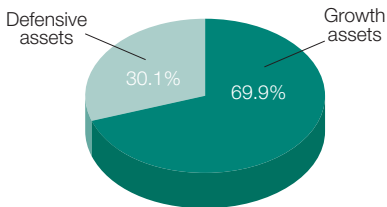
Conservative Strategy[^]

Investment objective: To maximise the earnings rate subject to a greater than 70% probability of exceeding CPI+2.0% p.a. over rolling 4-year periods.

Risk of negative return: Low
(Risk Band 2: from 0.5 to less than 1 negative annual return estimated over any 20-year period).

Net asset value of Conservative Strategy at 30 June 2012: \$219 million.

Strategic asset allocation at 30 June 2012



Asset allocation as at 30 June 2012	Strategic %	Actual %
Australian equities	13.0	13.1
International equities	9.7	9.7
Property	5.4	5.5
Alternative assets*	6.3	6.5
Australian fixed interest	13.8	13.9
International fixed interest	9.0	9.1
Cash	42.8	42.2
	100.0	100.0

[^] The name of the 'Conservative Growth' investment strategy was changed to 'Conservative' on 1 July 2012 to better reflect the underlying asset mix of this strategy.

* Alternative assets include unlisted equities, 50% of infrastructure, corporate debt, inflation-linked bonds and absolute return strategies.

Growth assets include equities, property and alternative assets.

Defensive assets include cash deposits, fixed interest securities and 50% of infrastructure.

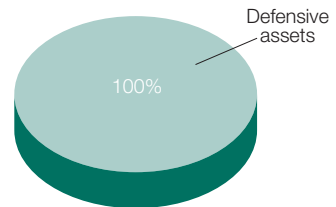
Cash Strategy

Investment objective: To maximise the earning rate subject to a greater than 80% probability of exceeding CPI+1.5% p.a. over rolling 3-year periods.

Risk of negative return: Very low
(Risk Band 1: from less than 0.5 negative annual returns estimated over any 20-year period).

Net asset value of Cash Strategy at 30 June 2012: \$313 million.

Strategic asset allocation at 30 June 2012



Asset allocation as at 30 June 2012	Strategic %	Actual %
Australian equities	0.0	0.0
International equities	0.0	0.0
Property	0.0	0.0
Alternative assets*	0.0	0.0
Australian fixed interest	0.0	0.0
International fixed interest	0.0	0.0
Cash	100.0	100.0
	100.0	100.0

The Standard Risk Measures and methodology for calculating the risk of a negative return

The Standard Risk Measures (SRMs) outlined in the table below show an investment strategy's risk band and risk label. The SRMs are based on industry guidance and allow members to compare investment strategies that are expected to deliver a smaller number of negative annual returns over any 20-year period.

The SRMs for each investment strategy are shown on pages 14 and 15.

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 estimated number of negative annual returns over any 20-year period is calculated using Frontier's (State Super's asset consultant) forward-looking capital market assumptions for each asset class, applied to the strategic asset allocation of the investment strategies.

Note: Annual negative returns can occur in consecutive years and may exceed the estimated standard risk measure. For example, the Growth Strategy is estimated to experience approximately 3 to 4 negative annual returns in any 20 years. These negative annual returns can occur consecutively. Further negative annual returns may also be experienced after these negative returns and within the same 20-year time frame.

Asset allocation of each strategy from 1 July 2012

Effective 1 July 2012, the Trustee has adopted a different classification within the asset allocation. Rather than allocating asset classes into two categories (growth and defensive), the Trustee now allocates the asset classes into three categories — liquid defensive, liquid growth and alternatives — to more closely reflect the role of each category within the portfolio.

Category	Asset classes
Liquid growth	Australian equities
	International equities
Alternatives	Property
	Infrastructure
	Other (includes corporate debt, inflation-linked bonds, absolute return strategies and private equity)
Liquid defensive	Australian fixed interest
	International fixed interest
	Cash

Liquid growth is expected to make a large contribution to long-term returns, but returns are likely to be highly volatile. The allocation to liquid growth, as well as the allocation between Australian equities and international equities within the liquid growth category, may be changed from time to time depending on market opportunities.

