



Your APSS Annual Report for 2011



Periodic statement part two

Australia Post Superannuation Scheme (APSS)
(ABN 42 045 077 895)
Issuer: PostSuper Pty Ltd (ABN 85 064 225 841)
RSE Licence Number L0002714
APSS Registration Number R1056549



Your Australia Post Superannuation Scheme (APSS) report for 2011 comprises two parts:

Part one: contains personal information prepared to help you understand your benefits. You will receive this separately in the mail.

Part two (this document): contains general information about the APSS including its financial condition, management and investment performance. This document is available online or can be mailed to you free of charge by calling *SuperPhone* on **1300 360 373**.

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HOW WE CAN HELP YOU

Our Member Services team is available to answer your questions on *Superphone* on **1300 360 373** between 9am and 7pm (EST), Monday to Friday.

Or contact us:

online at **apss.com.au**

by fax **(02) 9372 6288**

by mail to APSS, Locked Bag A5005, Sydney South NSW 1235

Disclaimer

The Periodic Statement (parts one and two) does not contain financial product advice, so you should not rely on it as such. Before making any decision based on this information, you should obtain the relevant Product Disclosure Statement (PDS) for you and consider seeking independent financial advice relevant to your personal circumstances. The Trustee of the APSS and issuer of interests in the Scheme is PostSuper Pty Limited, ABN 85 064 225 841 (RSE Licence Number L0002714). The APSS's Registration Number is R1056549 and its ABN is 42 045 077 895.

PostSuper Pty Limited, Australia Post or Associated Employers do not hold an Australian Financial Services Licence and, therefore, cannot provide you with financial product advice.

FINANCIAL YEAR IN REVIEW

Your Employer-Financed Benefit is not affected by investment returns and cannot reduce in value.

Remember, if you have an APSS **Employer-Financed Benefit**, it is a defined benefit and is not affected by investment returns or Crediting Rates. The calculation is based on your final average salary and years of service, not investment returns or values. It is your employer, not you as a member, who bears the investment risk – that is, the risk of low, variable or negative returns.

On the other hand, any savings you have in APSS **Member Savings** are affected by the investment returns that underpin Member Savings Crediting Rates. The rates you get for the year ended 30 June 2011 depend on the type of Member Savings you chose: Market Return, Cash Return or both.

If you are uncertain about your APSS benefits refer to part one of your 2011 Member Periodic Statement. If you need any help understanding your statement or Crediting Rates, please call the APSS SuperPhone on **1300 360 373**.

Member Savings Crediting Rates

Market Return

These rates are based on the returns earned by the APSS Market Return Portfolio. The Market Return Portfolio holds a diverse range of shares, bonds and real estate. Some of these investments are traded on public exchanges such as the Australian Stock Exchange. Most are traded in private markets and include privately owned companies, commercial real estate and infrastructure, in Australia and overseas.

Throughout the year natural disasters, political strife and Government debt problems in some countries dominated the headlines. Yet business conditions improved in most markets. The value of the APSS Market Return Portfolio rose steadily through the 2010-11 financial year to deliver a Crediting Rate of 7.5% after tax and 9.6% for Pension members. This is because the investment earnings of Pension Accounts are not subject to tax.

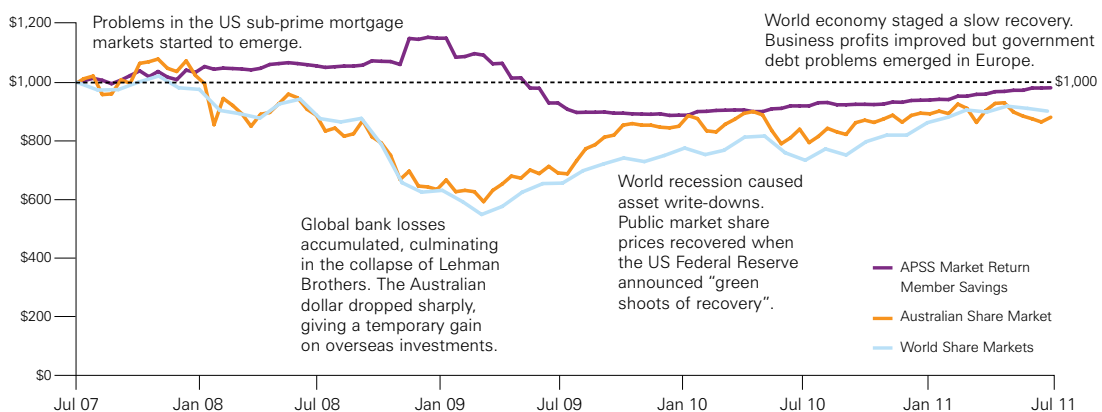
The strengthening Australian dollar proved the biggest obstacle to a higher annual return. It rose by 27% against the US dollar and also rose against other currencies, reducing the value of overseas investments measured in Australian dollars. However, APSS manages its risk of exposure to major currencies through currency-hedging arrangements that helped protect the value of its overseas investments in Australian dollar terms.

