

Annual Report



Australian
**FOOD
SUPER**

 Your Industry Fund

FEED YOUR **FUTURE**

2023



This document is issued by Australian Meat Industry Superannuation Pty Ltd ABN 25 002 981 919, AFSL No. 238829, as Trustee for the Australian Meat Industry Superannuation Trust ("Australian Food Super" or the "Fund"), ABN 28 342 064 803. The information in this document is general information only. It does not take into account your particular objectives, financial situation or needs. Before acting on information in this document you should consider the appropriateness of the information having regard to your particular objectives, financial situation and needs. You should obtain financial advice tailored to your personal circumstances.

The governing rules of Australian Food Super are contained in the Trust Deed, which is a legal document governing the Fund. The Trust Deed is available online at ausfoodsuper.com.au. From time to time the Trustee may alter the provisions of the Trust Deed.

When reading this Annual report, it is important to note that past investment performance is not a reliable indication of future performance.



**Member
Hotline
1800 808 614**

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Greg Camm

A MESSAGE FROM THE CHAIR



On behalf of your Board, I am pleased to present the 2023 Annual Report to members.

It has been a positive year for your Fund in a couple of ways. First, despite the continued fallout from COVID-19, together with global economic difficulties, cost-of-living surges, interest rate increases, and international political and military unrest, the Fund's investment strategies delivered solid returns for our members.

Our MySuper/Balanced investment option, in which the vast majority of members invest, returned to double figures, posting a crediting rate of 11.35% for the year ended 30 June 2023. Over 10 years to 30 June 2023, the MySuper/Balanced option has returned an average of 7.80% per year. A consistent longer-term performance.

But we have always stressed to our members that super is a long-term investment and should be viewed in that light. Investment returns will vary year-upon-year with the natural volatility of the markets.

“It has been a positive year for your Fund in a couple of ways. First, despite the continued fallout from COVID-19, together with global economic difficulties, cost-of-living surges, interest rate increases, and international political and military unrest, the Fund's investment strategies delivered solid returns for our members.”



As part of the launch of the new brand, Australian Food Super is running an outdoor billboard advertising campaign in key regional areas of New South Wales, Queensland and Victoria.

The other important event that has taken place this year is the relaunch of AMIST Super as Australian Food Super.

For over 35 years, AMIST Super had been helping people in the meat industry secure their future. But we took the view that while we had become the leading super fund in the meat industry by developing a deep understanding of our members and the challenges they face, we believe there are more people in Australia that we can help. People in similar walks of life, with similar challenges, in similar geographic locations to our current membership.

Our track record shows that it is possible to deliver good returns at a low cost for our members. We feel it is time to expand our focus into helping people working in other food industries - in the same way we have done for the meat industry.

Members can rest assured, however, that the fund's heritage is based in the meat industry and that will remain a core part of our focus. At Australian Food Super, we will continue to support our members from the day they join, through their entire work life and into retirement, with competitive products and solid investment returns.

Finally, I would like to extend my gratitude to our members for their ongoing support and loyalty to the Fund, and to their employers, who grant us access to worksites so we can connect with those members. I would also like to convey my thanks to my fellow directors and the management team here at Australian Food Super for another successful and rewarding 12 months.

Greg Camm

Chair
Australian Food Super



INVESTMENTS

HOW HAS MY INVESTMENT WITH AUSTRALIAN FOOD SUPER PERFORMED?

The following tables show the crediting rates to members' accounts for the year ending 30 June 2023, and information regarding the long-term returns of the various investment options. Crediting rates are different between Australian Food Super and Australian Food Pension because Australian Food Pension assets are generally not subject to investment tax.

Important: this does not apply to transition to retirement Australian Food Pensions. The Australian Food Super crediting rates apply to transition to retirement Australian Food Pension accounts.

ASSET ALLOCATION

The tables over the next few pages show each investment option's asset allocation. Please note that the assets of each investment option are invested identically for Australian Food Super and Australian Food Pension.

Australian Food Super has eight different investment options in which members may invest, providing members with choice and flexibility.



