



Always for you



ANNUAL REPORT  
2010

mercy  
super

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This is the Annual Report of Mercy Super, ABN 11 789 425 178, for the year 1 July 2009 to 30 June 2010.

The Trustee of the Fund is Mercy Super Pty Ltd, ABN 98 056 047 324. Mercy Super Pty Ltd is Corporate Authorised Representative No. 268897 and is authorised to provide general financial product advice in relation to superannuation under Australian Financial Services Licence No. 238507, and is a Registered Superannuation Entity (RSE Licence L0001359 and RSE Registration R1004311).

This Annual Report contains general information and does not take into account your personal objectives, financial situation or needs. Before deciding whether to act on any information given in this Report, it is important that you consider the appropriate Member Booklet (also known as a Product Disclosure Statement), having regard to your own particular situation. Please contact the Fund if you wish to obtain a copy of the Member Booklet.

Always for you

**MERCY SUPER IS A SUPERANNUATION FUND THAT OPERATES BY THE GUIDING VALUES OF EMPATHY, PROFESSIONALISM AND TRUST. AT MERCY SUPER MEMBERS COME FIRST.**

Established in 1962 as the Sisters of Mercy Staff Superannuation Scheme, the Fund was created to help support the financial security of our growing family of employees.

In almost five decades of operation the Fund has grown to become the chief superannuation provider for Mercy and Mercy affiliated employers and employees.

The past year alone has been one of significant growth for *Mercy Super*, with the Fund welcoming a number of new employers to its membership base. This increasing number of Mercy affiliated business joining the Fund offers wonderful recognition of the value *Mercy Super* membership delivers.

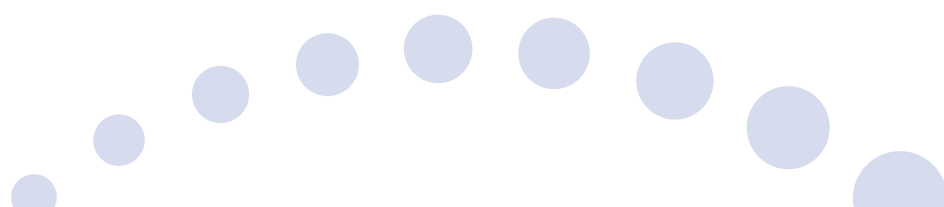
The Fund's personalised approach to looking after the needs of members has been a key part of its growth and success. As *Mercy Super* moves forward I have no doubt this approach will continue to guide all Fund operations.

*The Sisters of Mercy are proud to be associated with Mercy Super - a superannuation provider dedicated to the needs of members.*



**SANDRA LUPI RSM**  
Congregation Leader  
Sisters of Mercy, Brisbane

***Mercy Super – Always for you.***



**WELCOME TO THE MERCY SUPER ANNUAL REPORT FOR 2010. I WELCOME THE OPPORTUNITY TO PROVIDE OUR MEMBERS WITH AN IN-DEPTH LOOK AT OUR ACTIVITIES FOR THE FINANCIAL YEAR AND I HOPE THAT THIS REPORT LEAVES YOU WITH A STRONG SENSE OF CONFIDENCE IN YOUR SUPERANNUATION FUND.**

The past financial year has been a progressive one for *Mercy Super*. Following the turmoil of the Global Financial Crisis, the financial markets, while still a little volatile, for the most part recovered and we have moved forward into a brighter and more stable investment path.

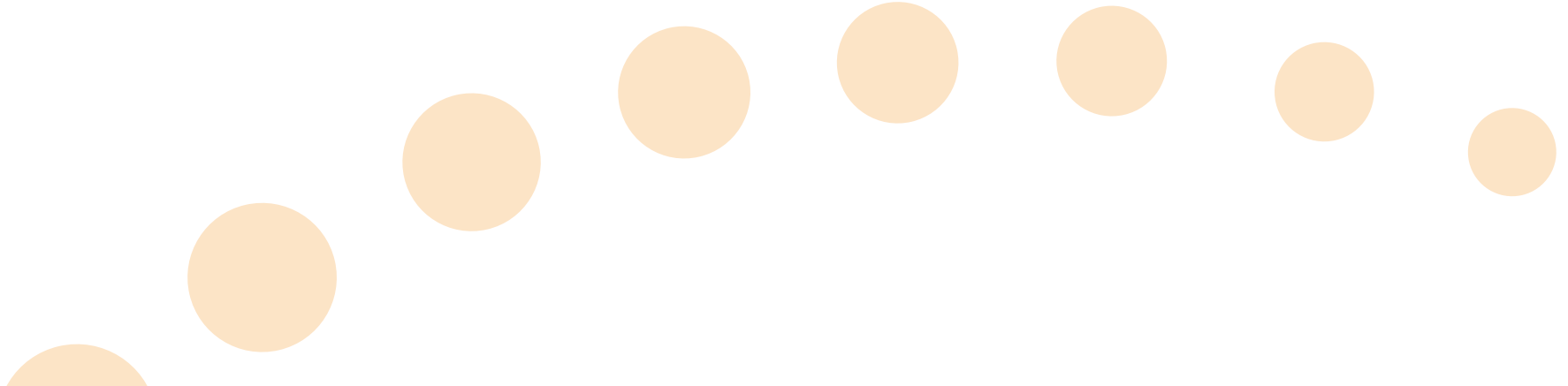
Against this backdrop of increasing stability *Mercy Super* has had a busy 12 months. Earlier this year we launched the new look *Mercy Super* website. Clean in 'look' and 'feel', and comprehensive in

the information it provides, the new site connects you with the Fund on a fast and effective new level. While the *Mercy Super* team is always available for members in person or at the end of the phone line, we hope you will embrace all of the access benefits our new website brings. Chief among these is the Member Online application, which instantly gives you access to your superannuation account.

Further to this, the Fund has expanded our member education programme. Through this, the Fund has been able to provide you with opportunities to learn more about what is available to you through *Mercy Super*, superannuation and finance, investments and the economy in general. The seminars have been well attended and if you haven't been to one, I encourage you to do so.

Also well-received this year was our new relationship with Industry Funds Financial Planning, which provided a number of members with independent, low cost, quality financial planning and advice. *Mercy Super* is looking to extend this offering in the near future to ensure that we continue to assist you to achieve financial advice and direction now and security in the future.

On 1 July 2009, the Fund introduced a new Income Protection product, adding to our existing Life and TPD Insurance covers. We have been delighted with the number of members who took advantage of the initial promotional offer for this insurance, and the growth in numbers since then highlights not only the need for this product, but also the quality of the offering. We believe the Income Protection Insurance cover represents good value and clearly you do too.



We have also welcomed some new Associated Employers to the fold, growing the Fund to some 32 different entities for whom we provide superannuation services.

Importantly, I would like to thank my fellow Board Members, and the *Mercy Super* Management and Client Service Team for their dedication and diligence throughout this year – indeed every year. When times are tumultuous (as they have been over the last couple of years) it is even more imperative – particularly with the cyclical nature of finance and investments - to look to the longer term. Your *Mercy Super* team is always looking forward and is truly

**'ALWAYS FOR YOU.'**

**DR JOHN O'DONNELL**

*Chairman  
Mercy Super Pty Ltd*



Mercy Super invests close to \$450 million on behalf of our 11,500 members. To do so, the Fund is structured in such a way that it is operated by a Trustee company – Mercy Super Pty Ltd (ABN 98 056 047 324).

