



ngs super™

The educated choice

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Annual Trustee Report

For the year ended 30 June 2013



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Report from the Chair and the Chief Executive Officer

Welcome to the 2012/13 NGS Super Annual Trustee Report

This year NGS Super is celebrating its 25 year anniversary and we would like to take this opportunity to thank our members, employers, partners, Directors and staff for their support and making NGS Super the Fund it is today. Our striving to continuously improve and to provide our members with solutions that they find valuable, beneficial and relevant to their needs, has led to growth to 105,000 in membership and funds under management to over \$5 billion.

Every day the NGS Super team is focused on living our values; they are a significant part of the fabric of the Fund and underpin the work that we collectively do as an organisation. This report has been compiled highlighting the six values below and commenting on initiatives undertaken which are consistent with them.

Our members

As an industry fund we are committed to providing **our members** with product and service excellence.

To ensure NGS Super understands customer needs, a survey is conducted annually for both members and employers. This survey provides the opportunity for us to listen to customers and assists us to make decisions about the products and services we offer. We also run a number of forums, focus groups and other

research to ensure there is two way communication between NGS Super and our members and employers.

Pleasingly our member satisfaction score increased this year to 84% from 81% and employer satisfaction also slightly increased to 85% from 84%.

In response to feedback, we have introduced a customer care service within our call centre. This service provides members with a single point of contact if their inquiry can't be resolved in a first call. We have received some very positive feedback from members about this service which has helped us to refine the process which will also be expanded in the future.

Later in 2013, we will be introducing a new direct investment platform, 'NGS Self-Managed', which will provide members with the choice in, and control over, investing in ASX-300 listed companies, exchange traded funds and term deposits. This will be supplemented by research analytics and advice from NGS Financial Planning if members need it. In addition, we will be offering a new NGS retirement option, to be called the 'Income Generator'. This option focuses on investments that provide a regular income through dividends and rental property, in the retirement phase. Further information on these new options will be announced on our website.

Your money

We take governance, investments and sustainability seriously because we manage **your money**.


Following one of the most volatile financial years on record, the 2012/13 financial year has delivered a strong return for members whose investment options include Australian and international equities, which yielded returns of over 17%.

For the last financial year, the NGS Super Diversified (*Mysuper*) option returned 13.82%*, one of the highest returns over the last decade. This option has returned 7.14%* over the last ten years, compared to the median fund return of 6.94% (SuperRatings SR50 Balanced Survey). It is important to remember that superannuation is a long-term investment, even in retirement. Therefore, it is always more important to look at how investments have performed over a longer time horizon.

*Past performance is not a reliable indicator of future performance.

Our multi-layered investment approach

The Fund is constantly thinking about how we can enhance your investment returns. The Fund's Investment Committee has been active over the past financial year reviewing our



investment strategy to ensure it is positioned effectively to generate strong long-term returns for members. Our investment approach is multi-faceted with an internal investment team, asset consultant and the Fund's Investment Strategist working together to this end. With this objective in mind, changes have been made to the asset allocations of some investment options resulting in stronger short-term investment performance over the past financial year.

In addition, there has been significant focus in the 2012/13 financial year on preparing for significant industry changes. The Fund is now an APRA *Mysuper* provider and introduced the "Diversified (*Mysuper*)" investment option on 1 July 2013.

NGS Super's investment in our community's future through a social benefit bond

NGS Super seeks investments that are both socially responsible and likely to deliver the most attractive returns. To this end, the Fund invested in a Social Benefit Bond (SBB) launched by Social Ventures Australia (SVA) in 2013. This bond represents a revolutionary approach to funding community and social services and is expected to provide a solid return on investment for members.

NGS Super has invested \$500,000 in the Newpin program run by UnitingCare Burnside. Newpin stands for "New Parent and Infant Networks", runs out of four centres in Sydney's west, and is designed to both prevent children entering foster care as well as improve the rate of children returning safely to their families. This Social Benefit Bond is the first in Australia although similar bonds have been in operation in the United Kingdom.

Sustainability

NGS Super's dedication to sustainability has earned us our second year of being "Infinity recognised" by independent ratings agency, SuperRatings. There are only fourteen funds that have received this recognition.

We continue to offset our carbon emissions each financial year as well as continuing to partner with aligned investment organisations that consider environmental, social and governance responsibilities. We are also members of ESG Research Australia, The Carbon Disclosure Project, the Investor Group on Climate Change and the United Nations Principles for Responsible Investment.

Education

We help our members by providing them with financial education.

Member education is a key focus for the Fund as we understand the great importance and impact that this can have on how members manage their money. In 2012/13, NGS Super ran a new "Wealth and Wellbeing" seminar series in South Australia and New South Wales featuring guest speaker, Arun Abey. This seminar was unlike anything that the Fund has done before with the content focusing less on the facts and figures of retirement adequacy and more on the individual's personal journey towards the many facets of wellbeing, including wealth creation. Behavioural research on money and happiness was cited with tangible strategies explored to improve the way members think about money and life. The feedback received was very positive — so much so that NGS Super will look to running similar seminars in the future focused on wellbeing.

In late 2012, NGS Super also held our first ever open day in South Australia which received very positive feedback

from members. The day saw almost 100 people attend to hear a variety of speakers discuss a range of topics. Open days will be held in other states in the future.

In addition, all our online tools are designed to be easy to use and to provide assistance to members with decisions. Two new calculators have been added to our website — one providing insurance quotes and the other projections to retirement.

Our people

We value, develop and empower our people.

NGS Super has an ongoing program of investing in the development of its people. We also measure staff satisfaction every year and this has been maintained at over 90 percent for the last three years.

Changes to the Board

NGS Super has had a number of changes to the Board over the past financial year. We have welcomed Geoff Newcombe, Garry Le Duff and Chris Wilkinson. We would also sincerely like to thank Steve Mathwin, Kevin Philips and Ray Whitfield who have all been very dedicated and committed Board members for many years. Further details of our Board are on pages 30–34.

Our partners

We work together with our partners to deliver quality outcomes.

NGS Super continues to support the sectors that support us. Over the past financial year, NGS Super has been developing deeper relationships with members through our workplace visitation program as well as supporting the industry through sponsorships and scholarships.

The NGS Super Scholarship Award program continues to build momentum with rising numbers of high quality applications received. In this, our fourth year, the trend is no different with over 145 applications received. The judging panel selects six winners who will each be awarded with up to \$5,000 to complete a professional development project, course or study tour that has the potential to significantly contribute to their employer and the broader industry. This year's winners will be announced on our website at the end of October 2013 where you can also read about past winners.

In 2013, the inaugural "Mutual Executive of the Year" was launched — a scholarship awarded to an exceptional leader working in the mutual finance sector who has provided evidence of outstanding contributions to their industry. In addition, the "CUFA Cambodian Leadership Challenge" open to mutual finance employees was once again provided. This scholarship enables the winning applicant to visit Cambodia to undertake a number of inspiring activities that develop the individual physically, emotionally, intellectually and culturally.

NGS Super is passionate about building both knowledge as well as mutually beneficial partnerships in the industries we serve.

Doing it better

We are committed to **doing it better**, continuously improving and innovating.

During the year, NGS Super has been continuously enhancing and developing the information we provide online through both our website and social media. A primary change to the website has been the development of an expanded investment section providing in-depth information about

each investment option, its asset class holdings and the region and sector breakdowns for each asset class. This new section provides greater levels of online transparency enabling members to make decisions in relation to their investment portfolio selection.

New functionality introduced over the past financial year includes the ability for members to login to their secure Member Online account via their mobile phone to view their account balance and other details. The Fund has also introduced communications preferences on this platform allowing members to select how they would like to receive communications from the Fund — either by mail or email. We have continued to provide video updates and have been encouraged by members to provide additional information by video in the future. You can see all our videos on our YouTube channel: <http://www.youtube.com/user/2011NGSSuper>.

NGS Super continues to be recognised by the financial services industry

In the 2013 Chant West Awards, our pension and insurance offerings were listed in the top ten funds in Australia and we were awarded *Money* magazine's Best of the Best Award for the "Lowest-Cost Balanced Pension Fund" for the Indexed Balanced investment option.

In addition to this, NGS Super has once again received the top ratings from independent rating agencies Chant West (5-Apples rating) and SuperRatings (Platinum rating).

Thank you once again for your continued trust in us

Thank you again for your support of the Fund. We understand that without you we would not exist. It is a privilege to serve you and we look forward to doing so long into the future.



Dick Shearman
Chair
Trustee Board



Anthony Rodwell-Ball
Chief Executive Officer
NGS Super

Investment performance

Investment markets: 2012/13 year in review

Core beliefs deliver outstanding results

The 2012/13 financial year was an outstanding one for super funds, producing some of the best returns in the last decade.

Diversification has long been the key to successful performance and despite a patchy global economic backdrop our Diversified option delivered a strong result with returns of 13.82%* over the financial year.

This was despite a -0.6%* drop in earnings over the month of June as markets reacted to suggestions that the US Federal Reserve may ease the pace of its asset buying program.

The strong financial year results were driven largely by the performance of growth-style assets such as Australian and overseas shares. Our International Shares Option returned 22.51%* for the financial year while Australian Shares produced a 17.27%* return and the fund's Shares Plus option returned a healthy 18.42%* over the same period.

Infrastructure and property also showed strong results throughout the 12 months to 30 June 2013 but the performance of defensive-style options, while positive, lagged their growth-oriented counterparts.

The Defensive option returned 8.7%* for the financial year, while the Cash option returned 3.66%* over the same period.

At financial year end the US was in recovery, Europe was in recession and Japan was pulling out all stops in a bid to stimulate economic growth. China meanwhile was and still is expected to grow but at lower rate than in the past. The outlook for economic growth in developed markets remained muted.

With central bank rates and debt costs at historical lows investors are expected to continue their move away from low-returning bonds and cash and into risk and yield assets such as equities, credit, infrastructure and property.

Past performance is not a reliable indicator of future performance.

* Returns shown are net returns after deduction of the investment management fee, tax and the asset-based fee.

What drove the markets?

The 2012/2013 financial year started well for the Australian share market, with the S&P/ASX 300 index showing a 7.5% return from July to the middle of November 2012. This was then eclipsed by an exceptional 20% return over the next six months, as the local market responded to positive news out of the US, Europe and China together with record low interest rates.

European reforms brought stability and market recovery

In Europe, the first half of the financial year was dominated by major reforms that helped stabilise monetary markets and support a recovery in European fixed interest and equity markets. The second half of the year continued the trend and European equities returned 18.8% to mid-May 2013. Overall the Euro Stoxx 50 index finished up at 21.4% after a large drop in the final two weeks of the financial year.

US slow but improving

Economic recovery and job growth in the US was slow for the first half of the year despite near-zero interest rates and actions taken by the US Federal Reserve to increase money supply.

There was concern in late 2012 about a so-called “fiscal cliff”, but in the first half of 2013 the US economy continued to improve and unemployment fell to 7.6% in June 2013, its lowest rate since the global financial crisis.

The improving employment rate also supported a continued recovery for house prices, with a 12.2% improvement for May 2013 year on year.

Indications that the US Federal Reserve might ease the pace of its asset purchasing program as early as September 2013 spooked global markets in June, leading to significant losses over the month.

A reversal of recent market trends – Japan booms, China lags...

Japan entered a new era of economic stimulus, implementing a radical ¥7 trillion (\$75 billion AUD) stimulus program. The program aims to bring about an increase of 2% p.a. in the Consumer Price Index (CPI) and lift the overall growth rate of the economy. Investors responded with confidence with the Nikkei posting a return of 52% this financial year.

In China, new reforms have been passed to reduce corruption and more emphasis has been placed on reducing the environmental impact of economic development. However, there is still concern surrounding the economic outlook, with slowing growth and tightening money markets the main concerns.

