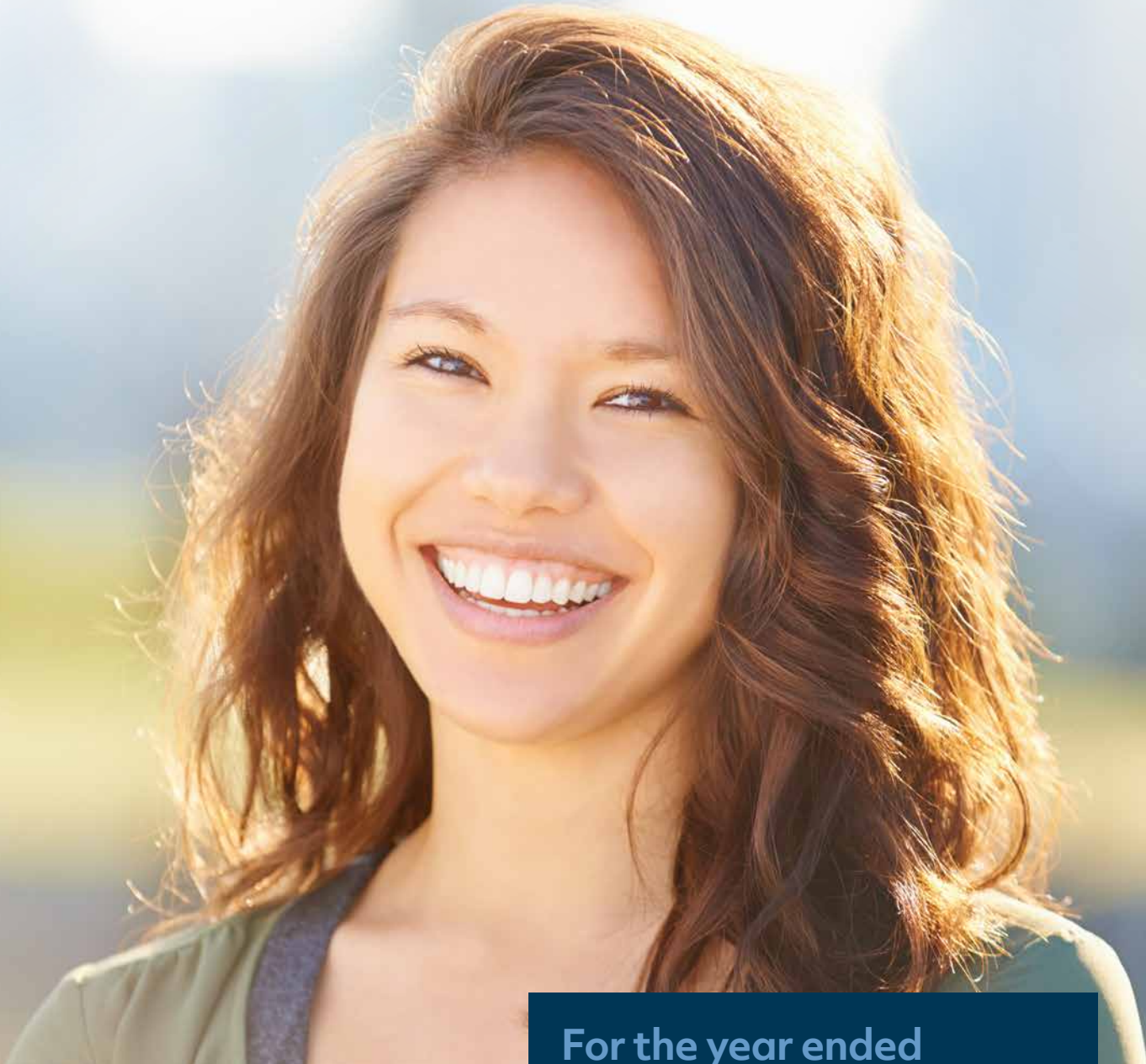


# Guild Retirement Fund annual report



For the year ended  
30 June 2023



# Contents

Welcome	pg 2
Guild Retirement Fund at a glance	pg 4
Fund changes	pg 6
Governance	pg 7
Super thresholds for the 2023/2024 financial year	pg 10
Changes in Super	pg 11
Investments	pg 12
Financial information	pg 20
Important information	pg 24

# Welcome

It is a privilege to provide superannuation to our members. We continue to work hard to improve our member outcomes through our investment strategy, how we invest your money, the products we offer you and our member services. This year has been a year of significant market volatility which has seen many Australians struggle with inflationary pressures and the rising cost of living. These challenges have concentrated our efforts to do all we can to help our members achieve their best possible retirement outcome. By staying true to our long-term investment strategy, we have aimed to protect super balances from market volatility while continuing to deliver strong investment returns and provide our members with easy access to their superannuation information.



**You're in good hands.**

You can relax, knowing your super is invested in a fund with proven results and is rated AAA, Rainmaker 2022.

The Annual Report highlights important changes that occurred during the financial year that ended 30 June 2023. It provides details on the financial statements and investment options for the Guild Retirement Fund (the Fund), which includes GuildSuper, Child Care Super and GuildPension, as well as other important information which should be read by all members.



## Market update

Despite the continued heightened volatility over the past financial year, global financial markets rallied and provided pleasingly positive returns to 30 June 2023. While inflation continues to dominate news headlines around the world, there are signs that point towards inflation coming down. As a result, global central banks have either paused their rate hiking activities or indicated that they are likely to pause over the coming months.

Furthermore, the reopening of the Chinese economy contributed to improved investor sentiment. Large technology companies who were adversely impacted by rate rises reported strong earnings over the year, which led to the recovery in share prices of these companies. These events have affected super balances right across the industry.

While investment market volatility can be unsettling, be reminded that generally, super is a long-term investment. Our MySuper investment strategy is designed to deliver strong risk-adjusted returns over the long-term and protect super balances from the adverse effects of market downturns as members approach retirement.

## Launched Mobile Apps

Following requests from members to manage their super on the go, we launched mobile apps for both GuildSuper and ChildCare Super in November 2022. Members can now view their account balances, access the SUPERSUPER rewards program, receive payment notifications and take advantage of many other useful features. By the end of FY23, nearly 10,000 members used our apps to log into their super accounts.

## Improvements to our insurance offering

Following a comprehensive review of our insurance arrangements, we introduced a series of changes to ensure we achieve an equitable and sustainable insurance offering for our members. Coming into effect on 1 November 2022, the changes included an average reduction of 5.3% in annual premiums for income protection and better alignment of our default Death and TPD cover for the projected needs of members.

## Responsible Investment Policy

We approved our Responsible Investment Policy in March 2023. This policy sets out the approach taken by the Fund to Responsible Investment and how we ensure that environmental, social and governance (“ESG”) risks and opportunities are adequately considered and managed. Our Responsible Investment approach is achieved by focusing on the key areas of ESG Integration, Active Ownership, Climate Risk, Investment Opportunities and Exclusions.

