



**Spirit Super  
MySuper product**



# Member outcomes assessment

For 30 June 2024

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CareSuper is an award-winning, profit-to-member industry super fund. Our vision is to be Australia's most trusted partner in retirement confidence through exceptional care and connection. CareSuper provides super, retirement and advice options when needed to help members feel confident on their journey to, and through, retirement.

On 1 November 2024, CareSuper merged with Spirit Super to form a fund with over 550,000 members and \$53 billion in assets.

## IMPORTANT

The following *Member outcomes assessment* is required to be undertaken and published for the legacy Spirit Super products available to Spirit Super members for the period to 30 June 2024. Due to the timing of the merge this assessment is not required for CareSuper products for the period to 30 June 2024.

This assessment doesn't include the legacy CareSuper products provided to CareSuper members over the same period. The products assessed do not reflect the current CareSuper products available to members following the merge on 1 November 2024 and as such, information provided on the CareSuper website (including investment returns and fees) will differ.

Each year we're required to assess our performance in promoting the financial interests of our members by each of our products. This assessment considers the results of the APRA annual superannuation performance test (which Spirit Super passed for the fourth year in a row) as well as examining a range of product comparisons and other assessment factors.

Based on our assessment, the Trustee has determined that Spirit Super's MySuper product promoted the best financial interests of members for the year ended 30 June 2024.

The approach, peer groups and data sources for this assessment are on page 9.

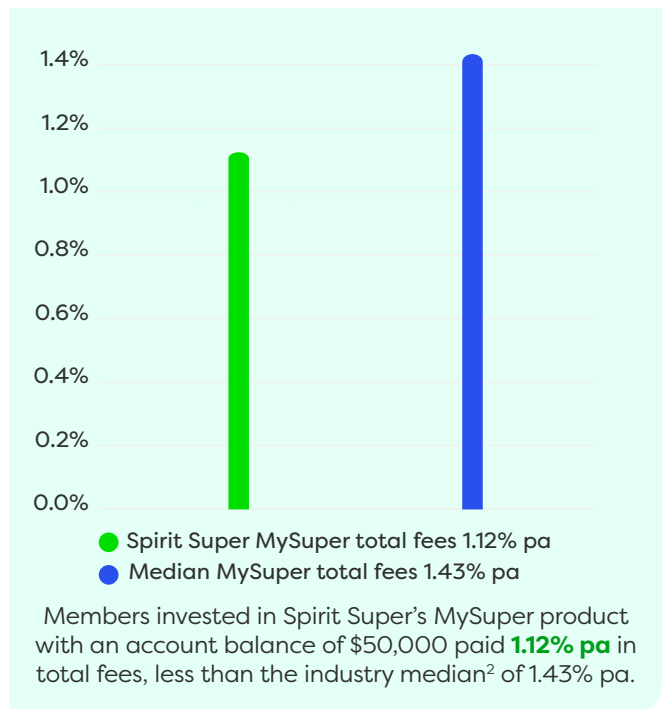
## Super together



For decades we've helped members build bigger super balances and retire with confidence.

# Spirit Super at a glance

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.



<sup>1</sup>Source: SuperRatings SMART 2 Net Benefit Tool. Rounded to the nearest \$1. Refer to page 5. Returns are net of fees and costs. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns.

<sup>2</sup>Source: 2024 APRA comprehensive product performance package (CPPP) – MySuper.

Any advice is general in nature and from 1 November 2024 is provided by CareSuper Advice Ltd ABN 78 102 167 877, AFSL 284443, which is wholly owned by CareSuper Pty Ltd ABN 14 008 650 628, AFSL 238718, the trustee of CareSuper ABN 74 559 365 913. A copy of the *Financial services guide* for CareSuper Advice is available at [caresuper.com.au/advice](https://caresuper.com.au/advice) or by calling us on **1800 005 166**. You should consider the *Product disclosure statement* and *Target market determination* available at [caresuper.com.au/pds](https://caresuper.com.au/pds) or by calling **1800 005 166** before deciding if the fund is appropriate for you. Past performance isn't a reliable indicator of future performance.

# Determination summary

## Comparison factors

### Investment returns

Spirit Super's MySuper product's investment returns outperformed the APRA superannuation performance test returns benchmark over the 10-year assessment period, giving members confidence that the fund was delivering long-term value through the returns achieved, as independently evaluated by the industry regulator.