The Trustee company is managed by a Board of Directors who are charged with the responsibility of investing and overseeing the Fund on behalf of all members in accordance with the Trust Deed and relevant legislation. Mercy Super Pty Ltd, the Trustee, is managed by a Board comprising six directors (pictured). More information on the Trustee and Fund Governance can be found on page 19.

## Member Elected



**Mr Chris Beilby**



**Ms Cheryl Clayton**



**Dr John Hinds**

## CEO



**Mr Chris Engelhardt**

## Employer Appointed



**Dr John O'Donnell  
(Chairman)**



**Mr Brendan O'Farrell  
(Deputy Chairman)**



**Mr Chris Townend**



L-R Greg Leo, Laura Koman, Kacie Gall, Tricia Cuskelly, Melissa Pedwell.

Your *Mercy Super* Team is dedicated to delivering you the personalised service that you have come to expect when you deal with the Fund. They are committed to ensuring that the Fund represents good value and high quality – after all, they are members too!

'Always for you' - the Mercy Super team is available:

In person: **Whitty Building**  
**Mater Health Services**  
**Raymond Terrace**  
**South Brisbane QLD 4101**

By email: [information@mercysuper.com.au](mailto:information@mercysuper.com.au)

By phone: **(07) 3163 8867 / 1300 368 891**

## WHO IS AT THE HEART OF MERCY SUPER'S STRENGTH AND SUCCESS AS A SUPERANNUATION FUND?

### YOU.

You and our other 11,500 members have entrusted us with something very important – your plan for retirement.

### WE VALUE THIS TRUST.

Every day we are working to deliver you outstanding service and the knowledge that your superannuation is in the safest of hands.

## SERVICE YOU CAN RELY ON

Mercy Super provides exceptional service to our members by making it a priority to understand your needs and develop innovative solutions to meet them. Our in-house administration team strives to provide fast, efficient and highly personal support to you every time you need it.

## VALUE YOU DESERVE

At *Mercy Super* we offer you an extensive range of benefits and access to real personal service that is matched by few other superannuation funds. Our fee structure is based on only charging you what it costs to cover the Fund's running expenses. Advisors do not receive commissions and dividends are not paid to shareholders.

## PROTECTION YOU NEED

Through our insurer, MLC Pty Ltd, you have access to a flexible range of insurance options that will safeguard your and your family's assets in the event of your death or disablement. Our buying power means that the cost of this insurance is generally lower than for cover you could arrange personally and the cost is paid out of your superannuation account – not your after-tax pay.

## GROWING YOUR INVESTMENTS

At *Mercy Super* you have a choice of five investment options, each with a unique risk/return profile. *Mercy Super* has a proven track record of providing consistent long-term returns to our members.

## FINANCIAL ADVICE FROM EXPERTS

By law superannuation funds have limited ability to provide financial advice to members. However, *Mercy Super* recognises the need for you to have access to expert financial advice in order to plan for your future. To facilitate this *Mercy Super* has an affiliation with Industry Fund Financial Planning Ltd AFSL 232514 (IFFP). IFFP can provide you with low cost, qualified personal financial advice. IFFP is a non-profit organisation and IFFP planners receive no commissions. To make an appointment with an IFFP Financial Planner, contact IFFP direct on 1300 138 848.



**INDUSTRY FUND  
FINANCIAL PLANNING**

fee for service - no commissions

## KEEPING YOU INFORMED

Each year *Mercy Super* delivers you a free comprehensive seminar series. Our informative seminars will keep you up-to-date with our activities, abreast of legislative changes affecting policies, and well versed in general market information. The seminars are complemented by regular newsletters and website updates.

## MORE OPTIONS FOR YOU

A number of additional retirement planning options are available to you as a *Mercy Super* fund member. These products go beyond the accumulation phase superannuation products we provide. If you are approaching retirement we offer two specialised accounts that can streamline access to superannuation money for you and protect your investment monies in a familiar environment.

### These accounts are:

**An Account-Based Income Stream:** This account caters for eligible members who wish to obtain a steady income stream during retirement.

**A Pre-retirement Income Stream:** This account caters for eligible members who are still in the workforce, giving them access to their superannuation in the form of an income stream.

For more information on *Mercy Super's* Income Stream Account options please contact us on 1300 368 891.

## YOUR BANKING BONUS

As a *Mercy Super* member you have access to a range of low cost banking products through the Fund's association with ME Bank (AFSL 229500). Benefits available relate to the following:

- Home Loans
- Credit Cards
- Everyday banking and savings accounts
- Personal loans
- Business loans

To find out more about these products and to receive an obligation free comparison, call ME Bank on 1300 654 997.



**WHILE LEGISLATIVELY, THERE WERE FEW SWEEPING CHANGES TO SUPERANNUATION, THE 2009/10 YEAR WAS THE YEAR THAT SUPERANNUATION WENT UNDER THE MICROSCOPE. WITH THREE REVIEWS EXAMINING THE INDUSTRY FROM DIFFERENT ANGLES, IF THE RECOMMENDATIONS ARE ADOPTED, THE NEXT FEW YEARS WILL BE A TIME OF GREAT CHANGE AND CHALLENGE FOR THE INDUSTRY IN GENERAL.**

Here, we have provided a brief overview of the reviews that were conducted and the highlights of their recommendations.

*It is important to remember that the current policy recommendations made in response to any review are just that - recommendations. Until such time as the recommendations are passed by Parliament they are not law.*

## **THE RIPPOLL REPORT**

The 'Inquiry into Financial Services and Products in Australia' otherwise known as the Rippoll Report (after it's Chair, Mr Bernie Rippoll) was a comprehensive report into the Financial Services industry. The main agenda of the report was to tighten up the industry after the collapse of a number of large financial institutions such as Storm Financial. In terms of superannuation, the recommendations will have ramifications for the delivery of financial advice to members.

## **THE HENRY REVIEW**

Named after its architect, Dr Ken Henry, the Henry review was a comprehensive review of Australia's taxation system. More importantly, Dr Henry and his team were charged with the responsibility of looking into our future financial needs as a nation and make recommendations on how our taxation system can support that.

The report was delivered to the Rudd Government in December 2009, and the much anticipated Government response was delivered on 2 May 2010.

There were four key policy initiatives announced by the Government that will affect superannuation if they are adopted in Parliament:

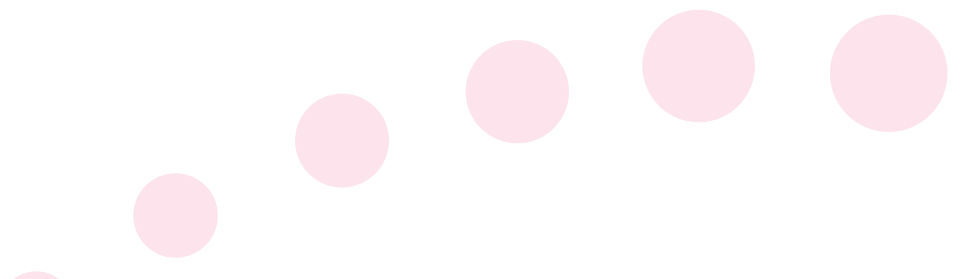
- Increasing the Superannuation Guarantee rate from 9% to 12%;
- Increase in the Superannuation Guarantee age from 70 to 75;
- Introduction of Government contributions for low income earners; and
- Increasing Concessional Contribution Caps.

