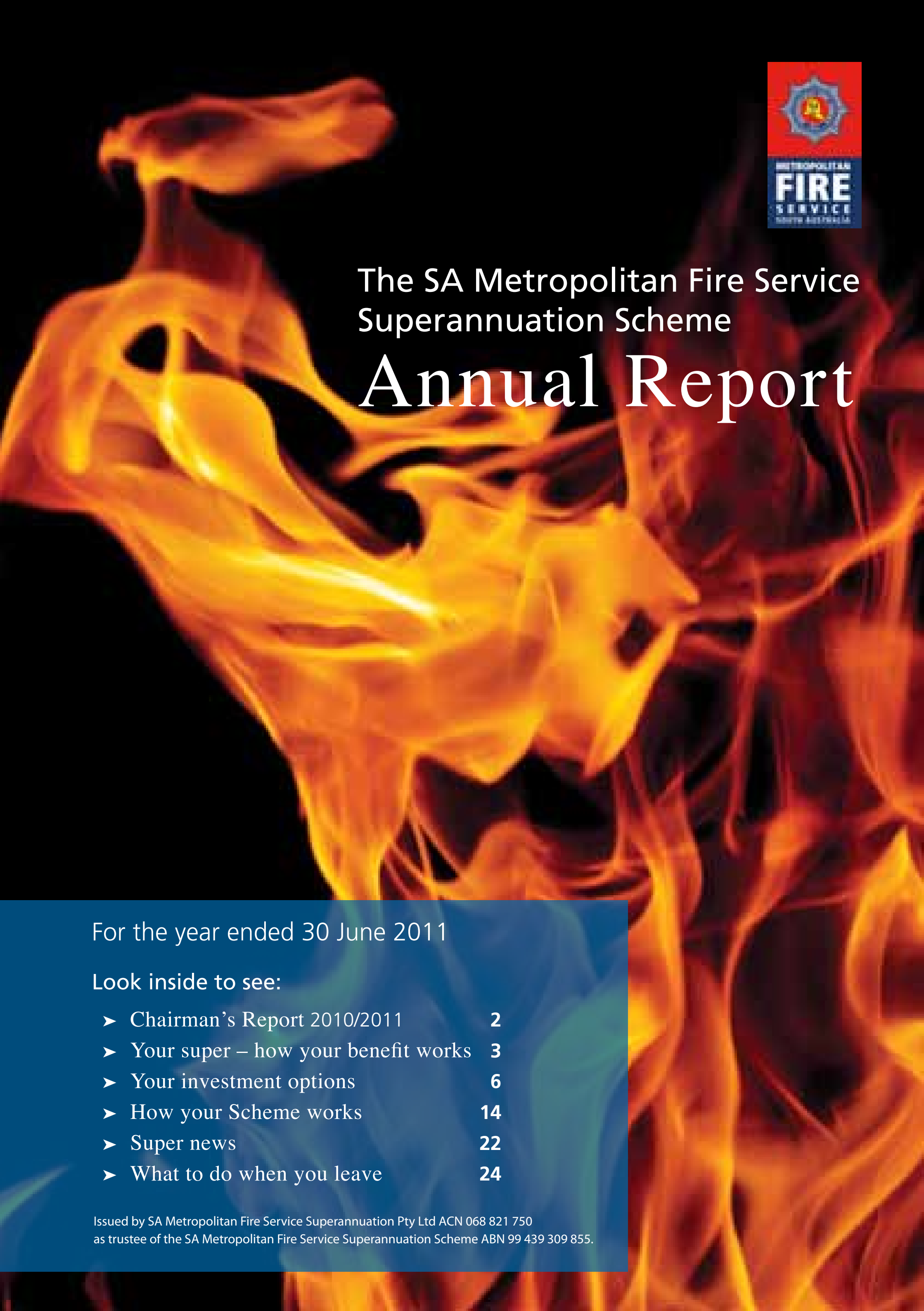


The SA Metropolitan Fire Service Superannuation Scheme

Annual Report

For the year ended 30 June 2011

Look inside to see:

Issued by SA Metropolitan Fire Service Superannuation Pty Ltd ACN 068 821 750
as trustee of the SA Metropolitan Fire Service Superannuation Scheme ABN 99 439 309 855.

Chairman's Report

Welcome to the 2010 – 2011 Annual Report.

For most Australians, the superannuation they accumulate throughout their working life will be the key to their retirement future. As we live longer and our time in retirement grows, the need to focus on accumulating retirement savings earlier in life increases. The extent to which Australians are engaged in their superannuation is a critical precurser to retirement readiness.

The South Australian Metropolitan Fire Service Superannuation Scheme Defined Benefit is designed to provide our members with a greater benefit at an earlier age than a normal defined contribution fund. The Scheme also has the capacity to smooth market volatility and provide a high degree of certainty at retirement.

The Government's "Stronger Super" panel has recently completed a three-month consultative process with the Australian superannuation industry. Legislation is expected to be finalised later this year.

Australia's compulsory defined contribution system, which is now in its 20th year, has been too focused on short-term returns, exposing members to undue risk when markets crashed.

The Trustee has spent a good deal of time reviewing the 'Stronger Super' proposals and is well placed when legislation is finally enacted.

The Scheme's investment performance to 30 June 2011 has been slightly above the industry average* and the trustee is hopeful that members' additional compulsory contributions can be reduced at the next Actuarial Review. At the time of writing this report, investment markets remain very volatile and unpredictable in the short term. Funds SA continues to conduct the investment of the Scheme's assets.

The Trustee has amended the Scheme's Trust Deed to allow anti-detriment provisions to benefit the beneficiaries of death benefits. This provision provides some additional security to members and their families.

I would like to thank my fellow Board members for their application to their responsibilities in ensuring that members are placed to their best advantage on retirement.

In closing, I would recommend that you read this report. It contains information that is important to you regarding your retirement savings.

Robert Tidswell
Chairman

* Source: Chant West

Your Super – How your benefit works

If you are a Defined Benefit Member

All permanent employees are Defined Benefit members.

Your retirement benefit is 'defined'. This means that your benefit on retirement is based on a calculation that takes in to account your years of service and your final average salary (please refer to the Member Benefit Guide for more information about how your benefit is calculated). Your retirement benefit is not affected by how the Scheme's investments perform.

As you would be aware, some benefits on leaving service prior to age 50 are related to the Scheme's earnings, i.e. the resignation benefit. The assets for the Defined Benefit Section of the Scheme are invested in the Growth option and therefore the investment earnings generated by this option will be allocated to your compulsory contributions to calculate your leaving service benefit options.

If you are an Accumulation Member (or you are a Defined Benefit Member with an Accumulation Account)

Your accumulation investment purchases units

The net amount of your superannuation contribution in an accumulation account (i.e. after any fees and/or taxes are deducted) buys what is known as 'units' in the Scheme. The number of units that your net contributions buy depends on the unit price at the relevant time. For example, if your net contributions are $1,000 (i.e. after any fees and/or taxes are deducted) and the unit price is $1.00 at that time, then 1,000 units would be bought on your behalf.

Unit prices are calculated on a weekly basis and fluctuate according to the investment performance of the Scheme (i.e. the unit price for the Scheme will reflect the value of the Scheme's underlying investments after making provision for tax on those investments and investment management fees).

The value of your accumulation account balance at any time is simply the number of units you have multiplied by their unit price at that time.

Net earnings on the Scheme's investments (which may be positive or negative) will be reflected via changes in unit prices. If the net earnings for the Scheme are positive, the unit price will increase. If the net investment earnings are negative (a loss), the unit price will decrease.

The effective rate of net earnings for a given period can therefore be determined by the proportionate increase (if returns are positive) or decrease (if returns are negative) in the unit prices from the start to the end of the period.

Your member statement shows how many units you have and their value as at 30 June 2011.

Your options - Accumulation Benefits

Your Scheme offers you a choice of where to invest your super money.