## Changes to superannuation rules

The following changes to superannuation rules came into effect from 1 July 2023:

- The Superannuation Guarantee (SG) contribution rate increased from 10.5% to 11% on 1 July 2023. This is good news for members as it means employers are now required to add an additional 0.5% of their salary to their super savings.
- The Government has proposed that from 1 July 2026, employers will be required to pay employees’ super at the same time they pay their wages. Referred to as Payday Super, this measure will enable employees to check the payment of their superannuation entitlements more easily, and to benefit from higher compounding returns given their super will be paid more frequently.

In summary we are working hard to improve your superannuation outcomes. We are focused on supporting our members to maximise retirement outcomes and encourage all our members to engage with our mobile apps to be informed and in charge of their savings.

Yours sincerely



**Linda Jenkinson**  
Chair of Guild Trustee Services



# Guild Retirement Fund at a glance

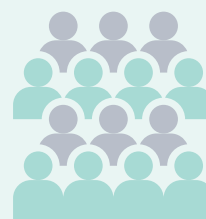
Total funds under management

**\$2,760,578,021**



Total members

**94,879**



MySuper Growing Option

**11.3** % p.a.

One year  
return

**7.3** % p.a.

Return since  
1 Oct 2013



Total employers

**28,018**



Total member inflows

**\$364,205,717**



Number of SUPERSUPER  
purchases

**3,335**



Average member age

**33.64** years



Female members

**82.8%**



Total calls to Member Services

**20,095**



Average member balance

**\$29,096**



---

# Fund changes

## Insurance changes

Effective 1 November 2022, GuildSuper made key insurance benefit design changes following a comprehensive review of our insurance arrangements. Below is a summary of the key changes:

<b>Death and Total and Permanent Disablement (TPD) cover</b>	<ul style="list-style-type: none"><li>• Different amounts of default Death and TPD cover were introduced to better align with the projected needs of members.</li><li>• Unitised Death and TPD insurance cover changed to aged-based cover and premiums.</li><li>• Insured members with customised (non-default) unitised cover were converted to an equivalent level of fixed cover.</li><li>• Changes to Life Event and Insurance Boost cover.</li><li>• TPD definitions were updated.</li><li>• Interim Accident Cover definition were updated.</li><li>• The name of the 'Standard' occupational classification was renamed to 'Active'.</li></ul>
<b>Income Protection</b>	<ul style="list-style-type: none"><li>• An average reduction of 5.3% in annual premium.</li><li>• Recurrent Disability and Concurrent Disability terms were updated.</li><li>• The name of the 'Standard' occupational classification was renamed to 'Active'.</li></ul>
<b>Default Cover eligibility</b>	<ul style="list-style-type: none"><li>• Members previously diagnosed with a terminal illness are no longer eligible.</li></ul>

For further details of the changes, please refer to the relevant Product Disclosure Statement (PDS) and Insurance Guide.

---

# Governance

## The Board oversees the Fund's operations and ensures it is operating efficiently and in the best interests of members.

The Trustee of Guild Retirement Fund is Guild Trustee Services Pty Ltd (ABN 84 068 826 728). The Trustee has an Australian Financial Services License (AFSL 233815) issued by the Australian Securities and Investments Commission and an RSE License (L0000611) issued by the Australian Prudential Regulation Authority. The Trustee is governed by a Board of Directors (the Board) who are appointed as per the Constitution of the Guild Group. The Trustee Board meets six times per year.

To further strengthen Board independence, the GTS Board split from the GGHL Board in June 2020 to form a standalone board dedicated to GRF members.

## The Guild Trustee Services Board

**DIRECTORS:** The names and details of the company's directors in office during the financial year are as follows.

---

### Linda Jenkinson (Chair)

Joined: Sep 2016

*MBA, ACA, B.B.S.*

Linda is a global entrepreneur who has founded numerous businesses including John Paul, a global travel concierge provider to the world's largest brands. Linda is founder of several start-ups, running companies as CEO and taking on public, private and non-profit Director roles. Linda was the first New Zealand woman to take a company public on the NASDAQ and has received numerous awards for her entrepreneurial work in the United States and New Zealand. Linda received a Master Entrepreneur of the Year (NZ) award from Ernst & Young and was the first woman to be awarded the Sir Geoffrey Peren Award for Most Distinguished Alumni from

Massey University, New Zealand. Linda is a Director of Air New Zealand (NZE), Eclix (ECX), Harbour Asset Management, Jaxsta (JSX) and former Partner at A.T Kearney. Linda was appointed Chair on 20 December 2018.

---

---

### Mario Pirone (Non-Executive Director)

Joined: Aug 2010

*B.Bus, Grad.Dip. Bus, FCPA*

Mario Pirone has over 25 years' experience as a senior executive and Director in large and complex organisations in the areas of general insurance, funds management and superannuation. Mr. Pirone was formerly the CEO of CGU Insurance and an Executive with Insurance Australia Group (1999-2008). He has held a number of non-executive Directorships over the past 10 years and is currently a director of Capricorn Society Limited. Mario was appointed as a Director on 6 August 2010.

Mario retired as Managing Director in July 2022. He continues to serve as a Non-Executive Director of the Fund.

---

---

# Governance

---

## Nickolas Panayiaris (Non-Executive Director)

Joined: Mar 2018

*BSc, BPharm, MAICD*

Nickolas is a practising Pharmacist with over 20 years' experience and an owner of a number of community pharmacies in South Australia. Nickolas is South Australian President of the Pharmacy Guild of Australia (PGA) and has been a National Councillor for 9 years. He is the current Chair of the PGA's Pharmacy Transformation Committee and member of the Pharmacy Viability Committee which negotiated the 6th Community Pharmacy Agreement. Nickolas' other roles include being a member of the Priceline Brand Advisory Committee and Steering Group Committee member of the PGA's CP2025 Project. Nickolas was appointed as a Director on 8 March 2018.

---

---

## Keri Pratt (Non-Executive Director)

Joined 28 April 2020

*MBA (Exec), Grad.Dip App. Fin, SFFin., GAICD*

Keri is an experienced Non-Executive Director and Committee Chair in the private, public and NFP/ NSO sectors. She brings skills in designing and executing strategies for growth, particularly in financial services in Australia and NZ. Her executive career includes superannuation and investment consulting, product and marketing/distribution management roles with large global listed companies including NAB/MLC, Lend Lease, Franklin Templeton and GMO. She is currently working in an investment governance and ESG role for SAS Trustee Corporation, the trustee for NSW public sector superannuation schemes with assets in excess of \$40B. Ms Pratt is a Non-Executive Director of: CIMA Society of Australia Ltd, the Advisory Board for Diversification & Sustainability Support Fund (ACT Govt), and The Junction Works Ltd, and has served on a number of other Industry boards and committees in superannuation. Keri was appointed as a Director on 28 April 2020.

---



Company Secretary for Guild Trustee Services Pty Limited is Kevin Behrens.