The Spirit Super Balanced (MySuper) option, where most members are invested, achieved returns above the median<sup>3</sup> over 3, 7 and 10 years albeit marginally below the median over 1 and 5 years. Peer relative performance is heavily influenced by the options' exposure to growth assets versus the comparable median peer fund, as well as the performance of the fund's active managers over different time frames.

<sup>3</sup>Source: SuperRatings Fund Crediting Rate Survey to 30 June 2024. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns.

### Fees and costs

Spirit Super's MySuper fees and costs passed the annual APRA superannuation performance test - fees and cost benchmark assessment for all MySuper options, confirming that the fees and costs are providing value to members.

On a \$50,000 account balance the MySuper annual fees were very competitive with significantly lower investment management fees supporting lower total fees than the median super fund<sup>4</sup>.

<sup>4</sup>Source: APRA comprehensive product performance package (CPPP) - MySuper.

### Investment risk

Performance of Spirit Super's products and level of risk was aligned with the investment strategy as outlined in the product disclosure statement.

Spirit Super managed risk carefully for the MySuper product, with the product's performance and risk level aligned with the investment strategy and consistent with the level of risk of comparable MySuper investment options offered across other super funds<sup>5</sup>.

<sup>5</sup>Source: SuperRatings Fund Crediting Rate Survey - Accumulation Volatility and Risk-Adjusted Return Survey - June 2024. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns.

## Assessment factors

### Investment strategy

Spirit Super offered a range of investment options with different asset allocations and risk profiles to suit the diverse needs of our members.

The investment strategy for the MySuper option builds a diversified portfolio of assets that balances investment returns and risks. This was achieved by investing in a combination of growth assets and defensive assets across both public and private markets. A core belief was that Spirit Super can add value to members via active investing.

The MySuper product met its stated return objective over the minimum time frame (7 years) for the year ended 30 June 2024.

### Insurance strategy and fees

Spirit Super recognised how important it is to have insurance cover that's appropriate and affordable for our members.

The guiding principle that the cost of default insurance cover should be no more than 1% of salary over a member's lifetime (to retirement), was achieved.

Spirit Super members' claims experience as measured by approval rates and claim times was better than our competitors' over the 2023-24 financial year<sup>6</sup>.

<sup>6</sup>Source: SuperRatings Benchmark Report 2025 (all funds).



## Options, benefits and facilities

Spirit Super strived to support our members' journey with choice and service as unique as they are, taking pride in easy interactions, excellent service, and personal support, with products and services that offer good value and meet the changing needs of members now and in the long term.

Over 2023-24 our options, benefits and facilities included:



**access to a local contact centre**



**staff located in our members' communities**



**online access via Member Online and the Spirit Super app**



**web tools and articles**



**advice options**



**access to employer, retirement and financial planning seminars and webinars at no additional cost**

## Scale

As a mid-size fund, Spirit Super was well placed to take advantage of economies of scale and negotiate competitive fees with strategic partners and investment managers.

The fund continued to be focused on growth opportunities to further provide superior financial benefits and services to members now and into the long term. The merger with CareSuper in late 2024 was central to achieving our current scale target to continue to be a sustainable fund and deliver value for members.

## Setting of fees and operating costs

The fees and costs Spirit Super charged were designed to provide good long-term value and be sustainable, competitive, and equitable.

With our operating cost to asset ratio for the 2023-24 financial year (0.34%) in line with the median of other super funds, (0.33%<sup>7</sup>) and with our cost per member lower than the median it shows that Spirit Super's fees were set appropriately in the best financial interests of members.

<sup>7</sup>Source: SuperRatings Benchmark Report 2025 (all funds).



# Assessment detail

## Comparison factors

### Investment returns

The Spirit Super MySuper product passed the annual APRA performance test, including the assessment of investment returns, outperforming the benchmark over the 10-year assessment period. Passing this test further confirms that Spirit Super continued to deliver strong long-term outcomes to our members through the implementation of the MySuper product investment strategy as independently confirmed by the industry regulator.

Overall, Spirit Super has assessed that the investment returns provided by the MySuper product was competitive. For the year ending 30 June 2024, the Balanced (MySuper) option outperformed the median<sup>9</sup> of similar peer options over the key time frames used for our assessment of 3, 7 and 10 years. Returns did vary over 1 and 5 years, see page 9 for the net investment returns of the MySuper Product over various time periods.