Alternatives serve a dual purpose. Some of the asset classes in this category are expected to generate returns in line with or higher than CPI+4.5%, which is the objective for the Growth Strategy. Other asset classes within the alternatives category are expected to have a dual objective of providing CPI+4.5%, but with

the ability to provide downside protection when markets are turbulent.

Liquid defensive represents asset classes that tend to do well when markets are turbulent. These asset classes provide capital protection when most other strategies are not performing well, but they are not expected to generate CPI+4.5% over the long term.

Strategic asset allocation: Growth Strategy

Effective from 1 July 2012, the strategic asset allocation of the Growth Strategy was revised to:

	Asset class (%)	Asset category (%)
Australian equities	31.0	
International equities	23.0	
Liquid growth		54.0
Property	8.0	
Infrastructure	9.0	
Other alternatives	13.5	
Alternatives		30.5
Australian fixed interest	5.5	
International fixed interest	2.5	
Cash	7.5	
Liquid defensive		15.5
TOTAL	100.00	100.00

The allocation to the Australian and international equity asset classes within the liquid growth category can vary +/- 21.0% from their respective strategic asset allocation. The alternatives category can vary by +/- 8.0%. Importantly, because this category is illiquid and transactions take time, a portion of this category may include uninvested funds which are temporarily invested in cash within

the liquid defensive category. A minimum of 10.0% exposure is required to liquid defensive.

Balanced Strategy

The strategic asset allocation of the Balanced Strategy did not change at 1 July 2012; however, the asset classes that comprise this strategy are now grouped into the new categories of liquid growth (42.7%), alternatives (14.3%) and liquid defensive (43.0%).

During 2012–13, it is expected that the strategic asset allocation for the Balanced Strategy will be progressively adjusted to increase the exposure to alternatives to 20.0%, and reduce the exposure of the liquid growth to 38.0% and liquid defensive to 42.0%. The change in strategic asset allocation will not increase the Medium risk rating of the strategy.

Conservative Strategy

The strategic asset allocation of the Conservative Strategy did not change at 1 July 2012; however, the asset classes that comprise this strategy are now grouped into the new categories of liquid growth (22.7%), alternatives (11.7%) and liquid defensive (65.6%).

During 2012–13, it is expected that the strategic asset allocation for the Conservative Strategy will be progressively adjusted to increase the exposure to alternatives to 17.2%, and reduce the exposure of the liquid growth to 20.0% and liquid defensive to 62.8%. The change in strategic asset allocation will not increase the risk rating of the strategy.

For further information about the Standard Risk Measures and the revised asset allocations, please refer to SASS Fact Sheet 15 *Choosing an investment strategy*.

Seminars

State Super offers retirement planning seminars. See page 19 for more details.

Personal interview service

As part of member services, free personal interviews are available for current and deferred benefit members. Members are provided with general advice about scheme and superannuation information. Please see the back cover for details about the locations where free personal interviews are conducted.

Visit the State Super website www.statesuper.nsw.gov.au to find:

- information about your scheme
- fact sheets for all schemes
- update your personal details
- information about seminars
- investment performance information
- salary-sacrifice calculators
- FAQs.

Fact sheets

Details about the rules, benefit entitlements and membership conditions of the STC schemes are provided in a series of fact sheets. For copies, visit the STC website or contact Customer Service.

Access to retirement planning advice

Financial planning services are provided by State Super Financial Services Australia Limited (SSFS) for current and former members of the State Super schemes and their relatives. See page 23 for more details.

Keep track of your scheme benefits online

It couldn't be easier to keep track of your scheme benefits online via the Member's Login Area.

Registering for online access enables you to:

- update your contact details
- view and download your last Annual Benefit Statement
- access an online benefit quote
- and much more!

Most importantly, the Member's Login Area is secure. You have your own personal login and password, which means you are the only one who can access your information.

To register for online access to your scheme, simply go to the State Super website, www.statesuper.nsw.gov.au, click on the Member's Login Area link for your scheme and complete the new user registration details.