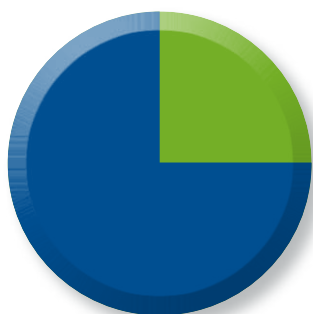
Our investment strategy

- 1 We employ internal staff, external investment consultants and investment managers to help select, manage and monitor the Fund’s investments.
- 2 We maintain sufficient liquidity to meet expected cash-flow requirements.
- 3 We limit investment risk by diversification among and within asset classes, and among different investment managers.
- 4 The Trustee Board regularly reviews the performance of each investment manager.

The investment benchmark ranges, risk profile and investment time frame for each investment option are set out on pages 12–23 of this *Annual Report*.



Looking back over the year: quarter by quarter

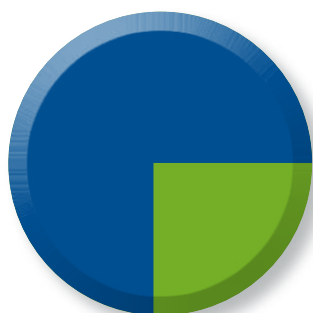


September 2012 Quarter

Australian super funds performed solidly with consistently strong returns over the three months to September 2012.

According to superannuation research company SuperRatings, funds regained most of the ground they lost during the Global Financial Crisis (GFC) after the average “balanced fund” returned 4.4% for the September quarter.

Markets were buoyed by stimulus measures announced by the European Central Bank and the US Federal Reserve during the September quarter, resulting in strong returns.



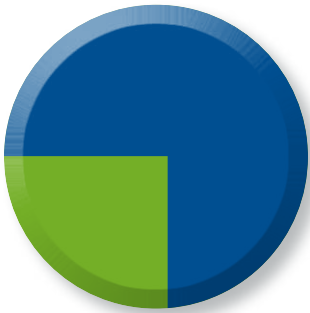
December 2012 Quarter

Most asset classes finished the 2012 calendar year in positive territory but it was the resurgence in ‘growth assets’ like Australian and overseas shares that drove the double-digit gains. The Australian shares benchmark, for example, finished the year up 19.7% after returning 6.8% over the final three months of 2012 on the back of positive economic news out of China and strong foreign demand for local stocks. Overseas shares also performed strongly, with benchmark returns of 3.1% for the December quarter and 14.7% for the year.

On the other hand, the Australian sovereign bonds benchmark delivered their third consecutive negative monthly return in December as investor appetite for defensive assets continued to wane.

Benchmark returns for cash and term deposits continued to drift down, returning just 0.9% for the December quarter and 4.0% for the year.

Global growth picked up in the second half of 2012, reflecting the easiest economic conditions since the GFC and significant policy actions by central banks.



March 2013 Quarter

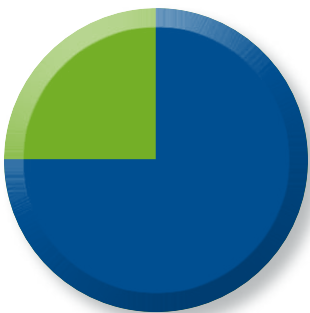
A pull-back in March 2013 resulted in superannuation funds posting their first negative monthly result for the financial year, but that hiccup, triggered by the debt crisis in Cyprus, wasn't enough to prevent super funds from recording a third consecutive quarter of solid growth for balanced options.

Shares and listed property were the stand-out performers over the March quarter with investors returning to riskier assets, bond markets were more subdued.

The key factor behind strong investment market returns continued to be the resolve of Central Banks globally to lift economic growth — the latest country to embark on an ambitious drive to promote economic growth was Japan.

This put Japan in the same league as the US and Europe as central banks that printed record amounts of money to generate economic growth.

So far the benefits of the central bank action have been minimal but investment markets remain confident stronger economic growth is on the cards in late 2013 and 2014.



June 2013 Quarter

Volatility returned to global financial markets in quarter two of 2013. Recoveries appeared to gain traction in the US and the UK, Japan benefited from renewed fiscal stimulus and a lower yen, while the downturn in euro area GDP was also thought to be close to bottoming.

In contrast, growth in the emerging world continued to slow in the face of weak export demand and falling commodity prices. Brazil, India, Turkey and Indonesia all lifted policy rates to help stem capital outflow and defend exchange rates and inflation targets. China also tightened liquidity conditions, although more to clamp down on rampant credit growth and mounting evidence of widespread capital misallocation.

How we invest your money

Investment earnings are allocated to your account balance based on changes to the NGS Super unit prices, which are calculated weekly and can be accessed on the NGS Super website at www.ngssuper.com.au.

In accordance with regulatory requirements, the Fund's investments are held by a custodian who safeguards the investments and monitors changes in the value of investments. The custodian calculates the NGS Super unit prices and forwards them to the Fund's administrator so they can be incorporated into your member records, maintained by the administrator.

Weekly changes to NGS Super unit prices reflect the gain (or loss) on the underlying investments for each option. Your account balances are calculated by multiplying the units on issue to you by the unit price current at that time. This means that investment market movements and valuations are translated into your account balance.

The investment returns quoted in this report reflect the return (after fees and taxes have been deducted) that would have been achieved if you had been invested in a particular option for the twelve months to 30 June 2013. If you made contributions during the year, those contributions would receive the investment return equal to the change in the unit price only between the contributions being allocated to your account and the end of the financial year. If you change investment options during the year, your investment returns would differ from the returns shown in this *Annual Report* because they would be based on the changes in the relevant unit prices of each option selected for the period you were invested.

Your personal super account

All the contributions paid into the Fund by you or your employer, as well as any superannuation money you transfer into NGS Super, is placed into your personal account.

The money in your account (your benefit) is then invested according to the investment option(s) you select. Each time we receive a contribution from you or your employer, we allocate units to your account at the current unit price for the investment option in which you invest. Your account balance increases or decreases according to the collective performance of the underlying assets.

Whilst your money is held in the Fund, we deduct government taxes and member fees from your account, as well as insurance premiums if you have insurance cover. Your investment in NGS Super — your benefit — is calculated by multiplying the number of units allocated to your account from each investment option by their current unit price.

Administration and Operational Risk reserve

The NGS Super reserve accounts are established in accordance with the Fund's Trust Deed and NGS Super Reserve Policy. The reserves are held to ensure that sufficient funds are available to protect members against significant events that may affect the operating costs of NGS Super including any contingent liabilities arising from operational errors. Having reserves also ensures that funds are available if we decide to implement new products and services for members without having to immediately recover costs from member accounts. Holding such reserves are a requirement under the Trustee Responsible Superannuation Entity (RSE) licensing conditions. These conditions require the Trustee to ensure its ongoing solvency and operational risk financial requirement are sufficiently resourced given the size and complexity of the Trustee.

The Trustee sets the reserve levels based on the anticipated operating expenses of the Fund and an allowance for contingent liabilities. The reserve at 30 June 2013 was \$22.180 million or 0.42% of funds under management.

These reserves are maintained by the Trustee retaining a small portion of the fees charged to members and interest earned on the reserve account, which is invested across a number of NGS Super investment options.

The reserve levels for 30 June 2013 and preceding years are shown below:

As at 30 June	\$M	% of assets
2013	\$22.180	0.42
2012	\$19.271	0.43
2011	\$18.254	0.45
2010	\$15.698	0.50
2009	\$16.498	0.61

Investment management fees

Information on these fees can be found in *Fact Sheet 9: Fees, costs and tax* on the website.

Investment option	Investment management fee (excluding performance fees)% p.a.
Pre-mixed options	
Defensive	0.52
Balanced*	0.58
Moderate growth – pension default	0.61
Diversified (<i>MySuper</i>) – super default	0.76
Indexed Growth*	0.15
High Growth	0.83
Shares Plus	0.79
Sector specific options	
Cash & Term Deposits*	0.13
Diversified Bonds	0.31
Property	0.73
Australian Shares	0.59
International Shares	0.88
Green Shares	1.08

* On 1 July 2013 the following options' names were changed: Conservative – to Balanced; Cash – to Cash and Term Deposits; Indexed Balanced – to Indexed Growth.

NGS derivatives policy

The Trustee has adopted an appropriate risk management strategy that permits investment managers to use futures, options and other derivative instruments to assist with the effective management of the portfolio of assets.

Pension options

Earnings on pension investments are tax-free. As a result the investment returns differ from the returns on superannuation investments (shown on pages 12–23). In normal circumstances, where investment earnings are positive, pensioners benefit as no tax is deducted from the gross earnings. When investment earnings are negative, the opposite effect can occur.

Pension investment performance

Investment portfolio	Year ending 30 June 2013	Five years % p.a.	Since inception % p.a.	Inception Date
Pre-mixed options				
Defensive	10.11	5.32	5.87	Nov-01
Balanced*	12.92	5.46	4.26	Aug-07
Moderate Growth	14.92	N/A	6.49	Jan-10
Diversified (<i>MySuper</i>)	15.78	4.55	6.15	Nov-01
Indexed Growth*	16.05	N/A	13.67	Oct-11
High Growth	18.52	5.01	2.85	Aug-07
Shares Plus	21.38	4.33	6.97	Sep-04
Sector specific options				
Cash & Term Deposits*	4.27	4.97	5.47	Jul-04
Diversified Bonds	6.04	5.79	6.13	May-04
Property	10.99	4.85	8.96	Dec-02
Australian Shares	19.67	4.00	8.25	Sep-04
International Shares	26.01	4.41	4.76	Sep-04
Green Shares	27.92	2.66	5.05	Dec-04

Note: The NGS Super account-based pension commenced in October 2001.

Super investment options

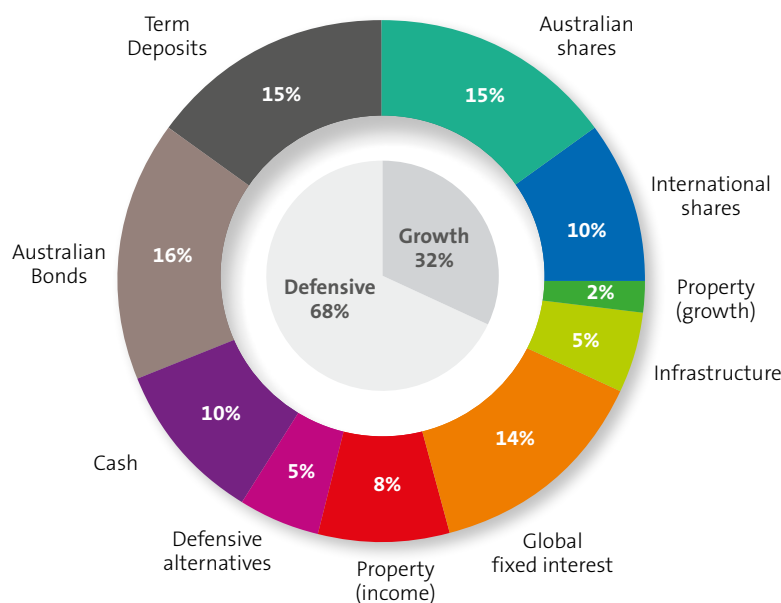
Premixed options

Defensive

Asset Allocation

Key and descriptions	Ranges ¹
Growth	15 – 40%
Australian shares	5 – 20%
International shares	5 – 15%
Property (growth)	0 – 5%
Infrastructure	0 – 8%
Growth alternatives	0 – 8%
Defensive	60 – 85%
Global fixed interest	10 – 24%
Property (income)	0 – 15%
Defensive alternatives	0 – 10%
Cash	5 – 30%
Australian Bonds	10 – 36%
Term Deposits	5 – 30%
Foreign currency exposure	0 – 8%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Medium	Low to medium	Low

Investment performance objective is to achieve a net return³: 1% above CPI over rolling three year periods.

Probability of failing to meet above performance objective will not exceed: 30%

Minimum investment timeframe:

Be prepared to stay invested in this option for at least five years.

What type of investment is it?