<sup>9</sup>Returns of the Mysuper product versus the median investment option with a similar growth profile provided by SuperRatings Fund Crediting Rate Survey to 30 June 2024. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns.

On a net benefit basis, considering investment earnings and administration fees, investment fees and contribution taxes, over 10 years, our members invested in the MySuper product were more than \$6,335 better off than if they were invested in the median fund.

**Graph 1 - Net benefit<sup>9</sup> (investment return minus administration and investment fees) for a \$50,000 account balance invested in the balanced option as at 30 June 2024**



<sup>9</sup>Comparisons modelled by SuperRatings (SMART 2 Net Benefit Tool), commissioned by Spirit Super. The outcome shows the average difference in 'net benefit', a measure of past investment earnings after administration fees, investment fees and contribution taxes have been taken out. The results compare the Spirit Super Balanced (MySuper) investment option and comparable balanced options, over the past 1, 3, 5, 7 and 10 years, with a \$50,000 starting balance and employer contributions, assuming a starting salary of \$50,000. Insurance premiums and other fees and costs may also apply. Outcomes vary between individual funds. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns. Spirit Super investment returns before 1 April 2021 represent the MTAA Super Balanced option.

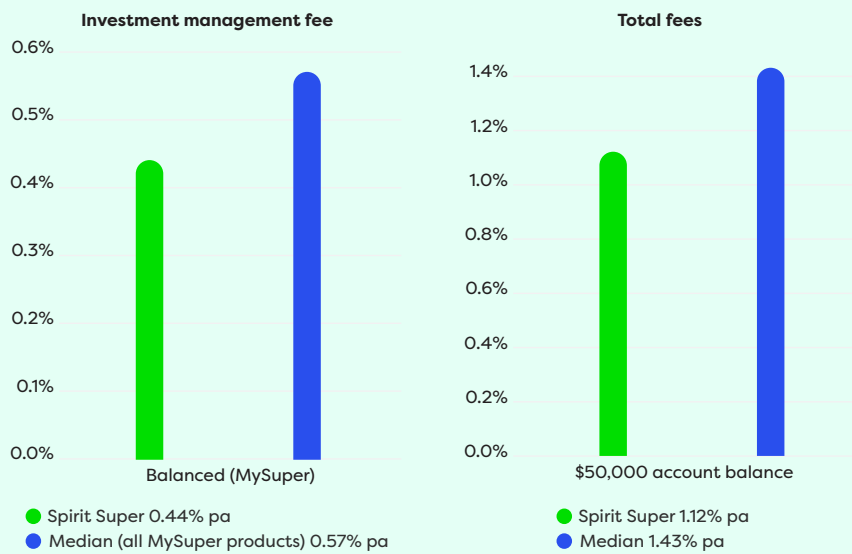
## Fees and costs

We keep our fees low, so our members have more to invest for the future. As an Industry SuperFund, we're run only to benefit members, no one else - Spirit Super didn't pay commissions to advisers or give profits to shareholders.

Spirit Super's MySuper product passed the APRA superannuation performance test assessment of annual fees and costs, with lower than benchmark fees, demonstrating that the fund delivered value to members through competitively positioned administration fees, as determined by the independent industry regulator.

The fees and costs that applied to Spirit Super's MySuper products were competitive against the industry median. When invested in the MySuper product, investment fees and total annual fees (administration and investment fee) were significantly lower than the median comparable fund<sup>10</sup> for the year ended 30 June 2024.

### Annual investment management and total fee on a \$50,000 account balance – Balanced (MySuper) option as at 30 June 2024.



<sup>10</sup>Source: 2024 APRA comprehensive product performance package (CPPP) – MySuper.

## Investment risk

Performance for Spirit Super's MySuper product investment option was consistent with its stated standard risk measure and was aligned with that of the median risk profile of peer products, therefore the level of investment risk and return target was considered appropriate for Spirit Super's MySuper members at 30 June 2024. Detail on the comparison of standard deviation in investment performance as a measure of investment risk or volatility and against our stated standard risk measure is provided on page 10.

## Assessment factors

### Investment strategy

The Spirit Super MySuper (default) investment strategy was to build a diversified portfolio of assets that balances investment returns and risks.

