Defined Benefit Account Guide

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qsuper.qld.gov.au

Part of Australian Retirement Trust

About this guide

Read this guide if you have a Defined Benefit or Deferred Retirement Benefit account and want to understand how it works, the benefits you get (including insurance), and what happens when you leave the accounts.

This guide does not cover Parliamentary, State, or Police accounts

Information about the closed State and Police accounts is available in the State Account Guide and Police Account Guide. You can download these from our website, or call us to request the information you need. For information about Parliamentary accounts please call us on **(07) 3239 1297**.

The Defined Benefit account is closed

The Defined Benefit account is closed to new members. If you have an Accumulation account with us, unfortunately, you cannot choose to transfer to a Defined Benefit account. If you already hold a Defined Benefit account, this account remains open until you leave a Defined Benefit employer, turn 75, change to casual employment, or you decide to transfer your funds to another account.

Important information

You should consider the information contained in this guide, the Product Disclosure Statement for Accumulation Account (PDS), and Product Disclosure Statement for Income Account and Lifetime Pension (PDS), and the Target Market Determination (TMD) before making any decisions about your Defined Benefit account. If you need a copy of either PDS or the TMD, you can download them from our website at **qsuper.qld.gov.au/pds** or call us to request a copy, free of charge.

Keeping you informed

There may be changes from time to time to information contained in this document and the guides. You can find information about any changes that are not materially adverse by visiting our website or calling us on **1300 360 750**. We can also send you a copy of the updated information on request, free of charge.

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Transition to retirement

You can use your defined benefit money to open a Transition to Retirement (TTR) Income account to help you prepare for retirement while still working.

Changing jobs?

Only Queensland Government employers (or related entities) can keep your Defined Benefit account open. However, in most cases, your new employer can contribute to a QSuper Accumulation account for you.

Accumulation account

Your Defined Benefit account automatically transfers to an Accumulation account when it closes. In some circumstances, some of your benefit will be transferred to a deferred retirement benefit instead.

Retirement Income account and/or Lifetime Pension

Enjoy retirement with regular income payments.

About the Defined Benefit account

With a Defined Benefit account, your retirement benefit is calculated by multiplying a number that reflects both your years of service and your contribution rate (your multiple) with your final salary. The longer you work and the higher the rate you contribute (up to the maximum), the bigger your benefit will be when you retire.

This means your defined benefit is not impacted by market movements – so the way your benefit is calculated will not be affected by a market crash. The account also comes with a number of other features.

How the account works

The Defined Benefit account was designed to provide you with a retirement amount to reflect your service to the state. The scheme was designed around the idea that you would work for the government until you retire, with 55 originally designated as the earliest retirement age. This means if you leave before turning 55, some different rules apply to determine what happens with your super.

Benefits of the account

No fees

You do not pay the fees for your Defined Benefit account.

A pension for your young children if you die

If you die while holding a Defined Benefit account, your children will receive a fortnightly pension until they turn 18, or 25 if they're studying full-time, or for life if they have a permanent disability at the time of your death.

Defined pension if you are under 55

If you are assessed as totally and permanently disabled before turning 55, you have the option to receive a defined pension.

Income protection

If you are temporarily unable to work due to illness or injury, you may be paid an income of up to 75% of your previous 1 July superannuable salary[1] for up to two years while you are off work. This is automatically included as part of the account, without additional charges such as insurance premiums. **Police officers do not have income protection, as they have an alternate arrangement with the Sick Leave Bank. Also, members employed as Appointed Magistrates and Parliamentarians do not have income protection, as they have an alternate arrangement with their employer.**

Death, total and permanent disability, and terminal medical condition protection

This is automatically included as part of the account.

How your benefit is calculated

At retirement, or when you leave the Defined Benefit account, your benefit is calculated as your multiple times your final salary.[2] If you are a police officer, refer to page 21 for more information about your contribution rates and benefit calculations.

To see the latest estimate of how much you will get, or a projection of how much you may get when you retire, log in to Member Online.

Each year, your multiple grows in relation to the amount you contribute and work. By contributing 5% and working full time, your multiple increases by 0.21 each year. For example, after 10 years contributing at the default rate, your multiple will be 2.1, which means your benefit will be 2.1 times your final salary. More information about this formula, including how part-time work affects your multiple, is available on pages 5 and 6.

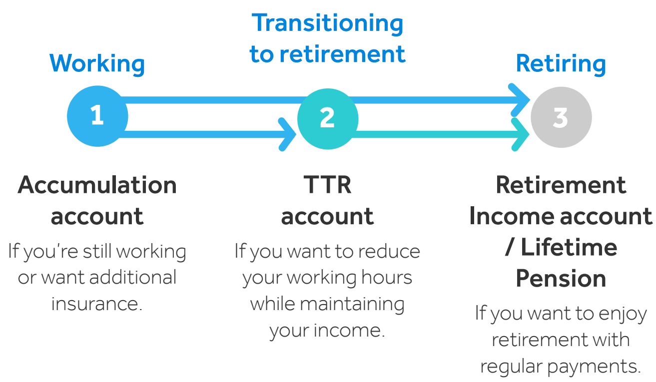
Fees on your account

Your Defined Benefit account is not reduced by any fees and costs. Your entitlement is based on a formula that provides a package of benefits, for which there is no direct cost to you.