Key statistics

The following is a summary of the services provided to State Super members during 2011–12:

- 2,143 personal interviews conducted
- 8,486 letters received
- 10,373 emails received
- 111,242 telephone calls received
- 3,834 members attended a SASS seminar.

Retirement planning seminars

Retirement planning seminars are designed to ensure that you understand the important benefits of your scheme membership and the various options available such as salary sacrifice and investment choice.

Improve your scheme knowledge

If you are under age 52, the *Understanding Your Super* seminars will assist with your understanding of some of the features of your scheme, such as the application of benefit points and contributions, and how to maximise your benefit entitlements.



Nanda Fraser
Manager, Seminar Services

Schedule of SASS retirement planning seminars

Location	Date	Time
Albury	7 November	4.30pm – 8.30pm
Deniliquin	8 November	4.30pm – 8.30pm
Penrith	12 November	4.30pm – 8.30pm
Parramatta	19 November	4.30pm – 8.30pm
Sydney	3 December	9.00am – 1.00pm
Wollongong	16 January	4.30pm – 8.30pm
Sydney	21 January	9.00am – 1.00pm
Newcastle	23 January	4.30pm – 8.30pm

Schedule of SASS *Understanding Your Super* seminars

Location	Date	Time
Wollongong	4 October	5.30pm – 7.45pm
Penrith	14 November	5.30pm – 7.45pm
Parramatta	27 November	5.30pm – 7.45pm

Member seminars are free to attend, however **bookings are essential**.

To reserve your place, call **1300 130 095** or email stcseminars@statesuper.nsw.gov.au

Direct mailing of *SuperViews* from 2013

From 2013 onwards, we will be mailing the *SuperViews* newsletters directly to you twice a year. You will receive the first edition in April and another edition in October, along with your annual statement mailing pack.

Mailing *SuperViews* to members will allow STC to communicate directly to members on a more regular basis. It will also help ensure that all members are appropriately updated with any scheme changes or significant events that may be occurring in the superannuation industry.

From October 2013, *SuperViews* will replace the *Report to Members* in your annual statement mailing pack. An online version of the *Report to Members* will be available on the State Super website. If you would like to receive a hard copy of the Report, you may request a printed copy by sending an email to enquiries@stc.nsw.gov.au

It's important to make sure you're accumulating the right number of points so that you can maximise your final benefit payment when you exit the scheme. Understanding the rules that govern your scheme contributions can help you make the most of your scheme membership.

The contribution rules

Under the legislation governing SASS, you must contribute between 1% and 9% of your annual salary to your scheme. You can choose to make contributions either:

- after tax – contributions are paid into your scheme after you receive your salary and have paid tax on it
- before tax as a salary-sacrifice contribution
- as a mixture of after-tax or before-tax contributions.

The benefit points system – how does it work?

The benefit points system in SASS enables you to 'match' your increased contributions with higher employer-financed benefits (up to a limit).

Here's how it works:

- For each 1% of salary you choose to contribute in a year, you accrue approximately one benefit point towards your retirement benefit. (This will vary for members employed on a part-time basis.)
- Each benefit point accrued provides an employer-financed benefit of 2.5% of your final salary or final average salary, depending on your age and reason for leaving employment.
- You can accrue a maximum average of 6 benefit points for each year of scheme membership and a lifetime maximum of 180 points.

For former members of the State Public Service Superannuation Fund, the annual benefit contributed by your employer is 3%, with a maximum limit of 162 points for those members retiring at age 55. However, at age 58 or after, the maximum limit is 180 points.

What happens when you reach your maximum?

Once you reach your maximum benefit points, you will still need to keep contributing to the scheme. These contributions will be added to your personal account, which will accumulate earnings according to the investment strategy you have chosen. Your full personal account balance is payable when you exit the scheme.

Your employer-financed benefit is also calculated when you exit the scheme, but is based on your maximum benefit points and the annual (final or final average) salary you are earning at the time your benefit is paid.



What are the financial implications of different contribution approaches?

If you contribute an average 6% of your salary over the whole period of your SASS membership, you will attract the **maximum** employer-financed benefit. If your contribution is lower, then the employer contribution will also be lower.

