

# Retirement income strategy

*Products and services available to members  
to prepare for and manage your retirement*

Policy document

16 June 2025



## About the strategy

Working out how much income you need to live comfortably in retirement requires you to answer questions about the lifestyle you want to have, how much money you think you'll need to support that lifestyle and how you will manage and maintain your income as your circumstances change.

NGS Super has developed this retirement income strategy (Strategy) to help our members plan and prepare for retirement, and to support members in retirement with their income needs. This document summarises our Strategy and highlights the products and services available to support you in your retirement journey.

## Understanding the retirement needs of members

### Balancing retirement income objectives

Retiring from the workforce and working out how much income you will need in retirement, involves many decisions and some trade-offs which can make it difficult for you to figure out the right retirement strategy. Sometimes you will need to balance conflicting objectives. These include:

- **Maximising your expected income** over the period of your retirement.
- **Managing and understanding the impact of risks** to ensure the sustainability and stability of your retirement income, including:
  - longevity risk
  - investment risk
  - inflation risk
  - any other risks to the sustainability and stability of your retirement income.
- Having **flexible access to your funds** during retirement.

Meeting each of these objectives may require a trade-off against another objective. For example, maximising flexible access to funds could impact on the sustainability of your retirement income.

The way in which you choose to balance these objectives may depend on your personal situation, including your:

- age at retirement
- eligibility for age pension
- relationship status
- personal preferences
- super balance
- home ownership
- other financial assets outside of super
- risk appetite.

As these factors will differ from one individual to another, we cannot provide a "one size fits all" solution to balancing the above objectives. We will, however, help you to understand and balance these 3 objectives through our support, guidance and advice services.

### Who is covered by the strategy

The Strategy covers all members of NGS Super who are aged 50 or older. This includes:

- **Members in retirement** who hold a NGS Income account or receive a Defined Benefit pension.
- **Members approaching retirement** who:
  - hold a Transition to Retirement (TTR) account, or
  - are aged 50 or older and hold an Accumulation account, or
  - are members of a Defined Benefit fund aged 50 or older.

The Strategy is intended to cover all members who may be beginning to plan for retirement, hence covering all members from age 50.

### Defining retirement income and the period of retirement

For the purposes of this Strategy, NGS Super has defined retirement income and the period of retirement in the following way:

**Retirement income** includes:

- any drawdowns a member receives from their NGS Income account
- withdrawals from an NGS Accumulation account (net of tax)
- the age pension where a member is eligible to receive it.

The Trustee considered including income from other sources, however whilst this may be an important source of income for some members, the Trustee does not have access to appropriate data in this area.

**The period of retirement** starts from the date a member retires from the workforce until their date of death. For the practical purpose of this Strategy, NGS Super has defined the period of retirement for members approaching retirement is from age 65 and the end of retirement for all members is 95.

This is based on an average retirement age for NGS members of 65 and the average life expectancy for Australian women plus one standard deviation being age 95. That is to say, only approximately 16% of women currently aged 65 will survive beyond age 95. For men the percentage is less.

## Reflecting the needs of different member groups

Because it is difficult to develop a strategy to suit the individual needs of each member, NGS Super has identified broad groups of members with different retirement income needs as they relate to the 3 retirement income objectives noted above.

The membership groups identified are:

### Self-funded retirees

#### Characteristics

- Higher super balances and typically higher investment risk tolerance.
- Super is an important or sole source of income in retirement.

### Part-age pension (medium dependency on age pension)

#### Characteristics

- Medium super balances and typically moderate investment risk tolerance.
- Super is an important source of income to supplement the age pension.

### Part-age pension (high dependency on age pension)

#### Characteristics

- Medium super balances and typically low investment risk tolerance.
- Super is an important source of income to supplement the age pension.

### Full age pension

#### Characteristics

- Lower super balances.
- Super provides a top-up to the age pension and/or savings for occasional larger expenses.

We will use the above groups to develop case studies and retirement journeys to assist members with planning and preparing for their retirement.

## Recognising members need different levels of support

NGS Super recognises that different members seek different levels of support when planning for and managing their retirement income. Some members want to make their own decisions with no assistance and some want help (which may include limited or comprehensive financial advice).

Members are encouraged to adapt the information and guidance in this strategy to meet their own needs and objectives.

## Our retirement income strategy

To help members identify their retirement income objectives, including the right balance that meets their needs and access to the support that best suits them, our Strategy includes the following elements:

- ✓ support, guidance, and assistance for members as they approach and enter retirement
- ✓ appropriate retirement income products and services
- ✓ ongoing support and assistance for members in retirement
- ✓ access to advice (including personal advice) to help members with their retirement income decisions.

Each of these elements are discussed in more detail below.

## How we're helping you to plan for and manage your retirement

### Retirement products

Our retirement products are designed to meet your needs in retirement with a range of investment options you can choose from to suit your investment risk preferences.