If you have an Accumulation account, fees are applied to your Accumulation account. You can find more information in the Product Disclosure Statement for Accumulation Account (PDS). You can download the PDS from our website at **qsuper.qld.gov.au/pds** or call us to request a copy.

When you retire, change employers, or leave the Defined Benefit account

Whether you are changing jobs, retiring, or just planning some changes to your super, you will be able to use one of our other accounts. These are summarised below and please refer to the relevant PDS.



1 Superannuable salary is explained on page 5. **2** Final salary is explained on page 5.

Our mission is to give you confidence in retirement

For more than 100 years we've supported Australians in creating a better financial future, and we look forward to continuing to do the same for you.

Get more out of your super

We run a range of seminars and workplace talks designed to give you the information you need to make super choices that are right for you.

Financial advice made easy

Eligible members have access to financial advice, and you can find out more about the options at **qsuper.qld.gov.au/advice**

Keep track of your super 24/7

Personalised access to your account is available whenever it suits you through Member Online. You can use Member Online to check your account, switch investment options, update personal details, and more.

A range of tools and calculators

If you are not sure how your super balance is tracking for retirement or if you want to understand your current super situation better, our website has a range of calculators and online tools you can use to explore your options.

We're here to help

If you need anything, our Member Services team are is just a phone call away. When you contact us, you'll deal directly with one of our staff representatives.Enjoy the feeling of speaking with someone who knows your account like no one else.

Growing your super

You have two different ways to grow your super.

Standard contributions

You need to make these as part of your Defined Benefit account.

Voluntary contributions

Contributing a little bit more now can make a big difference later.

Contributions

You are required to make contributions towards your defined benefit (standard contributions) and the standard rate is 5% of your **superannuable salary**. You can choose to contribute less, which means you will have less when you retire.

If you have previously lowered your contribution rate, you may be able to catch up later by contributing a percentage of your superannuable salary at a higher rate.

Your employer also makes a contribution to your defined benefit account depending on the standard contribution you make (e.g. 12.75% of your superannuable salary when you contribute at the standard rate).

The table below shows the different percentage rates of your salary that you can contribute, the associated employer contribution and how this grows your multiple.

	Your contribution	Employer contribution	Multiple growth[1]
Lowering your contribution rate	2%	9.75%	0.135
	3%	10.75%	0.160
	4%	11.75%	0.185
Default	**5%**	**12.75%**	**0.210**
Catching up previously lowered rates[2]	6%	13.75%	0.235
	7%	14.75%	0.260
	8%	15.75%	0.285

Important: Police officers have different contribution rates – see page 21 for details.

Your employer will also pay an additional contribution to your Accumulation account to ensure that the total employer contribution made is at least 12.75% of your ordinary time earnings (**OTE**[3]), or 11% of OTE (depending on your employer). If you're a Fire Service Officer you will receive an additional contribution to your Accumulation account to ensure your total employer contribution is 14.25% of OTE. Please check with your employer to find out what arrangement applies to you.

Lowering your standard contributions

You can choose to pay less than the standard contribution rate of 5%, down to a minimum of 2%. This means your multiple will not grow as much, and therefore, you will not have as much when you retire. To change your contribution rates, you can complete our Start or Change Regular Contributions to your Super form and give it to your payroll office.

Catching up previously lowered contributions

If you previously chose to reduce your contribution rate, you may be able to catch up later. Just remember that if you choose to lower your contribution rate now, and catch up later, your salary is likely to have increased and therefore, your catch-up contribution will be a percentage of your higher salary. Speak to your payroll office to see how your take-home pay could be affected.

The catch-up option is not available for periods when you're on leave without pay, but it might be available to you while you are receiving WorkCover benefits. Catch-up only applies if you have previously lowered your standard contribution, and does not apply to periods when you have been working part-time.

There are several ways to catch up including increasing the standard contributions deducted from your pay, or by making a standard contribution directly to your account. For more information about catch-up contributions, please call us on **1300 360 750**.

Remember, 0.210 is equivalent to saying 21% of your final salary. Each year, we calculate your multiple growth by looking at your contribution rate and how much you have worked against a full-time role as explained in the 'How your final benefit is calculated' section.

1 Assumes you are working full-time at full pay for the year. Police officers have different rates. **2** This rate is only available if you have previously paid less than 5% and are `catching up'. **3** Your OTE salary is generally what you earn for your ordinary hours of work, including commissions, shift loadings and allowances, but not overtime payments, and includes paid leave. For more information, see ato.gov.au/super

Some Defined Benefit employers have fixed contribution arrangements, and may not allow their employees to change their contribution rate or catch-up. For more information, speak directly with your employer.

Salary sacrificing your standard contributions can be tax-effective

By default, your contributions are paid using after-tax money. Salary sacrificing is when you contribute a portion of your salary to your super before you pay any tax on it, which can lower the amount of salary you pay tax on. This is helpful for people who pay more than 15% income tax.

Speak to your payroll office to find out how you can salary sacrifice your standard contributions to potentially help lower your income tax.[1]

Please note that when you salary sacrifice standard contributions, they need to be increased to allow for contributions tax of 15%, meaning that before-tax contributions of the default 5% should actually be 5.88% (5%/85%).

Keep in mind that if you pay your standard contributions using after-tax money, you cannot claim a tax deduction on these contributions. This is because the contributions are part of your Defined Benefit account.