Different members have different financial needs and no one investment option will suit everyone. That's why you have a choice of 7 options in this Scheme.

The rate of return you can expect from each investment option will vary according to the asset class(es) it is invested in.

Historically, an investment option invested mainly in growth assets (e.g. shares and property) has provided the best returns over the long term (more than 10 years). However, high growth options tend to have the most variation in returns from year to year. On the other hand, with an investment option that is invested mostly in defensive assets, such as fixed interest and cash, you could expect lower returns over the long term but less variation in returns from year to year.

However, you should be aware that past performance should not be relied upon as an indicator of future performance.

If you do not nominate an investment option when you join the Scheme, your super will be invested in the default option nominated by the Trustee. The Scheme's default investment option is the Growth option.

See pages 6 to 9 for a description of each investment option.

Investment returns – prior 1 November 2007

Prior to 1 November 2007 the Accumulation assets and Defined Benefit assets were invested in the same portfolio. Investment returns (net of tax and investment expenses) from 1 July 2004 to 31 October 2007 were as follows:

Period	Return
1/7/04 - 30/6/05	13.3%
1/7/05 - 30/6/06	15.1%
1/7/06 - 30/6/07	14.2%
1/7/07 - 31/10/07	3.0%

Investment returns – since 1 November 2007

The table below shows each investment option's effective rate of net earnings (i.e. the actual rate of return net of tax and investment expenses) over the period from 1 November 2007 to 30 June 2011. You should refer to each investment option's objectives on pages 6 to 9. For an explanation of the reasons behind this year's investment returns, please turn to page 10. Please note that past performance is not a forecast or guarantee of future performance.

	High Growth	Growth	Balanced	Moderate	Conservative	Capital Defensive	Cash
1 November 2007 to 30 June 2008	-16.6%	-14.4%	-12.5%	-9.8%	-6.9%	-2.3%	3.6%
1 July 2008 to 30 June 2009	-17.7%	-16.2%	-14.0%	-8.7%	-6.5%	-1.5%	4.8%
1 July 2009 to 30 June 2010	12.0%	11.2%	11.3%	11.0%	11.0%	9.6%	3.3%
1 July 2010 to 30 June 2011	11.0%	9.9%	9.4%	8.5%	7.6%	6.3%	4.3%
Compound average effective rate of net earnings for period 1 November 2007 to 30 June 2011	-4.2%pa	-3.5% pa	-2.4% pa	-0.2% pa	1.1% pa	3.2% pa	4.4% pa

5 year investment returns

Effective 1 November 2007 the Scheme introduced member investment choice for Accumulation benefits. The default investment option for Accumulation benefits is the Growth option.

Defined Benefit assets for permanent employees have been invested in the Growth option since 1 November 2007.

The 5 year compound return to 30 June 2011 for Defined Benefit assets (and for Accumulation benefits if you have remained invested in the Growth option), after fees and taxes, was 0.6% p.a.

Indexation rate for Deferred Members

Members that have elected to defer their benefits in the Scheme on ceasing employment prior to age 50 have their benefits indexed each year. The rate that applies depends on when a member elected to defer their benefit. For members who ceased employment prior to 23 June 2003 the annual indexation rate is based on the increase in Consumer Price Index (CPI) plus 3%, whilst for members deferring benefits after 23 June 2003 the annual indexation rate is CPI.

The rates applicable for the year ending 30 June 2011 are as follows:

Members electing to defer prior to 23 June 2003	6.6%
Members electing to defer after 23 June 2003	3.6%

How much is invested in each option?

The following table shows the dollar value and percentage of the total assets of each Accumulation benefit investment option over the past two years.

	High Growth		Growth		Balanced		Moderate	
	($)	(%)	($)	(%)	($)	(%)	($)	(%)
30/06/2011	911,346	2.38%	31,627,924	82.57%	1,515,827	3.96%	425,103	1.11%
30/06/2010	632,780	1.82%	30,927,675	88.79%	1,076,632	3.09%	283,524	0.81%

	Conservative		Capital Defensive		Cash		Total	
	($)		($)	(%)	($)	(%)	($)	(%)
30/06/2011	634,339	1.66%	84,067	0.22%	3,105,411	8.11%	38,304,017	100.0
30/06/2010	62,605	0.18%	13,586	0.04%	1,834,265	5.27%	34,831,067	100.0

The assets in the Defined Benefit portfolio, which is invested in the Growth option, were $178,997,409 as at 30 June 2011.

Changing your investment choice

Once you have made your investment choice, it will continue to apply until you inform the Scheme of a new choice. You are able to switch your investment choice once a week. Forms received by the Trustee by 5pm Thursday will be processed at the next declared unit price, generally on the following Monday.

Call the Manager on (08) 8204 3826 for details on how to make a change.

It's usually wise to seek professional financial advice before making any financial decisions.

Is there a fee involved?

The first investment switch you make each year is free. For any subsequent switches you make each year, a fee of $30.00 is deducted from your account balance.

Planning to leave?

For Accumulation benefits, the investment earnings that apply to your chosen investment option are calculated up to the day you leave the Scheme and applied to your benefit.

For Permanent Fire-fighters, the Defined Benefit portion of your benefit will be invested in the Growth investment option effective from the date of your leaving service (if under age 50) or in the Cash investment option effective from the date of your leaving service (if over age 50). Any Accumulation derived benefit will continue to be invested in your chosen investment option/s.

Your investment options

Choosing and monitoring investment managers

The Scheme's investments are managed by Funds SA. Funds SA invests and manages over $16 billion on behalf of South Australian public sector superannuation funds and other approved authorities. Funds SA create and deliver multi sector investment products by engaging specialist investment managers and advisers to enable superannuation funds like the Scheme to have access to efficient and well structured investment facilities.

Funds SA determines the allocations of investments in each of the investment options and which managers are used to invest the assets. Funds SA critically assesses the selection of investment managers, manages investment manager appointments and replacements, and reviews and reports on performance against investment objectives.

Each investment option has guidelines for investing

For each investment option there is an investment policy that sets an investment strategy and objectives that determine how and where your money will be invested. While having an objective and strategy are required by law, having a strategy helps ensure that your Scheme maximises investment returns while maintaining an acceptable level of risk. **Please note that the objectives are not a forecast or guarantee of future performance**.

Each investment option's performance is monitored regularly against objectives and strategy and changes are made where necessary. A copy of your Scheme's investment policy statement is available on request. There are different levels of investment risk associated with each of the Scheme's investment options. Please refer to the Scheme's Member Benefit Guide for more information. You can obtain a copy of the Scheme's Member Benefit Guide by calling (08) 8204 3826 or visiting **www.samfs.superfacts.com**.

The Scheme's investment approach

The Trustee aims to manage investment risk by offering members a range of investment options for Accumulation benefits that help provide the benefit of diversification by accessing different asset classes.

High Growth Option

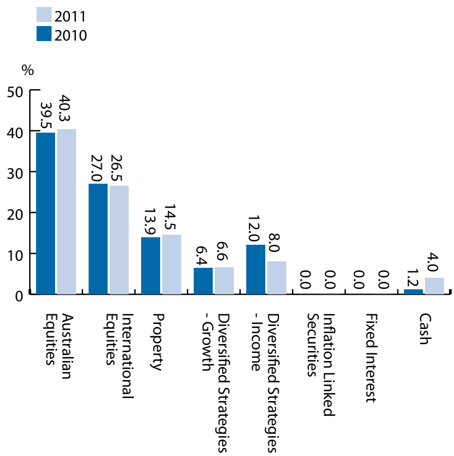
Objectives/Risk

The 'high growth' investment option has a target rate of return of 5% in excess of the rate of inflation over an investment period of ten years or longer. However, annual returns may be volatile and indeed may be negative in any particular year. It is likely that a negative return may be recorded, on average, two years in seven.