The chart below shows how \$1,000 invested in APSS Market Return Member Savings has changed in value since 1 July 2007, when the current format began. By 30 June 2011, the Market Return Portfolio had nearly recovered the value lost in the global financial crisis. It proved less volatile than if the same amount had been invested in public market shares alone.

Cash Return

These rates are based on returns earned by the APSS Cash Return Portfolio that is designed to return, after tax, close to the official cash interest rate set by the Reserve Bank of Australia (RBA). Cash Return Crediting Rates cannot be negative.

The RBA increased the official cash rate from 4.5% to 4.75% in November 2010 and kept it at that level for the rest of the 2010-11 financial year. The Cash Return Crediting Rate was 4.0% over the year after tax and 4.8% before tax.



Important reminder: Past investment returns are not necessarily indicative of future investment returns.

CREDITING RATES

Remember, your Employer-Financed Benefit is a defined benefit and is calculated based on your salary and length of service with Australia Post or an Associated Employer. It is not affected by Crediting Rates.

If you have an Employee, Spouse, Rollover Member Savings or Pension Account in the APSS then the compounded Crediting Rates you receive will depend on whether you chose Market Return Member Savings, Cash Return Member Savings or both. These will also depend on contribution dates and other factors. Therefore, the compounded Crediting Rates shown on the next page may not represent the actual rates that were credited to your Member Savings Accounts.

Fortnightly Crediting Rates 2010-11

Fortnightly Ending	Employee, Rollover & Spouse Account		Pension Account	
	Market Return	Cash Return	Market Return	Cash Return
6 Jul 10	0.07%	0.15%	0.07%	0.18%
20 Jul 10	1.30%	0.16%	1.48%	0.18%
3 Aug 10	0.06%	0.15%	0.06%	0.18%
17 Aug 10	-0.88%	0.16%	-0.86%	0.18%
31 Aug 10	0.01%	0.16%	0.00%	0.18%
14 Sep 10	0.14%	0.13%	0.15%	0.17%
28 Sep 10	0.06%	0.15%	0.07%	0.17%
12 Oct 10*	-0.10%	0.13%	0.12%	0.18%
26 Oct 10*	0.16%	0.16%	0.19%	0.17%
9 Nov 10	0.81%	0.12%	0.94%	0.16%
23 Nov 10	-0.10%	0.16%	-0.11%	0.18%
7 Dec 10	0.76%	0.15%	0.85%	0.19%
21 Dec 10	0.14%	0.17%	0.17%	0.19%
4 Jan 11	0.08%	0.15%	0.08%	0.19%
18 Jan 11	0.21%	0.16%	0.33%	0.18%
1 Feb 11	-0.03%	0.15%	-0.03%	0.19%
15 Feb 11	1.34%	0.16%	1.94%	0.18%
1 Mar 11	0.03%	0.14%	0.04%	0.18%
15 Mar 11	0.73%	0.11%	0.93%	0.18%
29 Mar 11	0.01%	0.17%	0.01%	0.19%
12 Apr 11	1.06%	0.14%	1.21%	0.18%
26 Apr 11	0.06%	0.12%	0.07%	0.13%
10 May 11	0.41%	0.19%	0.56%	0.23%
24 May 11	-0.02%	0.16%	-0.02%	0.18%
7 Jun 11	0.88%	0.15%	0.92%	0.19%
21 Jun 11	0.04%	0.17%	0.04%	0.19%
5 Jul 11	0.07%	0.15%	0.10%	0.18%

Important note: Past Crediting Rates are not necessarily indicative of future Crediting Rates. All rates shown above are net of tax, except for Pension Accounts. All rates shown are net of investment costs.