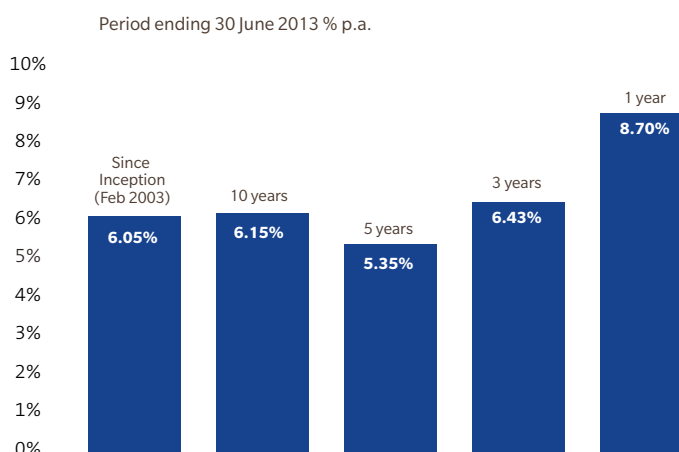
A relatively conservative investment option with a high weighting towards the more defensive types of assets such as cash, fixed interest, defensive alternative funds and direct property. There is a smaller weighting to assets such as shares and infrastructure which provides the prospect for some capital growth.

Expected frequency of negative returns over 20 year period: Approximately three years in 20.

This option may be right for you if you seek:

To have relatively stable short term returns, whilst accepting that this is likely to result in lower investment returns over the long term. This option is suitable for those with short time horizons or low risk tolerances.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

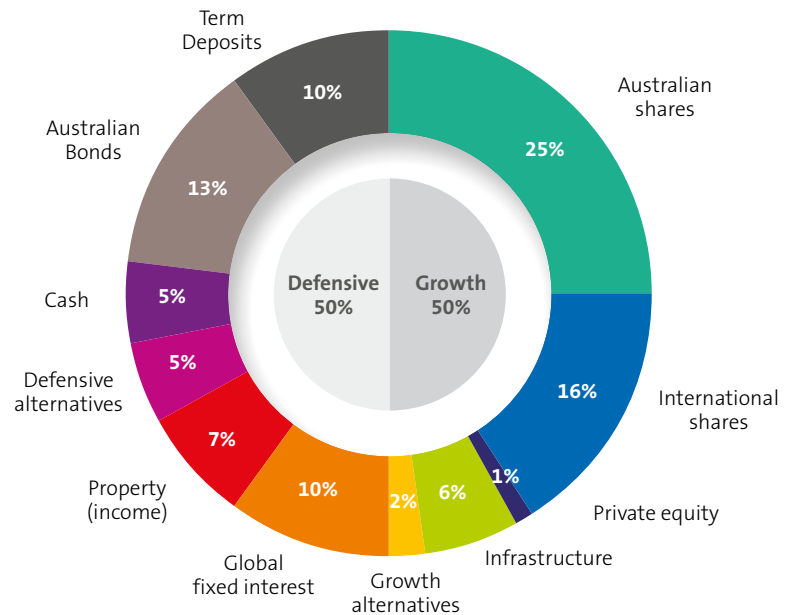
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Balanced

Asset Allocation

Key and descriptions	Ranges ¹
Growth	35 – 65%
Australian shares	20 – 40%
International shares	10 – 30%
Private equity	0 – 6%
Property (growth)	0 – 12%
Infrastructure	0 – 8%
Growth alternatives	0 – 10%
Defensive	35 – 65%
Global fixed interest	6 – 18%
Property (income)	0 – 10%
Defensive alternatives	0 – 10%
Cash	0 – 30%
Australian Bonds	10 – 30%
Term Deposits	0 – 30%
Foreign currency exposure	0 – 15%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Medium to high	Medium	Low

Investment performance objective is to achieve a net return²: 2% above CPI over rolling three year periods.

Probability of failing to meet objective will not exceed: 35%

Minimum investment timeframe: Be prepared to stay invested in this option for at least five years.

What type of investment is it?

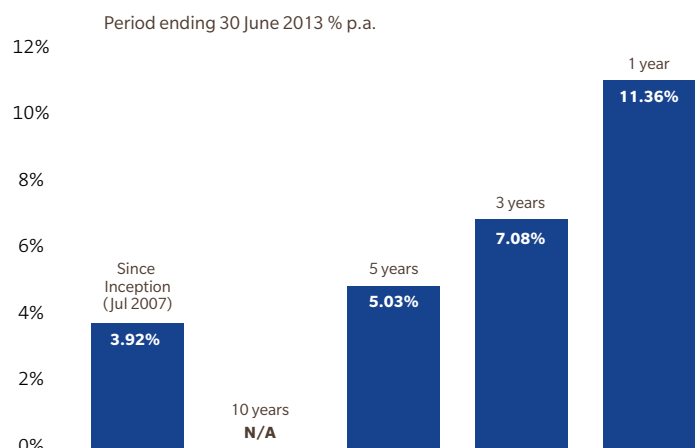
An investment option split evenly between assets which provide the prospect for capital growth and assets which display defensive characteristics.

Expected frequency of negative return over 20 year period: Approximately four years in 20.

This option may be right for you if you seek:

To achieve reasonable long term returns whilst limiting volatility to a moderate level. This is likely to result in lower investment returns than may be achieved in more equity-orientated options and is suitable if you are seeking moderate returns with a low risk tolerance over the medium term.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

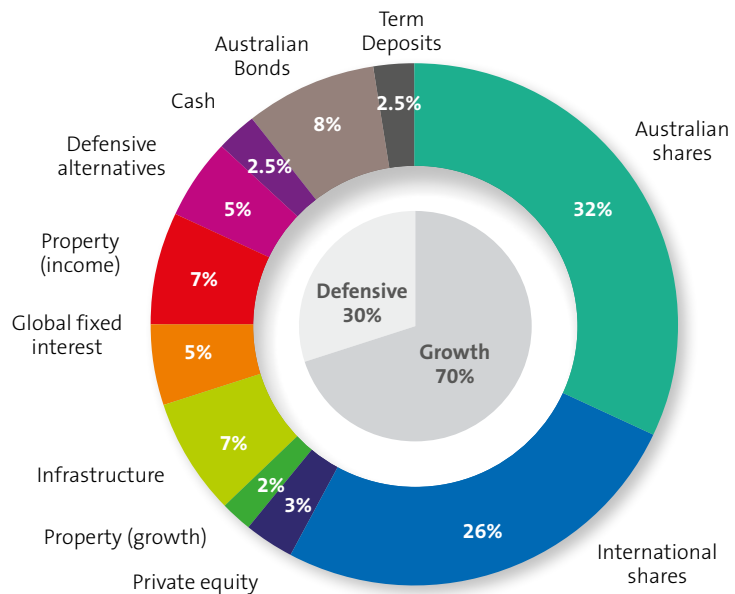
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Diversified (My Super)

Asset Allocation

Key and descriptions	Ranges ¹
Growth	55 – 85%
Australian shares	25 – 45%
International shares	20 – 40%
Private equity	0 – 6%
Property (growth)	0 – 8%
Infrastructure	0 – 10%
Growth alternatives	0 – 10%
Defensive	15 – 45%
Global fixed interest	0 – 10%
Property (income)	0 – 15%
Defensive alternatives	0 – 10%
Cash	0 – 25%
Australian Bonds	0 – 20%
Term Deposits	0 – 25%
Foreign currency exposure	0 – 25%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
High	Medium	Low

Investment performance objective is to achieve a net return²: 3% above CPI per annum over rolling ten year periods.

Probability of failing to meet objective will not exceed: 30%

Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years before it meets its objectives.

What type of investment is it?

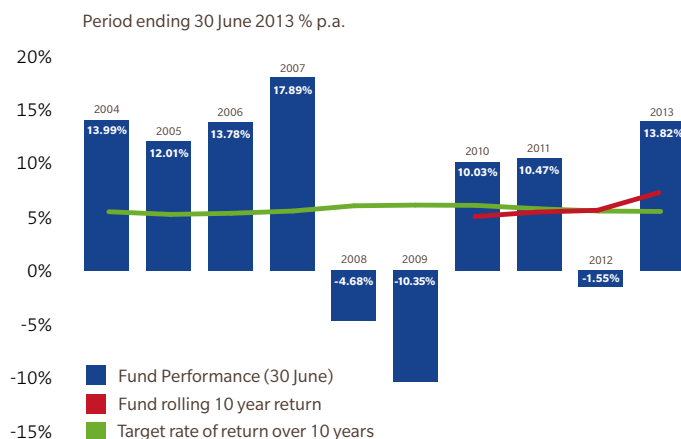
Includes most of the asset classes that NGS Super uses but has a higher weighting to investments in assets with the potential for medium to long-term growth, such as shares, infrastructure and property.

Expected frequency of negative return over 20 year period: Approximately five years in 20.

This option may be right for you if you seek:

To achieve attractive long term returns, whilst accepting a reasonable level of volatility in returns. This option is suitable for members with a medium to long term investment horizon and reasonable risk tolerance. This is also the default option for accumulation members.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

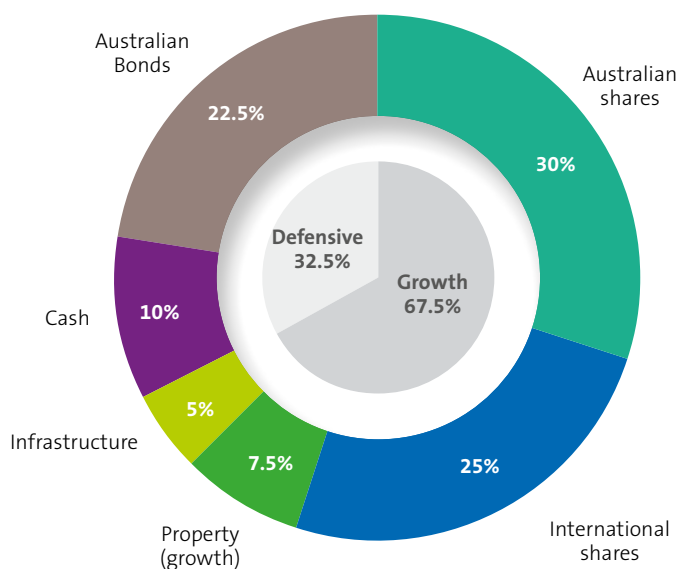
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Indexed Growth

Asset Allocation

Key and descriptions	Ranges ¹
Growth	45 – 80%
■ Australian shares	20 – 40%
■ International shares	15 – 35%
■ Property (growth)	5 – 10%
■ Infrastructure	0 – 10%
Defensive	20 – 55%
■ Cash	5 – 35%
■ Australian Bonds	10 – 35%
■ Term Deposits	0 – 35%
Foreign currency exposure	0 – 20%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
High	Low to medium	Low

Investment performance objective is to achieve a net return²: 3% above CPI over rolling ten year periods.

Probability of failing to meet objective will not exceed: 30%

Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years before it meets its objectives.

What type of investment is it?

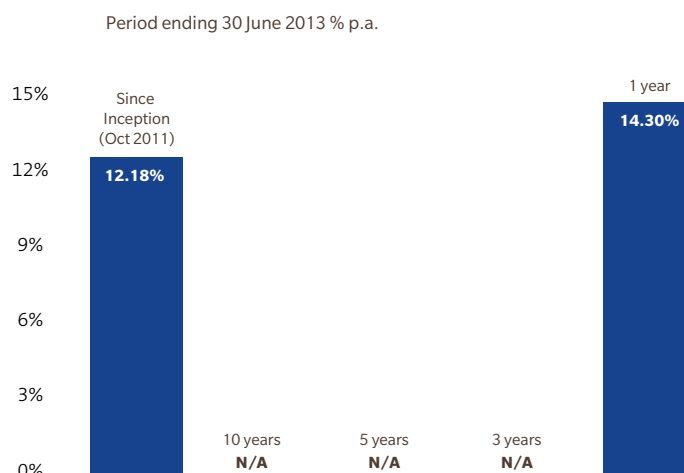
Includes asset classes where a broad market index is available and investible. The option will aim to provide exposure to these asset classes through the use of passive indexing strategies. There are no investments in unlisted assets.

Expected frequency of negative return over 20 year period: Approximately five years in 20.