Voluntary contributions in an Accumulation account

It's never too late to give your retirement savings a boost. Anything extra you can add to your super can pay off in the long term. The power of compound interest means that even small amounts can add up over time.

For example, contributing $20 per week into your super for 30 years, you could have over $40,000.[2] Over $10,000 of that total comes from the interest you earn from compound interest, assuming a real return of 2%.

Any voluntary contributions you make go into an Accumulation account, and you can choose how you want your funds invested. Although our Accumulation account is unit-based, it is the same principle of compounding that helps your super grow. Keep in mind these extra contributions must stay in the super environment until you meet a condition of release, i.e, age 65 or when you reach preservation age and permanently retire. You can find more information in the `Accumulation account' or 'Investment' sections of our website. For information about opening an Accumulation account, see our Product Disclosure Statement for Accumulation Account (PDS).

How to make voluntary contributions into your Accumulation account

Set up regular additional contributions into super

Ask your payroll office how you can set up regular additional contributions, including salary sacrificing. You may need to use **RemServ.com.au** or **SmartSalary.com.au** for salary sacrifice contributions.

You should check your contribution limits because, if you have a high salary, you may already be near or at the limit. The 'Tax' section on page 19 has more details on the contribution caps.

Complete a ***Deposit*** form

Download the Deposit form at **qsuper.qld.gov.au/forms** or call us to request a copy. Include a cheque or money order for the amount you want to deposit.

Via BPAY®

Use the individual BPAY details listed in Member Online or your annual statement. If you cannot find them, call us and we can provide these details.

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1 Different tax rules apply if your income for surcharge purposes (less reportable super contributions) plus your concessional contributions is $250,000 or more per year. **2** The figures are illustrative only and we worked them out using the ASIC MoneySmart Superannuation calculator at moneysmart.gov.au, accessed 28 February 2023. The calculation assumes savings of $20 per week for a time period of 30 years. The calculation assumes the interest compounds annually. The interest rate assumed is 6% p.a. net of fees and taxes. The calculation assumes that earnings are reinvested. Results are shown in today's dollars, which means they are adjusted for inflation of 4% p.a. The information should not be used as a guide to future performance of any investment. Investment returns can be positive or negative and this does not guarantee a future outcome. Check with your chosen savings product provider in regard to actual interest calculations. The calculation provides an estimate of the future value of savings, which could vary significantly over time if any change is made to these assumptions. These figures are provided only to demonstrate the principle of compounding. They are not intended to represent projected earnings in a QSuper Accumulation account.

How your final benefit is calculated

Earlier, we explained the basic formula of your multiple times your final salary to calculate how much you get. Here, we explain how things like part-time work affect your multiple growth and how we work out your final salary.

Your multiple

Your multiple grows each year according to your contribution rate and in proportion to how much you work. For example, after two years full-time at the standard contribution rate, your multiple would be 0.21+0.21=0.42. If you worked 50% of the second year, it would be 0.21+(0.21x50%)=0.315 or 31.5% of your final salary.

Examples of how your multiple grows proportionally

Part-time

If you work three days per week and contribute at the standard rate of 5% for the year, your multiple will grow at 60% (3/5) of your standard multiple growth rate. You can find out your part-time ratio by contacting your employer.

Leave without pay

Your multiple does not grow while you are taking leave without pay. If you are receiving WorkCover, you may be able to continue growing your super (call us to find out more).

Leave with half pay

For the period of leave, your multiple will only grow in proportion to your pay rate. In the half pay example, this means the multiple will grow at half the rate.

Additional transfer multiple for members who transferred to the Defined Benefit account

If you transferred in the early 90s from State or Police Super[1] to the Defined Benefit account, an additional transfer multiple (ATM) will be applied each year (if eligible) as extra multiple growth, until you reach age 60 (for State Super transfers) or age 55 (for Police Super transfers).

Your ATM grows at the same rate each year and is not affected by part-time hours or leave without pay.

The ATM makes sure your Defined Benefit account is equal to the benefit you would have been entitled to in State or Police Super if you had not transferred to the Defined Benefit account.

Your final salary

Each financial year, your employer reports your **superannuable salary** to us, which is what we use to calculate your benefit. This is your permanent full-time equivalent salary as at 1 July, including allowances that have been approved.[2] Shift allowances, weekend penalties, and locality allowances are not included.

If you are working in higher duties, in most circumstances, the higher salary is only reported to us as your 1 July salary if you have been acting in the higher role continuously for at least the 12 months preceding that 1 July. This also applies when you have been seconded to another government department to act in a higher paid role.

Your final average salary if you are aged 54 or over

If you leave the Defined Benefit account on or after turning age 54, your final salary is worked out by averaging your **superannuable salary** over the 12 months before you leave.

To do this, we proportion your two most recent superannuable salaries to get your final salary as shown below. If you are 54 years old, we only proportion your salary back to your 54th birthday.

How Colin's[3] final salary is calculated

Colin retires on 1 September 2022 at age 62. His current **superannuable salary** is $85,000; however, he has only contributed at this salary for 2 months. His previous **superannuable salary** was $80,000.

