

ION THE MONEY

With the 2023
MySuper of
the Year Award
winner, tomorrow's
looking super.

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information on how to
update your contact details.

**YOU'RE WITH THE TOP
VALUE-FOR-MONEY
SUPER FUND AND A
SMOOTH OPERATOR.**



A word from our CEO

It's with great pleasure that I write my inaugural CEO update for our member magazine, *On the Money*. As the newly appointed CEO of CareSuper, I'm honoured to lead this top-performing fund* and look forward to help shape CareSuper's continued success.

In this edition, we meet Nanice who shares how accessing financial advice through CareSuper has helped her financial future, and I extend my thanks to Nanice for sharing her story with us all.

Despite another year of challenging investment markets, our Balanced (MySuper) investment option returned 9.05% for the financial year to 30 June 2023, and 9.59% for pension members invested in the Balanced option. On page 8 our Chief Investment Officer, Suzanne Branton, talks about the factors influencing returns and how our investment strategy helped deliver this strong growth.

Our unique investment strategy has proven to outperform over the long-term, including during uncertain markets. That's why we were thrilled to win the SuperRatings MySuper of the Year and the Smooth Ride Awards at the 20th Lonsec and SuperRatings Fund of the Year Awards late last year. SuperRatings has recognised CareSuper as having the top value-for-money default super investment option (where we invest your super if you haven't made an investment choice) as well as for protecting our members' super over the long term.

I'm also pleased to confirm we have entered a binding agreement to merge with Spirit Super, which will create a fund with more than 500,000 members and almost \$50 billion in funds under management. This comes after an extensive due diligence process, with the merger expected to be completed by late 2024. Until that time nothing changes for the members of both funds, but rest assured we'll be keeping you informed as more information becomes available. This strategic decision aims to combine the strengths and resources of both funds, enhancing the benefits and

services offered to our members. By leveraging our expertise and scale, we'll be well positioned to navigate the evolving superannuation landscape. The merger will aim to deliver continued value for you through the creation of a truly competitive mid-size fund that also provides a compelling alternative to the larger funds.

Your trust in CareSuper as your chosen super fund is a testament to our commitment to delivering strong long-term returns and financial security to help you enjoy a brighter future.

I hope you enjoy the read.

Warm regards,



Michael Dundon
CareSuper CEO



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FULL CIRCLE WELL-BEING

Discover 360Health – your end-to-end health solution.

Discover how we care about your future

As your dedicated super partner, we're here to provide you the support and expertise to help you build a secure financial future, so you can live your best life after work.



STRONG LONG-TERM PERFORMER

We're one of Australia's best performing funds. Our Balanced (MySuper) option is a top performer over 10, 15 and 20 years.*



LOW FEES

Our low fees help deliver value, which means more super for you.



WINNER MYSUPER OF THE YEAR AWARD 2023

We're recognised as having the best value-for-money default investment option across super funds.



OUTPERFORM AND OUTPROTECT

Our unique active investment philosophy is designed to simultaneously grow and protect your savings in market ups and downs.



ADVICE OPTIONS TO HELP YOU

Take control of your financial future and seek advice from our experts at no extra cost.



AWARD WINNING

Independent ratings agency SuperRatings, has rated us a platinum fund for 19 years in a row.



RESPONSIBLE INVESTING

How your super is invested matters – both from a financial and sustainable point of view.



RUN JUST FOR YOU

As a top profit-to-member Industry SuperFund, our returns are all for you.



COMPLETE SUPER AND RETIREMENT OFFERING

We have a complete range of benefits and options to maximise your super and retirement income.



*SuperRatings Fund Crediting Rate Survey, SR50 Balanced (60-76) Index, June 2023. Past performance is not an indicator of future performance.

Taking the leap: Nanice dances into financial security

Discover how Nanice found peace of mind and financial control by accessing advice through her super.



Meet Nanice
CareSuper member
since 1990.