**The Board has established Committees for certain functions. The Committees are made up of members of the Board and regularly report to the Board.**

- The Guild Group Capital Committee: meets six times a year and is responsible for overseeing the implementation of the Fund's Investment Governance Framework as required by Prudential Standard SPS530.
- The Audit Committee: meets five times a year and is responsible for independent assurance to the Board that material risks are being addressed by an adequate and effective control framework being maintained by Management.
- The Risk Management & Compliance Committee: meets four times a year and is responsible for the objective review of the effectiveness of Guild's risk management framework to oversee Guild's statutory, licensing and regulatory requirements, including risk management, capital requirements, and compliance and reporting requirements.
- The Guild Group Remuneration & Nominations Committee: meets up to four times a year and is responsible for monitoring and assessing the adequacy of the Guild Group Board Renewal Policy and then advising the Board of any changes required.

**Board Attendance Summary from 1 July 2022 to 30 June 2023**

**Guild Trustee Services: Directors Attendance – Board Meetings**

Name	Term Commenced	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
Mario Pirone (Director)	6/08/2010	10 of 10	6 of 6	6 of 6	6 of 6	7 of 7	6 of 6
Linda Jenkinson (Director)	1/09/2016	10 of 10	6 of 6	6 of 6	6 of 6	6 of 7	6 of 6
Nickolas Panayiaris (Director)	8/3/2018	9 of 10	6 of 6	6 of 6	6 of 6	6 of 7	2 of 2
Keri Pratt (Director)	28/4/2020	10 of 10	6 of 6	6 of 6	2 of 2		

Note: Board attendance reflects appointments and resignations over the course of the year. Four special meetings were held in FY22/23.

# Super thresholds for the 2023/2024 financial year

The following super and taxation thresholds amounts apply during the 2023/2024 financial year. Please refer to the relevant Product Disclosure Statement (PDS) for an explanation of each of these thresholds.

Threshold	From 1 July 2023
Standard concessional contributions cap	\$27,500 per annum
Non concessional contributions cap: Currently legislated as follows:	
• Standard:	\$110,000 per annum
• Bring forward before age 65:	\$330,000 over 3 years
SG maximum contribution base	\$60,270 per quarter
Government co-contribution:	
• Lower income threshold	\$43,445 per annum
• Higher income threshold	\$58,445 per annum
Maximum adjusted taxable income for eligibility for the Low Income Superannuation Tax Offset (LISTO)	\$37,000 per annum
Low rate cap amount (previously known as post June 1983 low tax threshold) Applies to the taxable component of taxed super fund benefits for members who have reached their preservation age but are aged under 60 years.	\$235,000 (lifetime limit)
Untaxed plan cap amount Applies to the taxable component of untaxed super fund benefits	\$1,705,000 (lifetime limit)
Employment termination payment cap (ETP)	\$235,000 (per annum)
Capital gains tax (CGT) cap amount	\$1,705,000 (lifetime limit)
General Transfer Balance Cap	\$1,900,000

## Unused concessional cap carry forward

Since 1 July 2018 if you have a total superannuation balance of less than \$500,000 on 30 June of the previous financial year, you may be entitled to contribute more than the general concessional contributions cap and make additional concessional contributions for any unused amounts.

The first year you will be entitled to carry forward unused amounts is the 2019-20 financial year. Unused amounts are available for a maximum of five years, after which they will expire.

## Non concessional contributions cap

Since 1 July 2017, your non-concessional cap is nil for a financial year if, at the end of the previous financial year, you have a total superannuation balance greater than or equal to the general transfer balance cap. In this case, if you make non-concessional contributions in that year, they will be excess non-concessional contributions.

Note: The total superannuation balance cap was \$1.7 in the 2022-2023 financial year and increased to \$1.9 million from 1 July 2023.

If you are under 65 years old, you may be able to make non-concessional contributions of up to three times the annual non-concessional contributions cap in a single year. If eligible, when you make contributions greater than the annual cap, you automatically gain access to future year caps. This is known as the 'bring forward' option.

## Preservation age

Date of Birth	Preservation Age
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
From 1 July 1964	60

## SG Rate

Financial Year	SG % rate
1 July 2020 – 30 June 2021	9.5
1 July 2021 – 30 June 2022	10
1 July 2022 – 30 June 2023	<b>10.5</b>
1 July 2023 – 30 June 2024	11
1 July 2024 – 30 June 2025	11.5
1 July 2025 – 30 June 2026	12
1 July 2026 – 30 June 2027	12
1 July 2027 – 30 June 2028 and onwards	12

# Changes in Super

A sweeping array of changes to Australia's superannuation regime are on the horizon with some coming into effect from 1 July 2023.

## Increase in superannuation guarantee rate

From 1 July 2023, the superannuation guarantee rate will increase from 10.5% to 11%. Employers should update payroll systems to ensure the correct amounts of superannuation are paid to all eligible employees from 1 July 2023.

## Payday super

It is proposed that, from 1 July 2026, employers will be required to pay employees' super at the same time they pay their wages. This measure is part of the 'Securing Australians' Superannuation Package' which was announced as part of the 2023-24 Federal Budget. Currently, employers are only required to pay superannuation on at least a quarterly basis.

This measure will enable employees to check the payment of their superannuation entitlements more easily, and to benefit from higher compounding returns given their super will be paid more frequently.

## Increasing the ATO's visibility over unpaid super

Under the 'Securing Australians' Superannuation Package', the Federal Government has allocated \$2.7 million to the ATO to improve data capabilities - including matching employer and super fund data to identify instances of underpayment of the superannuation guarantee by employers. An additional \$13.2 million has been allocated to the ATO to consult and co-design a new compliance system which will proactively identify instances of underpayment of the superannuation guarantee.

## Enhancing the ATO's unpaid superannuation recovery targets

As part of the 2023 - 24 Federal Budget, the Government has set targets in the Treasury Portfolio's 'Budget Statements 2023-24' on which the ATO will be assessed on the recovery of unpaid superannuation. The ATO will have targets on the superannuation guarantee distributed as a proportion of superannuation guarantee raised, and the superannuation guarantee charge raised and distributed within 12 months.

## Reduced tax concessions for individuals with more than \$3 million in super

As part of the 'Better Targeted Superannuation Concessions' measures, from 1 July 2025, individuals with a super balance exceeding \$3 million will be subject to an additional 15% tax on investment earnings on the portion of their super balance that exceeds \$3 million. This means that the headline tax rate will increase from 15% to 30% for earnings corresponding to the portion of an individual's superannuation balance that is greater than \$3 million. Earnings on assets below the \$3 million threshold will continue to be taxed at 15% if held in an accumulation or defined benefit account, and 0% if held in a retirement pension account.

The \$3 million threshold is not expected to be indexed, and the 'Better Targeted Superannuation Concessions' measures are only expected to impact a modest number of individuals.

## Change in AFCA's jurisdiction to hear superannuation related complaints

On 23 May 2023, Treasury released the Treasury Laws Amendment (Measures for Consultation) Bill 2023 which seeks to amend AFC A's jurisdiction to hear superannuation matters. The Bill seeks to amend the *Corporations Act 2007* (Cth) (Corporations Act) by expanding AFCA's jurisdiction to include complaints relating to superannuation which are not Listed under section 1053 (1) of the Corporations Act, which will be heard in AFCA's non-superannuation jurisdiction. These changes are intended to take effect the day after the Bill receives Royal Assent.