SECURE

The Secure Option provides investment in domestic cash. This is the lowest risk strategy available to Australian Food Super members and there is little likelihood that this option will provide a negative return. Whilst this option is designed to consistently provide a positive return on investment, long-term investment may result in a low accumulation of retirement savings.

Strategic Asset Allocation at 30 June 2023



Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2019	1.84	2.17
30 June 2020	0.95	1.15
30 June 2021	0.62	0.69
30 June 2022	0.31	0.37
30 June 2023	2.70	3.18
5 Year Net Compound Average	1.31 p.a.	1.54 p.a.
10 Year Net Compound Average	1.77 p.a.	2.09 p.a.

Actual Asset Allocation

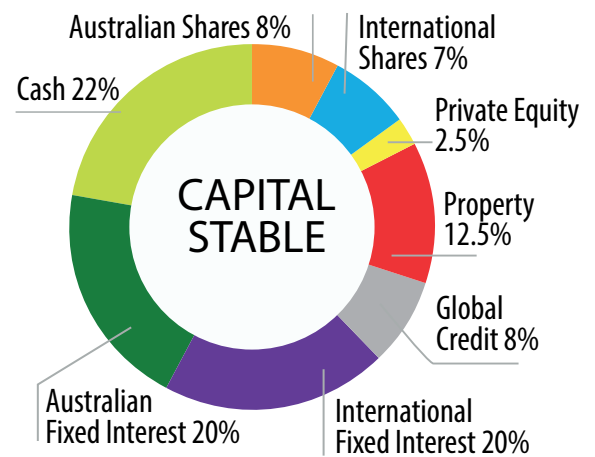
Asset class	30 June 2022 (%)	30 June 2023 (%)
Cash	100	100



CAPITAL STABLE

The objective of the Capital Stable Option is to achieve a return that is at least 1% p.a. above inflation measured over rolling ten year periods. This option invests in a diversified range of assets with an emphasis on defensive rather than growth assets. It is estimated that the probability of a negative return is 1.9 out of every 20 years.

Strategic Asset Allocation at 30 June 2023



Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2019	5.67	6.44
30 June 2020	1.1	1.27
30 June 2021	8.58	9.65
30 June 2022	-2.43	-2.85
30 June 2023	5.68	6.60
5 Year Net Compound Average	3.64 p.a.	4.13 p.a.
10 Year Net Compound Average	4.49 p.a.	5.11 p.a.

Actual Asset Allocation

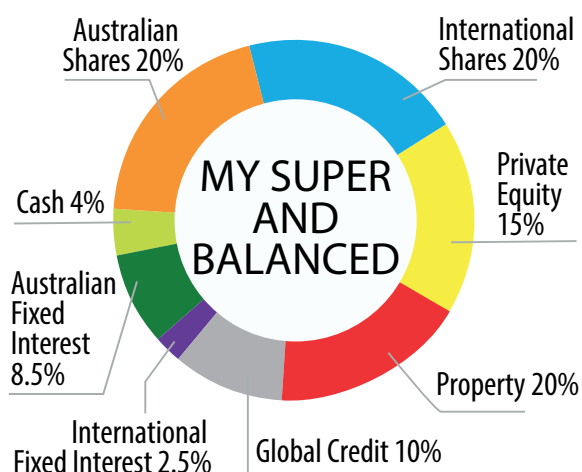
Asset class	Target range	30 June 2022 (%)	30 June 2023 (%)
Australian Shares	5% - 15%	8	8
International Shares	5% - 15%	7	7
Private Equity	0% - 12%	2.5	2.5
Property	5% - 22%	12.5	12.5
Global Credit	3% - 13%	8	8
International Fixed Interest	10% - 30%	20	20
Australian Fixed Interest	10% - 30%	20	20
Cash	Balance	22	22

MYSUPER AND BALANCED

The Balanced Option was the default option up to 30 June 2013 in which a member's account balance and contributions are invested unless they select otherwise. From 1 July 2013 the default option is the Australian Food MySuper Option which commenced from that date. The asset allocation and investment objectives of Australian Food MySuper are identical to the Balanced Option; therefore the historic returns for the Balanced Option also apply for the MySuper Option.

