

2013

annual report

by your side for over 25 years



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The year in review

Investments

The total net market value of the Fund's assets changed from \$1.482 billion to \$1.703 billion during the year.

Contributions and transfers

The Fund received in contributions and transfers:

- Employer contributions \$126.0 million
- Member contributions \$16.0 million
- Transfers (rollovers in) \$45.0 million

Benefits

The following benefits were paid to Club Plus Super members during the year:

- Withdrawals \$81.1 million
- Death \$6.4 million
- Pension payments \$16.2 million
- Disablement \$4.5 million
- Financial hardship \$1.4 million

Club Plus Pension

At 30 June 2013 Club Plus Pension had total assets of \$83 million with the number of pension members being 554.

Membership

At 30 June 2013, membership of the fund stood at 101,331.

At the same date the number of employers participating in the fund was 17,737.

2012/2013

Club Plus Super Crediting Rates

The Fund's annual crediting rates after tax and expenses

Cash option **3.75%**

Conservative option **7.50%**

MySuper/Balanced option* **13.00%**

Growth option **14.50%**

Australian Shares option **19.50%**

High Growth option **17.50%**

2012/2013

Club Plus Pension Crediting Rates

The Fund's annual crediting rates after tax and expenses

Cash option **4.25%**

Conservative option **8.50%**

Balanced option **14.40%**

Growth option **16.00%**

Australian Shares option **18.50%**

Investment returns are applied to all members' accounts as at 30 June each year at the interest rate applicable to the investment option(s) that their account balance was invested in during the financial year.

*From 1 July 2013, the Balanced option for the Industry Division is called the MySuper option.

A message from the Chairman and CEO



John Hawker

Chairman



Paul Cahill

CEO

What a difference a year makes. Just twelve months ago investment markets were characterised by lacklustre returns and volatility. While markets remain volatile, the last few months have seen a remarkable recovery in both Australian and overseas share markets, generating some very strong returns across our suite of managed investments. Our MySuper/ Balanced option in super, for example, achieved a robust return of 13 per cent during the 2012/2013 financial year, and our pension's Balanced option returned 14.4%. Even more importantly, the Fund's long term returns (over 5, 7 and 10 years) remain some of the best in the industry.

We were also pleased to introduce a series of product and service developments over the past twelve months. Some of the highlights include becoming one of the first funds in Australia to become 'MySuper authorised' by the Australian Prudential Regulatory Authority (APRA). This achievement further recognises the Fund's exceptional value and robust governance standards, adding to longstanding awards from ratings agencies like SuperRatings, SelectingSuper and ChantWest (who consistently rank us as one of Australia's best value super funds).

Among other product enhancements, we removed our switching fee, introduced binding death benefit nominations and launched a refreshed MemberAccess website. We also launched our new Direct Investment Option (DIO) online trading platform which enables super and pension members to invest in term deposits, S&P/ASX 300 listed shares and exchange traded funds (ETFs). Complementing these enhancements later this year will be the introduction of a revitalised customer website, featuring new and more intuitive functionality.

To support our growing number of employers transition to new electronic data requirements, we launched a cost effective and efficient superannuation clearing house earlier this year. This online facility allows employers to pay all their employees in one transaction, regardless of super fund. In more great news for employers and employees, in addition to being listed number one in the Registered and Licensed Clubs Award, Club Plus Super became an official super provider for hospitality workers with our appointment to the Hospitality Industry (General Award).

Thank you to everyone who attended one of our retirement planning seminars hosted by Club Plus Financial Planning. Over the last year our financial planning team held 12 seminars for members looking to make the most of their super and plan for the best retirement possible. We've received an overwhelmingly positive response from those who attended and we look forward to further expanding our activity in this area over the coming year.

Sadly we must also announce the passing of one of our Directors, John Morris, who was a foundation Director of Club Plus Super. John held positions in various committees that were instrumental to the Fund's continued success. All of us at Club Plus Super are grateful to John and his family for his outstanding contribution.

Our focus remains on combining the very latest products and technology with a 'good-old-fashioned' approach to customer service. No matter what your stage of life or where your career takes you, we'll be by your side with the products, services, information and advice required to achieve your financial goals.

On behalf of Club Plus Super, thank you for your ongoing support.



John Hawker
Chairman



Paul Cahill
CEO

Who manages your fund

The Trustee

Club Plus Super is managed on behalf of members by a corporate trustee – Club Plus Superannuation Pty Limited (Club Plus Super).