## Minimum pension drawdown

The government's temporary 50% reduction on minimum payment requirements has been discontinued for the 2023/24 financial year. Here are the new minimum pension drawdown percentages from 1 July 2023:

Age	Minimum drawdown
under 65	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95+	14%

# Investments

## Investment managers

The Trustee uses external investment managers to invest the Fund's assets within the guidelines set out by the Trustee. The Trustee aims to achieve the objectives of each investment option by investing in pooled investment products that are managed by external professional investment managers. The performance of each manager is closely monitored and changes are made when appropriate.

The following table shows the Fund's investment holdings as a percentage of assets that investment managers held as at 30 June 2023.

Investment Holdings	FUM (\$)	%
AUD Cash	36,445,027.18	1%
IFM Transaction Cash Fund	276,270,564.06	10%
Mercer Australian Direct Property Fund	96,314,762.94	3%
Mercer Global Unlisted Infrastructure Fund	74,521,119.68	3%
Realindex Emerging Markets Fund	103,468,269.82	4%
Realindex Wholesale Australian Small Companies	127,628,501.15	5%
Russell Investments Low Carbon Australian Shares Fund Class A	874,434,064.44	31%
Russell Investments Low Carbon Global Shares Fund Class AUDH	450,725,265.83	16%
Russell Investments Low Carbon Global Shares Fund Class A	516,621,545.60	18%
iShares Global Bond Index Fund	30,428,723.87	1%
iShares Wholesale Australian Bond Index Fund	29,795,919.80	1%
TCW Unconstrained Bond Fund	158,168,213.19	6%
IFM Australia Infrastructure Wholesale Fund A	45,976,416.23	2%
IFM Australia Infrastructure Wholesale Fund B	7,626,641.55	0.3%

Please note actual holdings may vary slightly due to rounding.

## Investment performance

The tables below show each investment option's net investment return to 30 June over the past five financial years as well as the compound average rate of net earnings for the five-year period ending 30 June 2023. The investment returns are net of investment fees and investment tax (where relevant).

### GuildSuper and Child Care Super

Investment Option	Investment returns (%) for the year ended 30 June					Compound average (% p.a.)
	2023	2022	2021	2020	2019	5 years to 30 June 2023
Building	13.7	-9.1	27.5	-3	8.6	7.6
Growing	11.3	-6.8	25.7	-1	8.5	7.5
Consolidating	8.4	-6.1	17.5	-0.2	9	5.7
Secure	2.6	0.1	0.0	0.5	1.4	0.9
Balanced	6.8	-5.9	17.1	-0.1	9.4	5.5
Growth	11.5	-6.5	19.9	-0.5	8.9	6.7

Past performance is not a reliable indicator of future returns.

### GuildPension

Investment Option	Investment returns (%) for the year ended 30 June					Compound average (% p.a.)
	2023	2022	2021	2020	2019	5 years to 30 June 2023
Secure	2.8	-0.1	-0.1	0.5	1.4	0.9
Balanced	7.5	-5.8	13.7	-0.6	8.3	4.6
Growth	12.7	-7.1	20.5	-2.0	9.1	6.7

Past performance is not a reliable indicator of future returns.

## How returns are allocated to accounts

The net earnings of each investment option are reflected in the change in the price of each unit in that option. The effective rate of net earnings for a given period can therefore be determined by the proportionate change (positive or negative) in the unit prices from the start to the end of the period. It is the difference in these prices that shows how the option has performed over the year. It is important to remember that although the unit price may have fallen, the number of units held has only varied in line with the transactions on the account, for example units are added when contributions are made and deducted when items like fees and tax are paid.

# Investments continued

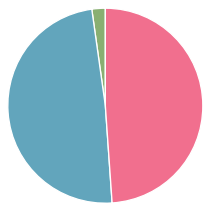
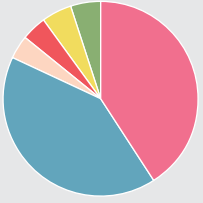
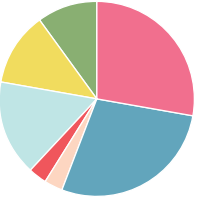
## Investment objectives and strategies

The Trustee's investment strategy is to invest in a diversified portfolio of asset classes in accordance with each respective benchmark. Each investment option's investment mix is managed by the Trustee in accordance with the investment strategies set out in the following pages. The actual asset allocation may vary from time to time but will generally remain within the investment ranges set out in the following pages. The asset allocation may move outside those ranges in limited circumstances such as any large transition of assets.

**More information on investment options can be obtained by referring to the Fund's *Product Disclosure Statements* or by referring to [guildsuper.com.au](http://guildsuper.com.au) or [childcaresuper.com.au](http://childcaresuper.com.au).**

## MySuper Lifecycle Investment Strategy

The MySuper product is only available to GuildSuper and Child Care Super members.

	Building		Growing		Consolidating	
Age	Under 25		25-59		60 and over	
Investment Return Objective*	CPI + 3.5% p.a. over rolling 10 year periods		CPI + 3.0% p.a. over rolling 10 year periods		CPI + 1.5% p.a. over rolling 10 year periods	
Investment mix	98% Growth		90% Growth		62% Growth	
	2% Defensive		10% Defensive		38% Defensive	
Asset class	Benchmark (%)	Range (%)	Benchmark (%)	Range (%)	Benchmark (%)	Range (%)
● Australian shares	49	40 to 60	41	35 to 55	28	10 to 40
● International shares	49	40 to 60	41	35 to 55	28	10 to 40
● Property	–	–	4	0 to 10	3	0 to 20
● Alternatives (growth)	–	–	4	0 to 10	3	0 to 30
<b>Total growth</b>	<b>98</b>	<b>90 to 100</b>	<b>90</b>	<b>80 to 100</b>	<b>62</b>	<b>50 to 80</b>
● Fixed interest	–	–	–	–	16	0 to 35
● Alternatives (defensive)	–	–	5	0 to 10	12	0 to 30
● Cash / Money market securities	2	0 to 10	5	0 to 10	10	0 to 35
<b>Total defensive</b>	<b>2</b>	<b>0 to 10</b>	<b>10</b>	<b>0 to 20</b>	<b>38</b>	<b>20 to 50</b>
Asset Allocation						

\* Investment Return Objectives are net of investment fees and investment taxes. While we aim to achieve this return target, future returns are not guaranteed. From time to time, changes may be made to the availability of investment options. We will inform you, where possible, in advance of the change to allow you the opportunity to review your individual circumstances.

CPI = Consumer Price Index

## MyMix Solution suite of investment options

These investment options are available to GuildSuper, Child Care Super and GuildPension members.