The objective of the MySuper and Balanced Options is to achieve a return that is at least 3% p.a. above inflation measured over rolling ten year periods. The assets in the MySuper and Balanced Options are invested in a diversified mix of investments that include Australian and International shares, fixed interest and property. On average, this strategy is estimated to produce a negative return in 3.9 out of every 20 years.

Strategic Asset Allocation at 30 June 2023



Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2019	6.62	7.45
30 June 2020	-0.56	-0.67
30 June 2021	17.06	19.38
30 June 2022	-0.51	-0.65
30 June 2023	11.35	12.89
5 Year Net Compound Average	6.57 p.a.	7.43 p.a.
10 Year Net Compound Average	7.80 p.a.	8.79 p.a.

Actual Asset Allocation

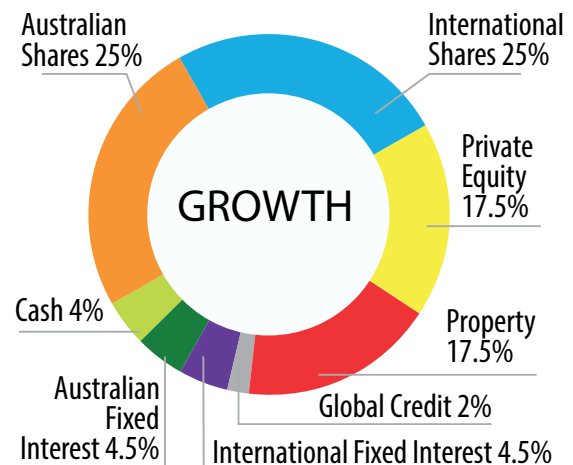
Asset class	Target range	30 June 2022 (%)	30 June 2023 (%)
Australian Shares	15% - 35%	19	19
International Shares	15% - 35%	19	21
Private Equity	0% - 30%	17	16
Property	10% - 30%	22	20
Global Credit	0% - 15%	9	11
International Fixed Interest	0% - 20%	3	2
Australian Fixed Interest	5% - 20%	8	7
Cash	Balance	3	4



GROWTH

The objective of the Growth Option is to achieve a return that is at least 4% p.a. above inflation measured over rolling ten year periods. The returns achieved by this option are likely to be highly volatile. On average, this strategy is estimated to produce a negative return in 4.6 out of every 20 years. The assets of the Growth Option are invested primarily in Australian and International shares, private equity, and property.

Strategic Asset Allocation at 30 June 2023



Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2019	7.35	8.14
30 June 2020	-0.87	-1.01
30 June 2021	19.68	21.59
30 June 2022	-1.42	-1.71
30 June 2023	12.95	14.64
5 Year Net Compound Average	7.23 p.a.	7.98 p.a.
10 Year Net Compound Average	8.81 p.a.	9.77 p.a.

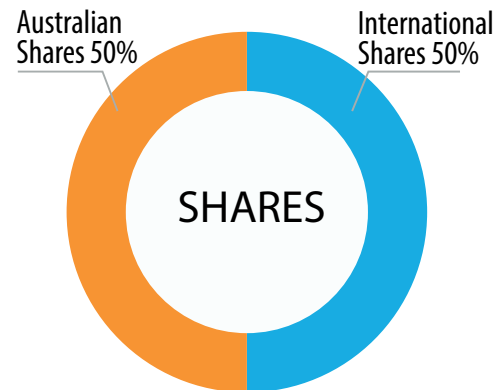
Actual Asset Allocation

Asset class	Target range	30 June 2022 (%)	30 June 2023 (%)
Australian Shares	25% - 50%	25	25
International Shares	25% - 50%	25	25
Private Equity	0% - 30%	17.5	17.5
Property	5% - 30%	17.5	17.5
Global Credit	0% - 5%	2	2
International Fixed Interest	0% - 10%	4.5	4.5
Australian Fixed Interest	0% - 10%	4.5	4.5
Cash	Balance	4	4

SHARES

The objective of the Shares Option is to achieve a return that is at least 5% p.a. above inflation measured over rolling ten year periods. The assets in this option are totally invested in shares (Australian Shares and International Shares) and therefore the returns achieved by this option are likely to be extremely volatile. On average, this strategy is estimated to produce a negative return in 5.9 out of every 20 years.