This option may be right for you if you seek:

To achieve attractive long term market index returns, whilst desiring the lowest possible fee and accepting a reasonable level of volatility in returns. This option is suitable if you do not seek to outperform the market and have reasonable tolerance of volatility.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

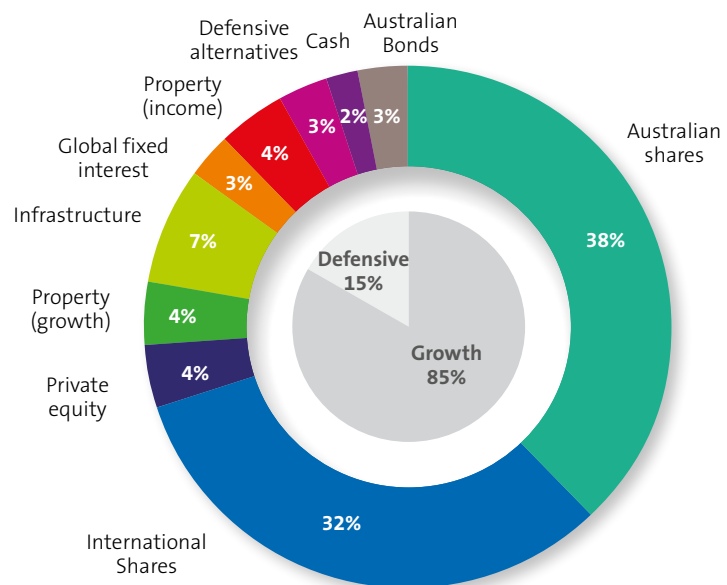
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

High Growth

Asset Allocation

Key and descriptions	Ranges ¹
Growth	70 – 95%
Australian shares	30 – 50%
International shares	25 – 45%
Private equity	0 – 7%
Property (growth)	0 – 6%
Infrastructure	0 – 10%
Growth alternatives	0 – 10%
Defensive	5 – 30%
Global fixed interest	0 – 7%
Property (income)	0 – 7%
Defensive alternatives	0 – 10%
Cash	0 – 20%
Australian Bonds	0 – 7%
Term Deposits	0 – 20%
Foreign currency exposure	0 – 30%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Very high	Medium	Low

Investment performance objective is to achieve a net return²: 4% above CPI over rolling ten year periods.

Probability of failing to meet objective will not exceed: 35%

Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years.

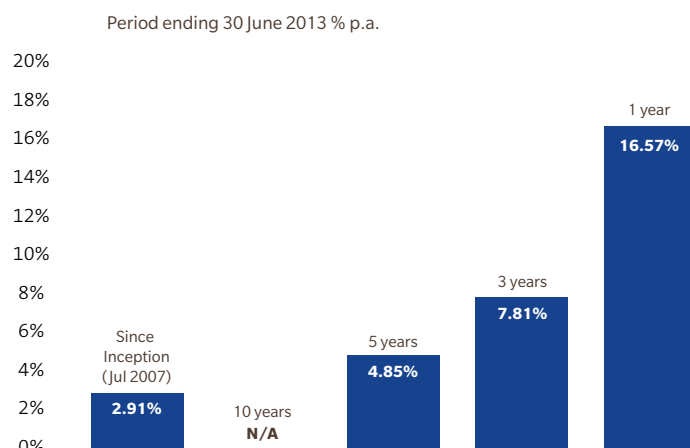
What type of investment is it?

A diversified investment option with a substantial weighting towards those assets which will potentially produce superior returns over the longer term.

Expected frequency of negative return over 20 year period: Approximately six years in 20.

This option may be right for you if you seek: To grow your super and desire a diversified range of assets in your portfolio whilst tolerating a high level of volatility of returns.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

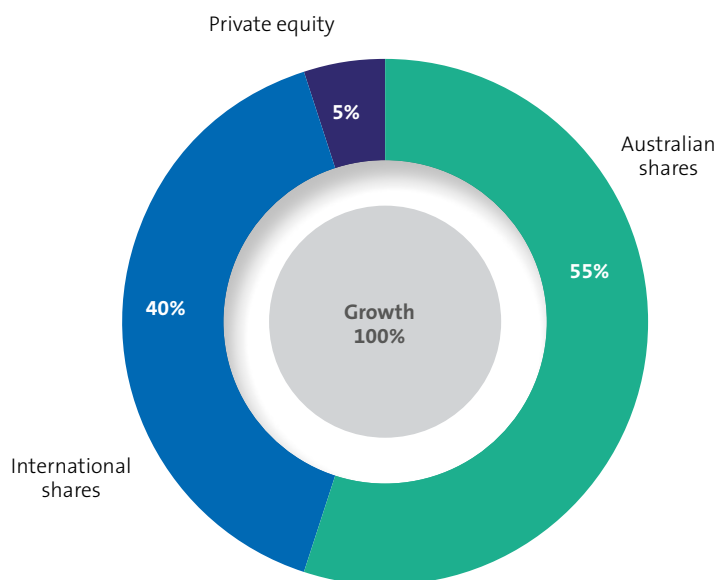
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Shares Plus

Asset Allocation

Key and descriptions	Ranges ¹
Growth	85 – 100%
■ Australian shares	45 – 65%
■ International shares	30 – 50%
■ Private equity	0 – 10%
Defensive	0 – 15%
■ Cash	0 – 15%
■ Term Deposits	0 – 15%
Foreign currency exposure	0 – 38%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Very high	Medium	Low

Investment performance objective is to achieve a net return²: 4.5% above CPI over rolling ten year periods.

Probability of failing to meet objective will not exceed: 35%

Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years.

What type of investment is it?

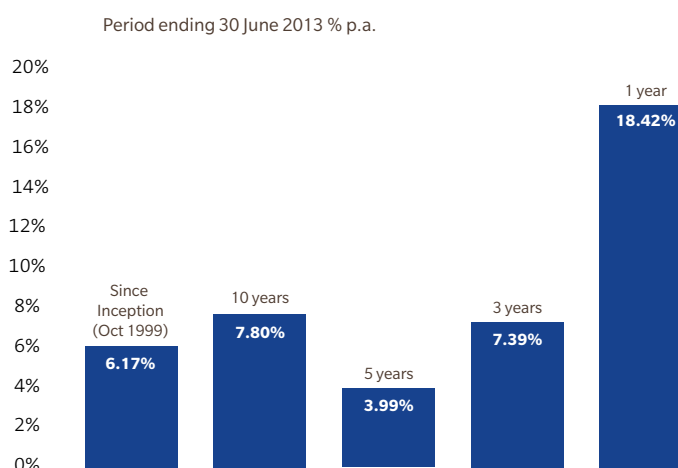
Invested predominantly in companies listed on Australian and major international stock exchanges, but with small exposures to other assets which offer potentially higher levels of return, but potentially high levels of variability in returns.

Expected frequency of negative return over 20 year period: Approximately six years in 20.

This option may be right for you if you seek:

To grow your super over the long term through exposure purely to equities. Returns are likely to be very volatile.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Super investment options

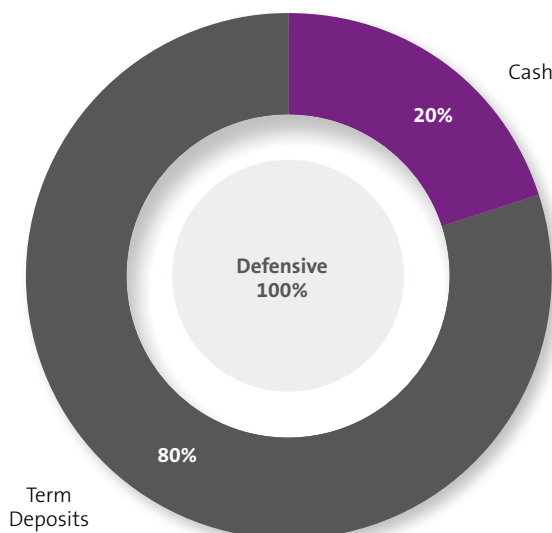
Sector-specific options

Cash and Term Deposits

Asset Allocation

Key and descriptions	Ranges ¹
Growth	0 – 0%
Defensive	100%
■ Cash	0 – 100%
■ Term Deposits	0 – 100%
Foreign currency exposure	0 – 0%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Very low	Medium	High

Investment performance objective is to achieve a net return²: To achieve positive returns in all monthly periods.

Probability of failing to meet objective will not exceed: 0%

Minimum investment timeframe: Be prepared to stay invested in this option for at least one year before it meets its objectives.

What type of investment is it?

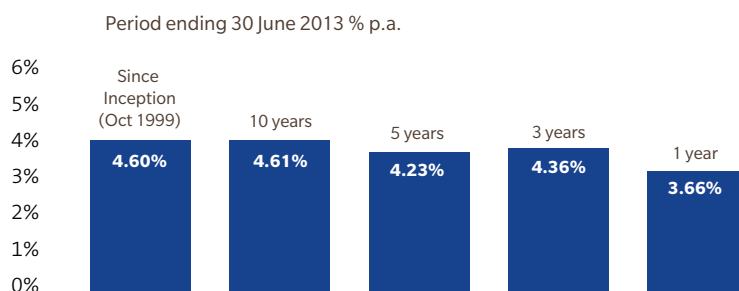
An investment in cash and short-term government and corporate securities. The aim is to provide a high level of security of the capital value of your investment so as to maintain the purchasing power of your investment over time.

Expected frequency of negative return over 20 year period: Never.

This option may be right for you if you seek:

If you are looking for an investment with a consistent rate of return and high level of security of capital value over short-term periods.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

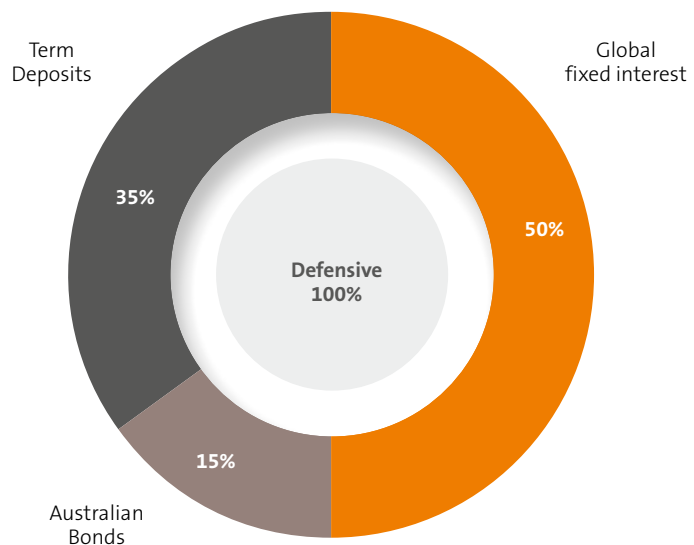
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Diversified Bonds

Asset Allocation

Key and descriptions	Ranges ¹
Growth	0 – 0%
Defensive	100%
Global fixed interest	20 – 50%
Australian Bonds	10 – 60%
Term Deposits	10 – 45%
Foreign currency exposure	0 – 0%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Medium	Medium	High

Investment performance objective is to achieve a net return²: 1.0% above CPI over rolling three year periods.

Probability of failing to meet objective will not exceed: 35%

Minimum investment timeframe: Be prepared to stay invested in this option for at least five years before it meets its objectives.

What type of investment is it?

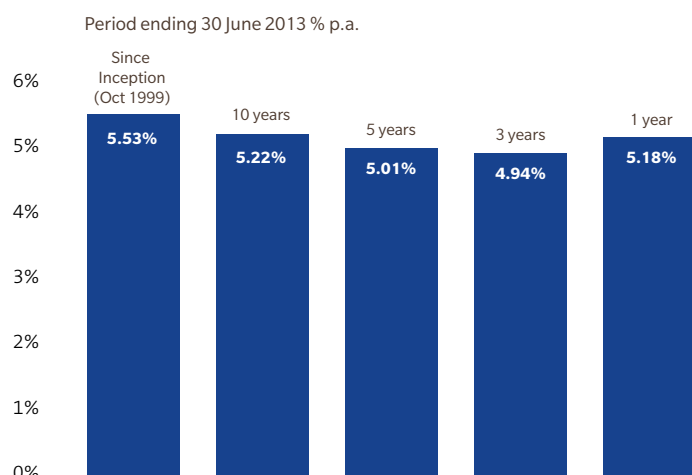
An investment in cash and fixed interest investments, which include securities issued by both Australian and International governments and corporations.