	Balanced		Growth		Secure	
<b>Investment objective*</b>	To provide net (after investment fees and investment tax) investment returns of at least 1.25% per annum above CPI increases over rolling 10 year periods.		To provide net (after investment fees and investment tax) investment returns of at least 3.0% per annum above CPI increases over rolling 10 year periods.		To provide gross investment returns at least equal to the Bloomberg Bank Bill Index returns over rolling 1 year periods.	
<b>Investment mix</b>						
<b>Asset class</b>	<b>Benchmark (%)</b>	<b>Range (%)</b>	<b>Benchmark (%)</b>	<b>Range (%)</b>	<b>Benchmark (%)</b>	<b>Range (%)</b>
● Australian shares	22	10 to 40	39	15 to 50	-	-
● International shares	22	10 to 40	39	10 to 50	-	-
● Property (listed & unlisted)	3	0 to 20	4	0 to 20	-	-
● Alternatives (growth)	3	0 to 30	4	0 to 30	-	-
<b>Total growth</b>	<b>50</b>	<b>50 to 80</b>	<b>86</b>	<b>60 to 90</b>	<b>-</b>	<b>-</b>
● Fixed interest	18	0 to 35	5	0 to 30	-	-
● Alternatives (defensive)	10	0 to 15	6	0 to 10	-	-
● Cash / Money market securities	22	0 to 35	3	0 to 20	100	0 to 100
<b>Total defensive</b>	<b>50</b>	<b>20 to 50</b>	<b>14</b>	<b>10 to 40</b>	<b>100</b>	<b>100 to 100</b>
<b>Asset Allocation</b>						

\* The investment objective is not a promise or prediction of any particular rate of return. From time to time changes may be made to the availability of investment options. We will inform you, where possible, in advance of the change to allow you the opportunity to review your individual circumstance.

CPI = Consumer Price Index

# Investments continued

## Use of Derivatives

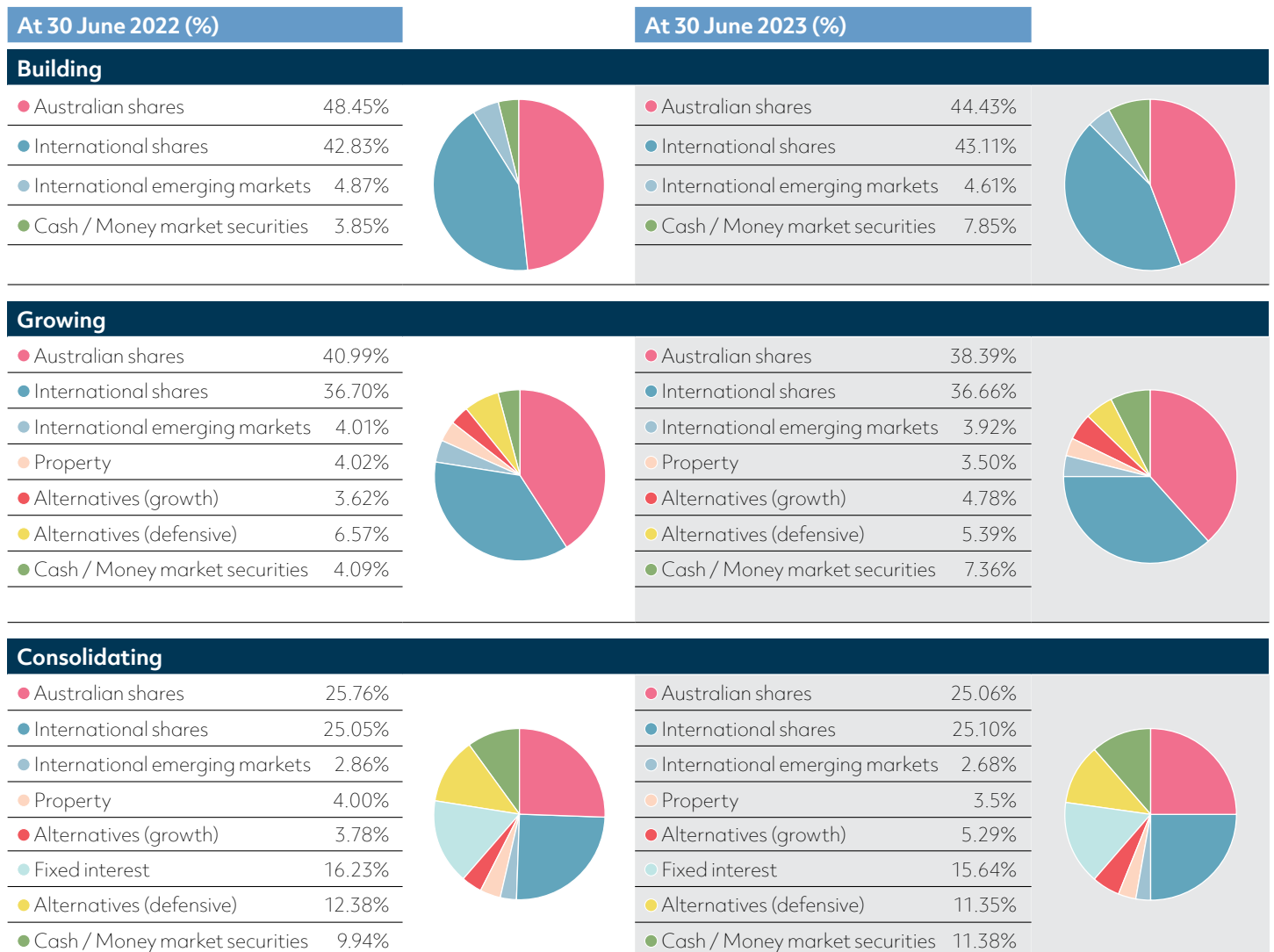
The Trustee will not normally invest directly in derivatives, but may do as a short-term mechanism to achieve a desired asset allocation during the transitioning of assets between investment managers. Underlying investment managers may use derivatives as a tool to help manage investment risk. Some examples of derivatives include futures and options.

## Investment asset allocations

The following shows the actual asset allocation of each investment option for the assets attributable to GuildSuper and Child Care Super members and GuildPension members at 30 June 2023 and 30 June 2022.