If you were contributing just 2% of your salary, your employer-financed benefit would be one-third of what it would have been if you contributed at 6%. Your personal account balance would also be much lower.

Example: Bill joined SASS on 1 July 1988, and by his early retirement age, 58, Bill had contributed an average 6% of his salary for 30 years and accrued 180 benefit points ($6 \times 30 = 180$). Bill's final average salary was \$75,000.

This provides an employer-financed benefit of 4.5 times final average salary (i.e. $180 \times 2.5\% = 450\%$ or 4.5) which was \$337,500, as well as the balance of his personal account.

If Bill had contributed at an average of just 2%, his employer-financed benefit would have dropped to around \$112,000.

How to get the most from your SASS benefit

1. Use the calculators on the SSFS website.

The benefits of additional contributions can be dramatic. To illustrate how additional contributions could benefit you, try the calculator at www.ssfs.com.au/education-centre/calculators/sass-calculator.

2. Know the contribution rules or talk to someone who does.

Commonwealth Government rules restrict the amount of contributions that can be made to superannuation on a concessional tax basis to \$25,000 p.a. If you exceed these limits, you may pay additional tax. For more information, see SASS Fact Sheet 16 *Concessional Contributions Cap* at www.statesuper.nsw.gov.au/factsheets_sass

To ensure you will not be adversely affected, speak to your financial adviser or call State Super Financial Services (SSFS) on 1800 620 305.

3. Check your statement.

Page 1 of your Annual Benefit Statement details your current contribution rate and the number of benefit points you have accrued over your scheme membership.

4. Schedule your increase.

If you would like to amend your contribution rate, simply complete the enclosed *SASS contribution rate election form*, which is included in your Annual Benefit Statement. Scheme legislation allows you to change your rate by 31 December to be effective from 1 April the following year.

HOW TO MAXIMISE YOUR BENEFIT (CONTINUED)

The following case study has been provided by State Super Financial Services Australia Limited. Please note the disclaimer on page 23.

Tom boosts his benefits

Tom is 49 and has been a member of SASS since 1990 (22 years). He is currently contributing at a rate of 4% and has a total of 88 benefit points.

Tom wants to retire at 60. If he maintains his current 4% contribution rate he will accrue just 132 benefit points. This could have a big impact on his final SASS benefit payment.

The strategy below illustrates the benefits Tom can gain from increasing his contribution rate to 9% p.a. It assumes a current personal account balance of \$96,000 (all calculations are in today's dollars).

	Before	After
Final average salary	\$80,000	\$80,000
Current benefit points	88	88
Contribution rate	4% (\$3,200)	9% (\$7,200)
Benefit points at retirement	132	180 ²
Employer-financed benefit	\$264,000	\$360,000
Personal account ¹	\$173,871	\$242,518
Basic benefit	\$79,200	\$79,200
Total SASS benefit	\$517,071	\$681,718
Increased SASS benefit		\$164,647

Assumptions:

1. Assumes a net earning rate of 6% p.a. discounted for CPI of 3% p.a.
2. Limited to a maximum of 180 benefit points.

As you can see, by increasing his contribution rate to 9%, Tom added nearly **\$100,000** to his employer-financed benefit and increased his personal account by nearly **\$70,000**.

Advice—more important than ever*

To understand how you may gain from increasing your contribution rate, it's important that you speak to a financial adviser. State Super Financial Services Australia Limited (SSFS) provides financial planning and investment advisory services to SASS members and their relatives. SSFS is wholly owned by STC.

*The following information outlines the services provided by State Super Financial Services Australia Limited. Please note the disclaimer on this page.

Members can access over the phone personal advice on:

- changes to superannuation and tax law
- salary sacrifice strategies
- investment options and asset allocation
- Additional Benefit cover and insurance
- transition to retirement strategies.

This service is free of charge for SASS members and their relatives. Access to face-to-face interviews and comprehensive advice is also available.

The SSFS website has a number of calculators and educational tools which can assist you with your financial decisions. These include:

- budget and savings calculator
- SASS contributions calculator
- loan reduction calculator
- investment property purchase calculator
- basic advice series videos which cover a range of topics.

