

Employer

news



November 2016

A message from the CEO

More than 45 years ago, before anyone considered superannuation a fundamental right of employees, a group now known as Catholic Super created a fund to help give employees of Catholic schools a happy and secure financial future.



That deep sense of obligation and commitment that the employers of Catholic teachers had to their employees back then remains the cornerstone of our organisation to this day.

Because we operate within the context of a Christian ethical framework, honouring values of honesty, trust, respect, openness and compassion above all else, our members feel more confident that we have their interests at heart.

We exist now, as we did then, to give our members lifelong peace of mind about their finances.

I am proud to say that you, our members, have recognised and acknowledged the service we strive to provide. For the second year running, Catholic Super has won the Roy Morgan Award for customer satisfaction in the industry super fund category. From humble beginnings, we have grown into a successful and sophisticated national super fund, owned and run by members, to reap the rewards of a great working life.

And we continue to grow – with the goal of creating an even better retirement environment for both our current members and future members.

We are building upon the success of our fund with super services to other sectors and expanding our pension offering through MyLife MyPension. We have also recently welcomed MyLife MyFinance to the CSF family by investing in the former Transcomm Credit Union. This ultimately benefits all members and grows our funds under management.



I have always believed a key factor in our success and our growth is our staff. As a workplace, Catholic Super strongly values its employees. Our team works extremely hard to deliver the exceptional service our members enjoy. In this edition of the newsletter, we introduce you to some of those voices you hear when you pick up the phone to ask us a question.

After all, there is a person behind every voice you speak to when you call our National Service Centre – someone at the coalface of our organisation. They play a vital role in our team. So who are they and what motivates them at work?

Turn to the following page to find out more.



Spotlight on our Service Centre



Meet some of the people who deliver our award-winning customer service every day.



Loretta drives personalised service

Loretta Drago, our National Service Excellence Manager, has been part of the Catholic Super family for over 20 years. She leads our Service Centre team and she knows that friendly, professional, and personalised service is what sets Catholic Super apart. When you call our Service Centre, you will always speak with a real person – one of our carefully-chosen Superannuation and Pension Specialists.

Loretta says, “We take the time to help our members and build strong relationships. We want to be more than just a super product; we want to provide an ultimate service experience.”

Team Leader Adam Niblett has worked at Catholic Super for two and a half years. He says, “Everybody who calls our Service Centre needs things done quickly. We go out of our way to resolve queries as efficiently as possible. At Catholic Super it is not unusual for our members to express their gratitude at the end of a call. It’s just a reflection of the type of service we like to give, and it goes both ways.”

The team’s Superannuation and Pension Specialist, Susan Capes, makes sure our pension members can call up for specific, timely and accurate advice on the often complex area of pensions. With more than 24 years experience in

superannuation, and almost 10 years specialising in pensions, she heads up Catholic Super’s Pension Services and has built up great ongoing relationships with many members.

“It’s a very customer-focused role and I get satisfaction from that,” she says. “No query is too big or too small; and every query is different.

“I enjoy helping to set our members up with a pension so they feel happy and secure in their retirement. Sometimes it is as simple as helping them to fill out a form.”

Kelly Devanny, the team’s second-in-charge, is passionate about helping people during their most stressful times. “We are resilient and recognise when a member is going through a tough time. I focus on what I can do to help to ease their stress.”

Kelly has been part of the team since February 2015 and loves helping people. “Some people don’t know what to ask for, only that they need help. I get satisfaction from using my experience and intuition to decipher what they really need.”

Our specialists are quick to identify when a member may need special assistance. While it can be difficult, our staff are adaptable and don’t take things personally during challenging conversations.

Angelo Tzoumas has 15 years’ experience working in super, and says, “The most rewarding aspect of the job is being able to help members move forward with their financial plans. Members have confidence that we are looking after their best interests, and I have assurance that I’m doing a good job.”

Our Superannuation Specialists are exactly that: super! They are a vital part of Catholic Super and are passionate about helping our members without hurrying to get off the phone. Taking more than 55,000 calls a year, our Service Centre team goes out of their way to help members, whether it is the first call of the day or the last.



**Adam solves problems
Lyn understands your needs
Naz loves our members**



Susan is here for you

→ **Our Service Team is available to members across Australia between 8am and 8pm AEST Monday to Friday on 1300 655 002 or by email at info@csf.com.au.**

When you call them, they can help with a wide range of queries, including:

- Explaining information on your statement or in your online account
- Telling you about changes to superannuation laws
- Providing advice on transitioning to retirement
- Giving you an account balance
- Assisting you to withdraw your super (if eligible)

Loretta says it’s all about understanding our members’ needs. “One of the things that we do, which I think is what makes us so good, is that we really listen to the member. If the member has something to say, positive or negative, we will look to see what we can do better.

Each of our Service Centre team members is skilled at resolving the complex issues that our members often bring to us. A member may need a financial hardship claim rushed to avoid losing a home, or a compassionate grounds claim urgently resubmitted due to her impending surgery. Resolving these cases takes great compassion, tact and understanding. We resolve issues with confidence and sensitivity.

