



Annual Members' Meeting

Date 23 November 2021
Time 6:00pm
Venue via Videoconference

The meeting commenced at 6:00pm.

Welcome

Co-Chair M. Radda declared the meeting open and welcomed everyone.

The Meeting acknowledged the Traditional Owners of the many lands that the meeting is held on and paid our respects to the Traditional Owners from all those lands, their Elders past and present.

He advised that the meeting was being recorded.

Attendance & Apologies of note

Co-Chair M. O'Connor noted that the First Super directors as well as our Associate director were in attendance. They are listed below, along with the panellists including the Fund's Auditor and First Super's staff.

First Super Directors	
Michael O'Connor	Co-Chair – Member Representative
Mike Radda	Co-Chair - Employer Representative
Frank Vari	Member Representative
Scott McDine	Member Representative
Denise Campbell-Burns	Member Representative
Anthony Pavey	Member Representative
Janet Gilbert	Employer Representative
Robyn Burns	Employer Representative
Dean Brakell	Employer Representative
Candy Broad	Independent
Tim Chatfield	Independent
Casey Thompson (Associate)	Member Representative
First Super Staff	
Bill Watson	CEO
Michelle Boucher	Deputy CEO
Maxine Jacona	Executive Manager Governance/Company Secretary
Andrew Jewell	Executive Manager Financial Advice and Education
Laurie Kennedy	Risk Manager
Rebecca Stewart	Minute Taker
Con Salaoutis	Compliance Officer
Rachael Voskresensky	Meeting Organiser
Invited	Company Represented
Craig Jenkins	Partner and external auditor, BDO



He also welcomed the 30 members and staff who had attended.

Agenda

An outline of the agenda was provided

- 6.00pm: Welcome
- 6.05pm: Fund update
- 6.15pm: Chief Executive Officer report including an investment update
- 6.30pm: Questions from members
- 7.00pm: Meeting concludes

How to ask Questions

M. Radda advised the meeting on how to ask questions and encouraged them to do so. However, he noted that personal advice or member specific details would not be able to be addressed in this forum. Any questions unable to be answered will be personally addressed in the coming days.

Meeting Minutes

The Annual Members' Meeting minutes will be published on the website no later than 10 December 2021. This will include any responses to questions that the panel members were unable to answer or took on notice at the time.

Disclaimers

The general advice and disclaimer warning was advised to the meeting.

Fund Update

M. O'Connor provided the Board report to the meeting covering several items.

Firstly, he noted the Fund's commitment to ensuring members retire with the maximum superannuation savings amount possible.

He noted that the Fund's long-term results were very good but that all of those involved in First Super were not going to rest on the historical returns, and they would continue to work hard to achieve the best possible returns.

The team works together to:

- Maximise returns;
- Minimise costs - which are reviewed constantly; and
- Provide services – through providing the right insurance coverage, and entitlements, financial planning advice, coordinators attending to assist employer needs and members, including support for any worker that has a redundancy.

He noted that some funds compromise on service, but First Super prided itself on delivering additional support and benefits to members with these services.



KiwiSaver is also a new service offering available to New Zealanders who wished to bring their savings to Australia. This is a unique service that is only provided by several funds. The Fund also aims to be ethical. From the way we treat members, staff, service providers to the way money is invested. Environment Social and Governance (**ESG**) factors are all considered by the Trustee office, staff and the Investment Committee and the Board.

Finally, he noted how all those involved in the Fund had had to find different ways of working during COVID. They were difficult times and he thanked all the staff for working through that period.

M. O'Connor again thanked everyone for joining the meeting and introduced the Fund's CEO, Bill Watson.

CEO and Investment Update

The CEO, B. Watson, reiterated the Fund's commitment to providing a dignified retirement to all members.

In regard to investment returns, he noted that the Board's strategy was to be defensive because of the unknown COVID environment. However, the Board did not expect the highest returns ever, with the Fund returning 14.73% in 2020/2021 for the Balanced investment option which was within the top 25% of SuperRatings' results.

The second part of the early release scheme in the second half of 2020 enabled 7,915 Members to gain access to their super with an average of \$8,200 being withdrawn.

Director changes in the year were as follows:

- Alex Millar resigned November 2020
- Lisa Marty resigned 31 December 2020
- Dean Brakell was appointed from 1 January 2021
- Anthony Pavey was appointed from 1 January 2021
- Casey Thompson (an associate director) was appointed from 1 January 2021.

Directors re-appointed during the year were: Denise Campbell-Burns, Janet Gilbert, Scott McDine, and Candy Broad.

He thanked staff for their work throughout the year and passed on his best wishes to those who had retired or left for other opportunities.

New staff were welcomed, particularly the new Deputy CEO, Michelle Boucher, who has extensive super experience and a real passion for members.

The pandemic also meant that the Fund had to change its communications with: website updates, retirement webinars, FirstTalk online videos and member statements.

He also drew attention to two teams:

- the Financial Planning team and the services that they provide to members.
- the Coordinators – thanking them for doing welfare checks on many members.

