

# GAINING ACCESS TO YOUR SUPER

Know how and when you can  
access your money.

FACT SHEET 7

6 MAY 2019

Super is a long-term investment for your retirement. Whilst there are Government restrictions on when you can access your super savings, there are times when you are able to access it before you retire.

Tax may be payable on some payments from superannuation. Details on the tax payable can be found in our fact sheet **Fees, costs and tax** available at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS)

There are a number of different points in your working life when you might want or need to access your super. These times include when you:

- purchase your first home
- transition to retirement or retire
- terminate employment (after age 60)
- experience financial hardship (and need to access your super early), or
- move back overseas, if you're not a resident of Australia.

The Government restricts when you can access your super to ensure that you are putting your money towards your retirement.

Generally, if you do not need to withdraw the whole of your super account, you can leave the balance of your super with us and continue to benefit from the concessional tax rate in super.

We can take care of all your super needs from your very first job with an *Accumulation account*, all the way into and through your retirement years with a *Transition to retirement account* or *Income account*.

Be aware, that if you have an NGS *Accumulation account* and you meet a condition of release and subsequently withdraw all your super, any insurance that you may have will cease. You should consider this before withdrawing your benefit.

## Access conditions

In your super account, there are generally two kinds of super savings:

- **preserved** super benefits, and
- **non-preserved** benefits.

**Preserved** benefits refers to money in your super savings that must be kept in a superannuation fund until a 'condition of release' occurs, for example if you retire after attaining your preservation age or turn 65.

Your **preserved** super savings can only be paid to you if you meet one of the following *conditions of release*:

- for the purchase of your first home if you meet eligibility requirements and have made eligible voluntary contributions
- if you start a Transition to retirement income stream on or after your preservation age (maximum limits as to how much can be paid apply). See the table on the right for more information about preservation age
- if you are a temporary resident departing Australia
- if you terminate employment, and your preserved benefit at that time is \$200 or less
- if you **permanently retire** on or after your preservation age if under age 60
- when you cease **gainful employment** after age 60, even if you have not permanently retired
- when you reach age 65
- if you meet the eligibility requirements for severe financial hardship (subject to NGS Super approval and conditions)
- if you meet the eligibility requirements for early release on specified compassionate grounds, subject to the approval of the Australian Taxation Office (ATO), and the approval of the Trustee
- if you become permanently disabled or suffer a terminal medical condition, or
- if you die.

## Restricted non-preserved benefits

These benefits arose when new super rules came into effect on 1 July 1999. If you did not have any super at this time, then this benefit will not apply to you.

If you do have this type of benefit, then you can access it before you reach your preservation age if you stop working for an employer who has contributed to your super fund, however, you may pay some tax on the benefit if you apply prior to age 60.

**Non-preserved** benefits, by contrast, refers to super money that may be taken in cash either immediately or once you stop working for an employer.

There are two types of non-preserved benefits:

- 'restricted' non-preserved, and
- 'unrestricted' non-preserved.

Any **restricted non-preserved** benefits may be paid out when you stop working for an employer who is contributing on your behalf.

## Unrestricted non-preserved benefit

When you meet one of the conditions of release, some or all of your super becomes an unrestricted non-preserved benefit. However, some members may already have an unrestricted non-preserved benefit which relates to their super arrangements before preservation rules on super were introduced. These benefits — and their status as unrestricted non-preserved benefits — have evolved from historical arrangements.

If you have an unrestricted non-preserved benefit, you can withdraw it at any time, however, you may pay some tax on the benefit if you apply prior to age 60.

Benefits that are classified as **unrestricted non-preserved** can be paid to you at any time.

## Preservation age

Your preservation age is worked out based on your date of birth as shown in the following table:

Your date of birth	Preservation age
Before 1 July 1960	55
Between 1 July 1960 and 30 June 1961	56
Between 1 July 1961 and 30 June 1962	57
Between 1 July 1962 and 30 June 1963	58
Between 1 July 1963 and 30 June 1964	59
After 30 June 1964	60

If you have an *unrestricted non-preserved* benefit or a *restricted non-preserved* benefit, this will be shown on your annual statement which can be viewed through **Member Online**. Generally, these benefits do not increase over time as any investment earnings on these benefits are added to your preserved benefit.