*The Market Return Crediting Rates for the fortnights ended 12 October 2010 and 26 October 2010 were incorrectly calculated. Members who were materially affected by this received additional payments or adjustments to their account balance and have been notified by separate letter.

Past Crediting Rates

Period	Employee and Spouse Account		Rollover Account		Pension Account	
	Market Return ^	Cash Return*	Market Return ^	Cash Return*	Market Return ^	Cash Return*
2010-11	7.45%	4.03%	7.45%	4.03%	9.61%	4.80%
2009-10	0.10%	3.21%	0.10%	3.21%	0.17%	3.42%
2008-09	-14.07%	4.46%	-14.19%	4.46%	-16.52%	-
2007-08	5.91%	6.30%	8.93%	6.30%	10.03%	-
2006-07	23.00%	-	17.67%	-	19.88%	-
2005-06	16.30%	-	13.51%	-	14.79%	-
2004-05	9.40%	-	12.86%	-	14.66%	-
2003-04	5.70%	-	13.87%	-	16.03%	-
2002-03	0.00%	-	0.42%	-	0.67%	-
2001-02	2.50%	-	-5.31%	-	-5.39%	-
2000-01	10.30%	-	8.88%	-	9.99%	-
Compounded average last 3 financial years	-2.6%	3.9%	-2.6%	3.9%	-2.9%	n/a
Compounded average last 5 financial years	3.8%	n/a	3.4%	n/a	3.9%	n/a
Compounded average last 10 financial years	5.2%	n/a	5.1%	n/a	5.8%	n/a
Compounded average since inception	7.7%	4.5%	7.1%	4.5%	8.2%	4.3%

Employee Member Savings and Spouse Accounts

^ The actual compounded Market Return Crediting Rate is shown from its commencement date of 1 July 2007. Prior to 1 July 2007, all Capital Guaranteed Member Savings were invested in a similar investment strategy to the Market Return Portfolio. Therefore, the compounded average Crediting Rates for the last 3, 5 and 10 financial years, and since inception, are calculated based on the actual Market Return Crediting Rates for the years 2007-08, 2008-09, 2009-10, 2010-11 and the actual Crediting Rates for Capital Guaranteed Member Savings for years prior to 1 July 2007.

* The actual compounded Cash Return Crediting Rate is shown from its commencement date of 1 July 2007. Therefore there are no Cash Return Crediting Rates prior to 1 July 2007.

Rollover

^ The actual compounded Market Return Crediting Rate is shown for financial years from 1 July 2008. Prior to 1 July 2008, the APSS Rollover used unit pricing rather than Crediting Rates. Therefore, the compounded average Crediting Rates for the last 3, 5 and 10 financial years, and since inception, are calculated based on the actual Market Return Crediting Rates for the years 2008-09, 2009-10, 2010-11 and, in respect of periods prior to 1 July 2008, are based on the difference between the unit price for the APSS Rollover as at 30 June each year.

* Although Cash Return Member Savings were only made available to APSS Rollover members from 5 August 2009, Cash Return Member Savings commenced on 1 July 2007. Therefore, the table shows the actual compounded Cash Return Crediting Rates for each year since 1 July 2007, the compounded average since the inception date of 1 July 2007 and the actual compounded average Cash Return Crediting Rates for the last 3 financial years.

Pension

^ The actual compounded Market Return Crediting Rate is shown for financial years from 1 July 2008. Prior to 1 July 2008, the APSS Pension used unit pricing rather than Crediting Rates. Therefore, the compounded average Crediting Rates for the last 3, 5 and 10 financial years, and since inception, are calculated based on the actual Market Return Crediting Rates for the years 2008-09, 2009-10, 2010-11 and, in respect of periods prior to 1 July 2008, are based on the difference between the unit price for the APSS Pension as at 30 June each year.