When it comes to managing finances, many of us tend to prioritise the needs of others over our own. Nanice, a vibrant 68-year-old from suburban Melbourne, understands this all too well. With a successful career in the medical and accounting fields, Nanice has spent most of her working life looking after other people's finances. However, a turning point came earlier this year when she decided it was time to take control of her financial future, leading her to seek advice from CareSuper.

Dancing and music have always been an essential part of Nanice's life, along with her family, including her beloved grandchildren. Having spent her life dancing various styles, from classical ballet to rock 'n' roll, Nanice understands the importance of rhythm and movement. And following her financial advice experience with CareSuper, she now approaches her retirement journey with the same zest and enthusiasm.

Motivated by a friend's positive experience with a financial planner, Nanice contacted CareSuper to explore her advice options. What began as a single advice phone call

(available to all CareSuper members at no extra cost*) to discuss her super account, soon turned into comprehensive advice^ and an enlightening journey that surpassed her expectations.

"I couldn't speak more highly of the way my CareSuper financial planner treated me and the respect they gave me. It's been a really good experience." Nanice enthused.

Nanice and her financial planner delved into various aspects of her financial situation, from understanding her options around taking an income from her super in retirement, to realising some tax benefits. With CareSuper's guidance, she made informed decisions about her mortgage, offset accounts, and how her super is invested. Nanice explains, "I wasn't even aware of the tax benefits, and all of the advice recommendations have made quite a big difference for me."

Through CareSuper's comprehensive approach, Nanice now has a customised financial plan, aligned with her goals and values. She feels confident about her financial future and has discovered a newfound sense of peace and control.

"I WOULD RECOMMEND GETTING FINANCIAL ADVICE TO ANYBODY."



WANT PEACE OF MIND? If you want financial security and peace of mind like Nanice, scan the QR code or visit caresuper.com.au/advice to book a call-back with one of our financial planners at no extra cost.*

The opinions expressed are those of the member and do not necessarily reflect CareSuper's policies or opinions.

*Financial advice obtained over the phone, or through MemberOnline, is provided by Mercer Financial Advice (Australia) Pty Ltd (MFAAPL) ABN 76 153 168 293, Australian Financial Services Licence #411766.

^Advice is provided by one of our financial planners who are Authorised Representatives of Industry Funds Services Limited (IFS). IFS is responsible for any advice given to you by its Authorised Representatives. Industry Fund Services Limited ABN 54 007 016 195 AFSL 232514.

A spotlight on insurance

PROTECTION FOR YOU AND YOUR LOVED ONES

As a member, you have access to flexible and reliable insurance cover. By offering this affordable and convenient safety net, we aim to give you peace of mind and reassurance, knowing that you have the necessary cover if the unexpected was to happen. You can apply for three types of insurance cover through your super:

- Death insurance (also known as life insurance)
- Total and permanent disablement (TPD) insurance, and
- Income protection insurance.

DELIVERING MORE VALUE FOR YOU

As part of our regular review of our insurance offer, we've looked at the competitiveness, complexity and overall value we offer you. In our 1 April 2023 review, we reduced our insurance fees for the majority of members — meaning more super for you. The changes we've made are also good news if you have death, TPD cover and income protection, because you'll now be covered for longer.

Plus, we've made it easier for new parents to apply for the insurance fee waiver. If you'd like to have your insurance fees waived while you're on parental leave, you can now apply before or during your leave, or within 6 months of returning to work. To learn more about our latest insurance changes, visit caresuper.com.au/insurancechanges.

Approx. **85%** of our members are now paying less for their insurance cover.

HOW TO CHECK AND UPDATE YOUR INSURANCE

You have plenty of choice when it comes to tailoring your insurance cover. Log in to **MemberOnline** at caresuper.com.au/login to view or update your insurance, or complete and return the relevant form.





Investing in a better future

Our plan to get your super to net zero by 2050.

At CareSuper, we genuinely care about making a positive difference in your life and setting you up for a better future. That's why we're fully committed to ensuring that our investment portfolio achieves net zero carbon emissions by 2050.* By actively working towards this goal, we work to provide you with a greener and more sustainable investment approach, while still aiming to deliver consistently strong long-term returns, so you can retire with confidence.