Expected frequency of negative return over 20 year period: Approximately two to three years in 20.

This option may be right for you if you seek:

To achieve reasonable returns over short to medium time periods and with lower volatility than is typical of equity options. This is suitable if you have low risk tolerances or are seeking higher than cash returns and lower than equity volatility.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

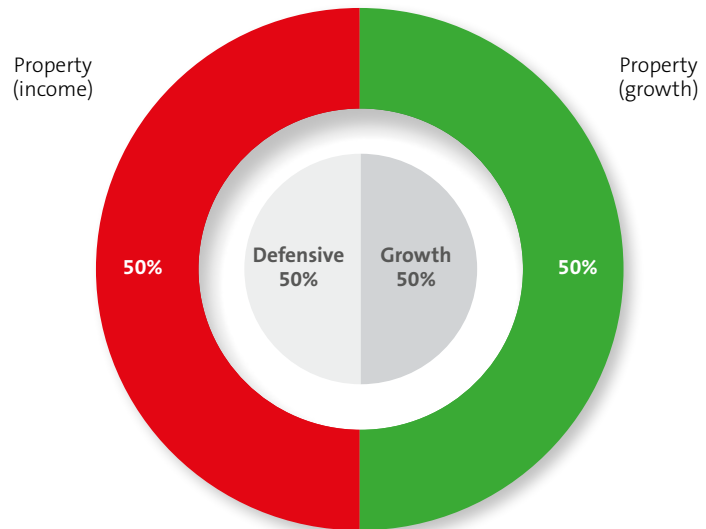
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Property

Asset Allocation

Key and descriptions	Ranges ¹
Growth	30 – 70%
■ Property (growth)	30 – 70%
Defensive	30 – 70%
■ Property (income)	30 – 70%
Foreign currency exposure	0 – 0%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Medium to high	Low to medium	Low

Investment performance objective is to achieve a net return²: 2.0% above CPI over rolling five year periods.

Probability of failing to meet objective will not exceed: 25%

Minimum investment timeframe: Be prepared to stay invested in this option for at least ten years before it meets its objectives.

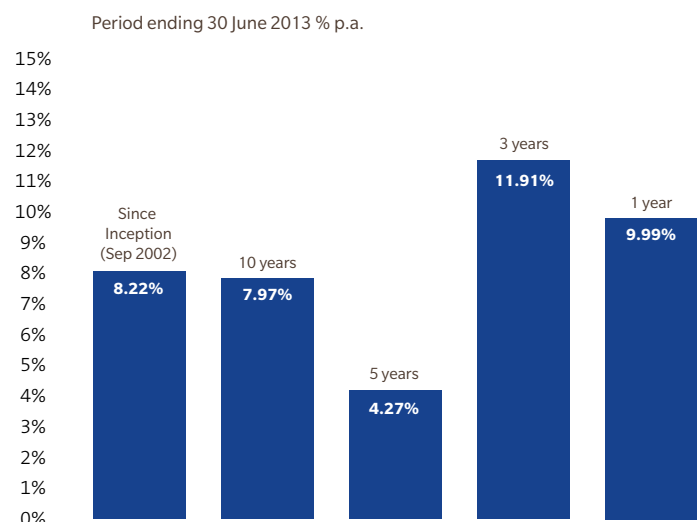
What type of investment is it?

Predominantly invested in Australian property, but with some international exposure. The listed property investments (which can be bought and sold on the share market) can be subject to equity-like returns and risk. The direct property funds are primarily focused on high quality property assets in the retail and industrial sectors, and will have a low correlation to share market returns.

Expected frequency of negative return over 20 year period: Approximately three to four years in 20.

This option may be right for you if you seek: To achieve attractive long term investment returns above inflation, whilst accepting some short term volatility. This option is likely to have higher than bonds, lower than equity volatility.

Recent effective rates of investment returns²



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² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

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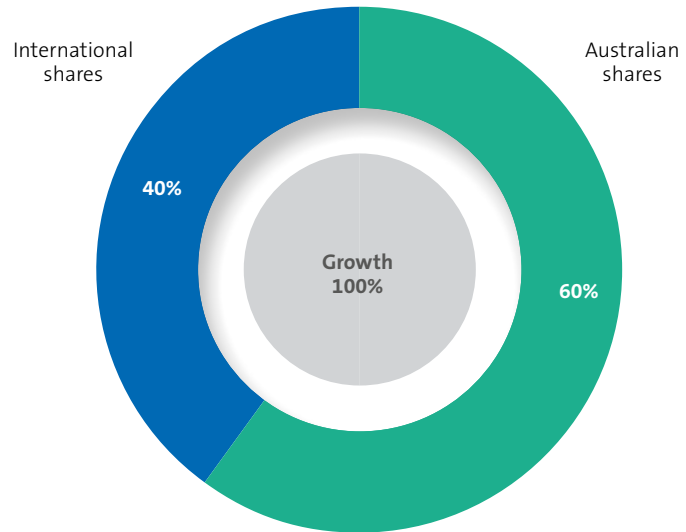
NGS Super is currently reviewing this sector option and planning to change it to a more balanced style option towards the end of 2013. Please refer to our website for further announcements and details.

Green Shares

Asset Allocation

Key and descriptions	Ranges ¹
Growth	85 – 100%
■ Australian shares	50 – 70%
■ International shares	30 – 50%
Defensive	0 – 15%
■ Cash	0 – 15%
■ Term Deposits	0 – 15%
Foreign currency exposure	30 – 50%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Very high	Medium	Low

Investment performance objective is to achieve a net return²: 4.0% above CPI over rolling ten year periods.

Probability of failing to meet objective will not exceed: 35%

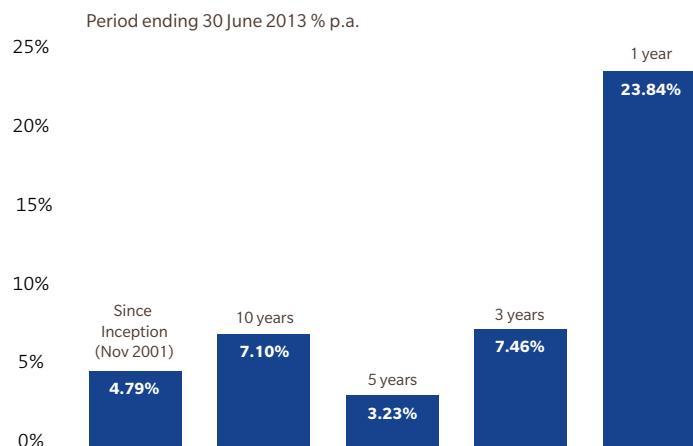
Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years before it meets its objectives.

What type of investment is it? Predominantly invested in assets listed on Australian and major international stock exchanges chosen on the basis of companies which exercise social and/or environment responsibility.

Expected frequency of negative return over 20 year period: Approximately six years in 20.

This option may be right for you if you seek: To maximise long term investment returns through a diversified investment in Australian and overseas companies whose activities meet certain requirements as to the nature and sustainability of their business activities. Returns are likely to be very volatile and it is anticipated that members will invest in this Option in combination with other Asset Class Specific Options.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

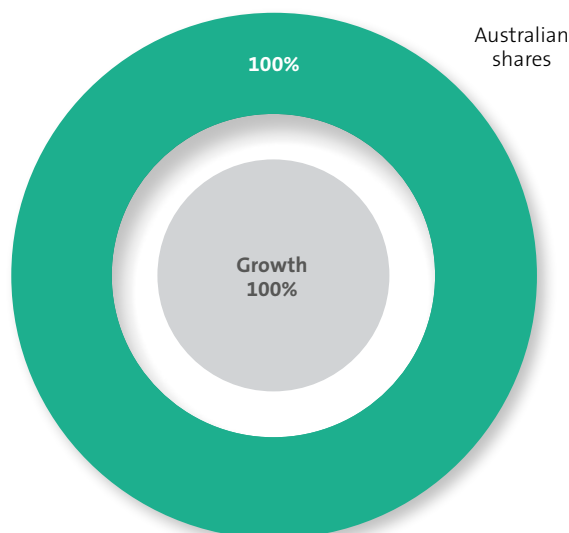
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

Australian Shares

Asset Allocation

Key and descriptions	Ranges ¹
Growth	90 – 100%
■ Australian shares	90 – 100%
Defensive	0 – 10%
■ Cash	0 – 10%
■ Term Deposits	0 – 10%
Foreign currency exposure	0 – 0%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Very high	Medium	Low to medium

Investment performance objective is to achieve a net return²: 4.5% above CPI over rolling ten year periods.

Probability of failing to meet objective will not exceed: 30%

Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years.

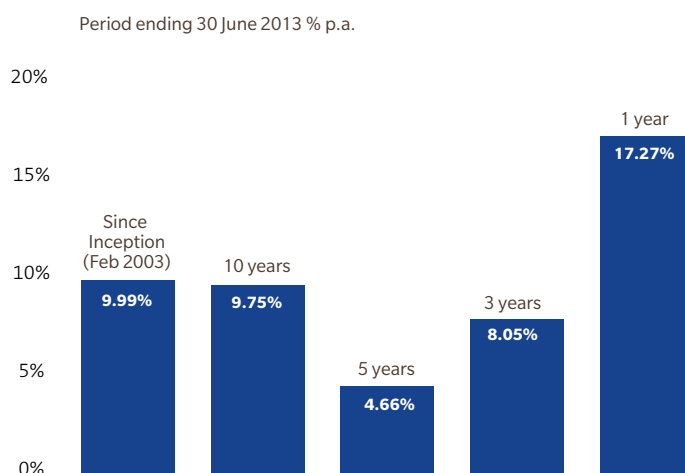
What type of investment is it? Predominantly invested in companies listed on the Australian Stock Exchange.

Expected frequency of negative return over 20 year period: Approximately six years in 20.

This option may be right for you if you seek:

To maximise long term investment returns through a diversified investment in Australian companies whilst accepting high volatility in returns. It is anticipated that members will invest in this Option in combination with other Asset Class Specific Options.

Recent effective rates of investment returns²



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

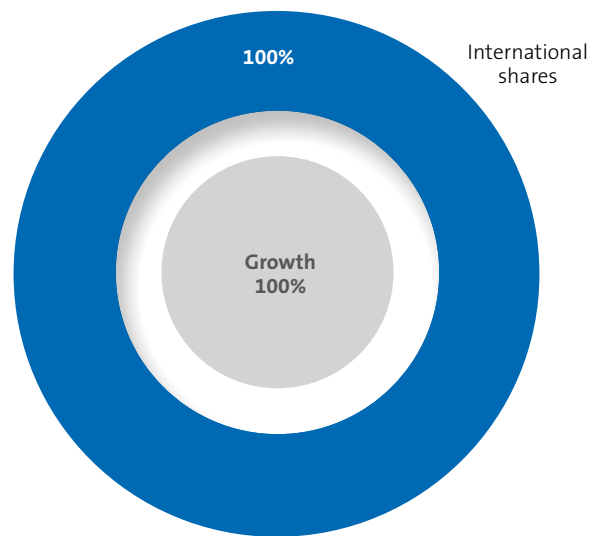
³ The Trustee is required by law to set these objectives. They are neither a forecast nor a guarantee of future investment returns. It is anticipated that the CPI objective should be achieved over the long term. However, due to the volatile nature of investment markets and the lack of direct linkage between market returns and inflation, there may be periods when investment returns are not above the objective.

International Shares

Asset Allocation

Key and descriptions	Ranges ¹
Growth	90 – 100%
■ International shares	90 – 100%
Defensive	0 – 10%
■ Cash	0 – 10%
■ Term Deposits	0 – 10%
Foreign currency exposure	0 – 95%

Long term target allocation¹



Risk over each time horizon

5 years	10 years	20 years
Very high	Medium	Low

Investment performance objective is to achieve a net return²: 4.5% above CPI over rolling ten year periods.