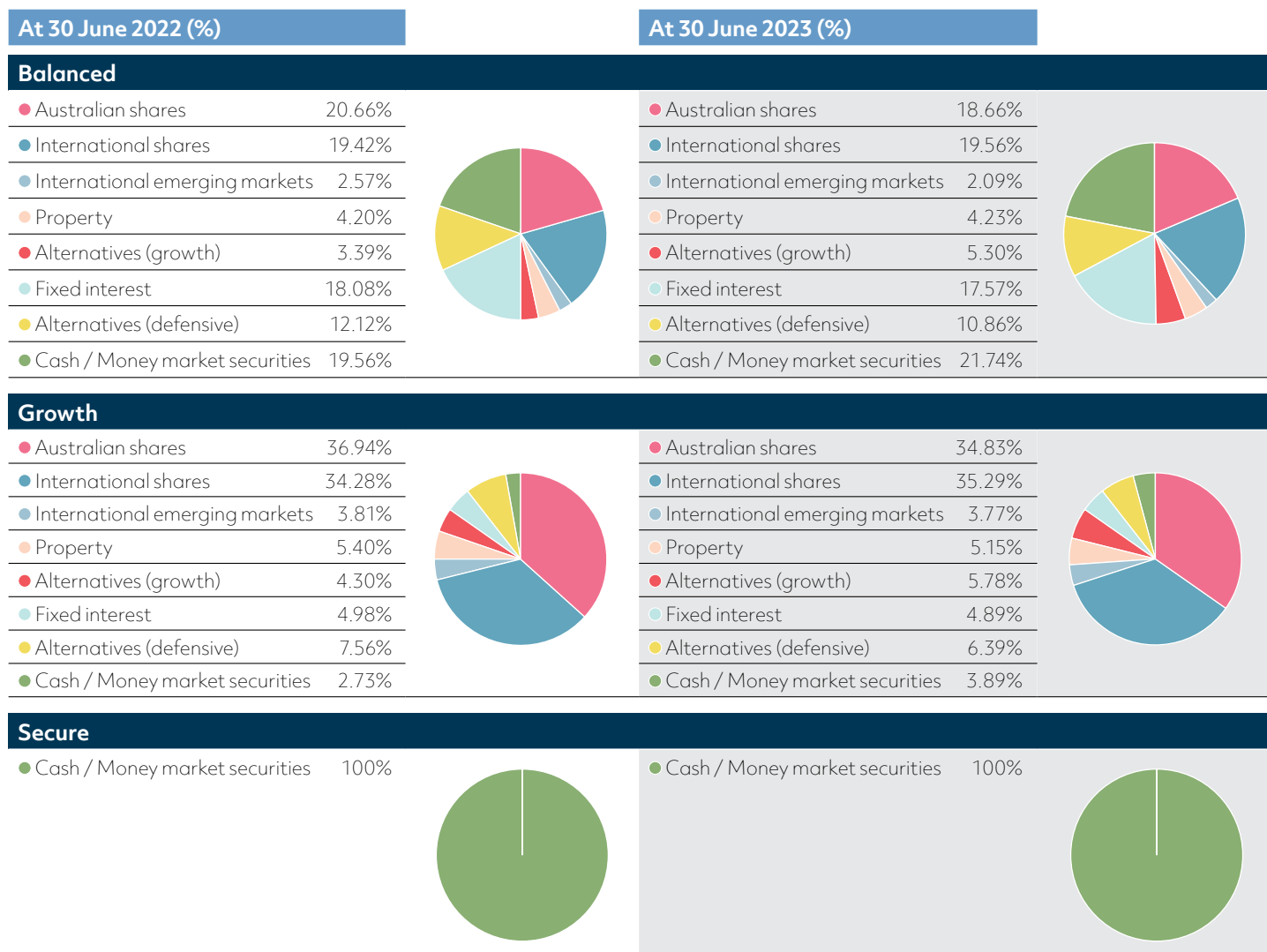
## MySuper Lifecycle Investment Strategy