NET ZERO EXPLAINED

Net zero refers to an overall balance between the amount of greenhouse gas emissions released into the atmosphere and those taken out. We reach net zero when the amount we add is no more than the amount taken away.

WHAT NET ZERO MEANS FOR YOU

Our net zero approach will apply across all our managed and asset class investment options. This means your super will be working to help create a brighter future, no matter which investment option(s) your super is invested in.* The best part? You don't have to do anything.

In pursuit of net zero, our investment objectives haven't changed and we continue to work at providing the best financial outcomes for you over the long term.



*Excludes Direct Investment option.

DITCH THE MAILBOX, EMBRACE THE INBOX AND STAY CONNECTED!

See back page for information on how to update your contact details.

You can learn more about our Net Zero Roadmap by visiting caresuper.com.au/netzero

Recent super changes and what they mean for you

Your retirement gets a boost

SUPER GUARANTEE RATE INCREASED

The super guarantee (SG) rate increased from 10.5% to 11% effective 1 July 2023. If there are no future delays, the SG rate is on track to increase to 12% by 2025. Check if you're receiving the right amount of SG by logging in to MemberOnline at caresuper.com.au/login.

SMALLER HOME BIGGER SUPER – NOW SOONER

Downsizing the family home is often part of the longer-term financial plans for many Australians. From 1 January 2023 the eligibility age to make a downsizer contribution decreased to 55. This means if you're age 55 or older, you might be able to make a downsizer contribution of up to \$300,000 (\$600,000 for couples) from the sale of your primary residence into your super account (if eligible).

These are just a few of the recent changes. For a full snapshot of all changes, visit caresuper.com.au/superchanges2023.



UNLOCK YOUR FINANCIAL CONFIDENCE

Explore essential topics, gain knowledge, and make informed financial decisions. Visit caresuper.com.au/education-hub.

See how your super is tracking

Want to know if you're on track for a comfortable retirement? Try our caresuper.com.au/retirementincomecalculator to get a picture of how much super you may have when you finish working.

It's handy to know you have plenty of options when it comes to boosting your super. Visit caresuper.com.au/contributiontypes to get started.



Investment update

STRONG GROWTH FOR YOUR SUPER



Suzanne Branton
Chief Investment Officer

The 2022/23 financial year delivered strong returns for our members, despite high inflation and rising interest rates.

CareSuper's Balanced option achieved a strong return of 9.05% for super members and 9.59% for pension members for the financial year ended 30 June 2023.

These are great results considering the economic uncertainty we faced during the past financial year.

WE'VE CONTINUED TO DELIVER COMPETITIVE RETURNS WITH LESS RISK

A key part of our investment approach is to protect our members' savings when markets are volatile and uncertain. Delivering a high return with less risk is a big challenge, and it's a feat we've achieved year after year.[#]

We've been awarded the 2023 Smooth Ride award* from SuperRatings, which recognises our measured approach to investing and how we take advantage of gains in the market while protecting our members' money.

We're also ranked number 1 for the risk-adjusted return of our Balanced option over 7 and 10 years by SuperRatings.[^] This is in recognition of how we carefully balance the risk we take when investing to achieve strong returns for our members.

THE IMPORTANCE OF A LONG-TERM VIEW

Our Balanced option's strong positive return is a reminder to members that super is about the long-term, with short-term returns fluctuating significantly over the last several years.

Our Balanced (MySuper) option has delivered an average return of 8.04% annually, over the past 10 years, which puts us in the **top 10 performing funds in Australia** according to SuperRatings.[^]

The Balanced option also performed strongly over 15 and 20 years and was also in the top 10 over these periods.[^]

The outlook for the coming year suggests that market volatility could continue but our investment strategy remains the same: We'll keep focusing on the long-term.

We know our members continue to face pressures with the rising cost of living and we can reassure you that our team of investment professionals are actively working to protect your balance while maximising returns.