Strategic Asset Allocation at 30 June 2023



Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2019	7.32	8.04
30 June 2020	-4.22	-4.66
30 June 2021	24.16	26.59
30 June 2022	-6.43	-7.00
30 June 2023	15.75	17.52
5 Year Net Compound Average	6.73 p.a.	7.42 p.a.
10 Year Net Compound Average	9.65 p.a.	10.61 p.a.

Actual Asset Allocation

Asset class	Target range	30 June 2022 (%)	30 June 2023 (%)
Australian Shares	40% - 60%	50	50
International Shares	40% - 60%	50	50
Cash	Balance	0	0

*In 2023 the Shares Option failed to meet the benchmark set by the APRA Performance Test. More information is available on our website at ausfoodsuper.com.au/member-investment-choice/



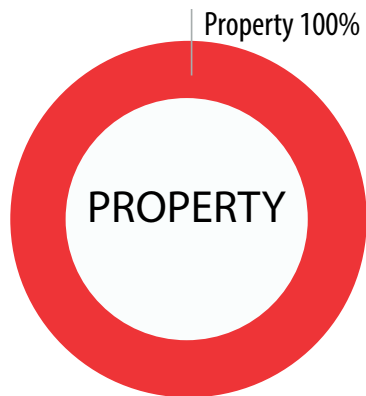
PROPERTY

The Property investment option consists of Australian unlisted property. It is estimated that the probability of a negative return is 4.8 out of every 20 years. The objective of the Property Option is to achieve a return that is at least 4% p.a. above inflation, measured over rolling 10-year periods.

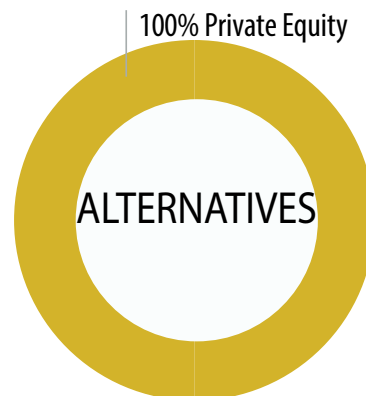
ALTERNATIVES

The Alternatives investment option consists of private equity and infrastructure. It is estimated that the probability of a negative return is 4.2 out of every 20 years. The objective of the Alternatives Option is to achieve a return that is at least 5% p.a. above inflation, measured over rolling 10-year periods.

Strategic Asset Allocation at 30 June 2023



Strategic Asset Allocation at 30 June 2023



Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2022 ¹	9.54	10.74
30 June 2023	2.61	2.93

Historic Crediting Rates

Year ending:	Australian Food Super Crediting Rates (%)	Australian Food Pension Crediting Rates (%)
30 June 2022 ¹	2.54	2.81
30 June 2023	22.95	25.97

Actual Asset Allocation

Asset class	30 June 2022 (%)	30 June 2023 (%)
Property	100	100

Actual Asset Allocation

Asset class	30 June 2022 (%)	30 June 2023 (%)
Infrastructure	50	0
Private Equity	50	100

¹The Private Equity asset class may include an allocation of between 0-100% to listed international shares. This asset class invests in private or unlisted companies. Because these investments cannot be bought and sold as quickly and efficiently as other assets, it may not be possible for the asset class to be invested solely in private equity assets at all times. The remainder will be invested in listed international shares, the returns of which are likely to most closely resemble the returns of private equity investments. Unlike private equity investments, listed international shares can be more easily bought when Australian Food Super sells a private equity investment, or sold when a new private equity investment opportunity is identified.