## **THE COOPER REVIEW**

The final stage of the review into the governance, efficiency, structure and operation of Australia's superannuation systems was handed down by Review Chair, Mr Jeremy Cooper on 5 July 2010 after many months of consultation with industry and other key stakeholders

In essence, the Cooper Review recommended two key reforms to Australia's superannuation system. The first is a new default category - My Super - which is to be made available to all employees as a low-cost, basic product, modelled on the current default investment option offered by most super funds.

The second main recommendation is a series of measures to improve back-office procedures, called SuperStream, which would use member's tax file numbers as their key identifiers, and help to simplify the administration of super funds.



## THE 2010 FEDERAL BUDGET

The Federal Government has proposed a number of changes to superannuation - partly in response to the Henry Review of Australia's Tax system. These were announced as part of the 2010/11 Budget.

If passed by Parliament, these changes will provide a boost to super for many Australians. The proposed changes are to be phased in over a number of years, as follows:

- **Increased Superannuation Guarantee** rate from 9% to 12% over 7 years to 2020, with the first increase to 9.25% from 1 July 2013.
- **Superannuation Guarantee to be payable to age 75** from 1 July 2013, if you are still working. Currently these contributions cut out at age 70.
- **Government Co-contribution scheme will be retained** which means that if you contribute up to \$1,000 the Government will match this with \$1,000 where your income is less than \$31,920. The Government co-contribution reduces for incomes above this level and cuts out at an income of \$61,920.
- **Increased Government contribution** of 15% of Superannuation Guarantee contributions, from 1 July 2012, for people earning under \$37,000. This is to offset the 15% contributions tax for low income earners.

- **Permanent increase to concessional contribution limit of \$50,000** for those aged 50 or more with account balances less than \$500,000. Concessional contributions are made by your employer or by salary sacrifice.

## OTHER CHANGES OF NOTE

### Reportable Employee Superannuation Contributions (RESC)

The Federal Government has acknowledged that there are a number of issues relating to RESCs and it is expected that there will shortly be some clarifications announced, or adjustments made.

### Income Stream drawdown relief extended

The Government announced that the drawdown relief for pensions/income streams will continue for the 2010/11 financial year. The relief, which has been in place since 2008/09, results in a 50% reduction in the minimum drawdown level of a pension/income stream.

### Unclaimed Money

In some circumstances superannuation funds are required to transfer unclaimed superannuation monies to the Tax Office.

From 1 July 2010, these circumstances were extended to include the situation where an account is held by a lost member and:

- it has a balance of less than \$200; or
- the fund has not received an amount in respect of the member within the past five years and the fund, given the information that is reasonably available, is satisfied that it will never be possible to pay an amount to the member.

The Mercy Super Trustee has decided that, in addition to an invalid address, the lack of a valid email address or a mobile phone number for applicable members will be used to determine if they meet this criteria.

Unclaimed super can be reclaimed at anytime from the Tax office. To search for unclaimed super go to [ato.gov.au/superseeker](http://ato.gov.au/superseeker) to search for unclaimed super.

**INVESTORS HAVE EXPERIENCED A TURBULENT TIME OVER THE LAST FINANCIAL YEAR, WITH THE STRENGTH OF THE GLOBAL ECONOMIC RECOVERY EXPERIENCED IN THE SECOND HALF OF 2009 AND EARLY 2010 HAVING TURNED TOWARDS THE END OF THE FINANCIAL YEAR.**

The introduction of austerity measures (increased taxes and reduced government spending) across Europe as well as mixed economic data from the US and China, put downward pressure on markets in the latter part of the June 2010 quarter. The importance of portfolio diversification has been highlighted, with mixed results across the range of major asset classes.

The Australian share market rallied over the 2009/10 financial year, returning 13.1%. Gains in the first half of the financial year were driven largely by Chinese demand for Australian resources and a recovery in the Financials and Consumer Discretionary sectors. However, the return in investor confidence subsided in the latter part of the financial year, with growing concerns that China's economy is slowing down, uncertainty surrounding the introduction of a new resources tax, and fears around the government debt issues seen within Europe.

Global share markets produced modest returns over the 2009/10 financial year, returning 5.2%. This was in spite of a -4.8% return in the last quarter of the financial year, which was triggered by investor

concerns surrounding the "peripheral" European countries' (Portugal, Ireland, Italy, Greece and Spain) ability to repay their borrowings. Emerging markets strongly outperformed developed markets, returning 17.9% over the financial year, reflecting the solid economic growth outlook for this sector.

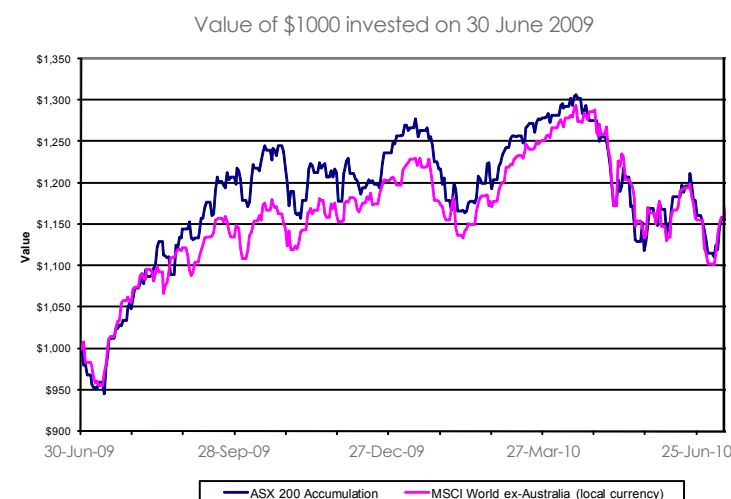
Australian corporate and government bonds returned 7.9% over the financial year. The recovery of the bond markets contributed to this return, as investor sentiment improved, which drove down the perceived riskiness of some bonds. The international bond market rose by 11.5% over the financial year. This return was driven by a recovery in bond markets and also a "flight to safety" mentality.

The unlisted property sector returned 3.9% for the financial year, reflecting an improved sentiment for the sector over the latter half of the financial year and valuation improvements that offset the negative revaluations seen in 2009.

Our view remains that it is most likely that the global recovery will remain sluggish in developed economies relative to previous recoveries, but remain more robust in developing/emerging economies. Looking ahead, it still seems that the key risks to the world economy include the possible negative effects of withdrawing government spending, continued drag from weakened financial institutions and housing markets, and the potential faltering of the growth recovery in China and India.

However, there is also the potential for the massive stimulatory measures that remain in place to foster a stronger than expected economic rebound.

*(Review supplied by Frontier Investment Consulting ABN 21 074 287 406 AFS Licence No. 241266)*



This graph is a good illustration of how the local and world investment markets have moved over the last 12 months. The important point to note is that while there has been some wide fluctuations in these markets, there has been an overall positive trend.