**Permanently retired** is defined as never being gainfully employed again for more than 10 hours per week.

**Gainfully employed** means employed or self-employed for gain or reward in any business, trade, profession, calling, occupation or employment.

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## First home super saver payment

If you are looking to purchase your first home, you may be eligible for release of up to \$30,000 plus associated earnings from your super, if you have made eligible voluntary contributions since 1 July 2017.

You will need to apply online with the ATO at [my.gov.au](http://my.gov.au) for a FHSS determination. If approved, you can then request a release amount from the ATO.

For more details, please see our information sheet [First home super saver scheme](#) available at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS) or visit the ATO at [ato.gov.au](http://ato.gov.au)

## Transition to retirement

Once you reach your preservation age you can choose to receive a transition to retirement income stream.

This enables you to receive regular payments (an income stream) from your super while you continue working.

Each financial year you can access up to 10% of the balance (as at 1 July each year).

Further details can be found in our [Transition to retirement guide](#) available at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS)

## Income account (retirement phase account)

An account-based pension is a flexible and tax-effective way to convert a lump sum retirement payment into regular income payments once you retire.

The NGS *Income account* is an account-based pension that is eligible for tax concessions. These include:

- the investment earnings are tax-free; and
- your payments received
  - if aged under 60, are concessionaly taxed and receive a tax offset, and
  - from age 60 are tax free.

Further details can be found in our [Income account guide](#) available at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS)

If you are thinking about commencing a Transition to retirement strategy or Income account, consider obtaining professional advice for your personal situation.

We offer low-cost tailored advice through NGS Financial Planning.

To make an appointment phone us or complete the [Financial planning enquiry form](#) on our website at [ngssuper.com.au/financial-planning](http://ngssuper.com.au/financial-planning)

## Temporary residents who permanently depart Australia

If you were working in Australia as a temporary resident, you may be paid your super (less tax) if one of the following events occurs:

- death
- terminal medical condition<sup>1</sup>
- permanent incapacity<sup>1</sup>.

You may also be paid your super if you have worked in Australia under a temporary visa and you leave Australia permanently<sup>2</sup>. This is called a Departing Australia Superannuation Payment (DASP).

You can apply for a DASP after you leave Australia if:

- you visited on a temporary visa (excluding visa subclasses 405 and 410) and
- your visa has expired or has been cancelled.

**Please note, tax on DASP payments could be as high as 65%<sup>3</sup>.** You can obtain more details from the ATO website. To apply for a payment under DASP, you will need to complete the online form. You can start your claim before you leave Australia and you can submit your claim online once you are back home. To apply online go to [ato.gov.au/departaustralia](http://ato.gov.au/departaustralia)

If you have not claimed your benefit within six months of becoming eligible to do so it may be paid to the Australian Taxation Office (ATO) as unclaimed money. If this occurs, you should then claim your benefit directly from the ATO.

## Australian and New Zealand citizens

If you are an Australian or New Zealand citizen or someone residing in Australia on an Australian permanent resident visa, you may **not** be able to access your super before age 60 on the basis of permanent departure from Australia as you still have the option to return to Australia to retire.

The Governments of Australia and New Zealand have signed an arrangement to permit Australians and New Zealanders to transfer their retirement savings when they move between the two countries.

This permits the transfer of Australian super to a registered New Zealand KiwiSaver scheme, and members of KiwiSaver schemes to transfer their retirement savings to a complying Australian superannuation fund.

If you would like to transfer your super to a Kiwi Saver account, you will need to complete the [Trans Tasman portability form](#) available at [ngssuper.com.au/forms](http://ngssuper.com.au/forms)

<sup>1</sup> As provided under superannuation law

<sup>2</sup> This does not apply to permanent residents, Australian or New Zealand citizens

<sup>3</sup> DASP is taxed before you receive it. The DASP tax rate is different for working holiday makers (i.e. if you held a 417 Working Holiday or 462 Work and Holiday visa) and non-working holiday makers. Find out more at [ato.gov.au/departaustralia](http://ato.gov.au/departaustralia)

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## Less than \$200 in your account

If you change employers and the balance of your NGS super account is less than \$200, you may be able to access your super and no tax will be payable.

To apply for release of your benefit, you will simply need to complete the **Request for Withdrawal form** available at [ngssuper.com.au/forms](https://ngssuper.com.au/forms)

Be aware, that if you withdraw your full benefit, any insurance cover you have will cease.