OUR ACTIVE INVESTMENT STRATEGY IS DESIGNED TO SMOOTH OUT THE UPS AND DOWNS OF MARKET CYCLES, AND IT'S WHY WE'RE SUPERRATINGS' SMOOTH RIDE AWARD WINNER FOR 2023.*



[#]Past performance is not a reliable indicator of future performance, and you should consider other factors before choosing a fund or changing your investments.

^{*}Product ratings are only one factor to be considered when making a decision. SuperRatings does not issue, sell, guarantee or underwrite this product. Go to superratings.com.au for details of its ratings criteria.

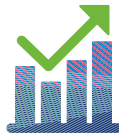
[^]SuperRatings Fund Crediting Rate Survey – SR50 Balanced (60-76) Index, June 2023.

STAY FOCUSED ON THE LONG TERM

Always bear in mind that your super is a long-term investment.[#] Our investment philosophy combines diversification and an active management approach, to provide you with consistent, strong long-term returns.



“ **TOP 10 PERFORMING SUPER FUND**
Our Balanced (MySuper) option is ranked in the top 10 performing super funds over 10, 15 and 20 years.[^]



HERE'S HOW CARESUPER PERFORMED TO 30 JUNE 2023*

RETURNS FOR SUPER MEMBERS (ACCUMULATION) TO 30 JUNE 2023*

Managed options	1 year (%)	5 years (% p.a.)	7 years (% p.a.)	10 years (% p.a.)
Balanced (MySuper)	9.05	6.17	7.50	8.04
Growth	11.70	6.95	8.54	8.95
Alternative Growth	9.02	5.80	7.14	7.77
Sustainable Balanced	9.18	7.15	7.66	7.99
Conservative Balanced	7.77	4.31	5.36	5.85
Capital Stable	5.51	3.34	4.17	4.74
Asset class options	1 year (%)	5 years (% p.a.)	7 years (% p.a.)	10 years (% p.a.)
Overseas Shares	17.79	7.95	9.99	10.70
Australian Shares	15.00	7.48	9.66	9.16
Direct Property	-2.18	5.65	7.66	8.50
Fixed Interest	1.14	0.75	1.10	2.14
Cash	2.57	1.22	1.44	1.81
Capital Guaranteed	1.71	1.19	1.32	1.61

RETURNS FOR PENSION MEMBERS TO 30 JUNE 2023*

Managed options	1 year (%)	5 years (% p.a.)	7 years (% p.a.)	10 years (% p.a.)
Balanced	9.59	6.58	8.07	8.68
Growth	12.13	7.50	9.21	9.76
Alternative Growth	9.50	6.16	7.76	8.35
Sustainable Balanced	9.60	7.90	8.47	8.81
Conservative Balanced	8.16	4.74	5.92	6.48
Capital Stable	6.18	3.68	4.60	5.27
Asset class options	1 year (%)	5 years (% p.a.)	7 years (% p.a.)	10 years (% p.a.)
Overseas Shares	18.97	8.65	11.08	11.74
Australian Shares	17.09	8.42	10.83	10.39
Direct Property	-2.72	5.94	8.29	9.32
Fixed Interest	1.37	0.83	1.27	2.46
Cash	3.02	1.44	1.70	2.10
Capital Guaranteed	2.14	1.46	1.62	1.92

The long-term returns shown in these tables may differ from your actual returns. The returns shown are compound average annual returns (after fees and indirect costs and tax) and have been rounded to two decimal places. All net investment returns are reflected in the sell price of each investment option.

[^]SuperRatings Fund Crediting Rate Survey, SR50 Balanced (60-76) Index, June 2023.

^{*}Past performance is not a reliable indicator of future performance, and you should consider other factors before choosing a fund or changing your investments.

Receive a tax-effective income *in retirement*

Retirement is a significant milestone, and it's essential to plan for it well in advance.

If you're planning to reduce your working hours or finish work altogether, deciding how you'll pay yourself an income in retirement is a big decision. We understand this and offer three retirement income solutions to help you achieve your financial goals.