* On 5 August 2009, Cash Return Member Savings were made available to APSS Pension members. Although Cash Return Member Savings commenced on 1 July 2007 (available only to APSS Employee and Spouse members), the actual Cash Return Crediting Rates since 1 July 2007 are not comparable to the returns that might have applied to your APSS Pension Account had Cash Return Member Savings been available prior to 5 August 2009. This is because the investment earnings of APSS Pension Accounts are not subject to tax. Therefore, the compounded Cash Return Crediting Rate shown for 2009-10 and since inception are for periods commencing from 5 August 2009.

Important note: Past Crediting Rates are not necessarily indicative of future Crediting Rates. All rates shown above are net of tax, except for Pension Accounts. All rates shown are net of investment costs.

For further information about how Crediting Rates are applied, see the *Member Savings* PDS, available online at apss.com.au in the *Publications & Forms* section, or you can call SuperPhone on **1300 360 373** and request a copy.

INVESTMENT OBJECTIVES AND STRATEGY

The following two pages provide information on how the Trustee invests APSS assets.

Investment objective for Employer-Financed Benefit assets

The Trustee's investment objective for the Employer-Financed assets is to meet:

- Trust Deed requirements – to have investment arrangements that, together with Australia Post's and Associated Employers' future contributions, will be sufficient to pay your Employer-Financed Benefit when it becomes payable
- Regulatory requirements – to maintain investment arrangements that result in a high probability that the Employer-Financed assets will be sufficient at all times to pay the total Employer-Financed Benefit entitlements of all members at any time
- Australia Post's and Associated Employers' preferences – to invest in a way that results in an acceptable level of the employers' superannuation expense and does not give rise to undue fluctuations in the employers' superannuation expense each year.

The Trustee recognises that together these objectives cannot be met with certainty, therefore the Trustee invests in a way that results in the greatest likelihood of achieving these outcomes at an acceptable level of risk.

Remember, you do not bear any investment risk associated with your Employer-Financed Benefit because Australia Post and Associated Employers bear the risk.

Investment objective for Member Savings – Employee, Spouse, Rollover and Pension members

Market Return Member Savings

The Trustee's objective for Market Return Member Savings is to credit returns over the long-term that exceed both the rate of inflation and the return credited to Cash Return Member Savings without incurring undue fluctuations in the short-term.

The Crediting Rates for Market Return Member Savings are determined by the investment returns of a diverse portfolio of assets in the APSS, known as the Market Return Portfolio.

The Trustee expects that the return credited to Market Return Member Savings over the long-term will be 3-4% per annum more than the returns credited to Cash Return Member Savings.

The Trustee expects that fluctuations in the investment markets could cause the Market Return Portfolio to fall in value on average one in every five years. The Crediting Rate for Market Return Member Savings will exceed the rate of inflation and will, in the long run, be higher than the Crediting Rate for Cash Return Member Savings.

The Trustee can not guarantee that its long-term expectation will be met, because investment markets are unpredictable.

Historically the markets for long-term investments like those in the Market Return Portfolio have had greater rises than falls in the long run, however, this is not necessarily a guide to the future.

You should consider your long-term investment objectives and personal financial circumstances. Then, decide whether you have enough time before you need to access your Market Return Member Savings to withstand any negative periods in the investment markets.

Cash Return Member Savings

The Trustee's objective for Cash Return Member Savings is to avoid any reduction in the dollar value of your Member Savings while earning a rate of return that lets the value of your Cash Return Member Savings keep pace with inflation in the long-term.

The Crediting Rates for Cash Return Member Savings are determined by investment returns of the Cash Portfolio.

The Trustee expects Crediting Rates for Cash Return Member Savings to be similar to the cash interest rate set by the Reserve Bank of Australia (RBA), less investment costs and 15% investment tax (not applicable to APSS Pension members).

The Capital Guarantee does not cover the risk of inflation reducing the purchasing power of your Member Savings.

Cash Return Member Savings are protected by the Capital Guarantee, which means that the Crediting Rates and Interim Crediting Rates for Cash Return Member Savings cannot be negative.