## Retire after preservation age but before age 65

### If you retire

If you retire after reaching your preservation age but before age 65, and your intention is to never be gainfully employed again, you may be able to access all of your super benefit. Alternatively, you could keep your money in the superannuation system by opening an NGS *Income account* and receiving a regular income stream.

### If you leave your employer

If you leave your employer and commence employment with another employer, you can generally have them make super contributions into your existing NGS *Accumulation account*. Simply provide your new employer with a completed **Superannuation Choice form** available at [ngssuper.com.au/forms](https://ngssuper.com.au/forms)

Once you turn 60, if you cease employment with an employer, this may meet a condition of release, even if you commence employment with another employer. Your withdrawal would be tax-free from your NGS super account or you could keep your money in the superannuation system by opening an NGS *Income account* and receiving a regular income stream.

## At age 65

At age 65, regardless of your employment arrangements, you will be eligible to access your superannuation or you can keep your money in the superannuation system by opening an NGS *Income account* and receiving a regular income stream.

To notify us and to make a withdrawal from your account due to either:

- permanent retirement after reaching preservation age; or
- changing an employment arrangement after turning age 60; or
- reaching age 65,

you will simply need to complete the **Request for Withdrawal form** available at [ngssuper.com.au/forms](https://ngssuper.com.au/forms)

To open an NGS *Income account* and receive a regular income stream, please see our **Income account guide** available at [ngssuper.com.au/PDS](https://ngssuper.com.au/PDS)

## Financial hardship

You can access your super if you are in a situation where you're genuinely experiencing financial hardship (e.g. you cannot meet the costs of daily living or the bank will repossess your home because you've defaulted on mortgage payments).

To access your benefit or part of your benefit, you must show the Trustee of NGS Super that you:

- have been receiving Commonwealth income support payments for:
  - a continuous period of six months if you are under preservation age, or
  - 39 weeks if you have attained preservation age and 39 weeks, and
- cannot meet your reasonable and immediate personal and family living expenses.

You will need to provide personal financial information which will only be used to determine whether you are eligible for early release of your super benefit on the grounds of financial hardship.

When assessing your claim for early release due to financial hardship, NGS Super will consider your application in accordance with the guidelines published by the Australian Prudential Regulation Authority (APRA) and in accordance with super law. As part of this process, we will need to request personal information in order to confirm your eligibility.

If you are in a position of genuine financial hardship, you can apply for early release of your super benefit by completing an application for **Early release of super benefits on the grounds of severe financial hardship** available at [ngssuper.com.au/forms](https://ngssuper.com.au/forms) or by calling our Customer Service Team on **1300 133 177**.

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## Compassionate grounds

To access your benefit on compassionate grounds your application must first be considered by the Australian Taxation Office (ATO) before we can make a final decision about releasing your super.

Compassionate grounds include an obligation to meet **unpaid** expenses for:

- medical treatment and medical transport for you or a dependant
- palliative care for you or a dependant
- payment on a loan or council rates so you don't lose your home
- modifying your home or vehicle, or buying disability aids for you or a dependant because of a severe disability
- a death, funeral or burial for a dependant.

For more information about early release of super benefits on compassionate grounds visit the Australian Taxation Office (ATO) at [ato.gov.au](http://ato.gov.au)

To apply you will need to complete both the:

1. online application at [my.gov.au](http://my.gov.au); and
2. NGS Super [Request for withdrawal form](http://ngssuper.com.au/forms) at [ngssuper.com.au/forms](http://ngssuper.com.au/forms)

## Permanently disabled

In the event that you are permanently incapacitated, you may be able to apply for a disability benefit payment through your super.

The Trustee must be satisfied that your ill health, whether physical or mental, prevents you from ever being gainfully employed again in an occupation that you were qualified to do by education, training or experience.

If you also have total and permanent disablement insurance with your NGS *Accumulation account*, and you meet the Policy definition and eligibility requirements, you may also be able to make an insurance claim. Note, the definition and eligibility to claim on your insurance is different to the conditions of release for your superannuation benefit.

If your claim is approved, you will have the option to take your benefit as either a lump sum, or as regular payments through an income stream.

To find out more and to make a claim, please phone our helpline on **1300 133 177**.

## Terminal medical condition

You may be able to access your super if you have a terminal medical condition.