### The MySuper Lifecycle Investment Strategy



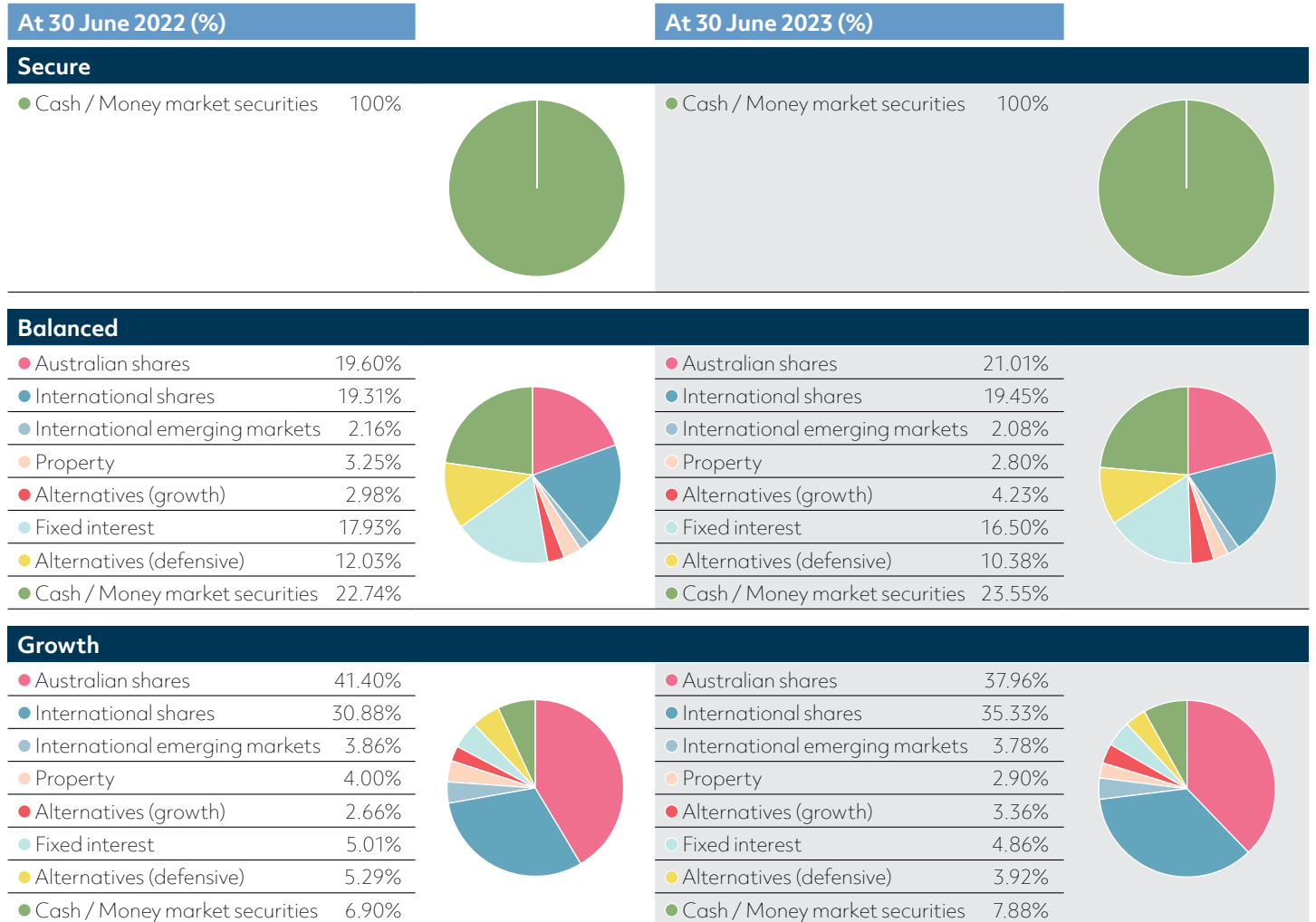


## MyMix suite of investment options

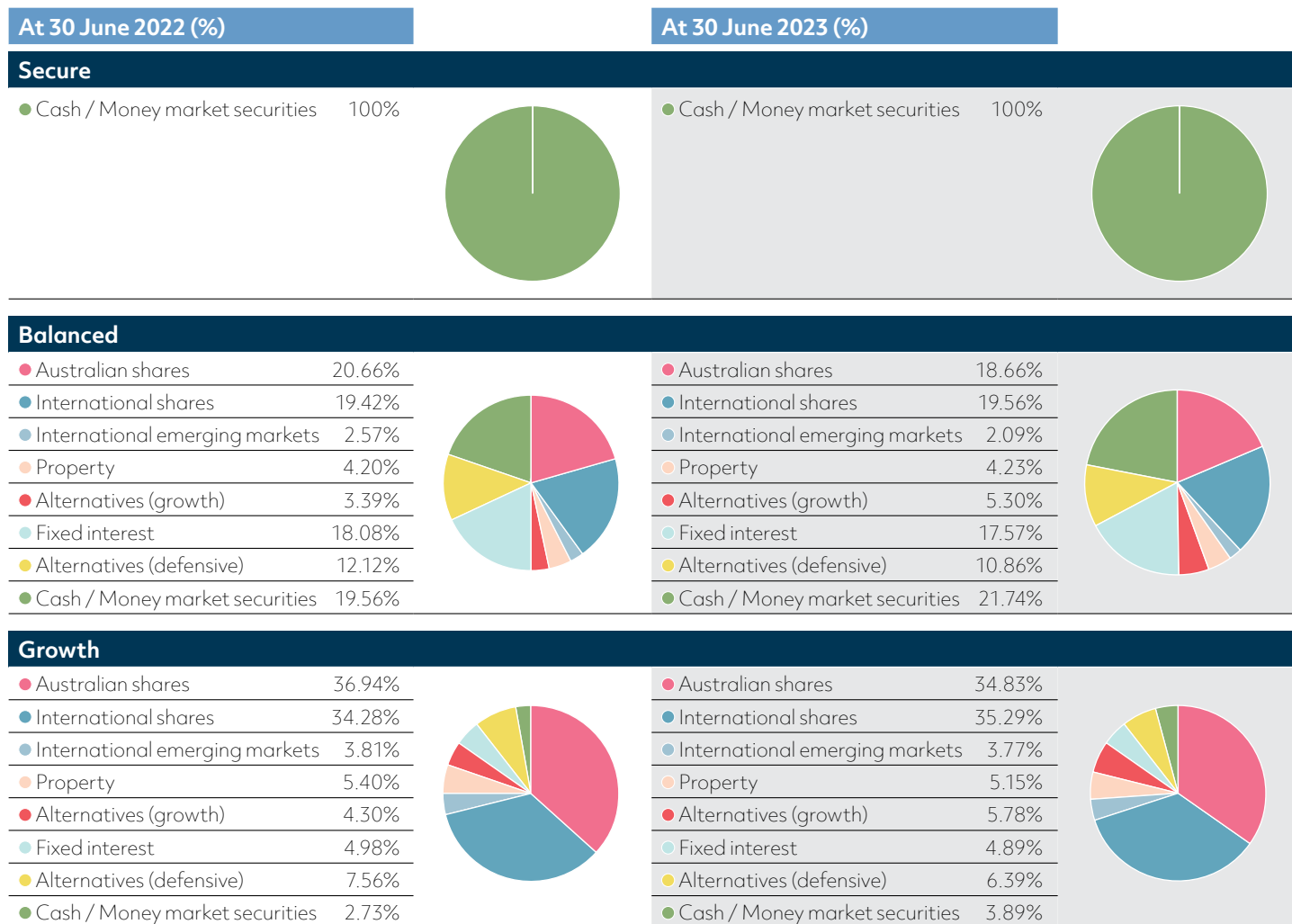


# Investments continued

## GuildPension (Untaxed)



## GuildPension Transition To Retirement (Taxed)



# Financial information

The following information is a summary of the Financial Statements for the Fund for the year ended 30 June 2023. The accounts have been prepared on an accrual basis and comply with the requirements of the relevant accounting standards. Assets are shown at net market value. The Financial Statements have been audited by Ernst & Young.

The Fund's full set of Audited Financial Statements are on the website and available to members on request.

## Statement of financial position as at 30 June 2023

	2023 \$'000	2022 \$'000
<strong>Assets</strong>		
Cash and cash equivalents	36,445	31,582
Receivables	2,588	2,603
Investments	2,791,980	2,344,940
Deferred tax asset	–	10,989
<strong>Total assets</strong>	<strong>2,831,013</strong>	<strong>2,390,114</strong>
<strong>Liabilities</strong>		
Creditors and accruals	3,379	3,566
Current tax liabilities	11,099	6,435
Deferred tax liabilities	10,149	–
<strong>Total liabilities excluding member liabilities</strong>	<strong>24,627</strong>	<strong>10,001</strong>
<strong>Net assets available for member benefits</strong>	<strong>2,806,386</strong>	<strong>2,380,113</strong>
Member benefits	2,768,362	2,346,523
<strong>Total net assets</strong>	<strong>38,024</strong>	<strong>33,590</strong>
<strong>Equity</strong>		
Operational risk financial reserve	7,716	7,218
Contingency reserve	5,213	4,358
Amounts not yet allocated	25,095	22,014
<strong>Total equity</strong>	<strong>38,024</strong>	<strong>33,590</strong>

## Income Statement for the year ended 30 June 2023

	2023 \$'000	2022 \$'000
<b>Superannuation activities</b>		
Interest	790	18
Trust distributions	176,754	110,164
Net changes in fair value of investments	115,283	(300,735)
Fee rebates	6,050	6,713
<b>Total superannuation activities revenue/(loss)</b>	<b>298,877</b>	<b>(183,840)</b>
<b>Expenses</b>		
Direct investment expenses	6,942	6,303
General administration expense	14,060	14,045
Bank charges	54	46
<b>Total expenses</b>	<b>21,056</b>	<b>20,394</b>
<b>Profit from operating activities</b>	<b>277,821</b>	<b>(204,234)</b>
Less net benefits allocated from/(to) members accounts	(246,816)	184,716
<b>Net operating result before income tax</b>	<b>31,005</b>	<b>(19,519)</b>
Income tax expense/(benefit)	26,571	(34,704)
<b>Operating result after income tax</b>	<b>4,434</b>	<b>15,185</b>

Contribution surcharge payments (if any) are deducted from member accounts.