The CEO advised the meeting that over the next 12 months, First Super will have a focus on ESG matters which will also include membership of the 30% Club, UN Global Compact and modern slavery considerations.



He also noted that Administration fees were reduced by 17% from 1 November 2021 and that the Board had made a change to the Strategic Asset Allocation of its assets which will be made in December 2021.

There will be a continued focus to ensure a quality insurance offering and he noted that KiwiSaver is an important option available to Members who had retirement savings in New Zealand.

The CEO thanked the Board for their governance over the year, the work of the Trustee Office staff, Member and Employer Coordinator Services, the Administrator, the Custodian and Asset consultant, and the Insurer who have all worked hard to assist members and employers.

He also thanked members for continuing to be a member and for joining the meeting tonight.

Questions

The CEO encouraged questions via the Q&A icon located at the bottom of their screen.

The following questions and responses were noted:

Q – Is there a mobile application in the pipeline?

Response from Deputy CEO, Michelle Boucher

She noted that the Fund was looking into options of an application and encouraged Members to continue to express their interest.

Q – How can I access my super, I am over 65?

Response from Executive Manager Financial Advice and Education, Andrew Jewell

He noted that superannuation had conditions of release, which once met, enabled members to gradually draw down or take a lump sum payment which is tax free.

Q – Why has my insurance been cancelled?

Response from Chief Executive Officer Financial Advice, Bill Watson

He advised that this was an unintended consequence of legislation to reduce the cost of super. The new legislation says that after 16 months without contributions, the fund is required to cancel insurance unless otherwise advised by the member.

Q - Can you accept KiwiSaver?

Response from Executive Manager Governance, Maxine Jacona

She advised that First Super is one of the very few super funds that can accept KiWi Saver accounts.



Q – I’ve heard there is “free money” available from the Government?

Response from Executive Manager Financial Advice and Education, Andrew Jewell

He noted that the Government provides super co-contributions to help eligible people boost their retirement savings. If you're a low or middle-income earner and make personal (after-tax) contributions to your super fund, the Government may also make a contribution (called a co-contribution) up to a maximum amount of \$500. The amount of government co-contribution you receive depends on your income and how much you contribute.

Q – The Fund is quite small, are we sustainable?

Response from Chief Executive Officer Financial Advice, Bill Watson

He advised that this was an item that was top of the Board’s mind which kept them focussed on maximising returns, minimising costs, and providing quality and value-for-money services.

The size of the Fund was noted as an advantage as all of our Directors know Members and are more connected and enabled a great degree of contact with our Members.

Co-Chair, M. O’Connor repeated the Board’s intentions to obtain the best possible outcome for Members and were not worried about the pressure from external influences.

Q – What is the maximum amount I can contribute?

Response from Deputy CEO, Michelle Boucher

You can contribute up to \$27,500 per year into your superannuation at the (pre-tax) concessional rate.

There are also bring-forward rules which allow you to advance your non-concessional contributions caps from a three-year period and use them over a shorter period – either all at once or as several larger contributions. From 1 July 2021, the annual general non-concessional (after-tax) contributions cap is \$110,000.

Q – How can I make a complaint?

Response from Executive Manager Governance, Maxine Jacona

She advised that First Super accepts complaints through any channel online via website, by phone, email, social media, and letter.

Q – Do I need to notify the fund if I am claiming a personal tax contribution?

Response from Executive Manager Financial Advice and Education, Andrew Jewell

He noted that it was important to follow the process of claiming a personal tax deduction for your personal contributions to super by advising the Fund of your intentions (A Notice of Intent to Claim), receiving an acknowledgement from the Fund before advising the ATO.



Q – *What role do the coordinators have?*

Response from Chief Executive Officer Financial Advice, Bill Watson

The Coordinators are a team that provides face-to-face services to Members, their families, and our Employers in locations around Australia. It is possible to make an appointment with a Coordinator by calling our contact centre.

Q – *EISS has been in the media of late, is First Super in the same situation?*

Response from Chief Executive Officer, Bill Watson

He advised that again because of the small size of the Fund, the Board had strict oversight of all expenditure decisions. First Super did not sponsor professional sport. Related party expenses are disclosed on the website.

Co-Chair, M. O'Connor added that the Fund did not spend a lot on sponsorship. Any sponsorships tended to be community-based sponsorships e.g., Mt Gambier community sport.

There were no questions of the auditor.

Conclusion

Co-Chair, M. Radda thanked everyone for attending and committed to maximising outcomes for Members.

The Co-Chair thanked Directors for their work through another tough year. He acknowledged that the Board was well supported by our Administrator Super Benefits Administration, the CFMMEU's Member and Employer Services Coordinators, asset consultant Frontier Advisors and Trustee Office staff.

He also thanked the meeting organiser, Directors, our Auditor and Members for attending.

The meeting was closed at 6:43pm.

A handwritten signature in blue ink, appearing to be 'Bill Watson', is written over a horizontal line.

Signed

Friday 10 December 2021

Date