Trustee’s investment strategy

The funds in the APSS are divided into two investment portfolios, the Market Return Portfolio and the Cash Portfolio.

Member Savings are allocated between these two portfolios. The Employer-Financed assets are invested in the Market Return Portfolio. The Market Return Portfolio is a diversified portfolio of assets that are invested mainly for the long-term.

The Trustee’s investment strategy for the Market Return Portfolio is to invest in global financial assets that have different degrees of risk and therefore different levels of expected return. This ensures that the portfolio holds a wide array of financial assets to reduce the overall impact if some investments fail.

The main asset classes that the Trustee recognises are shares, real estate, bonds and public and privately traded assets.

The Cash Portfolio is invested separately from the Market Return Portfolio. It invests in high credit quality cash deposits or bills and short-term interest-bearing securities. These may be held directly or through a managed investment trust.

The charts on the right show the actual and target asset allocations for the Market Return Portfolio and Cash Portfolio.

Trustee-appointed investment managers

Vanguard Investments Australia Ltd – public market shares, bonds and cash

Macquarie Investment Management Limited – currency risk management

Investments greater than 5% of total APSS assets

More than 5% of the total APSS assets are held in the Alternative Investment Private Syndicate Fund A and the Vanguard Cash Reserve Fund. Each entity is a pooled investment vehicle (unit trust) holding many underlying investments. None of the individual underlying investments exceeds 5% of the total assets of APSS.

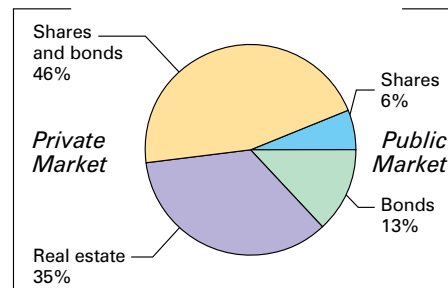
Use of derivatives

“Derivatives” are financial instruments that derive their value from an underlying asset (e.g. futures and options on shares or indexes). The APSS’s investment managers may use derivatives to achieve their investment objectives, for example, to manage investment risks and costs.

The Trustee has established compliance and audit processes to ensure that the authorised use of derivatives by the APSS’s investment managers complies with all relevant legal requirements and APRA directives.

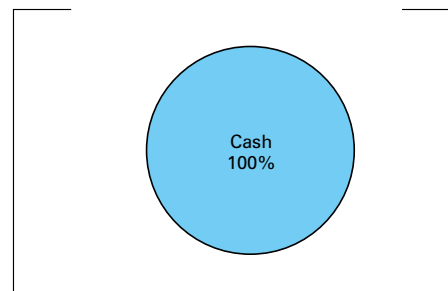
Asset allocation at 30 June 2011

Market Return Portfolio



Market Return Portfolio	30 June 2011		30 June 2010	
	Target	Actual	Target	Actual
Private market shares and bonds	40%	46%	40%	52%
Private market real estate	30%	35%	30%	37%
Public market bonds	20%	13%	20%	7%
Public market shares	10%	6%	10%	4%

Cash Portfolio



Cash Portfolio	30 June 2011		30 June 2010	
	Target	Actual	Target	Actual
Cash	100%	100%	100%	100%

ABRIDGED FINANCIAL STATEMENTS (UNAUDITED)*

	\$ million	\$ million
APSS assets at 1 July 2010		5,847
Plus		
Net earnings from APSS assets	348	
Increase in value of APSS assets	206	
Employer payments	187	
Money saved by members and Government Co-contributions	59	
Money transferred to the APSS by members	41	841
Less		
Benefits paid to members	485	
Expenses	15	
Tax expense	89	589
APSS assets at 30 June 2011		6,099

*At the time of printing this report, the APSS's approved auditor is in the process of auditing the financial statements of the APSS. Full audited financial statements are submitted in September each year for adoption by the Trustee. When adopted by the Trustee, a copy of the full audited financial statements and the Auditor's Report for the 2010-11 financial year will be available on written request.

Product Disclosure Statements

The APSS Product Disclosure Statements (PDSs) are updated regularly to provide information on changes. Copies of the most recent PDSs can be downloaded from the website at apss.com.au or you can call *SuperPhone* on **1300 360 373**.

