

HEALTH

SEPTEMBER 2017
Your member magazine

Kick up your heels

We're taking care of super, so you can take care of you.

UNSUNG HERO

Meet our 2016 HESTA Community Sector Award winner

STANDING STRONG

Looking out for our members

CIRCLE OF FRIENDS

An innovative program pairs children and aged care residents

WORKING OVERTIME

How has your super performed?

GOOD HEALTH

Tips for shift workers



give your
super
a boost

A little extra into your super today can
make a big difference for your tomorrow.

Find out how.

hesta.com.au/boostmysuper



in this issue...

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Meet award winner Anne Mitchell; building more for you; health ideas for shift workers



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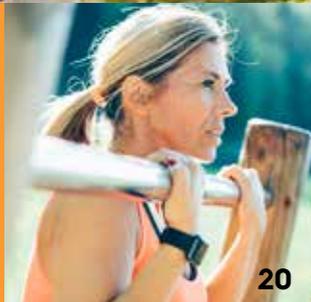
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Our CEO Debby Blakey says thank you for 30 years of inspiration...

On 30 July 1987, your industry changed the lives of those working within it forever by creating HESTA.

From that first day we've pursued one goal: to ensure people in health and community services can have the future they deserve. It has been a privilege to work and grow with you over the years.

Your support enables us to continually develop new ways to support you. In our thirtieth year, we've launched a Financial Inclusion Action Plan to empower members facing hardships – including family violence – to become financially resilient; increased investment in programs that directly benefit our community; and sharpened our already

strong focus on investing in a cleaner, fairer future for all. Discover more about these initiatives in this issue.

The year has also brought solid investment performance, with our Core Pool and Balanced options achieving well beyond their targets. We're proud of these strong results against a backdrop of extraordinary global change, but more challenges lie ahead. To meet them, we have strengthened our investment team and changed the governance of our investment process.

Thank you for sharing your journey through work and life with us. We look forward to supporting you through each new chapter.

When I'm at the office...



Best advice you have ever received?

Know your "why" – because when you know your "why" then your "what" has more impact.



Who is your greatest hero – and why?

Abraham Lincoln – for his exemplary character, leadership and strong focus on equality.



What is your favourite thing about your career?

The amazing and inspiring people I have the pleasure of working with and meeting through my role.



work

06 Meet Anne Mitchell
Making a difference to the lives of Melbourne's young homeless people

08 Your sweet deal
The benefits of being with one of Australia's biggest super funds

10 Shifting gears
Health tips for all hours of the day (or night)

The ripple effect

Anne Mitchell spends her days tirelessly helping young Melburnians who can't go home.

Frazzled commuters race for a train. Platform announcements blare from speakers. Queues snake from the coffee kiosks. Transport police stroll through the station.

Welcome to Melbourne's Flinders Street Station.

If you live in or have visited the city, you may have seen the homeless people who regularly gather on the station's steps under the clocks.

Or, like so many of us, you may simply look away and hurry past...

But take a closer look and you'll spot Anne Mitchell, Program Manager of Concern Australia's Steps Outreach Service and Unsung Hero winner at the 2016 HESTA Community Sector Awards.



I've always tried to see the good in people. For everyone that I've met on the street, there is no one that we could never find something good about.

This is where every week, rain or shine, she offers comfort and hope to young people living on the streets.

Her clients are usually victims of violence or abuse and are often living with mental health issues, but Anne's calm demeanour is perfectly suited to this work.

"I've always tried to see the good in people," Anne says. "For everyone that I've met on the street, there is no one that we could never find something good about."

Anne leads a team of employees and volunteers who offer practical support to help their clients move forward to a more stable situation – something that can often take a long time. "One small change can have a massive ripple effect for people," she notes. "We are always working on one small change at a time ... we are not expecting to change a young person in a short time."

From ripple to wave

For every young life improved, there are many more needing Steps' long-term support. Anne plans to use her \$10,000 award prize to extend the service's Outreach program.

"Over 18 years, we've kept Steps going with blood, sweat and tears, working on weekends and struggling for funding as a lot of not-for-profits do, so this prize money

will make a big difference for us," Anne says.