INVESTMENT POLICY STATEMENT

The Australian Food Super Trustee has an investment policy statement (IPS) that details the policies adopted by the Trustee in investing the Fund's assets. The IPS details the Trustee's approach to investing including: the asset classes each investment option can invest in; the characteristics of each investment option; rebalancing; the use of derivatives; securities lending; benchmarks used; and the allocation of earnings.

The Trustee generally does not take into account labour standards or environmental, social or ethical considerations for the purposes of selecting, retaining or realising an investment. The primary focus of the investment managers is on economic and financial outcomes. However from time to time, labour standards and environmental, social or ethical considerations may be taken into account where the Trustee becomes aware that such standards or considerations may have a material influence on the financial value of an underlying investment.

Investments that exceed 5% of the Fund's assets

The Trustee is required to disclose whether any individual investment (such as shares in a company) exceeds 5% of the Fund's assets. At 30 June 2023, there were no individual investments that exceeded 5%.

Derivatives

Investment Managers engaged to invest the assets of Australian Food Super, in general, are permitted to use derivatives for hedging purposes only. However, certain investment managers may use derivatives as a means to implement an investment strategy.

Reserves

The Trustee has traditionally maintained reserves.

From 1 July 2013 the Trustee is required by law to hold funds in an "Operational Risk Financial Reserve" which is maintained to cover the costs to members of an event that might occur (other than fluctuation in asset values as a result of investment performance) which has a financial impact on the Fund. The circumstances in which the Operational Risk Financial Reserve can be used are limited; for example the Trustee could not call upon the Operational Risk Financial Reserve to meet general operating costs.

The Trustee has determined that the Operational Risk Financial Reserve will be maintained within a range of 0.225% to 0.275% of the Fund's assets. Prior to October 2019 the Reserve was maintained within a range of 0.28% to 0.40% of the Fund's assets.

The Trustee also maintains an Income Protection Insurance Reserve, and a General Reserve.



The amount of reserves held over the last five years was:

Year ending 30 June	Operational Risk Financial Reserve amount	Percentage of assets	Other Reserves amount	Percentage of assets
2023	\$7.55 million	0.25%	\$6.66 million	0.22%
2022	\$6.37 million	0.25%	\$3.07 million	0.12%
2021	\$5.99 million	0.23%	\$5.95 million	0.23%
2020	\$5.99 million	0.27%	\$8.78 million	0.40%
2019	\$7.20 million	0.31%	\$5.20 million	0.22%



HOW ARE EARNINGS APPLIED TO MEMBERS' ACCOUNTS?

Interim Crediting Rate

The Trustee declares the final crediting rates for the year ending 30 June after the end of each financial year. At this time, earnings are applied to all member accounts for the year ending 30 June.

If you leave the Fund or switch between investment options prior to the final crediting rates being declared, earnings are applied to your account using crediting rates available at the time.



MANAGER WEIGHTINGS

MANAGER WEIGHTINGS (ALL INVESTMENT OPTIONS)

The following table shows the amount of the Fund's assets held by each investment manager at 30 June 2023. Note that because some investments are managed internally, this table does not add up to 100%.

Manager Name	Asset class	30/6/2023
Macquarie Investment Management Limited	Australian Fixed Interest	2.27%
Blackrock Investment Management (Australia) Pty Limited	Australian/International Shares	44.1%
Antin Infrastructure Partners	Private Equity	1.2%
Warren Equity Partners	Private Equity	2.0%
Cerberus Capital Management	Global Credit	7.7%
Fife Capital Management Pty Limited	Property	10.0%
IFM Investors Pty Ltd	Property	1.6%
Intermediate Capital Managers Limited	Australian Fixed Interest / Global Credit	2.7%
ISPT Pty Ltd	Property	7.0%
National Australia Bank Limited	Cash	3.7%
Partners Group AG	Private Equity	3.2%
Western Asset Management	International Fixed Interest	2.2%



AUSTRALIAN FOOD SUPER'S FINANCIAL STATEMENTS

The financial statements shown on the following pages are the abridged audited financial statements of the Australian Meat Industry Trust (which includes Australian Food Super and Australian Food Pension). The audited financial statements will be posted on the Fund's website (ausfoodsuper.com.au in the About Us, Disclosure section) or alternatively you can contact us on 1800 808 614 to request a copy.