Spirit Super's MySuper product has outperformed the 'CPI +' investment objective over the minimum investment horizon of 7 years to 30 June 2024, supporting the assessment that the investment strategy for our MySuper option is consistent with its risk and return objectives and was appropriate for our members.

### Net investment return relative to CPI+ objective as at 30 June 2024

	Minimum investment horizon 7 years % pa
Spirit Super's MySuper	6.72
CPI + objective (CPI + 3%)	6.37

### Insurance strategy and fees

Spirit Super recognised how important it is to have insurance cover that's appropriate and affordable for our members. Most Spirit Super members received default death, total and permanent disablement cover and income protection cover (default B members) when they became a member and met certain eligibility criteria.

The level of cover automatically provided to members was based on their likely needs and considered a range of characteristics of the Spirit Super membership. Spirit Super believed that the cost of default insurance cover should be no more than 1% of salary over a member's lifetime (to retirement). Spirit Super's insurance fees for default cover (June 2024) were below 1% of salary over a member's lifetime and therefore didn't inappropriately erode the retirement balances of members of the fund.

A key assessment criterion for how Spirit Super's insurance offering affected member outcomes is through the member claims experience, particularly in relation to the proportion of claims which are approved by the fund's insurer. Spirit Super's insurance offering provided higher approval rates for

death, total and permanent disability and income protection claims compared to other funds to 30 June 2024.

Members' claims experience as measured by approval rates and claim times was better than Spirit Super's competitors over the 2023-24 financial year<sup>11</sup>, with above 90% of all member claims approved.

<sup>11</sup>Source: SuperRatings Benchmark Report 2025.

### Options, benefits and facilities<sup>12</sup>

Spirit Super strived to support our members' journey with choice and service as unique as they are.

Over 2023-24 Spirit Super provided support to members with educational webinars, seminars, and pop-up stalls. Member seminars and webinars focused on a range of topics including Get retirement ready, Centrelink, Maximise your super, Investments and Transition to retirement.

More than 13,400 members accessed help, guidance and advice through our range of seminars, webinars and access to one-on-one expert advice from our Super Adviser team, with many more members and employers assisted through 340 onsite employer visits across 2023-24. Aligned with our focus on supporting members in regional areas, Spirit Super hosted regional events with pop-up stalls and information sessions in regional shopping centres, schools and workplaces.

Our award-winning contact centre answered almost 130,000 calls over 2023-24. Spirit Super members continued to receive reliable expert advice, and exceptional service quickly during periods of consistently high call volumes.

Members continued to take advantage of 24/7 access to their account via **Member Online** and the Spirit Super app with over half of members now registered for **Member Online**.

Spirit Super regularly assessed these services to make sure they were appropriate for members. These assessments include measurement of usage, member experience and cost.

<sup>12</sup>Source: Spirit Super Acuity.

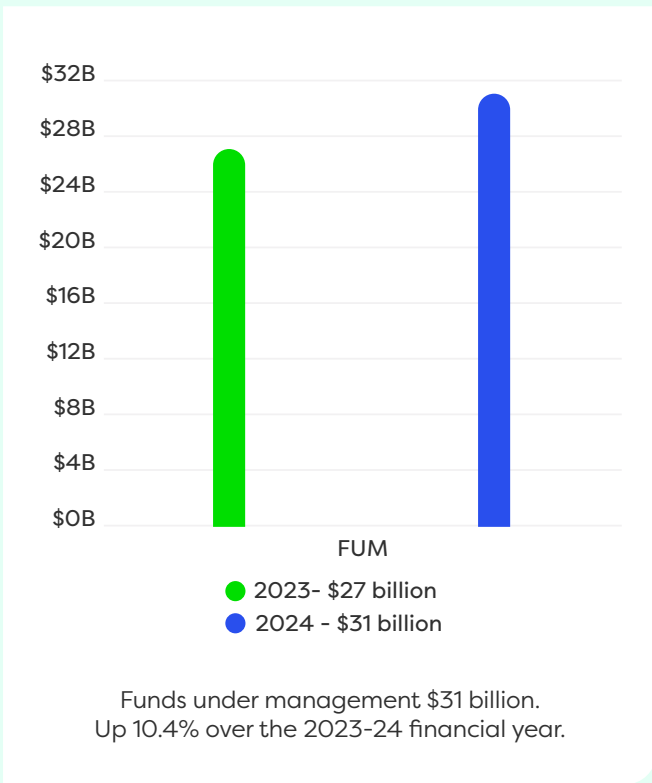
### Scale

As a medium-sized fund, Spirit Super was well positioned to meet the financial interests of members.