Probability of failing to meet objective will not exceed: 30%

Minimum investment timeframe: Be prepared to stay invested in this option for at least fifteen years.

What type of investment is it?

Predominantly invested in companies listed on major international stock exchanges.

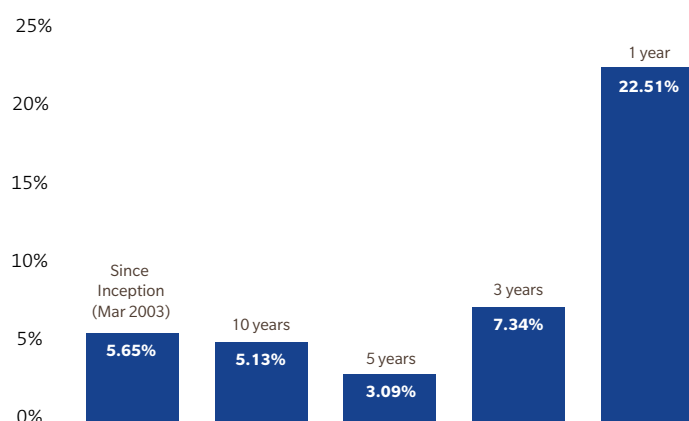
Expected frequency of negative return over 20 year period: Approximately six years in 20.

This option may be right for you if you seek:

To maximise long term investment returns through a diversified investment in overseas companies. Returns are likely to be very volatile and it is anticipated that members will invest in this option in combination with other Asset Class Specific Options.

Recent effective rates of investment returns²

Period ending 30 June 2013 % p.a.



¹ The Trustee reviews the continued suitability of the benchmark and ranges for each option at least annually. To achieve the investment objectives the actual asset mix for each option is determined by the Trustee on a quarterly basis (or more frequently if required) and takes into account developments in the Australian and global economies.

² This table shows each investment option's annual effective rate of net return (i.e. the actual rate of return net of tax and investment expenses) over the past ten years or for the period which the investment option has been offered if less than ten years. Past performance is not a reliable indicator of future performance.

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Investment managers

Investment Manager	Market Value as at 30 June 2013	Percentage of total	Market Value as at 30 June 2012	Percentage of total
Aberdeen Asset Management PLC	\$216,244,230	4.09%	\$207,311,953	4.62%
Adam Smith Asset Management Pty Ltd	\$101,688,889	1.92%	\$87,578,468	1.95%
AllianceBernstein Australia Limited	\$20,563,661	0.39%	\$18,905,045	0.42%
AMP Capital Investors Limited	\$104,553,591	1.98%	\$89,181,769	1.99%
Australia and New Zealand Banking Group Limited	\$315,332,262	5.96%	\$297,616,115	6.64%
Baillie Gifford Overseas Limited	\$217,856,220	4.12%	\$171,420,114	3.82%
Bank of Queensland	\$15,201,164	0.29%	–	0.00%
Bank of Western Australia Limited	\$53,145,700	1.00%	\$50,237,803	1.12%
Bennelong Funds Management Limited	\$16,058,333	0.30%	\$14,805,668	0.33%
Campus Living Villages Pty Ltd	\$42,052,549	0.79%	\$36,018,683	0.80%
Charter Hall Limited	\$1,356,208	0.03%	\$3,277,432	0.07%
Colonial First State Global Asset Management	\$368,948,613	6.97%	\$368,301,273	8.21%
Contango Asset Management Limited	\$69,217,692	1.31%	\$91,976,133	2.05%
Cooper Investors Pty Ltd	\$328,207,868	6.20%	\$239,430,855	5.34%
Credit Union Australia Limited	\$15,085,582	0.29%	\$15,267,945	0.34%
Deutsche Asset Management (Australia) Limited	\$221,769,125	4.19%	\$168,230,939	3.75%
Fermat Capital Management LLC	\$35,912,480	0.68%	\$31,261,038	0.70%
Fife Capital Group Pty Limited	\$43,635,205	0.82%	–	0.00%
Genesis Investment Management LLP	–	0.00%	\$4,532,029	0.10%
Goodman Management Limited	–	0.00%	\$38,218,400	0.85%
Hastings Funds Management Limited	\$68,582,245	1.30%	\$71,046,869	1.58%
Holowesko Partners Limited	\$117,400,019	2.22%	\$47,619,384	1.06%
HSBC Securities Services (Luxembourg) SA	–	0.00%	\$16,977,840	0.38%
Industry Funds Management Pty Ltd	\$137,646,172	2.60%	\$129,815,292	2.89%
Industry Super Holdings Pty Ltd	\$1,169,218	0.02%	\$960,519	0.02%
Infrastructure Capital Group Limited	\$10,113,476	0.19%	\$10,099,204	0.23%
Investa Wholesale Funds Management Limited	\$6,027,917	0.11%	\$9,787,262	0.22%
ISPT Pty Ltd	\$12,413,806	0.23%	\$13,867,970	0.31%
Janus Capital Group Inc	\$119,714,283	2.26%	\$35,429,356	0.79%
L1 Capital Pty Ltd	\$89,930,141	1.70%	\$204,439,155	4.56%
Lend Lease Investment Management	\$189,262,369	3.58%	\$178,409,432	3.98%
Macquarie Investment Management	\$98,296,061	1.86%	\$75,942,499	1.69%

Investment managers (cont.)

Macquarie Specialised Asset Mangement	\$59,171,463	1.12%	\$59,040,769	1.32%
Mecu Limited	\$15,115,212	0.29%	\$15,004,060	0.33%
Members Equity Bank	\$61,860,661	1.17%	\$62,280,417	1.39%
MyState Financial Limited	\$15,371,890	0.29%	–	0.00%
Newpin SBB Pty Limited	\$500,000	0.01%	–	0.00%
NGS Property (99 Bathurst Street, Sydney)	\$3,500,000	0.07%	\$3,350,000	0.07%
Orbis Investment Advisory Pty Ltd	\$577,416,265	10.92%	\$407,560,053	9.09%
Pantheon Ventures Limited	\$2,697,788	0.05%	\$3,642,697	0.08%
Paradise Investment Management Pty Ltd	\$313,510,158	5.93%	\$259,647,360	5.79%
Paragon Equity Limited	\$4,263,645	0.08%	\$6,411,847	0.14%
Pareto Investment Management Limited	–\$48,107,763	–0.91%	\$305,913	0.01%
Pzena Investment Management LLC	–	0.00%	\$125,463,805	2.80%
Qiming Venture Partners	\$11,801,240	0.22%	\$6,186,896	0.14%
QT Mutual Bank Limited	\$15,082,763	0.29%	–	0.00%
Quay Partners Pty Ltd	\$31,866,537	0.60%	\$41,340,536	0.92%
Sands Capital Management LLC	\$116,300,886	2.20%	\$37,172,566	0.83%
Schroder Investment Management Australia Ltd	\$337,774,666	6.39%	\$267,557,887	5.97%
Shubh Properties Coöperatief UA	\$6,079,708	0.11%	–	0.00%
Sigular Guff & Company LLC	\$43,638,899	0.82%	\$31,576,398	0.70%
St George Bank	\$68,900,935	1.30%	\$69,475,823	1.55%
State Street Australia Limited	\$53,726,862	1.02%	\$25,322,268	0.56%
State Street Global Advisers	–	0.00%	–\$465,549	–0.01%
Turner Investment Partners Inc.	\$132,232,158	2.50%	\$71,286,190	1.59%
Vanguard Investments Australia Limited	\$28,789,252	0.54%	\$19,753,606	0.44%
Vinva Investment Management Limited	\$19,831,534	0.37%	\$19,173,424	0.43%
Wellington Investment	\$80,623,441	1.52%	–	0.00%
Westpac Banking Corporation	\$299,217,496	5.66%	\$223,856,445	4.99%
Wilshire International	\$1,129,266	0.02%	\$1,462,941	0.03%
Total	\$5,289,680,042	100%	\$4,484,372,798	100%

Please note: This is a snapshot of the Fund's investments at 30 June 2013. The investment managers and the amounts invested will change throughout the year.

Abridged financial statements as at 30 June 2013

NGS Super abridged financial statements as at 30 June 2013	2013 \$'000	2012 \$'000
Operating statement		
Net market value of assets available to pay benefits at beginning of year	4,522,363	4,040,416
PLUS		
Contributions from members	58,007	51,007
Contributions from employers	362,580	364,603
Rollovers received	170,148	436,815
Insurance proceeds	13,268	7,677
Investment earnings	677,561	-56,010
LESS		
Benefits paid	372,987	246,028
Investment expenses	17,842	17,589
Administration expenses	22,067	20,145
Insurance premiums	17,280	13,874
Taxation expense	88,621	24,509
Net market value of assets available to pay benefits at end of year	5,285,130	4,522,363
Statement of financial position		
Investments	5,255,070	4,450,781
Cash	34,610	33,592
Deferred tax asset	25,944	66,230
Other assets	2,439	1,982
LESS		
Creditors and accruals	15,993	14,216
Current taxation liability	14,902	12,811
Deferred tax liability	2,038	3,195
Net market value of assets available to pay benefits at end of year	5,285,130	4,522,363

The above information has been extracted from audited financial statements. A copy of the full audited financial statements may be obtained from the Trustee Office after 31 October 2013.

Things you need to know

Eligible Rollover Fund (ERF)

We may roll over all of your benefit to an eligible rollover fund (ERF – a special superannuation fund which protects the value of your benefit) if:

- your account balance is less than \$1,000 and no employer contribution has been made to your account for at least 15 months, or
- in the last two years we have received no contribution or rollover into your account, and correspondence has been returned unclaimed.

The Trustee has chosen Australia's Unclaimed Super Fund (AUSfund) as the Fund's eligible rollover fund. AUSfund can be contacted at:

Australia's Unclaimed Super Fund (AUSfund)
PO Box 2468,
Kent Town SA 5071

Phone: 1300 361 798
Fax: 1300 366 233

For callers outside Australia:

Phone: +61 8 8205 4953
Fax: +61 8 8205 4990

Email: admin@ausfund.net.au
Website: www.unclaimedsuper.com.au

If your benefits are transferred to AUSfund:

- you cease to be a member of NGS Super
- any insurance cover you have with NGS Super ceases, and
- your benefit will be credited to an account in AUSfund, where it will earn interest and pay fees under the rules of AUSfund.

Complaint and dispute resolution

We try to ensure that our level of service meets your expectations. However, sometimes problems occur. If you are dissatisfied with your experience with the Fund, or your NGS Super product, you may make a formal written complaint to the:

Complaints Officer
NGS Super
PO Box 21236
World Square NSW 2002

We have in place an internal complaints resolution procedure that will attempt to resolve your complaint in the first instance.

The matter will be investigated by the Complaints Officer and reported to the Trustee Board for decision. You will be advised of the Trustee's decision as soon as possible and within 90 days, or within 30 days of the Trustee's decision, whichever is the earlier.

Please remember to include an address to which the response can be mailed. If the Trustee has not responded to your complaint within 90 days, or you are not satisfied with the Trustee's decision, you may be able to take the matter to the Superannuation Complaints Tribunal (SCT).

You can contact the SCT by telephone on **1300 884 114** or write to them at Locked Mail Bag 3060, Melbourne VIC 3001. Please refer to the SCT at www.sct.gov.au for further information.

While NGS Super has a process in place to deal with complaints from members, the Trustee's objective is to avoid complaints by providing a superior level of service to members and if complaints do occur, to resolve them to the satisfaction of all concerned. A copy of the Fund's detailed enquiries and complaints procedures is available on request from our Customer Service Team on **1300 133 177** or by emailing administration@ngssuper.com.au.

Keep in touch

To ensure you receive regular updates on your super, remember to tell us in writing if you change your address or employer. Every year thousands of Australians lose track of the money they have in super because their fund does not have their correct contact details. If you want to change any of your personal particulars or your non-binding nomination of preferred beneficiary, send us a completed *Change of Details form*, which can be found on our website at www.ngssuper.com.au.