YOUR TRUSTEE DIRECTORS

The legal entity responsible for operating a superannuation fund is known as the Trustee. This section provides information about PostSuper Pty Ltd, the APSS's Trustee.

Your Trustee Directors as at 30 June 2011

Len Early: Independent Director and Chairman, appointed by other directors

Member Representative Directors

Cameron Thiele: Newly appointed by the Communications Electrical Plumbing Union of Australia (CEPU)

Jim Metcher: Appointed by the Australian Council of Trade Unions (ACTU)

Louise Persse: Appointed by the Community and Public Sector Union (CPSU)

Employer Representative Directors

Judith Welsh: Newly appointed by Australia Post

Paul Urquhart: Newly appointed by Australia Post

Jim Marshall: Newly appointed by Australia Post

The following persons ceased to be Trustee Directors during 2010-11 financial year:

Ed Husic: Member Representative Director, appointed by the CEPU

Mark Darras: Employer Representative Director, appointed by Australia Post

Peter Meehan: Employer Representative Director, appointed by Australia Post

Peter Carne: Employer Representative Director, appointed by Australia Post

Appointment and removal of Member Representative Directors

In accordance with rules approved by the Trustee one Member Representative Director is appointed by each of:

- the Communications Electrical Plumbing Union of Australia
- the Community and Public Sector Union
- the Australian Council of Trade Unions.

Member Representative Directors are appointed for a term of no more than three years at which time they are eligible for reappointment. They may be removed or replaced at any time at the relevant union's discretion or if they resign or retire.

A copy of the rules that deal with the process to remove or appoint Member Representative Directors may be obtained by calling *SuperPhone* on **1300 360 373**.

Appointment and removal of Employer Representative Directors and Independent Directors

Employer Representative and Independent Directors are appointed for a term of no more than three years, at which time they are eligible for reappointment.

The three directors appointed by Australia Post may be removed or replaced at any time at Australia Post's discretion or if they resign or retire.

The directors appoint the independent Chairman as provided in the Trust Deed. For an independent director to be removed or replaced, a two-thirds majority of directors must pass a resolution. The independent director may also resign or retire at any time.

Trustee Indemnity Insurance

Indemnity insurance has been taken out to protect the Trustee Directors and officers against certain financial losses arising from claims that may be lodged against the Trustee. The cost of this insurance is effectively borne by your employer through their contribution obligations to the APSS.

ELIGIBLE ROLLOVER FUND

Employee and Spouse members

As an APSS member once you leave Australia Post or an Associated Employer, we will write to ask what you want to do with your superannuation. We do the same for Spouse members who cease to be spouses or members whose partner is no longer employed by Australia Post or Associated Employers.

If you do not tell us within 60 days of us writing to you, your superannuation will be paid automatically to the Eligible Rollover Fund (ERF). Your superannuation may be transferred to the ERF without your prior consent (unless we are prevented from doing so by law). You may only receive one notification that your superannuation will be sent to the ERF.

Rollover members

Rollover members whose balance has fallen below \$1,000 will be automatically transferred to the ERF. This is unless you advise us otherwise within the 60 day period or the APSS is prevented from doing so by law.

Once your superannuation has been transferred to the ERF

Once your superannuation is transferred to the ERF, you will no longer be a member of the APSS. The Trustee will no longer administer or pay your superannuation to you. In this event, you must contact the ERF to access your superannuation.

The ERF, appointed by the APSS, provides a capital guarantee that ensures returns will never be negative. It provides no insurance cover for death or total and permanent disablement.

Any superannuation transferred to an ERF can subsequently be transferred to another approved fund or it can be paid to you subject to preservation requirements. It cannot be transferred back into the APSS unless you are re-employed by Australia Post or an Associated Employer.

An ERF is not generally considered to be a suitable investment vehicle for your superannuation over the long-term because it generally invests in assets with limited potential for long-term growth.

For APSS Pension members the ERF does not apply.

