Australian Government
Commonwealth Superannuation Corporation

Annual Report

2023–24

Commonwealth Superannuation Corporation

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Commonwealth Superannuation Corporation (CSC)

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Superannuation schemes

CSS	ABN:	19 415 776 361	DFRB
	RSE:	R1004649	DFRDB
	USI:	19415776361001	DFSPB
PSS	ABN:	74 172 177 893	1922 Scheme
	RSE:	R1004595	PNG Scheme
	USI:	74172177893001	
MilitarySuper	ABN:	50 925 523 120	
	RSE:	R1000306	
	USI:	5092552312	
PSSap	ABN:	65 127 917 725	
	RSE:	R1004601	
	USI:	6512791772	
ADF Super	ABN:	90 302 247 344	
	RSE:	R1077063	
ADF Cover	ABN:	64 250 674 722	

Note: All statistics are derived solely from records available to CSC and Mercer Administration as of the time these statistics were compiled. Where statistics for earlier financial years are quoted, they may vary from those previously published due to the application of retrospective adjustments now reflected in this report. For similar reasons, statistical information in this report may also vary from that presented by other agencies.

Letter of Transmittal

Senator the Hon Katy Gallagher, Minister for Finance

Parliament House Canberra ACT 2600

Dear Minister,

I am pleased to provide you with the annual report of the Commonwealth Superannuation Corporation (CSC) for the year ended 30 June 2024.

CSC is a corporate Commonwealth entity established under section 5 of the *Governance of Australian Government Superannuation Schemes Act 2011* (the GAGSS Act) and for the period of this report was subject to the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

The Board of CSC is responsible for the preparation and contents of the Annual Report 2023–24. This report was approved by the Board on 26 September 2024 and satisfies Part 3, Division 2 of the GAGSS Act 2011, section 46 of the PGPA Act and the Public Governance, Performance and Accountability Rule 2014.

Section 30(4) of the GAGSS Act requires you to cause a copy of this report to be laid before each House of Parliament within 15 sitting days after receipt of this report.

Yours sincerely,

Garry Hounsell

Chair

26 September 2024

Reader’s Guide

Our activities at CSC are guided by our vision, mission statement and strategic objectives while complying with legislative and government requirements.

This annual report describes our activities for the 2023–24 financial year and satisfies the requirements listed in Part 3, Division 2 of the GAGSS Act, section 46 of the PGPA Act and in the Public Governance, Performance and Accountability Rule 2014.

The report is organised as described below.

Introduction
The introduction describes CSC, our super schemes and our customers.

Our Performance
This section includes our Chair’s review of the year’s activities and our Annual Performance Statements as required under the PGPA Act.

Our Board of Directors
This section introduces CSC’s Board of Directors for 2023–24. It outlines their responsibilities, remuneration and director indemnity. It also describes how our Board delegates its authority and how its performance is reviewed.

Our Governance
The governance section describes our Board’s governance framework and CSC’s regulatory requirements. It explains our approach to financial and risk management, compliance, fraud control, member outcomes and internal auditing.

Our Investments
The investments section details how investment performance affects our customers’ super benefits. It also describes CSC’s investment approach, strategy, governance, environmental and social practices, and investment options. Our investment performance to 30 June 2024 is shown.

Our Superannuation Services
This section outlines the superannuation services we provide to customers and employers, and details how satisfied our customers and employers are with those services.

Our Superannuation Schemes
This section outlines how we managed each super scheme on behalf of our customers in 2023–24 and accounts for our actions against CSC’s governing legislation.

Financial Statements
This section contains the audited financial statements for CSC.

Reporting Requirements
This section lists CSC’s specific reporting requirements.

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Section 1

Introduction

Introduction

About CSC

CSC is a corporate Commonwealth entity established on 1 July 2011 in accordance with the *Governance of Australian Government Superannuation Schemes Act 2011*. We manage 11 government superannuation schemes and provide superannuation services to current and former eligible Australian Government employees and members of the Australian Defence Force (ADF).

CSC's primary function is to administer the schemes and to manage and invest the funds in the best financial interests of all our customers in accordance with the provisions of the various legislation and Trust Deeds that govern the schemes.

Our vision

CSC's vision is to provide simple and trusted super for another 100 years.

This means we will:

- strive to take the complexity out of super
- guide our customers towards a comfortable retirement
- always operate in the best financial interests of our customers.

Our values

1. Customer Driven – we care about our customers and seek to understand their needs
2. United – we work as one positively connected team
3. Accountable – we take responsibility and act with integrity
4. Future focused – we embrace change and challenge ourselves to continuously improve

Our legislative objectives and functions

Our objectives and functions, as set out under CSC's governing legislation, are to:

- administer the schemes and manage and invest the funds
- receive payments from employers in accordance with scheme legislation
- pay superannuation benefits to, or in respect of, customers
- provide information about scheme benefits or potential benefits
- provide advice to the Minister for Finance on proposed changes to the scheme legislation or Trust Deeds.

Our performance outcome

We exist to provide retirement and insurance benefits for scheme customers and beneficiaries, including past, present and future employees of the Australian Government and other eligible employers, and members of the ADF, through investment and administration of their super funds and schemes.

This is CSC's performance outcome. Having a performance outcome is a requirement under the PGPA Act. CSC's performance outcome is published in CSC's 2023–24 Corporate Plan and in the 2023–24 Portfolio Budget Statements.

Regulated superannuation schemes

Regulated superannuation schemes must comply with the *Superannuation Industry (Supervision) Act 1993* (the SIS Act) and other prescribed regulatory provisions to be entitled to concessional tax treatment. We are the trustee of five regulated public sector and military schemes:

- Commonwealth Superannuation Scheme (CSS) established on 1 July 1976 by the *Superannuation Act 1976* (the CSS Act).
- Public Sector Superannuation Scheme (PSS) established on 1 July 1990 by the *Superannuation Act 1990* (the PSS Act).
- Military Superannuation and Benefits Scheme (MilitarySuper) established on 1 October 1991 by the *Military Superannuation and Benefits Act 1991* (the MilitarySuper Act).
- Public Sector Superannuation accumulation plan (PSSap) established on 1 July 2005 by the *Superannuation Act 2005* (the PSSap Act); under its Trust Deed the PSSap also offers an account-based pension product called Commonwealth Superannuation Corporation retirement income (CSCri).
- Australian Defence Force Superannuation Scheme (ADF Super) established on 1 July 2016 by the *Australian Defence Force Superannuation Act 2015* (the ADF Super Act).

Exempt public sector schemes

Exempt public sector schemes are not regulated under the SIS Act. We administer six exempt public sector and military schemes:

- Scheme established under the *Superannuation Act 1922* (the 1922 Act).
- Defence Forces Retirement Benefits Scheme (DFRB) established by the *Defence Forces Retirement Benefits Act 1948* (the DFRB Act).
- Defence Force Retirement and Death Benefits Scheme (DFRDB) established by the *Defence Force Retirement and Death Benefits Act 1973* (the DFRDB Act).
- Papua New Guinea (PNG) Scheme constituted under the Superannuation (Papua New Guinea) Ordinance 1951 and administered in accordance with section 38 of the *Papua New Guinea (Staffing Assistance) Act 1973* (the PNG Act).
- Defence Force (Superannuation) (Productivity Benefit) Determination (DFSPB), issued under the *Defence Act 1903*, which is a productivity benefit paid by the Department of Defence.
- Australian Defence Force Cover Scheme (ADF Cover) established on 1 July 2016 by the *Australian Defence Force Cover Act 2015* (the ADF Cover Act).

Our customers

Our customers generally fall into three categories:

- Those eligible to make super contributions who are either employed by a participating scheme employer (usually an Australian Government entity or the ADF), or customers who were formerly employed by a participating scheme employer and who are eligible to continue to contribute to PSSap or ADF Super.
- Those with Preserved or Deferred Benefits who are no longer able to contribute to their scheme because they no longer work for a participating employer and are not eligible to continue contributing. We continue to maintain accounts for these customers and they can generally start making contributions again if they join a participating scheme employer.
- Those receiving a pension who have retired. Some ex-military customers receiving a pension may start making contributions again after 12 continuous months of eligible employment.

CSC customers also include former spouses following a family law split, customers who have multiple super accounts with CSC, and eligible dependents of our customers, e.g. children of deceased customers and spouses.

Section 2

Our Performance

Our Performance

Report from our Chair

Introduction

As I look back on another financial year, I feel a combination of pride and excitement at the work happening at CSC – we're now seeing the fruits of projects that have been years in the making. In looking at the wider picture, though, my feelings are more tempered. It's no secret that the current cost-of-living crisis is resulting in challenging times for many, while wars and instability are casting a dark shadow over the globe. With tumult taking place around us, our role at CSC is to focus on what we can, and that is our customers' retirement. The news is positive on that front. The past financial year has resulted in another strong investment performance and this, combined with an unwavering commitment to serve those who serve, means that our customers can rest easy knowing that even in the face of challenging times their retirement savings are in safe hands.

Investment performance

As our Chief Investment Officer, Alison Tarditi, highlighted in the November 2023 Annual Member Meeting, our investment strategy is to build resilient portfolios, so that we can grow our members' savings AND protect their retirement outcomes.

By diversifying our investments across high-quality assets, including innovative businesses that are typically not accessible either easily or cost-effectively to smaller investors, we've been able to deliver our return objectives for our members, at different stages in their working lives:

- Our Aggressive option, designed for people earlier in their working life, generated a very strong 10.6% return this year.
- Our Balanced MySuper investment option, designed for our specific customer base, delivered a healthy 9.1% for the 2023–24 financial year.
- And our Income Focused option, designed for those with a lower appetite for capital-value variation, delivered 5.7%, which is very high for an option of this type, outperforming many of its industry peers[1].

Details about contributions to this very strong investment performance can be found in Section 5: Investments later in this report.

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[1] Peers refer to the average return of the SuperRatings Top 50 surveys super funds across government, industry and retail balanced default product. The PSSap Aggressive option ranked first in the SuperRatings SR50 **Growth** survey across the 5, 7, 10 years to 30 June 2024, and was in the first quartile for 3 years (on a net returns adjusted for risk basis). Similarly, the PSSap Income Focused option also ranked first in the SuperRatings SR50 **Capital Stable** survey across the 5,7, 10 years and was in the first quartile for 3 years to 30 June 2024. The PSSap Balanced option was above median in the SR50 **Balanced** survey for the all-time periods greater than one year to 30 June 2024 (on a net returns adjusted for risk basis). Home - SuperRatings

Table 1. Investment returns to 30 June 2024 for CSC's Default, Balanced and MySuper Balanced scheme options

	AUM $billion	1 year %	3 years % p.a.	5 years % p.a.	7 years % p.a.	10 years % p.a.	15 years % p.a.
Australian Inflation		3.8	5.3	3.9	3.3	2.7	2.7
Investment option							
CSS Default	0.97	9.2	4.9	6.3	6.9	7.2	7.8
PSS Default	27.96	9.0	4.7	6.1	6.8	7.0	7.7
MilitarySuper Balanced	11.74	9.1	4.7	6.1	6.8	7.1	6.7
PSSap MySuper Balanced	19.95	9.1	4.7	6.1	6.7	7.0	7.7
ADF MySuper Balanced	1.75	9.0	4.7	5.9	6.7		
Target return		**7.3**	**8.8**	**7.4**	**6.8**	**6.2**	**6.2**

Note: Performance is presented net of fees and taxes. Investment performance is subject to market volatilities and past performance is not an indicator of future performance.

We also continue to measurably outperform our regulated reference portfolios across all options, which the regulator monitors to assess the quality of super fund investment capability[2].

CSC's primary investment objective is to maximise long-term, real (that is, above inflation) returns for customers, with a target of 3.5% per annum over rolling three-year periods for our Default, Balanced and MySuper Balanced options, while keeping risk to an acceptable level (defined as a probability of loss in no more than five years out of 20). This investment objective is designed to provide adequacy in retirement for our average customer. 'Adequacy' is defined by the Australian Superannuation Fund Association (ASFA) as a 'comfortable standard' which accounts for post-retirement cost-of-living adjustments.[3]

Retirement Income Strategy is unveiled

More than two years of intensive behind-the-scenes work was realised on 11 June 2024 with the launch of our Retirement Income Strategy (RIS).

The overarching aim of the RIS is to provide our customers with innovative retirement solutions, general support and guidance. We know that each retiree faces unique personal and financial circumstances. Our RIS aims to simplify the customer journey to accessing their retirement income. Cohort-based retirement profiles have been developed, which our customers will be guided through. In a further value-add, in late 2023 we partnered with Challenger as our annuity provider – this partnership will provide our customers with even more options.

[2] Our MySuper Balanced, Income Focused and Aggressive options have all passed APRA's annual performance test for 10 years to 30 June 2024 (The Annual Superannuation Performance Test | APRA). Investment performance is subject to market volatilities and past performance is not an indicator of future performance.

[3] Source: ASFA: The comfortable retirement standard allows retirees to maintain a good standard of living in their post work years. It accounts for daily essentials, such as groceries, transport and home repairs, as well as private health insurance, a range of exercise and leisure activities and the occasional restaurant meal. Importantly it enables retirees to remain connected to family and friends virtually – through technology – and in person, with an annual domestic trip and an international trip once every seven years.

Changes to our fee structure

From 1 March 2024 the structure of our administration fees changed for the first time since 2019.

In summary, we reduced our previous $7 per month ($84 per year) flat dollar administration fee to $4 per month ($48 per year) and introduced an asset-based administration fee of 0.05% per year. The total combined administration fee is capped at $25 per month ($300 per year). The introduction of the asset-based administration fee, and a corresponding reduction in the existing flat dollar fee, means that members with low balances receive a fee reduction. Those with higher balances will pay somewhat higher fees, capped at $25 per month.

As a profit-for-member fund we invest 100% of our customers' administration fees in the products and services we provide. Our fee changes will help fund enhancements to our products, services and guidance.

Transformation taking shape

As we continue through our Transformation Program tangible outcomes are becoming increasingly evident.

CSC Navigator, our online customer portal, continues to go from strength to strength after its launch in February 2023. We now have more than 47% of our customers signed up and their experience is continually improving. This year, several digital forms were embedded into the platform, providing further convenience and ease-of-access. Another important milestone in the Transformation Program was reached in November 2023 when ADF Cover was successfully transitioned to a new platform, Acurity.

Cybersecurity continues to be a major priority for us. A recent milestone was our onboarding of NCC Group's 24x7 endpoint security monitoring service. NCC now monitors our endpoints – that is, any workstation or laptop connected to our corporate network – around the clock to ensure that CSC is immediately notified of any potential security issues or threats. This allows cyber incidents to be identified and addressed quickly at any time of the day or night, significantly reducing our response time.

Smooth investment strategy awarded

CSC's strategy of prioritising resilience within its investment portfolios has been recognised at the 2023 Super Review Annual Super Fund of the Year Awards, where it won the Smooth Ride Award.

This award is presented to the fund that has best weathered the ups and downs of the market, while delivering strong outcomes. It was selected by a judging panel of academics, business executives, entrepreneurs and innovators.

Corporate sustainability

The CSC Corporate Sustainability Group (CSG) has been finalising a plan based on the insights gleaned from a 2023 survey. Cornerstones of this plan include regular communication of sustainability efforts and specific training on corporate sustainability practices.

In some tangible recent developments, six electric charging stations were recently installed at our Canberra headquarters, in addition to CSC's hybrid EV fleet vehicles being delivered in May. Weighing scales to measure waste were also introduced to the office in July.

CSC Board Director and Chair changes

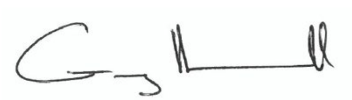
I complete my term as Chairman of CSC later this year so this will be the last report to Parliament that I will present. I leave CSC with a sense of pride at how it continues to change to meet the evolving needs of our customers, be they new to the workforce, APS or ADF, or our pensioners, some of whom are over 100 years old. CSC operates in a competitive environment and continues to raise its capabilities. I wish CSC customers, directors and staff the best for the future.

I also am pleased that directors Juliet Brown and Jacqueline Hey have had their terms extended for a second three-year period, thereby providing continuity in governance and their considerable skills to CSC.

Thank you

As I mentioned in my opening, these are challenging times with economic and global factors casting shadows. At CSC, it's a privilege to ensure our customers' retirement savings are in our capable hands, and our hope is that this gives them assurance in one area of their lives. We are so appreciative of the contribution they make to our country and, as always, I wish to extend my heartfelt gratitude to them.

To the people of CSC, I thank you all for your wonderful contributions and support over the last financial year. I look forward to many more achievements over the period ahead as we all work together to serve those who serve.



Garry Hounsell
Chair

26 September 2024

CSC's Annual Performance Statements

Statement from CSC's Board

We, the CSC Board, as the accountable authority of CSC, present the 2023–24 Annual Performance Statements of CSC, as required under section 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In our opinion, these Annual Performance Statements are based on properly maintained records, accurately reflect the performance of CSC and comply with section 39(2) of the PGPA Act.

CSC purpose and vision

CSC's purpose is to build, support and protect better retirement outcomes for all our customers (being current and former Australian Government employees and members of the ADF) and their families. CSC's vision is to provide simple and trusted super for another 100 years.

CSC performance outcome

CSC's performance outcome is to provide retirement and insurance benefits for scheme customers and beneficiaries, including past, present and future employees of the Australian Government and other eligible employers and members of the ADF, through investment and administration of their super funds and schemes.

CSC's performance outcome is stated in CSC's 2023–24 Corporate Plan and in the 2023–24 Portfolio Budget Statements.

Managing and investing our funds

Table 2. CSC's investment performance: criteria and results

Performance criteria	Results
CSC's investment performance for its default accumulation options over a rolling three-year period. (SOURCE: CSC's 2023–24 Corporate Plan and 2023–24 Portfolio Budget Statements).	**Not Achieved:** CSC's default accumulation option has an annual real return target (target above inflation) of 3.5% p.a. over rolling three-year periods. Our PSSap MySuper Balanced option and performance was strong at 9.1% and 4.7% over the financial and 3 years to 30 June 2024 respectively. However, the three-year return was lower than the target due to the return of the highest inflation rates in over two decades (e.g. 3.8%, 6.0% and 6.1% over 2023–24, 2022–23 and 2021–22 respectively).
CSC's investment portfolio is maintained within Board-approved risk parameters, such that negative returns are expected in no more than five out of every 20 years for the default accumulation option. (SOURCE: CSC's 2023–24 Corporate Plan and 2023–24 Portfolio Budget Statements).	**Achieved:** CSC's portfolio risk for its default accumulation option has been managed such that there have been no more than five years of negative returns over the 20-year period to 30 June 2024.

Our performance helps customers reach a comfortable retirement

The investment objectives of CSC's options are designed to increase the probability that the average CSC accumulation customer in retirement will reach the ASFA 'comfortable retirement standard' of income for Australian retirees. We track five customer cohorts, by gender, to ensure our investment objectives continue to appropriately support this ambition for our customers.

Today, our average defined contribution customer across PSSap and ADF Super cohorts has accumulated savings that are on track to deliver a retirement lump sum equivalent to approximately 20% more than the ASFA comfortable retirement lump sum standard[4]. Further, the majority of our full-time working customers are on track to achieve that standard as well[5]. This ratio will change over time and differs between customers depending on their personal circumstances. However, by ensuring that all customers can track – via our website – their individual savings against the ASFA standard and their cohort of peers, we can assist every individual to choose their level of investment risk, the contributions they make and their retirement age.

Our investment options cater to individuals

We provide three diversified investment options plus a purely cash option. Our options are designed to work together or separately to allow tailored risk-taking appropriate to the different stages of the working life cycle and individual customers' circumstances. The one thing in common for all our investment options is our approach to investment risk management. It

[4] As at 30 June 2024. Source: ASFA: The comfortable retirement standard allows retirees to maintain a good standard of living in their post work years. It accounts for daily essentials, such as groceries, transport and home repairs, as well as private health insurance, a range of exercise and leisure activities and the occasional restaurant meal. Importantly it enables retirees to remain connected to family and friends virtually – through technology – and in person, with an annual domestic trip and an international trip once every seven years.

[5] Part-time and casual customers generally have lower funding ratios.

enables us to consistently generate some of the highest net real returns to investment risk-taking in the industry. This means that our customers can choose between our options with confidence.

- Our **Income Focused** investment option focuses on generating a sustainable income with moderate capital growth and is suitable when the capacity to recover from market volatility is lower. This option was ranked first across the 5, 7 and 10 years to 30 June 2024 in the SuperRatings SR50 Capital Stable survey and in first quartile for 3 years (net returns taking into account risk).
- Our **Aggressive** investment option focuses on generating high, real returns over the long term and is suitable for individuals with a capacity for higher-risk investments and volatility in their balance. This option ranked first across the 5, 7 and 10 years to 30 June 2024 and first quartile for 3 years in the SuperRatings SR50 Growth survey (net returns taking into account risk).
- Our **Balanced (default)** investment option is true to its label because its asset allocation has a balanced mix of growth assets and defensive assets. This option is specifically designed to maximise the likelihood that customers will achieve a comfortable retirement income, while making sure their balance is resilient and sustainable. On average, our Balanced option takes less risk than other super funds.[6]
- Customer feedback through many channels has indicated repeatedly that CSC customers want their savings to be **secure** as well as to **grow**. Our strategy is to capture most of the upside in markets and avoid as much of the downside as possible to increase the chance that all our customers will retire with adequate income (see page 15 of this report for definition of 'comfortable retirement standard' of income for Australian retirees). While this strategy serves our customers and aims to maximise their retirement income, it does mean we will not always be first on super fund ranking charts or charge the lowest fees. We are comfortable taking this approach because our primary goal is to ensure our customers have sufficient income when they retire. However, the return generated per unit of risk taken (the risk adjusted return) in this option is above median across 1, 3, 5, 7, 10 years to 30 June 2024 in the SuperRatings SR50 Balanced survey despite taking less risk than other funds in this category. This means the return delivered for customers was achieved with less risk taken when compared to the median fund; i.e. we do not simply take on more risk to generate more returns because the larger the potential loss, the greater the subsequent gain required to restore value.
- Our **Cash** investment option aims to preserve capital and is 100% invested in cash assets.
- Our customers can factor in their individual characteristics on the retirement income calculator on our website and track their progress towards retirement.
- As explained on our website, we integrate risk management, including environmental, social and governance (ESG) risks, across all our customers' portfolios, rather than offer a standalone option. This is because we believe sound practices are relevant to achieve long-term sustainable value and positive environmental and social impact across all our customers' portfolios.

[6] SuperRatings universe as at 30 June 2024.

Our investment strategy

CSC's investment strategy is designed to help all our customers achieve a standard of living in retirement that is 'comfortable', as defined by ASFA, regardless of whether they retire in strong or weak market conditions. We expect every investment risk we take to improve the probability that our customers' balances will meet the ASFA standard by the time they retire at an assumed age of 67.

This means that we focus on the fundamentals of cash-flow generation and its sustainability rather than on market sentiment. We use market price momentum and reversals as opportunities to buy assets at prices that are low relative to our assessment of long-term fundamental value, or divest from assets that are no longer expected to deliver sustainable cash flow.

Capital preservation and growth

Compared with other super funds[7] this means that our Default Funds generally suffer fewer or smaller losses when markets are falling, but still capture a large proportion of the gains when markets are rising strongly. This reflects our intentional strategy design to truly balance the need to preserve our customers' capital through downside risk management, while ensuring that they take sufficient risk into opportunities that can grow their savings above inflation through market recoveries.

We take this approach to protect the relatively stronger funding positions of our customers compared to peer funds, as a result of the combination of investment returns and the higher contribution rates generally applicable to our customers.

Over the long-term horizon for customers in our Balanced option, we expect to deliver competitive returns with greater certainty of income sufficiency at retirement. Our Income Focused and Aggressive funds are expected to deliver competitive returns consistently as their risk appetite is more directly comparable to that of other funds.

Innovative early adopters and integrated holistic risk management

We aim to actively protect our customers' savings and hunt for robust opportunities to grow their savings without undue risk. We are early adopters of new and innovative investment opportunities including technology infrastructure like data centres, which are only now gaining popularity with institutional investors, fibre/cable broadband internet businesses, telecommunication satellites, mobile phone towers and renewable energy investments.

We continuously assess whether investment returns for assets, net of costs and tax, are sufficient to compensate for any evolving risks to which those assets are exposed and vulnerable. Risks are not just those visible in an asset's short-term earnings; they can also arise long-term in an asset's ecosystem and may reduce potential earnings capacity.

Such risks include how an asset or business is governed; how well it understands its competitive environment; the threats and opportunities of technology; how it supports, trains, manages and aligns its employees to its purpose and values; how it considers and manages its impact on the environment; and the community in which it operates. We believe the most robust insights into these factors come from a strong understanding of the governing body and management of an organisation, and by looking for consistency between a business's long-run strategies and short-term performance.

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[7] SuperRatings Balanced SR50 universe.

Competitive and consistent returns for our customers

Our investment strategy aims to achieve a cumulative return for our customers which is:

- fit for our customers' purpose: delivering the ASFA comfortable retirement income by the age of 67;
- resilient to developments in external market environments: by proactively managing risk especially as exogenous shocks occur, e.g. pandemic and associated market volatility and buying high-quality assets and strategies, and profitable and sustainable businesses at fair or better prices; and
- competitive: compared with other super funds with different strategies because we aim to consistently generate a robust return for every investment risk we take. By avoiding the risk of capital impairment but being prepared to take risk when prices are below long-run value, we expect competitive longer-term returns and reliable long-run outcomes.

Our investment performance to 30 June 2024

CSC's purpose is to deliver income adequacy for our customers in retirement, so we focus on growing our customers' savings above the options' inflation-linked long-term objectives. We also monitor peer-relative performance to be explicitly aware of (but not driven by) any significant differences in a competitive marketplace.

Our investment returns for the 10 years to 30 June 2024 for the Default, Balanced and MySuper Balanced options of the various schemes exceeded their objectives despite historical highs in Australian inflation rates[8].

For the financial year to 30 June 2024, CSC's MySuper Balanced option delivered 9.1% p.a. (net of fees and tax), exceeding inflation by +5.3%, compared to holding cash, which eroded purchasing power by 0.1% (i.e. the investments in Balanced option delivered an extra 5.4% above cash).

Similarly, CSC's Aggressive option delivered 10.6% p.a. (net of fees and tax) for the financial year, building wealth for customers through inflation-hedging and non-cyclical growth assets, exceeding inflation by +6.7% (extra 6.9% above cash).

CSC's Income Focused option was one of the best performing conservative options compared to peers delivering 5.7% p.a. (net of fees and tax), preserving significantly more purchasing power than the median in the peer SuperRatings survey.

CSC's investment options (Balanced, Aggressive and Income Focused) have all passed the APRA annual performance test (using net 10-year return to 30 June 2024).

Our investment discipline is to seek investment opportunities on an apples-to-apples comparison – returns should properly compensate for the risks to capital and the cost of accessing and stewarding the investment – rather than simply taking on more and more risk to capture higher (but less dependable and increasingly less certain) returns.

Some of the key portfolio activities in 2023–24 that contributed to our performance included:

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[8] Consumer Price Index, Australia, June Quarter 2024 | Australian Bureau of Statistics (abs.gov.au)

1. Examples of private assets[9] performance contributors

Fit for the future

We continuously scan for quality assets that are well positioned for underlying structural change – for example those involved in digital and energy transition, or medical innovation, where the demand from growing and aging populations is high. Future-fit assets can generate high business growth rates, somewhat insulated from cycles in broader economic activity, and can therefore help our portfolios withstand different economic, policy, political and market environments over the long timespan that is relevant for our customers' retirements.

Our portfolios benefit the most when these assets are purchased before others recognise their value and bid their prices up. However, being an early mover can also bring investment risks associated with unproven business models, inexperienced management teams, slower than expected adoption rates (e.g. due to high costs or complex implementation) or rapid obsolescence when one technology advance is superseded by another. We mitigate the risks associated with being an early mover by forming strategic partnerships with specialist investment managers.