Committees

The membership of the following Committees, made up of board representatives, at 30 June 2013 comprised:

Investment Committee

John Hawker (Committee Chair)
Peter James
Peter Newell
Adrian Caddy

Audit, Risk and Compliance Committee

Wayne Krelle (Committee Chair)
John Hawker
Adrian Caddy
Peter James

Claims Committee

John Hawker (Committee Chair)
Wayne Krelle
Tara Moriarty
Richard Tait

Growth and Retention Committee

Wayne Krelle (Committee Chair)
John Hawker
Peter Newell
Tara Moriarty

The CEO, Paul Cahill, attends all Board and Committee meetings. There may be other members of senior management and representatives from service providers who attend Board or Committee meetings upon invitation.

Club Plus Super service providers

Administration

Australian Administration Services (AAS)

Auditor and Tax Agent

Ernst & Young

Investment consulting

Jana Investment Advisors

Bank

Westpac

Compliance

Mercer Legal

Financial advice

Club Plus Financial Planning

Arrears collection

Industry Funds Credit Control (IFCC)

Insurance broker

Marsh

Insurance

Group Life & Income Protection Insurance
Colonial Mutual Life Assurance Pty Ltd
(Referred to as Comminsure)

Legal advisers

Kemp Strang

Member Representatives



John Hawker
Chairman



Tara Moriarty
Director



Peter James
Director



David Holder*
Director

Employer Representatives



Wayne Krelle
Deputy Chairman



Peter Newell
Director



Adrian Caddy
Director



Richard Tait
Director

All Directors above (with the exception of David Holder) held their position for the entirety of the year ended 30 June 2013.

As of 30 August 2012 Janet Southcott and David Costello are no longer on the Board.

*David Holder was appointed to the board of Directors on 9 May 2013.

Mr John Hawker and Mr Wayne Krelle rotated as Chairman and Deputy Chairman on 18 December 2012.

Investments and their performance

The following tables indicate the performance of our range of investment options over recent times. It is important to note when reviewing the table that past performance is not a reliable indicator of future performance and that different risk options have different risk profiles. For further details about each investment option please refer to the relevant and current Product Disclosure Statement.

Club Plus Super

The table to the right shows, for each investment option, the net performance (after management costs and taxes) in each of the past five financial years. It is important to note that the administration fee (currently \$1.60 per week) is not included in the returns as these are deducted separately.

Investment option	5 year compound average^	Financial year ended				
		30/06/13	30/06/12	30/06/11	30/06/10	30/06/09
Cash	4.16%	3.75%	4.26%	4.60%	3.90%	4.30%
Conservative	4.78%	7.50%	4.66%	6.40%	7.10%	-1.50%
MySuper/ Balanced	3.77%	13.00%	0.00%	7.20%	9.80%	-9.55%
Growth	2.45%	14.50%	-2.06%	7.40%	10.50%	-15.20%
Australian Shares	2.59%	19.50%	-10.28%	8.60%	13.50%	-14.00%
High Growth	2.39%	17.50%	-4.02%	7.80%	10.20%	-16.00%

Club Plus Pension

The table to the right shows, for each investment option, the net performance (after management costs) in each of the past five financial years. It is important to note that the administration fee (currently \$1.60 per week) is not included in the returns as these are deducted separately.

Investment option	5 year compound average^	Financial year ended				
		30/06/13	30/06/12	30/06/11	30/06/10	30/06/09
Cash	4.69%	4.25%	5.01%	5.00%	4.60%	4.60%
Conservative	5.35%	8.50%	5.52%	7.10%	8.00%	-2.00%
Balanced	3.79%	14.40%	0.20%	7.70%	10.60%	-11.80%
Growth	2.41%	16.00%	-1.77%	8.30%	11.20%	-17.90%
Australian Shares	2.26%	18.50%	-8.89%	9.40%	14.50%	-17.30%

Investment related charges

Investment-related charges may vary from year to year with changes in underlying investment managers.

For the 12 month period ended 30 June 2013, other management costs, comprising the investment-related charges and member protection costs for each investment option, are shown in the table below.

Default investments

If you joined Club Plus Super between 1 January 2008 and 30 September 2011, but did not make an investment choice, your funds would have been automatically invested in the default investment option for your age at that time.

If you commenced prior to 1 January 2008 or after 1 October 2011 and did not make an investment choice your default investment option would be the MySuper (formerly Balanced) option.