FINANCIALS

Statement of Financial Position - as at 30 June 2023

	2023 \$'000	2022 \$'000
ASSETS		
Cash and cash equivalents	16,604	13,956
Receivables	2,038	5,970
Investments	2,908,658	2,542,948
Fixed assets	253	223
TOTAL ASSETS	2,927,553	2,563,097
LIABILITIES		
Creditors and accruals	2,194	2,341
Employee entitlements	428	405
Derivative liabilities	6,875	11,274
Current tax liabilities	7,537	11,201
Deferred tax liabilities	23,715	976
TOTAL LIABILITIES EXCLUDING MEMBER BENEFITS	40,749	26,197
NET ASSETS AVAILABLE FOR MEMBER BENEFITS	2,886,804	2,536,900
MEMBER BENEFITS	(2,872,592)	(2,527,460)
NET ASSETS	14,212	9,440
EQUITY		
Operational risk reserve (ORR)	7,551	6,371
Insurance reserve	400	400
Administration reserve	6,000	5,000
Investment and tax reserve	261	(2,331)
TOTAL EQUITY	14,212	9,440

AUSTRALIAN FOOD SUPER'S FINANCIAL STATEMENTS

Income Statement - as at 30 June 2023

	2023 \$'000	2022 \$'000
REVENUE FROM SUPERANNUATION ACTIVITIES		
Investment income	139,477	101,163
Movement in fair value of investments	174,579	(128,909)
Other income	1,865	1,065
TOTAL SUPERANNUATION ACTIVITIES REVENUE	315,921	(26,681)
EXPENSES		
Direct investment expenses	2,000	3,764
Administration expenses	1,532	3,498
Operating expenses	6,544	5,810
TOTAL EXPENSES	10,076	13,072
NET INCOME FROM SUPERANNUATION ACTIVITIES	305,845	(39,753)
Net benefits allocated to members' accounts	(279,637)	24,639
PROFIT / (LOSS) BEFORE INCOME TAX	26,208	(15,114)
Income tax expense/(benefit)	21,436	(12,677)
PROFIT / (LOSS) AFTER INCOME TAX	4,772	(2,437)



Statement of Changes in Member Benefits - as at 30 June 2023

	2023 \$'000	2022 \$'000
Liability for accrued benefits beginning of period	2,527,460	2,501,464
CONTRIBUTIONS		
Employer contributions	226,362	190,537
Member contributions	16,549	20,812
Government co-contributions	180	163
Transfers in	32,147	31,280
Total contributions before tax	275,238	242,792
Income tax on contributions	(35,008)	(29,277)
Net after tax contributions	240,230	213,515
BENEFITS PAID		
Rollovers	(76,878)	(83,737)
Cash benefits paid	(52,537)	(38,744)
Death and TPD	(18,695)	(14,454)
Pensions paid	(12,837)	(12,576)
Other benefits	(7,574)	(5,930)
Net benefits paid	(168,521)	(155,441)
INSURANCE		
Insurance premiums charged to members' accounts	(16,508)	(15,835)
Claims credited to members' accounts	10,294	8,396
Net Insurance cost	(6,214)	(7,439)
BENEFITS ALLOCATED TO MEMBERS' ACCOUNTS		
Investment earnings/(losses) applied to members	286,326	(18,422)
Fees paid by members	(6,689)	(6,217)
Net benefits allocated to Members' Accounts	279,637	(24,639)
Liability for accrued benefits end of period	2,872,592	2,527,460

YOUR TRUSTEES

Your Trustee comprises of a company called Australian Meat Industry Superannuation Pty Limited (ABN 25 002 981 919), which is responsible for running Australian Food Super.