To average these two salaries, we add the 10 months' worth of salary at $80,000 per annum (which equals $66,666) to the final 2 months of salary at $85,000 (which equals $14,166). This gives Colin a **final salary of $80,833.**

1 State Super and Police Super are closed, legacy schemes that provided a defined pension or lump sum payment in retirement. **2** As determined by the Governor in Council. **3** Colin is not real and this hypothetical case study is provided for illustrative purposes only. The final salary is calculated in days, the use of months in this case study is for simplicity.

What happens if my superannuable salary is reduced?

If your superannuable salary is reduced, you may be entitled to an additional amount, called a salary reduction benefit. This is to recognise the benefit you accrued on your previously higher salary. If you have more than one salary reduction during your employment, each one is calculated separately.

You will not receive a salary reduction benefit if your final salary is higher than your indexed salary. Your indexed salary is your 1 July salary before the reduction, indexed with average weekly ordinary time earnings (AWOTE)[1] growth up to the point when you access your benefit.

A salary reduction benefit is paid when you access all or part of your defined benefit. If you only access a portion of your defined benefit, you will only receive a corresponding portion of your salary reduction benefit. Your remaining salary reduction portion will be taken into account when you access your remaining defined benefit.

For example, if you commence a Transition to Retirement Income account equal to 30% of your defined benefit, then 30% of your salary reduction benefit calculated at that time will also be transferred to your Transition to Retirement Income account. If you later retire, and you are still eligible for a salary reduction benefit, you would receive 70% of the amount available at that time.

The best way to see whether you are eligible and how much you may receive is to call us and ask for a quote.

Your final salary if you work part-time

Your final salary is not reduced if you work part-time because we use your permanent full time equivalent superannuable salary.

Instead, if you work part-time, your multiple will grow at a proportionally smaller rate during that time.

1 AWOTE is a measure of wage levels across Australia and is calculated by the Australian Bureau of Statistics.

Overview of other QSuper accounts

Whether you're still in the Defined Benefit account or leaving the account, you may be able to transfer your money into one of our other accounts. For example, voluntary contributions are placed in the Accumulation account, and if you are nearing retirement and still working, you may also want to open a Transition to Retirement Income account. For information refer to the relevant PDS or TMD.

Retiring or transitioning to retirement

While you're still working

Accumulation account

The Accumulation account is the main account for people who are working.

Insurance is offered by default, subject to eligibility terms and conditions. You may be able to buy more insurance (within limits), or cancel insurance.

Choose from our wide range of investment options so you can invest in a way that suits you.

If you can access your super, then you can make unlimited withdrawals whenever you like. If you are over age 60, payments from your Accumulation account are tax-free.

Unlike the Income account, you do not need to withdraw a minimum amount each year, and investment earnings are taxed up to 15%.

Please see the Accumulation Guide for more information.

Transition to Retirement Income account

If you're still working but you have reached your preservation age, you can transfer some or all of your defined benefit to a Transition to Retirement (TTR) Income account.

The TTR Income account allows you to start receiving regular payments from your super, which is great if you want to reduce your work hours or work part-time. It can also be used to increase your super as part of your tax strategy. You can withdraw a maximum of 10% of your account balance per year. If you are over age 60, payments from your TTR Income account are also tax-free.

If you start a TTR Income account using some of your defined benefit, your multiple will decrease proportionally to the amount you transfer, based on your final salary. For example, if you transferred $300,000 to a TTR Income account, we would reduce your multiple so your defined benefit is worth $300,000 less.

Once money is transferred out of your Defined Benefit account, you cannot transfer it back, so it's a good idea to get personal financial advice before you start a TTR Income account using defined benefit money.

When you retire

Retirement Income account

When you retire from the workforce, you can transfer your defined benefit to a Retirement Income account to support yourself in retirement with an ongoing income stream from your super.

Investment earnings are tax-free, and if you are over age 60, payments from your Income account are also tax-free.

You can make unlimited additional withdrawals.

Lifetime Pension

If you are over age 60, you can use your defined benefit money to start a Lifetime Pension. This provides you with the peace of mind of regular tax-free income payments for the rest of your life and for the life of your spouse, if applicable. There may also be advantages for Age Pension means testing.

As it is a permanent purchase and you can not access your funds after the cooling-off period, the Lifetime Pension has been designed to be used in conjunction with the Retirement Income account and can also be purchased on its own.

Your super is designed to support you financially in retirement, which is why you generally can't make a withdrawal until you turn 65, retire, or use it as an income stream when you start transitioning to retirement.

Generally, you can access your super for retirement by:

- Opening a Transition to Retirement (TTR) Income account while working, after reaching your preservation age, and if you are under age 65
- Reaching your preservation age and permanently retiring
- Ending an employment arrangement on or after age 60.

At age 65, you can access your super regardless of your employment status. You can ask to transfer your defined benefit entitlement to an Accumulation account where you can access your benefit. If you do this, your multiple will be reduced to 0 but will start growing again with future contributions to your Defined Benefit account.

Your preservation age

Date of birth	Age you can access your super
Before 1 July 1960	55
From 1 July 1960 until 30 June 1961	56
From 1 July 1961 until 30 June 1962	57
From 1 July 1962 until 30 June 1963	58
From 1 July 1963 until 30 June 1964	59
On or after 1 July 1964	60

Planning retirement

Financial planners can help you plan your retirement and make the most out of your benefits. You can find out more about the options at **qsuper.qld.gov.au/advice**

Transition to retirement

You can transfer a portion or all of your defined benefit to a TTR Income account if you're still working and have reached your preservation age, and are under age 65.