Derivatives

Investment Managers engaged to invest the assets of Club Plus Super (other than the Fund currency manager) are permitted to use derivatives for hedging purposes only but not as a core investment asset.

Investments that exceed 5% of the Fund's assets

The Trustee is required to disclose whether any individual investment (such as shares in a company) exceed 5% of the Fund's assets. At 30 June 2013, there were no individual investments that exceeded 5%. No individual asset held by the investment managers who invest on behalf of Club Plus Super exceeds 5% of the total assets of the Fund.

Comparison of investment options

Pages 9-11 of the annual report allow you to compare each of the investment options available to Club Plus Super members.

We have provided you with a guide as to what option may suit members as well as outlining the investment objective and asset allocation for each of the options.

Crediting rate error compensation

Club Plus Super has put in place comprehensive controls in order to minimise the chance of crediting rate errors. Should the unlikely circumstance of an error occur and Club Plus Super determines that compensation is payable to members that have been adversely affected, we aim to ensure existing Club Plus Super members are in the same financial position as if the error did not occur. For exited members, only amounts greater than \$20 will be compensated. This Club Plus Super policy is in line with industry standards and regulatory guidelines.

Reserves

The Trustee maintains a reserve, as disclosed on page 16, into which are paid the administration fees from members accounts, insurance charges, and amounts deducted from your account for tax purposes, and interest earned on contributions until they are allocated.

The reserve amount is effectively maintained as part of the Trustee's Operating Cash Account and is therefore not subject to exposure in any of the Fund's investment options.

Term Deposits

Club Plus Super introduced Term Deposits for pension members in February 2012. They have also been made available to superannuation members since July 2012.

Term Deposits are available in one, three, six and twelve month terms.

Other management costs deducted from investment performance financial year to 30 June 2013

Investment option	Club Plus Super		Club Plus Pension	
	Management Fee	Performance Fee	Management Fee	Performance Fee
Cash option	0.00%	0.00%	0.00%	0.00%
Conservative option	0.27%	0.00%	0.27%	0.00%
MySuper/Balanced option	0.44%	0.01%	0.44%	0.01%
Growth option	0.45%	0.01%	0.45%	0.01%
Australian Shares option	0.30%	0.02%	0.30%	0.02%
High Growth option	0.50%	0.01%	n/a	n/a

Investments and their performance

Cash

Investment objective

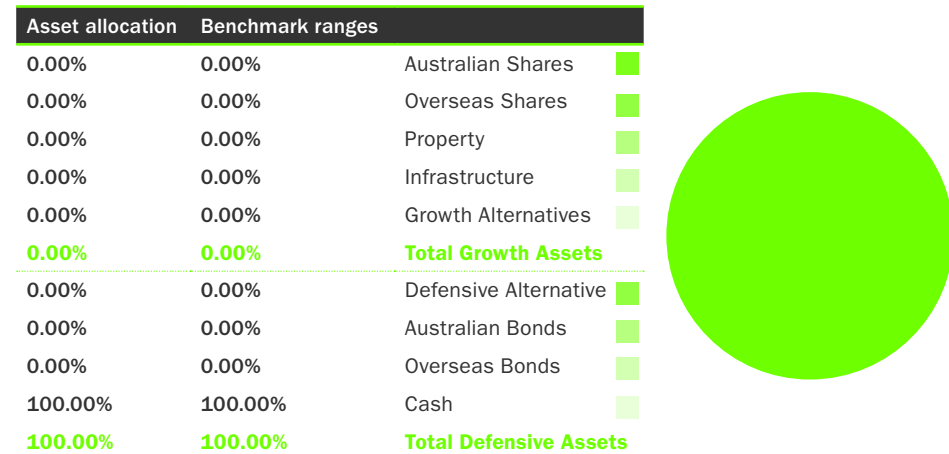
To equal the average return on retail cash management trusts after tax and fees.

Designed to consistently provide a positive return on investment, long-term investment may result in a low accumulation of retirement savings, which may in turn affect the long-term sustainability of a pension.

Strategy

Designed for members who do not want any reduction in the capital value of their account balance and who accept they may receive a lower long-term return compared to other options.