The dedicated youth worker is employed full-time but recognises the importance of maintaining boundaries. Outside of work, her life centres around her three sons and two grandchildren, her faith and a raft of hobbies,

Anne Mitchell is a favourite with her young clients, many of whom have experienced family violence and mental health problems.



including dancing – "rock 'n' roll, jive and swing".

With such a full schedule and having achieved so much at Steps, does she ever think about retirement?

"I don't know if I want to retire – eventually I'll go to part time. But I'll never stop giving back in some way – I'll be that little old lady in the city with my cane, saying: 'Hello dear, are you homeless?'," she laughs. After a lifetime of caring for others on the streets of Melbourne, that's easy to believe.



Find out more about our awards program at hestaawards.com.au

A sweet deal

The sweet life is what we all want – and you've already done something to make yours sweeter.

Whether you're mid-career, winding down or fully retired, you have one thing in common with all your fellow members. By trusting your super to HESTA, you're getting a sweet deal. How sweet? Based on modeling from SuperRatings, a starting income of \$50,000 and a starting account balance of \$50,000, HESTA has delivered \$18,725 more to members than the average retail super fund over 10 years.*

Like peaches and cream, lower fees and solid returns just work better together

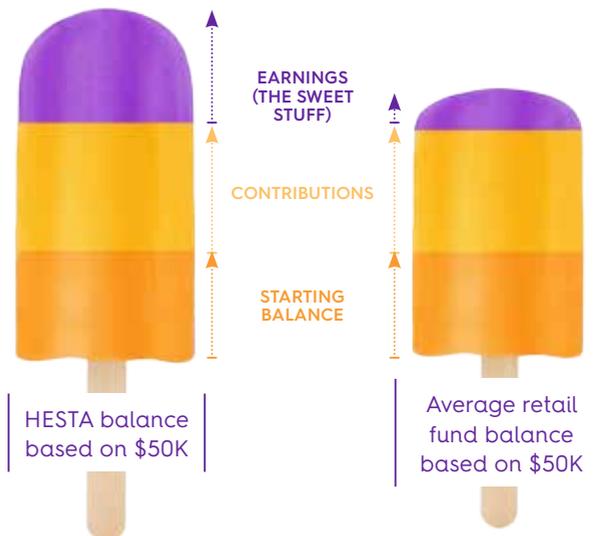
Our close eye on fees and long view of investments mean more money can stay invested in your account for longer. That really adds up over time.

A recipe for more

Investments always have, and likely always will, go

through peaks and troughs. But even when money markets take a hit, keeping your super invested with HESTA for as long as possible can help you ride it out.

You're getting all the benefits of being with one of Australia's largest funds. Just like you, more than 820,000 of your colleagues in health and community services trust HESTA with their super. That gives us real power in the kinds of investments we can make





Our close eye on fees and long view of investments mean more money can stay invested in your account for longer.

against the risks we need to manage, helping to protect and nourish your super.

You've got great taste
When you choose HESTA, it's clear you know what's good for you (and your future). We've been part of Australia's health and community services for 30 years, so we know how to find super's sweet spot.



Like a cherry on top?

Visit hesta.com.au/betteroff to find out how we're sweeter together.

* Past performance is not a reliable indicator of future performance and should never be the sole factor considered when selecting a fund. Comparisons modelled by SuperRatings, commissioned by HESTA. Modelled outcome shows 10 year average difference in net benefit of the main balanced options of HESTA and 75 retail funds tracked by SuperRatings, with a 10-year performance history, taking into account historical earnings and fees - excluding contribution, entry, exit and additional adviser fees - of main balanced options. Outcomes vary between individual funds. Modelling as at 30 June 2016. Consider a fund's Product Disclosure Statement (PDS) and your personal financial situation, needs or objectives, which are not accounted for in this information, before making an investment decision. See hesta.com.au/superraterassumptions for more details about modelling calculations and assumptions.

Good health at all hours

There are many advantages to shift work – you get to skip peak hour traffic for a start. But studies show shift workers may have an increased risk of health problems. So how can you stay healthy around the clock? We asked experts for their top tips.



1 Eat well

It can be tricky to eat well when your lunch break is at 2am. Dr Anthony Yeung, founder of Beingwell Healthcare, recommends packing a lunchbox of nutrient-dense foods (like chicken, eggs, vegetables and fish) and staying away from the snack bar. “Stick to a schedule,” he says, “and go easy on the caffeine.”