You can contact SSFS on:

Telephone: 1800 620 305

Website: www.ssfs.com.au



Your financial planners

State Super Financial Services Australia Limited (SSFS) is the holder of Australian Financial Services Licence 238430, ABN 86 003 742 756 and is a member of the Association of Superannuation Funds of Australia (ASFA); the Financial Services Council (FSC) and is a Financial Planning Association of Australia (FPA) Professional Practice. To the full extent permitted by law, neither the SAS Trustee Corporation nor the Australian or NSW Government take any responsibility for information or services offered by SSFS, and nor do they or SSFS guarantee the performance of any product provided by SSFS.



The Commonwealth Government has introduced a number of changes that may impact some SASS members.

Changes to the concessional contributions cap for members aged 50 years and over

The concessional contributions cap for members aged 50 years and over has reduced from \$50,000 to \$25,000, effective 1 July 2012. Concessional contributions are generally known as pre-tax contributions.

As a member of SASS, your concessional contributions will include the notional amount of employer contributions made to finance your employer-financed benefit and any salary-sacrifice contributions you make to SASS. Your concessional contributions will also include any employer or salary-sacrifice contributions made to any other superannuation funds.

Special deeming provisions for defined benefit schemes

Defined benefit funds are treated differently when it comes to the concessional contributions cap.

Under superannuation regulations, members of these schemes are covered by a deeming provision which means that if you exceed the annual concessional contributions cap, your excess contributions will be deemed to be within the cap and will be reported to the Australian Taxation Office (ATO) as the capped amount of \$25,000.

However, these special deeming conditions do NOT apply if you have moved to a higher benefit category by increasing your personal contribution rate after 12 May 2009. In this instance, State Super would be required to report your actual SASS concessional contributions to the ATO.

In addition, any concessional contributions made to other superannuation funds will not be covered by the deeming provision and will be added to your SASS concessional contributions.

If the total of your reported concessional contributions to SASS and any other superannuation funds exceeds \$25,000, the excess concessional contribution amount will be taxed at a higher rate.

If your SASS concessional contributions are below the capped amount for the financial year, we will report the actual amount of concessional contributions to the ATO.

Introduction of the low income superannuation contribution (LISC)

From 1 July 2012, if you earn less than \$37,000 a year and concessional (before-tax) contributions are made into your superannuation scheme, you may be eligible to receive a payment of up to \$500 directly into your superannuation account.

This payment is called the low income superannuation contribution (LISC). It is calculated at a rate of 15% of the total eligible concessional contributions for the year, up to the maximum of \$500. For eligible members, this payment effectively returns tax paid on superannuation contributions made to their account.

For SASS members, the LISC will be deposited to your SANCS co-contribution account.

Government co-contribution

If you are eligible and make personal after-tax contributions to your super, the Commonwealth Government will match your personal after-tax contributions with a co-contribution up to a certain limit.

In the 2012–13 Budget, the Commonwealth Government announced proposed reductions to the co-contributions scheme. From 1 July 2012, the matching rate will be halved to 50% with the maximum co-contribution entitlement to be reduced from \$1,000 to \$500. The higher income threshold has also been reduced from \$61,920 to \$46,920. To find out if you are eligible for the Government co-contribution, please visit www.ato.gov.au

Increase in the Superannuation Guarantee

The Commonwealth Government recently enacted legislation to gradually increase the Superannuation Guarantee (SG) rate from 9% to 12% from 1 July 2013 to 1 July 2019.

The SG legislation sets minimum levels of superannuation contributions that an employer must make on behalf of their employees. Under SG, defined benefit schemes such as SASS must ensure the employer-financed benefit, is equal to or worth more than an entitlement under the SG.

For this to occur, the State Super schemes measure the employer-financed benefit payable, including the basic benefit, against the SG that would have accrued. If the employer-financed benefit payable from your scheme is lower than the SG amount payable, an additional payment representing the difference is also paid. This amount will be represented on your annual benefit statement as the Superannuation Guarantee shortfall amount.

Would you like more information?