Asset allocation



Estimated number of negative annual return for every 20 year period

less than 0.5

Risk band

1

Risk label

Very low

Suggested investment timeframe (time horizon)

Any

5 year performance to 30 June 2013 -

past performance is not an indicator or guarantee of future performance

Compound return 4.16% Simple average 4.16%

Conservative

Investment objective

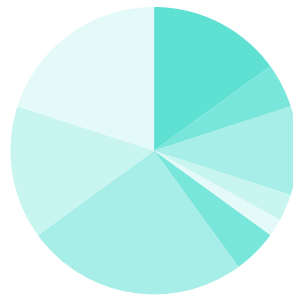
CPI + 2% over rolling 10 year periods

Strategy

Designed to suit members who have a conservative outlook to investing and cannot tolerate much volatility in their investment. Provides exposure to mostly defensive assets, with a lesser exposure to growth assets.

Asset allocation

Asset allocation	Benchmark ranges	
10.00%	10-25%	Australian Shares
8.00%	0-20%	Overseas Shares
10.00%	0-15%	Property
5.00%	0-10%	Infrastructure
2.00%	0-10%	Growth Alternatives
35.00%	25-45%	Total Growth Assets
10.00%	0.20%	Defensive Alternative
18.00%	0.30%	Australian Bonds
7.00%	0.20%	Overseas Bonds
30.00%	0-35%	Cash
65.00%	55-75%	Total Defensive Assets



Estimated number of negative annual return for every 20 year period

0.5 to less than 1

Risk band

2

Risk label

Low

Suggested investment timeframe (time horizon)

Minimum 3 years

5 year performance to 30 June 2013 -

past performance is not an indicator or guarantee of future performance

Compound return 4.78% Simple average 4.83%

MySuper (Industry division)/ Balanced (Personal division)

Investment objective

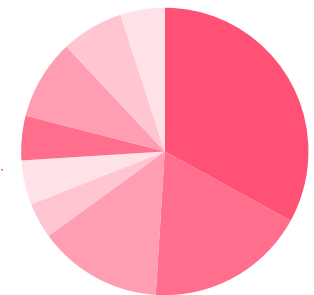
CPI + 3% over rolling 10 year periods

Strategy

Aims to produce a steady rate of return to members with a medium to high level of volatility by investing in a diverse range of asset classes. Suitable for members with a medium to long term investment horizon (5 years or more).

Asset allocation

Asset allocation	Benchmark ranges	
30.00%	25-50%	Australian Shares
20.00%	5-30%	Overseas Shares
14.00%	5-20%	Property
6.00%	0-10%	Infrastructure
5.00%	0-15%	Growth Alternatives
75.00%	60-80%	Total Growth Assets
5.00%	0-15%	Defensive Alternative
8.00%	0-20%	Australian Bonds
5.00%	0-15%	Overseas Bonds
7.00%	0-20%	Cash
25.00%	20-40%	Total Defensive Assets



Estimated number of negative annual return for every 20 year period

3 to less than 4

Risk band

5

Risk label

Medium to high

Suggested investment timeframe (time horizon)

Minimum 5 years

5 year performance to 30 June 2013 -

past performance is not an indicator or guarantee of future performance

Compound return 3.77% Simple average 4.09%

Investments and their performance

Growth

Investment objective

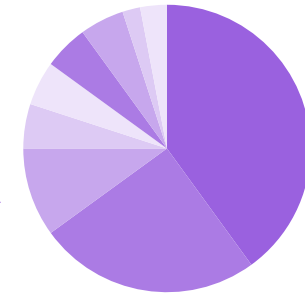
CPI + 4% over rolling 10 year periods

Strategy

Designed to suit members who understand that there will be volatility associated with a growth oriented investment. Suitable for members who are seeking high levels of returns and can tolerate very high levels of volatility.

Asset allocation

Asset allocation	Benchmark ranges	
35.00%	30-50%	Australian Shares
28.00%	20-40%	Overseas Shares
10.00%	0-15%	Property
7.00%	0-10%	Infrastructure
5.00%	0-15%	Growth Alternatives
85.00%	75-95%	Total Growth Assets
5.00%	0-20%	Defensive Alternative
5.00%	0-15%	Australian Bonds
2.00%	0-15%	Overseas Bonds
3.00%	0-15%	Cash
15.00%	5-25%	Total Defensive Assets



Estimated number of negative annual return for every 20 year period

4 to less than 6

Risk band

6

Risk label

High

Suggested investment timeframe (time horizon)