2 Sleep well

Dr Siobhan Banks, Associate Professor at the Centre for Sleep Research at the University of South Australia, suggests a sleeping environment that’s quiet, dark and cool. “Try and go to bed as soon as you get home to take advantage of the fact that you’re already sleepy,” she says. If the rest of your household is just waking up then, set guidelines that help you get the rest you need.



3 Move well

Irregular hours shouldn’t stop you fitting in regular exercise. Many gyms and boutique studios provide off-peak access and online resources. Renee Scott, founder of ballet-inspired fitness studio Barre Attack, suggests scheduling your workouts as soon as you get your roster: “If you book yourself in, then you’re more likely to do it.”



Life

12 **Shared experiences**

Intergenerational program is producing surprising results

14 **Act now**

Putting a little bit aside today can make a big difference to your future

16 **Standing strong**

Looking out for our members, and women

18 **Egg-cellent**

Versatile, affordable, delicious

Full circle friendship

An innovative intergenerational learning program is producing surprising results.

Every Wednesday morning, the early childhood teachers at Melbourne's Davis Street Kindergarten bring paintbrushes, building blocks and storybooks to nearby aged care residence Carnsworth Community. Here, their 24 young charges foster friendships with residents, most of whom have some form of dementia, over common activities – board games are popular, so are puzzles – in a groundbreaking program that has big benefits for all involved.

Davis Street Kindergarten Co-director Ruth Walbridge was inspired to create the weekly CIRCLE (Celebrating Intergenerational Relationships and Creating Learning for Everyone) program in June of 2016, after reading about a similar initiative in the US. Internal fundraising and a

bequest from a Carnsworth resident previously covered the \$150 a week needed to keep the program afloat; however, it's been running week to week since June 2017. In the CIRCLE approach, children are encouraged to investigate and explore freely. Ruth says it's about getting children out of a classroom so they can form "authentic connections" with the community.

While there are studies into the benefits of intergenerational activity for older people, there's limited research around the benefits for children.

Ruth and her team keep a scrapbook to document its value to both parties, as well as to support grant and funding applications. Alongside photographs of the children and residents playing and learning together four-year-old Ella writes: "I have another grandma; her name is Thea"; while the wife of a



When the children are here the residents really come alive. It makes both parties feel good.





long-term resident notes that after an intergenerational painting exercise her husband put “pen to paper for the first time in five years”.

“When the children are here the residents really come alive,” says Carnsworth lifestyle and leisure coordinator Vindhya Mendis. She says the visits have brought out hidden talents.

“Both parties feel good.” While attendance by the residents is entirely voluntary, it remains one of the most

popular weekly activities at Carnsworth. “No one has told me that they don’t want to come to kinder,” Vindhya says.



The HESTA Early Childhood Education & Care Awards return in 2018. Stay up to date by subscribing at hestaawards.com.au

Playgroup Victoria has run an intergenerational learning pilot trial - read the full report and find out more: playgroup.org.au

Small change now. Big impact later.

Whatever your stage of life, putting a little extra aside can make a difference to your future.

Starting out in your first job? Juggling a growing family with work? Caring for ageing family members? Whatever life stage you're at, there are steps you can take now to create the future you want.

Taking an interest in budgeting and where your salary is going is really important for younger people, explains HESTA Financial Planner Betty Tran. "If you can find a little extra to put into your super or set up a salary sacrifice [before tax] with your employer, it can make a big difference when you retire," she says.

Starting a family is an exciting time. It's also a great moment to think ahead. While you're on maternity leave (up to 12 months), HESTA's fee-free insurance cover can be invaluable.* Plus, your partner can make spouse contributions, or split their super contributions, by putting some into your super account.

"Little things like that give your savings a real boost," Betty says. As your children start to leave

home, if you have a little money to spare, that's an opportunity to bump up super. "It's never too late," says Betty. "The earlier you start, the easier it is to build up a good super balance."

Even when retirement is on the horizon, it's well worth seeing if there are any small changes you can make.