Strategy

The option is invested 85% -100% in growth assets with the balance in income assets.

Where the assets were invested as at 30 June



Note that due to rounding, the sum of the individual numbers within the graphs may not add up to 100%.

Growth Option (default option)

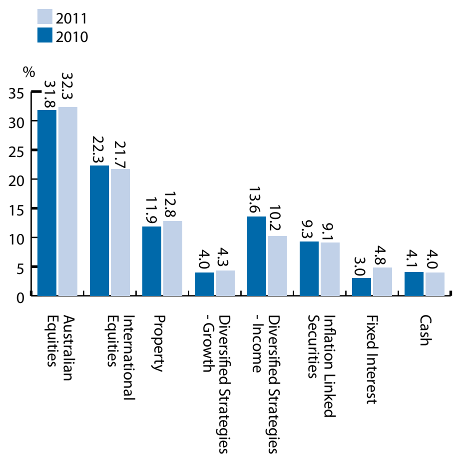
Objectives/Risk

The 'growth' investment option has a target rate of return of 4.5% in excess of the rate of inflation over an investment period of eight years or longer. However, annual returns may be volatile and indeed may be negative in any particular year. It is likely that a negative return may be recorded, on average, two years in eight.

Strategy

The option is invested 70% - 85% in growth assets with the balance in income assets.

Where the assets were invested as at 30 June



Note that due to rounding, the sum of the individual numbers within the graphs may not add up to 100%.

Balanced Option

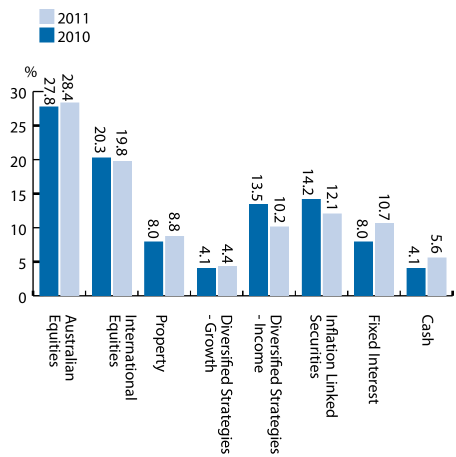
Objectives/Risk

The 'balanced' investment option has a target rate of return of 4% in excess of the rate of inflation over an investment period of seven years or longer. However, annual returns may be volatile and indeed may be negative in any particular year. It is likely that a negative return may be recorded, on average, two years in nine.

Strategy

The option is invested 60% -75% in growth assets with the balance in income assets.

Where the assets were invested as at 30 June



Moderate Option

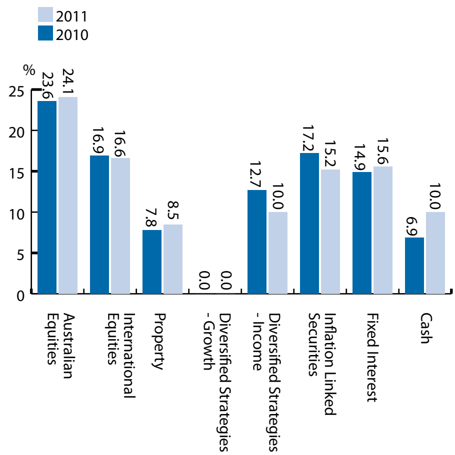
Objectives/Risk

The 'moderate' investment option has a target rate of return of 3.5% in excess of the rate of inflation over an investment period of six years or longer. However, annual returns may be volatile and indeed may be negative in any particular year. It is likely that a negative return may be recorded, on average, two years in ten.

Strategy

The option is invested 47% - 62% in growth assets with the balance in income assets.

Where the assets were invested as at 30 June



Note that due to rounding, the sum of the individual numbers within the graphs may not add up to 100%.

Conservative Option

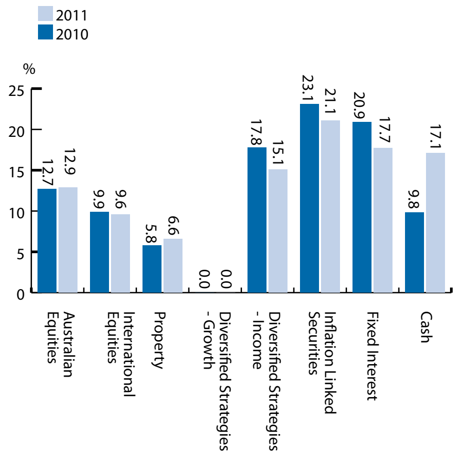
Objectives/Risk

The 'conservative' investment option has a target rate of return of 3% in excess of the rate of inflation over an investment period of four years or longer. However, annual returns may be volatile and indeed may be negative in any particular year. It is likely that a negative return may be recorded, on average, two years in fourteen.

Strategy

The option is invested 30% - 45% in growth assets with the balance in income assets.

Where the assets were invested as at 30 June



Capital Defensive Option

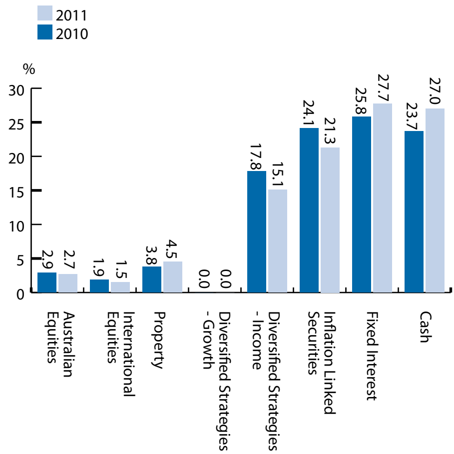
Objectives/Risk

The 'capital defensive' investment option has a target rate of return of 2% in excess of the rate of inflation over an investment period of two years or longer. However, annual returns may be volatile and indeed may be negative in any particular year. It is likely that a negative return may be recorded, on average, two years in forty.

Strategy

The option is invested 10% - 25% in growth assets with the balance in income assets.

Where the assets were invested as at 30 June



Note that due to rounding, the sum of the individual numbers within the graphs may not add up to 100%.

Cash Option

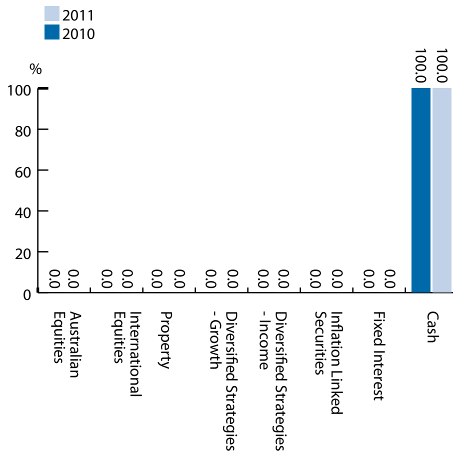
Objectives/Risk

The 'cash' investment option has a target of maintaining the value of capital, with a negligible likelihood of a negative return over any twelve month rolling period.

Strategy

The option is invested 100% in income assets.

Where the assets were invested as at 30 June



Keeping an eye on risk

External investment managers used by Funds SA are required to take steps to ensure that risk is kept at an acceptable level.

The Trustee does not undertake day-to-day management of derivative instruments. Derivatives can be defined as investment products whose value depends on or is derived from separate assets, liabilities, reference rates or indices. Funds SA uses derivatives to manage portfolio risk and to facilitate the implementation of investment strategies efficiently and cost effectively. Funds SA uses a variety of derivative instruments, such as over the counter swap agreements, forward rate agreements, futures and options.

Derivatives are an authorised investment within certain mandates managed by Funds SA's external investment managers, for the purposes described above.

Environmental, social and ethical considerations

Decisions to invest in or realise investments are based on key financial and managerial criteria. The Trustee does not separately consider social, environmental or ethical factors or labour standards to make these decisions.