**IN THE CONTEXT OF THE MOVEMENTS IN MARKETS AND WORLD ECONOMIES, THE FUND HAS PLEASURE IN POSTING POSITIVE RETURNS ACROSS ALL INVESTMENT OPTIONS FOR THE 2010 YEAR.**

After the turbulent nature of the prior three years, and post the Global Financial Crisis, this is good news.

Over the past financial year, *Mercy Super* has produced a strong positive return, which is very competitive relative to other superannuation funds. This positive return, which contrasts with the poor performance of most investment sectors over the last couple of years, highlights the importance of taking a longer term view with respect to superannuation.

Throughout the year, the Trustee, along with *Mercy Super's* investment consultant, Frontier Investment Consulting, has been monitoring the Fund's investments closely. The Fund has been positioned to take advantage of changes and opportunities in financial markets over the course of the year.

It is important to note that while *Mercy Super* has produced a strong positive result for the year, longer-term returns still include the negative impact of the Global Financial Crisis. The improvement in the global economy over the past year will be positive for investments, although we still expect financial markets to be volatile over the coming year.

**RETURNS 2009/2010**

Investment returns for superannuation members and recipients of Income Streams for each investment option for the year to 30 June 2010 are shown in the following tables. Also shown are the average compound annual returns for the five years to 30 June 2010.

If you are a Defined Benefit member, your benefit is based on a formula; it is not directly affected by investment returns. The investments backing this category are structured as per the Balanced Growth option. As such, they have experienced the same investment return.

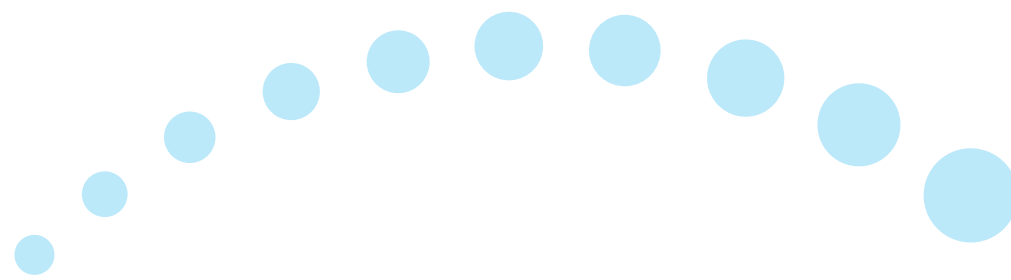
**Superannuation members**

Investment Option	1 Year Return	5 year Compound Average Annual Return
Balanced Growth (default)	10.25%	4.17%
Balanced	9.40%	4.67%
Cash	5.10%	4.84%
Shares	12.10%	4.22%
Socially Responsible	9.30%	N/A

**Income Stream members (not taxable)**

Investment Option	1 Year Return	5 year Compound Average Annual Return
Balanced Growth (default)	11.60%	4.23%
Balanced	10.50%	4.98%
Cash	5.80%	5.65%
Shares	13.00%	3.61%
Socially Responsible	9.30%	N/A

*Note 1. The Socially Responsible investment option was introduced on 1 December 2007. As such, a five year annualised return is not available.*



When it comes to investing, as individuals we each have different risk sensibilities. Therefore, it is important that your first step towards selecting investment opportunities is to identify and understand your personal approach to risk. The second step is to align this approach with an investment choice that you will be comfortable with.

## GIVING YOU CHOICE

At Mercy Super we offer you five key investment choice options. These options are:

- Balanced Growth
- Balanced
- Cash/Cash Enhanced
- Shares
- Socially Responsible.

Each of these options performs in different ways and each comes with a different level of risk.

Share market investment (our 'Shares' option), for example, has the potential to provide high returns. However, this option is also subject to significant fluctuations over time. So, while the value of share market investments can rise very rapidly in good markets, they can also slow down just as rapidly or even go backwards when conditions are unfavourable. In short, there is a higher level of risk with this option – the trade-off being generally higher long-term returns.

Meantime, at the other end of the scale, the 'Cash' investment option offers a very high degree of security. In general, the capital value of cash investments is unlikely to ever go down. However, the returns on cash are also fairly modest. In fact, in periods of higher inflation, whilst the actual dollar value of a cash investment won't be reduced, its spending power can be.

The parallels of these two investment options highlight why it is important to understand your personal approach to risk – that is, the level of risk you are comfortable with.

## YOUR INVESTMENT OUTLOOK

Another important consideration when choosing from investment options is personal investment outlook. If your investment outlook is long-term you will probably be more comfortable with a higher level of risk. You will be satisfied with the knowledge that better long-term returns will more than make up for any short-term fluctuations. Conversely, if your investment outlook is short-term, you are likely to opt for a more secure investment that will preserve your accumulated wealth and protect it from any possible downturns.

Naturally, any investment option carries the risk of experiencing a loss over the duration of the investment. More information on the probability of a negative return for Mercy Super investment options can be found on pages 15 and 16 under the 'Investment Objectives' for each option.

## CHOOSING AN OPTION FOR YOU

For more detail on each of the five investment choice options available to you please refer to the Investment objectives and strategies section of this report or to the *Mercy Super Member Booklet*.

You may wish to consult a qualified personal financial adviser before making an investment choice to ensure the option you select best suits your personal needs. Currently, neither the Trustee, your employer, nor any staff associated with the Fund can advise you on which option to choose, although we'd be pleased to provide you with all the information you need to make the decision.

## DEFAULT OPTION

If you prefer not to elect a particular investment option, your account balance will remain in the Balanced Growth option. This is the option provided by the Trustee as the Fund's 'default' option.

## GIVING YOU FLEXIBILITY

You can switch your investment option on the first day of each calendar month. If you elect to switch options, the Trustee requires that the appropriate switching notification be forwarded to the Trustee no less than seven days before the end of the prior month (for example, you must notify the Trustee by 23 June for the switch to be effective from 1 July).

If the Trustee is advised outside the requested guidelines, your switch will be held over until the start of the following month (i.e. 1 August in this example).

## TRACKING YOUR EARNINGS

Investment returns are allocated to your account based on the crediting rates declared by the Trustee for each of the various investment options at 30 June. Where an investment switch has occurred during the financial year, the interim investment return which was in place at the effective date of the switch is applied to your account for the period during that financial year that you were invested in the investment option. Calculations are based upon the number of days that you were in the investment option.

The Trustee, acting on the advice of the Fund's Investment Adviser, sets an interim crediting rate for each option on a monthly basis. These rates apply from the start of the financial year (and as such are effectively replaced by a new set of returns at the start of each successive month).

Interim crediting rates are used when an investment switch occurs, this is applied from the earlier of the beginning of the financial year, or where other investment switches have occurred from the date of the last switch to the date of the next. The declared rate will be applied to the investment that the member was in at 30 June for the period that they were in that investment option.

Interim crediting rates are also used to pay benefits and to provide quotations. Investment earnings (which may be positive or negative) are applied based on the number of days from the effective date of each transaction (such as a contribution) multiplied by the current rate.

