

LUCRF Super launches its Clearing House – a free service for contributing employers

LUCRF Super has launched its Clearing House which makes complying with the new SuperStream data standards easy for employers. We tell you what you need to do to comply and how we can help.

Under the government's SuperStream reforms, new data and payment standards will be phased in from 1 July 2014.

What you need to do

From 1 July 2014, you can start complying with SuperStream by:

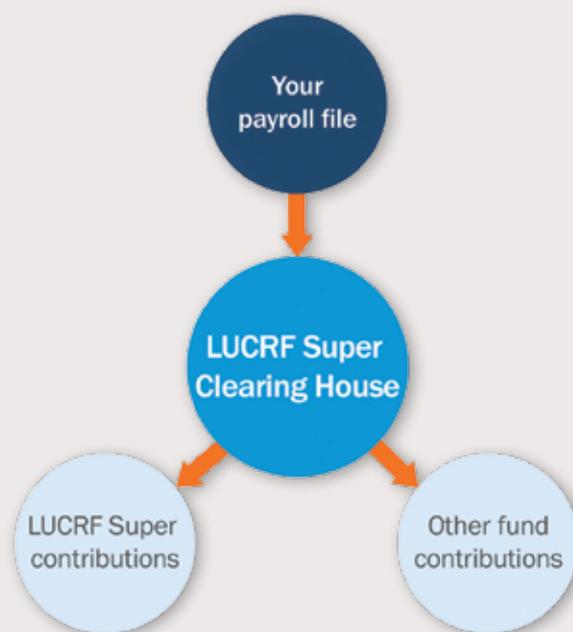
- Submitting all data and contribution payments to all super funds in one standard electronic format, as specified by the Australian Taxation Office (ATO)
- Submitting up-to-date employee contact details (mobile phone number and email address)
- Using a unique identifier for all transactions (so they can be traced)
- Sending data and payments on the same day
- Not sending paper remittances and cheque payments, and
- Upgrading your payroll software and/or ensure your payroll provider is able to comply with the new standards.

SuperStream is simple with the LUCRF Super Clearing House

Whether you are a small or large employer, the LUCRF Super Clearing House can help take the complexities out of the new data and payment standard.

Send us your data and payment and we will distribute individual records and payments to your employees' super accounts – no matter which super fund they are with.

It is that simple!



The LUCRF Super Clearing House takes the stress out of superannuation compliance and allows you to meet your superannuation obligations as an employer, while giving you more time to focus on your business.

What's more, the Clearing House is **free of charge** for all LUCRF Super contributing employers.

Find out more

Start taking advantage of the free Clearing House service now. Speak to our dedicated SuperStream consultants Angela or Cathy – call **1300 130 780**.

The natural choice in health and wellbeing

We recently visited Dan Han, Assistant Accountant and Payroll Officer at FGB Natural Products, and LUCRF Super contributing employer.

FGB Natural Products is an independently owned and operated Australian pharmaceutical company, specialising in the manufacture and distribution of natural products throughout the country and internationally.

Dan has been with the company for ten years and says she enjoys what she does. "Everyone is really friendly – it's a positive and stimulating workplace," she said.

FGB's products include household names like Bosisto's eucalyptus, lavender and tea tree oils, Eucyrub and Hypol cough syrups. It is also the Australian distributor for well-known products including Vicks, Braun and Busby Natural Oils. The company has doubled in size over the last ten years and Dan says the key to FGB's success is its commitment to quality and innovation.

"The company invests in quality ingredients and has its own eucalyptus plantation just outside Bendigo in central Victoria. More and more, people are turning to quality natural products and our marketing is very specific around that. Not many manufacturers are doing that," she said.

A family owned company since 1867, FGB Natural Products has a proud history of supporting the community. Each year FGB participates in Australia's Biggest Morning Tea, raising essential funds for the Cancer Council, with the company matching staff donations dollar-for-dollar. It also proudly sponsors activities in communities in which it operates.



Dan Han, LUCRF Super employer

Away from the office, Dan is a keen cyclist and loves getting outdoors. "I love the beach and spending time with family," she said.

When it comes to superannuation, Dan trusts LUCRF Super to keep her informed of all the latest changes to super regulations and processes.

"I use LUCRF Super's clearing house to distribute our employees' superannuation payments and data to LUCRF and other super funds."

Part of Dan's role at FGB involves managing the superannuation processing for the company's 70 staff, and she says the process is always smooth with LUCRF Super.

"I have dealt with LUCRF for more than ten years and they have always made things easy for me. Now with the introduction of the Superstream changes, I know that LUCRF is there for me, every step of the way."

Investing in Queensland

LUCRF Super proudly showcased its newly renovated Queensland headquarters to employers and members at a gathering in Brisbane.