The Trustee Board is made up of three employer-representative Directors, three member-representative Directors and one Independent Director. Directors

meet on a regular basis to discuss investment strategy, government legislative changes to superannuation rules, new product developments, fund accounts and other matters

Independent Director

Mr Greg Camm was appointed by the Board in March 2018 as Australian Food's first independent director and was the Board Chair for the 2022/2023 year.



Grant Courtney



Kerry Johnson



Greg Camm



Frank Raeside



Gary Hardwick



Noel Kelson



Geoff Yarham

Member Representative Directors

Fund members have the opportunity to elect the three Member Representative Directors. The last election process took place in December 2019. The three Member Representative Directors are Grant Courtney, Frank Raeside and Geoff Yarham.

Employer Representative Directors

The Australian Meat Industry Council nominated the following employer representatives to the Board: Noel Kelson, Gary Hardwick and Kerry Johnson.

BOARD COMMITTEES

There are four Board Committees that assist the Board in discharge of its responsibilities. They are the Investment Committee, Risk and Compliance Committee, Audit Committee and Remuneration and Nominations Committee. Committee members are appointed by the Board. At 30 June 2023, each Director sat on each Committee, with the exception of Grant Courtney, who was a member of the Investment Committee and Remuneration and Nominations Committee only. In addition to the Directors, an independent expert, Grant Spencer, sits on the Investment Committee.

YOUR TRUSTEES

CONTINUED



DIRECTOR REMUNERATION

Directors are entitled to receive remuneration for performing their role as Directors. In addition to attending Board Meetings, some Directors also participate in and/or Chair sub-committees of the Board.

Directors' Remuneration Year Ending 30/06/2023

Name	Directors fees
Frank RAESIDE	41,510.04
Gary HARDWICK	41,510.04
Geoffrey YARHAM	34,818.16
Grant COURTNEY	34,818.16
Gregory CAMM	86,944.00
Kerry DUNBAR-JOHNSON	34,818.16
Noel KELSON	34,818.16
Total	\$309,236.72

Further information about Director and Executive salaries is available at <https://ausfoodsuper.com.au/disclosure/>. The Trustee has in place Trustee Liability Insurance.



SERVICE PROVIDERS

Many of the activities of the Trustee are outsourced to service providers who are experts in their field. The Trustee aims to obtain the best possible service at a reasonable cost to the Fund. The Trustee employs a Secretariat who is responsible for managing and monitoring the performance of these providers on behalf of the Trustee, although the Trustee retains the ultimate responsibility.

Administration

Australian Administration Services Pty Limited
(ABN 62 003 429 114)

Investment adviser

Cambridge Associates (ABN 56 109 366 654)

Custodian

National Australia Bank (ABN 12 004 044 937)

General superannuation consulting

Deloitte Actuaries & Consultants Limited
(ABN 56 092 651 057)

Risk consultant

Professional Financial Solutions (PFS)
(ABN 84 096 646 178)

Actuarial services

Mercer Consulting (Australia) Pty Ltd
(ABN 55 153 168 140)

Fund accounting

SLCA Pty Ltd (ABN 98 115 039 613)

Financial planning

Link Advice (ABN 36 105 811 836)

Auditor and tax agent

Ernst & Young (ABN 75 288 172 749)

Internal Auditor

BDO (ABN 83 236 985 726)

Insurer (Group Life)

AIA Australia Limited (ABN 79 004 837 861)

Insurer (Income Protection)

Lloyds of London, managed by Windsor Income Protection
(ABN 56 104 714 171)

Investment Managers

A full list of the Investment Managers engaged by the Trustee to invest the assets of the Fund can be found on page 13 of this Report along with their weightings.

Australian Food Super also invests funds in term deposits with various Approved Deposit-taking Institutions (ADI's) regulated by APRA which may include Westpac, Commonwealth Bank, NAB and ANZ, and their subsidiaries. Some "second tier" banks (e.g. Bank of Queensland) may also be used.