The following publications provide further information about the recent Commonwealth Government changes:

- *SuperViews* August 2012
- SASS Fact Sheet 16 – *Concessional Contributions Cap*
- STC Fact Sheet 13 – *Information about the Commonwealth Government's superannuation co-contributions.*

These publications are available on the State Super website at www.statesuper.gov.au

SASS legislative amendments for Ambulance Officers and Police Officers

The State Authorities Superannuation Scheme legislation was amended in relation to death and incapacity benefits for Ambulance Officers and Police Officers.

The amendments allowed Officers with Additional Benefit cover to opt out and relinquish coverage for the Additional Benefit and take up alternative insurance arrangements.

Universities in NSW have many current and former employees who are longstanding members of the State Super schemes.

The Trustee is aware that some members have been concerned that the universities need to make additional employer contributions to cover their State Super liabilities. The actuary for the State Super schemes has estimated that, without additional contributions, the separate university employer reserves in the fund are likely to become exhausted over the period from 2015 to 2022.

The Trustee has written to each university to obtain agreement to a funding plan for additional employer contributions from 2013–14 onwards. The funding plans are intended to ensure that each university's reserves in the Fund will remain sufficient to meet the entire cost of the State Super benefits payable.

From a practical perspective, the Trustee is aware that the ability of the universities to agree to a funding plan and budget for the additional contributions is dependent on the outcome of negotiations currently underway between the NSW and Commonwealth governments. The purpose of the negotiations is to determine each government's share of the superannuation funding required by the universities.

Both governments have indicated that they are seeking to settle the funding issue as soon as possible. At the time this report was written, the negotiations had not been finalised. As further information becomes available, the Trustee will provide updates on the State Super website, www.statesuper.nsw.gov.au.

Direct fees

Management charge

An annual administration fee of \$45 p.a. is payable by members. This fee is deducted in equal monthly instalments from the personal account.

For deferred SASS members, an additional fee of \$20 p.a. applies if the deferred benefit includes a deferred SANCS benefit.

Investment switch fees

A member can switch between investment strategies once each year ending 30 June without incurring any fee. A switch fee of \$25 is applied for each additional switch in the year. This fee is deducted from the personal account at the time of the switch.

Additional Benefit cover

Where a member has Additional Benefit cover, the amount deducted each month from the personal account will vary based on the member's age, amount of cover and type of employment.

Family law fees

A fee of \$275 (\$110 for deferred benefit members) is charged for all requests for information from a member or spouse of the member in regard to family law matters.

A fee of \$1,347.50 is charged for splitting a benefit, with half being deducted from the benefit of the non-member spouse. The member's share of the fee is payable by cheque if the member is not entitled to a benefit payment at the time of the family law split. If a benefit payment is due to the member at the time of the family law split, the fee can be deducted from the member's benefit.

Indirect fees

Investment management costs

Investment management expenses are deducted from investment gains or losses before determining the declared rate, and are borne indirectly by members by way of a reduced rate of investment return. For further details, please refer to SASS Fact Sheet 15 *Choosing an investment strategy*.

For **contributory members**, investment gains or losses affect the balance of the personal account and the Commonwealth Government co-contribution account.

For **deferred benefit members**, investment gains or losses affect the amount of the immediate lump sum, deferred lump sum, SANCS basic benefit and the Commonwealth Government co-contribution account.

Indirect cost percentages

Investment management expenses are calculated by multiplying the average balance in applicable accounts over the year by an indirect cost percentage. As investment fees vary for each of the investment options available, an estimated indirect cost percentage is calculated. The indirect cost percentages for the four investment strategies are shown below.

Strategy	% of average total assets	
	2011–12	2012–13
Growth	0.34	0.34
Balanced	0.25	0.26
Conservative	0.17	0.19
Cash	0.02	0.05

The estimated indirect cost percentages for 2012–13 take into account changes in allocations to asset classes and other already determined changes in investment-related costs affecting the investment strategies.

The following tables provide abridged financial information about STC schemes for the last two financial years. The financial statements for the year to 30 June 2012 are currently being audited by the Auditor General and will be available on the STC website after STC's Annual Report has been tabled in the NSW Parliament.