Another year of growth despite global momentum coming off the boil

As expected, the second quarter of 2011 saw a moderation in global growth in response to higher oil prices and the impact of the Japanese tsunami. The more alarmist headlines would have us believe the sky is falling but it is important to keep things in perspective. Over the full year to 30 June 2011, we've seen strong growth and an overall positive result for the second financial year in a row.

Global economy

The strong momentum of global production growth through the second half of 2010 and early 2011 slowed significantly in the June 2011 quarter. While the first three months of 2011 saw global growth gather momentum and remain resilient in the face of major political shocks and a series of major natural disasters, a moderation in growth was in fact expected by the end of the March 2011 quarter on the back of the:

- unsustainable strength at the turn of the year;
- steady withdrawal of monetary and fiscal support across many countries;
- earlier sharp rises in energy and other commodity prices; and
- disruptions to global supply chains resulting from the Japanese earthquake and tsunami.

Consistent with this expectation, global share markets remained positive in April but then fell over the final two months of the financial year, against a backdrop of:

- weaker US and European economic data;
- inflationary concerns and further policy tightening in China; and
- renewed concerns around the sovereign debt crisis in Europe.

A rather sharp slowdown in the US has underscored the fragility of the recovery, in addition to a continued decline in house prices. In Europe, despite impressive growth in Germany and other core European Union (EU) nations over the first half of this year, stresses in other EU markets intensified.

It became increasingly clear that Greece would struggle to avoid debt rescheduling under the terms of its original rescue package, while the sustainability of public debt in Portugal and the EU's third-largest economy, Italy, also suddenly came under intense scrutiny. Contagion risks were further exacerbated by proposal that the private sector bear some of the costs of any default.

The extent of a slowdown in China is somewhat less clear, but there is still no conclusive evidence that inflationary pressures will subside. Moreover, the persistence of inflation in China and the developing world is raising fears that emerging markets are now a structural source of price pressures for developed economies. The uncertainty over the extent of a slowdown in China is undermining investor confidence.

In contrast to the slowdown at a similar point in 2010, however, investor fears of broad-based deflation have yet to resurface. The outlook at financial year end reflected the jumps in inflation across a wide range of major developed and emerging economies over the year and the US Federal Reserve's 'QE2' commitment to undertake pre-emptive action. To the extent that heightened risks of sovereign default appear largely confined to Greece, Portugal and Ireland, with a potentially small direct impact on EU banks, interbank funding strains have been much less acute than in 2010. Further, the slowdown in US growth was attributed to temporary factors, so there has been willingness to look beyond the softness in the short term.

Indeed, consensus forecasts assume a much better mix of global growth and inflation in the second half of 2011, and only partly reflect the expected recovery in Japanese industrial production and global supply chains.

US GDP growth is forecast to lift to around 3.0% to 3.25% (from an estimated 2.0%–2.25% in the first half of the year), helped by recent declines in energy prices and interest rates. Inflation is forecast to retreat in China and other larger emerging markets by late 2011, averting the need for substantially more restrictive policy stances. Also EU policymakers appear to have succeeded in allaying the threat of a more damaging financial contagion by dampening fears over the sustainability of sovereign debt burdens at the periphery, at least for a time.

But it is equally clear that a lot needs to go right for a potential re-emergence of a more benign market environment in the second half of the year.

Whereas successful policy interventions in the US and EU built the platform for stronger growth in the second half of last year, any rebound in growth over the next six months is expected to be more modest because of the:

- current fiscal policy vacuums in both regions;
- ending of the second round of quantitative easing by the US Federal Reserve (i.e. QE2) and the expectation that there will be no QE3; and
- fears that some emerging markets are still lagging in their efforts to contain inflation.

Australia

Australia's GDP contracted 1.2% in the first quarter of 2011 – the deepest quarterly decline in 20 years. This deeper-than-expected contraction, compounded by the effects of the natural disaster in Japan in March accounted for much of the sharp downward revision to the consensus projection for GDP growth in 2011 (from a forecast 2.9% in March to 2.0% in June).

Correspondingly, forecast growth for 2012 was revised up over the same period from 3.7% to 4.0%, as much of the earlier lost production is eventually clawed back. Nevertheless, recently released economic data (particularly outside of the resources sector) has been disappointing. Inflationary pressures also gathered momentum in the June quarter.

The relatively lacklustre growth in domestic demand and real GDP is largely attributable to the household sector. It is a reflection of the hesitancy on the part of households to take on new debt and consume. As a by-product, this has led to a rise in the household savings rate to the highest levels since the mid-1980s. In addition, household disposable income grew an impressive 8.3% over the year to first quarter of 2011. Business investment growth has also continued to accelerate (up 6.3% over the year to first quarter of 2011), although largely driven by a 21.5% surge in the mining sector (ex-mining investment was up by just 2.6%).

In Mercer's view, however, the risks to consensus growth forecasts are still tilted to the downside, particularly in 2012.

Markets

The 2010–11 financial year started strongly and continued through to April 2011, despite volatility and significant market shocks in the first quarter of 2011. Over the full 12 months to 30 June 2011, financial markets reacted positively, with equity and real assets showing strong growth.

However, performance towards the end of the financial year was weaker for these asset classes and the impact compounded for unhedged Australian-based investors by an appreciating Australian dollar.

Whilst the last two months of the financial year were negative, returns were positive across all the major asset classes for the full year to 30 June 2011 — a positive annual result for the second year in a row. Whilst the positive financial year return is reassuring, worries about the fragility of the recovery have not gone away, and this is likely to remain a concern for some time to come.

Source: Mercer

The 2010–2011 year: Quarter by quarter

September 2010 Quarter

The September 2010 quarter saw strong performance in share markets as a range of global developments saw investors' appetite for risk return. However, the prospect of medium-term deflation, lingering fears of renewed financial risks and downward pressure on labour costs, suggested fragility in share markets.

December 2010 Quarter

Financial markets performed well in December 2010, with global share markets uniformly strong, the Australian share market positive and surging commodity prices giving a boost to real assets. Fixed interest ended the 2010 year flat. The Australian dollar was once again stronger across the board, moving above parity with the US dollar to a level not seen since July 1982.

March 2011 Quarter

The March 2011 quarter saw continued momentum in global growth and resiliency in the face of major political unrest (in the Middle East and North Africa) and a series of major natural disasters (flooding in Australia and earthquakes in New Zealand and Japan). However, by the end of March 2011 a clear moderation in growth was expected over the coming June quarter.

June 2011 Quarter

Consistent with expectations at the end of March, global share markets remained positive in April. These markets then fell over the final two months of the financial year, against a backdrop of weaker US and European economic data, inflationary concerns and further policy tightening in China and renewed concerns around the sovereign debt crisis in Europe. However, in contrast to the slowdown at a similar point in 2010, investor fears of broad-based deflation did not resurface and forecasts assumed a much better mix of global growth and inflation in the second half of 2011.

Some investment terms explained

Consumer Price Index (CPI) – is used to measure the rate of increase in inflation. In Australia, it is based on the change in prices of a selection of household goods and services.

Average Weekly Earnings (AWOTE) – is used to measure the rate of increase in average wages in Australia.

Asset class – type of investment such as Australian shares, property securities or Australian fixed interest.

Growth assets – assets expected to grow in value over time (although their value may rise and fall in the short term), such as shares and property.

Stable assets – assets held to generate an income rather than for long-term growth. They are sometimes referred to as 'debt' or 'defensive' assets. Examples are fixed interest and cash.

Asset allocation – the range of assets held in the various asset classes such as Australian shares, overseas shares, and property.

Gross domestic product (GDP) – refers to the total value of goods and services produced by a country in a year. It's calculated based on a formula that includes factors such as consumer and government spending and the value of exports and imports.

How your Scheme works

Your Scheme is run by a trustee company SA Metropolitan Fire Service Superannuation Pty Ltd ACN 068 821 750 according to its governing legal document, the trust deed, and Superannuation Law.