When you transfer funds from the Defined Benefit account, we reduce your multiple to reflect the amount of funds you transferred out. Your Defined Benefit account will remain open.

The TTR Income account allows you to use effective tax strategies to continue to grow your super in preparation for retirement, while allowing you to shift to part-time work and boost your income with payments from your super.

To take advantage of the TTR option, visit the 'Transition to Retirement Income account' section of our website and open an account. Before making a decision, read the PDS and TMD or call us to request a copy.

Retiring with a Retirement Income account

If you want to start receiving regular payments from your super to support yourself in retirement, then you can transfer your defined benefit directly to a Retirement Income account by sending us the form to open an Income account.

The Open a Retirement Income Account and/or Lifetime Pension form is available at **qsuper.qld.gov.au/forms** and in the back of the Product Disclosure Statement for Income Account and Lifetime Pension (PDS), or you can call us to request a copy.

Payments for life with a Lifetime Pension

A Lifetime Pension provides you with fortnightly income payments for the rest of your life and your spouse's life (if you choose the spouse protection option), no matter how long you live. You can start a Lifetime Pension if you're aged between 60 and 80, and retired or meet other eligibility conditions.

When you purchase a Lifetime Pension, your purchase amount is combined with the money of other Lifetime Pension members and managed by QSuper.

The product is designed to generally increase over time to assist with rising costs of living. However, payments amounts are adjusted each year to reflect the performance of the underlying investment of the pool and other factors such as mortality experience, fees, and costs. This means your payment amounts may go up or down.

While you can't make lump sum withdrawals, you can exit the product during the six-month cooling off period[1] or in the case of a terminal medical condition.

1 Your cooling off period begins on the day you Lifetime Pension starts, not on the date your first payment is received.

Resigning and changing jobs

You can keep your Defined Benefit account when you resign from your employer if within one month of leaving your original employer, you move to another Queensland Government employer who can pay into a Defined Benefit account. If you make a withdrawal from your Defined Benefit account prior to commencing with this new employer, you will not be eligible to keep your defined benefit, and this account will close.

As you are no longer eligible to keep your Defined Benefit account when you stop working, either you, or your employer, need to notify us when this happens.

If your employer notifies us you have left employment, we will write to you to explain the Defined Benefit account closure process and timeframes, and will include a Transfer Your Defined Benefit to an Accumulation Account form. Alternatively, you can contact us directly, to have any questions you may have about the process answered, and we can send you the form.

What you can choose to do with your benefit depends on your age

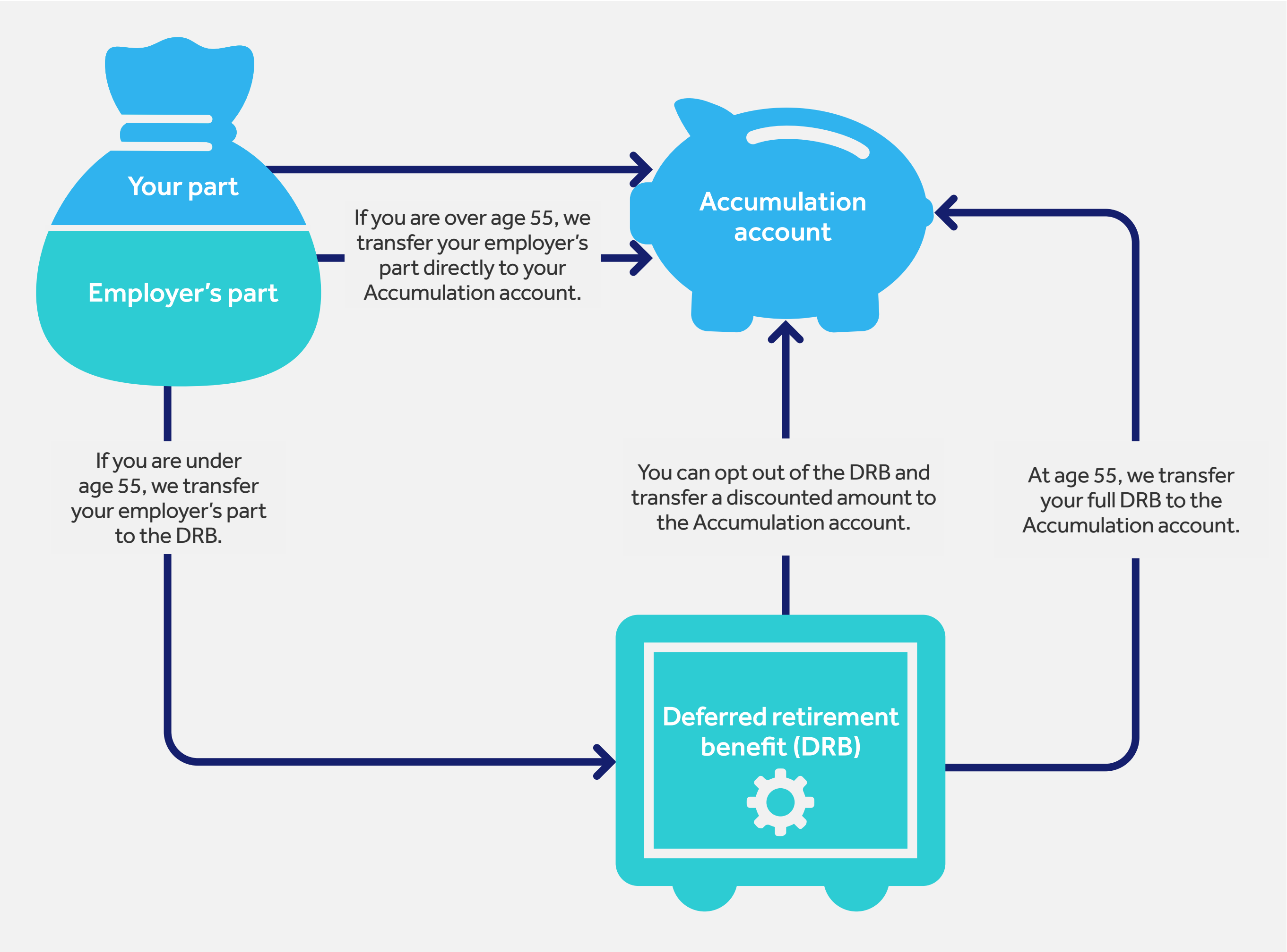
If you are over age 55 when you resign or voluntarily leave