For instance, if you're under the Age Pension age but your partner is already receiving the Age Pension, Betty suggests you could put more into your super. This can help your partner's Age Pension entitlement, as super balances for people below the Age Pension age aren't counted towards the pension asset or income tests. This means that as a couple, you could find you have that little bit extra to enjoy each month.

**Subject to eligibility*



To find out more go online to [hesta.com.au/makelifebetter](https://www.hesta.com.au/makelifebetter) or make an appointment with a HESTA Adviser at [hesta.com.au/advice](https://www.hesta.com.au/advice)

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MEET MARIA

Maria is heading into retirement and keen to enjoy it by using her super through a HESTA Income Stream (pension). This is how it works...



Rather than receiving a lump sum ... when Maria retires, her super can be turned into a regular income to help create a better life after work.



Just because Maria has stopped working, it doesn't mean her money should. With a HESTA Income Stream, she can enjoy her retirement while her money stays working in her account.

Standing strong

A gutsy advocate for members for 30 years, HESTA's still looking out for you, and our community.

Confronting family violence

One woman dies at the hands of a partner or former partner in Australia every week.* And money is often used as a method of control.

"Finances are too often a barrier for people trying to leave a violent relationship and, unfortunately, financial support for survivors of family violence is grossly inadequate," HESTA CEO Debby Blakey explains.

So HESTA has approached the Federal Government to change current super rules to give victims and survivors early access to up to \$10,000 of their super as a last resort.

"It's entirely appropriate super regulations extend compassion to survivors of family violence to empower people with the financial means to escape abusive relationships,"

Debby says.

"The prevalence of family violence means that thousands of our members may be directly impacted."





It's entirely appropriate super regulations extend compassion to survivors of family violence to empower women with the financial means to escape.



Demanding fairer super

Why is it that in 2017, women still retire with on average half the super balance of men?[^]

If you've had time out of the workforce to care for a loved one, are on a lower wage than your male counterparts, or earn less than \$450 per month, the mystery's solved – but the injustice isn't.

In 2016 HESTA told a Senate inquiry into financial security in retirement how we can make super fairer for women. This includes scrapping the rule that means employers don't have to pay super if you earn less than \$450 per month.

"Women working in health and community services can often have more than one part-time role," Debby says. "Their salary from each employer can fall under the \$450 per month super threshold, totally excluding them from super."

Driving diversity at the top

Any organisation choosing leaders from only 50 per cent of the population won't find the best of the best, and eventually its performance will suffer. HESTA is calling for better

diversity on boards by writing to Australia's top 200 listed companies, including those in which your super's invested.

"We need to increase the number of female senior executives to improve decision making and support a healthy pipeline of women qualified to join boards in coming years," Debby says.

"Diversity is an indicator of well-run companies that deliver long-term value to shareholders. Women in senior leadership can also promote greater career opportunities for other women which, over the long term, can also increase their retirement savings."