Investing selectively in building new future-fit infrastructure assets:

Canberra Data Centres (CDC):

- CDC sees high demand for data-centre space across its hyperscaler, government and enterprise customers.
- It is well-suited to capitalising on both the general increase and the Artificial Intelligence (AI)-driven acceleration in demand. It has a track record in developing centres that can handle demanding computational workloads for customers with exacting quality, security, and sustainability standards (in relation to energy and water usage), using advanced cooling technologies required by AI workloads.
- It has a strong pipeline of additional sites that are expected to be constructed in coming years.

High-speed home internet infrastructure:

- We see high-speed broadband as an essential service for modern households, akin to power and other basic utilities.
- We invest in the infrastructure required to deliver this service because digitisation trends (e.g. work-from-home; growth in data usage and data storage) can drive capital growth and cash flows, regardless of the state of the broader economy.
  - As with all our investments, we look for a competitive advantage that can be sustained. In this case, we believe superior reliability and speed mitigate against obsolescence risk.
  - Our portfolios now own digital infrastructure in Australia, the United States and Europe. This year, we've also added a fibre-to-the-home investment in Germany, where there are strong opportunities for growth, given that current fibre coverage

[9] Private assets include private equity, property and infrastructure. This includes both traditional assets like utilities, toll roads and airports as well as newer growth areas like digital and energy transition. This can also include investments with different risk return patterns that give CSC customers downside protection, while allowing them to participate in growth upside.

of households is well below the EU27 average[10].

Renewable energy developers:

- Energy transition is a fast-moving field and we monitor the opportunity set as it evolves with technology advances and interdependent responses from policymakers, capital providers, developers and operators.
- Currently we aim to find the most compelling returns (for the level of risk) in the development of new renewable energy and storage capacity. This also means we are financing additional renewable energy capacity that is needed, rather than merely accumulating portfolios of existing renewable assets.
- We favour investments in renewable developers with strong internal development and operational teams, as these have a competitive advantage in negotiating grid access, planning approvals and supply chain challenges.
- Our aggregate pipeline of new assets is well diversified. It spans solar, wind and battery development opportunities across Western Europe, Central Europe, Latin America, North America, Australia, Japan and India.

Electronic Vehicle (EV) charging:

- The trend towards less carbon-intensive transport also provides opportunities in the infrastructure needed to electrify transport.
- We invested in a first-mover European business that builds and owns the infrastructure for charging-at-home solutions. As users prefer to charge their vehicles at home rather than at their destination or on the street, it should benefit from more stable demand than other charging infrastructure.
- This business is further aided by operating in a region that has favourable policy support for EVs.

Part of the funding for these new investments came from sales of investments in some traditional infrastructure assets (including investments in an airport, mature wind farms and gas assets) where we believed that the asset's rate of growth had stabilised or slowed and better opportunities for our customers' savings were available.

Examples from our private equity portfolio:

Innovative pharmaceuticals:

- CSC has participated over a number of years in funding clinical trials of a medicine to treat a rare and life-threatening disorder in which red blood cells break apart prematurely.
- Following successful trials and regulatory approvals across three continents, this investment generated strong returns to our customers, while improving the quality of life for patients.

Healthcare technology:

- CSC financed the development of a novel defibrillator to help patients at risk of cardiac arrest from ventricular arrhythmias (irregular heartbeats). Its innovative design improves on traditional defibrillators by reducing risks of infection and other complications, as it is

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[10] European Union consisting of 27 countries (Belgium, Bulgaria, Czech Republic, Denmark, Germany, Estonia, Ireland, Greece, Spain, France, Croatia, Italy, Cyprus, Latvia, Lithuania, Luxembourg, Hungary, Malta, Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovakia, Finland, Sweden).

less invasively placed under the skin.

- After receiving regulatory approvals, our return is expected to be generated from a combination of guaranteed payments and royalties based on product sales, uncorrelated to the economic cycle.

Increased access to education:

- CSC provided equity capital to the world's largest provider of K-12 private education.
- This company provided diverse curricula and educational choices across multiple price points with schools across the Middle East and Europe. Today, the company educates ~138,000 students.
- It delivered strong investment returns over our holding period, while improving access to quality education globally.

Carbon capture from waste biomass:

- CSC has made a very early-stage investment in an enterprise that converts waste biomass into biochar via a patented process involving high pressure and high temperature, and ultra-fast processing that enables industrial scale.
- Biochar is commonly used to improve soils, however the superior durability of the biochar produced by this process shows promise for improving the structural performance of concrete and enabling reductions in the amount of cement used.

2. High-quality assets and objective, equitable valuations

- We have always adhered to our valuation of investments policy to ensure equitable robust, independent and timely valuation of our unlisted assets. For real assets like property and infrastructure, we use appraisal-based external valuations regularly from appropriately qualified independent valuers.
- While our real estate investments are not 100% immune to interest rate hikes in the current environment, their overall premium quality contributed to outperformance compared to peer funds in this financial year. This quality is reflected in well-leased assets with a broad and diversified tenant base in strategic premium locations.

3. Building new investment management businesses

Over the last year, we have continued our innovative early stage investment manager program by:

- Identifying and partnering with global best practice investment talent to create new sources of investment returns for our customers in a tailored and cost-effective way. By supporting these new businesses early, we are able to share profits in the partnership, effectively lowering fees over time as the businesses grow by winning additional new global clients that increase their assets under management; and
- Added to our internal, proprietary strategies for active return generation.

4. Integrated management of all risks

Our pro-active management of short-, medium- and, importantly, long-horizon risks continued with:

- The deployment of dynamic capital-protection strategies to hedge our customers' savings against event risks;
- Pro-active and integrated responses to the results of our climate and ESG stress tests e.g.

public equity capital managed to optimise the use of scarce natural resources and mitigate waste; and

- Active ownership of our material public companies which is executed indirectly by voting on all shareholder resolutions and directly via engagement by our engagement specialist on international listed companies, Hermes Equity Ownership Services (EOS) Limited. This is complementary to the direct engagement conducted by our active investment managers. More details can be found in Section 5: Our Investments

5. Best value for money for our customers

Specifically, our focus on continuous improvement means that structures we have been putting in place over the past seven years continue flowing through to sustainably reduce the investment costs of our Balanced, Aggressive and Income Focused investment options. This trend is reflected in further reductions in investment fees for the financial year 2023–24. Our fee structures focus on alignment of our investment agents with our customer outcomes, by ensuring that investment manager performance is rewarded fairly when they deliver at or above our customers' objectives, but clawed back when it is not. For example, we have:

- responded pro-actively to efficiencies arising from changing market dynamics;
- exploited inefficiencies arising from Australian industry dynamics;
- used our pricing power to reduce the costs but maintain the quality of financial value we can create over our customers' working lifetime; and
- kept our focus on value-for-money, rather than just lowest cost.

Further, our early stage investment manager program, our internal dynamic macro fund (unlevered) strategy, our private equity and hedge fund co-investment programs and our internalised risk capability have all reduced costs while adding value compared to external structures used by smaller peers.

6. Resilient portfolios with downside avoidance

We build our portfolios to be resilient in the face of unexpected shocks and we reinvest in our capacity to remain agile, pro-active and one step ahead of others in the deployment of capital to capture good entry prices and the tailwinds of demand momentum. Private assets, windfarms, data centres, innovation capital and resource-waste-mitigation are just some examples of this. We also overlay our customers' portfolios with risk management designed to preserve capital in down markets but still capture most of the upside when conditions warrant.

We recognise that sometimes customers can be flexible about when they retire but not always (e.g. due to ill health). Hence, we aim to manage downside risk for our customers by reducing the risk that a customer retires at a time when investment returns are unfavourable, resulting in less money for their retirement (sequencing or retirement date risk).

Over the last ten years to 30 June 2024 – spanning both bull and bear markets – we have avoided 23% of the losses that peers incurred when markets fell, while capturing most (91%) of the gains in strong markets relative to our Balanced fund peers. Additionally, the PSSap MySuper Balanced option has historically been above median compared to SR50 Balanced SuperRatings survey peers when comparisons take into account the amount of risk that customers are exposed to. Our Income Focused and Aggressive options have been consistently in the top quartile for longer horizons 3 years or greater to 30 June 2024, and the top fund for net risk adjusted returns in their peer groups for the 5, 7 and 10 year periods[11].

7. Our investment governance model

Our investment governance model is unique and designed specifically to support our capacity to take investment decisions in real time, rather than subject to the constraints of the Board meeting cycle, and to proactively identify and manage risks with agility before they can materially impact customers' super savings. We operate with full transparency, clarity of risk appetites and tolerances, and delegated accountability in all investment decisions.

Our investment governance framework means that CSC implements its investment decisions through:

- **a structured and transparent set of delegations**, ensuring the right decisions are taken at the right time by dedicated professionals best skilled and, therefore, accountable to take them;
- **a robust set of specialised, external agents** who complement CSC's internal resources, are agile and targeted to be fit for specific CSC investment purposes, and materially reduce our uncompensated operational risks; and
- **a nimble, stable and skilled internal investment team** focused on ensuring CSC's comparative advantages are used to our customers' best interests, are empowered to continuously innovate to maintain our global best-practice credentials and are focused on assessing and managing the implications for risk taking that flow from a continuously evolving, global market.

To learn more about CSC's investment approach and strategy, go to the Investment section of this report, p61.

The global investment outlook

Investors face a number of uncertainties in FY 2024–25 which may represent challenges and opportunities:

- While inflation is moderating and interest rates starting to be cut in some economies, there is increasing concern about the risks of recession or financial crisis, with signs of slowing manufacturing and higher youth unemployment across a number of countries
- Political uncertainty remains high;
- The extent to which technology such as machine learning and generative artificial intelligence will impact across different industries and society in general remains difficult to predict.

But there is also a plethora of innovation that continues to occur across health, new energy storage and transmission, digital security, robotics, automation, water and waste reduction, to name just a few.

- And there is every chance that one or more of these will be genuinely disruptive, enabling the world to leapfrog some of the challenges that today seem insurmountable.
- Our challenge, as investors and asset allocators, is to enable capital, managed for the risks of doing so, to work towards enabling this.

[11] SuperRatings 30 June 2024

Resilient portfolios for a wide range of plausible scenarios

By considering a wide range of plausible fundamental developments, we examine what our customers' portfolios need to be resilient to evolving market conditions. We search for assets capable of dependably generating inflation-linked cash flows without also eroding capital value.

We look for high-quality assets that are more resilient to slower economic growth because they provide essential services or inputs into activity. We look for excellence in the management teams that operate our assets, so that they can agilely position their businesses for comparative advantage, deploy technology smartly and be proactive about the structural changes underway almost everywhere today.

Specifically, over the past number of years, we have been preparing our customers' portfolios for resilience by:

- building greater geographic diversity into our defensive assets and currencies;
- financing new private assets and businesses, rather than trading claims on operating ones;
- building new asset management businesses with revenue-sharing arrangements;
- hedging against long-term inflation risk; and
- maintaining our focus on the fundamental value and quality of assets, rather than their current prices.

In these ways we continue to seek to deliver to our purpose and measure our success by:

- the level of financial adequacy we can generate for our customers in retirement;
- avoiding capital-impairing risks along that journey;
- early-identification and execution into high-quality assets whose cashflows are supported by structural trends rather than cyclical conditions or fads; and
- avoiding material losses through periods of market setback.

In the face of these uncertainties, our relative size and governance advantages enable us to manage risks nimbly, move early and invest robustly into more complex opportunities where capital is scarcer. We believe these areas are likely to be the richest sources of return going forward and will enable us to continue honoring our commitment to pro-actively protect our customers' savings from inflation erosion.

Administration of our schemes

Table 3. CSC's operational performance: criteria and results

Performance criteria	Result
Achievement of operational objectives for contributions processing and benefits/pensions payments (SOURCE: CSC's 2023–24 Corporate Plan and 2023–24 Portfolio Budget Statements).	**Achieved:** 90% of each operational objectives were met, as shown below. * **Benefit payment objectives met:** • 93% of benefit payments to customers in CSC's defined benefit schemes CSS and PSS were paid within five business days of CSC receiving all required documents (exceeding our performance criterion of 85.5%). • 94% of benefit payments to customers in CSC's defined benefit scheme DFRDB and MilitarySuper were paid within five business days of CSC receiving all required documents (exceeding our performance criterion of 85.5%). • 99% of benefit payments to customers in CSC's defined contribution schemes were paid within three business days of CSC receiving all required documentation (exceeding our performance criterion of 85.5%). **Pension payment objectives met:** • 100% of fortnightly pension payment files for CSC's defined benefit schemes were lodged with CSC's bank on Wednesday morning prior to pay day (meeting our performance criterion of 90%). • 100% of pension payments for CSCri and ADF Cover were completed by the 21st of each month (meeting our performance criterion of 90%). **Contribution processing objectives met:** • 99% of contributions to CSC's defined benefit schemes were allocated to customer accounts within four days of CSC validating the contribution (exceeding our performance criterion of 85.5%). • 99% of paper-based contributions for CSC's defined contributions were allocated to customer accounts within three business days of the contribution being validated (exceeding our performance criterion of 85.5%).

* The Annual Report 2022–23 incorrectly reported performance of benefit payment objectives. The performance criterion was still met. However, what was reported was the previous year's data.

How we administer our superannuation schemes

Mercer Administration Services (Australia) Pty Ltd (Mercer Administration) is contracted by CSC to administer our PSSap, CSCri and ADF Super schemes. We administer all our other super schemes.

Accurate and efficient administration

We have a well-developed governance framework for managing the administration of our customers' super savings. This framework includes:

- activities to support the provision of accurate and complete data from our customers' employers
- forecasts of workloads to ensure that staff are deployed most effectively during peak service periods
- continuous technology improvements so that administration is compliant, fast and accurate, and staff spend more time on customer needs.

Our services to customers

We are committed to guiding our customers towards their retirement outcomes. Our commitment is embedded in our brand. We aim to be the guide for our customers. In addition to the core administration of our customers' super savings, we provide a range of services to help our customers achieve the retirement outcomes they seek.

These other services include:

- one-on-one and group seminars covering a range of super topics, tailored to each of our super schemes
- financial planning services, which are provided on a fee-for-service basis; each of our Financial Planners is independently certified by our financial planning partner, Guideway Financial Services
- support and general advice via our customer contact channels (phone, email, social media and in person)
- support for employers to, in turn, support their employees and their super and insurance needs
- support to customers who experience a medical event potentially covered by our various insurance products
- services to support family members when a customer dies.

We recognise that our customers' needs and expectations are constantly changing and we must continually change and adapt our service model and how we communicate, to ensure we stay relevant and of value to our customers.

Customer feedback

Summary approach

CSC continues to be committed to listening to our customers' feedback and taking meaningful action through our Voice of Customer program (VoC). We gather and respond to feedback through various surveys, with our current key measure for sentiment represented by a Net Promoter Score (NPS). Our primary NPS metric is collected through the Customer Relationship Survey (CRS).

In the 2023–24 financial year, the CRS was sent to approximately 320,000 customers, receiving around 6,100 responses, resulting in a 2% response rate. Among the respondents, approximately 2,100 were Defined Contribution (DC) customers and 4,000 were Defined Benefit (DB) customers who have not yet started receiving a pension. To support our overall NPS outcome, our survey asks customers: "How likely would you be to recommend your CSC scheme to a friend or family member?" This allows us to determine customer advocacy. In addition to this, the survey insights help us to:

- **Enhance customer experience and engagement.**
- **Prioritise improvement initiatives.**
- **Facilitate further development of our digital platforms.**
- **Provide product sentiment, suitability and potential future innovation.**

Performance overview

Table 4. CSC's service performance: criteria and results

Performance criteria	Results
Adequate satisfaction levels of customers, beneficiaries and employers with the service provided. (SOURCE: CSC's 2023–24 Corporate Plan).	**Achieved:** Across all customers the NPS score increased by 2 points.

Customer satisfaction

For the financial year ending June 2024, our overall NPS improved by 2 points from -12[12] to -10. This increase meets our performance target and although only a moderate improvement, a closer analysis revealed a favourable perception among DC scheme customers, with an increase of 8 points as shown in Table 5. The lower scores in the DB scheme are primarily due to concerns related to the inflexible nature of scheme rules.

Key improvement areas

Customer satisfaction has improved across the following key areas:

- **Positive service sentiment:** Customers highlighted the helpfulness, professionalism and accessibility of customer service.
- **Website enhancements:** The recent website improvements have been well-received, enhancing navigation and functionality.
- **Investment returns**: Customers appreciated the good return on investment, reflecting the market's overall positive movement and CSC's improved investment performance from the previous financial year. Customer perception of our investment performance is known to be one of the most important factors in their overall satisfaction with us as a provider of superannuation services.

Negative sentiment impacting NPS

Despite the overall improvement, certain areas received negative feedback, limiting a larger increase in NPS. Key concerns included:

- Customer perceptions around value for money as it relates to our administration and investment fees relevant to investment options and the transparency of same.
- The effectiveness of our communication with customers, including our insurance offerings.

[12] In the previous financial year's annual report, the NPS score was incorrectly reported as 12. The correct NPS score should have been -12.

Table 5. NPS by scheme type

Survey Name	2019–20	2020–21	2021–22	2022–23	2023–24	
	NPS	NPS	NPS	NPS	NPS	+/-
Defined Benefit Schemes	-13	-11	-11	-11	**-12**	**-1**
Defined Contribution Schemes	-4	-4	-10	-13	**-5**	**+8**

Both DB and DC schemes demonstrated strength in positive service sentiment, website enhancements and investment returns. However, the lack of improvement in the DB scheme score is primarily attributed to the inflexible nature of the scheme rules.

Table 6. NPS for ADF and APS schemes*

Survey Name	2019–20	2020–21	2021–22	2022–23	2023–24	
	NPS	NPS	NPS	NPS	NPS	+/-
ADF Schemes	-23	-21	-17	-20	**-17**	**+3.7**
APS Schemes	-3	-2	-7	-8	**-7**	**+1.6**

With a 95% response rate from DB schemes, the ADF scores are significantly lower due to the negative impact of the inflexible nature of scheme rules on NPS.

*Unrounded scores have been used to confirm that +2 increase in NPS has been achieved when the scores are rounded. Without decimal precision, the APS Schemes NPS would reflect a +1 result.

Touchpoint survey results

We also surveyed our customers at specific touchpoints and key events. The NPS results for these touchpoints are detailed in the following table.

Table 7. NPS touchpoint results across CSC 2023–24 compared with 2022–23

Touchpoint	2022–23	2023–24	
	NPS	NPS	+/-
On-boarding	-7	**-9**	**-2**
Financial advice	+66	**+67**	**+1**
Ancillary on-boarding	+23	**+30**	**+7**
Phone interaction	+34	**+35**	**+1**
Website	-84	**-79**	**+5**

We received positive feedback on most touchpoints, though the on-boarding process showed a slight decline, decreasing by 2 points.

Program enhancements

An element of the FY 2024–25 strategic roadmap will see investigation and implementation of additional enhancements to our VoC program. These enhancements are designed to help us better understand and meet our customers’ needs, ensuring excellent service at every touchpoint. Program enhancements will include specific insights relevant to our customer-facing teams and our employers to monitor the strength of our relationships. We are investigating how a multi-metric approach (such as both NPS and customer satisfaction metrics) can be utilised for better engagement across business to take action on insights. We will also undertake a simplification exercise across our surveys and a recalibration in how we measure customer satisfaction.

Section 3

Our Board of Directors

Our Board of Directors

CSC's governing legislation establishes the CSC Board of Directors. The function of the Board is to ensure that CSC performs its functions as outlined in the governing legislation in a proper, efficient and effective manner. The Board has the power to do all things necessary for, or in connection with, the performance of its functions.

This section details the composition and responsibilities of the Board, Board remuneration and director indemnity, as well as explaining how the Board's authority is delegated and how Board performance is reviewed.

Directors for 2023–24 are listed below.

Composition

In 2023–24 the Board consisted of an independent Chair and eight other directors. The Minister for Finance (the Minister) chooses four directors in consultation with the Minister for Defence. Of the remaining directors, two are nominated by the President of the Australian Council of Trade Unions (ACTU) and two are nominated by the Chief of the Defence Force. The Minister appoints all directors.

The Chair is appointed by the Minister after consultation with the Minister for Defence, and after the Board has agreed to the person proposed by the Minister. All directors must meet the fitness and proprietary standards under the *Superannuation Industry (Supervision) Act 1993* (SIS Act).

Responsibilities

The Board is responsible for the sound and prudent management of CSC's super schemes. Directors and CSC employees are required to comply with the Board's governance policy framework.

The framework includes documents such as the Board Charter, Conflicts Management Policy and Framework, Fit and Proper, Board Renewal and Board Performance Evaluation policies. The Board Governance policy framework is discussed in section 4 Our Governance on page 45.

Delegated authority

The CSC Board may delegate its powers under certain legislation. The Board has delegated authority for many activities including corporate and investment matters as well as scheme administration. Delegations are reviewed regularly to ensure they remain current. CSC employees exercising delegations are accountable to the CEO, who, in turn, is responsible to the Board. Sensitive or extraordinary matters that arise within delegated powers are usually referred by the CEO to the Board.

Performance review

The Board's performance is formally evaluated annually, including evaluation of the Board as a whole, the Chair, individual directors and Board committees. A range of matters are examined as part of this review process including performance relative to objectives, fulfilment of responsibilities, structure and skills, strategic direction and planning, policy development and monitoring and supervision. Every three years the review is performed by an independent third party who is selected based on submissions and market references.

The latest independent Board Performance Assessment was undertaken by KPMG in April 2024.

With a view to improving performance, all directors participate in ongoing professional development activities in accordance with the CSC Fit and Proper Policy and the Board Skills Matrix. The Board Skills Matrix can be found on the CSC website:
https://www.csc.gov.au/about-csc/corporate-governance

Remuneration

Section 14 of the *Governance of Australian Government Superannuation Schemes Act 2011* and the *Remuneration Tribunal Act 1973* provides for the Remuneration Tribunal to determine the remuneration of CSC directors, including for members of the Audit Committee and the Reconsideration Committees.

Remuneration is disclosed in this report on pages 53–57.

Director indemnity

The director or a delegate of the Board, acting in good faith, will not be subject to any action, liability, claim or demand, for anything done (or not done) in the performance of their functions under CSC's governing legislation. CSC, however, may be subject to an action, liability, claim or demand.

As well as legislative indemnity for directors and delegates of the Board, CSC holds trustee liability and comprehensive crime insurance which complies with the *Corporations Act 2001*. CSC has provided all directors with a deed of indemnity, insurance and access.

Diversity

CSC aims to work in a supportive and collaborative way. We support and encourage a diverse and inclusive workforce by fostering a culture and environment of respect, courtesy, honesty and integrity, and treat others as we wish to be treated ourselves. We appreciate difference and respect other perspectives and cultures.

Our commitment to diversity starts at the Board level. CSC believes we will achieve better outcomes for customers, a higher standard of corporate governance, improved financial performance and attract and retain talented staff if we genuinely embrace the goal of cognitive diversity, which is realised through workforce equality and a spectrum of skills and experience.

CSC's commitment to diversity is detailed in our Diversity Policy, available on our website.

In accordance with these commitments, CSC actively encourages our investment managers to engage with investee companies that support these targets.

Our Board members in 2023–24

Mr Garry Hounsell

Appointed 1 July 2016; re-appointed 1 July 2019; appointed as Chair 25 July 2021 to 31 December 2024

- Chair of the Board since 25 July 2021
- Director of ARIA Co Pty Ltd

Mr Hounsell is the Chairman of Helloworld Travel Limited (since 2016) and a Director of Treasury Wine Estates Ltd (since 2012) where he is Chair of Wine Operations and Sustainability (since 2022). Mr Hounsell is also Chair of Electro Optic Systems (since 2022) and a member of Commencer Capital’s (formally Investec Emerging Companies) Investment Committee (since 2019).

Previously, Mr Hounsell was a Director of Findex (2020–24), the Chairman of Myer Holdings Limited (2017–20 and Executive Chairman Feb–Jun 2018), Chairman and Non-Executive Director of Spotless Group Holdings Limited (2014–17), the Chairman of Emitch Limited (2006–08) and PanAust Limited (2008–15). He was also previously an Advisory Board Member of PanAust Limited (2015–17), Rothschild Australia Limited (2012–17) and Investec Global Aircraft Fund (2007–19). He was a director at Orica Limited (2004–13), Nufarm Limited (2004–12), Qantas Airways Limited (2005–15), Mitchell Communication Group Limited (2008–10), Integral Diagnostics Limited (2015–17), Dulux Group Limited (2010–17) and Investec Aircraft Syndicate Limited (2012–18).

Mr Hounsell was a Senior Partner at Ernst & Young (2002–04), CEO and Managing Partner of Arthur Andersen (2001–02) and a Partner at Arthur Andersen (1989–2002).

Mr Hounsell has a Bachelor of Business (Accounting) from the Swinburne Institute of Technology (1975) and is a Fellow of Chartered Accountants Australia and New Zealand, and a Fellow of the Australian Institute of Company Directors.

Mrs Ariane Barker

Appointed 13 September 2016; re-appointed 13 September 2019; re-appointed 1 July 2022 to 30 June 2025.

- Chair of the Board Governance Committee
- Member of the Remuneration and HR Committee
- Chair of ARIA Co Pty Ltd

Mrs Barker is currently a Director and Chair of the Audit and Risk Committee at IDP Education (since 2015), a member of the Investment Committee at the Murdoch Children's Research Institute (since 2011) and a Director and member of the Finance and Investment Committee at St Vincent’s Health Australia (SVHA) (since June 2024). She is a member of Chief Executive Women (CEW) (since 2021).

Mrs Barker was previously the CEO of Scale Investors from 2017–21, a Board Director at Taralye, the Oral Language Centre for Deaf Children (2011–14) and a member of the Community Advisory Committee at the Royal Victorian Eye and Ear Hospital (2013–18). Mrs Barker has over 20 years of experience in international banking and finance, including roles as General Manager, Products and Markets at JBWere (2015–17); Director, Equities Division at HSBC (2005–08); Executive Director, Equities Division at Goldman Sachs (Asia) (2000–02); and Associate – Capital Markets at Merrill Lynch International (1994–99).

Mrs Barker has a Bachelor of Arts degree in Economics and Mathematics from Boston University and is a Fellow of the Australian Institute of Company Directors.

Ms Juliet Brown AM, LLB, FAICD

Appointed 13 September 2021 to 30 June 2024; re-appointed 1 July 2024 to 30 June 2027

- Chair of the Audit Committee (until 30 September 2023)
- Member of the Audit Committee (since 1 October 2023)
- Member of the Risk Committee
- Director of ARIA Co Pty Ltd

Ms Brown is a professional company director who has extensive experience in law and business.

She is currently Deputy Chancellor of the University of Adelaide (since June 2024), a member of the Council of the University of Adelaide and an external member of the University's Finance Committee. Ms Brown was previously a member of Bank Australia and People's Choice Credit Union's Nominations Committees, Chair of the South Australian Lifetime Support Authority, Chair of Catherine House Inc., a member of the South Australian Government Financing Authority Advisory Board and the Independent Chair of Statewide Super.

Prior to her company director roles, Ms Brown was Chief Executive of Thomson Playford (now Thomson Geer) and practised as a solicitor in the health and insurance sectors.

Ms Brown holds a Bachelor of Laws from the University of Adelaide and is a Fellow of the Australian Institute of Company Directors.

Ms Melissa Donnelly

Appointed 1 July 2020 to 30 June 2023; re-appointed 1 July 2023 to 30 June 2026

- Nominee of the President of the ACTU
- Member of the Audit Committee
- Member of the Remuneration and HR Committee
- Director of ARIA Co Pty Ltd

Ms Donnelly is the National Secretary of the Community and Public Sector Union (CPSU). In her time at the CPSU Ms Donnelly has occupied a range of roles, including leading the national political, industrial, research and legal team prior to joining the national Executive Committee in 2015. She is a Director at McKell Institute (since 2018), a Director at ACTU Education Inc (since 2019), a Director at Australian Progress (since May 2024) and she has been a member of the ALP National Executive since July 2023.