In the 2023-24 financial year our funds under management (\$31b at 30 June 2024) increased by 10.4%, consistent with the industry median of 10.0%<sup>13</sup>. This is the second consecutive year of substantial growth, with an increase of 10.2% in 2023. The number of Spirit Super member accounts increased by 6.2% over the 2023-24 financial year, higher than the median account growth of 2.0%. Our size enabled us to capture economies of scale to create

<sup>13</sup>Source: 2025 SuperRatings Benchmark Report.

cost efficiencies and gave us access to attractive, large-scale investment opportunities. Our scale didn't disadvantage the financial interests of members holding the relevant products.



### Setting of fees and operating costs

The fees and costs we charged are designed to provide good long-term value and be sustainable, competitive, and equitable. Administration fees related to the cost of providing services like our contact centre, member seminars, member communications and online tools to provide our members with what they need to grow their super for retirement.

Spirit Super's operating cost metrics were in line relative to industry demonstrating our continued ability to control and keep costs low through our operating model relevant to the size and membership of our fund over the 2023-24 financial year. The fund's operating expenses relative to net assets (member expense ratio) were 0.34% per annum, below the median fund of 0.33% per annum, with our cost per member at \$276, remaining significantly below the industry median of \$360.<sup>14</sup>

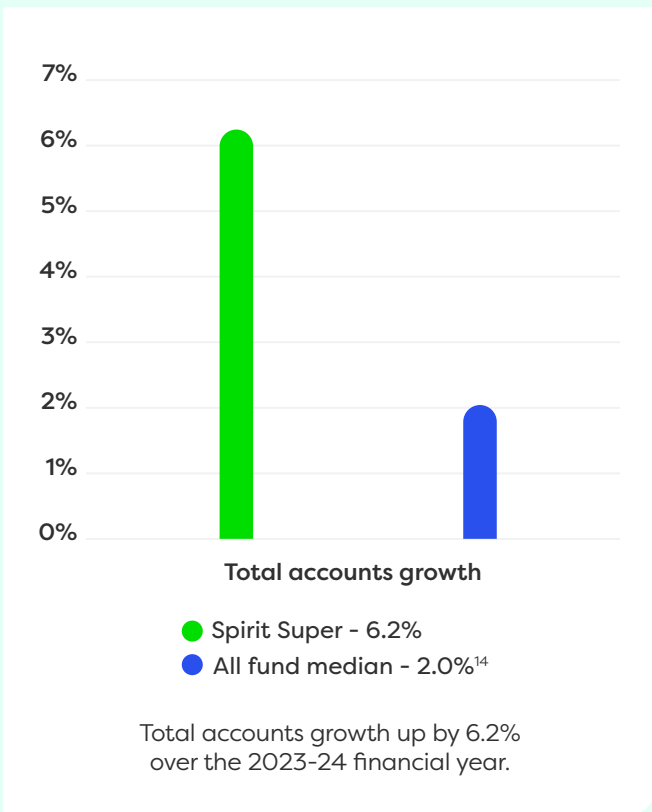
These results confirm that Spirit Super's operating costs didn't inappropriately affect the financial interests of our members and our fees were set appropriately in the best financial interests of our members.

<sup>14</sup>Source: SuperRatings Benchmark Report 2025.

### Annual determination for the period ending 30 June 2024

Based on this assessment the trustee has determined:

- that the Spirit Super MySuper product compared well to peers and met the financial interests of beneficiaries in regard to fees and costs, returns, investment strategy and the level of investment risk
- that the financial interests of the beneficiaries of Spirit Super were promoted by the trustee because:
  - the options, benefits and facilities offered were appropriate
  - the insurance strategy for the MySuper product was appropriate and the insurance fees didn't inappropriately erode retirement income
  - scale within the trustee's business operations didn't cause a disadvantage
  - operating costs of the trustee's business operations didn't inappropriately affect the financial interests, and
  - that the basis for the setting of fees was appropriate.



<sup>14</sup>Source: SuperRatings Benchmark Report 2025.