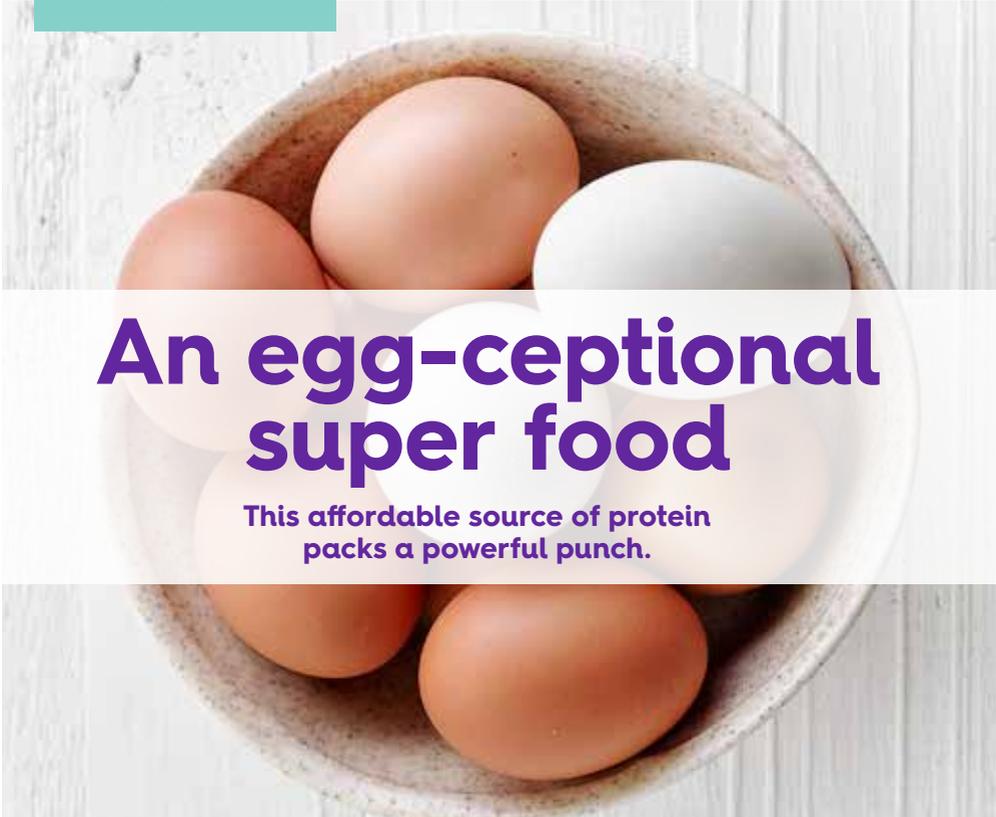
* Australian Institute of Criminology, 2015

[^] Australian Bureau of Statistics (ABS); Retirement and Retirement Intentions, Australia, July 2012 to June 2013; abs.gov.au/ausstats/abs@.nsw/mt/6238.0



Support our action on family violence; read, like and share at hesta.com.au/stories

If you or someone you know is impacted by sexual assault or family violence, call 1800RESPECT on 1800 737 732 or visit 1800RESPECT.org.au. In an emergency, call 000.



An egg-ceptional super food

This affordable source of protein packs a powerful punch.

The humble hen's egg is back in favour, thanks to recent advice from the CSIRO: not only is it fine to eat eggs on a daily basis, but those of us who eat the most eggs tend to have a better quality diet overall. Time to get cracking!

Perfect protein

Eggs are a source of inexpensive, high-quality protein – they contain all 13 essential vitamins and minerals – but they're not all created equal.

According to a study by American sustainability magazine *Mother Earth News*, eggs from free-range hens can contain up to six times more vitamin D and twice as many omega-3 fatty acids than supermarket cage eggs.

Not only for breakfast

"Their neutral, rich flavour provides an ideal background for a huge array of ingredients, both savoury and sweet," says Lucy O'Reilly, author of *Posh eggs: over 70*

recipes for wonderful egg things – and they're a versatile treat for any time of the day. We love our bacon and egg sandwiches; in India hard-boiled eggs are curried in gravy; and Italians whip up carbonara sauce using fresh eggs.

Fresh is best

If you're not sure if an egg is fresh, try the 'sink or swim' test: a fresh egg will sink to the bottom of a glass of water; a stale one will float to the surface.



balance

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How your investments have performed over the past year

22 Winds of change

What we are doing to work with and plan for climate change

23 Compatible couple

HESTA member and ME customer? See your super and banking in one place

Working over time

Your investments work (almost) as hard as you do to keep your super growing over time. Let's take a quick look at how they've performed in the past financial year.

Performance review: a good year for members in every department...

Hard work pays off: HESTA super investments have performed well this year, with a standout return of 10.96 per cent* from our default option Core Pool (where more than 80 per cent of our members have their money) and strong returns across many of our other options too.

HESTA Income Stream members also have reason to smile, with returns of 11.23 per cent* from our Balanced option and 5.45 per cent* from the Defensive option (which, combined, create the default investment strategy).

Your expert HESTA investment team helped deliver these results, but we can also thank excellent performance in international shares, especially emerging market shares, as well as Australian shares and infrastructure.

But it's long service that counts

We're proud of how well we've performed this year. We're even prouder of our track record since each investment option started.