Ms Donnelly is involved in setting the national strategic direction of the CPSU, as well as governance and budgetary processes, and is a member of the Respect@Work Council.

Ms Donnelly has worked across all areas of the Community and Public Sector Union including the federal public sector, telecommunications, broadcasting and private sector industries. Ms Donnelly was previously a Director of Telstra Super and Shared Advantage Limited.

Ms Donnelly holds degrees in law and social science.

Ms Jacqueline Hey

Appointed 21 October 2021 to 30 June 2024; re-appointed 1 July 2024 to 30 June 2027

- Chair of the Remuneration and HR Committee
- Member of the Board Governance Committee
- Director of ARIA Co Pty Ltd

Ms Hey is currently a Director at OFX Group Limited (since May 2024) and was until recently (February 2024) a Director and Chair of the Remuneration Committee at Qantas Airways Limited. She has previously been appointed as Chair of Bendigo and Adelaide Bank Ltd, was a Director of Cricket Australia, the Australian Foundation Investment Company Limited, the Melbourne Business School, the Special Broadcasting Service and AGL Energy Ltd. She has also been a Member of the ASIC Directory Advisory Panel.

Ms Hey is a Member of CEW (Chief Executive Women) and of the Brighton Grammar School Council.

Prior to commencing as a full-time company director, Ms Hey worked at IT and telecommunications company Ericsson for over 20 years in Australia and internationally, including as the MD CEO of Australia/New Zealand and MD/CEO of UK/Ireland.

Ms Hey holds a Bachelor of Commerce majoring in Economics from the University of Melbourne, a Graduate Certificate of Management from Southern Cross University and is a graduate of the Australian Institute of Company Directors.

Mr Alistair Waters

Appointed 25 February 2020 to 24 February 2023; re-appointed 25 February 2023 to 30 June 2025

- Nominee of the President of the ACTU
- Member of the Board Governance Committee
- Member of the Risk Committee
- Director of ARIA Co Pty Ltd

Mr Waters was the former Director, Strategic Projects at the CPSU and has held various governance, industrial, organising and policy roles at the Community and Public Sector Union from 1997, including as National President (PSU Group). Mr Waters has worked with and represented CPSU members working in the ATO, Services Australia, PM&C and across the APS and broader public sector for many years.

Mr Waters was previously a Board Director at Trades Hall Building Limited (2015–18).

Mr Waters has a Bachelor of Arts degree in Politics, Philosophy and Sociology from Murdoch University.

Rear Admiral Lee Goddard CSC

Appointed 1 July 2022 to 30 June 2025

- Nominee of the Chief of the Defence Force
- Chair of the Risk Committee
- Chair of the Defence Force Case Assessment Panel (from 1 May 2023)
- Chair of the MilitarySuper Reconsideration Committee (from 1 May 2023)
- Director of ARIA Co Pty Ltd

Rear Admiral Lee Goddard is a Strategic Advisor to the Minderoo Foundation, an Advisory Board Member and CEO of the Australian Missile Corporation, a Non-Executive Director of the AUSTAL Group, a Strategic Advisor to OCIUS Technology Limited and the Chairman (Race Director) of the Sydney to Hobart Yacht Race. Rear Admiral Goddard is a Director of Pymble Ladies College.

Rear Admiral Goddard previously served as Commander Joint Agency Taskforce-Operation at the Australian Department of Home Affairs, Commander Maritime Border Command at the Australian Border Force, Head of the APEC Taskforce and Assistant Secretary International Policy at the Department of Prime Minister and Cabinet, and Director Military Strategic Commitments at the Australian Department of Defence. He was until recently a non-executive Director of the Whiskey Project Group.

Rear Admiral Goddard had a distinguished full-time naval career of over 34 years, commanding warships and joint taskforces at every senior rank. He was awarded the Conspicuous Service Cross in the Australia Day 2007 honours list. Rear Admiral Goddard continues to serve as a member of the Royal Australian Navy active reserve.

Rear Admiral Goddard holds a Masters of Strategy and Policy from the US Naval War College, a Master of Arts (International Relations) from Deakin University, a Bachelor of Science from the University of New South Wales and is a member of the Australian Institute of Company Directors.

Major General David Mulhall DSC, AM, CSC

Appointed 2 May 2023 to 30 June 2025

- Nominee of the Chief of the Defence Force
- Member of the Audit Committee
- Member of the Remuneration and HR Committee
- Deputy Chair of the Defence Force Case Assessment Panel
- Deputy Chair of the MilitarySuper Reconsideration Committee
- Director of ARIA Co Pty Ltd

Major General Mulhall is self-employed through Arawang Advisory Pty Ltd as a Strategic Advisor to a range of corporate clients, is an Independent Advisor to the Birdon Group and a Non-Executive Director in the not-for-profit Birchtree Foundation. He was recently appointed to the Birchtree Hospital Advisory Board (June 2024).

Following his transition from full-time military service, Major General Mulhall was appointed Senior Advisor (Defence Reform) to the Minister for Defence and served as First Assistant Secretary – Disability and Aged Care Workers in the National COVID Vaccine Task Force.

Major General Mulhall served full-time in the Australian Army for 36 years. Key positions included Commander Joint Logistics, a senior role in the peak Coalition Headquarters in Afghanistan while appointed concurrently as Commander Joint Task Force 636, Commander 17th Combat Service Support Brigade and Chief of Staff Army Headquarters. He has been appointed a Member of the Order of Australia and awarded the Distinguished Service Cross and Conspicuous Service Cross, and by the United States the Legion of Merit and Bronze Star Medal.

Major General Mulhall holds a Master of Engineering (Integrated Logistics Management) from the Royal Melbourne Institute of Technology University, a Master of Defence Studies from the University of Canberra, a Graduate Diploma of Strategic Studies from the Australian Defence College, a Post Graduate Diploma of Transportation Planning and Management from Cranfield University, and a Bachelor of Professional Studies from the University of New England. He is a Graduate of the Oxford Advanced Management and Leadership Programme and a Graduate of the Australian Institute of Company Directors.

Mrs Andrea Hall

Appointed 1 July 2023 to 30 June 2026

- Chair of the Audit Committee (since 1 October 2023)
- Member of the Risk Committee
- Director of ARIA Co Pty Ltd

Mrs Andrea Hall is an experienced Director, Board member and Chair of Audit and/or Risk Committees. She currently sits on the boards of Western Power, the Perenti Group, Evolution Mining and the Fremantle Football Club. She was until recently a member of the board of Core Lithium Ltd.

Mrs Hall formally worked for KPMG as a Risk Consulting partner, on the Senate of Murdoch University and was the Chair of the WA Council for the Chartered Accountants Australia and New Zealand. She has worked with or served on various other boards and committees across the government, mining, insurance and financial services sectors. She has over 20 years of experience in corporate, operational and board governance, risk and financial management and audit, and is a member of Chief Executive Women (CEW).

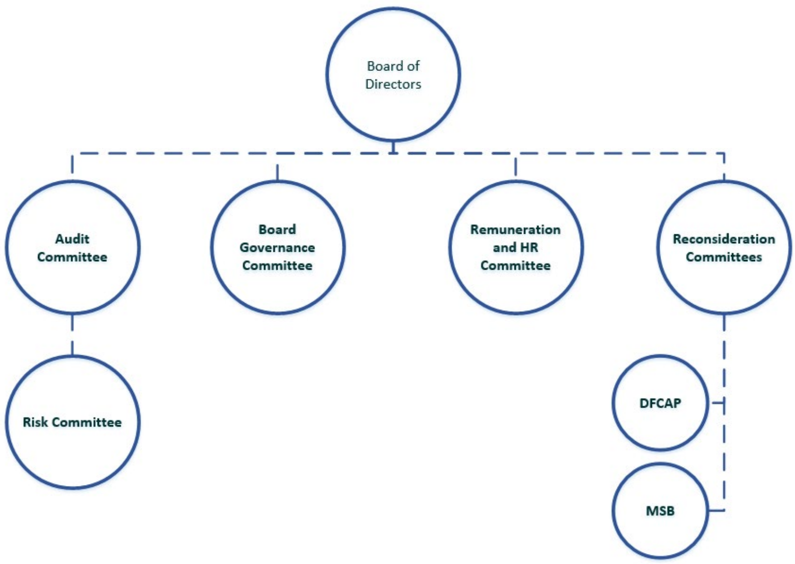
Mrs Hall has a Bachelor of Commerce (Accounting/Finance) and a Masters in Applied Finance, is a Fellow of the institute of Chartered Accountants Australia and New Zealand, and a Graduate of the Australian Institute of Company Directors.

Board meeting attendance

Table 8. Board and standing Board committee meeting attendance in 2023–24

Board Member	Board meetings	
	Attended	Eligible to attend[13]
Garry Hounsell	6	6
Ariane Barker	5	6
Juliet Brown	6	6
Melissa Donnelly	6	6
Lee Goddard	5	6
Andrea Hall	6	6
Jacqueline Hey	6	6
David Mulhall	5	6
Alistair Waters	6	6

Board committees



Established committees assist the CSC Board to carry out its responsibilities. Committee members are appointed by the Board and each committee has its own Board-approved terms of reference, which are reviewed from time to time.

The Board has four standing committees: the Audit Committee, the Remuneration and HR Committee, the Board Governance Committee and the Risk Committee. All standing committees' Terms of Reference are available on the CSC webpage https://www.csc.gov.au/Members/About-CSC/Corporate-governance

[13] 'Eligible to Attend' and 'Attended' numbers include out-of-session meetings but do not include circular resolutions.

CSC Audit Committee

The role of the Audit Committee is to assist the Board in discharging its responsibilities by providing an objective non-executive review of CSC's financial reporting, taxation and regulatory compliance. Functions include:

- integrity of financial reports
- significant financial and accounting issues and policies
- regulatory requirements and compliance
- assurances on internal control and compliance systems
- audit effectiveness, independence, scope and planning.

The terms of reference for the CSC Audit Committee are available here.

Table 9. CSC Audit Committee

Member name	Qualifications, knowledge, skills or experience	No# of meetings attended	Total number of meetings	Remuneration	Additional information
Juliet Brown (Chair until 30 Sep 2023)	AM, LLB, FAICD Bachelor of Laws from the University of Adelaide and Fellow of the Australian Institute of Company Directors. Full biography p35.	5	5	For total remuneration as well as remuneration attributable to service on Audit Committee please refer to Table 17 on p56.	
Melissa Donnelly	Bachelor of Social Science (BSocSci) and Bachelor of Laws (LLB), Graduate Diploma of Legal Practice. Full biography p36.	5	5		
Andrea Hall (Chair from 1 Oct 2023)	Bachelor of Commerce (Accounting/ Finance), Master of Applied Finance, Fellow of the institute of Chartered Accountants Australia and New Zealand, Graduate of the Australian Institute of Company Directors. Full biography p39.	5	5		
David Mulhall	DSC, AM, CSC Master of Engineering (Integrated Logistics Management), Master of Defence Studies, Graduate Diploma of Strategic Studies, Post Graduate Diploma of Transportation Planning & Management, Bachelor of Professional Studies, Graduate of the Oxford Advanced Management and Leadership Programme and Graduate of the Australian Institute of Company Directors. Full biography p38.	5	5		

CSC Risk Committee

The role of the Risk Committee is to assist the Board in discharging its responsibilities by overseeing CSC's risk culture, risk frameworks and management of risk. Functions include:

- business operations
- technology and cyber security
- fraud
- insurance
- business continuity and recovery
- liquidity
- investment governance
- counterparty risk compliance.

Table 10. CSC Risk Committee

Membership	Attended	Eligible to attend
Juliet Brown	4	4
Lee Goddard (Chair)	4	4
Andrea Hall	3	4
Alistair Waters	4	4

CSC Board Governance Committee

The role of the Board Governance Committee is to assist the Board by advising and making recommendations on issues relevant to the corporate governance of CSC and the identification, education and evaluation of directors. Functions include:

- critical review of corporate governance policies and procedures
- review of the skills of the Board and its committees
- support the Chair of the Board in respect to succession planning strategies for the Chair, Board and the CEO
- reviewing and evaluating induction programs and identifying ongoing professional development requirements for existing directors
- developing and implementing performance evaluation and improvements processes for the Board, Committees and Directors.

Table 11. CSC Board Governance Committee

Membership	Attended	Eligible to attend
Ariane Barker (Chair)	4	4
Jacqueline Hey	3	4
Alistair Waters	4	4

CSC Remuneration and HR Committee

The role of the Remuneration and HR Committee is to assist the Board by advising and making recommendations on issues relevant to its Remuneration Policy and human resource obligations. Functions include:

- regular review of the Remuneration Policy, including assessment on its effectiveness and compliance with the requirements of APRA Prudential Standard SPS510 – Governance
- making recommendations regarding CEO remuneration
- making recommendations on the remuneration outcomes for CSC staff and on the investment pool available for variable remuneration
- satisfying the committee that CSC's people, policies and practices support the attainment of CSC's strategic goals.

Table 12. CSC Remuneration and HR Committee

Membership	Attended	Eligible to attend
Ariane Barker	5	5
Melissa Donnelly	5	5
Jacqueline Hey (Chair)	4	5
David Mulhall	5	5

Other Board committees

The Board has also established two committees which, on application by affected customers, reconsider some decisions made under scheme legislation. These committees are the:

- Military Super Reconsideration Committee
- Defence Force Case Assessment Panel.

CSC may, from time to time, establish other ad-hoc committees to meet a specific requirement or change.

Section 4

Our Governance

Our Governance

Introduction

The CSC Board aspires to best practice and to be a leader in governance policy and practice. Our Board's governance framework includes the following policies (most of which are also available on our website):

- Board Charter
- Board Performance Evaluation Policy
- Board Renewal Policy
- Business Continuity Management Policy
- Conflicts Management Framework and Policy
- Diversity Policy
- Fit and Proper Policy
- Governance Framework
- Privacy Policy
- Remuneration Policy
- Whistleblower Protection and Public Interest Disclosure Policy

Following are the details of CSC's regulatory requirements, our approach to financial management, risk management and our compliance program. Also outlined are the fraud control and internal audit measures CSC has in place.

Our regulatory requirements

CSC was established under the *Governance of Australian Government Superannuation Schemes Act 2011* (GAGSS Act) and is responsible for the super schemes covered in this report. Our objectives and functions, as set out in CSC's governing legislation, are outlined on page 6. Our governing legislation establishes accountability arrangements for CSC, including annual reporting to Parliament and tabling of audited financial statements.

CSC holds both a Registrable Superannuation Entity (RSE) licence and an Australian Financial Services (AFS) licence, which means we are regulated by the Australian Prudential Regulation Authority (APRA) under the *Superannuation Industry (Supervision) Act 1993* and by the Australian Securities and Investments Commission (ASIC) under the *Corporations Act 2001*. CSC must uphold the conditions of both licences and comply with financial services law.

CSC is also bound by provisions of the various Acts and Deeds that establish and govern our individual schemes. Our regulated schemes must be managed and invested in accordance with the CSS Act, the PSS Act, the MilitarySuper Act, the PSSap Act and the ADF Super Act, together with any relevant Trust Deeds under these Acts.

Our unregulated schemes are established by and must be administered in accordance with the 1922 Act, the DFRB Act, the DFRDB Act, the PNG Act and the ADF Cover Act, as relevant.

Our financial management

CSC's finances are managed in accordance with the PGPA Act, our governing legislation and relevant scheme legislation. A Board-approved budget is in place and the Board has delegated its authority to individual staff to make and implement certain financial decisions.

Our risk management

Our Risk Management Strategy sets out CSC's risk management principles, risk management framework and the underlying components and processes we use to identify, assess and mitigate risks.

Our Risk Appetite Statement describes the level of risk CSC is prepared to take on to achieve its objectives. The Risk Appetite Statement (RAS) and Risk Management Strategy (RMS) meet APRA's requirements under *Prudential Standard SPS 220* and both are reviewed at least annually and updated as required. The RAS and RMS were last reviewed in December 2023.

Our compliance program

A detailed compliance program underpins CSC's Risk Management Strategy, satisfying the requirements of our RSE and AFS licences. Staff and certain service providers must regularly certify that they comply with all relevant legislative requirements, contractual provisions, regulatory policy and service standards, as well as any relevant licence conditions. Any instance of non-compliance is reported as required under the relevant regulatory regime.

CSC's Audit Committee oversees compliance reporting, including remediation of breaches. CSC has a Compliance Policy that describes how to report such breaches and this policy is distributed to our relevant service providers.

Fraud control

Strategies to manage the risks of fraud and corruption are set out in CSC's Fraud Control and Corruption Plan. The plan is reviewed annually and updated as required. The Fraud Control and Corruption Plan is available on the CSC website.

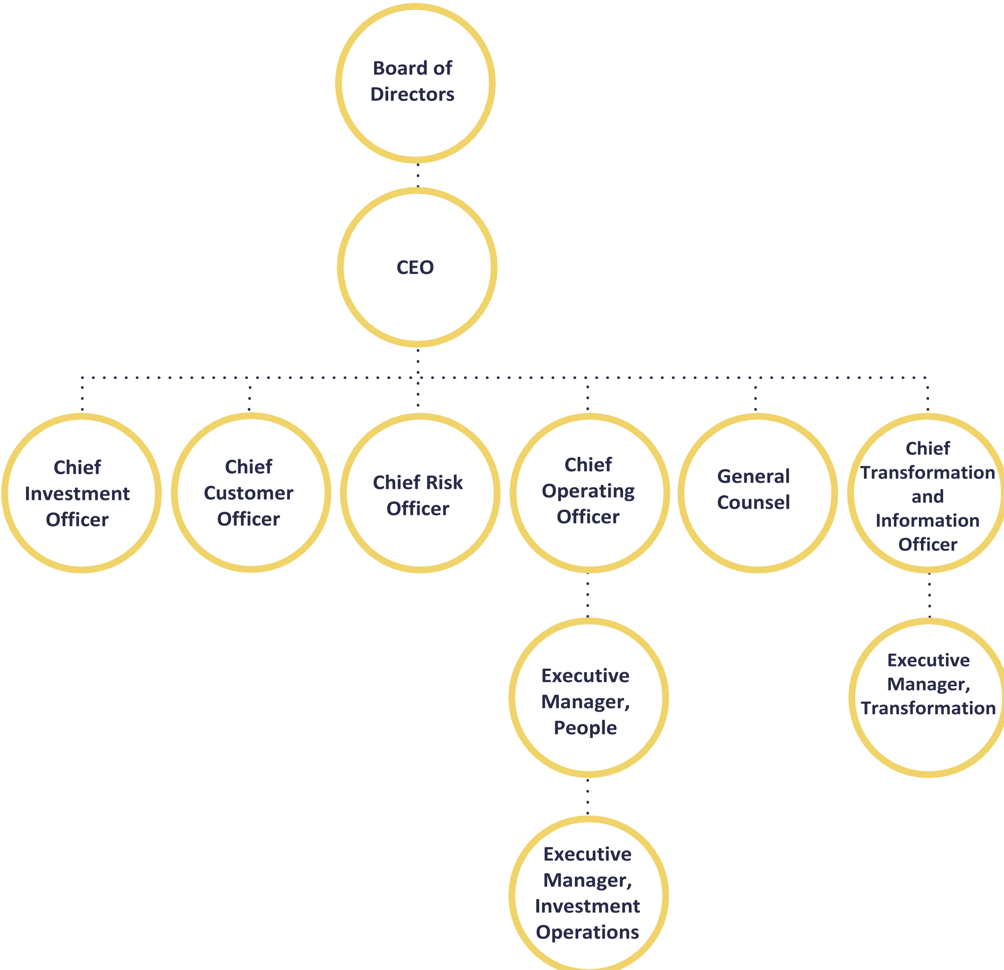
Internal audit

Internal audit provides independent assurance that an organisation's risk management, governance and internal control processes are operating effectively.

CSC operates an outsourced internal audit model where internal audit functions and services are provided by KPMG under contract. CSC maintains internal oversight of the internal audit function through the Chief Operating Officer portfolio. The internal audit function also has a direct reporting line to the Audit Committee and may raise matters directly with the Committee as necessary.

Internal audit undertakes approximately 10 audits per year spanning financial, operational and regulatory subjects. A plan of audit topics is prepared on an annual basis. However, audits to address changes to business priorities or to CSC's risk profile can be initiated at any time by either the Board or the Audit Committee. The Audit Committee's annual internal audit plan takes into account previously identified risks, the results and recommendations of previous internal and external audits, legislative and regulatory changes and requirements, and anticipated business changes.

Our organisational chart



ARIA Co Pty Ltd

ARIA Co Pty Ltd is a wholly owned subsidiary of CSC through which CSC conducts certain investment activities. CSC's Board of Directors also function as ARIA Co's Board of Directors.

Our human resources

CSC's workforce of 540 full- and part-time staff is organised into three primary functions: Investments, Customer and Corporate. We also have stand-alone Transformation and Technology, Risk and General Counsel units which report directly to the CEO.

Table 13. Total permanent employees in current report period, 2023–24

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	41	1	42	32	6	38	0	0	0	0	0	0	0	0	0	80
Qld	14	0	14	9	0	9	0	0	0	0	0	0	0	0	0	23
SA	3	0	3	4	0	4	0	0	0	0	0	0	0	0	0	7
Tas	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
Vic	26	0	26	20	2	22	0	0	0	0	0	0	0	0	0	48
WA	2	0	2	3	0	3	0	0	0	0	0	0	0	0	0	5
ACT	172	3	175	156	28	184	0	0	0	0	0	0	0	0	0	359
NT	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	2
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1
Total	**260**	**4**	**264**	**227**	**36**	**263**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**527**

Table 14. Total temporary employees in current report period, 2023–24

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	4	0	4	1	0	1	0	0	0	0	0	0	0	0	0	5
Qld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	2	0	2	4	0	4	0	0	0	0	0	0	0	0	0	6
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	**8**	**0**	**8**	**5**	**0**	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**13**

Table 15. Total permanent employees in previous report period, 2022–23

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	31	1	32	27	3	30	0	0	0	0	0	0	0	0	0	62
Qld	12	0	12	5	0	5	0	0	0	0	0	0	0	0	0	17
SA	2	0	2	3	0	3	0	0	0	0	0	0	0	0	0	5
Tas	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Vic	12	0	12	10	1	11	0	0	0	0	0	0	0	0	0	23
WA	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	2
ACT	170	3	173	155	27	182	1	0	1	0	0	0	0	0	0	356
NT	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	2
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	2
Total	**229**	**4**	**233**	**204**	**32**	**236**	**1**	**0**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**470**

Table 16. Total temporary employees in previous report period, 2022–23

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	3	0	3	1	0	1	0	0	0	0	0	0	0	0	0	4
Qld	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	2
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	4	0	4	5	0	5	0	0	0	0	0	0	0	0	0	9
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	**9**	**0**	**9**	**8**	**0**	**8**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**17**

Our employees’ remuneration

Remuneration Policy

CSC’s Board-approved Remuneration Policy outlines its objectives and the structure of its remuneration agreements, including performance-based remuneration. CSC acknowledges the connection between good risk management, customer outcomes and compensation, incentive and remuneration. In this context, customers include current and potential customers and employers. The policy is designed to:

- support the level and services employees provide and the extent to which those services promote the achievement of CSC’s corporate objectives
- protect the interests (including financial interests) and meet the reasonable expectations of beneficiaries
- drive and reward the best possible risk (both financial and non-financial) management practices and customer outcomes, ensuring that poor conduct and poor risk outcomes are recognised and not rewarded
- support relevant market conditions and the long-term financial soundness of CSC.

Our Remuneration Policy remains an important tool in our talent retention strategy as we compete in a market for investment opportunities, customers and employees. Accordingly, CSC seeks to offer competitive remuneration, opportunities and workplace conditions to all employees, relative to peers in the superannuation and the financial services industries. This is critical to enabling us to offer our customers the services, outcomes and investment performance that they expect.

Regulatory reforms

Cross-industry Prudential Standard CPS 511 Remuneration (CPS 511) applies to CSC from 1 July 2023 as it is a significant financial institution, with enhanced disclosure requirements to be made by December 2025. CPS 511 addresses recommendations made as part of the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry (Royal Commission) to increase transparency and accountability in the banking and superannuation sector.

Following pre-consultation, APRA announced final changes effective 1 August 2023 requiring new disclosure requirements from 1 January 2024. CSC must report its requisite remuneration disclosure requirements under CPS 511 after its first full financial year after 1 January 2024 and no later than 31 December 2025. CPS 511 focuses on how remuneration is aligned with performance and risk. CSC has implemented recommendations to be CPS 511-compliant – these implementations were analysed in the 2022–23 Annual Report.

CSC has implemented the following to meet CPS 511:

- Our Remuneration Policy and framework is designed to include non-financial performance measures like behaviour and risk ratings.
- We have enhanced reporting to our Remuneration and HR Committee and Board. The Chair of our Risk Committee and the Chief Risk Officer also meet with the Remuneration and HR Committee to enable risk to be appropriately reflected in remuneration outcomes.
- Our Deferral Policy sets out our approach to the deferral of variable remuneration to help prevent short-term rewards where long-term risks may persist.

- Our Accountability and Consequence Management Framework sets out consequences for adverse events for an accountable person, the Executive team and the Board of Directors, depending on the level of contribution to the event and actions taken to mitigate outcomes.
- We have used the Financial Accountability Regime Bill 2023, which is due to commence from 15 March 2025, to prepare for the implementation of the financial accountability regime, which will also impose accountability obligations, accountability map and accountability statement obligations, key personnel obligations and notification obligations.

Revocation of Reporting Standard SRS 530.0 Investments and Reporting Standard

As of 1 December 2023, APRA revoked SRS 530.0, effectively exempting RSE licensees such as CSC from reporting under this standard in respect of MySuper products with a single diversified investment strategy. The last reporting period that was required for SRS 530.0 was for the period ending 30 September 2023. As part of this review APRA also revoked SRS 702.0 Investment Performance and two transitional reporting standards for which no reporting was expected: SRS 410.0 Accrued Default Amounts and SRS 530.1 Investments and Investment Flows. The utility in these regulatory reforms was consistent with APRA's commitment to reducing duplicate reporting and reporting burdens on RSEs.

Performance management

All employees are engaged under individual contracts. Employees set annual performance objectives and personal development plans to enhance skills and professional development, and to ensure that professional qualifications are maintained.

Our Performance and Development Policy outlines how our performance planning approach reinforces our commitment to building and sustaining a culture of strategically aligned performance and accountability. Actively planning and reviewing the performance of our employees happens throughout the year with a formal review taking place at the end of the financial year.

A mandatory risk, behaviour and performance objective must be successfully achieved as a prerequisite to being considered eligible for any at-risk variable remuneration component.

The remuneration process is designed to encourage behaviour that aligns with CSC's values and that supports:

- protecting the interests, and meeting the reasonable expectations, of customers
- the long-term financial soundness of CSC and its subsidiaries
- CSC's risk management framework
- the importance CSC places on remuneration objectives that are clear, transparent, equitable and objectively determined.

Remuneration arrangements

Our remuneration arrangements for all employees specify measures of performance, a mix of fixed and at-risk variable remuneration components, and outline timing and eligibility requirements relating to an employee's role within the organisation.

In determining variable remuneration to an individual, the Board of Directors considers investment performance, corporate performance, individual performance and adherence to

CSC's values. Individual performance is measured relative to the achievement of key individual performance objectives agreed at the start of each financial year.

Investment performance is measured relative to the achievement of the published return target of the default investment option over a rolling three-year period. Corporate performance is measured relative to the achievement of the strategic and operational targets agreed by and reported to the Board of Directors. At-risk variable remuneration is made at the discretion of the Board of Directors.