There are eight Directors of the Trustee Company, four Employer Representatives that are appointed by the Employer and four Member Representatives.

The Member Representatives are appointed and elected from two separate groups. The United Fire Fighters Union Inc (UFU) nominates three Directors and Scheme members who are not eligible to join the UFU elect one Director. The period of office for a member-elected Director is up to three years (or longer if the Trustee determines there are special circumstances). Subject to their being renominated and being willing, the Member Representative Director can be reappointed for a further term.

Directors who are either Employer or UFU nominated Member representatives, will cease to hold office if the nomination by the relevant organisation is withdrawn or they become ineligible under relevant legislation.

For the Director elected by the Scheme members who are not eligible to join the UFU, he or she will cease to hold office if written notice to that effect is given to the Trustee by a majority of the relevant Scheme members, or they become ineligible under relevant legislation.

A formal set of rules governing the appointment and removal of Member Directors has been established and is available on request from the Manager.

The Directors of SA Metropolitan Fire Service Superannuation Pty Ltd during the period from 1 July 2010 to 30 June 2011 were:

Employer Representatives
Grant Lupton (1/7/10 to 30/6/11)
Garry Powell (1/7/10 to 30/6/11)
Mick Smith (1/7/10 to 30/6/11)
Roy Thompson (1/7/10 to 30/6/11)

Alternate directors:
Glenn Benham (1/7/10 to 30/06/11)
Christopher Smith (1/7/10 to 30/6/11)

Member Representatives
Nominated by the UFU:
Dave Harvey (1/7/10 to 30/6/11)
Michael Vander Jeugd (1/7/10 to 30/6/11)
Greg Northcott (1/7/10 to 30/6/11)

Alternate Directors
Neil Mangelsdorf (1/7/10 to 30/6/11)
Greg Smithson (1/7/10 to 30/6/11)

Elected by Scheme members who are not eligible to join the UFU:
Robert Tidswell (1/7/10 to 30/06/11)

Amendments to the Trust Deed

Effective 14 April 2011, an amendment was made to the Trust Deed to introduce a new "anti-detriment payment" provision. The amendment provided the Trustee with express power to augment a death benefit of a member in order to take account of a "tax saving amount" under section 295-485 of the *Income Tax Assessment Act 1997*.

Advice about your super

While the Trustee and the Manager can give you information about your benefit in the Scheme, neither the Trustee, the Manager nor your employer can provide you with any advice.

If you require any advice about superannuation, you should consult an appropriately licensed financial adviser.

You can also access up-to-date information about your benefit in the Scheme by visiting the Scheme website at **www.samfs.superfacts.com**.
The website allows you to:

- view your account balance;
- update your contact details;
- update your beneficiaries; and
- view your contribution history, account deductions or surcharge details.

Your Scheme has these advisers

These people provide assistance to the Trustee:

Accounting and tax services

Sharyn Long Chartered Accountants
Level 6, 216 Georges Tce
Perth WA 6000

Superannuation consulting

Mercer (Australia) Pty Ltd
Level 5, 108 North Terrace
Adelaide SA 5000

Administration

Mercer (Australia) Pty Ltd
33 Exhibition Street
Melbourne VIC 3000

Death and Disablement Insurance

AMP Life Limited
33 Alfred Street
Sydney NSW 2000

Auditing services

Auditor-General's Department
200 Victoria Square
Adelaide SA 5000

Actuary

Mr Laurie Brett
Brett & Watson Pty Ltd
157 Grenfell Street
Adelaide SA 5000

Legal

DMAW Lawyers
Level 3, 80 King William Street
Adelaide SA 5000

Mercer Legal
33 Exhibition Street
Melbourne VIC 3000

Investment Manager

Funds SA
63 Pirie Street
Adelaide SA 5000

Insurance protection

The Scheme pays for insurance to protect the Trustee, its Directors and the Scheme against the financial effects of any 'honest mistake' that might occur in running the Scheme.

No penalties were imposed on the Trustee under the Superannuation Industry (Supervision) or Corporations legislation during the year.

Special tax treatment

Super is one of the most effective ways to save because it is taxed at a lower rate than many other forms of income. To get this tax advantage, your Scheme must operate according to a strict set of laws.

The Trustee is unaware of any event that occurred during the year that would affect this special tax treatment.

Global Financial Crisis and impact on the Scheme

As a consequence of the impact on the Scheme's finances of the Global Financial Crisis, the Trustee decided that the most appropriate action to assist the Scheme back to a fully funded position was to increase members' contributions by 3% (post tax) of salary, effective 1 July 2009.

The Trustee continued to monitor the Scheme's finances and accepted the recommendation of the 1 July 2010 Actuarial Review that the extra 3% (post tax) contribution to sustain your benefit accruals and insurances at 100% continue until the Scheme's financial position is again reviewed as at 1 July 2011.

Accordingly, the Trustee will re-assess contribution levels as part of the next scheduled review of the financial position of the Scheme (as at 1 July 2011), though the Trustee will not receive the actuary's report for some months following 1 July 2011.

Costs are carefully managed

The costs of running the Scheme are managed carefully.

This section shows fees and other costs you may be charged. These fees and costs may be deducted from your money, from the returns on your investment, or from the Scheme assets as a whole. You need to take into account the impact of tax as well.

You should read all the information about fees and costs because it is important to understand their impact on your investment. Please refer to the Scheme's Member Benefit Guide for more information.

You do not pay GST on any of the fees and charges set out below.

If you are a Defined Benefit member then fees and costs will not generally impact your defined benefit.

Significant fees

Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the Scheme		
Establishment fee: The fee to open your investment	Nil	Not applicable
Contribution fee: The fee on each amount contributed to your investment – either by you or your employer	Nil	Not applicable
Withdrawal fee: The fee on each amount you take out of your investment	$60.00	Deducted from your account balance each time you make a withdrawal.
Termination fee: The fee to close your investment	$60.00	This fee is deducted from your account at the time your final payment is made.

Management costs		
The fees and costs for managing your investment	An asset based fee during 2010-11 of 0.55% pa of your Defined Benefit member contribution account and between 0.06% pa and 0.61% pa of your Accumulation account balance depending on your chosen investment option.*	This fee is calculated in determining the weekly unit price for each investment option.
Parked and Spouse members only	A weekly administration fee of $3.62** which is in addition to the asset based fee above.	This fee is deducted monthly.

* See the applicable asset based fee for each investment option under the "Investment management costs" heading on page 18.

** This amount may be automatically indexed each 1 January in line with Average Weekly Ordinary Time Earnings (AWOTE).

Service fees
In some cases, user pays family law fees may also apply. See the section 'Additional explanation of fees and costs' over the page.

Investment Switching Fee		
This is charged when you switch between investment options offered by the Scheme.	One free switch per year but subsequent switches are $30 each.	The switch fee is deducted from your Accumulation benefit at the time you switch investments.

Example of annual fees and costs

This table gives an example of how the fees and costs for a member's Accumulation account investing in the Growth option (the Scheme's default investment option) during 2010/11 can affect your superannuation investment over a one-year period. You should use this table to compare this product with other superannuation products.

Example		Balance of $50,000 with total contributions of $5,000 during year
Contribution fees	Nil	For every $5,000 you put in, you will be charged nil.
PLUS Management costs	0.55% p.a. of your Accumulation account	And, for every $50,000 you have in the Scheme you will be charged $275.00 each year, using the actual investment management fees for 2010/11 (please refer to page 18 for more information on investment management fees).
EQUALS Cost of Scheme	$275	If you put in $5,000 during a year and your balance was $50,000, then for that year you will be charged fees of $275.* The amount it costs will depend on the investment option you choose.

*Additional fees may apply. If you leave the Scheme, you will also be charged a withdrawal fee of $60.