Hon Ms Anastacia Palaszczuk, Leader of the Opposition officially opened the refurbished premises, which is home to LUCRF Super and the National Union of Workers in Queensland.

LUCRF Super CEO, Greg Sword AM said, "This is a great step forward for LUCRF Super and demonstrates the Fund's commitment to Queensland. The refurbishment means our team has a fresh and welcoming space where they can engage with our members and employers."

The work undertaken involved upgrading services and amenities, replacement of the building's façade, internal reconfiguration and roof refurbishment. The result is a bright and airy space which includes office space, meeting rooms, a board room and state-of-the-art training rooms.

"The Cribb Street office location is convenient, central and close to public transport with accessible off-street parking. It made sense to make this investment in our existing premises to set the Fund up for a strong future in Queensland," said Mr Sword.



LUCRF's MySuper Balanced product stacks up

2013/14 has been a relatively buoyant year for superannuation funds so far, with accounts averaging double digit returns for the financial year to date (FYTD).

The Australian equity market has performed strongly with the S&P/ASX200 Index returning an impressive 13% over the past 12 months.

At the same time, superannuation funds' Balanced accounts median returned a strong 12.39% for the period. LUCRF's MySuper Balanced account returned a solid 11.43%* for the period 1 July 2013 to 30 April 2014 and over the same period outperformed the Master trust (retail funds) median by 1.31% (see table right). Over the longer-term, LUCRF outperformed its retail counterparts by 1.36% over the rolling 10 year period.

Super accounts*			
Option name	FYTD	Rolling 1 year	Rolling 10 year
LUCRF MySuper – Balanced	11.43%	11.69%	6.80%
Master trust (retail funds) median	10.12%	9.74%	5.44%

*Source: SuperRatings Fund Crediting Rate Survey – SR50 Balanced (60-76) Index – April 2014. Note: past performance is not a reliable indicator of future investment returns.

Australian and International equity markets have underpinned the recent positive returns for superannuation funds, with company earnings improving and overseas markets rallying. In particular, the US market has been one of the strongest performers over the last 12 months.

LUCRF launches mobile app

We are excited to announce the launch of the LUCRF Super mobile app for for iPhone, Android and BlackBerry.

Members can now access their superannuation accounts via their smartphones wherever and whenever they want – 24 hours a day, seven days a week.

LUCRF Super CEO, Greg Sword AM said, “We developed the app to meet the growing needs of our members who are increasingly wanting to access their accounts via their mobile devices. Having an app gives LUCRF members even greater control of their super.”

Members can use the app to notify LUCRF Super when they change jobs, start the rollover process and view the latest crediting rates to see how their investments are performing – all at the tap of a screen.

“What sets it apart from other apps in the market is the inclusion of The New Daily as a tailored news feed direct to mobile, free of charge. Members can access the latest news, sport and money updates where and when they want it,” said Mr Sword.



Key features

Members can:

- ✓ Access their account and update their contact details
- ✓ View their account balance and see how their investments are performing
- ✓ Check to see if their super has been paid
- ✓ Tell us when they change jobs or stop work
- ✓ Begin the rollover process.

Plus

Get the latest news, sport, money, lifestyle and entertainment updates with **The New Daily**.

Download the app now!

Search for 'lucrf' in the app store or visit lucrf.com.au



Supporting the community

The Community Partnership Trust, a superannuation industry-first initiative, was established in November 2010 and since then has awarded 19 grants to community groups, benefiting disadvantaged people in communities across Australia.

At a March event in Melbourne, Director of St Vincent's Health Australia, Sr Maryanne Confoy RSC announced the Community Partnership Trust's support for two new programs – Lentara UnitingCare's Asylum Seeker Women's Group and Spectrum Migrant Resource Centre's Kick to Connect project.

The Asylum Seeker Women's Group supports women living lawfully in the community while their claims for protection are being assessed.

Spectrum Migrant Resource Centre's Kick to Connect project seeks to involve newly arrived youth in local sporting activities such as Aussie Rules football. The program aims to enhance social cohesion and foster increased participation in Australian society.

LUCRF Super CEO, Greg Sword AM said, *"I am pleased we can continue the great work of the past four years by supporting two new projects in Victoria. We aim to make a real difference in people's lives and to inspire others to do the same because so many people in our community are in need."*



Get involved...

To find out more about the Community Partnership Trust and see how you can get involved, visit lucrfcpt.org.au

Changes to Privacy laws

Reforms have recently been made to the privacy laws which govern how we handle and process your personal information. We have created a new *Personal Information Collection Statement* and updated our *Privacy Policy* in accordance with these changes and they are available at lucrf.com.au/privacy

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