Employee salaries are benchmarked against the Financial Institutions Remuneration Group's (FIRG) market surveys. FIRG is a not-for-profit association of more than 120 banking and financial services member organisations that share anonymous remuneration data to identify market levels and trends. CSC uses this data to determine if our employees are already paid at market levels or whether a salary adjustment is needed for CSC to remain a competitive employer. Our CEO has final approval of the pool of recommended fixed salary increases for employees. The Board directly determines the remuneration of the CEO, with the option of seeking external expert assistance as necessary.

As provided by the legislation establishing CSC – the GAGSS Act – the Remuneration Tribunal determines the remuneration of CSC directors, including for members of the Audit Committee and Reconsideration Committee. Remuneration is shown in the following tables.

Table 17. Remuneration of key CSC management personnel, 2023–24

Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits	Termination benefits $	Total remuneration $	Of which relates to membership of the Audit Committee $
		Base salary $	Bonuses $	Other benefits and allowances $	Superannuation contributions $	Long-service leave $			
Ariane Barker	Director	71,990	-	-	7,929	-	-	79,919	-
Juliet Brown	Director	82,900	-	-	9,130	-	-	92,030	12,112
Melissa Donnelly	Director	80,720	-	-	12,431	-	-	93,151	10,074
Lee Goddard	Director	79,140	-	-	8,715	-	-	87,855	-
Andrea Hall	Director	87,260		-	9,611	-	-	96,871	16,952
Jacqueline Hey	Director	71,990	-	-	7,929	-	-	79,919	-
Garry Hounsell	Chair	150,490	-	-	16,574	-	-	167,064	-
David Mulhall	Director	86,516	-	-	9,528	-	-	96,044	9,691
Alistair Waters	Director	71,990	-	-	11,086	-	-	83,076	-
Paul Abraham	Executive Manager, Investment Operations	308,608	72,963	-	27,568	7,606	-	416,745	-
Catharina Armitage	Executive Manager, People	331,220	71,858	-	27,568	11,001	-	441,647	-
Robert Firth	Chief Risk Officer	345,883	82,285	-	27,568	10,292	-	466,028	-
Philip George	Executive Manager, Transformation	367,254	71,879	-	6,806	10,393	-	456,332	-
Damian Hill	Chief Executive Officer	842,458	159,161	81,224	27,568	19,622	-	1,130,033	-
Andrew Matuszczak	Chief Transformation and Information Officer	459,703	96,984	-	27,568	12,221	-	596,476	-
Adam Nettheim	Chief Customer Officer	400,341	80,303	-	27,568	9,399	-	517,611	-
Alana Scheiffers	General Counsel	376,710	79,289	-	27,568	9,027	-	492,594	-
Alison Tarditi	Chief Investment Officer	824,816	627,484	130,860	27,568	21,066	-	1,631,794	-
Andy Young	Chief Operating Officer	469,561	104,271	-	27,568	13,366	-	614,766	-

Bonuses include both accrued and deferred amounts of variable remuneration. The deferred component is discounted to present value using the Reserve Bank of Australia.

Table 18. Other highly paid staff

Total remuneration bands	Number of other highly paid staff	Short-term benefits			Post-employment benefits	Other long-term benefits	Average termination benefits $	Average total remuneration $
		Average base salary $	Average bonuses $	Average other benefits and allowances $	Average superannuation contributions $	Average long-service leave $		
$250,000-$270,000	12	201,388	19,951	-	27,242	7,303	4,188	260,072
$270,001-$295,000	7	223,691	24,614	-	32,358	6,122	-	286,786
$295,001-$320,000	4	249,217	25,692	-	27,729	3,246	-	305,884
$320,001-$345,000	4	255,760	32,803	963	32,315	13,544	-	335,384
$345,001-$370,000	3	224,685	84,130	-	31,660	7,352	-	347,827
$370,001-$395,000	1	276,658	44,619	-	48,955	7,635	-	377,867
$395,001-$420,000	0	-	-	-	-	-	-	-
$420,001-$445,000	1	312,110	73,008	-	27,150	8,799	-	421,066
$445,001-$470,000	2	369,999	54,743	-	27,568	8,314	-	460,624
$470,001-$495,000	0	-	-	-	-	-	-	-
$495,001-$520,000	2	265,444	199,325	-	28,397	10,576	-	503,742
$520,001-$545,000	1	290,773	209,040	-	27,568	11,312	-	538,692
$545,001-$570,000	0	-	-	-	-	-	-	-
$570,001-$595,000	4	303,870	233,115	-	38,391	7,601	-	582,978
$595,001-$620,000	0	-	-	-	-	-	-	-
$620,001-$645,000	1	331,742	260,707	-	27,568	8,800	-	628,816
$645,001-$670,000	0	-	-	-	-	-	-	-
$670,001-$695,000	2	385,925	268,000	-	27,568	11,410	-	692,903
$695,001-$720,000	1	371,220	288,000	-	27,568	9,424	-	696,211
$720,001-$745,000	0	-	-	-	-	-	-	-
$745,001-$770,000	0	-	-	-	-	-	-	-
$770,001-$795,000	0	-	-	-	-	-	-	-
$795,001-$820,000	0	-	-	-	-	-	-	-
$820,001-$845,000	0	-	-	-	-	-	-	-
$845,001-$870,000	2	466,178	357,120	-	27,568	6,830	-	857,696

APS Net Zero 2030 emissions reporting

APS Net Zero 2030 is the Government's policy for the Australian Public Service (APS) to reduce its greenhouse gas emissions to net zero by 2030 and transparently report on its emissions. As part of this, non-corporate and corporate Commonwealth entities are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over the 2023–24 period. Results are presented on the basis of Carbon Dioxide Equivalent (CO_2-e) emissions. Greenhouse gas emissions reporting has been developed with methodology that is consistent with the Whole-of-Australian Government approach as part of the APS Net Zero 2030 policy. Not all data sources were available at the time of the report and adjustments to baseline data may be required in future reports.

Table 19. Greenhouse gas emissions inventory – location-based method 2023–24

Emission source	Scope 1 t CO2-e	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e
Electricity (Location-Based Approach)	N/A	251.026	20.029	271.055
Natural Gas	0.000	N/A	0.000	0.000
Solid Waste*[14]	N/A	N/A	719.219	719.219
Refrigerants**	0.000	N/A	N/A	0.000
Fleet and Other Vehicles	0.665	N/A	0.169	0.834
Domestic Commercial Flights	N/A	N/A	128.816	128.816
Domestic Hire Car*[15]	N/A	N/A	0.000	0.000
Domestic Travel Accommodation*	N/A	N/A	51.095	51.095
Other Energy	0.000	N/A	0.000	0.000
Total kg CO2-e	0.665	251.026	919.329	1,171.020

***Note:** the table above presents emissions related to electricity usage using the location-based accounting method. CO2-e = Carbon Dioxide Equivalent.*
** indicates emission sources collected for the first time in 2023–24. The quality of data is expected to improve over time as emissions reporting matures.*
*** indicates optional emission source for 2023–24 emissions reporting.*

The electricity emissions reported above are calculated using the location-based approach. When applying the market-based method, which accounts for activities such as Greenpower, purchased

[14] *Not all waste data was available at the time of the report and amendments to data may be required in future reports. The quality of data is expected to improve over time as emissions reporting matures. A portion of waste data was estimated based on site average.*
[15] *Emissions from hire cars for 2023–24 have been sourced from third party providers and may be incomplete. The quality of data is expected to improve over time as emissions reporting matures.*

Large-scale Generation Certificates (LGCs) and/or being located in the ACT, the total emissions for electricity, are below:

Table 20. Electricity Greenhouse Gas emissions 2023–24

Emission source	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e	Percentage of electricity use
Electricity (Location Based Approach)	251.026	20.029	271.055	100.00%
Market-based electricity emissions	64.274	7.935	72.209	21.39%
Total renewable electricity	-	-	-	78.61%
Mandatory renewables [1]	-	-	-	18.72%
Voluntary renewables [2]	-	-	-	59.89%

Note: *the table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods.* CO_2*-e = Carbon Dioxide Equivalent.*

1 Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.

2 Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

Section 5

Our Investments

Our Investments

Introduction

CSC manages and invests five schemes:

- CSS (Commonwealth Superannuation Scheme)
- PSS (Public Sector Superannuation Scheme)
- MilitarySuper (Military Superannuation and Benefits Scheme)
- PSSap (Public Sector Superannuation accumulation plan, including CSCri: Commonwealth Superannuation Corporation retirement income)
- ADF Super (Australian Defence Force Superannuation Scheme)

This section details how investment performance of these schemes affects a customer's super benefit.

It also provides CSC investment performance to 30 June 2024, together with information on our investment approach, strategy, internal governance, environmental, social and governance practices as they relate to investments and investment options.

How investment performance affects a customer's benefit

The impact of investment performance on a customer's benefit differs across our schemes. Investment returns do not affect PSS contributing customers' final benefits. Investment performance has a greater impact on CSS contributing and Deferred Benefit customers and on PSS Preserved Benefit customers because in those circumstances performance directly influences a customer's final benefit.

In some circumstances, investment returns also affect the Australian Government's financial outlays on customers' benefits, such as in the case of PSS contributing customers.

For MilitarySuper, investment performance directly affects the final benefit for all customers, together with a small part of the employer benefit for contributing customers.

Benefits in PSSap, ADF Super and CSCri (including transition to retirement income streams) are directly affected by investment performance.

The 1922, DFRB, DFRDB and the PNG schemes are unfunded super schemes. While CSC administers these schemes, CSC does not invest monies for these schemes. Details of each scheme's structure is found in the Investment Options and Risk Product Disclosure Statement: https://www.csc.gov.au/Members/Advice-and-resources/Product-Disclosure-Statement/

Our investment approach

We aim to achieve consistent long-term returns within a structured risk framework. To achieve this, we manage and invest each scheme's investment option to enable its stated investment objective within strictly defined risk limits. Each scheme is managed in a way that allows for payment of monies to meet customer benefit payments and to achieve equity among all customers, as well as exercising care and diligence to maintain and grow the assets of the schemes.

CSC jointly invests the schemes in one pooled investment trust, providing economy-of-scale benefits to customers of each regulated scheme.

Professional external investment managers are responsible for managing investments, which enables investment options in each scheme to gain exposure to a number of different asset classes. Target asset allocation and rebalancing ranges are set for each investment option. These allocations and ranges are outlined in Table 21 on page 66.

Our investment strategy

Our investment strategy focuses on providing financial adequacy in retirement for all scheme customers. The level of risk taken focuses on maximising the likelihood of achieving this outcome for all CSC customers.

This means that CSC-managed investment portfolios, relative to those managed by other super fund providers, should preserve more wealth through periods of negative equity market returns and capture a significant proportion, but not all, of the returns available through very strong market conditions. Note, however, that through periods of strong equity market returns, CSC customers' investment returns should comfortably exceed targeted objectives.

Over the full investment horizon (that is, the length of time an investor expects to hold an investment product), as more capital is preserved in weak markets and most of the returns are captured in strong markets, we expect the cumulative return to customers will be very competitive and the volatility of returns will be reduced.

Our investment governance

Our investment governance focuses on managing and pricing investment risks efficiently. CSC's primary objective is to achieve stated investment objectives within strictly defined risk limits.

Our Board has established a comprehensive investment governance framework, which includes a clear statement of both Board and Executive responsibilities.

The CSC Board

Our Board is responsible for the sound and prudent management of the assets of CSC's schemes. It sets, reviews and oversees the investment strategy, mission statement and core investment beliefs. It approves and monitors investment strategies for each investment option, agrees the budget and determines appropriate delegations.

To approve CSC's investment strategy, factors such as CSC's specific scheme-membership characteristics – including demographics, perceived organisational comparative advantages, scale (as measured by funds under management) and the broader investment environment – are all explicitly considered.

To approve an investment strategy for an individual investment option, the Board considers the objective, in terms of return and risk measures, and the investment horizon, in the context of these factors.

Our Board delegates management of investment activities to relevant members of the Executive. Reports on approved investment policies, investment performance, liquidity, risk, external investment manager and portfolio activity, portfolio structure, capital allocation, stewardship activities and the risk budget are submitted and discussed at every Board meeting.

Our Investment team

Our Investment team advises the Board on investments, implements Board-approved strategies and manages all investments that fall within Board-approved delegations. The team is led by the Chief Investment Officer (CIO) and manages investments in a manner consistent with the Board's investment strategy, its decisions on asset allocation and its detailed investment policies.

Our Investment team performs two major functions:

- It executes investment strategy, option design and risk budget deployment, and monitors the evolving risks and opportunities for each fund as well as for broader financial markets.
- It identifies the most efficient implementation channels for investment strategies, where 'efficient' is defined as the highest prospective, net (of fees) return per unit of risk.

Both functions are fulfilled by specialist senior investment managers, supported by investment analysts, who report directly to the CIO.

Our Investment Operations team

Our Investment Operations team is led by the Executive Manager, Investment Operations. This executive position reports to CSC's Chief Operating Officer, who reports to the CEO. Responsibilities of the Investment Operations team include:

- implementation of investment team decisions, in accordance with Board-approved delegations
- management of CSC's custodial relationship and its associated activities
- assurance that CSC's external investment managers comply with all CSC requirements
- conduct of operational due diligence.

Investment managers

Under scheme legislation, CSC is required to invest through external investment managers. On the recommendation of the CIO, the Board approves the appointment of 'investment-grade' managers who may be appointed at any time by CSC.

Investment managers are selected for their specific expertise and invest according to individual mandates set by CSC that address our specific portfolio requirements. These mandates provide direction to the type of investments to be held, the maximum and minimum holdings for each investment type, and target rates of return and risk limits.

External investment managers are paid fees that are designed to align the interests of our external managers with that of our customers, to encourage portfolio decisions that prioritise *rewarded* risk taking.

Fees reflect investment costs applicable to each asset class category and the investment style of each manager.

A note on fees

With the Your Future, Your Super reforms there has been an explicit stand-alone focus on fees, in isolation from net returns or risk. The ambition of this policy is to make the complex simple and to standardise the way that fees are reported. CSC has always focused on the value that we derive from the costs that we incur, rather than on costs in isolation. Importantly, super funds with lower fees don't necessarily offer the best value, nor the most sustainable value, as savings transition across changing market environments.

Total investment costs can fluctuate over time but, on average, they have been reducing over the last eight years to 30 June 2024.

Importantly, we believe that what ultimately matters is the wealth that is able to be preserved as well as grown to ensure income in retirement is reliable. We expend costs not just to transact assets but importantly to reinvest in them, sustain their cashflow generation and enable them to continue to compete effectively as the world around them evolves. We also incur costs in building diversified sources of returns that contribute to the resilience of our customers' portfolios, making them less vulnerable to market conditions that may not always be benign, over the timeframes that matter to our customers, all the way up to and beyond retirement.

In short, we are incurring costs to increase the probability of our average customer achieving a comfortable retirement through portfolio diversification, high-quality private assets and agile asset allocation. We are conscious that value is not price and that we invest alongside market participants with different agendas, time horizons and appetites for loss.

Examples of assets that are not able to be accessed cheaply include high-quality private infrastructure like windfarms and satellites, private companies where the owners control the business and have expertise in the industries and ecosystem in which it operates, and property assets where the costs of operating and pro-actively managing the assets to maintain their experiential, green and technology-efficient offerings are more visible and explicit than those involved in generic exposures to very small shares in such assets through listed markets (where these costs are subsumed in net returns).

Risk is all about what happens next, rather than events to date. We incur costs to prepare our portfolios to be able to cope with the potential scenarios that can occur going forward, as discussed in previous Annual Member Meetings and customer newsletters. For example, out of the many scenarios we modelled, 2022-24 has seen significantly higher inflation, monetary policy tightening, e.g. with multiple Central Banks raising interest rates, uncertainty and war in Ukraine impacting food and energy supplies and prices. The active management decisions we made in anticipation of these events contributed to the resilience of our portfolios.

Environmental, social and governance factors

CSC's primary investment objective is to maximise long-term returns above inflation to provide reliable income for customers in retirement. We expect to have impact on real world outcomes too from positive externalities of investing well, in high quality assets to grow your retirement savings.

To access the latest up-to-date information on CSC's active ownership, stewardship and climate risk management approaches, please visit Investment quality and sustainability (csc.gov.au).

Our investment options

Table 21. CSC investment options at 30 June 2024

Investment option (scheme)	Objective	Risk		Minimum suggested time frame	Target asset allocation including CSCri TRIS (ranges)	CSCri standard target asset allocation (ranges)
		Band	Label			
Cash (CSS, PSS, MilitarySuper, PSSap, CSCri and ADF Super)	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	One	Very low	1 year	Cash 0% (0–100%)	Cash 0% (0–100%)
Income Focused (MilitarySuper, PSSap, CSCri and ADF Super)	To outperform the CPI by 1.5% per annum over 10 years	Four	Medium	5 years	Cash 27.5% (10–100%) Fixed interest 26% (10–100%) Equities 18.5% (0–40%) Property 10% (0–35%) Infrastructure 10% (0–35%) Alternatives 8% (0–70%)	Cash 27.5% (10–100%) Fixed interest 26% (10–100%) Equities 18.5% (0–40%) Property 10% (0–35%) Infrastructure 10% (0–35%) Alternatives 8% (0–70%)
Default Fund (CSS/PSS) Balanced (MilitarySuper and CSCri) MySuper Balanced (PSSap and ADF Super)	To outperform the CPI by 3.5% per annum over 10 years	Six	High	10 years	Cash 11.5% (0–65%) Fixed interest 11% (0–65%) Equities 57.5% (15–75%) Property 6.5% (5–25%) Infrastructure 6% (0–20%) Alternatives 7.5% (0–30%)	Cash 8.5% (0–65%) Fixed interest 24.5% (0–65%) Equities 42% (15–75%) Property 7% (5–25%) Infrastructure 7% (0–20%) Alternatives 11% (0–30%)
Aggressive (MilitarySuper, PSSap, CSCri and ADF Super)	To outperform the CPI by 4.0% per annum over 10 years	Six	High	15 years	Cash 4% (0–35%) Fixed interest 4% (0–35%) Equities 70% (20–95%) Property 7% (0–50%) Infrastructure 7% (0–50%) Alternatives 8% (0–70%)	Cash 6% (0–35%) Fixed interest 10% (0–35%) Equities 61% (20–95%) Property 7% (0–50%) Infrastructure 7% (0–50%) Alternatives 9% (0–70%)

Note: Investment risk bands and labels (used by CSC's standard risk measure) are explained in the Investment Options and Risk booklet, which is part of each scheme's Product Disclosure Statement (PDS).

Our investment performance

Investment performance for each option is calculated after fees and taxes (please note that past performance is no indication of future performance).

Performance is calculated based on the actual value of investment option assets as at the end of the quoted performance period (which is 1 July 2023 to 30 June 2024 for this report) and is indicative only of the returns that a customer achieves on their investment.

Earning rates (for CSS and PSS) and unit prices (for MilitarySuper, PSSap, CSCri and ADF Super) are used for daily customer transactions and will determine the actual performance a customer achieves based on the timing and amount of their individual transactions. The earning rates and unit prices are determined based on the best available information at the time they are declared. Valuations are incorporated into the calculations for earning rates and unit prices as soon as practical after they are received.

Using earning rates or unit prices to calculate investment performance for the 1 July 2023 to 30 June 2024 period will provide similar – but not identical – returns to the investment performance figures published below in tables 22–28.

Analysis of CSC's investment performance is included in our Chair's report on page 10 and in the Annual Performance Statements.

Table 22. CSS investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	7 years % pa	10 years % pa	15 years % pa
Australian inflation		3.8	5.3	3.9	3.3	2.7	2.7
Investment option							
Default Fund	To outperform the CPI by 3.5% per annum over 10 years	9.2	4.9	6.3	6.9	7.2	7.8
Cash Investment Option	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	3.9	2.2	1.5	1.6	1.6	2.2

Table 23. PSS investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	7 years % pa	10 years % pa	15 years % pa
Australian inflation		3.8	5.3	3.9	3.3	2.7	2.7
Investment option							
Default Fund	To outperform the CPI by 3.5% per annum over 10 years	9.0	4.7	6.1	6.8	7.0	7.7
Cash Investment Option	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	3.8	2.1	1.4	1.5	1.6	2.1

Table 24. MilitarySuper investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	7 years % pa	10 years % pa	15 years % pa
Australian inflation		3.8	5.3	3.9	3.3	2.7	2.7
Investment option							
Cash	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	3.9	2.1	1.4	1.5	1.6	2.2
Income Focused	To outperform the CPI by 1.5% per annum over 10 years	5.7	3.2	4.1	4.9	5.3	4.9
Balanced (default)	To outperform the CPI by 3.5% per annum over 10 years	9.1	4.7	6.1	6.8	7.1	6.7
Aggressive	To outperform the CPI by 4.0% per annum over 10 years	10.6	5.9	8.4	8.8	9.1	8.1

Table 25. PSSap investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	7 years % pa	10 years % pa	15 years % pa
Australian inflation		3.8	5.3	3.9	3.3	2.7	2.7
Investment option							
Cash	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	3.8	2.1	1.4	1.4	1.6	2.1
Income Focused	To outperform the CPI by 1.5% per annum over 10 years	5.7	3.2	4.2	4.9	5.3	5.8
MySuper Balanced (default)	To outperform the CPI by 3.5% per annum over 10 years	9.1	4.7	6.1	6.7	7.0	7.7
Ancillary Balanced	To outperform the CPI by 3.5% per annum over 10 years	9.0	4.7	6.0	6.7	7.0	7.6
Aggressive	To outperform the CPI by 4.0% per annum over 10 years	10.6	5.9	8.4	8.9	9.1	9.4

Table 26. CSCri investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	7 years % pa	10 years % pa
Australian inflation		3.8	5.3	3.9	3.3	2.7
Investment option						
Cash	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	4.5	2.5	1.7	1.7	1.8
Income Focused (default)	To outperform the CPI by 1.5% per annum over 10 years	6.5	3.5	4.7	5.4	5.8
Balanced	To outperform the CPI by 3.5% per annum over 10 years	8.5	4.2	5.4	6.4	7.0
Aggressive	To outperform the CPI by 4.0% per annum over 10 years	10.2	5.7	8.5	9.2	9.6

Note: The date of inception of the Cash, Income Focused and Balanced options was 7 May 2013, and 25 June 2013 for the Aggressive Option.

Table 27. CSCri TRIS investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	6 years % pa
Australian inflation		3.8	5.3	3.9	3.3
Investment option					
Cash	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	3.8	2.1	1.4	1.4
Income Focused	To outperform the CPI by 1.5% per annum over 10 years	5.7	3.2	4.3	5.0
Balanced	To outperform the CPI by 3.5% per annum over 10 years	9.1	4.7	6.1	6.8
Aggressive	To outperform the CPI by 4.0% per annum over 10 years	10.6	6.0	8.6	9.0

Table 28. ADF Super investment performance to 30 June 2024

	Objective	1 year %	3 years % pa	5 years % pa	7 years % pa
Australian inflation		3.8	5.3	3.9	3.3
Investment option					
Cash	To preserve capital and earn a pre-tax return in line with that of the Bloomberg AusBond Bank Bill Index by investing 100% in cash assets	3.9	2.1	1.4	1.5
Income Focused	To outperform the CPI by 1.5% per annum over 10 years	5.7	3.1	4.1	4.8
Balanced (default)	To outperform the CPI by 3.5% per annum over 10 years	9.0	4.7	5.9	6.7
Aggressive	To outperform the CPI by 4.0% per annum over 10 years	10.5	5.9	8.3	8.8

Section 6

Our Superannuation Services

Our Superannuation Services

Help for our customers

We strive to provide super services that are relevant, reliable and helpful to our customers. We want our customers to be able to make informed decisions about their super and their future income needs.

We provide to our customers:

- factual and general information delivered over the phone and by email
- secure access to online services (account balances, investment options, document management)
- education and general advice via public and in-house seminars and webinars
- information and general advice delivered person-to-person (known as 'one-to-one consultations')
- personal financial advice from Financial Planners who are salaried CSC employees authorised to provide advice by Guideway Financial Services (ABN 46 156 498 538, AFSL 420367).

Our services to customers are described in more detail below.

Help for our employers

In addition to services for our customers, we also help our many employers to meet their super responsibilities.

We provide to our employers:

- a CSC employer relationship manager who provides organisational-level support regarding super
- training for payroll and HR staff, including salary for super, super contributions and choice of fund obligations
- an Employer Service Desk to answer employer-related questions about super provision.

Seminars for customers

On the back of strong attendee numbers at our virtual offerings in the previous financial year, 2023–24 saw the launch of a monthly schedule of public webinars covering financial literacy topics for our Accumulation and Defined Benefit customers.

We delivered 310 seminars throughout the year, giving customers across the country access to important information and building their confidence to make informed and engaged decisions. On the back of engagement with employers via our Employer Relationship Managers we delivered 83 seminars (virtual and in-person) directly to staff in more than 35 agencies.

In total, 15,385 customers attended CSC seminars, with webinars attracting an average attendance of 74 and in-person seminars averaging 38.

Our seminars and webinars provide super scheme-specific information as well as strategies for our customers to consider when preparing for their retirement. These include:

- Superannuation 101
- Planning for retirement
- Maximising retirement
- Structuring retirement
- PSSap new starter.

Military one-to-one consultations

Our education team provides general advice on super and retirement planning to individual military scheme customers. In 2023–24, we facilitated 4,732 one-to-one interactions in the form of one-on-one consultations, in-person interactions at CSC booths at Joint Transition Authority (JTA) transition events and pop-up stalls at various ADF establishments.

Consultations cover general advice relevant to individual customers, including how to contribute to super, how to access super at retirement, what benefit options are available and how super is taxed. Educators have adapted an engagement framework to truly understand a customer's needs and aims in life before providing general advice.

Military customers are generally very satisfied with their one-to-one consultations. Their written feedback references the provision of information professionally by a trusted source.

PSSap and CSCri one-to-one consultations

Our Super Specialist team provides general advice on super and retirement planning to individual Public Service customers. In 2023–24 we facilitated 1,230 one-to-one interactions in the form of one-on-one consultations.

The vast majority of sessions are conducted by video meeting, encouraging screen sharing and interaction. They are general advice meetings relevant to an individual customer's life stage or life event. They include a CSC-enhanced engagement process and focus on enabling customers to gain a deeper understanding and self-serve. Topics include contributing to super, retirement income strategies, transition to retirement, insurance options and investment choice. Written feedback references their deeper understanding of their super and confidence to take action.

Personal financial advice

In 2023–24 our financial planning team met approximately 1,250 customers.

A total of 760 customers considered whether this was the right time for personal advice, of which 352 customers received a personalised financial plan. Their plans included topics such as:

- How much do I need to retire?
- How can I plan for retirement?
- How long will my money last?
- How can I reduce debt?
- How can I personalise my insurance?
- How can I plan for lifestyle goals such as renovations and holidays?
- How can I achieve other long-term goals such as assisting children and leaving an inheritance?

Approximately 490 customers sought general advice, getting a better understanding of their scheme and options. Customers said they were generally very satisfied with the advice they received. Their written feedback referenced providing honest, practical, straightforward advice to solve complex financial issues. Many customers appreciated that their financial planner was a salaried CSC employee who was not paid commissions for insurance, and that they were not required to sign up for an ongoing service.

Fee-for-service advice for customers

Personal financial advice has been provided to customers on a fee-for-service basis since CSC first offered advice in early 2013. Fee-for-service means customers only pay for the time their Financial Planner takes to prepare and deliver their financial plan.

Our Financial Planners are employed by CSC

CSC employs an Authorised Representative model in which our Financial Planners are employed by CSC and business management is provided by CSC. Under this arrangement, CSC's Financial Planners are authorised to provide advice by Guideway Financial Services (ABN 46 156 498 538, AFSL 420367). Guideway is a licensed financial services business which supports CSC Financial Planners to provide customers with specialist advice, education and strategies.