Investment update

Staying afloat in stormy seas

After a 3 year period of double digit returns, the 2015/16 financial year brought more challenging times for Australian superannuation funds.



→ By Garrie Lette, Chief Investment Officer

The financial year was highlighted by:

- **Two significant equity market corrections, firstly through August, and secondly from early January until mid-February.** The Australian sharemarket fell by around 12% between the end of July and 24 August 2015 and again by 10% between the start of January and mid-February 2016, having recovered most of the August losses in the meantime.
- **A very strong recovery from mid-February through until the end of the year.** This recovery meant that the domestic sharemarket finished virtually flat for the full year, taking dividends into account.
- **Right at the end of the financial year, substantial volatility as a result of the UK's Brexit vote.** The initial losses in most equity markets were very quickly recovered.

In this more challenging environment we are pleased to report that performance of our portfolios has held up well. The financial year return for each of our Managed Choice options is presented in the following table.

Option	Superannuation (after tax and fees)	Pension (after tax and fees)
Aggressive	5.7%	6.2%
Moderately Aggressive	5.9%	6.6%
Balanced (MySuper)	5.7%	6.7%
Conservative Balanced	5.7%	6.5%
Moderately Conservative	5.6%	6.3%
Conservative	5.4%	6.2%
RetirePlus	5.3%	6.0%
RetireStable	4.2%	5.3%

These final returns are considerably below those recorded in 2012/13, 2013/14 and 2014/15. For instance, our Balanced option (superannuation) returned 14.1%, 12.3% and 9.8% respectively in those years. Nonetheless, they are actually slightly above our average annual long term expected return based on our long term CPI-based objectives (CPI plus 3% p.a. over rolling 10 year periods for our Balanced option). Furthermore, given the volatility in the markets, you our members may be quite relieved to see returns of this level.

It is noteworthy that the range of returns across our various Managed Choice options was quite narrow at around 1.5% points. Indeed, most options were in a range of 0.5% of each other. The reason for this outcome is that the range of returns for individual asset classes was relatively tight. Clearly, where one or two individual asset classes perform either very strongly or very poorly relative to other asset classes then the scope for differences in performance across multi asset class options is greater.

This year, property was our best performing major asset class at 13.3% after tax and fees (superannuation accounts). Our lowest-returning major asset classes were Cash and International Equities, both returning 2.5%. Clearly, the property return is very strong. Nonetheless, it is well below what we can see from Australian shares and global shares when those asset classes are having a particularly good year.

The pattern of returns through the year for our various options was broadly as expected. When markets were falling, our Aggressive and Moderately Aggressive options suffered the most but they recovered the most in the rally from mid-February. It was encouraging to see that our pension-oriented options, RetirePlus and RetireStable, provided quite good protection during the periods when markets were falling most sharply.

All things considered, we are pleased to report that our portfolios have weathered the storm pretty well over the last year and have broadly performed "true to label".

Of course, returns for a single year in isolation are of limited relevance for you our members. The good news here is that the solid results achieved this year consolidate our sound long term performance record. If you wish to hear more about our performance over the long term, or otherwise discuss your investment strategy, please contact one of our financial planners.

Goodbye to our friend Eric Marshall

"It is with much sadness I inform you that Eric Marshall, our colleague and friend from the Geelong office, passed away on Friday 1 July 2016."

"Eric initially joined Catholic Financial Services as a Financial Planner in 2008. For the last five years, he was a valuable member of the Services team in the role of a Senior Superannuation Specialist.

He will be sadly missed by all of us at Catholic Super as well as the many people that he has helped over the years.

His sense of humour and enduring positive nature will always be remembered. His commitment to the family of CSF was unquestioning and he would often inspire me. I will miss his presence and contribution to the energy at Catholic Super and his unwavering commitment to our members and their employers."

– Frank Pegan, CEO



SuperFriend

Catholic Super is proud to support SuperFriend – the Industry Funds Forum Mental Health Foundation.

SuperFriend is a nation-wide initiative aimed at improving the mental health and wellbeing of industry super fund members.

Developed through a partnership of industry super funds concerned about member health, SuperFriend brings together partners from industry super funds, insurers and mental health organisations to offer resources for members that assist with promoting mental wellbeing and early help-seeking.

In these challenging times, it's important to take care of our physical and mental health.

The superfriend.com.au website offers a range of trusted information and resources to help members reduce stress and improve mental wellbeing.

SuperFriend FACTSHEETS

- **A to Z Guide to Wellbeing.**
- **Getting the most out of retirement.**
- **Life after the "9 to 5".**
- **Change up the gears for better health.**

Browse the SuperFriend website and find out about:

- Proactive ways to improve mental health; like sleeping well and reducing alcohol intake.
- How to work towards a healthier workplace for everyone.
- The facts about common disorders such as depression and anxiety, and less common illnesses like bipolar disorder.
- Where to seek reliable help and support.

Superfriend
someone to turn to

For more information visit superfriend.com.au today.

We'd love to hear from you

Call

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8am to 8pm AEST
Monday to Friday

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