#### NGS Transition to retirement (TTR) account

If you're aged 60-64 and want to ease yourself into retirement, you can start to take an income from your super while you're working.

An NGS TTR account allows you to access up to 10% of your super balance each year.

[Read more](#)

#### NGS Income account

Keep your super invested (tax free) and take an income to support your retirement lifestyle.

The NGS Income account allows full flexible access to your super and has a suite of investment options to help you manage risks in retirement.

[Read more](#)

#### Easy Default

With one tick, Easy Default gives you a regular stable income and an investment strategy that will help you manage retirement risks. Easy Default is available on NGS TTR and Income accounts.

[Learn more](#)

#### Retirement Bonus

The NGS Retirement Bonus is a payment that may be made to you when you transfer your balance from an NGS Accumulation or TTR account to an NGS Income account. The amount payable depends on the tax position of the Fund, as well as your investment strategy and average account balance over the prior 3 years. In some circumstances, it could be zero.

[Learn more](#)

#### Coming soon: New retirement product

We're working on a new retirement product to help manage longevity risk, that is the risk of outliving your super savings. The new product will provide members with a guaranteed income for life and will work alongside our existing products to help our members manage their retirement with confidence. The new product is expected to be launched in 2026.

## Support, guidance and assistance

NGS Super has a range of information, services and tools available to help you plan and prepare for retirement and to support you throughout your retirement.

### NGS Super Calculator

See what your retirement could look like based on how you are tracking today.

Our Super Calculator can help you understand how much income you may receive in retirement from your super and the age pension if eligible. It can also help you estimate how much income you need to support your preferred lifestyle.

[Super Calculator](#)

### Information on website

The Retirement pages on our website contain a wealth of information to help you prepare, start and manage your retirement.

Learn about when you can access your super, how super interacts with the age pension and what retirement products NGS offers.

[Learn more](#)

### Newsletters and email campaigns

We email regular newsletters with content tailored to members approaching and in retirement.

We also run periodic targeted campaigns where we might email you with information relevant to you, such as government incentives to add to your super or available retirement products.

Make sure your email address is up to date in [Member Online](#) so we don't lose contact.

[Login to Member Online](#)

### Webinars

We offer complimentary webinars throughout the year to help you learn more about super and plan for your retirement.

Register for a webinar to hear from an expert and have your questions answered.

[Register now](#)

### Outbound call campaigns

We run ongoing outbound call campaigns to educate members approaching retirement about their options.

Check your contact details are up to date in [Member Online](#).

[Login to Member Online](#)

## What's coming?

We're always working on improvements to the support and guidance we provide to members. Over the next 12 months, you can expect to see:

- A new [Member Online](#) portal with more features to help you prepare for and manage your retirement.
- A new online education platform with curated learning journeys so you can learn more about super and retirement in your own time.
- More tailored emails and online content to help guide you on your path to retirement.

## Advice

Planning for and managing your income in retirement can be complex. Access to quality affordable advice is an important way that we can support you in making these big life decisions.

**Getting advice on your NGS Super account is easy. Whether it's a simple check in to understand your options or comprehensive advice for you and your family, we have you covered.**

### Financial Advice Helpline

Speak with a Financial Adviser for complimentary personal advice on your NGS account including:

- Super contributions
- Investment choice
- Insurance needs analysis
- Super projections

**NEW** – simple retirement advice available over the phone or virtually at the low cost of \$330\* for a single and \$495\* for a couple. Advice may include any of the above topics plus:

- Starting an NGS Income account
- Age pension estimate
- Debt repayment

Also available:

- Transition to retirement advice (complimentary)
- Super consolidation advice (\$275\*)

\*cost subject to change

### NGS Super Specialists

Chat with a Super Specialist for a general discussion on your super, to see how your super is tracking and understand your options.

### NGS Financial Planning

Meet with an NGS Financial Planner in person or online for personal advice that considers more than just your NGS Super account.

Initial consultation is at no cost. Fees apply for personal advice and will be confirmed before any advice is provided.

Learn more about our advice services at [ngssuper.com.au/advice](https://ngssuper.com.au/advice)

### Coming soon: NGS MoneyED

We're introducing a new online education and advice platform to help you build your financial knowledge and receive digitally-delivered advice at your own pace and time. Look out for the link to **NGS MoneyED** through **Member Online**.

## More information?

### Contact us

You can contact us at [ngssuper.com.au/contactus](https://ngssuper.com.au/contactus) or call us on **1300 133 177** Monday to Friday, 8am–8pm (AEST/AEDT).

Postal address:  
**GPO Box 4721  
MELBOURNE VIC 3001**

### Need help?

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

Getting advice on your NGS Super account is easy. Whether it's a simple check in to understand your options or comprehensive advice for you and your family, we have you covered.

Contact us on **1300 133 177** to make an appointment or learn more at [ngssuper.com.au/advice](https://ngssuper.com.au/advice)

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