Salaried employees

Our Financial Planners are salaried employees of CSC. Their performance is assessed on a combination of activity and quality metrics, including the number of customer appointments they conduct, the number of financial plans they deliver, their adherence to the Financial Adviser Standards and Ethics Authority (FASEA) code of ethics and CSC's values, and also customers' satisfaction levels with the service and advice they provide.

Help for our customers by phone, email and self-service

By phone

In 2023–24, we answered 315,496 phone calls from our customers, compared with 282,594 phone calls in the previous financial year.

Customers contacted us for help with many general super matters ranging from super benefits, benefit options and taxation of super, to advising us of changes to their email address, postal address and other personal information. Customers are now able to self-service these transactions in the Navigator portal.

There was an increase in calls from customers in July and August 2023 because of pensioners using Navigator for the first time to access their CPI letter. There was a reduction in calls from February 2024 however, due to improvements made to the Interactive Voice Response (IVR), due to enhanced functionality and in house control of the new Genesys Cloud platform.

By email

Customers also requested general information about super via email. In 2023–24 we replied to 170,050 emails from our customers, compared with 165,478 in the previous financial year.

The Core Customer Services Group has been rolling out OMNI via Salesforce Engagement Platform, which has improved email handling timeframes, as it has removed manual allocation of emails and this function is automated.

Navigator portal

CSC's Navigator was launched in late February 2023. As of 30 June 2024 over 320,000 customers had successfully registered and were using this platform with over 200,000 customers registering in the 2023–24 financial year. Through the 2023–24 financial year Navigator was accessed over 1.7 million times by customers, with over 50,000 DB statements downloaded in August 2023. In the July 2023 CPI mailout over 50,000 CPI letters were accessed and more than 15,000 CPI related documents were generated. Previously customers needed to contact CSC directly via phone or email to access these.

Through 13 scheduled releases further enhancements to usability and deployment of new features have further empowered our customers to engage with their superannuation at a time convenient to them. Some key improvements over the past financial year were:

- completion of full mobile scalability across the entire Navigator website
- deployment of CSC’s first digital application form, allowing eligible customers to apply for their retirement benefits through the secure Navigator portal
- enhancements to data capture for external adviser firms, enabling visibility and management of these stakeholders
- management of CSC’s simple advice appointments, providing flexibility to our adviser team and transparency to our customers and the organisation on advice appointments.

Customer complaints

The total number of complaints received in 2023–24 was 4,447 compared to 6,518 in 2022–23. The decrease in numbers was expected with the normalising of complaints from the introduction of the online Navigator platform in early 2023. In addition, a continued focus has been maintained by frontline teams on embedding a culture of recording and resolving complaints as stipulated in ASIC Regulatory Guide 271 (Internal Dispute Resolution) effective from October 2021.

Detailed information about customers complaints can be found in Section 7 of this report.

We are committed to listening and actioning feedback received through the complaint process from customers. CSC endeavours to resolve issues raised by customers as soon as possible and in the last year 71.16% of complaints were resolved in the first five days.

For complaints that required a formal written response within 45 days, as per the regulation, the average handling time for the year was 30.06 days. The increased volume and detail of data being gathered from complaints provides opportunities to improve processes, identify training opportunities and improve communication with customers. Additionally, the identification and analysis of potential systemic issues provides further opportunities to focus on improving customer outcomes.

Section 7

Our Superannuation Schemes

Our Superannuation Schemes

Introduction

We manage 11 superannuation schemes for Australian Government employees and members of the Australian Defence Force. Our functions in relation to our super schemes are set out in our governing legislation, outlined on page 6.

This section details our performance in relation to these functions for each scheme in 2023–24.

Scheme legislation and Trust Deeds

There were no material changes made to scheme legislation and Trust Deeds in 2023–24 but there were minor amendments with effect from 13 March 2024 to the *Public Sector Superannuation Scheme Trust Deed 1990* (PSS Deed). The purpose of the amendments was to make minor and technical amendments as part of the maintenance of the PSS Trust Deed by, among other things, updating several references to superseded rules.

Reviewing decisions and complaints

Decisions that we make are subject to both internal review – called the reconsideration process – and to external review by the Australian Financial Complaints Authority (AFCA).

We have formal procedures to resolve customer complaints. These procedures comply with the *Corporations Act 2001,* ASIC Regulatory Guide 271 (Internal Dispute Resolution) and the *Association of Superannuation Funds of Australia (ASFA) Best Practice Guide.* Our procedures also reflect the guiding principles of *Standards of Australia AS ISO 10002–2006: Customer Satisfaction, guidelines for complaints handling in organisations*.

The number of complaints received in 2023–24 is shown with each super scheme report on the following pages. We also received four complaints where the complainant was unable to be identified.

Complaints from unidentified customer

During this financial year, CSC received four complaints from customers unable to be identified. These related to beneficiaries who still have not had an account created for us to associate the complaint with.

Table 29. Complaints from unidentified sources

	2021–22	2022–23	2023–24
Complaints received	4	1	4

Complaints in CSS

The key root cause for CSS customers has been difficulty accessing the online services portal, with many complaints triggered by communication issues, wait time and availability. Other complaint causes included outcomes such as death claims, pension payments and access to the i-Estimator being unavailable for CSS members.

Table 30. Complaints received in CSS

	2021–22	2022–23	2023–24
Complaints received	509	1011	539

Complaints in PSS

The highest root cause for PSS complaints was our communication and opportunities to set and meet clear expectations with customers. These were followed by wait time, availability and our online service portal. Further topics of complaint for customers included delays in receiving their benefit payments. Legislative restrictions surrounding consolidation or rollover of funds also remained a principal concern for PSS customers.

Table 31. Complaints received in PSS

	2021–22	2022–23	2023–24
Complaints received	1135	2077	1451

Complaints in MilitarySuper

Several complaints arose from communication – specifically setting expectations and meeting them – wait time and claiming Invalidity Benefit. Other recurring complaint topics were our online services portal and fund rules or legislation.

Table 32. Complaints received in MilitarySuper

	2021–22	2022–23	2023–24
Complaints received	1073	1724	1165

Complaints in PSSap

The largest complaint topics were insurance, the online services portal and our communication. Other complaint causes included contributions, specifically the process steps and legislation. Income protection and benefit payment delays were also complaint topic trends for the year.

Table 33. Complaints received in PSSap

	2021–22	2022–23	2023–24
Complaints received	391	1078	873

Complaints in CSCri

Complaints related to our pension payments and communication, benefit payments and the online services portal.

Table 34. Complaints received in CSCri

	2021–22	2022–23	2023–24
Complaints received	33	45	38

Complaints in ADF Super

ADF Super complaints were related to communication and issues logging into our online services portal, account maintenance and insurance.

Table 35. Complaints received in ADF Super

	2021–22	2022–23	2023–24
Complaints received	17	33	44

Complaints in ADF Cover

ADF Cover complaints related to communication and how we set and meet expectations, and the expected time frames to have a claim decision made. Also of concern for customers were outcomes for invalidity and retrospective invalidity and payment of pensions.

Table 36. Complaints received from ADF Cover customers

	2021–22	2022–23	2023–24
Complaints received	16	75	63

Complaints in DFRDB

Complaint topics included wait times, pension payments and our online services platform. Primary root causes centred on communication concerns (including DFRB).

Table 37. Complaints received in DFRDB

	2021–22	2022–23	2023–24
Complaints received	234	474	270

CSS

Commonwealth Superannuation Scheme

CSS is a public sector scheme established on 1 July 1976 by the CSS Act. It closed to new customers on 30 June 1990. CSS is a hybrid scheme (part accumulation, part Defined Benefit) where benefits derive from customer and employer-financed benefits.

The accumulation benefit is formed by customer and productivity contributions, and fund earnings. The Defined Benefit is the employer-financed amount, which in most cases is paid as a lifetime non-commutable indexed pension.

The information on this page is relevant to the 2023–24 financial year.

96,434 customers

1,007 Contributors

1,690 Deferred

93,737 Pensioners*

$11.609m Member contributions	**$3.366m** Employer contributions
$4,859.571m Pension payments	**$110.665m** Lump sum payments

Note: * Pensioners represents the number of pension accounts, not the exact number of pensions (e.g. multiple recipients such as a spouse and orphan children may be paid under one account).

Invalidity classification		
	1 New full invalidity pensioners	**1** Partial invalidity applications
	Note: These are the number of new invalidity reporting year (not the total number of invalidity pensioners).	**Note:** These are assessed applications including retrospective applications in the relevant reporting year.

CSS administration

Contributions

Contributing customers can make both basic and supplementary contributions into CSS from their after-tax income. They can also voluntarily contribute into PSSap.

Employer productivity contributions

Most employers typically pay a fortnightly productivity contribution into CSS. The amount is based on a customer's super salary. Some customers may also have an unfunded productivity component that relates to contributions before 1 July 1990.

Benefit payments

Lump sums and pensions

Generally, benefits cannot be paid until minimum retirement age is reached. However, benefits may become payable if a customer is retrenched, becomes totally and permanently incapacitated, or dies.

Note: Lump sums are paid from the CSS fund and by the Australian Government.

Invalidity and Death Benefits

CSS provides Invalidity and Death Benefits.

Contributor benefits are based on the entitlement the customer would have received, had they worked to age 65, subject to any pre-existing medical conditions being assessed. Benefits after age 65 are based on the account balance at the date of retirement or death.

Benefits may also be payable to customers with deferred benefits. However, these will be based on the value of the deferred benefit and do not include prospective service.

PSS

Public Sector Superannuation Scheme

PSS is a public sector scheme established on 1 July 1990 by the *PSS Act*. It closed to new customers on 30 June 2005. PSS is a Defined Benefit scheme where benefits derive from customer and employer components.

The customer component consists of customer contributions and fund earnings. The employer component comprises employer productivity contributions (plus fund earnings) and the unfunded 'benefit balance', which is determined when a contributing customer leaves eligible employment.

On retirement, customers can usually convert 50% or more of their final benefit accrual to a lifetime non-commutable indexed pension, paid by the Australian Government. Any remaining balance, as well as any transfer amounts, will be paid as a lump sum.

The information on this page is relevant to the 2023–24 financial year.

212,554 customers

- 51,785 Contributors
- 85,655 Preserved
- 75,114 Pensioners*

$539.627m Member contributions	**$161.417m** Employer contributions
$3,341.779m Pension payments	**$652.711m** Lump sum payments

* Pensioners represents the number of pension accounts, not the exact number of pensions (e.g. multiple recipients such as a spouse and orphan children may be paid under one account).

Note: Lump sums are paid from the PSS fund and by the Australian Government.

Invalidity pensioner	185 New full invalidity pensioner	94 Partial invalidity applications

Note: This table shows the number of new invalidity retirement certificates issued in the relevant reporting year (not the total number of invalidity pensioners).

PSS administration

Contributions

Contributing customers can contribute up to 10% of their super salary. Contributions are paid from after-tax income. They can also make voluntary contributions into PSSap.

Employer contributions

Employers usually pay a fortnightly productivity contribution into PSS. The amount is based on the customer's super salary. The unfunded employer component is notional and is determined when a customer ceases contributory membership.

Benefit payments

Pensions and lump sums

In most cases, PSS benefits are paid when a customer exits the scheme at retirement. Benefits usually cannot be paid until minimum retirement age is reached and the customer has permanently retired from the workforce. Benefits may also become payable if the customer is retrenched, becomes totally and permanently incapacitated, or dies.

Note: Lump sums are paid from the PSS fund and by the Australian Government.

Invalidity and Death Benefits

PSS provides Invalidity and Death Benefits.

Contributor benefits are generally based on the entitlement the customer would have received if they had worked to age 60, subject to any benefit restrictions. Benefits at age 60 or older are based on the account balance at the date of retirement or death. Benefits may also be payable for customers with preserved benefits. However, these will be based on the value of the preserved benefit and do not include prospective service.

Additional Death and Invalidity Cover (ADIC)

Contributing customers under age 60 can apply for additional death and invalidity cover, application will be subject to underwriting and approval by CSC's insurer. ADIC is provided by AIA Australia Limited (ABN 79 004 837 862, AFSL 230043).

Partial invalidity

A partial invalidity pension – a form of income maintenance – is paid when a customer's salary is permanently reduced for health reasons.

MilitarySuper

Military Superannuation and Benefits Scheme

MilitarySuper was established on 1 October 1991 by the *Military Superannuation and Benefits Act 1991*. MilitarySuper closed to new ADF entrants on 30 June 2016. ADF Super is now available to new ADF entrants. ADF re-entrants who have a preserved Employer Benefit must re-join MilitarySuper.

However, contributors may choose to remain in MilitarySuper or opt out. MilitarySuper is a hybrid scheme (part accumulation, part Defined Benefit). Benefits derive from customer and employer benefits.

The customer benefit is the accumulation component. It consists of the mandated customer contributions, any amounts notionally brought over from DFRDB, plus fund earnings on those amounts. The Employer Benefit is the Defined Benefit component. It is based on a customer's period of ADF service and their final average salary.

The Employer Benefit is unfunded, except for the portion relating to the employer 3% productivity contributions, paid each fortnight by the Department of Defence, plus fund earnings. Unfunded benefits are paid by the Australian Government.

MilitarySuper also offers an ancillary benefit (which is also available to eligible DFRDB members) to those who wish to make additional contributions and transfers, such as additional personal, salary sacrifice and spouse contributions. The information on this page is relevant to the 2023–24 financial year.

182,501 Customers

27,954	122,466	32,081
Contributors	Preserved	Pensioners*

$203.803m Member contributions

$1,781.931m Pension payments

$426.869m Lump sum payments

* Pensioners represents the number of pension accounts, not the exact number of pensions (e.g. multiple recipients such as a spouse and orphan children may be paid under one account).

New invalidity classification	Class A	Class B	Class C
	1,262	151	76

Note: Figures vary slightly to invalidity exits quoted elsewhere due to some cases relating to customers who transitioned in the previous financial year; these figures do not include customers who were medically discharged under Rule 32 with no invalidity pension payable having been deemed by a delegate of the Board to have been retired on a pre-existing condition within two years of enlistment.

MilitarySuper administration

Contributing customers must usually contribute a minimum of 5% (or elect up to 10%) of their super salary into the fund from their after-tax income. They can also make voluntary payments into their ancillary benefit.

Ancillary contributions

Contributing MilitarySuper and DFRDB customers can make ancillary contributions to accumulate a separate super interest called an ancillary benefit. This benefit can include both pre- and post-tax contributions such as additional personal, salary sacrifice and spouse contributions, which has fund earnings applied in line with the relevant investment option returns. Ancillary contributions do not count towards a customer's Maximum Benefit Limit in MilitarySuper, nor impact any DFRDB retirement benefit. The ancillary benefit can generally only be paid as a cash lump sum once a customer reaches their preservation age and retires, or it can be rolled over to another super fund at any age.

Benefit payments

Pensions and lump sums

MilitarySuper customers who exit the scheme are entitled to a range of benefits depending on their circumstances. Employer Benefit must generally remain preserved until a customer reaches age 55 and transitions from the ADF. Benefits may also become payable if the customer transitions through invalidity or redundancy or dies.

Invalidity and Death Benefits

MilitarySuper provides Invalidity and Death Benefits. If a contributing customer is medically transitioned from the ADF, Invalidity Benefit may help them to resettle into civilian employment.

There are three levels of invalidity classification:

- Class A: Significant incapacity
- Class B: Moderate incapacity
- Class C: Low incapacity (no entitlement to an invalidity pension)

Invalidity classification review

Customers classified Class A or Class B may be subject to review by CSC until age 55. Customers may also initiate a classification level review up to age 65. Customers classified Class C at retirement are not subject to periodic reviews but may request the initial classification be reconsidered. A request should be made within 30 days of the initial classification decision.

PSSap

Public Sector Superannuation accumulation plan

PSSap is a Defined Contribution scheme that was established on 1 July 2005 by the *PSSap Act*. Customers and employers can make contributions to the fund. This money is then pooled and invested with the contributions of other customers. Over time, as contributions are made, customers purchase more and more units in their investment option or options. The prices of those units increase and decrease in value in line with the performance of the investment option(s) they are invested in.

PSSap is open to eligible employees of default employers who make super contributions at a rate of 15.4% per annum.

Since 4 December 2017, customers who meet qualifying criteria have been able to contribute to PSSap after leaving public sector employment. These qualifying criteria were simplified to accommodate concurrent employment from 7 March 2021.

PSSap also offers an ancillary membership to eligible CSS and PSS customers who can make additional contributions and transfers into PSSap. PSSap also offers access to our account-based pension product CSCri to eligible public sector scheme customers.

The information on this page is relevant to the 2023–24 financial year.

165,621 Customers

152,395 Contributors

6,422 Preservers*

6,804 Ancillary

$164.572m Customer contributions

$1,945.099m Employer contributions

$948.495m Withdrawals

* Preserved members are ineligible to make additional contributions as they did not meet the eligibility criteria to continue contribution after leaving default employment.

PSSap administration

Contributions

PSSap customers can make before-tax and after-tax voluntary contributions.

Ancillary contributions

Contributions can be made by eligible CSS/PSS customers by opening a PSSap account as an Ancillary customer. Their PSSap benefit has unit prices applied in line with the investment returns of the scheme and their PSSap benefit does not affect their CSS or PSS benefit in any way.

Ancillary accounts have been available since 1 July 2013. From 7 March 2021, ancillary accounts can also receive non-default employer contributions.

Employer contributions

Participating PSSap employers are required to contribute 15.4% super contributions.
Non-participating employers are required to make contributions in line with their employment contract.

Benefit payments

The two most common reasons for the pay out of super benefits from the PSSap fund are for retirement and for consolidation of funds into another super fund.

Insurance benefits

PSSap offers Death, Total Permanent Disablement (TPD) and Income Protection (IP) cover through a group insurance arrangement. Insurance cover offered through PSSap is called lifePLUS cover. lifePLUS cover is provided by AIA Australia Limited (ABN 79 004 837 862, AFSL 230043)

There are two types of lifePLUS cover available to eligible PSSap customers: lifePLUS auto (default cover) and lifePLUS choice (underwritten cover). lifePLUS auto is offered to eligible PSSap customers over 25 years of age with an account balance over $6,000 on an opt-out basis. Customers under 25 years and/or with an account balance below $6,000 are offered cover on an opt-in basis.

Customers may apply for cover or vary or cancel some or all of their cover at any time. Customers who receive lifePLUS auto cover and opt out of or cancel cover, are no longer eligible for it again, even if they work for another eligible employer or rejoin the APS down the track. Customers who want cover again in the future will need to apply for lifePLUS choice and their application will be subject to underwriting and approval by CSC's insurer. Cover may be declined or offered on modified terms and conditions.

Death and TPD
lifePLUS cover provides a lump sum payment in the event of Death (including Terminal Illness) or TPD. The level of automatic cover varies depending on a customer's age unless fixed cover is in place. If a fixed cover is in place, the customer receives that level of cover until the cover ceases or is cancelled by the customer.

Customers may select insurance cover for both Death and TPD, or for Death only.

Income Protection

Income Protection cover provides a monthly benefit payment, paid in arrears. The benefit payment provides up to 90.4% of an eligible customer's base salary. If a customer is unable to work due to a temporary disability caused by sickness or injury, up to 75% of this amount is paid directly to the customer and a 15.4% super contribution is paid directly to the customer's PSSap account, for up to two years.

If a five-year benefit period is held, up to 65.4% of a customer's base annual salary is then paid for a further three years, with 50% paid directly to the customer and a 15.4% super contribution paid into their PSSap account.

143

TPD claims assessed

323

IP claims assessed

CSCri

Commonwealth Superannuation Corporation retirement income

CSCri is an account-based pension product offered as part of PSSap to eligible CSS, PSS and PSSap customers who are retiring or want to start transitioning to retirement.

CSCri accounts must start with a minimum investment of $20,000. CSCri is designed to complement a customer's existing CSS, PSS or PSSap benefit by allowing them to keep some or all of their super in vested, while also receiving regular retirement income payments. CSCri offers a Standard retirement income stream and a Transition to retirement income stream product.

CSCri Standard retirement income stream investment returns are calculated as a compound average rate of return, after fees have been deducted. CSCri Standard retirement income stream investment returns are tax free.

CSCri Transition to retirement income stream investment returns are calculated as a compound average rate of return, after fees and taxes have been deducted.

This information is relevant to the 2023–24 financial year.

2,728
Customers

$237.424m
roll in amount to CSCri

$97.694m
Pension payments and lump sum withdrawals

ADF Cover

Australian Defence Force Cover

ADF Cover is a benefits scheme established on 1 July 2016 by the *ADF Cover Act*.

It provides benefits for medical separation or death of a member of the ADF who is under 60 and either is an ADF Super customer or would have been had they not chosen another super fund.

Covered ADF members can include members of the Permanent Forces or Reserve members rendering continuous full-time service.

Eligible individuals are automatically covered under the ADF Cover benefits scheme and are not charged any premiums for this benefit.

ADF Cover administration

Invalidity classifications

There are three levels of invalidity classification:

- Class A: Significant incapacity
- Class B: Moderate incapacity
- Class C: Low incapacity (no entitlement to an invalidity pension)

This information is relevant to the 2023–24 Financial Year.

Invalidity classification in ADF Cover

Class A	338
Class B	64
Class C	48

$3,773,894
Death Benefit paid

ADF Super

Australian Defence Force Superannuation Scheme

ADF Super is a military super scheme established on 1 July 2016 by the *ADF Super Act*.
It is an accumulation scheme where customers and the Department of Defence (as the employer) contribute to the scheme, with investment returns calculated as a compound average rate of return after fees and taxes are deducted.

ADF Super is open to new ADF entrants, including reservists who are in full-time continuous service. ADF Super is also open to other eligible ADF members.

From 6 July 2020, customers who meet qualifying criteria can contribute to the scheme after leaving military service. lifePLUS Protect insurance cover is available to customers who have left the ADF subject to satisfying eligibility conditions.

ADF Super administration

Contributions

ADF Super customers can make voluntary before-tax and after-tax contributions.

Employer contributions

The Department of Defence contributes 16.4% per annum on behalf of ADF Super customers. Eligible customers who have left military service can receive employer contributions in line with their new employment contract.

Benefit payments

The two most common reasons for the pay out of super benefits from the ADF Super fund were for consolidation of funds into another super fund and retirement.

Insurance benefits

Eligible serving ADF members are automatically covered under the ADF Cover benefits scheme.

From 6 July 2020, ADF Super customers who have left the ADF are offered default Death and Total Permanent Disablement (TPD) on discharge if they satisfy eligibility conditions. Voluntary Income Protection is available by application and underwriting to customers who satisfy eligibility conditions.
Insurance cover in ADF Super is offered through a group insurance arrangement called lifePLUS Protect. lifePLUS Protect is provided by AIA Australia Limited (ABN 79 004 837 862, AFSL 230043).

This information is relevant to the 2023–24 financial year.

37,326 Customers

35,939 Contributors
1,387 Preservers

$10.103m Member contributions

$450.432m Employer contributions

0 TPD claims assessed

0 IP claims assessed

* Preserved members are ineligible to make additional contributions as they did not meet the eligibility criteria to continue contribution after separating from military service.

There are two types of lifePLUS Protect cover available to eligible ADF Super customers: lifePLUS Protect auto (default cover) and lifePLUS Protect choice (underwritten cover). lifePLUS Protect auto Death and TPD cover is offered to ADF Super customers who have completed 12 months continuous service or more and satisfy eligibility requirements on separation from the ADF. Cover is offered on an opt-out basis to customers over 25 years of age and account balance over $6,000. Cover is offered on an opt-in basis for customers under 25 years and/or with an account balance below $6,000. Customers may apply for cover or vary or cancel some or all of their cover at any time.

Death and TPD

lifePLUS Protect auto provides a lump sum payment in the event of Death (including Terminal Illness) or TPD. The level of automatic cover varies depending on a customer's age unless fixed cover is in place (lifePLUS Protect choice). If fixed cover is in place, the customer receives that level of cover until cover ceases or is cancelled by the customer. Customers may select insurance cover for both Death and TPD, or Death only.

Income Protection

Income protection insurance provides a monthly benefit payment, paid in arrears. The benefit payment provides up to 87% of an eligible customer's income. If a customer is unable to work due to a temporary disability caused by sickness or injury, up to 75% of this amount is paid directly to the customer and a 12% super contribution is paid directly to the customer's ADF Super account, for up to two years.

1922 scheme

The 1922 scheme, which was established under the *1922 Act*, is a closed public sector scheme with all customers receiving a pension. Customers contributing to the 1922 scheme transferred to CSS, when CSS opened on 1 July 1976.

The *1922 Act* continues to provide for pension payments and any reversionary pensions that become payable.

Defence Forces Retirement Benefits

DFRB is a closed military scheme with no contributing customers. Established in 1948 by the DFRB Act, this scheme closed to new contributors on 30 September 1972. Contributing customers at that time automatically transferred to DFRDB on 1 October 1972. DFRB continues to provide the benefit entitlements for customers who ceased to be contributors before 1 October 1972 and for reversionary benefits to eligible spouses and children.

Papua New Guinea (PNG) Scheme

PNG is a closed public sector scheme with no contributing customers. Constituted under the Superannuation (Papua New Guinea) Ordinance 1951, PNG provided retirement benefits for employees of the administration of the Territory of Papua and New Guinea. Since 1 July 1976, the scheme has been administered in accordance with section 38 of the *PNG Act*.

The information is relevant to the 2023–24 financial year.

1,135
Pensioners

$43.886m
Pensioner payments

1,403
Pensioners

$32.452m
Pension payments

Invalidity classification

Class A	0
Class B	1
Class C	0
Not eligible	0

52
Pensioners

$2.787m payments

Defence Force Retirement and Death Benefits

DFRDB is a closed military Defined Benefit scheme. Established by the *DFRDB Act*, the scheme closed to new ADF entrants from 1 October 1991, when MilitarySuper was established. DFRDB provides super for ADF members who became contributors on or after 1 October 1972 and for contributors of DFRB on 30 September 1972 who compulsorily transferred to DFRDB on 1 October 1972.

Scheme administration

DFRDB customers must contribute 5.5% of their fortnightly super salary until they reach 40 years of effective service, at which time they can no longer contribute. Contributors can also make voluntary payments into MilitarySuper, known as ancillary contributions.

DFRDB customers are also entitled to a productivity benefit under the *Defence Force (Superannuation) (Productivity Benefit) Determination (DFSPB)*, issued under the *Defence Act 1903*. It is paid by the Department of Defence when a customer's DFRDB benefits are paid.

49,604
Customers

449 Contributors
49,155 Pensioners

$3.162m
Member contributions

Lump sum payments

DFRDB customers ceasing a period of ADF service can commute part of their DFRDB retirement pay to receive an upfront lump sum payment (commutation amount), if eligible. If a customer chooses to commute, their retirement pay is permanently reduced irrespective of how long they live. Retiring customers can elect to commute up to a maximum of five times the value of their annual retirement pay.

Invalidity Benefit

DFRDB provides Invalidity and Death Benefit. If a customer is medically transitioned from the ADF, Invalidity Benefit may be available. There are three levels of Invalidity Benefit classifications:

- Class A: Significant incapacity
- Class B: Moderate incapacity
- Class C: Low incapacity (no entitlement to an invalidity pension)

Invalidity classification review

Periodic medical reviews of DFRDB invalidity recipients are no longer conducted. However, if an invalidity recipient believes their retiring impairment has deteriorated, they can initiate a review of their invalidity classification level. Recipients originally classified as Class C must make their reconsideration request within 30 days of the initial classification decision

$38.488m
Lump sum payment

Invalidity classification		
	Class A	27
	Class B	9
	Class C	6

This information is relevant to the 2023–24 financial year.