Statement of net assets

	2012 (\$ million)	2011 (\$ million)
Investments		
Short-term securities	7,106.6	2,789.1
Australian fixed interest	1,767.4	2,678.5
International fixed interest	839.8	1,382.2
Australian equities	9,513.1	10,171.2
International equities	7,992.3	8,201.5
Property	3,044.6	3,105.6
Alternatives	4,565.6	3,665.4
	34,829.4	31,993.5
Other assets		
Cash and cash equivalents	2.1	1.5
Receivables	415.9	400.0
Plant and equipment	0.4	0.2
Current tax asset	–	6.4
Deferred tax asset	64.7	40.9
	483.1	449.0
Total assets	35,312.5	32,442.5
Liabilities		
Reserve units	1.5	1.9
Payables	271.6	261.2
Current tax liability	687.5	–
Total liabilities	960.6	263.1
Net assets available to pay benefits	34,351.9	32,179.4

Statement of net assets

	2012 (\$ million)	2011 (\$ million)
Net assets available to pay benefits at beginning of financial year	32,179.4	30,743.2
Contribution revenue		
Employer contributions	6,144.9	1,494.7
Member contributions	503.5	522.4
	6,648.4	2,017.1
Transfers		
Scheme mobility transfer	0.6	2.3
Other	0.5	–
	1.1	2.3
Investment revenue		
Short-term securities	36.5	4.6
Australian fixed interest	97.9	107.0
International fixed interest	24.9	29.4
Australian equities	479.7	457.4
International equities	213.2	247.2
Property	175.7	158.6
Alternatives	260.7	226.9
	1,288.6	1,231.1
Changes in net market values of investments	(1,240.2)	1,780.1
	48.4	3,011.2
Investment expenses	(85.8)	(86.4)
Net investment revenue	(37.4)	2,924.8
Other revenue	5.0	2.0
Total revenue	6,617.1	4,946.2
Benefits paid	(3,689.2)	(3,384.1)
Scheme administration expenses	(34.9)	(32.1)
Superannuation Contributions surcharge	6.9	5.9
Other expenses	(0.4)	(0.5)
Total expenses	(3,717.6)	(3,410.8)
Change in net assets before income tax	2,899.5	1,535.4
Income tax benefit/(expense)	(727.0)	(99.2)
Change in net assets available to pay benefits After income tax	2,172.5	1,436.2
Net assets available to pay benefits at end of financial year	34,351.9	32,179.4

Complaints and disputes

If you have a question about your account or benefits, you should initially contact Customer Service. If you are dissatisfied with an administrative action, you may lodge a complaint with the scheme administrator (Pillar Administration).

If you feel you have been unfairly treated or are disadvantaged by a decision of the scheme administrator relating to a benefit entitlement, you may lodge a notice of dispute with the Trustee Board **within two years** of being notified of the decision. Send the notice to:

The Manager
Disputes and Appeals
SAS Trustee Corporation
PO Box N259
Grosvenor Place NSW 1220

You may then be requested to clarify certain details relating to your dispute and to provide additional supporting evidence. Your dispute will then be referred to the Disputes Committee for consideration.

You will be notified of the outcome of the Disputes Committee review.

If you are dissatisfied with the review of that decision, you may lodge an appeal with the Industrial Court of New South Wales within six months of being notified of the outcome of the review, or within a further time allowed by the Court.

The Commonwealth Superannuation Complaints Tribunal does not action STC scheme member complaints.

Privacy

As a NSW Government body, the Trustee Board must comply with relevant legislation, including the *Privacy and Personal Information Protection Act 1998* (the Privacy Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

The Trustee Board has developed a Privacy Management Plan (Plan) and, with the assistance of the scheme administrator, Pillar Administration, has implemented the Plan's policies and procedures. A Privacy Statement is available to members explaining how the Trustee Board deals with members' personal and health information that may be collected and used in the course of administering STC schemes.

The Privacy Statement details how STC and Pillar comply with the requirements of the Privacy and HRIP Acts.