Minimum 7 years

5 year performance to 30 June 2013 -

past performance is not an indicator or guarantee of future performance

Compound return

2.45%

Simple average

3.03%

High Growth

Investment objective

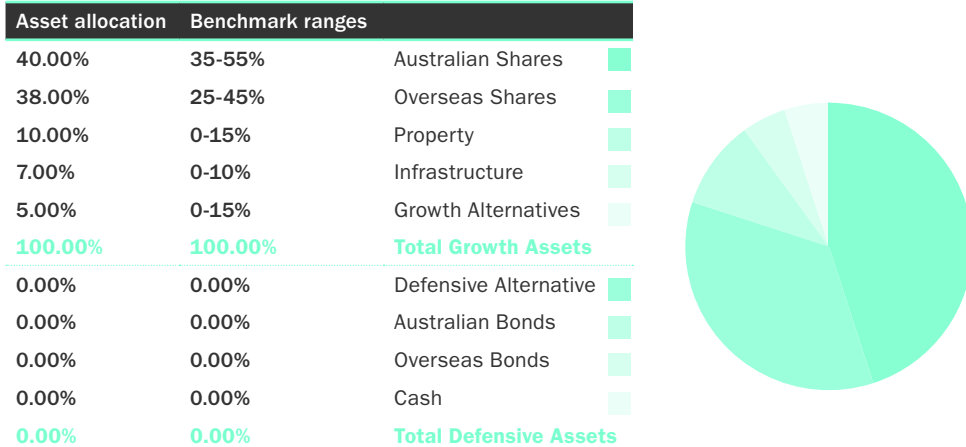
CPI + 5.5% over rolling 10 year periods

Strategy

The High Growth option has been designed to suit members who can absorb the volatility associated with a growth oriented investment. Suitable for members who are seeking equity like returns and can tolerate very high levels of volatility.

This option is likely to be more volatile than the Growth option.

Asset allocation



Estimated number of negative annual return for every 20 year period

4 to less than 6

Risk band

6

Risk label

High

Suggested investment timeframe (time horizon)

Minimum 10 years

5 year performance to 30 June 2013 -

past performance is not an indicator or guarantee of future performance

Compound return 2.39% Simple average 3.10%

Australian Shares

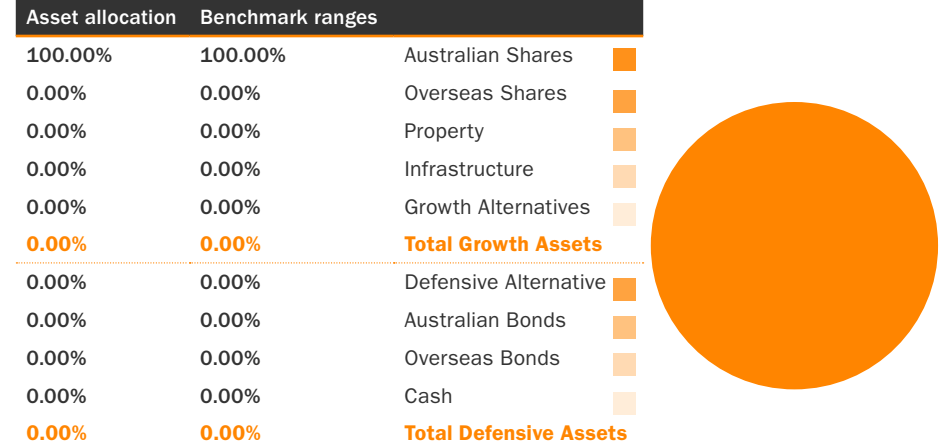
Investment objective

Aims to exceed the S&P/ASX 300 Accumulation Index Australian Share market, less tax and management fees.

Strategy

Gives Club Plus Super members the opportunity to have their funds invested with investment managers who invest solely in the Australian share market in listed companies. This option is diversified by a number of investment managers with different styles and investment objectives. Members should understand that there is a high degree of volatility with this option.

Asset allocation



Estimated number of negative annual return for every 20 year period

6 or greater

Risk band

7

Risk label

Very high

Suggested investment timeframe (time horizon)

Minimum 10 years

5 year performance to 30 June 2013 -

past performance is not an indicator or guarantee of future performance

Compound return 2.59% Simple average 3.46%

Club Plus Super accounts

Revenue	30/06/2013 (\$)	30/06/2012 (\$)
INVESTMENT REVENUE		
Changes in net market value of investments	132,002,324	(86,220,569)
Interest	8,557,684	7,166,535
Dividends	19,552,184	20,956,502
Unit trust distributions	57,310,799	51,595,765
Total Investment Revenue	217,422,991	(6,501,767)
CONTRIBUTION REVENUE		
Employer contributions	126,041,834	124,635,511
Members' contributions	15,953,148	13,973,412
Transfers from other funds	45,028,186	35,055,689
Total Contributions Revenue	187,023,168	173,664,612
OTHER REVENUE		
Proceeds from term insurance policies	6,200,200	5,006,706
Group life rebates	338,111	299,737
Other	120,638	103,066
Total Other Revenue	6,658,949	5,409,509
TOTAL REVENUE	411,105,108	172,572,354

The information contained on pages (13-18) is based on partly audited accounts. The full audited Club Plus Super accounts and Auditor's report will be available to members on request after 31 October 2013.