Trustee liability insurance

NGS Super has indemnity insurance to protect the Trustee, its directors and the Fund from the financial effects of any 'honest mistakes' that may occur in the day-to-day management of the Fund.

The Trust Deed

The governing rules of NGS Super are contained in the Trust Deed, which is available from the Trustee Office. This document covers issues such as who can join the Fund, how contributions are received and invested, and how benefits are paid. The Trust Deed is the final authority in the event of any inconsistency or uncertainty.

The Trust Deed has been amended to incorporate changes which occurred over the last twelve months.

If you would like to obtain a copy of the amended NGS Super Trust Deed, please contact the Trustee Office on (02) 9273 7900.

Changes in 2012–13

Changes to super over the year are reported in two issues of *MoneyWise* each year.

Service providers

The following companies provide services to the NGS Super Trustee Board to promote and support the efficient management of the Fund.

Administrator

Mercer (Australia) Pty Limited

Adviser

Deloitte Actuaries & Consultants Limited

Investment consultant

JANA

Auditor

PWC for NGS Super and NGS Financial Planning Pty Ltd

Ernst & Young for NGS Super Pty Limited and NGS Financial Services Pty Ltd

Tax Agent

PWC

Bank

Westpac Banking Corporation

Custodian

State Street Australia Limited

Insurer

CommInsure

Legal adviser

Kemp Strang Lawyers

The NGS Super Board

Your Trustee Board as at 30 June 2013

NGS Super is run on behalf of its members by a trustee company, NGS Super Pty Limited (ABN 46 003 491 487), which is run by member-appointed and employer-appointed Trustee directors. The Trustee directors represent the interests of all members and are responsible for making decisions on the strategic management of the Fund.



Standing, left to right: Geoff Newcombe, Garry Le Duff, Michael Critchley, Dick Shearman (Chair), Margaret Sansom, Glen Seidel, Heather Walsh, Christine Wilkinson

Seated, left to right: David Buley, Gloria Taylor, Cathryn Hickey, Peter Fogarty (Deputy Chair)

Principal organisations

NGS Super is sponsored by the Association of Independent Schools (AIS) NSW and SA, the Catholic Hierarchy of New South Wales, the SA Commission for Catholic Schools and the Independent Education Unions (IEU) NSW/ACT, SA and VIC/TAS. The principal organisations are responsible for appointing and removing Trustee directors.

NGS Super has a specific set of rules applying to the appointment and removal of Trustee directors. For a copy of the Trustee's election rules, please contact the Trustee office on (02) 9273 7900.

Board of Directors



Dick Shearman

Chair, Member Director
since 3 April 2012

Sponsoring organisation:

Independent Education Union NSW/ACT

Qualifications:

Bachelor of Arts(Hons history),
P/G Certificate Education.

Employment background:

Dick commenced his career as a secondary school teacher, teaching economics and history. Recently Dick retired from his position of General Secretary/ Treasurer of the Independent Education Union NSW, a position he held for 23 years. He is currently the Federal President of the IEU Australia.

Recent and past directorships/ appointments held:

- Australian Education Industry Centre (Inc.)
- NGS Financial Services Pty Ltd

Board/Committee membership:

Chair of Board and Investment Committee.

Board meeting attendance 2012/13:

- 6/6



Peter Fogarty

Deputy Chair, Employer Director
since 31 December 1995

Sponsoring organisation:

Catholic Hierarchy NSW

Qualifications:

Financial and Cost Accounting Certificates, RG 146
for Superannuation, Fellow Certified Practising
Accountants Australia.

Employment background:

Peter has spent 21 years in senior financial management positions in the corporate environment across manufacturing and building industries covering product manufacturing and costing, real estate, lending, property development and home building. In 1982 he joined the non-government education sector as Head of Finance with the Catholic Education Office, Wollongong Diocese system of schools. His duties also included planning and development of schools and provision of ICT for schools and the system. He retired in June 2013.

Recent and past directorships/ appointments held:

- Chair NGS Super 1998–1999 and 2007–2012
- Membership of Committees, NSW Catholic Education Commission 1986–2012

Board/Committee membership:

Deputy Chair of Board and member of the Risk, Audit, Finance and Compliance Committee, HR and Remuneration Committee.

Board meeting attendance 2012/13

- 4/6



David Buley

Employer Director
since 6 December 2005

Sponsoring organisation:

Association of Independent Schools NSW

Qualifications:

Bachelor of Commerce, Master of Business Administration, Certified Practising Accountant (with Financial Planning Specialisation), Graduate Diploma Applied Finance and Investment, Fellow of each of CPA Australia, Financial Services Institute of Australia (FINSIA), Australian Institute of Superannuation Trustees (AIST), Graduate Australian Institute of Company Directors.

Employment background:

After commencing his career with Deloitte, David has over 30 years of professional accounting and business management experience across a diverse range of industries including travel and tourism, arts, education, financial services, not-for-profit, and health and lifestyle. He was appointed to his current role as Chief Financial Officer in 1999 which includes oversight of all financial, investment, and risk management functions as well as being a key member of the executive team. This role also includes administration of the Capital Grants Program on behalf of the Australian and NSW Governments which provides funding for eligible building projects in NSW independent schools. David mentors CPA candidates and presents at CPA Congresses and AIS Leadership events on topics such as financial management and strategy.

Recent and past directorships/ appointments held:

- N/A

Board/Committee membership:

Director of the Board and member of the Investment Committee.

Board meeting attendance 2012/13:

- 6/6



Michael Critchley

Employer Director
since 1 July 2011

Sponsoring organisation:

SA Commission for Catholic Schools (SACCS)

Qualifications:

Bachelor of Arts, Diploma in Education, Diploma in Accounting, RG 146 for Superannuation, Graduate Australian Institute of Company Directors.

Employment background:

Before retirement Michael worked for the Catholic Education Office South Australia with responsibilities in finance, planning, personnel and OHS&W.

Recent and past directorships/ appointments held:

- Director, Sisters of St Joseph Mary MacKillop College Inc.
- Director, Independent Schools Superannuation Trust (ISST Pty Ltd)
- Chair, Catholic Church Staff Superannuation Fund (CCSSF SA Pty Ltd)
- Chair, Cabra Dominican College Inc.
- Chair, Loreto College Marryatville Inc.
- Member, Teachers Registration Board of SA
- Member Non-Government Schools Advisory Committee
- Member Planning Committee for Non-Government Schools

Board/Committee membership:

Director of Board and member of the Risk, Audit, Finance and Compliance Committee.

Board meeting attendance 2012/13:

- 5/6



Cathy Hickey

Member Director
since 17 February 2006

Sponsoring organisation:

Independent Education Union VIC/TAS

Qualifications:

Masters of Education (Education and Social Policy), Bachelor of Arts, Graduate Diploma of Education.

Employment background:

Cathryn is currently an Officer of the Independent Education Union Victoria/Tasmania and has worked in that organisation for the last 16 years. Her primary areas of responsibility are as the union's Officer for Education and Policy Analysis and Development and in the provision of advice, support and representation of union members in a variety of industrial areas. Prior to this she was employed in a similar role by the NSW/ACT Independent Education Union for over nine years. Cathryn has worked in both NSW and Queensland as a secondary school teacher in non-government schools.

Recent and past directorships/ appointments held:

- Director of Independent Association of Registered Teachers VIC (Centre for Strategic Education)

Board/Committee membership:

Director of Board and member of Insurance Committee and Marketing Committee.

Board meeting attendance 2012/13:

- 6/6



Dr Geoff Newcombe

Employer Director
since 1 March 2013

Sponsoring organisation:

Association of Independent Schools NSW

Qualifications:

Bachelor of Science, Diploma of Education, Master of Educational Administration, Phd in Financial Management in Education, Graduate Australian Institute of Company Directors.

Employment background:

Dr Geoff Newcombe has held a number of positions in independent schools including, business manager and principal. He joined The Association of Independent Schools in 1998 as Director of School Governance and Industrial Relations. Appointed in 2005, he is currently Executive Director of AIS(NSW). In June 2011 he was appointed Adjunct Associate Professor to the School of Education at the University of NSW.

Recent and past directorships/ appointments held:

- Director, AITSL Board
- Director, NGS Board 1997 to 2005, Chair 2002-2003

Board/Committee membership:

Director of Board and member of the Investment Committee.

Board meeting attendance 2012/13:

- 1/1



Garry Le Duff

Employer Director
since 1 February 2013

Sponsoring organisation:

Association of Independent Schools SA

Qualifications:

Bachelor of Arts(Hons), Master of Education, Graduate Diploma Education Administration, Diploma of Education, FACE, FACEL.

Employment background:

Garry has worked as a senior manager, program manager, lecturer and teacher. Most recently he retired from his role as the Chief Executive Officer of the Association of Independent Schools SA, a position which he held for over 17 years. In this role he advised school boards and school leaders on funding, governance, legislation and regulation, curriculum, school improvements and issues management. In June 2013, Garry was appointed an Adjunct Senior Lecturer (Academic) in the School of Education at Flinders University. He currently conducts a consultancy service in school governance and management.

Recent and past directorships/appointments held:

- Australian Curriculum, Assessment and Reporting Authority
- Pembroke School Board
- Non-Government Schools Registration Board
- Senior Secondary Assessment Board SA Board
- Teachers Registration Board SA

Board/Committee membership:

Director of Board and member of the Marketing Committee.

Board meeting attendance 2012/13:

- 4/4



Margaret Sansom

Member Director
since 13 May 2008

Sponsoring organisation:

Independent Education Union SA

Qualifications:

Certified Teacher, RG 146.

Employment background:

Margaret has worked in the education industry for 50 years, predominantly as a classroom teacher in the non-government sector. She has been a member of the IEU SA since its inception and was elected to the executive in 1995 and held the position of President/Chair from 2002–2010. She was made a life member in 2012.

Recent and past directorships/appointments held:

- Independent Education Union SA

Board/Committee membership:

Director of Board, Chair of the Insurance Committee and member of the Marketing Committee.

Board meeting attendance 2012/13:

- 5/6



Glen Seidel

Member Director
since 1 July 2005

Sponsoring organisation:

Independent Education Union SA

Qualifications:

Bachelor of Science, Diploma of Education, Graduate Diploma Industrial Relations.

Employment background:

Glen was a secondary school teacher for over 25 years. In 2000, he commenced working as a union official and is currently the Secretary of the Independent Education Union SA.

Recent and past directorships/appointments held:

- NGS Financial Services Pty Ltd
- Director, Independent Schools Superannuation Trust
- Director, Catholic Church Staff Superannuation Fund

Board/Committee membership:

Director of Board, Chair of Risk, Audit, Finance and Compliance Committee and member of the Investment Committee.

Board meeting attendance 2012/13:

- 6/6



Gloria Taylor

Member Director
since 24 June 2002

Sponsoring organisation:

Independent Education Union NSW/ACT

Qualifications:

Master of Arts, Graduate Diploma (Bus), Graduate Diploma (Inter-ethnic Studies), Bachelor of Education, Certificate of Superannuation Management, RG 146 for Superannuation.

Employment background:

Gloria is currently the Deputy General Secretary of the NSW/ACT Independent Education Union, where she commenced working in 1988. Gloria has also worked as an Education Advisor in the Catholic Education Office in Sydney and prior to that worked as an advisory teacher and teacher in Melbourne, Tasmania and the USA.

Recent and past directorships/ appointments held:

- Elected member of NSW/ACT IEU Executive
- Elected alternate delegate of IEUA Executive and delegate to IEUA Council
- Chair NGS Super

Board/Committee membership:

Director of Board and Chair of HR and Remuneration Committee.

Board meeting attendance 2012/13:

- 5/6



Heather Walsh

Employer Director
since 15 July 2005

Sponsoring organisation:

Association of Independent Schools NSW representing ACT

Qualifications:

ICAA, CPA, Member of the Australian Institute of Company Directors.

Employment background:

Heather has previously worked as a chartered accountant and in the international education sector. She has significant experience in financial reporting, management and business and is currently the business manager at a non-government school.