Additional explanation of fees and costs

Family law fees

The table below shows information about Family Law costs. For more information about Family Law and how it may affect your super benefit, contact the Manager.

Type of fee or cost	Amount	How and when paid
Application for information – in the format specified under the Family Law Act - For Defined Benefit valuation - No valuation required	 $250 Nil	Payable by the person requesting the valuation.
Splitting a benefit	$385	Generally shared equally by both parties and deducted from each super benefit at the time the benefit is split.
Flagging a benefit	Nil	Not applicable.

Breakdown of management costs

The table below contains a breakdown of management costs.

Fees	Amount	How and when paid
Administration fees: Cover the general administration of the Scheme	0% p.a.	N/A
Expense recoveries: An estimate of the out of pocket expenses the Trustee is entitled to recover from the Scheme	0% p.a.	N/A
Member fee: Member account keeping fee charged by the Scheme	$3.62 per week for Parked and Spouse members Nil for all other members	Paid directly from your account balance.
Investment fees: Cover the fees paid to the investment manager	0.06% p.a to 0.61% p.a.	Deducted from Scheme earnings (actual investment management fees 2010/11).

Investment management costs

The table below sets out the fees and costs that apply for managing each investment option. The amount you pay depends on the option you choose. Management costs are passed on to members by way of an adjustment to the unit prices.

Investment option	Total Investment Mgt Fees (% pa of your account balance)		How and when paid
	Actual fees* 2010-11	Forecast fees* 2011-12	
High Growth	0.61%	0.64%	Deducted from Scheme earnings before unit price is declared
Growth	0.55%	0.57%	Deducted from Scheme earnings before unit price is declared
Balanced	0.53%	0.54%	Deducted from Scheme earnings before unit price is declared
Moderate	0.44%	0.40%	Deducted from Scheme earnings before unit price is declared
Conservative	0.43%	0.35%	Deducted from Scheme earnings before unit price is declared
Capital Defensive	0.35%	0.28%	Deducted from Scheme earnings before unit price is declared
Cash	0.06%	0.06%	Deducted from Scheme earnings before unit price is declared

For example, if you had a balance of $50,000 and you had selected the Growth option, the reductions in investment earnings for the 2010/11 year due to the investment management costs would have been $275.

* It should be noted that the **actual** investment management expenses shown are for the 2010/11 financial year only. **Estimated** investment management expenses are also provided in the above table for the 2011/12 financial year. However, the 2011/12 estimates and the costs in future years may vary due to a number of factors including growth in Funds SA funds under management being different from that assumed and the outcome of performance fee arrangements with certain managers which are dependent on the relevant manager's performance for the year.

Performance fees

Where an investment manager used by Funds SA charges a performance fee, that fee will be included in the management costs for the Scheme and be passed on to members by way of an adjustment to the Scheme's unit prices.

Investment managers used by Funds SA that charge a performance fee only apply those fees when performance is greater than an agreed target.

Accordingly, performance fees arise when higher returns, relative to a specified target for a particular manager, are achieved.

As the agreed performance targets may vary between investment managers, it is not possible to provide a precise figure for the performance fees which will be applicable.

Insurance costs

For Defined Benefit members, insurance premiums are currently paid from the Scheme and factored into the contributions you and your employer make. If this arrangement were to change in the future you would be appropriately advised.

For Retained firefighters the insurance premiums are paid by your employer.

There is no insurance cover for Parked, Spouse or Deferred members.

Indexation of fees

The administration fees for Parked and Spouse members and the withdrawal fee and termination fee set out in the 'Significant fees' table may be indexed annually each 1 January to AWOTE, with the next indexation occurring at 1 January 2012.

Fee increases (other than indexation)

The Trustee has the right to increase fees at any time. You will receive at least 30 days' notice of any increase in fees.

Member protection

Federal Government legislation requires that administration charges for members whose withdrawal benefits are less than $1,000 do not exceed the investment earnings credited in respect of the relevant reporting period except in limited circumstances. The intention of the legislation is to protect members with small account balances against any erosion of this benefit due to administration charges.

For Permanent employees and Retained Fire-fighters, because the administration fees are paid from the assets of the Scheme which is funded by employer and member defined benefit contributions, members pay fees (if applicable) in proportion to their super account balances and the usual member protection does not apply where a member's benefit is less than $1,000.

Parked members, Defined Benefit members and Spouse members are generally not eligible for protection as their super accounts do not include any employer Superannuation Guarantee contributions.

Financial summary

This is a summary of the Scheme's audited accounts for the year ended 30 June 2011. You can request a copy of the audited accounts and the auditors report from the Manager.

Statement of change in financial position 2010-11	
Scheme assets at 30 June 2010	**$202,564,581**
plus	
Net investment revenue	$21,237,401
Employer Contributions*	$15,044,020
Member Contributions	$1,290,674
Transfers from other funds	$461,595
Insurance Proceeds	$129,946
Other revenue	$1,407
Total revenue	**$38,165,043**
less	
Benefits paid	$14,015,631
General administration expenses	$718,545
Insurance premiums	$1,233,271
Income tax expense	$4,045,139
Total Expenses	**$20,012,586**
Net assets as at 30 June 2011	**$220,717,038**

* This includes all pre-tax contributions including salary sacrifice contributions and any other deductable contributions.

Statement of financial position 30 June 2011	
Investment by facility	
Investments	$217,301,427
Cash at Bank	$1,496,917
Deferred tax asset	$ 5,442,890
Other assets	$15,310
Receivables	$93,971
Total Assets	**$224,350,515**
Liabilities	
Benefits payable	$492,682
Provisions for tax	$2,964,057
Other liabilities	$176,738
Total liabilities	**$3,633,477**
Net assets as at 30 June 2011	**$220,717,038**

These accounts were prepared by Sharyn Long Chartered Accountants.

Financing the Defined Benefits

Under the financing arrangements for permanent employees' benefits, the Employer pays a fixed contribution of 11% of members' superannuation salaries. This amount is based on the salary at 1 April each year and changes for Scheme purposes at each 1 July.

Members are required to pay the relevant contribution based on their age at the date joining the Scheme.

Each year, the Scheme's actuary conducts a review of the Scheme's financial position to determine if the contributions being made are sufficient to meet the ongoing financial requirements of benefits to members. Please see page 14 for information on the impact of the global financial crisis on the Scheme's defined benefit funding.

Surcharge Tax

Prior to 20 June 2005, an additional 'surcharge tax' was charged on the super accounts of some higher income earners. This tax only applied to certain contributions and to some termination payments made by your employer.

Although this tax was abolished from 1 July 2005, it still applies to some contributions and termination payments that were made before 20 June 2005.

In these cases, the Australian Tax Office (ATO) will issue surcharge tax assessments or amended surcharge assessments in respect of those contributions and termination payments.

If the Scheme is required to pay surcharge tax in relation to you, the tax payable is deducted from your super account in the Scheme. If you roll your super into the Scheme from another fund, any surcharge tax liability may be transferred to the Scheme.

If you leave the Scheme and we receive a surcharge assessment or an amended surcharge assessment for your account, we will return it to the ATO. The ATO will either forward it to your new fund or to you.

Super news

In July 2011, the Government announced its proposed carbon tax and related tax reform package. These changes will not directly impact superannuation, although trustees and investment managers will need to take into account the likely impact of the proposed carbon tax on different market sectors when making investment decisions.

Over the last two years, a number of changes to superannuation have been implemented. A number of other changes have been announced but not legislated.

Changes already in place

Account based pensions

For the year 1 July 2011 to 30 June 2012, the minimum amount required to be drawn down from an account based pension has been reduced by 25%. This is a smaller reduction than the 50% reduction allowed in the previous two years. The reduced drawdown requirements were put in place to enable pensioners to reduce the amount they withdraw from their account based pensions and hence provide more time for asset values to recover following the Global Financial Crisis.