Your defined benefit will be transferred to a QSuper Accumulation account. Unless, you tell us otherwise, these funds will be invested, in our default investment option, Lifetime.

If you are under age 55 when you resign or voluntarily leave

We will calculate your benefit and then split it into two parts. We move the money you contributed, including your associated interest (your part), into an Accumulation account. Unless you tell us otherwise, these funds will be invested in our default investment option, Lifetime.

The remaining amount, representing your employer's part, is retained as a Deferred Retirement Benefit (DRB) unless you ask us to transfer a discounted amount to the Accumulation account instead.



Deferred Retirement Benefit

Your employer's part of your Defined Benefit is placed in a Deferred Retirement Benefit (DRB) until you turn 55. From the time of deferral, your DRB increases every quarter in line with average weekly ordinary time earnings (AWOTE).[1] This increase is intended to reflect the salary growth you might have earned if you had stayed a member with a Defined Benefit account.

When you turn 55, we will transfer your DRB to your Accumulation account. We will contact you before you turn 55 to check how you would like your money invested. If we do not hear back from you before you turn 55, we will invest your funds according to your existing Accumulation account investment preference, or if you don't have one, our default investment option, Lifetime.

You may be eligible to receive insurance when you leave your DRB and open an Accumulation account. For more information see the Insurance Guide.

Opting out of the DRB and transferring to a QSuper Accumulation account

Instead of the DRB, you can choose to transfer a discounted transfer value to the Accumulation account. You can choose this option when you're leaving the Defined Benefit account, or at any point while in the DRB. For details on the Accumulation account, please see the Product Disclosure Statement for Accumulation Account (PDS).

How much is the discounted transfer value?

The table below shows how much the amount you transfer will be discounted by. You can also find your transfer value on quotes and statements we send you, or call us for help.

Age at calculation	Transfer value	Age at calculation	Transfer value
27	45.16%	41	67.20%
28	46.46%	42	69.31%
29	47.80%	43	71.13%
30	49.17%	44	73.17%
31	50.59%	45	75.28%
32	52.05%	46	77.45%
33	53.55%	47	79.68%
34	55.09%	48	81.98%
35	56.67%	49	84.34%
36	58.31%	50	86.77%
37	59.99%	51	89.26%
38	61.71%	52	91.83%
39	63.49%	53	94.48%
40	65.32%	54	97.20%

Why is the amount discounted?

The defined benefit scheme was designed for you to stay in it until at least age 55.

To determine how much your employer should contribute to fund your benefit by age 55, the State Actuary uses an assumed investment return rate. This means that if you transfer your funds out before age 55, we need to discount the amount transferred to reflect the investment earnings not yet received.

The discount formula is:

$$\text{Transfer value} = \text{DRB value} \times \left[1 / 1.0288^{(55 - \text{your age})} \right]$$

Within this calculation, 1.0288 is 1.07/1.04, reflecting the 7% assumed investment returns, offset by the 4% assumed AWOTE[1] growth prevailing at the time when the discount formula was set.

1 AWOTE is a measure of wage levels across Australia and is calculated by the Australian Bureau of Statistics.

What's the difference between a DRB and transferring a discounted value to a QSuper Accumulation account?

Deferred Retirement Benefit (default action)

The full amount of money representing your employer part is placed into a DRB and increased each quarter with AWOTE.[1] You do not need to do anything to receive the DRB, as this is the default option for members under age 55.

Insurance cover changes

Your DRB does not include insurance. However, if you die, are assessed as terminally ill, or are assessed as being totally and permanently disabled, you can receive your benefit at a non-discounted rate.

The portion of money that you contributed will be transferred into an Accumulation account, and if eligible, you may automatically receive default insurance cover in your Accumulation account.

Funds may be available at age 55

Some people may have a restricted non-preserved portion of money in their DRB, that may become unrestricted non-preserved and available to withdraw when they turn 55.

When your DRB closes at age 55, if you are not working for the same Defined Benefit employer, you may have the option to withdraw this amount.