Want to check how your investments are working for you? Log in to Member Online at hesta.com.au/mol

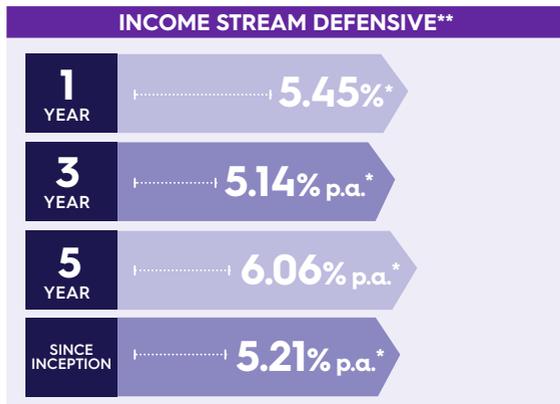
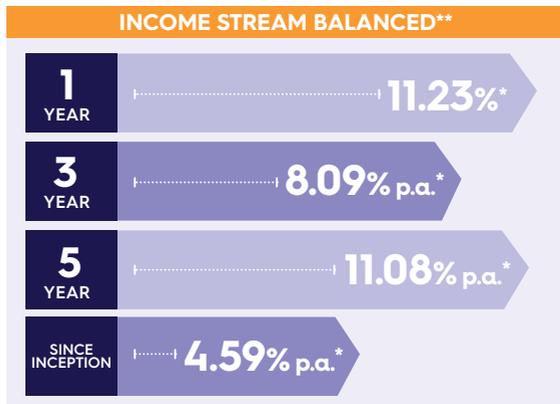
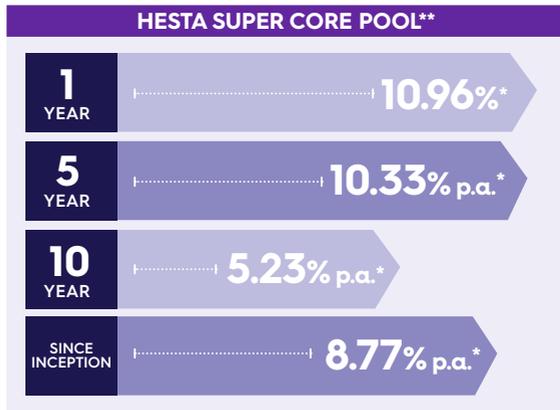
Core Pool's return since inception is 8.77 per cent per annum* – so this year's double digit achievement is a very strong result, and may be higher than the return we'd expect on average. The Income Stream's Balanced option return since inception is 4.59 per cent per annum* and Defensive is 5.21 per cent per annum*.

While we celebrate this year's great returns, and good long-term performance since inception, bear in mind future returns could be lower than past returns. Investment experts (including our own team) think we need to prepare for speedbumps over the next few years, such as challenges to ongoing economic growth or environmental or political events.

Working through change

Few could have imagined 12 months ago the events that impacted investments in 2016/17, from 'Brexit' to US President Donald Trump's election. Both events triggered sharp (but temporary) reactions in currency markets, and smaller, short-lived reactions in share markets. They're a reminder that future events could have equally surprising outcomes. Our long-term investment strategy is built to ride out big market changes. So we're not just aware of the potential for investments to rise and fall in value – we're actively managing it.

A great year for your super



* Investments may go up or down. Past performance is not a reliable indicator of future performance. The returns shown are net of indirect costs and taxes.

** Core Pool is the default option for HESTA Super, while a blend of Balanced and Defensive options is the default strategy for the HESTA Income Stream.

Winds of change

The world we'll retire into is shaped by what we do today. Here are some of the ways we're tackling climate change risk to your super and our planet.

Lead investment in low carbon opportunities.

Ensure fund managers consider environmental, social and governance (ESG) risks of an investment.

Publish the HESTA Climate Change Policy, outlining our approach to managing climate change risk in our investments.

Play an active role in the Investor Group on Climate Change (IGCC), which represents major investors.

Use our influence to foster engagement with policy makers on climate change.

Work with other investors to encourage change in companies with exposure to climate change risks.

Measure and report the carbon footprint of our listed equities and property portfolio.



Watch our video to learn more: hesta.com.au/climatechange



| HESTA |



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your next chapter



Want to make life better?

A HESTA Income Stream gives you an extra source of income in retirement.

While your hard-earned super stays in your account, working for you.

hesta.com.au/makelifebetter