Please contact the ERF if you require further details:

AMP Eligible Rollover Fund
Locked Bag 5400
Parramatta, NSW 1741

Phone: 1300 300 288

SURCHARGE TAX

Employee and Spouse members

While surcharge tax was abolished from 1 July 2005, surcharge assessments from earlier financial years may still be outstanding. If you are affected by surcharge tax, you will owe the APSS an amount representing the surcharge tax the APSS has been required to pay on your behalf. The amount that you owe to the APSS as at 30 June 2011 is shown on your Surcharge Tax Account balance in your 2011 Periodic statement part one. This amount accrues with interest at the 10-year Commonwealth Government Bond Rate.

The APSS deducts your Surcharge Tax Account balance from your benefit when it is paid to you. This will only take into account Surcharge Tax assessments that the APSS has received from the ATO as at that date.

Member Savings can be transferred to an APSS Surcharge Tax Account to reduce the balance. For details call *SuperPhone* on **1300 360 373**.

Rollover members

If the Trustee receives a surcharge tax assessment from the ATO in respect of you, an amount representing the surcharge tax that the APSS is required to pay to the ATO on your behalf will be deducted from your APSS Rollover Account balance at that time. Any deductions for surcharge tax that were made during the 2010-11 financial year will be shown in your 2011 Periodic statement part one.

TAX FILE NUMBER

The APSS is authorised by law to ask you for your Tax File Number (TFN). You should be aware there may be significant financial consequences if you do not provide your TFN to the APSS including:

- The APSS cannot accept after tax contributions on your behalf
- Additional tax may be deducted at a rate of 31.5% from any before tax contributions
- The APSS may be required to withhold additional tax from superannuation benefits if you are under 60.

Despite this you are not required by law to provide your TFN.

ILLEGAL EARLY RELEASE OF SUPERANNUATION BENEFITS

There has been an increase in the illegal early release of superannuation benefits. Legal restrictions apply for accessing your superannuation. For details, refer to the Product Disclosure Statement available at apss.com.au in the *Publications & Forms* section or call *SuperPhone* on **1300 360 373**.

PROTECTING AGAINST IDENTITY THEFT

Your APSS Periodic statement part one contains sensitive personal financial information. It is extremely important that you protect this from misuse or identity theft. The APSS has a number of security measures in place, including proof-of-identity verification to protect your personal information.

PRIVACY POLICY

The APSS has always respected your privacy, and has policies in place to make sure your personal information is kept private and confidential. These policies are aligned with the Federal Government's National Privacy Principles (NPPs).

You can access the Trustee's Privacy Policy online at apss.com.au or by calling *SuperPhone* on **1300 360 373**.

PROCEDURES FOR ENQUIRIES AND COMPLAINTS

As an APSS member you may make an enquiry, including a request for information at any time by calling *SuperPhone* **1300 360 373**.

Complaints about Trustee decisions must be in writing. Call *SuperPhone* if you would like us to send you an APSS complaint form. The law requires that you specify the Trustee decision your complaint is about.

All complaints go to the APSS Enquiry and Complaints Officer (ECO). Please address all complaints and enquiries to:

Enquiry and Complaints Officer
APSS
Locked Bag A5005
Sydney South NSW 1235

The Trustee has established a formal Inquiry and Complaints Procedure to make sure all inquiries and complaints are properly considered and are dealt with as required under the law.

If you are not satisfied with the Trustee's decision and your complaint about the decision is not resolved to your satisfaction by the APSS internal procedures within 90 days, you may lodge a complaint about the decision with the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body set up by the Federal Government to review trustee decisions relating to members (as opposed to trustee decisions relating to the management of the super fund as a whole). Contact details for the SCT are as follows:

Superannuation Complaints Tribunal
Locked Bag 3060
Phone: 1300 884 114
Fax: (03) 8635 5588
Email: info@sct.gov.au

Please keep your contact details up to date

As an APSS member it is important that you keep the APSS updated with your contact details, including email address and mobile phone number. These communication methods are increasingly being used by the APSS to enhance member communications.

Australia Post Superannuation Scheme

(ABN 42 045 077 895)

Issuer: PostSuper Pty Ltd (ABN 85 064 225 841)

RSE Licence Number L0002714

APSS Registration Number R1056549