Transfer a discounted value to a QSuper Accumulation account

The transfer value is a discounted amount of your employer part to reflect the investment earnings not yet received. This is known as the present day value of the funds, measured between the time you leave and the time you turn 55. We tell you the transfer value in quotes and letters we send.

Insurance cover changes

If you are eligible, you will receive the Accumulation account default insurance. You can read more about the insurance arrangements in our Insurance Guide.

No funds will be available at age 55

If you choose to transfer this money to a QSuper Accumulation account, you will not be able to access the portion of money we reported to you as available to withdraw when you turn age 55. The amount will be preserved within the Accumulation account, meaning it will only be available for you to withdraw when you meet a condition of release, that allows you to access your super.

You must actively choose this option if you want it

By default, you will receive the DRB unless you send us instructions choosing to transfer a discounted value to a QSuper Accumulation account instead. We will send you a form when we hear you have ceased employment with your Defined Benefit employer.

If you already have a DRB, you can choose to close it at any time by sending us the Transfer your Deferred Retirement Benefit to an Accumulation Account form. The transfer value is calculated on the day of transfer.

Keep in mind that if you choose to transfer from the DRB to a QSuper Accumulation account, you cannot transfer back to a DRB.

1 AWOTE is a measure of wage levels across Australia and is calculated by the Australian Bureau of Statistics.

Choosing between DRB and transferring out

Your DRB is not affected by stock market fluctuations and losses, as your employer assumes the risk of the market returns. If you transfer out, you will take on the risk of the market returns. For this reason, we recommend you speak with a financial adviser to help you compare the two outcomes and make a decision.

Gary's story

Gary resigns at age 40 with a DRB of $200,000 and a transfer value of $130,636.

We use an estimate of wages growth at 4% per annum for his DRB. The investment returns Gary receives will depend on the investment options he chooses and how the market performs. Investment returns are more volatile than the DRB growth rate, so we have included three different outcomes for funds transferred to an Accumulation account.

We use a 15-year term as the DRB closes when Gary turns 55.[1]

	DRB projection	Transfer value projection in Accumulation account		
Initial amount at age 40	**$200,000**			$130,636
Growth rate example	**4%**	5%	7%	9%
Initial amount x $(1+\text{rate})^{\text{term}}$	**$\$200{,}000 \times 1.04^{15}$**	$\$130{,}636 \times 1.05^{15}$	$\$130{,}636 \times 1.07^{15}$	$\$130{,}636 \times 1.09^{15}$
Projected amount at age 55	**$360,188**	$271,582	$360,428	$475,839

This example shows that because of the discounted amount available for transfer, Gary would need to earn at least 7% per year as an investment return for 15 years to achieve the same outcome as he would if he kept his DRB, albeit with Gary taking on the risk of market returns.

Please keep in mind that actual outcomes may vary from the projections. These projections are provided for illustrative purposes only and are not meant to be relied on to make a decision in relation to a financial product, including a decision in relation to a particular product, fund, or strategy.

1 Gary is not real and this hypothetical case study is provided for illustrative purposes only, it is not a guarantee of returns and should not be relied upon for making an investment decision.

Other ways of leaving the account

Choosing to close your Defined Benefit account

If you're still working, but would prefer an Accumulation account (where you control how your money is invested) rather than a Defined Benefit account, you can send us a form asking us to close your Defined Benefit account and transfer it to an Accumulation account. If you're under 55 years old when you choose to leave the account, then we will transfer your funds as explained in the 'Deferred retirement benefit' section of this guide.

It's not easy to compare an Accumulation account to a Defined Benefit account, for several reasons.

With the Accumulation account, you bear the risk of a market fall, whereas with the Defined Benefit account, your employer bears the risk (and you get paid a defined amount regardless of market conditions).

If you choose to leave the Defined Benefit account you cannot re-join later.

The Defined Benefit account also offers some unique benefits, such as a pension for your young children if you die, and the option to receive a defined pension if you are totally and permanently disabled under the age of 55.

For these reasons, we recommend you speak to a financial planner before choosing to close your Defined Benefit account.

Retrenchment or redundancy

If you receive or accept a redundancy package, your Defined Benefit account must close. Your employer will tell you if your end of employment is considered redundancy.

Unlike resigning or choosing to leave the account, there is no DRB for those under 55 years old. This means your contributions and the employer part of your benefit are transferred in full (your entire benefit) to a QSuper Accumulation account. The employer part is not discounted as it would be if you voluntarily chose to leave the deferred retirement benefit option.

If you're unsure whether your end of employment is considered redundancy for these purposes, ask your employer. The Australian Taxation Office (ATO) defines redundancy as a payment made to an employee who is dismissed because the job they were doing has been abolished. Refer to the ATO website for details on this, as well as the concessional tax treatments that may apply to your redundancy payments.

You may have a portion of money that you contributed prior to 1 July 1999, which becomes available to you for withdrawal as cash. This amount would have been reported to you as restricted non-preserved on your Annual Benefit Statement (Super Statement). Upon being made redundant it then becomes unrestricted non-preserved.

Disability benefit claim

If you are approved for a total and permanent disability benefit claim, you generally will have access to some or all of your funds, depending on the type of claim approved. Your Defined Benefit account will need to close and your money will be transferred to an Accumulation account (unless you are over 55 and able to continue working for the same employer).