# Appendix 1 - Assessment methodology

This *Member outcomes assessment* complies with the requirements of the *Superannuation Industry Supervision Act 1993 (SIS Act)* and *Superannuation Prudential Standard 515 Strategic Planning and Member Outcomes (SPS 515)*.

As prescribed by the regulations of the Australian Prudential Regulation Authority (APRA), the member outcomes assessment includes:

- assessment of our performance relative to peers (comparison factors):
  - investment returns
  - fees and costs
  - investment risk.
- assessment of the appropriateness of assessment factors:
  - investment strategy
  - insurance strategy and fees
  - options, benefits, and facilities
  - fees and costs
  - scale
  - the setting of fees and operating costs.

## Comparative factors

Returns, fees and investment risk for the MySuper product are compared to the median for a reasonable peer group as noted in the following table.

Peer group	Data source
All MySuper APRA products	<ul style="list-style-type: none"> <li>• 2024 APRA superannuation performance test - MySuper.</li> <li>• 2024 APRA comprehensive product performance package (CPPP) – MySuper.</li> </ul>
Balanced options with similar growth allocation	<ul style="list-style-type: none"> <li>• SuperRatings Fund Crediting Rate Survey to 30 June 2024.</li> <li>• SuperRatings Fund Crediting Rate Survey – Accumulation Volatility and Risk- Adjusted Return Survey to June 2024.</li> <li>• SuperRatings Benchmark Report 2025.</li> </ul>

## MySuper investment returns

**Net return<sup>15</sup> (investment return minus administration and investment fees and costs) for a \$50,000 account balance invested in the MySuper option as at 30 June 2024.**

	1 year %	3 years % pa	5 years % pa	7 years % pa	10 years % pa
Spirit Super	8.80	4.80	6.01	6.72	7.53
Relative to median	-0.07	0.08	-0.14	0.01	0.55

**Returns above peer median.** | **Returns below peer median.**

<sup>15</sup>Net return is the return after administration and investment fees and costs, transaction costs and taxation for a representative member with an account balance of \$50,000. Source: SuperRatings Fund Crediting Rate Survey [SR50 Balanced Index (60-76)] to 30 June 2024 including products that have the approximate ratio of 60-76% growth assets which is the most appropriate comparison to the Spirit Super MySuper product. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns.

## MySuper product investment options – investment risk

Spirit Super has undertaken internal modelling of expected risk and returns across asset classes, drawing on market assumptions provided by the investment consultant and metrics reflecting the portfolio construction of Spirit Super’s asset classes. This modelling is used to construct an expected distribution of returns for each investment option to assess the risk of any option generating a negative return in a 20-year period, referred to as the standard risk measure.

The following table provides modelling undertaken in 2024 for the MySuper product based on Spirit Super’s asset class assumptions and compared the output with the standard risk measure disclosed in Spirit Super’s *Member guide* (PDS) at 30 June 2024.

### Assessment of standard risk measure as at 30 June 2024<sup>16</sup>

Option	Number of negative years in any 20-year period	
	Target standard risk measure	Standard risk measure
Spirit Super MySuper	3 to less than 4 years	3.6

**Standard risk measure within target range.**

**Standard risk measure outside of target range.**

<sup>16</sup>Investment returns aren’t guaranteed. Past performance isn’t a reliable indicator of future returns.

The following compares standard deviation of the MySuper product as a measure of volatility in returns relative to comparable options over 1, 3, 5, 7 and 10 years.

### Standard deviation<sup>17</sup> as at 30 June 2024

	Spirit Super % pa	Median % pa
1 year	5.76	5.76
3 years	6.14	6.14
5 years	7.05	7.53
7 years	6.48	6.75
10 years	5.94	6.20

**Standard deviation below peer median.**

**Standard deviation above peer median.**

<sup>17</sup>Source: SuperRatings Fund Crediting Rate Survey – Accumulation Volatility and Risk-Adjusted Return Survey – June 2024.

### Assessment factors

Assessment factors determine whether the level of risk, additional benefits, services and facilities, and default insurance associated with our MySuper, product is affordable and appropriate to members holding this product.

Further, an assessment of the scale, operating costs, and the basis for setting fees has been undertaken to determine that they didn’t cause disadvantages or inappropriately affect the financial interests of our members.