Tax deductibility of disability insurance premiums

Changes to legislation from 1 July 2011 will mean that superannuation funds will not always be able to claim a tax deduction for the whole of any death and disability insurance premiums in respect of fund members. This may mean that, on an after tax basis, the cost of some insurance arrangements will increase slightly. For those members where insurance premiums are met from members' accounts, only the reduced tax deduction will be taken into account when determining the tax deducted from members' accounts.

However, in the case of the Hannover Life Re of Australasia Ltd Superannuation Plan, the Trustee expects that, based on its insurance arrangements, the impact will either have no impact or will be negligible. The exact position is unclear due to Government delays in issuing necessary regulations and the need to liaise with the Scheme's insurer and actuary.

Reportable Employer Superannuation Contributions

From 1 July 2009, employers have been required to report details of employees' reportable employer superannuation contributions. This is shown on payment summaries given to you by your employer each year so that you can include it in your tax return.

Generally, your reportable employer superannuation contributions will include any salary sacrifice contributions you make and any voluntary employer contributions over which you have some control.

The Government has amended the definition of Reportable Employer Superannuation Contributions retrospectively to 1 July 2009. This change may mean that the amount reported may reduce for some members. If your employer provides you with an updated payment summary for previous years, you may need to lodge an amendment to your tax return for those years to take advantage of any reduction in the reported amount.

Your reportable employer superannuation contributions are taken into account in assessing your eligibility for various benefits including Government superannuation co-contributions, the eligible spouse superannuation contribution tax offset, mature age worker tax offset and family tax benefits.

Greater use of Tax File Numbers

Super fund trustees will, subject to complying with regulations which have not yet been released, be able to use tax file numbers (TFNs) to locate members' accounts and facilitate account consolidation, whether in the same fund or across multiple funds, making it easier to track lost super and combine members' accounts.

Flood Levy

From 1 July 2011, many superannuation benefits will be treated as income for the purposes of determining whether a person is subject to the Flood Levy for the 2011/12 year. The Flood Levy will apply to taxable income as follows:

Taxable income	Flood levy on this income
$0 to $50,000	Nil
$50,001 to $100,000	Half a cent for each $1 over $50,000
Over $100,000	$250 plus 1c for each $1 over $100,000

Taxable income will include the following in relation to superannuation:

- the taxable component of all superannuation lump sum and pension benefits received before age 60
- the taxable component of a lump sum death benefit paid to non dependants
- the taxable component of a pension death benefit where the recipient is under age 60 and the deceased member died before age 60

It will not apply to superannuation benefits that are rolled over or to income which is exempt from tax.

Announced Changes

A number of proposed changes have been announced but not yet legislated. These are not expected to take effect until 1 July 2012 or later and still need to be passed by Parliament. The important proposed changes are set out below.

Changes to the Superannuation Guarantee

The Government has announced that it will gradually increase the Superannuation Guarantee from 9% to 12% in small increments from 1 July 2013 to 1 July 2019. This will improve the adequacy of retirement benefits provided to Australians and the sustainability of Australia's retirement income system.

The Government will also raise the Superannuation Guarantee age limit from 70 to 75 with effect from 1 July 2013. This is also a positive change which broadens the range of employees covered by the Superannuation Guarantee.

Superannuation contribution for low income employees

A new contribution of up to $500 (not indexed) will be provided by the Government for individuals with an adjusted taxable income* of up to $37,000. This is designed to effectively return the 15% contribution tax on Superannuation Guarantee contributions and will commence in respect of contributions from 1 July 2012 with the first payments being made in the year commencing 1 July 2013.

This change will improve the tax effectiveness of superannuation for eligible low income earners, as well as provide a boost to their superannuation savings.

*Your adjusted taxable income includes your taxable income plus a number of other items. For more information see the ATO website www.ato.gov.au.

Higher concessional contribution limit for some members aged 50 or more to continue

The current transitional limit of $50,000 applicable to those aged 50 or more only applies until 30 June 2012. The Government has announced it will continue to provide the higher limit for those aged 50 or more, but only for those with total super balances below $500,000.

Again, this is a welcome change which will provide greater scope for eligible members to use concessional contributions to top-up their superannuation. The Government has not yet finalised the details of how this change will operate.

Proposed changes to Super following the Cooper Super System Review

The Super System Review, led by Jeremy Cooper, examined the governance, efficiency, structure and operation of Australia's superannuation system.

The Review Panel's final report was released in early July 2010 and made a total of 177 specific recommendations.

The Government provided its initial response on 1 August 2010 undertaking to:

- work with industry and employers to improve the administration of the super system with the first step being to make Tax File Numbers (TFNs) the primary identifier of member accounts from 1 July 2011;
- introduce a new simple superannuation system called "MySuper", from 1 July 2013. MySuper funds will need to meet a number of new standards and will have no unnecessary fees or charges. They will also be simpler than current arrangements and the Government believed that it will be easier to compare fund performance; and
- enable APRA to monitor and publish MySuper fund investment returns and costs 'to ensure members are getting value for money'.

In December 2010, the Government announced its Stronger Super package as its response to the Cooper Review. This package indicated the Government's support for most of the review panel's recommendations. The Government also established a 'Stronger Super Peak Consultative Group', which was tasked with advising the Government on how to best implement the Stronger Super package. Since then, further consultation has occurred.

Whilst the Consultative Group has effectively completed its role, the outcomes and final Government decisions are not yet available.

Once fully implemented, the changes are expected to generate cost savings for superannuation funds which should eventually result in lower fees being applied to superannuation members. The changes include greater standardisation of forms and back-office practices used by the industry as well as working towards employers providing better data in respect of contributions paid.

Other changes will impose higher standards on trustees and improve the governance and security of superannuation.

These changes have also not yet been legislated.

Co-contributions reduced but still valuable

The Government will continue to contribute up to $1 for each $1 contribution you make from your after-tax income. The maximum co-contribution is $1,000 a year if your total income is less than $31,920 a year. The co-contribution reduces gradually for those earning up to a maximum of $61,920. These thresholds will be frozen at these levels until 30 June 2013, after which indexation will recommence.

*Your total income includes your assessable income, reportable fringe benefits and your reportable employer superannuation contributions (see above) less any deductions for carrying on a business.

Refund of excess concessional contributions

In May 2011, the Government announced that, from 1 July 2011, individuals who breach the concessional contributions cap by $10,000 or less can request that the excess contributions be withdrawn from their super fund and refunded to them. Those excess concessional contributions will be taxed at the individual's marginal tax rate.

This measure, if passed by Parliament, will only apply for first time breaches of the concessional cap and only apply to contributions made from 1 July 2011 onwards.

Super contributions on payslips

From 1 July 2012, employers will be required to provide information on an employee's payslip about the amount of super actually paid into the employee's super fund account during the pay period. Employees will also receive a quarterly notification from their super fund if regular super payments cease. These changes, if passed by Parliament, are intended to help employees keep track of their employer's contributions.

What to do when you leave

Permanent employees

Following your termination of employment with a participating employer you have 90 days from when you receive information from the Scheme to make arrangements for your super. If you don't advise the Trustee of where your benefit is to be paid you will remain in the Scheme as a Parked Member as from the date of your termination of employment.

If you are under age 50 and you don't provide the Trustee with any instructions regarding your benefit, the amount of your benefit will be based on the amount payable for the Immediate benefit as detailed in the Scheme's Member Benefit Guide and you will no longer have the option to select the Deferred benefit.

If you are aged 50 or more, and you don't provide the Trustee with any instructions regarding your benefit, the amount of your benefit will be based on the amount payable for the Retirement Benefit.

It is important to note that your Defined Benefit derived portion will be invested in the Growth investment option if under age 50 or in the Cash investment option if over age 50 effective from the date of your leaving service and will accumulate with investment earnings which may be positive or negative. Any Accumulation derived benefit will be invested in your chosen investment option/s and will accumulate with investment earnings which may be positive or negative.