TRANSITION TO RETIREMENT (TTR)

Still working but want to start winding down your hours? You could use our TTR strategy to reduce your working hours and keep the same cash flow and lifestyle.

CARESUPER PENSION

Fully retired? Stay with CareSuper and turn your super into a regular income while making the most of investment returns and tax benefits, without the stress of managing your money on your own. Once you're age 60 or over your income is tax-free.

GUARANTEED INCOME PRODUCT

Want more protection against investment volatility? Have the security of a fixed income, no matter how the market performs or what happens with inflation. You can choose guaranteed payments for a fixed period or for your lifetime (and your partner's, if you have one).

Learn more about the choices available to you at caresuper.com.au/retirement.

If you need help working through your income options, we can help you understand your choices and develop a plan.

Call **1300 360 149** to get started.



Stay connected to your super

With MemberOnline you can securely and effortlessly stay updated on your super anytime, anywhere.

INSTANT ACCESS

View your super balance, recent contributions, fees and deductions, insurance, investments, and annual statements via your personal dashboard.

UPDATE YOUR DETAILS

It's quick and easy to update your personal information, including your contact details, adding your tax file number (TFN) and nominating one or more non-binding beneficiaries.

COMBINE YOUR SUPER

Multiple accounts mean multiple sets of fees. Benefit from having all your super with CareSuper: a strong, long-term performer. Find and combine your super in 3 steps.

SWITCH INVESTMENT OPTIONS

Tailor your investment strategy with a choice of 12 investment options, plus a Direct Investment option.

REGISTER OR LOG IN NOW

Scan the QR code or visit caresuper.com.au/login.



Get a super health check

Take advantage of the advice services included in your membership.

Whether you've just started your first job, wanting to maximise your savings, or taking steps to start thinking about your retirement, we can help you sort out your super by providing advice over the phone. It's part of your membership and there's no cost involved.*

A QUICK CALL TO SORT YOUR SUPER

The best way to sort your super is to make sure it's working hard for you. You can get help and advice on:



The basics of super



A review of how your super is invested



If you're on track for retirement with a retirement projection



How much insurance cover you might need



Understanding the power of adding to your super



Tips to make the most of your super so you can live your best life after work

CALL US ON **1300 360 149** TO GET STARTED.

*Financial advice obtained over the phone, or through MemberOnline, is provided by Mercer Financial Advice (Australia) Pty Ltd (MFAAPL) ABN 76 153 168 293, Australian Financial Services Licence #411766.

Full circle well-being for you and your family

360HEALTH: OUR VIRTUAL CARE PROGRAM

In today's fast-paced world, maintaining good health is important for individuals and families alike. 360Health is our end-to-end health solution that focuses on you and considers your mental, physical and social health, as well as work factors. It's provided through our insurer MetLife and is available to all members of CareSuper (and your spouse and children). For more information, visit caresuper.com.au/360Health.



Embrace the power of digital

Say goodbye to snail mail. Embrace the speed and convenience of digital communication and stay connected!

By going digital, you'll help save trees and reduce your paperwork. Better still, you'll benefit from enhanced security features on important documents like your annual statement – as you'll need to prove your identity before you can access it. And if you move a lot, knowing we communicate updates about your super via email can provide you with peace of mind.

The most secure way to provide your email address and mobile number is by calling our friendly Australian based call centre on **1300 360 149** – ensuring you never miss important notifications about your super.

Everything you need delivered to your inbox



Stay informed



Easy access to information



Enhanced security



Green friendly



Personalised communications



Less paperwork



Get in touch

Visit caresuper.com.au
Call 1300 360 149
Email caresuper.com.au/getintouch
Post CareSuper
Locked Bag 20019
Melbourne VIC 3001

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CARE Super Pty Ltd (Trustee)
ABN 91 006 670 060 AFSL 235226
CARE Super (Fund) ABN 98 172 275 725



Grange Offset is PEFC certified. Manufactured in facilities with ISO 14001 EMS certification and made elemental chlorine free with ISO 9706 Longlife certification.