The Service Providers employed by Australian Food Super are correct as at 30 June 2023. The Board however, reserves the right to change the Service Providers from time to time.

The most up-to-date list of the material Service Providers can be found at: ausfoodsuper.com.au/disclosure








CONTACT US

ENQUIRIES AND COMPLAINTS

Australian Food Super has arrangements in place to ensure your enquiries and complaints are dealt with speedily and efficiently.

All enquiries concerning your account and the operation of the Fund should be directed to Australian Food Super's administrator:

-  Member Hotline: 1800 808 614
(toll free call from fixed lines within Australia)
-  Pension Hotline: 1800 255 521
-  By mail: Australian Food Super
Locked Bag 5390
Parramatta NSW 2124
-  By email: service@ausfoodsuper.com.au
-  By fax: 1300 855 378
From overseas: +61 2 8571 5739
(you will be charged by your service provider for an overseas call).



WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you are not satisfied with any aspect of your membership of Australian Food Super, or with a decision of the Trustee, you can make a complaint to us. Provide details of your complaint to:

-  By mail: Australian Food Super Complaints,
Locked Bag 5390,
Parramatta NSW 2124.
-  By email: service@ausfoodsuper.com.au
-  By phone: 1800 808 614

The Trustee aims to resolve any complaints as soon as possible. However, in some instances a final response may be delayed while the matter is investigated. If you are not satisfied with our response to your complaint, you have the right to escalate the matter to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent body set up by the Federal Government to assist members or beneficiaries to resolve disputes with financial service providers including superannuation funds.

You can also choose to complain to AFCA directly, though AFCA may refer your complaint back to us. Access to AFCA is free of charge.



You can contact AFCA as follows:



By phone: 1800 931 678



By email: info@afca.org.au



Website: www.afca.org.au



In Writing: Australian Financial Complaints
Authority
GPO Box 3
Melbourne VIC 3001.

In the event AFCA cannot deal with your complaint, they will let you know.

If you wish to contact the Trustee of Australian Food Super directly, you can contact them at:

Chief Executive Officer



By mail: Australian Meat Industry
Superannuation Pty Ltd
GPO Box 4293
Sydney NSW 2001



By email: service@ausfoodsuper.com.au

* calls from mobile phones will incur costs charged by the caller's service provider. Calls from overseas are not toll free and you will be responsible for any costs incurred.



OBTAINING COPIES OF DOCUMENTS

If you would like a copy of documents relating to Australian Food Super's operations, such as the Trust Deed, the audited accounts or the auditor's report, you can access them at ausfoodsuper.com.au/disclosure.



FEED YOUR **FUTURE**

MEMBER STATEMENTS



All Australian Food Super members now receive online notification of their statements instead of printed copies, unless they opt out. Members are able to view their statement within our online account facility, MemberAccess.

Members can opt out anytime within MemberAccess by changing their communication preferences. Communication preferences are listed in the "Personal details" page once logged in.



IMPORTANT INFORMATION



TRANSFERS TO THE ATO

In certain circumstances the Trustee is required to transfer your account to the Australian Tax Office (ATO). This includes where your account has been classified as lost or inactive, including if your account balance is less than \$6000 and you have not received any contributions for 16 months. We will communicate with you before we transfer your account to allow you to decide if you would like to keep your account with Australian Food Super.



TEMPORARY RESIDENTS

If you are in Australia working on a temporary resident Visa and have not claimed your superannuation from Australian Food Super within six months of the expiry of your visa or your departure from Australia, Australian Food Super is required by law to transfer your benefits to ATO. Where this occurs, you will need to claim your benefits directly from the ATO. Please note that you will not receive any written confirmation from Australian Food Super that your account has been transferred to the ATO. The trustee relies on relief under ASIC Corporations Instrument 2019/873 to the effect that the trustee is not obliged to notify or give an exit statement to a non-resident in circumstances where the trustee pays unclaimed superannuation to the Commissioner of Taxation under Division 3 of Part 3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999.



Australian

**FOOD
SUPER**



Your Industry Fund



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