The Trustee Board must also ensure its records of members' personal details are up to date and accurate. Therefore it may be necessary to disclose members' personal information to third parties. The Trustee Board takes steps to ensure there is no unauthorised use or disclosure of members' information by those third parties.

The Privacy Statement is available on request and from the State Super website.

(Government Information Public Access Act 2009)

The Trustee must comply with relevant NSW legislation, including the NSW *Government Information (Public Access) Act 2009* (the GIPA Act).

Under the GIPA Act, all government agencies must make certain information, known as 'open access information', publicly available, unless there is an overriding public interest against disclosure. Generally, open access information must be available on an agency's website, and at least one method of access must be free of charge.

STC publications that can be obtained free of charge from the State Super website include:

- policy documents and procedure manuals
- STC's publication guide, which describes the structure and functions of the Trustee
- a disclosure register of formal applications that have been made by members requesting open access information
- a register of STC's contracts with private sector organisations that are worth more than \$150,000
- documents that have been tabled in Parliament by or on behalf of STC.

STC will also publish on its website details about open access information that may not be disclosed due to an overriding public interest.

Please contact Customer Service to confirm that no other avenue for gaining information exists before deciding to apply under the GIPA Act.

For further information, please refer to the STC All Schemes Fact Sheet 9 *Government Information (Public Access) Act & Privacy*, which is available on the State Super website.

Compliance

STC schemes are exempt public sector superannuation schemes under the Commonwealth Government's *Superannuation Industry (Supervision) Act 1993* (SIS). The SIS legislation treats exempt public sector superannuation schemes as complying superannuation funds for concessional taxation and Superannuation Guarantee purposes.

Under a Heads of Government agreement, the NSW Government undertakes to ensure STC schemes conform with the principles of the Commonwealth Government's retirement incomes policy relating to preservation, vesting, reporting to members and adequate protection of members' benefits.

The *Superannuation Administration Act 1996* enables the NSW Government to prudentially monitor and audit the STC schemes and Trustee Board activities in a manner consistent with the prudential controls of the SIS legislation. These provisions are in addition to other legislative obligations on the Trustee Board and internal processes that monitor the Trustee Board's adherence to the principles of the retirement incomes policy.

Customer Service



State Authorities Superannuation Scheme (SASS)	1300 130 095
Pension members	1300 652 113
Deferred benefit members	1300 130 094

8.30am to 5.30pm, Monday to Friday for the cost of a local call (except from a mobile or pay phone).

Need help with English?

For members who need help with English, Customer Service can make arrangements for information to be translated through the Government Interpreter Service.

Arabic

(Advisory Service) "بإسكان" الخدمة الإستشارية أيضاً تأمين ترجمة خطية للمعلومات للأعضاء الذين يجدون صعوبة باللغة الإنكليزية.

Chinese

會員如果閱讀英語有困難，諮詢服務部可安排發放資料的譯本。

Greek

Για τα Μέλη που δυσκολεύονται στα αγγλικά, η Υπηρεσία Πελατών μπορεί να κανονίσει για τη μετάφραση των πληροφοριών.

Italian

Per i contribuenti che hanno difficoltà nel comprendere l'inglese il servizio clienti può provvedere alla traduzione dei dati informativi.

Vietnamese

Đối với các thành viên nào gặp trở ngại về Anh ngữ, Dịch vụ Tư Vấn (Advisory Service) có thể giúp thu xếp để họ nhận được bản dịch tin liệu.

Personal interview service

For an interview appointment in Sydney, call (02) 9238 5540.

You can also arrange interviews at:

Newcastle	1800 807 855
Parramatta	1800 626 000
Port Macquarie	1800 676 839
Wollongong	1800 060 166

Fax service

(02) 4253 1688

Mailing address

For Customer Service and Pillar Administration:

PO Box 1229
Wollongong NSW 2500

For SAS Trustee Corporation (the Trustee Board) and the Office of the Full-time Board member:

PO Box N259
Grosvenor Place NSW 1220

Website

www.statesuper.nsw.gov.au

Email

enquiries@stc.nsw.gov.au

Financial planning advice



State Super Financial Services Australia Limited
Telephone: 1800 620 305
Weekdays: 8.45am – 5.15pm