Recent and past directorships/ appointments held:

- Member of the Executive committee and member of the Board of AIS ACT

Board/Committee membership:

Director of Board, Chair of Marketing Committee and member of the Risk, Audit, Finance and Compliance Committee.

Board meeting attendance 2012/13:

- 5/6



Christine Wilkinson

Member Director
since 1 March 2013

Sponsoring organisation:

Independent Education Union NSW/ACT

Qualifications:

Bachelor of Education, Masters of Educational Studies, Graduate Certificate of Careers Counselling, Cert 4 in Training and Assessment.

Employment background:

Christine commenced her career as a school teacher in 1967 and has taught in primary, secondary and early childhood education throughout New South Wales. She is currently a teacher at St Joseph's Catholic College, East Gosford and holds the position of Careers Advisor and VET Co-ordinator. Christine teaches in the areas of retail services, business services and technology and science. As a member of the Independent Education Union for over 30 years she has been active at all levels of the Union – Chapter representative, Branch President and Secretary, Delegate to Council and member of Federal Council.

Recent and past directorships/ appointments held:

- Member of the St Joseph's Catholic College East Gosford School Board
- Member of the Broken Bay Diocese Women and Equity Committee
- Member of the Central Coast Careers Teachers Association
- Deputy President of the NSW/ACT IEU
- President of the NSW/ACT IEU
- Delegate to Federal Council of the IEUA
- Member of the TEAB Board at Sydney University
- Justice of the Peace
- Former Director of NGS Board and Alternate Director

Board/Committee membership:

Director of Board and member of Marketing Committee

Board meeting attendance 2012/13:

- 2/2

Remuneration

The amounts paid to the Directors for the year ending 30 June 2013 and 2012 are set out below:

Name and Position	Appointment date	FY 2012/2013			FY 2011/2012			Paid to
		Short-term benefits	Post-employment benefits	Total	Short-term benefits	Post-employment benefits	Total	
Dick Shearman (Chair)	03/04/2012	\$62,830	\$0	\$62,830	\$2,500	\$0	\$2,500	IEU NSW/ACT
Peter Fogarty (Deputy Chair)	31/12/1995	\$49,440	\$0	\$49,440	\$60,000	\$0	\$60,000	Catholic Education Office, Wollongong
David Buley (Director)	06/12/2005	\$30,900	\$0	\$30,900	\$30,000	\$0	\$30,000	AIS NSW
Michael Critchley (Director)	01/07/2011	\$30,900	\$2,781	\$33,681	\$30,000	\$2,700	\$32,700	Individual
Cathy Hickey (Director)	17/02/2006	\$37,080	\$0	\$37,080	\$36,000	\$0	\$36,000	IEU VIC/TAS
Garry Le Duff (Director)	01/02/2013	\$12,875	\$1,159	\$14,034	N/A	N/A	N/A	Individual
Geoff Newcombe (Director)	01/03/2013	\$10,300	\$0	\$10,300	N/A	N/A	N/A	AIS NSW
Margaret Sansom (Director)	13/05/2008	\$38,110	\$3,430	\$41,540	\$33,000	\$2,970	\$35,970	Individual
Glen Seidel (Director)	01/07/2005	\$39,552	\$1,780	\$41,332	\$50,400	\$2,268	\$52,668	Split 50/50 IEU SA/Individual
Gloria Taylor (Director)	24/06/2002	\$33,372	\$0	\$33,372	\$32,400	\$0	\$32,400	IEU NSW/ACT
Heather Walsh (Director)	15/07/2005	\$39,552	\$0	\$39,552	\$38,400	\$0	\$38,400	Canberra Girls Grammar School
Christine Wilkinson (Director)	01/03/2013	\$11,845	\$1,066	\$12,911	N/A	N/A	N/A	Individual
Steven Mathwin (Director)	15/07/2005 to 01/02/2013*	\$24,514	\$2,206	\$26,720	\$40,800	\$3,672	\$44,472	Individual
Kevin Philips (Director)	24/06/2002 to 01/02/2013*	\$18,025	\$1,622	\$19,647	\$30,000	\$2,700	\$32,700	Individual
Ray Whitfield (Director)	31/07/2007 to 01/03/2013*	\$18,025	\$0	\$18,025	\$30,000	\$0	\$30,000	AIS NSW

*Appointment period of Retired Directors.

The following staff are responsible for the management of the Trustee company:

Name and Position	Short-term employee benefits		Post-employment benefits		Total		Paid to
	2013	2012	2013	2012	2013	2012	
Anthony Rodwell-Ball (Chief Executive Officer)	\$393,000	\$363,636	\$25,000	\$36,364	\$418,000	\$400,000	The Individual employee
Laura Wright (General Manager, Operations)	\$217,195	\$210,000	\$22,805	\$21,000	\$240,000	\$231,000	The Individual employee
Kerry Mulley (Risk and Compliance Manager)	\$181,756	\$174,765	\$19,084	\$17,477	\$200,841	\$192,242	The Individual employee
Ben Squires (Manager, Investment and Finance)	\$178,364	\$163,636	\$18,728	\$16,364	\$197,092	\$180,000	The Individual employee
Bernard O'Connor* (Company Secretary/Manager, Member Services)	\$162,122	\$156,168	\$15,000	\$13,874	\$177,122	\$170,042	The Individual employee

*Includes Motor Vehicle benefit (2013: \$17,677; 2012: \$17,423).

Management team



Anthony Rodwell-Ball

Chief Executive Officer

Laura Wright

General Manager, Operations

Lisa Samuels

Manager, Marketing and Strategy

Andrew Dunkerley

Manager, Financial Advice and Education

Ben Squires

Manager, Investment and Finance

Appointment date:
2008

Qualifications:

M Comm Law, BA, FCPA, GAICD, F Fin.

Industry career overview:

- CFO, ESSuper
- General Manager Finance and Risk, Australian Super
- Financial Controller, STA

Anthony is responsible for working with the Board to ensure that the Fund develops and successfully implements the strategic plan that meets the needs of members, employers, stakeholders and staff. Anthony oversees all aspects of the operation of the Fund and his management team are responsible for leading and working together to create and maintain a sustainable Fund.

Appointment date:
2008

Qualifications:

BA, Dip Ed, Dip Lib, RG 146.

Career overview:

- Administration Manager, Superpartners
- Manager Customer Accounts, AAS
- Business Development Manager Industry Funds, AMP
- NSW Manager, Suncorp Advisors and Administrators
- Organiser and Women's Officer, NSW IEU
- Teacher Librarian, Marist Brothers Kogarah
- Non-Executive Trustee Director NGS Super 1988 to 1995

Laura and her team are responsible for managing the outsource relationship with the Fund's administrator, Mercer and insurer, CommInsure and for ensuring that the Fund meets its compliance requirements. Laura also works closely with the CEO on people and culture, and governance matters.

Appointment date:
2005

Qualifications:

B App Ec, G Dip Mktg, G Dip Org Lead, CSM.

Career overview:

- Marketing Manager, Independent Schools Superannuation Trust
- Business Development Manager, HostPlus

Lisa and her team are responsible for managing business strategy, marketing, communications, product development and business development. Her team is focused on understanding and listening to customers, developing and communicating Fund value as well as building and maintaining relationships. In addition, the Marketing and Strategy team develop and deliver the Fund's business plan and also oversee many of the Fund's strategic projects.

Appointment date:
2011

Qualifications:

B Bus, DFS & ADFS (FP), Cert specialist SMSF course, Financial Planner AFP®.

Career overview:

- Financial planning leader – NSW, Industry Fund Financial Planning
- State Practice Manager, Industry Fund Financial Planning
- Financial Planner, Industry Fund Financial Planning
- Financial Planner, Flowers Financial Group

Andrew and his team are responsible for providing financial education and personalised strategic financial advice to members of NGS Super. This involves developing the Fund's thinking in respect to engagement and assisting members in preparing for and meeting their needs in retirement. Andrew is also responsible for general education content presented in our seminar program and in enhancing our service offerings such as the development of an online advice program.

Appointment date:
2008

Qualifications:

Dip Con Bus Man, B Bus (current).

Career overview:

- Business Analyst, MLC
- Managing Director, building and construction company

Ben and his team are responsible for the investing and managing members' superannuation money and meeting all the Fund's financial obligations. His team works with the Investment Committee, the Risk, Audit, Finance and Compliance Committee and in partnership with external providers to deliver Fund outcomes. The investment team works with the Fund's asset consultant, JANA and the custodian, State Street. They ensure that the investment strategy is implemented and monitor and review the Fund's investments. In addition, Ben is responsible for year-end financial reporting, income tax processes and the budget process.



Kathy Alexander

National Client Relationship Manager

Kerry Mulley

Risk and Compliance Manager

Bernard O'Connor

Company Secretary/ Manager Member Services

Appointment date:
2011

Qualifications:
Dip SM (ASFA), FASFA.

Career overview:

- Executive Officer, Cuesuper
- Superannuation Manager, BAE Systems Australian Pension Fund (Formerly GEC Australian Superannuation Plan)
- Fund Secretary and Account Manager, AMPCASS Consulting Pty Ltd
- Plan Manager and Team Leader, AMPCASS Consulting Pty Ltd

Kathy and her team of relationship managers are responsible for maintaining and building strong relationships within the independent education, mutual finance and community focused sectors to implement the growth and retention strategies of the Fund. Kathy's team provides the appropriate servicing, and encourages and facilitates the promotion of the Fund and its products to members and employers in all sectors of the membership in line with the Fund's core values.

Appointment date:
2008

Qualifications:
BEC, LLB, Dip SM (ASFA).

Career overview:

- Compliance Manager, Commonwealth Bank
- Compliance Manager, Zurich Australia
- Compliance Manager, Tyndall Australia
- Compliance Manager, Oceanic Life
- Administration Manager, APA Life

Kerry and his team ensure that NGS Super complies with all the licence requirements, legislation, regulations and all Fund rules as well as overseeing the compliance, governance and risk management framework. His team provides advice to all business units across the Fund and reviews all communication and marketing material.

Appointment date:
1999

Qualifications:
BA, Dip Ed, MA, Cert IR Law, Adv Cert Fin Ser (Superannuation), Dip Law.

Career overview:

- Organiser, Independent Education Union
- Executive Member, Independent Education Union
- High School Teacher

Bernard is the Fund's Company Secretary and is responsible for complaint services and works closely with the Claims Review and Insurance Committee. He is also the key contact point for government regulators to ensure the Fund meets their requirements.

Contact details

NGS Super Customer Service Team

Phone: 1300 133 177

Phone number for callers outside Australia: +61 3 8687 1818

Fax: +61 3 8640 0813

Online/Web: www.ngssuper.com.au

You can contact us directly via the

Contact us page

Postal address

GPO Box 4303

Melbourne Vic 3001

NGS Super Trustee Office (NSW)

Dee Duke

Client Relationship Manager

Jorjet Issavi

Client Relationship Manager

Myriam Chrystal

Client Relationship Manager

Level 16, 99 Bathurst Street

Sydney NSW 2000

Postal address

PO Box 21236

World Square NSW 2002

Phone: (02) 9273 7900

Fax: (02) 9283 8783

Queensland Office

Neil Kent

State and Business Development Manager

Tana Brink

Client Relationship Manager

Suite 4–5, 39 Jeays Street

Bowen Hills QLD 4006

Phone: (07) 3874 8300

Fax: (07) 3874 8311

South Australian Office

Elaine Santos

Client Relationship Manager

Thomay Gatis

Client Relationship Manager

Optus Building

Level 1, 431–439 King William Street

Adelaide SA 5000

Phone: (08) 8418 2400

Fax: (08) 8418 2401

Victorian Office

Laurie Buchanan

Client Relationship Manager

Level 5, 737 Burwood Road

Hawthorn VIC 3122

Phone: (03) 9811 0502

Fax: (03) 9882 6355

Western Australian Office

Jon Cheney

Business Development Manager

Suite 6, 9–11 Preston Street

Como WA 6152

Phone: (08) 6282 0181

NGS Financial Planning

Phone: 1300 133 177

Website: www.ngssuper.com.au