Retained fire-fighters

If you are about to leave work and take your super, make sure you respond promptly to letters from the Trustee about your benefit payment.

If you have reached age 65 and have not told your Scheme how and where to pay your benefit, and you cannot be contacted, then your benefit will be considered unclaimed money. It will then be placed with the ATO or relevant State or Territory authority for placing unclaimed money. You will then need to contact the ATO or State or Territory authority to find out how to claim your benefit.

If you are aged 64 or younger, and you do not respond to the Trustee within 90 days of leaving, your benefit may be transferred to an Eligible Rollover Fund (ERF). Upon transfer, you will no longer be a member or have any rights under the SA Metropolitan Fire Service Superannuation Scheme.

ERFs are designed as holding funds and are required to provide member protection. As a result, the rate of return in the ERF may be lower than in another superannuation fund. You should seek professional financial advice about the best place to roll over your benefit when you leave employment.

The Scheme uses the following ERF:

Australian Eligible Rollover Fund

About the Australian Eligible Rollover Fund

Set out below is a summary of some of the more significant features of the Australian Eligible Rollover Fund (AERF), current as at April 2011:

- The investment objective of the AERF is to provide members with long term growth and moderate volatility through investment in a diversified portfolio with exposure to growth assets (equities and property), alternative assets (such as hedge funds, private equity and infrastructure) and defensive assets (fixed interest and cash).
- The AERF doesn't have investment options. The Trustee invests the AERF's assets across a range of investment products offered by the appointed investment managers.
- The Trustee determines the earning rate to credit to all member accounts at the end of each reporting period (financial year ending 30 June) for the AERF having regard to:
    - investment returns of the AERF,
    - the costs of the AERF which have not otherwise been charged to member balances in particular the costs of providing member protection, and
    - provision for income tax which may be payable in relation to taxable income derived during the relevant financial year.
- An interim crediting rate applies for members leaving the AERF during the year. The interim crediting rate is generally reviewed on a weekly basis or as otherwise required due to market conditions. The Trustee reviews the interim earning rate having regard to;
    - the investment returns of the AERF since the last earning rate was declared
    - the costs incurred by the AERF which may include estimates for some costs, and
    - an estimation of income tax that may be payable by the AERF
- The following fees and charges apply to sub-plan A and sub-plan B members in the AERF as at April 2011:
    - Estimated management costs of 1.325% p.a. (sub-plan A) or 0.965% p.a. (sub-plan B) are deducted from the gross investment returns, before the earning rate is declared;
    - An Administration fee of $0.25 per week for lost members and $0.28 per week for other members (subject to member protection); and
    - A Withdrawal fee of $35.83 for each withdrawal from the AERF.
- The AERF is unable to accept contributions from members or their employers. However, Superannuation Guarantee shortfall components from the Australian Taxation Office are permitted.
- The AERF can also accept additional rollovers from other superannuation funds.
- The AERF does not provide insurance benefits to members.

Should you wish to know more about the AERF, please call on 1800 677 424 for a copy of their Product Disclosure Statement or Email on: aerfenquiries@perpetual.com.au

Continuing your insurance

While you are an employee and a member of the Scheme, you receive death and disablement insurance cover. However, if you leave your employer, this cover only continues for 30 days subject to any policy conditions. Provided you are under age 60, you are generally able to continue this death and disability insurance by buying a personal policy through your Scheme's insurer.

The policy can be for the same amount of cover you had while in your Scheme, although the premium may differ.

Usually, the insurer will only require an AIDS declaration and payment of the premium to effect your continuation option. The continuation option is only available for a limited time and must be taken up within 30 days of leaving your employer. Please ask the Manager for more information.

Like to know more?

As a member of the SA Metropolitan Fire Service Superannuation Scheme, you already have access to a Member Benefit Guide containing information about your benefits and rules governing the Scheme. You also receive an annual Benefit Statement containing important personal information about your benefits in the Scheme. All of these documents and more are available at www.samfs.superfacts.com

Other documents relating to the Scheme that are available for you to look at are:

- the trust deed
- the investment policy statement
- the enquiries and complaints procedure
- the Privacy Policy.

If you have a question about your benefits in the Scheme, please contact the Manager. Please note that neither the Trustee, its directors nor the Manager are able to give any personal advice relating to your own personal circumstances.

If you need advice, you should speak to a licensed financial adviser.

The Manager is:
Mr Alan Kent
Manager
SA Metropolitan Fire Service Superannuation Scheme
99 Wakefield Street
Adelaide SA 5000
Phone: (08) 8204 3826
Fax: (08) 8204 3610
Email: kent.alan@samfs.sa.gov.au

Your new website

At the SA Metropolitan Fire Service Superannuation Scheme, we're keen to ensure you have fast and easy access to information about your super, presented in a way that is easy to understand. That's why we've recently improved your website with a new look, easy access and some great features.

As well as a fresh new design, the site has also received some significant enhancements. The way you access some information is a little different, and there are also a number of exciting new features.

The website is divided into two parts – a public area and a secure member area.

The public area of the website

The public homepage provides information about the Scheme, the latest Annual Report, and includes the Scheme's documents and forms. It also includes a range of planning tools and an article library which has special interest and education articles on a range of financial topics, not just super.

The secure member area of the website

To access the secure member area, go to the 'Sign in' section in the top right hand side of the homepage (see below for sign in information). This area allows you to:

- Check your current account balance
- View your preferred dependant details and update them if required
- Download your annual Benefit Statements since 30 June 2007
- Download documents & forms
- View a year-to-date statement of your account (Accumulation Members only)
- View a history of transactions for your account
- Change your PIN
- See how your super is invested and make changes to your investment strategy online
- Stay on top of your contributions, including how you're tracking against the annual contribution limits

- Monitor taxes and any fees deducted from your account
- View a summary of administration workflow related to your super

Sign-in today to manage your account online

Sign-in to your member account at www.samfs.superfacts.com and get up-to-date information about your account at any time.

You'll need your member number (your Personal ID as shown on your latest Benefit Statement) and your PIN/Password to access your personal account online.

Forgotten your PIN/Password?

Call the Helpline on 1300 132 573 and one of our friendly consultants will assist you.

If you have a problem...

Most queries can be sorted out over the phone, but if we are unable to help you immediately, you may also put your question in writing and we will reply within 28 days.

If you are not satisfied with the response, you should contact your Complaints Officer, who will pass your complaint to the Trustee. You can expect a decision within 90 days.

The Complaints Officer is:
Mr Alan Kent
Manager
SA Metroploitan Fire Service Superannuation Scheme
99 Wakefield Street
Adelaide SA 5000
Phone: (08) 8204 3820
Fax: (08) 8204 3610
Email: kent.alan@samfs.sa.gov.au

The Trustee always seeks to resolve complaints to the satisfaction of all concerned and in the best interests of all members of the Scheme. However, if you have followed the steps outlined above and are not satisfied with the outcome, you may be able to take the matter to the Superannuation Complaints Tribunal (SCT). The SCT is an independent body that aims to resolve certain types of superannuation disputes.

Any complaints must be lodged with the SCT within certain time limits. For more information about requirements and time limits, you can call the SCT on **1300 884 114.**

If the SCT accepts your complaint, it will try and help you and the Scheme reach a mutual agreement through conciliation. If conciliation is unsuccessful, the complaint is referred to the SCT for a determination that is binding.

Protecting your privacy

Your Scheme holds personal information about you, such as your name, address, date of birth, salary and tax file number in order to provide your super benefits. This personal information may be disclosed as necessary to the Scheme's administrator and professional advisers, insurers, Government bodies, employers, and other parties.

The Scheme has a privacy policy that sets out in more detail the way your personal information is handled. If you would like a copy of the Scheme's privacy policy, please contact the Scheme's Privacy Officer Mr Alan Kent on (08) 8204 3826.