# Financial information continued

## Statement of changes in member benefits for the year ended 30 June 2023

	2023 \$'000	2022 \$'000
Opening balance of members' liabilities	2,346,523	2,401,499
<b>Contributions received</b>		
Employer contributions	303,070	244,936
Member contributions	26,450	31,215
Government co-contributions	290	278
Transfers in	44,158	36,141
	373,968	312,570
Income tax on contributions	47,334	38,451
<b>Net after tax contributions</b>	<b>326,636</b>	<b>274,119</b>
<b>Benefits paid</b>		
Lump sum payments	(33,422)	(24,431)
Transfers to other funds	(110,783)	(113,296)
Pensions paid	(1,884)	(1,533)
<b>Net benefits paid</b>	<b>(146,089)</b>	<b>(139,260)</b>
<b>Insurance</b>		
Insurance premiums charged to member	(13,475)	(13,078)
Death and disability benefits credited to members	5,929	5,997
Tax benefit from insurance deduction	2,021	1,962
<b>Net insurance cost</b>	<b>(5,525)</b>	<b>(5,119)</b>
<b>Benefits allocated to members' accounts, comprising:</b>		
Investment earnings applied to members	255,919	(180,619)
Administration fees paid by members	(9,103)	(4,097)
<b>Net benefit allocated to members' accounts</b>	<b>246,816</b>	<b>(184,716)</b>
<b>Closing balance of members' liabilities</b>	<b>2,768,362</b>	<b>2,346,523</b>

## Reserves

### Contingency Reserve

The Fund maintains a Contingency Reserve and it is managed in accordance with the Fund's Contingency Reserve Policy.

The Reserve provides a buffer against losses not covered by the Operational Risk Financial Reserve (ORFR) and also funds regulatory reform and other projects that are deemed to be in the best interests of all members. It is also used to provide funding for the Operational Risk Financial Reserve. The target level of the reserve is 0.13% of the Fund's net assets as at 30 June.

	30 June 2023 \$'000	30 June 2022 \$'000
Balance at the beginning of the year	4,358	3,351
Current year increases	150	1,295
Transfer in / (out) of Reserve	705	(338)
Recoverable on Insurance	–	50
Balance at the end of the year	<b>5,213</b>	<b>4,358</b>

### Operational Risk Financial Reserve

Effective 1 July 2013, the Fund established an Operational Risk Financial Reserve in accordance with APRA's prudential standards. This Reserve is managed in accordance with the Fund's Operational Risk Financial Reserve Requirement Strategy.

The Trustee may use the reserve to make a payment to address an operational risk event. The target level of the reserve is 0.25% of the Fund's net assets as at 30 June.

	30 June 2023 \$'000	30 June 2022 \$'000
Balance at the beginning of the year	7,218	6,099
Current year increases	248	1,119
Transfer to ORFR	250	–
Balance at the end of the year	7,716	7,218

# Important information

## What should I do if I have a complaint?

The Fund is committed to providing our members and their employers with the highest level of service. If you experience a problem or are not happy with our service we want to know and will strive to resolve the issue as quickly and effectively as possible.

## How do I lodge a complaint?

You can lodge a complaint via the following channels:

GuildSuper	
By telephone:	<b>1300 361 477</b>
By mail:	<b>GPO Box 1088, Melbourne, Victoria, 3001</b>
Child Care Super	
By telephone:	<b>1800 060 215</b>
By mail:	<b>GPO Box 1088, Melbourne, Victoria, 3001</b>
GuildPension	
By telephone:	<b>1300 361 477</b>
By mail:	<b>GPO Box 1088, Melbourne, Victoria, 3001</b>

Alternatively, you can lodge a complaint directly with the Australian Financial Complaints Authority (AFCA).

## How long will it take to respond to a complaint?

The Complaints Officer will acknowledge your complaint within 24 hours of receiving it (taking into account non-business days) and endeavour to resolve it within 45 days of receipt.

For complaints related to the distribution of a superannuation death benefit, a response will be provided no later than 90 calendar days after the expiry of the 28-calendar day period for objecting to a proposed death benefit distribution.

If we are unable to respond to your complaint within the timeframes specified above, we will send you an Internal Dispute Resolution Delay Notification.

Internal Dispute Resolution Delay Notification' informs the complainant about:

- (a) the reasons for the delay;
- (b) their right to complain to AFCA if they are dissatisfied; and
- (c) the contact details for AFCA.

If you are not satisfied with the response you receive, or if you don't receive a response in the specified time, you can lodge a complaint with AFCA (see below).

## What can I do if I'm not satisfied with the outcome of my complaint?

If you're not happy with how we've handled your complaint you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an independent dispute resolution body set up by the Federal Government to provide a free, impartial and binding dispute resolution service for financial services.

If AFCA can deal with your complaint, it will attempt to resolve the complaint through conciliation. If this is unsuccessful, AFCA will review the decision to which the complaint relates.

For more information about the types of complaints that AFCA can deal with and the information you'll need to provide, contact AFCA:

GPO Box 3  
Melbourne VIC 3001

Phone: 1800 931 678 (free call)

Fax: (03) 9613 6399

Email: [info@afca.org.au](mailto:info@afca.org.au)

Web: [www.afca.org.au](http://www.afca.org.au)

ASIC also has an Information Line on 1300 300 630 which may be used to obtain further information about your rights.

Pursuant to indemnity insurance under the Fund's Trust

Deed, the Trustee has the right to be indemnified out of the Fund's assets for all liabilities it may incur except in the case of dishonesty, wilful neglect or misconduct. Professional indemnity insurance is in place to protect the Trustee and members' interests.





# If you need more information

If you require additional information about this Annual Report or your account, in the first instance please refer to the Product Disclosure Statement which is available on the Fund's website or contact the Fund on the details below.

## **GuildSuper**

 **1300 361 477** |  **GPO Box 1088, Melbourne VIC 3001** |  **guildsuper.com.au**

## **Child Care Super**

 **1800 060 215** |  **GPO Box 1088, Melbourne VIC 3001** |  **childcaresuper.com.au**

## **GuildPension**

 **1300 361 477** |  **GPO Box 1088, Melbourne VIC 3001** |  **guildsuper.com.au**

### **Trustee and Issuer:**

Guild Trustee Services Pty Limited, 171 Collins Street, Melbourne, VIC 3000. ABN 84 068 826 728, AFS Licence no. 233815, as Trustee for the Guild Retirement Fund ABN 22 599 554 834, Fund Reg. No. R1000030, MySuper authorisation No. 22599554834526.

The Trustee is part of the Guild Group. Although the Trustee believes the information in this report is accurate and reliable as at the date of this document, to the extent permitted by law, no company in the Guild Group, nor any director or any officer of any company in the Guild Group, makes any representation or warranty as to the accuracy, reliability or completeness of material in this document. Except in so far as liability under any statute cannot be excluded, companies in the Guild Group and directors, officers, employees and consultants of the Guild Group do not accept any liability (whether arising in contract, tort or negligence or otherwise) for any error or omission in this document (whether direct, inconsequential or otherwise) suffered by the recipient of this information or any other person. Some of the information in this document is based on an interpretation of relevant laws as at **1 September, 2022**. No member or any other person should act on the basis of any statement in this report without first obtaining independent advice from a licenced advisor.

You should consider if GuildSuper / Child Care Super / GuildPension is right for you by reading the PDS available at [guildsuper.com.au](http://guildsuper.com.au) / [childcaresuper.com.au](http://childcaresuper.com.au)