Operating Statement for the year ended 30 June 2013

Expenses	30/06/2013 (\$)	30/06/2012 (\$)
Administration fees	4,547,244	4,382,693
Investment management fees	2,668,849	2,284,101
Group life insurance premiums	13,211,020	12,738,044
Legal fees	236,947	150,668
Auditors' remuneration	148,135	104,057
Operating expenses	5,465,023	4,264,658
No TFN contributions tax expense	78,052	(148,242)
Superannuation contributions surcharge	(7170)	(1,590)
Total expenses	26,448,100	23,774,389
BENEFITS ACCRUED AS A RESULT OF OPERATIONS BEFORE INCOME TAX	384,257,896	148,271,000
Less: Income tax expense	(40,100,074)	(5,771,652)
BENEFITS ACCRUED AS A RESULT OF OPERATIONS AFTER INCOME TAX	344,157,822	142,499,348

Club Plus Super accounts

Assets and Liabilities	30/06/2013 (\$)	30/06/2012 (\$)
ASSETS		
INVESTMENT ASSETS		
Cash and short term deposits	200,834,508	147,809,011
Interest bearing securities	271,381,877	281,615,014
Australian equities	513,183,201	449,675,898
International equities	371,247,369	258,000,304
Property	196,082,759	191,845,091
Other (Development, Infrastructure)	140,103,727	105,726,599
Derivative assets	92,591,088	77,771,308
OTHER ASSETS		
Cash and cash equivalents	3,919,587	3,552,211
Trade and other receivables	23,594,439	23,533,339
Prepayments	-	9,900
Fixed assets	12,145	19,791
Deferred tax assets	6,472,651	29,407,163
TOTAL ASSETS	1,819,423,351	1,568,965,629
LIABILITIES		
Benefits payable	4,933,411	2,093,765
Trade and other payables	1,798,473	899,486
Derivative liabilities	103,504,122	77,893,176
Current tax liabilities	4,139,293	4,267,846
Deferred tax liabilities	2,078,247	1,933,320
TOTAL LIABILITIES	116,453,546	87,087,593
NET ASSETS AVAILABLE TO PAY BENEFITS	1,702,969,805	1,481,878,036

Assets and Liabilities	30/06/2013 (\$)	30/06/2012 (\$)
LIABILITY FOR ACCRUED BENEFITS		
VESTED BENEFITS		
Allocated to members' accounts	1,694,833,851	1,473,828,864
Unallocated to members' accounts	5,104,535	6,868,278
TOTAL VESTED BENEFITS	1,699,938,386	1,480,697,142
Reserves*	3,031,419	1,180,894
TOTAL LIABILITY FOR ACCRUED BENEFITS	1,702,969,805	1,481,878,036

Statement of financial position as at 30 June 2013

Reserves

*Movements in the Operational Margin for the past three years are shown

	2011	2012	2013
Opening balance	1,554,071	1,166,752	1,180,894
Increase (decrease)	(387,319)	14,142	1,185,525
Closing balance	1,166,752	1,180,894	3,031,419

Club Plus Super accounts

Investments		30/06/2013 (\$)	30/06/2012 (\$)
Cash and short term deposits	Current Custodian Account	51,679,810	31,375,617
	NAB Cash Account	149,154,698	116,433,394
		200,834,508	147,809,011
Short term securities	Bentham Syndicated Loan	44,534,449	25,212,600
	Hastings Yield Fund	3,631,703	9,331,614
	PIMCO Global Bond Fund	67,459,288	88,740,843
	Super Loans Trust	5,272,746	6,159,302
	Term Deposits	33,100,808	25,691,675
	Vanguard Australian Fixed Interest Index Fund	98,364,427	109,657,486
	Wellington Global Return Fund	19,108,456	16,821,494
		271,381,877	281,615,014
Australian equities	Ausbil Dexia Australian Shares	132,430,154	130,311,379
	Dimensional Australian Shares	88,630,192	74,571,444
	Greencape Australian Equities	58,306,343	24,458,542
	L1 Capital Australian Equities	49,671,854	48,079,978
	Perennial Australian Shares	-	83,893,198
	Tribeca Australian Equities	35,184,676	21,119,546
	Vinva Australian Equities	148,959,982	67,241,811
		513,183,201	449,675,898
International equities	BT Global Return Fund	-	1,302,608
	Colonial First State Global Share Fund	130,025,589	86,469,676
	Janus Global Research Share Fund	89,947,719	63,265,645
	Dimensional Emerging Markets Trust	17,255,196	34,660,618
	MFS Emerging Markets	26,548,001	-
	Platinum International Fund	24,450,006	17,783,717
	Platinum Unhedged Fund	83,020,858	54,518,040
		371,247,369	258,000,304