In August/September each year the Trustee calculates the final crediting rates for each option for the previous financial year. Obtaining final returns and tax figures from all of the various investment managers the Trustee uses to invest your super (see page 17 for a full list) can be a lengthy process. Once we receive this information it is processed by our accountants and our investment advisor who will arrive at the final recommended return for each option.

Interim and final crediting rates are available from the *Mercy Super* website or by contacting us.

## RESERVE

Balanced Growth is the only investment option which holds a reserve and it has operational and investment related components.

The reserve is intended to be used as a calculation buffer, enabling the Trustee to issue Member Statements before audited annual Financial Statements are available, as well as to meet any contingencies, such as any unexpected operational or tax payments. As such, the Trustee does not use the reserve to materially smooth returns to members.

The level of reserves will be determined by the Trustee at the time of declaring the final crediting rate with the level to be consistent with the Fund's investment policy and objectives. The Trustee may build a reserve up to 1% of the total Fund value to ensure that members are adequately covered in case of any unexpected events. It is intended that this level be reached over several years.

The reserving policy will be reviewed at the end of each financial year, especially the reference to the target level, to ensure it is appropriate given the growth of the Fund. Reserve figures are listed on page 23.

## SELECTING OUR INVESTMENTS

With the exception of the Socially Responsible investment (SRI) option, the Trustee does not take labour standards, environmental, social, or ethical considerations into account when selecting, retaining or redeeming the Fund's other investments. Investments and investment managers are selected solely on their ability to contribute to the investment objectives of the Fund.

## Overview

### Investment performance to 30 June 2010 (superannuation categories) <sup>(1)</sup>

## Risk Investment objective

### Suggested minimum time horizon

### Target asset allocation <sup>(2)</sup>

Australian Shares	Australian Fixed Interest	
International Shares (hedged)	International Fixed Interest	
International Shares (unhedged)	Cash/Cash Enhanced	
Private Equity	Absolute Return Strategies	
Property	Alternatives	
Infrastructure		

### INVESTMENT RANGES

Applies to the Balanced Growth and Socially Responsible options only.

## Balanced Growth (default option)

The Balanced Growth option seeks to obtain relatively high returns in the long-term with a correspondingly higher level of risk by investing in a diversified set of asset classes with a bias towards growth assets.

Year	Return
<b>5yr compound average</b>	<b>4.17%</b>
2010	10.25%
2009	-13.50%
2008	-4.90%
2007	17.00%
2006	15.58%

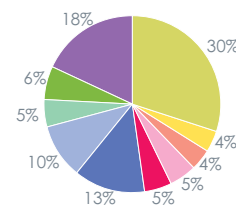
### Medium to high

To maximise the long-term investment earnings subject to:

- A 75% minimum probability of achieving a crediting rate equivalent to inflation (as measured by the change in the Consumer Price Index) plus 3% p.a. over rolling five year periods, and
- The expected frequency of negative returns for this option is three years over a 20 year period.

### At least five to seven years

Australian Shares	20 – 40%
International Shares	10 – 40%
Private Equity	0 – 16%
Property	5 – 20%
Infrastructure	5 – 20%
Australian Fixed Interest	0 – 10%
International Fixed Interest	0 – 10%
Cash/Cash Enhanced	0 – 10%
Absolute Return Strategies	0 – 8%



## Balanced

The Balanced option seeks to obtain consistent returns in the long-term while reducing the level of risk by investing in a diversified set of asset classes that is split between defensive and growth assets.

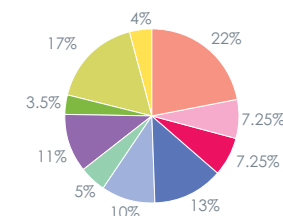
Year	Return
<b>5yr compound average</b>	<b>4.67%</b>
2010	9.40%
2009	-8.10%
2008	-0.10%
2007	12.30%
2006	11.40%

### Medium

To maximise the long-term investment earnings subject to:

- A 85% minimum probability of achieving a crediting rate equivalent to inflation (as measured by the change in the Consumer Price Index) plus 2% p.a. over rolling five year periods, and
- The expected frequency of negative returns for this option is two years over a 20 year period.

### At least three to five years



**Notes:** 1. Past performance is not an indicator of future returns.  
2. The Target Asset Allocations for each investment option indicate approximately how much of that option is invested in the various asset classes (e.g. shares, property, cash etc).

## Cash/Cash Enhanced

The Cash/Cash Enhanced option is designed to provide the most stable returns out of all the Fund's investment options. It will suit members with a short-term investment time horizon. Note: Over the long-term you can expect a lower return from Cash/Cash Enhanced than any other Fund option.

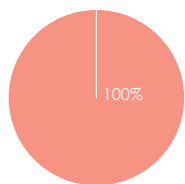
Year	Return
<b>5yr compound average</b>	<b>4.84%</b>
2010	5.10%
2009	4.18%
2008	4.70%
2007	5.60%
2006	4.72%

### Very low

By investing in a combination of cash and enhanced cash funds, the Cash/Cash Enhanced option seeks to obtain:

- i. Long-term returns which are similar to those available from short-term cash investments with minimal risk of capital loss.
- ii. The expected frequency of negative returns for this option is nil.

### Less than three years



The proportions shown are the Trustee's target as at 23 September 2010. It is likely that in these allocations may change over the time, both in response to financial markets movements and as the Trustee makes small changes to the fund managers appointed. Any changes are expected to be relatively minor (i.e. within plus or minus 5% of the allocation shown).

## Shares

The Shares option seeks to obtain long-term returns which are in excess of the other four options with a commensurately higher level of risk. All assets within this option are invested either in international or Australian shares.

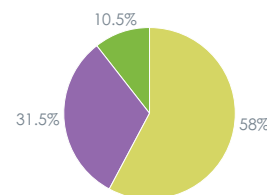
Year	Return
<b>5yr compound average</b>	<b>4.22%</b>
2010	12.10%
2009	-14.60%
2008	-13.10%
2007	22.80%
2006	20.36%

### Very high

To maximise the long-term investment earnings subject to:

- i. A 55% minimum probability of achieving a crediting rate equivalent to inflation (as measured by the change in the Consumer Price Index) plus 5% p.a. over rolling 10 year periods, and
- ii. The expected frequency of negative returns for this option is five years over a 20 year period.

### At least eight to ten years



## Socially Responsible

In this option, investments are selected using a socially responsible test or screen which takes into account factors including environmental and social impact, workplace and employment practices and positive contribution to society.

Year	Return
2010	9.30%
2009	-9.40%
2008	-20.30%

Please note: The SRI option was introduced in December 2007 so a 5 year average figure are available.

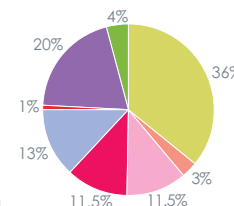
### Medium to high

To provide moderate to high returns while:

- i. Accepting medium levels of volatility and provide a total return after costs and before tax which is higher than the return from the performance benchmark of the underlying fund over a rolling five year period and,
- ii. The expected frequency of negative returns for this option is four years over a 20 year period.

Please note: This option is fully invested in the AMP Capital Investors Responsible Investment Leaders Balanced Fund.