A terminal medical condition exists if:

- two registered medical practitioners have certified, jointly or separately, that the person suffers from an illness, or has incurred an injury, that is likely to result in the death of the person within a period (the certification period) that ends not more than 24 months after the date of the certification; and
- at least one of the medical practitioners is a specialist practising in an area related to the illness or injury suffered by the person; and
- for each of the certificates, the certification period has not ended.

Importantly, if you meet this condition of release, your total benefit and any benefits accrued during the certification period, will be paid tax-free. Payments paid after 24 months (from certification), may no longer be tax-free.

Further, if you have Life insurance with your NGS *Accumulation account*, you may also be able to make a claim on your Terminal Illness insurance cover. However, different eligibility requirements apply. Any payment made under Terminal Illness insurance cover represents an advanced payment of your Life Insurance cover. For more information, see our [Insurance Guide](http://ngssuper.com.au/PDS) at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS)

To find out more and to make a claim, please phone our helpline on **1300 133 177**.

## What happens when a member dies?

In the event of your death and following formal notification to us, your account balance plus any insurance proceeds (where applicable in the *Accumulation account* only) will be invested in the Cash & Term Deposits investment option to protect the value of your benefit.

Following a review of your nominations and dependants, the Trustee will then determine how your benefit will be distributed.

Further details can be found in our fact sheet [Nominate your beneficiaries](http://ngssuper.com.au/PDS) at [ngssuper.com.au/PDS](http://ngssuper.com.au/PDS)

## Family law and your super

Government legislation allows married couples (and certain de facto couples including same-sex couples) to make binding agreements or to obtain court orders from the Family Court about how each person's super will be divided if the marriage or relationship breaks down.

Under the Family Law Act, the Trustee is required to provide certain information about a member's super benefit in the Fund to 'eligible persons' where the information is required to negotiate a super agreement or to assist with a court order.

For more information about family law, call us on **1300 133 177**.

## Unclaimed money

If we are unable to contact you or your beneficiaries, then your super may be considered to be unclaimed money and may be sent to the Australian Taxation Office (ATO).

Please contact the ATO in your state for further information.

## Market volatility

Please note that if investment markets become volatile, we may temporarily suspend transactions, including withdrawals, until we are satisfied that orderly conditions have been restored.

## Find your lost super

Do you have more than one super account that has been left behind when you changed jobs? Then it's probably costing you money! Get all your super accounts together in one place and you can:

- pay less to funds for managing your super
- help your super grow faster
- have less paperwork to manage.

There is about \$18 billion in lost and unclaimed super and some of it may be yours.

As a member, we can do a search for you to locate any superannuation money held with the ATO. If we locate any ATO held money, we will transfer these amounts into your NGS Super account.

When performing the search, if we locate other superannuation accounts held with other super funds, we will advise you and you will have the option to combine these into your NGS Super account.

To authorise us to perform a search, log into your **Member Online** account and simply select **Find my Super**.

## More information?

### Contact us

You can contact us at [ngssuper.com.au/contact-us](http://ngssuper.com.au/contact-us) or call us on **1300 133 177** between 8.00am and 8.00pm (AEST or AEDT), Monday to Friday.

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

Fax: **(03) 9245 5827**

Postal address  
GPO Box 4303  
MELBOURNE VIC 3001

[ngssuper.com.au](http://ngssuper.com.au)  
**1300 133 177**

If you are thinking about accessing your super, consider obtaining professional advice for your personal situation.

We offer low-cost tailored advice through NGS Financial Planning.

To make an appointment phone us on **1300 133 177** or complete the **Financial planning enquiry form** on our website at [ngssuper.com.au/financial-planning](http://ngssuper.com.au/financial-planning)

## Important information

You should consider all the information contained in the **Product Disclosure Statement** dated 6 May 2019 and incorporated fact sheets before making a decision about investing in NGS Super.

The information provided in this fact sheet is general information only and does not take into account your objectives, financial situation or needs. Before making a financial decision, please assess the appropriateness of the information to your individual circumstances and consider seeking professional advice.

NGS Financial Planning Pty Ltd, ABN 89 134 620 518, is a corporate authorised representative #394909 of Guideway Financial Services Pty Ltd, ABN 46 156 498 538, AFSL #420367 and offers financial planning services on behalf of NGS Super ABN 73 549 180 515.