Investments		30/06/2013 (\$)	30/06/2012 (\$)
Property	Australian Prime Property Trust (Commercial)	24,883,406	23,476,631
	Australian Prime Property Trust (Retail)	78,243,484	72,084,058
	Colonial First State Private Propety Syndicate	14,548,330	16,789,127
	Colonial First State Diversified Property Pool	2,642,622	7,143,001
	66 Hunter Street	6,750,000	6,750,000
	Industry Super Property Trust	43,395,957	39,741,699
	La Salle Australian Club Trust	25,618,960	25,860,575
		196,082,759	191,845,091
Other investments	AMP Capital Structured High Yield Fund	7,981,155	12,790,923
	Babcock & Brown Direct Investment Fund Mezzanine Trust	1,949,993	4,303,835
	Babcock & Brown Senior Debt Trust	8,261	30,194
	Energy Infrastructure Trust	45,063,631	43,521,375
	IFM Australian Infrastructure	40,365,288	17,889,093
	Kapstream Absolute Return	44,735,399	27,191,179
		140,103,727	105,726,599
Derivative investments	Derivative Assets	92,591,088	77,771,308
	Derivative Liabilities	(103,504,122)	(77,893,176)
		(10,913,034)	(121,868)
TOTAL INVESTMENTS		1,681,920,407	1,434,550,049

Investments held at 30 June 2013

Club Plus Super accounts

Directors are remunerated for their service in the following positions:

Position	Annual rate up to 17/12/2012 \$	Annual rate up to 18/12/2012 \$
Director (Base fee)	23,081	23,773
Payments for additional duties	Annual rate up to 17/12/2012 \$	Annual rate up to 18/12/2012 \$
Chairman	23,081	23,773
Deputy Chairman	18,465	19,018
Chairman of Claims Committee	12,959	13,348
Member of Claims Committee	6,479	6,674
Chairman of Other Committees*	6,479	6,674
Member of Other Committees*	3,240	3,337

* Other Committees are the Audit Risk & Compliance Committee, Growth & Retention Committee and Investment Committee.

The following positions were held during the course of the year:

Director	Positions Held (1/7/2012 - 17/12/2012)	Positions Held (18/12/2012 - 30/06/2013)
John Hawker	Deputy Chairman of Trustee Board Director Chairman of Audit Risk and Compliance Committee Member of Claims Committee	Chairman of Trustee Board Director Chairman of Investment Committee Chairman of Claims Committee Member of Audit Risk & Compliance Committee Member of Growth & Retention Committee
Wayne Krelle	Chairman of Trustee Board Director Chairman of Investment Committee Chairman of Claims Committee Member of Audit Risk & Compliance Committee	Deputy Chairman of Trustee Board Director Chairman of Audit Risk and Compliance Committee Chairman of Growth & Retention Committee Member of Claims Committee
Adrian Caddy	Director Member of Audit Risk & Compliance Committee	Director Member of Audit Risk & Compliance Committee Member of Investment Committee
David Costello	Director Member of Audit Risk & Compliance Committee Ceased 30 August 2012	N/A
David Holder *	N/A	Appointed 9 May 2013 Director
Peter James	Director Member of Audit Risk & Compliance Committee	Director Member of Audit Risk & Compliance Committee
Tara Moriarty	Director Member of Claims Committee	Director Member of Claims Committee Member of Growth & Retention Committee
John Morris	Director Member of Investment Committee	Director Member of Investment Committee Ceased 8 February 2013
Peter Newell	Director Member of Investment Committee	Director Member of Investment Committee Member of Growth & Retention Committee
Janet Southcott	Director Investment Committee Ceased 30 August 2012	N/A
Richard Tait	Director Member of Claims Committee	Director Member of Claims Committee

Remuneration of Trustee Directors

Mr John Hawker and Mr Wayne Krelle rotated as Chairman and Deputy Chairman on 18 December 2012.