### At least five years



Australian Shares	31 – 41%
International Shares (Unhedged)	15 – 25%
International Shares (Hedged)	0 – 9%
Property	0 – 28%
Australian Fixed Interest	5 – 18%
International Fixed Interest	5 – 18%
Cash/Cash Enhanced	0 – 8%
Alternatives	0 – 6%

TO HELP THE TRUSTEE OF THE FUND MEET ITS INVESTMENT OBJECTIVES, SPECIALIST ORGANISATIONS HAVE BEEN APPOINTED TO DIRECTLY INVEST MEMBERS' FUNDS IN THE SELECTED ASSET CLASSES. THESE ORGANISATIONS, KNOWN AS INVESTMENT OR FUND MANAGERS, HAVE BEEN SELECTED BASED ON THEIR EXPERTISE WITHIN THAT ASSET TYPE. WHILE SOME CHANGES WERE MADE DURING THE YEAR, THE MANAGERS IN PLACE AS AT 30 JUNE 2010 WERE:

Manager	Product	%
<b>Socially Responsible Investments</b>		
AMP Capital Investors	Responsible Investment Leaders Balanced Fund	0.4
<b>Australian Shares</b>		
Maple-Brown Abbot	Australian Equity Trust	11.2
Paradice Investment Management	Mid Cap Fund	3.0
Plato Investment Management	Australian Shares 130/30 Fund	2.1
Schroder Investment Management Australia	Australian Equity Fund	11.0
Tribeca Investment Partners	Australian Shares (Smaller Companies) Portfolio	2.2
<b>International Shares</b>		
Alliance Bernstein Australia	Bernstein Global Value Equities Trust	3.9
Capital International	Global Equities Fund	2.6
Capital International	Global Equities Fund (Hedged)	0.9
MFS	Global Equity Trust	3.7
Independent Franchise Partners	Global Franchise Fund	4.8
State Street Global Advisors	Global Index Plus Trust	3.3
Wellington Management Portfolios (Dublin)	Emerging Markets Equity Portfolio	3.2
<b>Property</b>		
Colonial First State	Diversified Property Pool	4.3
Fortius Funds Management	Active Property Trust No. 1	1.0
Franklin Templeton	Fiduciary International Real Estate Fund 3	0.5
Industry Superannuation Property Trust	Core Fund	3.8
<b>Australian Fixed Interest</b>		
BlackRock	Wholesale Indexed Australian Bond Fund	2.5
Hastings Funds Management	Yield Fund	0.6
ME Portfolio Management	Super Loans Trust	0.1
PIMCO	Australian Bond Fund	1.8

Manager	Product	%
<b>International Fixed Interest</b>		
BlackRock	Global Bond Indexed Fund	3.1
PIMCO	Global Bond Fund	2.0
<b>Cash/Cash Enhanced</b>		
QIC	Cash Enhanced Fund	8.2
<b>Infrastructure</b>		
Industry Funds Management	Australian Infrastructure Fund	1.8
Industry Funds Management	International Infrastructure Fund	5.2
The Private Capital Group	The Infrastructure Fund	2.3
<b>Private Equity</b>		
Industry Super Holdings Pty Ltd		0.1
ING Investment Management	Private Capital Fund No 2	0.4
ING Investment Management	Private Capital Fund No 4	0.4
Macquarie Investment Management	Macquarie Alternative Investment Trust III	0.7
Macquarie Investment Management	Macquarie Alternative Investment Trust IV	0.5
Macquarie Investment Management	Macquarie Alternative Investment Trust V	1.1
Newbury Partners	Investment Fund II	0.0
Siglar Guff and Company	Distressed Opportunities Fund III L.P	1.1
Wilshire Private Markets Group	Australia Fund 2	1.4
<b>Absolute Return</b>		
BT Investment Management	Global Return Fund	0.4
GMO Australia	Multi Strategy Trust	2.9
Black Rock Alternative Advisors	Q-BLK ARS III – Institutional Fund	1.5

## DERIVATIVES

The Trustee has not and does not intend to invest directly in derivatives. The Fund's investment managers however do have the discretion to invest in derivatives under their existing investment arrangements with us if it is felt to be appropriate.

## ASSET ALLOCATIONS

	30 June 2010	30 June 2009
Australian Shares	29%	27.3%
Overseas Shares	23.4%	23.7%
Private Equity	5.7%	5.0%
Property	9.6%	11.4%
Infrastructure	9.3%	10.3%
Absolute Return Strategies	4.7%	3.5%
Australian Fixed Interest	5.0%	5.0%
Overseas Fixed Interest	5.1%	6.1%
Cash	8.2%	7.7%

The Target Asset Allocations for each investment option (shown on pages 15 and 16), indicate approximately how much of that option is invested in the various asset classes (e.g. shares, property, cash, etc). The proportions shown are the Trustee's targets as at October 2010.

It is likely that these allocations may change over time, both in response

to financial markets movements and as the Trustee makes small changes to the fund managers appointed. Any changes are expected to be relatively minor (i.e. within plus or minus 5% of the allocation shown).

The latest target, or benchmark, allocations will be shown on the Fund website.



### MORE ABOUT YOUR TRUSTEE BOARD

In accordance with Government requirements, the Fund's Trustee is a company, Mercy Super Pty Ltd (ABN 98 056 047 324).

The Trustee company has a board of six directors, three of whom are appointed by the Principal Employer, the Corporation of the Trustees of the Order of the Sisters of Mercy in Queensland, and three elected by Fund members for a term of five years.

The Directors are responsible for managing the Fund for the benefit of all members in accordance with the Trust Deed and relevant legislation. There were no penalties imposed on the Trustee under relevant legislation during the year.

***The current term for member elected Directors expires on 30 June 2012. Full details of the rules for electing member representative Directors can be obtained from the Fund.***

### TRUSTEE INDEMNITY INSURANCE

As Trustee of the Fund, Mercy Super Pty Ltd holds suitable Trustee Indemnity insurance to compensate members and their beneficiaries, directors and employees of the Fund for the insured events specified in the policy including loss or damage attributable to breaches of any relevant legislative obligations by Mercy Super Pty Ltd or any of its representatives.

These arrangements satisfy the compensation requirements of section 912B of the Corporations Act 2001.

### TRUST DEED CHANGES

The Trust Deed is the Fund's governing document. During the last financial year, only four changes were made to the Trust Deed. These were:

- To alter the process used for approving applications from potential Associated Employers;
- To update the Fund and Trustee name;
- To make a minor adjustment in the Defined Benefit death and TPD formula; and
- To correct a typographical error in the benefit schedule to the Deed.

A copy of the Trust Deed is available upon request.



**THE COSTS INVOLVED IN OPERATING SUPERANNUATION FUNDS AND THE MAKE-UP OF THE FEES THEY CHARGE ARE TWO ISSUES THAT HAVE GENERATED PLENTY OF DISCUSSION IN RECENT MONTHS – PARTICULARLY FOLLOWING THE RELEASE OF THE COOPER REVIEW IN JULY 2010. THIS REVIEW HAS ADVOCATED THE DEVELOPMENT OF LOW COST, NO FRILLS 'MY SUPER' ACCOUNTS.**

While definitely low in cost, such products generally go hand-in-hand with little or no service for members, no access to education and information and minimal communication between the Fund and its account holders.