Section 8

CSC Financial Statements

Auditor-General for Australia

Australian National Audit Office

INDEPENDENT AUDITOR'S REPORT

To the Minister for Finance

Opinion

In my opinion, the financial statements of the Commonwealth Superannuation Corporation (the Entity) for the year ended 30 June 2024:

(a) comply with Australian Accounting Standards and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and

(b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Chair, Chief Executive Officer and Chief Operating Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Notes to the financial statements, comprising a summary of material accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by me. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Director's Responsibility for the financial statements

As the Accountable Authority of the Entity, the Directors are responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards and the rules made under the Act. The Directors are also responsible for such internal control as the Directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Directors are also responsible for disclosing, as

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applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors;
- conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office

Rona Mellor PSM

Acting Auditor-General

Canberra

26 September 2024

Commonwealth Superannuation Corporation

STATEMENT BY THE CHAIR, CHIEF EXECUTIVE OFFICER AND CHIEF OPERATING OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013 (PGPA Act),* and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Commonwealth Superannuation Corporation will be able to pay its debts as and when they fall due.

The statement is made in accordance with a resolution of the directors.

Garry Hounsell	**Damian Hill**	**Andy Young**
Chair	Chief Executive Officer	Chief Operating Officer
26 September 2024	26 September 2024	26 September 2024

Commonwealth Superannuation Corporation

STATEMENT OF COMPREHENSIVE INCOME

For the year ended 30 June 2024

	Notes	2024 $'000	2023 $'000 Restated[1]	Original Budget 2024 $'000	Notes
NET COST OF SERVICES					
Expenses					
Employee benefits	2.1	**89,734**	75,999	85,019	a
Suppliers	2.2	**73,991**	79,485	74,147	
Depreciation and amortisation	5.1	**8,584**	9,527	9,792	b
Finance costs	2.3	**494**	464	431	
Write-down and impairment of other assets	2.4	**39**	1,443	-	
Total expenses		**172,842**	166,918	169,389	
LESS:					
Own-source income					
Own-source revenue					
Revenue from contracts with customers	3.1	**169,037**	162,919	160,251	c
Interest	3.2	**639**	390	355	
Total own-source revenue		**169,676**	163,309	160,606	
Gains					
Other gains	3.3	**-**	424	-	
Total gains		**-**	424	-	
Total own-source income		**169,676**	163,733	160,606	
Net (cost of)/contribution by services		**(3,166)**	(3,185)	(8,783)	
(Deficit)/surplus for the year		**(3,166)**	(3,185)	(8,783)	
OTHER COMPREHENSIVE INCOME					
Items not subject to subsequent reclassification to net (cost of)/contribution by services					
Changes in asset revaluation reserve		**207**	(128)	-	
Total other comprehensive income		**207**	(128)	-	
Total comprehensive (loss)/income		**(2,959)**	(3,313)	(8,783)	

1. Refer to Note 1 for Restatement of Prior Period Balances.

The above statement should be read in conjunction with the accompanying notes.

Commonwealth Superannuation Corporation

STATEMENT OF COMPREHENSIVE INCOME

For the year ended 30 June 2024

Budget Variances Commentary

Statement of Comprehensive Income

a. Employee expenses are higher than budget due to increases in staffing levels and remuneration.

b. Depreciation expenses are lower than budget due to a change in timing of the delivery of new infrastructure assets.

c. Revenue is higher than budget mainly due to the reimbursement of costs for project activities and upgrades in technology capabilities for the portion of expenses that are referable to the ARIA Investments Trust (AIT), and an increase in trustee levies for the defined contribution schemes.

Commonwealth Superannuation Corporation

STATEMENT OF FINANCIAL POSITION

As at 30 June 2024

	Notes	30 June 2024 $'000	30 June 2023 $'000 Restated[1]	1 July 2022 $'000 Restated[1]	Original Budget 2024 $'000	Notes
ASSETS						
Financial assets						
Cash and cash equivalents	4.1	**56,442**	55,533	55,416	41,144	a
Trade and other receivables	4.2	**14,662**	12,765	14,312	10,393	b
Total financial assets		**71,104**	68,298	69,728	51,537	
Non-financial assets[2]						
Buildings (ROU Asset)	5.1	**11,388**	10,684	16,683	9,189	c
Leasehold improvements	5.1	**4,982**	5,318	7,583	5,323	
Property, plant and equipment	5.1	**4,179**	4,766	5,124	5,758	d
Intangibles	5.1	**7,022**	9,268	10,394	10,601	e
Other non-financial assets	5.2	**12,456**	11,763	9,817	10,380	f
Total non-financial assets		**40,027**	41,799	49,601	41,251	
Total assets		**111,131**	110,097	119,329	92,788	
LIABILITIES						
Payables						
Suppliers	6.1	**5,689**	7,379	7,792	8,602	g
Other payables	6.2	**3,473**	4,431	4,568	2,665	
Total payables		**9,162**	11,810	12,360	11,267	
Interest bearing liabilities						
Leases	7.1	**16,080**	15,420	22,484	13,184	h
Total interest bearing liabilities		**16,080**	15,420	22,484	13,184	
Provisions						
Employee provisions	8.1	**27,910**	23,170	22,282	16,684	i
Other provisions	8.2	**2,071**	1,983	2,329	2,026	
Total provisions		**29,981**	25,153	24,611	18,710	
Total liabilities		**55,223**	52,383	59,455	43,161	
Net assets		**55,908**	57,714	59,874	49,627	
EQUITY						
Contributed equity		**35,475**	35,475	35,475	35,475	
Operational risk reserve		**5,528**	4,375	3,222	5,802	
Asset revaluation reserve		**2,673**	2,466	2,594	2,594	
Retained earnings		**12,232**	15,398	18,583	5,756	
Total equity		**55,908**	57,714	59,874	49,627	

1. Refer to Note 1 for Restatement of Prior Period Balances.
2. Right-of-use assets are included in the following line items - Buildings and Property, plant and equipment.

Commonwealth Superannuation Corporation

STATEMENT OF FINANCIAL POSITION

As at 30 June 2024

Budget Variances Commentary

Statement of Financial Position

a. Cash and cash equivalents are higher than budget. Refer to the Cashflow Statement for further detail.

b. The ARIA Investments Trust (AIT) is a pooled superannuation trust under CSC's Trusteeship. CSC invoices the AIT for the portion of expenses that are chargeable to the AIT. Trade and other receivables are higher than budgeted due to timing of invoicing for the reimbursement of expenses chargeable to the AIT.

c. Buildings Right of Use Asset (ROU Asset) is more than budget due to the commencement of a new lease for the Sydney office.

d. Refer to Statement of Comprehensive Income note b.

e. Internally generated software is lower than budget due to a delay in the customisation of a cloud based Customer Relationship Management (CRM) platform.

f. Other non-financial assets are higher than budget due to an increase in prepaid expenses associated with new cloud based software and licence costs. This is consistent with the technology capability upgrade and CSC's transformation program.

g. Supplier payables are lower than budget due to timing of project expenses.

h. Refer to Statement of Financial Position note c.

i. Refer to Statement of Comprehensive Income note a.

Commonwealth Superannuation Corporation
STATEMENT OF CHANGES IN EQUITY
For the year ended 30 June 2024

	Notes	2024 $'000	2023 $'000 Restated[1]	Original Budget 2024 $'000	Notes
CONTRIBUTED EQUITY					
Opening balance as at 1 July					
Balance carried forward from previous period		**35,475**	35,475	35,475	
Closing balance as at 30 June		**35,475**	35,475	35,475	
RETAINED SURPLUS					
Opening balance					
Balance carried forward from previous period		**15,398**	20,200	14,539	
Opening balance adjustment		**-**	(1,617)	-	
Adjusted opening balance		**15,398**	18,583	14,539	
Comprehensive income					
(Deficit)/surplus for the year		**(3,166)**	(3,185)	(8,783)	
Closing balance as at 30 June		**12,232**	15,398	5,756	
ASSET REVALUATION RESERVE					
Opening balance					
Balance carried forward from previous period		**2,466**	2,594	2,594	
Other comprehensive income/(loss)		**207**	(128)	-	
Closing balance as at 30 June		**2,673**	2,466	2,594	
OPERATIONAL RISK RESERVE					
Opening balance					
Balance carried forward from previous period		**4,375**	3,222	4,468	
Transfers to reserve					
Transfers from Department of Defence		**1,153**	1,153	1,334	
Closing balance as at 30 June		**5,528**	4,375	5,802	
Total equity		**55,908**	57,714	49,627	

1. Refer to Note 1 for Restatement of Prior Period Balances.

The above statement should be read in conjunction with the accompanying notes.

Commonwealth Superannuation Corporation

STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2024

Accounting Policy

Operational Risk Reserve

The operational risk reserve (ORR) represents trustee capital held for the purposes of meeting the operational risk financial requirement of the ADF Superannuation Scheme. The purpose of the operational risk reserve (ORR) is to provide adequate financial resources to address losses that may arise from an operational risk event. The ORR is operated in accordance with an ORR policy. The level of the reserve is determined by the Trustee Directors and reviewed annually, based on an assessment of the risks faced by the ADF Superannuation Scheme. The assets underlying the trustee capital were funded by the Department of Defence and are held in a segregated bank account as Australian-dollar denominated cash.

Commonwealth Superannuation Corporation

CASH FLOW STATEMENT

For the year ended 30 June 2024

	Notes	2024 $'000	2023 $'000	Original Budget 2024 $'000	Notes
OPERATING ACTIVITIES					
Cash received					
Rendering of services		**167,306**	163,925	164,983	a
Interest		**639**	390	355	
Net GST received		**-**	581	-	
Total cash received		**167,945**	164,896	165,338	
Cash used					
Employee benefits		**(84,955)**	(76,294)	(84,735)	
Suppliers		**(76,186)**	(82,204)	(79,356)	b
Interest payments on lease liabilities		**(419)**	(410)	(366)	
Net GST paid		**(206)**	-	(520)	
Total cash used		**(161,766)**	(158,908)	(164,97 7)	
Net cash from/(used by) operating activities	9	**6,179**	5,988	361	
INVESTING ACTIVITIES					
Cash received					
Net proceeds from disposal of property, plant and equipment		**-**	15	-	
Total cash received		**-**	15	-	
Cash used					
Purchase of leasehold improvements		**(221)**	-	(500)	
Purchase of property, plant and equipment		**(1,946)**	(482)	(2,595)	
Purchase of internal development of intangibles		**(550)**	(1,713)	(1,242)	
Total cash used		**(2,717)**	(2,195)	(4,337)	
Net cash (used by)/from investing activities		**(2,717)**	(2,180)	(4,337)	
FINANCING ACTIVITIES					
Cash received					
Transfers to operational risk reserve		**1,153**	1,153	1,334	
Total cash received		**1,153**	1,153	1,334	
Cash used					
Principal payments of lease liabilities		**(3,706)**	(4,844)	(4,499)	
Total cash used		**(3,706)**	(4,844)	(4,499)	
Net cash (used by)/from financing activities		**(2,553)**	(3,691)	(3,165)	
Net increase/(decrease) in cash and cash equivalents		**909**	117	(7,141)	
Cash and cash equivalents at the beginning of the financial year		**55,533**	55,416	48,285	
Cash and cash equivalents at the end of the financial year	4.1	**56,442**	55,533	41,144	

Commonwealth Superannuation Corporation

CASH FLOW STATEMENT

For the year ended 30 June 2024

Budget Variances Commentary

Cash Flow Statement

a. Cash received from rendering of services is higher than budget mainly due to higher than projected reimbursements from AIT and an increase in trustee levies for the defined contribution schemes.

b. Cash used for supplier expenses is lower than budget due to lower than expected total project expenses during the year.

Note 1: Overview and Summary of Material Accounting Policies

Objectives of the Entity

Commonwealth Superannuation Corporation (CSC) (ABN 48 882 817 243) is a Corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013*. The objective of CSC is to provide retirement and insurance benefits for scheme members and beneficiaries, including past, present and future employees of the Australian Government and other eligible employers and members of the Australian Defence Force, through investment and administration of their superannuation funds and schemes. CSC is a not-for-profit entity. The continued existence of CSC in its present form and with its present programs is dependent on Government policy.

CSC is the Trustee responsible for the Public Sector Superannuation Scheme ('PSS'), the Commonwealth Superannuation Scheme ('CSS'), the Public Sector Superannuation Accumulation Plan ('PSSap'), the Military Superannuation and Benefits Scheme ('MSBS'), Australian Defence Force Superannuation Scheme ('ADF Super'), Australian Defence Force Cover Scheme ('ADF Cover'), the Defence Force Retirement and Death Benefits Scheme ('DFRDB'), the Defence Forces Retirement Benefits Scheme ('DFRB'), the Defence Force (Superannuation) (Productivity Benefit) Scheme ('DFSPB'), the Papua New Guinea Scheme ('PNG') and the 1922 Scheme, collectively referred to as 'the Schemes'.

The Schemes invest solely through the ARIA Investments Trust ('the AIT') - a pooled superannuation trust under CSC's trusteeship - which facilitates access to a broad range of underlying securities across various asset classes on an efficient and cost-effective basis.

CSC's activities are partly funded through the scheme administration charges collected from employers participating in PSS and CSS, and from members of PSSap and ADF Super, and through negotiated administration charges collected from the Department of Defence. Additional funding may be provided by Government to meet specific administration requirements.

The Basis of Preparation

The financial statements are general purpose financial statements and are required by section 42 of the *Public Governance, Performance and Accountability Act 2013.*

The financial statements have been prepared in accordance with:

a) P*ublic Governance, Performance and Accountability (Financial Reporting) Rule 2015 (FRR)*; and
b) Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

New Accounting Standards

No new or revised standards and/or interpretations, that were issued prior to the sign-off date and are applicable to the current reporting period had a material effect and are not expected to have a future material effect, on the entity's financial statements.

No accounting standard has been adopted earlier than the application date as stated in the standard.

Note 1: Overview and Summary of Material Accounting Policies (continued)

Prior Period Error and Restatement of Comparatives

CSC has restated prior period balances to recognise variable remuneration employee benefits in the period to which the performance relates to, rather than when payments are granted by the Board.

Accordingly, revenue from contracts with customers has also been restated to reflect the increase in revenue chargeable to the ARIA Investments Trust (AIT) resulting from the increase in variable remuneration expenses. Refer to the Accounting Policy Note 3 for further information on services rendered to the AIT.

The following tables show the impact to each financial statement line item:

Net Impact on Statement of Comprehensive Income

Financial year	2023 $'000 Increase/ (decrease)
Expenses	
Employee Benefits	604
Total expenses	**604**
Own-source revenue	
Revenue from contracts with customers	453
Total own-source revenue	**453**
Net (Deficit)/surplus for the year	**(151)**

Impact on Statement of Financial Position

Financial year	30 June 2023 $'000 Increase/ (decrease)	1 July 2022 $'000 Increase/ (decrease)
ASSETS		
Financial assets		
Trade and other receivables	4,997	4,544
Total financial assets	**4,997**	**4,544**
LIABILITIES		
Provisions		
Employee provisions	6,765	6,161
Total provisions	**6,765**	**6,161**
Net impact to Retained Earnings	**(1,768)**	**(1,617)**

Taxation

The Income Tax Act is applicable to CSC, however in the normal course of its activities CSC does not generate taxable income under that Act. CSC is liable for Goods and Services Tax (GST) and Fringe Benefits Tax (FBT).

Revenues, expenses, assets and liabilities are recognised net of GST except:

Note 1: Overview and Summary of Material Accounting Policies (continued)

a) where the amount of GST incurred is not recoverable from the Australian Taxation Office; and

b) for receivables and payables.

Controlled Entities

CSC is the parent and sole shareholder of ARIA Co Pty Ltd. ARIA Co Pty Ltd is the Trustee of the ARIA Alternative Assets Trust and the PSS/CSS Investments Trust. ARIA Co Pty Ltd is not consolidated into CSC's financial statements as it is a non trading entity with minimal transactions and is considered to be immaterial.

Reporting of Administered Activities

The FRR requires disclosure where one entity has drawn against a Special Appropriation which is the responsibility of another entity.

Administered assets, liabilities, revenue and expenses are those items which are controlled by the Government and were managed or over sighted by CSC on its behalf including:

- Superannuation benefit payments; and
- Superannuation contributions.

In addition to CSC, the entities responsible for managing the appropriations, Department of Finance (Finance), Department of Defence (Defence) and Department of Foreign Affairs and Trade (DFAT) will make separate disclosures of the contributions and unfunded benefits paid under the 1922, CSS, PSS, PNG, DFRB, DFRDB, MSBS and ADF Cover schemes.

1922, CSS and PSS schemes

Finance has responsibility to account for the Commonwealth's activities in relation to the 1922, CSS and PSS schemes.

Finance has responsibility for managing the legislation and has delegated third party access rights to the appropriations under the following Acts:

- *Superannuation Act 1922;*
- *Superannuation Act 1976;*
- *Superannuation Act 1990;*
- *Same Sex Relationships (Equal Treatment in Commonwealth Laws - Superannuation) Act 2008;*
- *Governance of Australian Government Superannuation Schemes Act 2011* - s35(3)(a); and
- *Governance of Australian Government Superannuation Schemes Act 2011* - s35(4).

Note 1: Overview and Summary of Material Accounting Policies (continued)

Reporting of Administered Activities (continued)

In addition, CSC was delegated third party access rights by Finance for the funding of legal and incidental costs of superannuation claims, and Act of Grace payments. These were appropriated under *Annual Appropriation Act (No. 1) 2023-2024* and *Annual Appropriation Act (No. 2) 2023-2024*.

The funded components of the CSS and PSS Schemes are reported in their respective financial statements.

DFRB, DFRDB, MSBS and ADF Cover Schemes

Defence has responsibility for managing the legislation and has delegated third party access rights to the appropriations under the following Acts:

- *Defence Forces Retirement Benefits Act 1948;*
- *Defence Force Retirement and Death Benefits Act 1973;*
- *Military Superannuation Benefits Act 1991;* and
- *Australian Defence Force Cover Act 2015.*

The funded components of MSBS are reported in the MSBS financial statements. The DFRB, DFRDB and ADF Cover are unfunded Schemes.

PNG Scheme

DFAT delegated third party access rights to CSC in respect of Papua New Guinea Superannuation Schemes which are appropriated in *Appropriation Act (No. 1) 2023-2024*. CSC managed the payment of Pensions under the scheme on behalf of DFAT.

Administered Cash Transfers to and from the Official Public Account

Revenue collected by CSC for use by the Government rather than CSC was Administered Revenue. Collections are transferred to the Official Public Account (OPA) maintained by Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriations on behalf of Government.

Events After the Reporting Period

No matters have arisen since 30 June 2024 that have materially affected, or may materially affect, the operations of CSC, the results of those operations, or the financial position of CSC in future financial years.

Note 2: Expenses

	2024 $'000	2023 $'000 Restated[1]
Note 2.1: Employee benefits		
Wages and salaries	**71,904**	60,226
Superannuation		
Defined contribution plans	**7,485**	6,278
Defined benefit plans	**1,467**	1,469
Leave and other entitlements	**8,093**	7,262
Separation and redundancies	**785**	764
Total employee benefits	**89,734**	75,999

Accounting Policy

Superannuation

Staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government. The CSS and PSS are defined benefit schemes for Australian Government employees.

The PSSap is a defined contribution scheme. The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

CSC makes employer contributions to the employees' defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. CSC accounts for the contributions as if they were contributions to defined contribution plans.

	2024 $'000	2023 $'000 Restated[1]
Note 2.2: Suppliers		
Goods and services supplied or rendered		
Consultants	**19,506**	19,961
Contractors	**19,898**	26,248
Information technology and communications	**22,479**	19,695
Insurance	**1,340**	1,437
Member communication	**1,429**	2,086
Property (other than rent)	**1,077**	1,909
Employee recruitment and support	**889**	1,225
Subscriptions and professional memberships	**496**	480
Training and development	**759**	823
Travel	**1,517**	1,136
Other goods and services	**4,293**	4,236
Total goods and services supplied or rendered	**73,683**	79,236
Other supplier expenses		
Operating lease rentals		
Short-term leases[2]	**84**	165
Workers compensation expenses	**224**	84
Total other suppliers	**308**	249
Total suppliers	**73,991**	79,485

1. Refer to Note 1 for Restatement of Prior Period Balances.

2. CSC has office leases in Melbourne and Brisbane for a fixed terms of twelve months, which are classified as short term leases. CSC has short-term lease commitments of $18,821 as at 30 June 2024 (2023: $17,463).

The above lease disclosures should be read in conjunction with the accompanying notes 2.3, 5.1 and 7.1.

Note 2: Expenses (continued)

Accounting Policy

Short-term leases and leases of low-value assets

CSC has elected not to recognise right-of-use assets and lease liabilities for short-term leases and leases of low-value assets that have a lease term of 12 months or less. CSC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2024 $'000	2023 $'000
Note 2.3: Finance costs		
Interest on lease liabilities	**419**	382
Other interest payments	**75**	82
Total finance costs	**494**	464

The above lease disclosures should be read in conjunction with the accompanying notes 2.2, 5.1 and 7.1.

Accounting Policy

All borrowing costs are expensed as incurred.

	2024 $'000	2023 $'000
Note 2.4: Write-down and impairment of other assets		
Impairment of buildings (ROU asset)	**-**	548
Impairment of leasehold improvements	**-**	893
Impairment of property, plant and equipment	**-**	2
Impairment of intangible assets	**39**	-
Total write-down and impairment of other assets	**39**	1,443

Note 2.5: Remuneration of Auditors

Amounts paid or payable to the Australian National Audit Office for audit services:

	2024 $'000	2023 $'000
Financial statement audit services	**78**	82
Regulatory audit services required by legislation to be provided to the auditor	**8**	9
	87	91

Deloitte Touche Tohmatsu are contracted by the ANAO to provide audit services on its behalf, the following additional services were provided:

	2024 $'000	2023 $'000
Internal controls audit - other assurance engagement required by legislation or contractual arrangements	**189**	154
Consulting Services	**-**	40
	189	194

Audit fees are also payable to the ANAO by other entities under CSC's trusteeship. For the 2023-24 financial year the total fees payable for these entities is $788,710 (2023: $626,250).

No other services were provided to CSC by the ANAO or Deloitte Touche Tohmatsu.

Note 3: Own-source Revenue and Gains

	2024 $'000	2023 $'000 Restated[1]
Note 3.1: Revenue from contracts with customers		
Scheme administration fees - Australian Government entities (related parties)	**77,427**	73,764
Services rendered to the ARIA Investments Trust	**85,010**	83,913
Trustee Levies	**4,994**	3,908
Other revenue	**1,293**	1,229
Other revenue - Australian Government entities (related parties)	**313**	105
Total revenue from contracts with customers	**169,037**	162,919

1. Refer to Note 1 for Restatement of Prior Period Balances.

Accounting Policy

<u>*Revenue from Contracts with Customers/ Income of Not-For-Profit Entities*</u>

Scheme administration fees and trustee levies:

CSC receives scheme administration fees and trustee levies from Australian Government entities participating in PSS and CSS, from members of PSSap and ADF, and through negotiated administration charges collected from the Department of Defence. The members of these superannuation schemes receive and consume the benefits as CSC performs the services. CSC has recorded this revenue over time under AASB 15 as the services are performed and the performance obligation is met.

Services rendered to the ARIA Investments Trust:

CSC receives fees from the AIT to recover the cost of managing the investments of the schemes. This cost recovery is performed on the basis of Board approved budget arrangements regarding the management of fund expenses. CSC does not retain any of these investment management services and the AIT simultaneously receives and consumes the benefits as CSC performs the services. CSC will record this revenue over time under AASB 15 as CSC recovers the costs of managing the investments of the schemes.

Other revenue:

Other revenue includes revenue received for the provision of financial planning advice and processing of family law payments to the members of the superannuation schemes. The members of these superannuation schemes receive and consume the benefits as CSC performs the services. CSC has recorded this revenue over time under AASB 15 as the services are performed and the performance obligation is met.

Other revenue: Australian Government entities (related parties)

Other revenue includes project funding received from Australian Government entities in order to meet specific administration requirements. The project funding received is either accounted for under AASB 1058 or AASB 15, depending on whether the services are retained by CSC or are passed onto the customer. Each project for which specific funding has been received by CSC has been assessed as having an enforceable contract with specific promises and performance obligations. Where funding has been used to construct an asset, the revenue has been assessed under AASB 1058 as CSC retains the control and benefit of the asset built. Where funding has been received for purposes other than constructing an asset, the revenue has been assessed under AASB 15 as the service specified in the contract has been provided to the customer.

Receivables for services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at end of the reporting period. Impairment is determined as detailed in Note 15.

Note 3: Own-source Revenue and Gains (continued)

	2024 $'000	2023 $'000
Note 3.2: Interest		
Deposits	**639**	390
Total interest	**639**	390

Accounting Policy

Interest revenue is recognised using the effective interest method.

	2024 $'000	2023 $'000
Note 3.3: Other gains		
Net decrease in provision for restoration obligations	**-**	111
Gains from early termination of lease	**-**	298
Gain on disposal of assets	**-**	15
Total other gains	**-**	424

Accounting Policy

Sale of Assets

Gains from disposal of assets are recognised when control of the asset has passed to the buyer.

Other Gains

Gains may be realised or unrealised and are recognised on a net basis.

Note 4: Financial Assets

	30 June 2024 $'000	30 June 2023 $'000 Restated[1]
Note 4.1: Cash and cash equivalents		
Cash in special account	**39,392**	39,509
Cash on deposit	**17,050**	16,024
Total cash and cash equivalents	**56,442**	55,533

[1.] Refer to Note 1 for Restatement of Prior Period Balances.

The closing balance of Cash in special account includes $Nil amounts held in trust (2023: Nil). See Note 11: Special Accounts and Note 17: Assets Held in Trust for more information.

Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents include:

a) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to immaterial risk of changes in value; and

b) cash in special accounts.

Note 4.2: Trade and other receivables

Receivables for services		
Services	**14,496**	12,765
Total receivables for services	**14,496**	12,765
Other receivables:		
GST receivable	**166**	-
Total other receivables	**166**	-
Total trade and other receivables (gross)	**14,662**	12,765
Less expected credit loss allowance	**-**	-
Total trade and other receivables (net)	**14,662**	12,765
Trade and other receivables (net) expected to be recovered in:		
No more than 12 months	**14,662**	12,765
Total trade and other receivables (net)	**14,662**	12,765

Credit terms for services were within 30 days (2023: 30 days).

Accounting Policy

Financial Assets

Trade receivables and other receivables that are held for the purpose of collecting the contractual cash flows, where the cash flows are solely payments of principal and interest that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

Note 4: Financial Assets (continued)

Reconciliation of the Expected Credit Loss Allowance

Movements in relation to 2024

	Services $'000	Total $'000
As at 1 July 2023		
Increase/(Decrease) recognised in net contribution by services	-	-
Amounts written off	-	-
Total as at 30 June 2024	**-**	**-**

Movements in relation to 2023

	Services $'000	Total $'000
As at 1 July 2022		
Increase/(Decrease) recognised in net contribution by services	-	-
Amounts written off	-	-
Total as at 30 June 2023	-	-

Accounting Policy

AASB 9 impairment requirements for financial assets are based on a forward-looking expected credit loss (ECL) model. The model applies to financial assets measured at amortised cost, contract assets and debt instruments measured at fair value through other comprehensive income. Trade and other receivable assets at amortised cost are assessed for impairment at the end of each reporting period. The simplified approach has been adopted in measuring the impairment loss allowance at an amount equal to lifetime ECL.