Committee membership is rotated on an annual basis or when required.

* Mr David Holder did not receive remuneration during the financial period as his first Board meeting was June 27th 2013.

Club Plus Super accounts

Directors Nominated to External Boards

Directors nominated to external Boards and their remuneration is as follows:

Directors	Board	Remuneration \$
John Hawker	Club Plus Financial Planning Pty Limited	3,500
Wayne Krelle	Club Plus Financial Planning Pty Limited	3,500

Remuneration of Senior Management

The senior management team of Club Plus Superannuation Pty Limited is:

Name	Position	Remuneration Received \$
Paul Cahill	Chief Executive Officer	446,963
Phil Grindley	Head of Audit Risk and Compliance	190,498
Tracey McDonald	Head of Service & Advice	190,254
Stefan Strano	Head of Marketing	180,153
Charles Sala	Head of Industry Relations	177,360

Other important information

Member Benefit Protection

Member Benefit Protection was provided to members who had an account balance of less than \$1,000. This means that a member was refunded an amount equal to the extent that the weekly administration fee (currently \$1.60 per week) deducted from a member's account exceeded the investment earnings from the member's chosen investment option for that particular year.

Surcharge and tax

Superannuation Surcharge

Club Plus Super deducts from your account balance any amount that the Trustee is required to pay to the ATO for Superannuation Surcharge (including any advance instalments).

Excess Contributions Tax

Any taxes on excess concessional or non-concessional contributions are levied directly on the individual member.

If you receive an assessment from the ATO stating that you are liable for such tax, the ATO will provide you with a Release Authority which you may (and in the case of excess non-concessional contributions tax, must) give to the Fund.

The Release Authority permits the Trustee to make a payment from your account up to the amount of the tax liability.

Eligible Rollover Fund

Please let us know if you change your address. It's important so that we can keep you advised of details about your superannuation account.

We may roll over your benefit to Super Safeguard (an Eligible Rollover Fund) if your account balance is less than \$500, and Club Plus Super has received no contributions for you in the preceding thirteen months.

If your account is transferred to Super Safeguard, your insurance benefits with Club Plus Super will cease. Super Safeguard does not offer insurance cover. There are no withdrawal fees during this process nor will you be charged a roll-in fee when transferred to Super Safeguard.

Super Safeguard charge minimal administration fees however, due to member protection, any fees charged by Super Safeguard cannot exceed the interest earned by the investments for which your funds are invested.

For more information visit the Super Safeguard website www.supersafeguard.com.au or contact them directly at:

Super Safeguard
GPO Box 3426
Melbourne VIC 3001
Phone: 1300 135 181

Enquiries and complaints

Club Plus Super has arrangements in place to deal with any enquiries or complaints that you may have.

Enquiries

You can make enquiries about Club Plus Super or your member account in the following ways:

Telephone

Club Plus Super 1800 680 627
Club Plus Pension 1800 204 194

E-mail club_plus_superannuation@aas.com.au

In writing

Club Plus Super
Locked Bag 5007
Parramatta NSW 2124

In person

1A Homebush Bay Drive
Rhodes NSW 2138

Where you submit an enquiry in writing, Club Plus Super will seek to respond to your enquiry within five working days. This may not be possible if the matter is more complex, however, we will let you know when you can expect a response.

Complaints

Complaints about Club Plus Super should be made in writing to:

The Complaints Officer
Club Plus Super
Locked Bag 5007
Parramatta NSW 2124

We will endeavour to provide a response to your complaint within 30 days of receipt, however, more complex matters may take longer to deal with. In any event, the Trustee must provide you with a response within 90 days of the date that your complaint was received.

In the event that the complaint is not resolved to your satisfaction, you may refer the matter to the Superannuation Complaints Tribunal (SCT), a Federal Government body set up to deal with complaints that a member or beneficiary may have regarding a decision of the Trustee of a superannuation fund. You can contact the SCT on **1300 884 114** or visit **www.sct.gov.au**.

Please note that prior to lodging a complaint with the SCT, the matter must first be dealt with through the Club Plus Super complaints handling process.

Contacting the Trustee

Should you have a matter that you wish to refer to the Trustee directly, please write to:

Paul Cahill
Chief Executive Officer
Club Plus Super
GPO Box 3774, Sydney NSW 2001