At *Mercy Super* our regular feedback from members tells us that you, our *Mercy Super* account holders, value the personalised service we provide, the professionalism with which we manage your enquiries, and the empathy we show when assisting you in dealing with some of life's difficult times.

Naturally this level of service does come at a cost, but as a 'profit for member fund', you can be confident in the knowledge that *Mercy Super* only charges what it costs to provide you with the level of service, care, information and communication you have come to expect from us.

On 1 October 2009 the Trustee made a change to the *Mercy Super* fee structure and introduced an asset fee. The reasons for this change are numerous, but the driving force is simply that the costs of running a Fund are increasing. Ensuring that we meet our compliance obligations and that we receive quality investment, legal and taxation advice comes at a price. We think these things are important and believe you would want us to have the best information and advice to make decisions on your behalf.

As the Fund has grown in size and has become more sophisticated, we have improved our benefits for members (for example, our extended insurances and the new access to financial planning). We have developed a member education programme to give you regular opportunities to learn more about your Fund, as well as finance in general. We have done all of this against a backdrop of continuing to deliver you all of the extensive, personalised services you previously enjoyed.

While other funds might try to bury fees and fee increases in the depths of their communication materials, we go to great lengths to make sure you know how much you are paying, and most importantly what you are paying for.

At *Mercy Super* we outline fees as a separate item in your Member Statement. We only charge you what it costs to run your Fund and we have a cap on the fees we charge to ensure that all members are treated fairly as possible.

For Accumulation and Income Stream members, an asset fee (Management Cost) of 0.30% was deducted from your account for the last financial year. As the costs for the year were less than anticipated, a credit adjustment of 0.11% will be made to these member's accounts. This credit will be shown on their Member Statement for the 2010/11 financial year.

**A final note on fees**

The bottom line is this: Your Trustee Board and the *Mercy Super* Team, along with you are all members of the Fund, so we are committed to providing you with excellent quality AND exceptional value. After all, the costs come out of our pockets too.

## MEMBER BENEFIT PROTECTION

Like most superannuation funds, *Mercy Super* does not charge members with an account balance of less than \$1,000 any more in administration fees than the investment earnings their account has earned. This is called member benefit protection. Unfortunately in times when investment earnings are low, or even negative, this places a greater burden on other members who have to bear all of the Fund's costs.

If you have less than \$1,000 in your account at 30 June in any one year, or when you leave the Fund, administration fees will not exceed the investment earnings that are applied to your account which can be positive or negative. However, contribution tax and insurance premiums will be deducted from your Fund accounts, if applicable.

Accordingly, consistent with industry practise, the Fund will apply a provision in the applicable legislation which enables us to charge members who have account balances under \$1,000 an account management fee of up to \$10 per year during times of low investment returns.

## ELIGIBLE ROLLOVER FUND

An Eligible Rollover Fund (ERF) is a facility which allows the Trustee to transfer the benefits of inactive members to a more appropriate superannuation arrangement. Fees charged by ERFs are generally lower than other funds to reflect the inactive nature of members' accounts.

The Trustee has appointed Ausfund as the Fund's ERF.

### Contact details for AUSFund are:

AUSFund Administration  
PO BOX 2468  
Kent Town SA 5071  
Phone: 1300 361 798  
Fax: 1300 366 233

If you leave the employer that makes contributions into the Fund and do not otherwise claim your benefit, and your account balance is less than \$1,500, it may be transferred to AUSFund.

If your account balance is transferred to AUSFund (or any other ERF):

- You will cease to be a member of the Fund.
- All insurance cover under the Fund will cease.
- You will become a member of the ERF and be subject to its governing rules. You should refer to the ERF's Product Disclosure Statement (PDS) for details of its features.
- Fund earnings credited to your account will vary depending on the balance of your account and the crediting rate.
- A different fee structure will apply. The ERF is required to 'member protect', that is, administration charges generally cannot exceed investment earnings on your account balance. You should refer to the ERF's PDS for details of the fees which may apply.
- The ERF does not offer insurance benefits in the event of death or disablement.

You will be able to contact the relevant ERF at any time and request payment of your benefit (if allowed) or roll it into the Fund of your choice.

## COMMISSIONS

No commissions are payable by the Fund to any financial adviser who recommend the use of any Fund product.

## SURCHARGE

Any surcharge that is required to be paid to the Australian Taxation Office on your behalf will be deducted from your benefit and is shown on your Annual Member Statement. This account has investment earnings allocated to it. The Trustee provides the flexibility to make additional contributions to offset the balance of your Surcharge Account.

## DEFINED BENEFITS

If you are a member of the Defined Benefit category of the Fund, all fees and insurance premiums are included in the contributions paid to fund your benefit. These charges are not deducted from your superannuation account. If you have an accumulation account in addition to your Defined Benefit, the fees applicable to the Fund's accumulation accounts will apply where appropriate.



THE FINANCIAL STATEMENTS ARE CURRENTLY BEING AUDITED BY BDO KENDALLS. THE TRUSTEE DOES NOT EXPECT ANY MATERIAL CHANGES TO THE INFORMATION CONTAINED IN THE INTERIM DETAILS PROVIDED BELOW. THE TRUSTEE EXPECTS A FULL AUDITED COPY OF THE FUND'S ACCOUNTS TO BE AVAILABLE IN NOVEMBER 2010.

## RESERVES

The level of reserves for the last 3 years is shown below

Year ending 30 June	Reserve as a % of Accumulation Section Assets	Reserve \$'000
2010	0.30%*	1,116*
2009	0.27%	783
2008	0.39%	1,174

\* Subject to audit confirmation

## STATEMENT OF NET ASSETS

	2010 \$'000	2009 \$'000
<b>Investments</b>		
Cash and Short-term Investments	35,735	27,651
Fixed Interest	44,241	39,660
Property	41,630	41,150
Infrastructure	41,383	37,506
Private Equity	25,506	15,295
Australian Shares	130,366	98,391
International Shares	98,260	84,522
Absolute Return Strategies	21,185	15,439
Unsettled Purchases/Sales	136	-
<b>Total Investments</b>	<b>438,442</b>	<b>359,614</b>
<b>Other Assets</b>		
Cash and Cash Equivalents	9,942	8,794
Receivables	11,691	4,557
Deferred Tax Asset	7,994	9,919
Other Assets	40	27
<b>Total Other Assets</b>	<b>29,667</b>	<b>23,297</b>
<b>Total Assets</b>	<b>468,109</b>	<b>382,911</b>
<b>Less: Liabilities</b>		
Benefits Payable	4	15
Income Tax Payable	2,605	2,109
No Tax File Number Tax Payable	(5)	31
Provision for Tax Surcharge	(1)	5
Other Payables	1,087	966
<b>Total Liabilities</b>	<b>3,690</b>	<b>3,126</b>
<b>NET ASSETS AVAILABLE TO PAY BENEFITS</b>	<b>464,419</b>	<b>379,785</b>