Note 5: Non-Financial Assets

Note 5.1: Reconciliation of the opening and closing balances of leasehold improvements, plant and equipment and intangibles for 2024

	Buildings (ROU Asset)[1] $'000	Leasehold Improvements[1] $'000	Property, Plant and Equipment $'000	Intangibles - Computer Software[2] $'000	Total $'000
As at 1 July 2023					
Gross book value	24,373	5,318	12,792	36,259	78,742
Accumulated depreciation, amortisation and impairment	(13,689)	-	(8,026)	(26,991)	(48,706)
Total as at 1 July 2023	**10,684**	**5,318**	**4,766**	**9,268**	**30,036**
Additions					
Purchase	-	790	815	-	1,605
Internally developed	-	-	-	549	549
Right-of-use assets	3,710	-	74	-	3,784
Impairments recognised in other comprehensive income	-	-	(1)	-	(1)
Revaluations recognised in other comprehensive income	-	71	150	-	221
Depreciation and amortisation	-	(1,197)	(1,603)	(2,756)	(5,556)
Depreciation on right-of-use assets	(3,006)	-	(22)	-	(3,028)
Disposals	-	-	-	(39)	(39)
Total as at 30 June 2024	**11,388**	**4,982**	**4,179**	**7,022**	**27,571**
Total as at 30 June 2024 represented by:					
Gross book value	25,905	4,986	8,407	36,769	76,067
Accumulated depreciation, amortisation and impairment	(14,517)	(4)	(4,228)	(29,747)	(48,496)
Total as at 30 June 2024	**11,388**	**4,982**	**4,179**	**7,022**	**27,571**
Carrying amount of right-of-use assets	**11,388**	**-**	**70**	**-**	**11,458**

[1.] The carrying amount of computer software includes $0.04 million of purchased software and $6.982 million of internally generated software.

Commonwealth Superannuation Corporation

Notes to the Financial Statements

For the year ended 30 June 2024

Note 5: Non-Financial Assets (continued)

Note 5.1: Reconciliation of the opening and closing balances of leasehold improvements, plant and equipment and intangibles for 2023

	Buildings (ROU Asset)[1] $'000	Leasehold Improvements[1] $'000	Property, Plant and Equipment $'000	Intangibles - Computer Software[2] $'000	Total $'000
As at 1 July 2022					
Gross book value	26,282	7,583	11,214	34,628	79,707
Accumulated depreciation, amortisation and impairment	(9,599)	-	(6,090)	(24,234)	(39,923)
Total as at 1 July 2022	**16,683**	**7,583**	**5,124**	**10,394**	**39,784**
Additions					
Purchase	-	-	1,613	-	1,613
Internally developed	-	-	-	1,631	1,631
Right-of-use assets	1,025	-	-	-	1,025
Impairments recognised in net contribution by services	-	(893)	-	-	(893)
Impairments recognised in other comprehensive income	-	(389)	-	-	(389)
Revaluations recognised in other comprehensive income	-	289	-	-	289
Impairments on right-of-use assets recognised in net cost of services .	(548)	-	-	-	(548)
Depreciation and amortisation	-	(1,272)	(1,934)	(2,757)	(5,963)
Depreciation on right-of-use assets	(3,542)	-	(22)	-	(3,564)
Disposals	-	-	(2)	-	(2)
Re-measurement of right-of-use assets	(2,934)	-	(13)	-	(2,947)
Total as at 30 June 2023	**10,684**	**5,318**	**4,766**	**9,268**	**30,036**
Total as at 30 June 2023 represented by:					
Gross book value	24,373	5,318	12,792	36,259	78,742
Accumulated depreciation, amortisation and impairment	(13,689)	-	(8,026)	(26,991)	(48,706)
Total as at 30 June 2023	**10,684**	**5,318**	**4,766**	**9,268**	**30,036**
Carrying amount of right-of-use assets	**10,684**	**-**	**18**	**-**	**10,702**

1. As at 30 June 2023, a total impairment loss of $1.830 million has been recognised as a result of surrendering a level in relation to Canberra office lease.

2. The carrying amount of computer software includes $0.099 million of purchased software and $9.169 million of internally generated software.

Note 5: Non-Financial Assets (continued)

Revaluations of non-financial assets

All revaluations were conducted in accordance with the fair value measurement policy stated at Note 16.1. Independent valuers conducted the fair value assessment of the carrying values of all leasehold improvements and property, plant and equipment as at 30 June 2024 excluding right of use assets.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

CSC has contractual commitments totalling $0.48 million (2023: $0.77 million) for the acquisition of property, plant and equipment and intangible assets.

Accounting Policy

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than $4,000 (2023: $4,000), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are material in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in the Canberra lease where there exists an obligation to the lessor. These costs are included in the value of CSC's leasehold improvements with a corresponding provision for the 'make good' recognised.

Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by CSC as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of AASB 16, CSC has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, General Government Sector and Whole of Government financial statements.

Revaluations

Following initial recognition at cost, property, plant and equipment and leasehold improvements (excluding ROU assets) are carried at fair value less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Note 5: Non-Financial Assets (continued)

Accounting Policy (continued)

Revaluations (continued)

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to CSC using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

	2024	2023
Leasehold Improvements	Lease term	Lease term
Plant and Equipment	3 to 10 years	3 to 10 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

All assets were assessed for indicators of impairment at 30 June 2024. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the entity were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Intangibles

CSC's intangibles comprise internally developed software and purchased software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of CSC's software are 3 to 10 years (2023: 3 to 10 years).

Purchased or internally developed intangibles are recognised initially at cost in the Statement of Financial Position, except for purchased intangibles costing less than $80,000 (2023: $80,000) or internally developed assets costing less than $80,000 (2023: $80,000). These items are expensed in the year of acquisition (other than where they form part of a group of similar items which are material in total).

Software assets under development but not yet available for use have been tested for impairment as at 30 June 2024. All software assets in use were assessed for indications of impairment as at 30 June 2024.

Accounting Judgements and Estimates

CSC has also made judgements in relation to the carrying value of internally generated software. The carrying amount is based on the recoverability as assessed by management given the most recent information available, including an impairment assessment as at 30 June 2024.

Note 5: Non-Financial Assets (continued)

	30 June 2024 $'000	30 June 2023 $'000
Note 5.2: Other non-financial assets		
Prepayments	**12,456**	11,763
Total other non-financial assets	**12,456**	11,763
Other non-financial assets expected to be recovered in:		
No more than 12 months	**11,689**	11,087
More than 12 months	**767**	676
Total other non-financial assets	**12,456**	11,763

No indicators of impairment were found for other non-financial assets (2023: Nil)

Note 6: Payables

	30 June 2024 $'000	30 June 2023 $'000
Note 6.1: Suppliers		
Trade creditors and accruals	**5,689**	7,379
Total suppliers	**5,689**	7,379
Supplier payables expected to be settled in:		
No more than 12 months	**5,689**	7,379
Total suppliers	**5,689**	7,379

Settlement is usually made within 20 days (2023: 20 days).

	30 June 2024 $'000	30 June 2023 $'000
Note 6.2: Other payables		
Wages and salaries	**2,150**	1,929
Unearned revenue	**1,192**	1,192
Separations and redundancies	**-**	175
GST Payable	**-**	40
Restoration obligation payable	**-**	345
Lease termination payable	**-**	615
Other	**131**	135
Total other payables	**3,473**	4,431
Other payables expected to be settled in:		
No more than 12 months	**2,792**	3,750
More than 12 months	**681**	681
Total other payables	**3,473**	4,431

Accounting Policy

Separation and Redundancy

CSC recognises a payable for separation and redundancy benefit payments when there is no material uncertainty in timing or amount payable. Employees affected have been informed and final amounts have been determined in relation to the redundancies.

Unearned revenue

CSC recognises a liability for unearned revenue when a payment has been received from a customer but performance obligations attached to the payment are expected to be fulfilled in a future period.

Note 7: Interest Bearing Liabilities

	30 June 2024 $'000	30 June 2023 $'000
Note 7.1: Leases		
Lease liabilities	**16,080**	15,420
Total leases	**16,080**	15,420
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	**4,722**	3,504
Between 1 to 5 years	**13,350**	12,638
More than 5 years	**-**	-
Total leases	**18,071**	16,142

Total cash outflow for leases for the year ended 30 June 2024 was $4,125,000 (2023: $5,254,000)

CSC in its capacity as lessee has leases for office accommodation in Canberra and Sydney, as well as a data centre facility in Canberra.

Lease payments are subject to fixed annual increases of 3.5% for the Canberra office, fixed annual increases of 3.5% for the Sydney office, and variable annual rate increases for the Canberra data centre linked to a 'labour price index'. These lease agreements are non-cancellable in the normal course of business.

CSC exercised the original Sydney lease agreement extension on 31 March 2024 with a new lease commence from 1 April 2024 for additional space in the same premise. The new lease is for a period of five years with a further renewal option for five years. This was a lease extension for the existing space and a new lease for the additional space.

The Canberra data centre facility lease agreement contains one year renewal options up to a maximum term to August 2027.

The above lease disclosures should be read in conjunction with the accompanying notes 2.2, 2.3 and 5.1.

Accounting Policy

Leases

For all new contracts entered into, CSC considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability is reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Note 8: Provisions

Note 8.1: Employee provisions	30 June 2024 $'000	30 June 2023 $'000 Restated[1]
Leave	**18,098**	16,405
Variable remuneration	**9,812**	6,765
Total employee provisions	**27,910**	23,170
Employee provisions expected to be settled in:		
No more than 12 months	**16,596**	13,295
More than 12 months	**11,314**	9,875
Total employee provisions	**27,910**	23,170

1. Refer to Note 1 for Restatement of Prior Period Balances.

Accounting Policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the Australian Government short hand method. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Variable Remuneration

Individual employment contracts specify a maximum percentage of the total fixed remuneration package (TRP) that the Board may determine to pay as short-term variable remuneration each year. The actual payment of variable remuneration is entirely at the discretion of the Board of Directors. Given this absolute discretion, the effective grant date for variable remuneration is the date of approval of payment by the Board of Directors. Notwithstanding this, a provision for variable remuneration expected to be granted and paid in respect of performance for the year is recognised at 30 June, as a constructive obligation to make the payments is considered to exist. Where variable remuneration meets the deferral threshold under APRA Prudential Standard CPS511 *Remuneration*, payment is expected to be paid in instalments between four to six years into the future. CSC has made a provision to reflect the present value of this obligation.

Note 8: Provisions (continued)

	30 June 2024 $'000	30 June 2023 $'000
Note 8.2: Other provisions		
Provision for restoration obligations	2,071	1,983
Total other provisions	**2,071**	1,983

	Provision for restoration obligations $'000	Total other provisions $'000
As at 1 July 2023	1,983	1,983
Additional provisions made	13	13
Unwinding of discount or change in discount rate	75	75
Total as at 30 June 2024	**2,071**	**2,071**

	2024 $'000	2023 $'000
Other provisions are expected to be settled in:		
No more than 12 months	-	-
More than 12 months	2,071	1,983
Total other provisions	**2,071**	1,983

CSC currently has 1 (2023:1) agreement for the leasing of premises which has provisions requiring CSC to restore the premises to its original condition at the conclusion of the lease. CSC has made a provision to reflect the present value of this obligation.

Note 9: Cash Flow Reconciliation

	2024 $'000	2023 $'000 Restated[1]
Reconciliation of cash and cash equivalents as per Statement of Financial Position to Cash Flow Statement		
Cash and cash equivalents as per:		
Cash Flow Statement	**56,442**	55,533
Statement of Financial Position	**56,442**	55,533
Difference	**-**	-
Reconciliation of net (cost of)/contribution by services to net cash from/(used by) operating activities		
Net (cost of)/contribution by services	**(3,166)**	(3,185)
Adjustments for non-cash items		
Depreciation and amortisation	**8,584**	9,527
Write down and impairment of assets	**39**	1,443
Other gains	**-**	(424)
Movements in assets and liabilities		
Assets		
Decrease / (increase) in trade and other receivables	**(1,897)**	2,000
(Increase) / decrease in other non-financial assets	**(693)**	(1,946)
Liabilities		
(Decrease) / increase in supplier payables	**(558)**	(1,462)
(Decrease) / increase in other payables	**(958)**	(137)
Increase / (decrease) in employee provisions	**4,740**	435
Increase / (decrease) in other provisions	**88**	(263)
Net cash from operating activities	**6,179**	5,988

1. Refer to Note 1 for Restatement of Prior Period Balances.

Note 10: Appropriations

Note 10.1: Special Appropriations

			Appropriation applied	
Authority	Type	Purpose	2024 $'000	2023 $'000
Superannuation Act 1922, Administered	Unlimited Amount	An Act to provide superannuation benefits for persons employed by the Commonwealth and by certain Commonwealth Authorities and to make provision for the families of those persons.	**(43,886)**	(46,419)
Superannuation Act 1976, Administered	Unlimited Amount	An Act to make provision for and in relation to an occupational superannuation scheme, known as the Commonwealth Superannuation Scheme, for persons employed by the Commonwealth and for certain other persons.	**(4,969,605)**	(4,761,578)
Superannuation Act 1990, Administered	Unlimited Amount	An Act to make provision for and in relation to an occupational superannuation scheme for persons employed by the Commonwealth, and for certain other persons.	**(3,966,015)**	(3,557,760)
Same Sex Relationships (Equal Treatment in Commonwealth Laws - Superannuation) Act 2008, Administered	Unlimited Amount	An Act to address discrimination against same-sex couples and their children in Commonwealth laws, and for other purposes.	**(73)**	(69)
Governance of Australian Government Superannuation Schemes Act 2011 - s35(3)(a) in the case of the 1922 Scheme, DFRB, DFRDB, DFSPB or PNG schemes	Unlimited Amount	An Act to make provision for any money becoming payable by CSC in respect of an action, liability, claim or demand that relates to the 1922 Scheme, DFRB, DFRDB, DFSPB or PNG schemes.	**(14)**	(1)

Commonwealth Superannuation Corporation

Notes to the Financial Statements

For the year ended 30 June 2024

Note 10: Appropriations (continued)

Note 10.1: Special Appropriations (continued)

Authority	Type	Purpose	Appropriation applied 2024 $'000	2023 $'000
Governance of Australian Government Superannuation Schemes Act 2011 - s35(4) to reimburse the superannuation funds administered by CSC	Unlimited Amount	An Act to make provision for any money becoming payable by Commonwealth Superannuation Corporation(CSC) in respect of an action, liability, claim or demand that relates to any other cases not covered in s35(3)(a) of Governance of Australian Government Superannuation Schemes Act 2011.	**(168)**	(132)
Defence Forces Retirement Benefits Act 1948, Administered	Unlimited Amount	An Act to provide Retirement Benefits for Members of the Defence Force of the Commonwealth, and for other purposes.	**(32,452)**	(34,138)
Defence Force Retirement & Death Benefits Act 1973, Administered	Unlimited Amount	An Act to make provision for and in relation to a Scheme for Retirement and Death Benefits for Members of the Defence Force.	**(1,797,455)**	(1,729,781)
Military Superannuation and Benefits Act 1991, Administered	Unlimited Amount	An Act to make provision for and in relation to an occupational superannuation scheme for, and the payment of other benefits to, members of the Defence Force, and for related purposes.	**(2,052,299)**	(1,833,022)
Public Governance, Performance and Accountability Act 2013 Section 77	Refund	Repayments required or permitted by law (where no other appropriation for repayment exists).	**-**	-
Australian Defence Force Cover Act 2015.	Unlimited Amount	An Act to provide a new statutory death and invalidity scheme.	**(118,941)**	(79,448)
Total			**(12,980,907)**	(12,042,347)

Note 10: Appropriations (continued)

Note 10.2: Disclosure by Agent in Relation to Annual and Special Appropriations[1]

2024	DFAT[2] $'000	Department of Finance $'000	Department of Defence $'000
Total receipts	**2**	**1,803,823**	**1,405,144**
Total payments	**(2,787)**	**(8,980,644)**	**(4,001,147)**

2023	DFAT $'000	Department of Finance $'000	Department of Defence $'000
Total receipts	47	1,814,297	1,405,424
Total payments	(2,893)	(8,366,727)	(3,676,389)

1. Amounts exclude recoverable GST.
2. Department of Foreign Affairs and Trade.

Note 10: Appropriations (continued)

Note 10.3: Compliance with Statutory Conditions for Payments from the Consolidated Revenue Fund

Section 83 of the Constitution provides that no amount may be paid out of the Consolidated Revenue Fund except under an appropriation made by law.

CSC operates from the CSC Special Account established under the *Public Governance, Performance and Accountability Act 2013* Section 80 in providing superannuation administration for Australian Government sponsored superannuation schemes. CSC, as an Agent, has third party access rights for the following Special Appropriations (refer note 10.1):

Department of Finance (Finance)

1. *Superannuation Act 1922;*
2. *Superannuation Act 1976;*
3. *Superannuation Act 1990;*
4. *Superannuation Act 2005;*
5. *Same-Sex Relationships (Equal Treatment in Commonwealth Laws - Superannuation) Act 2008;*
6. *Governance of Australian Government Superannuation Schemes Act 2011;*
7. *Annual Appropriation Act 1* (for Compensation & Legal payments and Act of Grace payments); and
8. *Annual Appropriation Act 2* (for Act of Grace payments).

Department of Defence (Defence)

1. *Defence Forces Retirement Benefits Act 1948;*
2. *Defence Forces Retirement and Death Benefits Act 1973;*
3. *Military Superannuation and Benefits Act 1991; and*
4. *Australian Defence Force Cover Act 2015.*

Department of Foreign Affairs and Trade (DFAT)

Annual Appropriation Act 1 (payments are made in accordance with the *Papua New Guinea (Staffing Assistance) Act 1973*).

Note 10: Appropriations (continued)

Note 10.3: Compliance with Statutory Conditions for Payments from the Consolidated Revenue Fund (continued)

Both the Financial Framework Legislation Amendment Act (No.2) 2012 (FFLA Act No.2 (2012)) and the Financial Framework Legislation Amendment Act (No.1) 2013 (FFLA Act No.1 (2013)) require that CSC and the agency responsible for the special appropriation disclose, refer tables below, the number of recoverable overpayments made during the financial year and the balance recovered to 30 June. The following tables set out, as required by the FFLA Act No.2 and FFLA Act No.1, the number and amount of all payments made beyond legislative pre-conditions for the period 1 July 2023 to 30 June 2024:

	Recoverable death payments[2]					
Legislation / Authority to pay[1]	2024			2023		
	No.	Value $'000	Recovered $'000	No.	Value $'000	Recovered $'000
DFAT – Annual Administered Appropriation						
Papua New Guinea (Staffing Assistance) Act 1973	-	-	-	5	39	37
Defence - Special Appropriations						
Defence Forces Retirement Benefits Act 1948; and Defence Forces Retirement and Death Benefits Act 1973	**718**	**3,093**	**1,479**	564	1,277	988
Military Superannuation and Benefits Act 1973	**6**	**64**	**63**	36	115	77
Australian Defence Force Cover Act 2015	-	-	-	-	-	-
Finance - Special Appropriations						
Superannuation Act 1922; and Superannuation Act 1976	**2,245**	**8,109**	**3,901**	2,006	4,332	3,484
Superannuation Act 1990	**265**	**964**	**525**	227	482	382

	Recoverable payments[3]					
	No.	Value $'000	Recovered $'000	No.	Value $'000	Recovered $'000
DFAT – Annual Administered Appropriation						
Papua New Guinea (Staffing Assistance) Act 1973	-	-	-	-	-	-
Defence - Special Appropriations						
Defence Forces Retirement Benefits Act 1948; and Defence Forces Retirement and Death Benefits Act 1973	**45**	**1,896**	**576**	65	2,938	1,854
Military Superannuation and Benefits Act 1973	**112**	**1,681**	**764**	88	2,011	802
Australian Defence Force Cover Act 2015	**4**	**28**	**5**	-	-	-
Finance - Special Appropriations						
Superannuation Act 1922; and Superannuation Act 1976	**100**	**1,583**	**1,467**	28	422	383
Superannuation Act 1990	**181**	**1,636**	**753**	106	1,426	665

Note 10: Appropriations (continued)

Note 10.3: Compliance with Statutory Conditions for Payments from the Consolidated Revenue Fund (continued)

[1.] **Legislation**
Amounts paid under each Act are disclosed in Note 10.1 Special Appropriations and Note 11 Special Accounts.

[2.] **Recoverable death payments**
Legislative changes made in the FFLA Act No.2 and FFLA Act No.1 provides a mechanism, called a 'recoverable death payment' that provides authority for the inadvertent overpayments of some benefits, and for their recovery in line with the duty to pursue recovery of a debt under rule 11 of the *Public Governance, Performance and Accountability Rule 2015*.

[3.] **Recoverable payments**
Legislative changes made in the FFLA Act No.2 and FFLA Act No.1 provides a mechanism, called a 'recoverable payment', to address administrative issues common to CSC, that provides authority for the inadvertent overpayments of some benefits, and for their recovery in line with the duty to pursue recovery of a debt under rule 11 of the *Public Governance, Performance and Accountability Rule 2015*.

Note 11: Special Accounts

Note 11: Special Accounts

Recoverable GST Exclusive	CSC Special Account (Departmental)[1]		Services for Other Entities and Trust Moneys[2]	
	2024	2023	**2024**	2023
	$'000	$'000	**$'000**	$'000
Balance brought forward from previous period	**41,800**	43,226	**3,166**	2,311
Increases				
Other receipts	**167,306**	163,940	**259,781**	224,778
Statutory credits	**-**	581	**-**	-
Total increases	**167,306**	164,521	**259,781**	224,778
Available for payments	**209,106**	207,747	**262,947**	227,089
Decreases				
Departmental				
Payment made to suppliers	**(82,609)**	(89,243)	**-**	-
Payment made to employers	**(84,955)**	(76,294)	**-**	-
Statutory credits	**(206)**	-	**-**	-
Interest payments on lease liabilities	**(419)**	(410)	**-**	-
Total departmental decrease	**(168,189)**	(165,947)	**-**	-
Special Public Money				
Payments made to others	**-**	-	**(260,010)**	(223,923)
Total special public money decrease	**-**	-	**(260,010)**	(223,923)
Total decreases	**(168,189)**	(165,947)	**(260,010)**	(223,923)
Balance represented by:				
Cash held in CSC bank accounts	**1,525**	2,291	**-**	-
Cash held in the Official Public Account	**39,392**	39,509	**2,937**	3,166
Total balance carried to the next period[3]	**40,917**	41,800	**2,937**	3,166

1. Appropriation: *Public Governance, Performance and Accountability Act 2013* section 80.

Establishing Instrument: Section 29E *Governance of Australian Government Superannuation Schemes Legislation Amendment Act 2015.*

Purpose: For the receipt and expenditure of monies in connection with the provision of administration, accounting and other support services.

2. Appropriation: *Public Governance, Performance and Accountability Act 2013* section 78.

Establishing Instrument: *PGPA Act Determination (Commonwealth Superannuation Corporation SOETM Special Account 2021)*

Purpose: For the receipt and expenditure of monies in connection with payments made on behalf of CSS, PSS, and MSBS, and for the receipt and expenditure of monies temporarily held on trust or otherwise for the benefit of a person other than the Commonwealth. The Trust monies represent returned benefits which have not yet been subsequently repaid to the member.

3. Amounts differ to Note 4.1 as the balances do not include cash on deposit held outside the Special Account. The closing balance of CSC Special Account (Departmental) and Services for Other Entities and Trust Moneys inlcudes $Nil held in trust (2023: $Nil). See Note 18 Assets Held in Trust for more information.

Note 12: Key Management Personnel Remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of CSC. Key management personnel remuneration is reported in the table below:

	2024	2023
	$'000	$'000
		Restated[1]
Note 12: Key management personnel remuneration		
Short-term employee benefits	**7,168**	6,706
Post-employment benefits	**348**	366
Other long-term employee benefits	**124**	161
Termination benefits	**-**	97
Total key management personnel remuneration	**7,640**	7,330

1. Refer to Note 1 for Restatement of Prior Period Balances.

Key management personnel comprise the Directors of CSC and those Executives of CSC that have authority and responsibility for planning, directing and controlling the activities of CSC.

The total number of key management personnel that are included in the above table are 19 individuals (2023: 21 individuals).

The Directors of CSC throughout the year ended 30 June 2024 and to date of this report were:

Ariane Barker
Juliet Brown
Melissa Donnelly
Lee Goddard
Andrea Hall (Appointed 1 July 2023)
Jacqueline Hey
Garry Hounsell (Chair)
David Mulhall
Alistair Waters

In addition to the Directors, the following Executives of CSC had authority and responsibility for planning, directing and controlling the activities of the Scheme throughout the year ended 30 June 2024 and to the date of this report:

Paul Abraham	Executive Manager, Investment Operations
Catharina Armitage	Executive Manager, People
Robert Firth	Chief Risk Officer
Philip George	Executive Manager, Transformation and Technology Strategy and Advice until 30 June 2024 (Previously Executive Manager, Transformation until 15 April 2024)
Damian Hill	Chief Executive Officer
Andrew Matuszczak	Chief Transformation and Information Officer
Adam Nettheim	Chief Customer Officer (Previously Acting Chief Customer Officer until 9 July 2023)
Alana Scheiffers	General Counsel
Alison Tarditi	Chief Investment Officer
Andy Young	Chief Operating Officer

Note 13: Related Parties Disclosure

Related parties to this entity are the Directors, the Executive, the Portfolio Minister and other Australian Government entities.

Transactions with Related Parties

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refunds of taxes, receipt of Medicare rebates or higher education loans. These transactions have not been disclosed in this note.

The following transactions with related parties occurred during the financial year:

- Commonwealth Superannuation Corporation transacts with other Australian Government controlled entities consistent with the normal day to day business operations under normal terms and conditions, including the payment of workers compensation insurance premiums (Note 2.2), and the receipt of superannuation scheme administration fees (Note 3.1).

- Refer to Note 8.1 Employee Provisions for details on superannuation arrangements with the Commonwealth Superannuation Scheme, the Public Sector Superannuation Scheme (PSS), and the Public Sector Superannuation Accumulation Plan (PSSap).

The following key management personnel are members of the schemes for which CSC is the Trustee:

Juliet Brown (PSS)
Melissa Donnelly (PSSap)
Lee Goddard (MSBS)
David Mulhall (MSBS)
Alistair Waters (PSSap)

Paul Abraham (PSSap)
Catharina Armitage (PSSap)
Robert Firth (PSSap)
Philip George (PSSap)
Damian Hill (PSSap)
Adam Nettheim (PSSap)
Alana Scheiffers (MSBS & PSSap)
Alison Tarditi (PSSap)
Andy Young (PSSap)

Note 14: Financial Instruments

	30 June 2024 $'000	30 June 2023 $'000 Restated[1]
Note 14.1: Categories of financial instruments		
Financial assets measured at amortised cost		
Cash and cash equivalents	**56,442**	55,533
Trade and other receivables	**14,496**	12,765
Total financial assets at amortised cost	**70,938**	68,298
Financial liabilities measured at amortised cost		
Trade creditors and accruals	**5,689**	7,379
Other payables	**2,281**	3,199
Total financial liabilities measured at amortised cost	**7,970**	10,578

1. Refer to Note 1 for Restatement of Prior Period Balances.

Accounting Policy

Financial assets

Under AASB 9 *Financial Instruments*, CSC classifies its financial assets in the following categories:
a) financial assets at fair value through profit or loss;
b) financial assets at fair value through other comprehensive income; and
c) financial assets measured at amortised cost.

The classification depends on both the CSC's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when CSC becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:
1. the financial asset is held in order to collect the contractual cash flows; and
2. the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Financial Assets at Fair Value Through Other Comprehensive Income (FVOCI)

Financial assets measured at fair value through other comprehensive income are held with the objective of both collecting contractual cash flows and selling the financial assets and the cash flows meet the SPPI test.

Any gains or losses as a result of fair value measurement or the recognition of an impairment loss allowance is recognised in other comprehensive income.

Financial Assets at Fair Value Through Profit or Loss (FVTPL)

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets either doesn't meet the criteria of financial assets held at amortised cost or at FVOCI (i.e. mandatorily held at FVTPL) or may be designated.

