



Superannuants Briefing

30 March 2026

Agenda

01

CE Observations

02

Strategic Plan – Update

03

Member Insight Survey – Insights & Actions

04

Board Members – Update

05

Easter Break - Payments

06

Q&A

CE Observations

Positive

- Unique offering - constitutional protection, tax deferred
- Improved investment performance -
- Over 80% new employees to govt choose Triple S
- Low administration costs – 2nd Quartile against peers
- Member education & services – local & personal

Achievements

- Completed Forward Unit Pricing – live with Northern Trust
- Implemented significant changes to PSS before election
- Joint Super SA / Funds SA Board meeting – increased collaboration
- Online Income Stream joining process
- Procured new technology solutions – calculators, advice, insurance processes, member engagement

CE Observations

Opportunities

- Competitive retirement environment
 - Retention
- Member journeys – enhance member experience
- Advice offering
- Improved digital access for members
- Leverage technology for operations

Strategic Plan Update

1. FY27 is Year 3 of our Strategic Plan with a focus on delivery and embedding major changes

People

Developing our team

Purpose Driven Leadership program for people leaders

Bi-monthly review of employee feedback

Members

Member service & retention

Uplifted products for accumulation and retirement members

Education & Advice

Financial

Contribution flow and Financial performance

Maximising investment performance with FSA

Managing and optimising contributions flows

Process

Continuous Improvement

Digitisation – forms and processes

Process optimisation and automation

Member Insight Survey – Insights & Actions

- **Process**

- Survey out to members : high response rate
- Focus groups with pre retirees and members in retirement

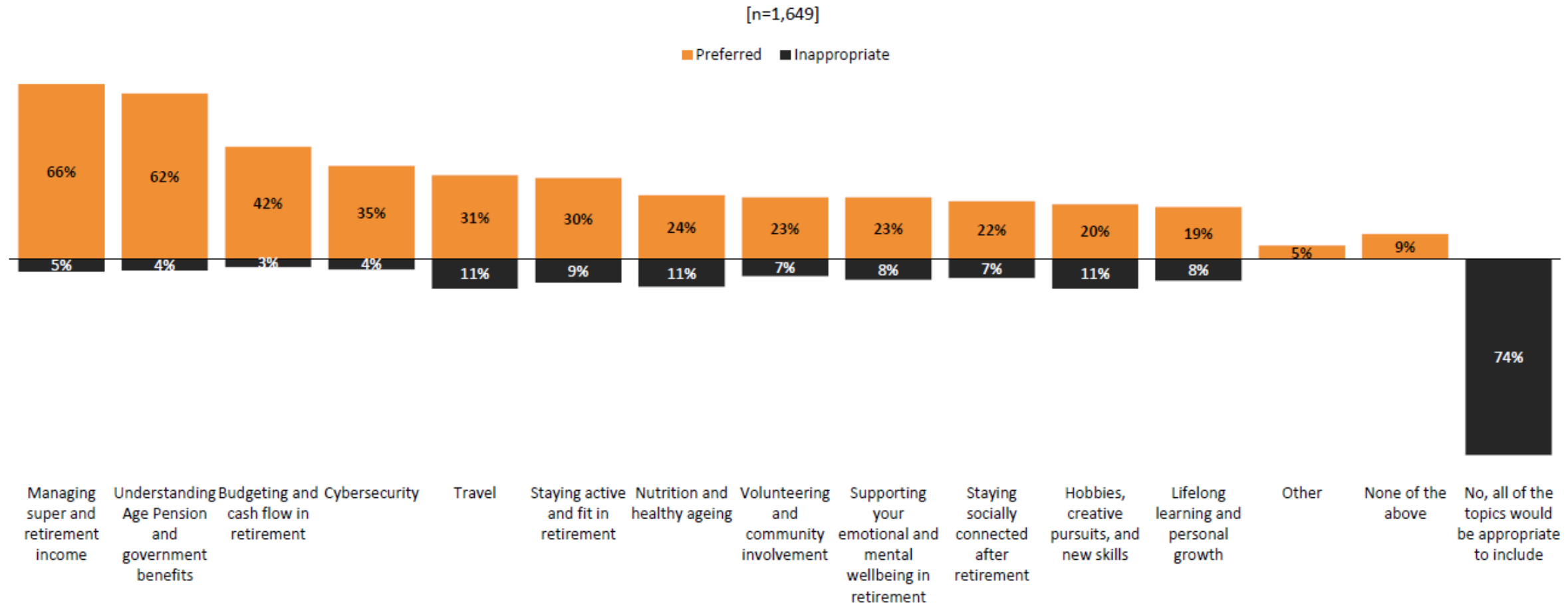
- **Key Results for Members in Retirement**

- Relief for a greater freedom of time and less stress compared to work
- Expressed fear of making irreversible financial mistakes
- Suggested that Super SA should be speaking to its members well before they are due to retire, so that they hear the information several times, can absorb it and hence find the concept less daunting
- Offered to speak to pre-retirees to give real life examples of how they navigated retiring, and what their lives looked like in retirement

Member Insight Survey – Insights & Actions

- Key Results for Members in Retirement

- Education topics members would value from SuperSA



Member Service Offering - New

1. Digital Advice Tool
2. Comprehensive Retirement Planning Advice
3. New Investment Options
4. New and improved Income Stream product
5. Online forms

Board Members – Update

1. **New Chair – Professor David Lloyd.** Ex Vice Chancellor of the University of South Australia, lead the merge activities with Adelaide University
2. **New Board Director – Alicia Genet.** General Counsel at Fleet Space Technologies and Directorships at several organisations, including Australian Carbon Vault and Deputy Chair of Committee of Adelaide.
3. Engaging current and new Board members with plans for FY27 and beyond including SA State Government priorities.
4. Refreshing and renewing the direction of the fund with a strong ongoing focus on member engagement & servicing, retirement and using technology to uplift member experience

Easter Break - Payments

1. Easter public holidays in April 2026 require some pension payments to be paid earlier
2. Applies to selected defined benefit schemes only
3. No delays or changes to payment amounts — timing only
4. One-off administrative adjustment, consistent with prior years

Pension Scheme	Payment Due Date	Early Payment Date
Pension Scheme	2 April 2026	31 March 2026
Pension Scheme (Agent General)	2 April 2026	31 March 2026
Governors' Pension Scheme	3 April 2026	1 April 2026
Judges' Pension Scheme	3 April 2026	1 April 2026
Parliamentary Superannuation Scheme	3 April 2026	1 April 2026



Q&A