## STATEMENT OF CHANGES IN NET ASSETS

	2010	2009
	\$'000	\$'000
<b>NET ASSETS AVAILABLE TO PAY BENEFITS AT 1 JULY</b>	<b>379,785</b>	<b>399,407</b>
<b>Revenue</b>		
Net Investment Revenue	40,613	(61,102)
Contributions Revenue		
– Employer Contributions	44,133	37,130
– Members' Contributions	20,840	20,644
– Co-contributions	1,458	998
– Members' Transfers	21,158	20,052
Proceeds from term insurance policies	1,239	1,115
Interest	217	364
Insurance Rebate	10	0
Sundry Income	9	2
<b>Total Revenue</b>	<b>129,677</b>	<b>19,201</b>
<b>Benefits and Expenses</b>		
Benefits Paid	30,731	35,501
General Administration Expenses	1,764	1,416
Group Life Insurance Premiums	2,254	1,660
Investment Expenses	214	250
<b>Total Benefits and Expenses</b>	<b>34,963</b>	<b>38,827</b>
<b>Surplus / (Deficit)</b>	<b>94,714</b>	<b>(19,626)</b>
Income Tax Expense	10,085	(35)
No Tax File Number Tax Payable	(5)	31
<b>Surplus (Deficit) After Income Tax</b>	<b>84,634</b>	<b>(19,622)</b>
<b>NET ASSETS AVAILABLE TO PAY BENEFITS</b>	<b>464,419</b>	<b>379,785</b>

### SERVICE PROVIDERS

#### Trustee and Administration

Mercy Super Pty Ltd

#### Administration Software and Support

Independent Fund Administrators & Advisers

#### Actuarial Consultant

Sunsuper Financial Services



#### Legal Advisors

McCullough Robertson  
G. Banner Consulting Pty Ltd  
Holding Redlich

#### Financial Planning

Industry Fund  
Financial Planning

#### Accounting

Independent Fund Administrators & Advisers

#### Investment Consultant

Frontier Investment Consulting

#### Trustee Indemnity Insurer

Chubb Insurance Company of Australia Limited

#### Investment Managers

For a full list of the investment managers used by the Fund, please refer to page 17.

## ENQUIRIES AND COMPLAINTS

The Trustee works hard to ensure that all *Mercy Super* members are treated in a fair and professional manner. However, we recognise there will of course be occasions when members have questions and in some cases complaints about the Fund.

The Trustee resolves all complaints through the Fund's internal complaints system.

By law it is required that a set of identified steps are followed by the Fund when dealing with enquiries and complaints. All enquiries and complaints must be dealt with within 90 days of receipt. However, responses are generally provided to members within a much shorter time-frame.

***Enquiries and complaints should be directed to the Fund's Chief Executive Officer, who can be contacted at:***

Whitty Building  
Mater Health Services  
Raymond Terrace  
South Brisbane QLD 4101

**PHONE** 1300 368 891 / (07) 3163 8867  
**FAX** (07) 3163 2421  
**EMAIL** information@mercysuper.com.au

If you lodge a complaint and it has not been resolved within 90 days of receipt, or you are not satisfied with the final decision you may be able to lodge a complaint with the Superannuation

Complaints Tribunal, a body established and funded by the Federal Government.

The Tribunal considers superannuation-related complaints by members, former members and their beneficiaries. Access to the Tribunal is available to you only after you have first employed the Fund's internal complaints procedure, or where that procedure has failed to achieve an adequate response within 90 days.

If a complaint relates to a matter the Tribunal can respond to, it will attempt to resolve it by conciliation. This involves assisting both parties to come to a mutual agreement. If this is not successful, the Tribunal will review the matter and hand down a decision binding on all parties.

***The Superannuation Complaints Tribunal can be contacted on 1300 884 114 or via its website [www.scf.gov.au](http://www.scf.gov.au)***

## COMPLAINTS ABOUT ADVICE

*Mercy Super* is able to provide advice under Independent Fund Administrators & Advisers (AFSL 238507). If you ever have a problem with the financial advice provided by *Mercy Super* staff under IFAA's licence, then you should write to:

**General Manager Operational Services**  
**IFAA**  
**PO Box 1917**  
**Milton QLD 4064**

IFAA will address your concerns and try to resolve them quickly and fairly. IFAA aims to resolve any complaints as soon as possible, but no longer than 45 days from the date of receipt. If you are dissatisfied with the handling of your complaint, you have the right to contact the Financial Ombudsman Service (FOS).

FOS is an independent body that has been established to provide free advice and assistance to consumers to help them in resolving complaints relating to members of the financial services industry.

Financial Ombudsman Service (FOS)

**GPO Box 3**  
**Melbourne VIC 3001**  
**1300 780 808**  
**[www.fos.org.au](http://www.fos.org.au)**



## GENERAL ENQUIRIES

**For general administration enquiries, including questions about your benefits, please contact the Fund directly:**

PO Box 8334  
Woolloongabba QLD 4102, or  
Whitty Building  
Mater Health Services  
Raymond Terrace  
South Brisbane QLD 4101

**PHONE** 1300 368 891 / (07) 3163 8867

**FAX** (07) 3163 2421

**EMAIL** [information@mercysuper.com.au](mailto:information@mercysuper.com.au)

**WEBSITE** [www.mercysuper.com.au](http://www.mercysuper.com.au)

## FURTHER INFORMATION

**This Report covers the highlights of the Fund's activities during the year. For information about benefits to which you will or may become entitled, please refer to the appropriate Member Booklet.**

If you are interested, you may obtain further information about the Fund from the following documents:

- The Trust Deed
- The Fund Financial Statements and Auditor's Report
- The latest Actuarial Valuation Report and other relevant advice
- Returns and certificates from the Fund to APRA and notices from APRA to the Fund.

If you would like to view these documents you should contact:

The Chief Executive Officer  
Mercy Super  
PO Box 8334  
Woolloongabba QLD 4102

**TEL** (07) 3163 8867

**FAX** (07) 3163 2421

**EMAIL** [information@mercysuper.com.au](mailto:information@mercysuper.com.au)

## PRIVACY POLICY

The Fund operates within the rules set out in the Privacy Amendment (Private Sector) Act 2000. This Act specifies ten National Privacy Principles to which the Fund must adhere and which are reflected in our Privacy Policy.

The Policy is designed to protect the accuracy and integrity of your personal information and to ensure that it is only used for proper purposes and available only to those with a valid reason.

The Fund's Privacy Policy is available at the website [www.mercysuper.com.au](http://www.mercysuper.com.au) or on request.

### **An additional note for Defined Benefit category members**

An actuarial review is underway with the Trustee (and relevant employers) reviewing the level of employer contributions required for the Defined Benefit categories. All funds offering Defined Benefits must conduct such a review at least every three years. Mercy Super's review is expected to be finalised in early 2011 and members of this category will be advised of the outcome.



Always for you

mercy  
super

## Keep in touch

### IN PERSON

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Whitty Building  
Mater Health Services  
Raymond Terrace  
South Brisbane QLD 4101

### MAIL

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PO Box 8334  
Woolloongabba QLD 4102

### PHONE

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1300 368 891 or (07) 3163 8867

### FAX

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(07) 3163 2421

### EMAIL

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[information@mercysuper.com.au](mailto:information@mercysuper.com.au)

### WEB

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[www.mercysuper.com.au](http://www.mercysuper.com.au)