Financial assets at FVTPL are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

Note 14: Financial Instruments (continued)

Accounting Policy (continued)

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to *lifetime expected credit losses* where risk has significantly increased, or an amount equal to *12-month expected credit losses* if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or financial liabilities 'at amortised cost'. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Fair Value Through Profit or Loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

	2024	2023
	$'000	$'000
Note 14.2: Net Gains or Losses on Financial Assets		
Financial assets at amortised cost		
Interest revenue	**639**	390
Net gains on financial assets at amortised cost	**639**	390

Note 14.3: Net Gains or Losses on Financial Liabilities

There is nil net interest expense from financial liabilities not at fair value through profit or loss (2023: Nil)

Note 14.4: Fair Value of Financial Instruments

The carrying amount for all financial assets and liabilities is equal to their fair value in the years ending 30 June 2024 and 30 June 2023.

Note 14.5: Credit Risk

CSC is exposed to minimal credit risk as loans and receivables are comprised of trade receivables only. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the balance of trade receivables, interest receivable and reimbursements (excluding GST receivable) 2024: $14,496,000 (2023: $12,765,000).

Note 14: Financial Instruments (continued)

Note 14.5: Credit Risk (continued)

Maximum Exposure to Credit Risk

	30 June 2024 $'000	30 June 2023 $'000 Restated[1]
Financial assets carried at amount not best representing maximum exposure to credit risk		
Cash and cash equivalents	**56,442**	55,533
Receivables for services	**14,496**	12,765
Total financial assets carried at amount not best representing maximum exposure to credit risk	**70,938**	68,298

1. Refer to Note 1 for Restatement of Prior Period Balances.

CSC has assessed the risk of the default on payment and has an expected credit loss allowance: $Nil (2023: $Nil). CSC has calculated its impairment loss allowance based on its historical observed default rates, adjusted for forward-looking estimates. CSC is exposed to low levels of credit risk as majority of its debtors are the ARIA Investment Trust and PSSap and ADF schemes, who have low risk of default. CSC manages credit risk by following up debtors before the due date to ensure payment. In addition, policies and procedures are in place that guide employee debt recovery techniques. CSC holds no collateral to mitigate against credit risk.

Note 14.6: Liquidity Risk

CSC's financial liabilities are suppliers and other payables. The exposure to liquidity risk is based on the notion that CSC will encounter difficulty in meeting its obligations associated with financial liabilities. This is highly unlikely due to funding received for specific projects and internal policies and procedures put in place to ensure there are appropriate resources to meet CSC's financial obligations.

Note 14.6: Liquidity Risk

Maturities for non-derivative financial liabilities 2024

	On demand $'000	within 1 year $'000	1 to 2 years $'000	2 to 5 years $'000	> 5 years $'000	Total $'000
Trade creditors and accruals	-	**5,689**	-	-	-	**5,689**
Other	-	**2,281**	-	-	-	**2,281**
Total	-	**7,970**	-	-	-	**7,970**

Maturities for non-derivative financial liabilities 2023

	On demand $'000	within 1 year $'000	1 to 2 years $'000	2 to 5 years $'000	> 5 years $'000	Total $'000
Trade creditors and accruals	-	7,379	-	-	-	7,379
Other	-	3,199	-	-	-	3,199
Total	-	10,578	-	-	-	10,578

During 2023-24 the majority of CSC's activities were funded through direct charges for scheme administration services and trustee services. CSC manages its budgeted funds to ensure it has adequate funds to meet payments as they fall due. In addition, CSC has procedures in place to ensure timely payments are made when due and has no past experience of default.

Note 14.7: Fair Value of Financial Instruments

CSC holds basic financial instruments that do not materially expose CSC to market risks, including 'interest rate risk', 'currency risk' or 'other price risk'.

Note 15: Fair Value Measurements

The following tables provide an analysis of assets and liabilities that are measured at fair value. The remaining assets and liabilities disclosed in the Statement of Financial Position do not apply the fair value hierarchy.

The different levels of the fair value hierarchy are defined below:

Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that CSC can access at measurement date.

Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset and liability, either directly or indirectly.

Level 3: Unobservable inputs for the asset or liability.

Accounting Policy

Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

An independent valuer conducted a fair value assessment of the carrying values of all leasehold improvements and property, plant and equipment as at 30 June 2024.

Commonwealth Superannuation Corporation

Notes to the Financial Statements

For the year ended 30 June 2024

Note 15:Fair Value Measurements (continued)

Note 15.1: Fair Value Measurement

	30 June 2024 $'000	30 June 2023 $'000	Category (Level 1, 2 or 3)[3,4,5]	Valuation Technique[1]	Inputs used	Sensitivity Analysis
Non-financial assets[2]						
Leasehold improvements	**4,982**	5,318	Level 3	Depreciated replacement cost	Replacement cost new Consumed economic benefit/ Obsolescence of asset	Significant movements in any of the inputs in isolation would result in a significantly different fair value measurement. A change in the assumption used for replacement cost is accompanied by a directionally similar change in the fair value of leasehold improvements and PP&E. A change in the assumption used for consumed economic benefit/obsolescence of asset is accompanied by a directionally opposite change in the fair value of leasehold improvements and PP&E.
Property, plant and equipment (PP&E)[6]	**4,109**	4,748	Level 3	Depreciated replacement cost	Replacement cost new Consumed economic benefit/ Obsolescence of asset	
Total non-financial assets	**9,091**	10,066				
Total fair value measurements of assets in the Statement of Financial Position	**9,091**	10,066				

1. There were no changes in valuation technique used from previous years.
2. CSC's assets are held for operational purposes and are not held for the purposes of deriving a profit. The current use of all-non financial assets is considered their highest and best use.
3. The remaining assets and liabilities reported by CSC are not measured at fair value in the Statement of Financial Position.
4. CSC did not measure any non-financial assets at fair value on a non-recurring basis as at 30 June 2024.
5. There have been no transfers between level 1 and level 2 of the hierarchy during the year.
6. Property, plant and equipment does not include right of use asset for motor vehicles.

Note 15: Fair Value Measurements (continued)

Note 15.1: Fair Value Measurement (continued)

Material level 3 inputs utilised by CSC have been derived and evaluated as follows:

Consumed economic benefit/obsolescence of asset

Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the cost (depreciated replacement cost (DRC)) approach. Under the DRC approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit/asset obsolescence (accumulated depreciation). Consumed economic benefit/asset obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the asset under consideration.

Note 15.2: Reconciliation for Recurring Level 3 Fair Value Measurements

	Leasehold Improvements		Property, Plant and Equipment[2]		Total	
	2024	2023	**2024**	2023	**2024**	2023
	$'000	$'000	**$'000**	$'000	**$'000**	$'000
As at 1 July	**5,318**	7,583	**4,748**	5,071	**10,066**	12,654
Total (losses)/gains recognised in net contribution by service[1]	**(1,197)**	(2,165)	**(1,603)**	(1,936)	**(2,800)**	(4,101)
Total (losses)/gains recognised in other comprehensive income[3]	**71**	(100)	**149**	-	**220**	(100)
Purchases	**790**	-	**815**	1,613	**1,605**	1,613
Total as at 30 June	**4,982**	5,318	**4,109**	4,748	**9,091**	10,066

1. These (losses)/gains are presented in the Statement of Comprehensive income under depreciation and amortisation expense and write-down and impairment of assets.

No assets were transferred into or out of level 3 during the year.

2. Property, plant and equipment does not include right of use asset for motor vehicles.

3. These (losses)/gains are presented in the Statement of Comprehensive income under Gain on revaluation of non-current assets.

Note 16: Current/Non-Current Distinction for Assets and Liabilities

	30 June 2024 $'000	30 June 2023 $'000 Restated[1]
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	**56,442**	55,533
Trade and other receivables	**14,662**	12,765
Other non-financial assets	**11,689**	11,087
Total no more than 12 months	**82,793**	79,385
More than 12 months[2]		
Buildings (ROU Asset)	**11,388**	10,684
Leasehold improvements	**4,982**	5,318
Property, plant and equipment	**4,179**	4,766
Intangibles	**7,022**	9,268
Other non-financial assets	**767**	676
Total more than 12 months	**28,338**	30,712
Total assets	**111,131**	110,097
Liabilities expected to be settled in[3]:		
No more than 12 months		
Suppliers	**5,689**	7,379
Other payables	**2,792**	3,750
Lease liabilities	**2,739**	3,238
Employee provisions	**17,877**	14,317
Total no more than 12 months	**29,097**	28,684
More than 12 months		
Other payables	**681**	681
Lease liabilities	**13,341**	12,182
Employee provisions	**10,033**	8,853
Other provisions	**2,071**	1,983
Total more than 12 months	**26,126**	23,699
Total liabilities	**55,223**	52,383
Total current/non-current distinction for assets and liabilities	**55,908**	57,714

1. Refer to Note 1 for Restatement of Prior Period Balances.
2. Current and non-curent assets are benefits anticipated to be realised beyond one year or beyond one year respectively.
3. Current and Non-current liabilities are those avaliable to be used and obligated to be settled within one year or beyond one year respectively.

Note 17: Assets Held in Trust ('recoverable GST exclusive')

Monetary assets

Shown below are the values of gross assets held in Trust by CSC in its capacity as Trustee of the CSS, PSS, PSSap, MSBS and ADF Super. The assets comprise units in the AIT, for which CSC is also Trustee, plus cash and cash equivalents and sundry debtors.

	30 June 2024 $'000	30 June 2023 $'000
CSS		
Opening balance	**1,206,635**	1,395,139
Closing balance	**1,044,965**	1,206,635
PSS		
Opening balance	**25,143,209**	22,433,035
Closing balance	**28,094,184**	25,143,209
PSSap		
Opening balance	**22,775,117**	19,694,084
Closing balance	**26,341,570**	22,775,117
MSBS		
Opening balance	**12,925,122**	11,872,606
Closing balance	**13,922,085**	12,925,122
ADF Super		
Opening balance	**1,569,612**	1,112,831
Closing balance	**2,149,219**	1,569,612

Note 18: Reporting of Outcomes

	Outcome 1[1]	
	2024	2023
	$'000	$'000
		Restated[2]
Note 18: Reporting of Outcomes		
Expenses		
Employees	**89,734**	75,999
Suppliers	**73,991**	79,485
Depreciation and amortisation	**8,584**	9,527
Finance costs	**494**	464
Write-down and impairment of assets	**39**	1,443
Total expenses	**172,842**	166,918
Own-source revenue		
Revenue from contracts with customers	**169,037**	162,919
Interest	**639**	390
Other gains	**-**	424
Total own-source income	**169,676**	163,733
Assets		
Cash and cash equivalents	**56,442**	55,533
Trade and other receivables	**14,662**	12,765
Buildings (ROU Asset)	**11,388**	10,684
Leasehold improvements	**4,982**	5,318
Property, plant and equipment	**4,179**	4,766
Intangibles	**7,022**	9,268
Other non-financial assets	**12,456**	11,763
Total assets	**111,131**	110,097
Liabilities		
Supplier payables	**5,689**	7,379
Other payables	**3,473**	4,431
Leases	**16,080**	15,420
Employee provisions	**27,910**	23,170
Other provisions	**2,071**	1,983
Total liabilities	**55,223**	52,383

1. CSC has one outcome: Retirement and insurance benefits for scheme members and beneficiaries, including past, present and future employees of the Australian Government and other eligible employers and members of the Australian Defence Force, through investment and administration of their superannuation funds and schemes.

2. Refer to Note 1 for Restatement of Prior Period Balances.

Section 9

Appendix

Appendix

Scheme customers and transactions

Scheme customer numbers at 30 June 2024		Scheme transactions 2023–24	$'000
CSS (excluding 1922 and PNG schemes)			
Contributors	1,007	Contributions	14.986
Deferred	1,690	**Benefits paid**	
Pensioners*	93,737	Lump sum***	110.665
Total	96,434	Pensions	4,859.571
PSS			
Contributors	51,785	Contributions	701.660
Preserved	85,655	**Benefits paid**	
Pensioners*	75,114	Lump sum***	652.711
Total	212,554	Pensions	3,341.779
PSSap			
Contributors**	152,395	Contributions	2,787.154
Preserved	6,422	**Benefits paid**	
Pensioners	2,728	Lump sum	988.852
Total	168,349	Pensions	57.337
MilitarySuper			
Contributors	27,954	Contributions	342.906
Preserved	122,466	**Benefits paid**	
Pensioners*	32,081	Lump sum***	426.869
Total	182,501	Pensions	1,781.931
ADF Super			
Contributors	35,939	Contributions	519.249
Preserved	1,387	**Benefits paid**	50.483
Total	37,326		
DFRDB (excluding DFRB)			
Contributors	449	Member contributions	3.162
Preserved	0	**Benefits paid**	
Pensioners*	49,155	Lump sum	38.488
Total	49,604	Pensions	1,758.639

* Pensioners figures indicate the number of pension accounts, not the number of individuals who get a pension (e.g. one account can have multiple children or spouses paid from it).

** Ancillary members are not included in either PSSap or MilitarySuper contributor figures.

*** Lump sum figures indicate lump sum amounts paid from the respective scheme Fund and from the Consolidated Revenue Fund (by the Australian Government).

1922 Scheme had 1,135 pensioner accounts at 30 June 2024; pension payments in 2023–24 totalled $43.886m.

PNG Scheme had 52 pensioner accounts at 30 June 2024; pension payments in 2023–24 totalled $2.787m.

DFRB had 1,403 pensioner accounts at 30 June 2024; pension payments in 2023–24 totalled $32.452m

Contributions for each of the schemes include employer contribution, member contribution, roll-ins, co-contribution and LISC with exception of DFRDB.

Section 10

Glossary

Glossary

ABN	Australian Business Number
ACTU	Australian Council of Trade Unions
ADF	Australian Defence Force
ADF Cover	Australian Defence Force Cover
ADF Cover Act	*Australian Defence Force Cover Act 2015*
ADF Super	Australian Defence Force Superannuation
ADF Super Act	*Australian Defence Force Superannuation Act 2015*
AFS licence	Australian Financial Services licence
APRA	Australian Prudential Regulation Authority
APS	Australian Public Sector
ARIA	Australian Reward Investment Alliance
ASFA	Association of Superannuation Funds of Australia
AUM	Assets under management, sometimes called funds under management (FUM), measures the total market value of all financial assets which a financial institution, such as a mutual fund, venture capital firm, or brokerage house, manages on behalf of its client and themselves
CEO	Chief Executive Officer
CIO	Chief Investment Officer
CPI	Consumer Price Index
CPSU	Community and Public Sector Union
CSC	Commonwealth Superannuation Corporation
CSCri	Commonwealth Superannuation Corporation retirement income
CSS	Commonwealth Superannuation Scheme
CSS Act	*Superannuation Act 1976*
DFRB	Defence Forces Retirement Benefits Scheme
DFRB Act	*Defence Forces Retirement Benefits Act 1948*
DFRDB	Defence Force Retirement and Death Benefits Scheme
DFRDB Act	*Defence Force Retirement and Death Benefits Act 1973*
DFSPB	*Defence Force (Superannuation) (Productivity Benefit) Determination 1988*
ESG	Environmental, social and governance
GAGSS Act	*Governance of Australian Government Superannuation Scheme Act 2011*
IFS	Industry Fund Services

IP	Income protection
JTA	Joint Transition Authority
MilitarySuper	Military Superannuation and Benefits Scheme, *Military Superannuation and Benefits Scheme Act 1991*
NPS	Net Promoter Score
PDS	Product Disclosure Statement
PGPA Act	*Public Governance, Performance and Accountability Act 2013*
PNG Act	*Papua New Guinea (Staffing Assistance) Act 1973*
PNG Scheme	Papua New Guinea Scheme
PRI	Principles for Responsible Investment
PSS	Public Sector Superannuation Scheme
PSS Act	*Superannuation Act 1990*
PSSap	Public Sector Superannuation accumulation plan
PSSap Act	*Superannuation Act 2005*
RSE	Registrable Superannuation Entity
RSEL	Registered Superannuation Entity licence
SIS Act	*Superannuation Industry (Supervision) Act 1993*
TPD	Total and permanent disability
1922 Act	*Superannuation Act 1922*

Section 11

Reporting Requirements

Reporting Requirements

Table 38. Index of CSC's annual reporting requirements

Requirements under *Governance of Australian Government Superannuation Schemes Act 2011*	
Information on the performance of CSC's functions in relation to each super scheme and each super fund administered by CSC (other than the 1922 Scheme, DFRB, DFRDB, DFSPB, ADF Cover and PNG) during 2023–24 as set out in the GAGSS Act.	Available on pages 78–87.
Information on the general administration of the DFRDB Act, the DFRB Act, the ADF Cover Act, the PNG Act and the 1922 Scheme Act during 2023–24 as set out in the GAGSS Act.	Available on pages 86–89.
Information on the performance of CSC functions in relation to the DFSPB during 2023–24.	Available on page 89.
Financial statements in respect of CSC in a form agreed between the Minister and the CSC Board.	Available on pages 91–140.

Requirements under *Public Governance Performance and Accountability Rule 2014*	
Details of the legislation establishing CSC.	Available on page 6.
A summary of the objectives and functions of CSC as set out in the establishing legislation.	Available on page 6.
A summary of the purposes of CSC as included in CSC's Corporate Plan for the period.	Available on page 14.
The names and titles of persons holding the position of responsible Minister or Ministers during 2023–24.	Responsible Ministers during 2023–24 were: Senator the Hon Katy Gallagher, Minister for Finance The Hon Richard Marles MP, Minister for Defence
Any directions given to CSC by a Minister under an Act/instrument during 2023–24.	N/A – no directions were given during the year.
Any government policy orders that applied in relation to CSC under section 22 of the PGPA Act.	N/A – no government policy orders applied during the year.
Explanation of non-compliance with a direction or government policy order (this requirement is intended to assist readers to understand why a corporate Commonwealth entity has acted in a particular way).	N/A – no government policy orders applied during the year.

Requirements under *Public Governance Performance and Accountability Rule 2014*	
Annual performance statements for CSC for the period in accordance with section 39(1)(b) of the PGPA Act and section 16F of the PGPA Rule 2014.	Available on page 14.
A statement of any significant issue reported to the responsible Minister under section 19(1)(e) of the PGPA Act that relates to non-compliance with the finance law in relation to CSC (an outline of the action taken to remedy the non-compliance is also required).	N/A – no significant issue was reported to the responsible Minister during the year under this section.
Information on the accountable authority, or each member of the accountable authority, of CSC in 2023–24, which include the accountable authority/member's name/s, qualifications, experience, the number of meetings attended and if a non-executive or executive member.	Available on pages 31–43.
An outline of the organisational structure of CSC (including any subsidiaries of CSC).	CSC organisational chart, page 48.
Statistics on CSC's employees including statistics on full-time employees, part-time employees, gender and staff location.	Available on pages 48–52.
An outline of the location (whether or not in Australia) of major activities or facilities of CSC.	CSC has two major office locations: Canberra and Sydney.
Information in relation to the main corporate governance practices used by CSC in 2023–24.	Available on pages 46–48.
CSC's decision-making process if: • the decision is to approve CSC paying for a good/service from another Commonwealth entity/company; or providing a grant to another Commonwealth entity/company; and • CSC and the other Commonwealth entity/company are related entities; and • the value of the transaction (or if there is more than one transaction, the aggregate value of the transactions) is more than $10,000 (inclusive of GST). If there is only one transaction, the value of that transaction must be included. If there is more than one transaction, the number of transactions and the aggregate value of those transactions is also required. (Two Commonwealth entities are related if an individual is a member/director of the board of both entities.)	N/A – these circumstances did not apply to CSC during the year. Also see Note 13 of the CSC Financial Statements for transactions with related entities, on p131.

Requirements under *Public Governance Performance and Accountability Rule 2014*	
Any significant activities and changes that affected the operations or structure of CSC during 2023–24. Significant activities or changes may include: • significant events such as forming or participating in the formation of a company • operational and financial results of the entity • key changes to the entity's state of affairs or principal activities; and • amendments to the entity's enabling legislation and to any other legislation directly relevant to its operation.	N/A – no significant activities during the year.

Requirements under *Public Governance Performance and Accountability Rule 2014*	
Particulars of judicial decisions/administrative tribunals made during the period that have had, or may have, a significant impact on the operations of CSC.	N/A
Particulars of any report on CSC given in 2023–24 by the Auditor-General (other than a report under section 43 of the PGPA Act which deals with the Auditor-General's audit of annual financial statements); or a Committee of either House, or both Houses, of Parliament; or the Commonwealth Ombudsman; or the Office of the Australian Information Commissioner.	N/A
If the accountable authority has been unable to obtain information from a subsidiary of the entity required to be included in the annual report – an explanation of the information that was not obtained and the effect of not having this information on the report.	N/A
Information about executive remuneration.	Available on pages 56–57. See pages 53–55 for information on CSC's remuneration policies and practices.
Information about the Audit Committee, specifically requirements under s 17BE(taa) including: The following information about the Audit Committee for the entity: (a) a direct electronic address of the charter determining the functions of the Audit Committee (b) the name of each member of the Audit Committee (c) the qualifications, knowledge, skills or experience of each member of the Audit Committee (d) information about each member's attendance at meetings of the Audit Committee (e) the remuneration of each member of the Audit Committee.	Available on page 41, 47–48 and 56.

Requirements under *Public Governance Performance and Accountability Rule 2014*	
Details of any indemnity that applied in 2023–24 to the accountable authority, any member of the accountable authority or officer of CSC against a liability (including premiums paid, or agreed to be paid, for insurance against the authority, member or officer's liability for legal costs).	N/A – no indemnity was applied.
An index of where CSC's mandatory annual reporting requirements can be found within this annual report.	This report's requirements table, see page 148.
Details of how CSC's Annual Report (i.e. this report) was approved and when approval was given. This report must be approved by the CSC Board or a member of the Board and must be signed by a member of the Board. A statement that the CSC Board is responsible for preparing and giving the annual report to the responsible Minister in accordance with section 46 of the PGPA Act is also required.	CSC's Board approved the report on 26 September 2024. Other details are shown on page iii.

Requirements under *Public Governance Performance and Accountability Rule 2014*	
CSC's Annual Report must comply with the presentation and printing standards required for documents which are to be presented to Parliament.	This requirement is met throughout the report.
CSC's Annual Report must be presented in plain English and clear design to accommodate the needs and interests of both Parliament and other persons potentially interested in CSC's report (which in specific terms means this report must be constructed in an accessible manner, with the information presented in relevant, reliable, concise, understandable and balanced way, using appropriate headings and adequate spacing, a glossary to define acronyms and technical terms, and tables, graphs, charts and diagrams instead of text wherever possible).	This requirement is met throughout the report (a version will also be available on the Australian Government Transparency Portal so the report content is accessible to people with a disability who are interested in CSC's report).

List of Requirements – corporate Commonwealth entities

PGPA Rule Reference	Part of Report	Description	Requirement
17BE	Contents of annual report		
17BE(a)	About CSC.	Details of the legislation establishing the body.	Mandatory
17BE(b)(i)	Our legislative objectives and functions.	A summary of the objects and functions of the entity as set out in legislation.	Mandatory
17BE(b)(ii)	Managing and investing our funds.	The purposes of the entity as included in the entity's Corporate Plan for the reporting period.	Mandatory
17BE(c)	Hon Senator Katy Gallagher, Minister for Finance; The Hon Richard Marles, Minister for Defence.	The names of the persons holding the position of responsible Minister or responsible Ministers during the reporting period, and the titles of those responsible Ministers.	Mandatory
17BE(d)	N/A – no directions were given during the year.	Directions given to the entity by the Minister under an Act or instrument during the reporting period.	If applicable, mandatory
17BE(e)	N/A – no government policy orders applied during the year.	Any government policy order that applied in relation to the entity during the reporting period under section 22 of the Act.	If applicable, mandatory
17BE(f)	N/A – no government policy orders applied during the year.	Particulars of non-compliance with: (a) a direction given to the entity by the Minister under an Act or instrument during the reporting period; or (b) a government policy order that applied in relation to the entity during the reporting period under section 22 of the Act.	If applicable, mandatory
17BE(g)	CSC's Annual Performance Statements.	Annual performance statements in accordance with paragraph 39(1)(b) of the Act and section 16F of the rule.	Mandatory
17BE(h),17BE(i)	N/A – no significant issue was reported to the responsible Minister during the year under this section.	A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with finance law and action taken to remedy non-compliance.	If applicable, mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17BE(j)	Our Board of Directors.	Information on the accountable authority, or each member of the accountable authority, of the entity during the reporting period. This includes: name, qualifications, experience, number of meetings attended and whether the member is an executive or non-executive member.	Mandatory
17BE(k)	Our organisational chart.	Outline of the organisational structure of the entity (including any subsidiaries of the entity).	Mandatory
17BE(ka)	Our human resources.	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees (b) statistics on part-time employees (c) statistics on gender (d) statistics on staff location.	Mandatory
17BE(l)	CSC has two major office locations: Canberra and Sydney.	Outline of the location (whether or not in Australia) of major activities or facilities of the entity.	Mandatory
17BE(m)	Our Governance.	Information relating to the main corporate governance practices used by the entity during the reporting period.	Mandatory
17BE(n),17BE(o)	N/A – these circumstances did not apply to CSC during the year.	For transactions with a related Commonwealth entity or related company where the value of the transaction, or if there is more than one transaction, the aggregate of those transactions, is more than $10,000 (inclusive of GST): (a) the decision-making process undertaken by the accountable authority to approve the entity paying for a good or service from, or providing a grant to, the related Commonwealth entity or related company; and (b) the value of the transaction, or if there is more than one transaction, the number of transactions and the aggregate of value of the transactions.	If applicable, mandatory
17BE(p)	Outgoing directors replaced with new directors appointed 1 July 2023.	Any significant activities and changes that affected the operation or structure of the entity during the reporting period.	If applicable, mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17BE(q)		Particulars of judicial decisions or decisions of administrative tribunals that may have a significant effect on the operations of the entity.	If applicable, mandatory
17BE(r)	N/A	Particulars of any reports on the entity given by: (a) the Auditor-General (other than a report under section 43 of the Act); or (b) a Parliamentary Committee; or (c) the Commonwealth Ombudsman; or (d) the Office of the Australian Information Commissioner.	If applicable, mandatory
17BE(s)	N/A	An explanation of information not obtained from a subsidiary of the entity and the effect of not having the information on the annual report.	If applicable, mandatory
17BE(t)	N/A – no indemnity was applied.	Details of any indemnity that applied during the reporting period to the accountable authority, any member of the accountable authority or officer of the entity against a liability (including premiums paid, or agreed to be paid, for insurance against the authority, member or officer's liability for legal costs).	If applicable, mandatory
17BE(taa)	Board committees.	The following information about the Audit Committee for the entity: (a) a direct electronic address of the charter determining the functions of the Audit Committee (b) the name of each member of the Audit Committee (c) the qualifications, knowledge, skills or experience of each member of the Audit Committee (d) information about each member's attendance at meetings of the Audit Committee (e) the remuneration of each member of the Audit Committee.	Mandatory
17BE(ta)	Our staff remuneration.	Information about executive remuneration.	Mandatory
17BF	Disclosure requirements for government business enterprises		

PGPA Rule Reference	Part of Report	Description	Requirement
17BF(1)(a)(i)	N/A	An assessment of significant changes in the entity's overall financial structure and financial conditions.	If applicable, mandatory
17BF(1)(a)(ii)	N/A	An assessment of any events or risks that could cause financial information that is reported not to be indicative of future operations or financial conditions.	If applicable, mandatory
17BF(1)(b)	N/A	Information on dividends paid or recommended.	If applicable, mandatory
17BF(1)(c)	N/A	Details of any community service obligations the government business enterprise has including: (a) an outline of actions taken to fulfil those obligations; and (b) an assessment of the cost of fulfilling those obligations.	If applicable, mandatory
17BF(2)	N/A	A statement regarding the exclusion of information on the grounds that the information is commercially sensitive and would be likely to result in unreasonable commercial prejudice to the government business enterprise.	If applicable, mandatory

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