For more details on these types of claims, please read the 'Insurance' section on page 14.

Turning 75 with a Defined Benefit account

Under Commonwealth rules, only employer contributions can be received in to superannuation after age 75. If you continue to work past 75, your employer will need to make your employer super contributions to an Accumulation account.

When you turn 75, you will no longer be eligible to hold a Defined Benefit account, and your account will be closed. We will send you a form before your birthday, which will outline your options for taking your benefit, which you will need to return to us before your account closes on your 75th birthday.

If you need help to understand your options, please call us on **1300 360 750**.

Claiming severe financial hardship or access on compassionate grounds

Download the Early Release of Superannuation Benefits due to Severe Financial Hardship factsheet or Compassionate Grounds Guide available on our website, which explain the criteria you need to meet and provide the claim forms you need to complete.

Terminal medical condition

If you are approved for a terminal medical condition benefit, you can access your Defined Benefit account. Please refer to page 17 for more information.

Insurance

As a Defined Benefit account member, you automatically receive insurance that you do not pay premiums for, and this cover can not be cancelled.

Types of insurance and benefits included with the account

Income protection

Receive up to 75% of your superannuable salary for up to two years.

Permanent and partial disability

Potential access to some of your super if you are permanently but not totally disabled.

Total and permanent disability

Receive what your defined benefit would have been if you had worked to age 55.

Defined pension

Option to receive up to 75% of your superannuable salary for life if under age 55.

Death

Your loved ones receive what your defined benefit would have been if you had worked to age 55.

Terminal medical condition

If you have a terminal medical condition, you may also be able to access an equivalent benefit.

Child's pension

Fortnightly payments to your young children if you die.

Death and total and permanent disability insured benefit represents the difference between the balance you accrued at the time of the incident you are claiming for and the projection of what you would have accrued if you had worked to age 55 and contributed at the default rate of 5% (6% for police officers).

Your Defined Benefit account insured benefit ends:

- When you turn 55 years old (income protection continues until age 75) – although you may get some tax benefits when receiving total and permanent disability, terminal medical condition, or death benefits
- On the date that the Trustee determines that you are totally and permanently disabled
- When you finish working for the Queensland Government
- If you stop being a Defined Benefit account member
- When you pass away.

Income protection

Income protection is available up to age 75. If you are temporarily unable to work due to illness or injury, income protection may provide regular benefit payments of up to 75% of your superannuable salary, for up to two years.

Before your income protection benefits can start, you need to use up all your paid sick leave, and then take 14 consecutive days of unpaid sick leave. You cannot take any paid leave (e.g. annual or long service leave) during this period, but you may be able to apply to Centrelink for income support benefits.

During your first five years of continuous cover, income protection benefits will not be paid if your temporary disablement is related to a pre-existing condition as explained in our Income Protection Benefit Guide.

Once your claim is approved, we will pay your benefit straight into your nominated bank account. We will also backdate your benefit to the end of your waiting period. While you are on income protection, you do not have to make standard member contributions and your multiple will continue to grow as if you were making contributions at 5%.

What happens if my situation changes?

There are some cases where we may have to reduce or stop your income protection benefit.
You need to let us know if you:

- Return to work or start a graduated return to work program
- Earn additional income
- Engage in a business or occupation
- Have a WorkCover claim approved for the condition or illness.

Keep in mind that you will need to pay back any overpayment of benefits, so it's important you tell us as soon as possible if your situation changes.

For more information regarding income protection, please see the Income Protection Benefit Guide.

Total and permanent disability (TPD)

If the Trustee is satisfied that you are unlikely to ever work again in any job for which you are reasonably qualified by education, training, or experience, you will be paid a TPD benefit. If you are under 55, you will be paid your entitlement calculated at that date, plus your projected defined benefit entitlement to age 55. If you are over 55 years old, you will be paid your benefit entitlement calculated at that date.

If you have been assessed as TPD, an additional portion of your benefit may become tax-free. For more information, see the 'Tax' section on page 19.

You can choose to take your benefit as either a lump sum or a defined pension (if you are under age 55)

Lump sum option if you are under age 55

The lump sum benefit is made up of two parts:

1. **Your current benefit**
2. **Your insured benefit** - the difference between your defined benefit accrued entitlement and what your benefit would have grown to if you had continued in your role until age 55 and contributed 5%[1] of your salary.

   Even if you are not contributing the standard member rate of 5%,[1] we still calculate your insured benefit using this rate from the date of your total and permanent disability.

   If you have worked full-time since you started contributing to your Defined Benefit account, and you are approved for the TPD benefit, you will receive a multiple growth of 21%[2] for each year you're unable to work until age 55. If you have worked part-time, we calculate a part-time equivalent portion of 21%[2] for each year you're unable to work until age 55.

   We use your final salary as explained in the 'How your final benefit is calculated' section on page 5.

   If you are entitled to an additional transfer multiple (ATM), we include this when we calculate your benefit.

If you choose to take your benefit as a lump sum payment but pass away within 12 months of being paid, your dependent children may still receive the fortnightly pension if the cause of your death is related to the condition which prompted your TPD benefit.

You can find details about your TPD lump sum benefit on your annual statement, or call us for more information.

Defined pension if you are under age 55

The defined pension amount you receive depends on your multiple and final salary as at the time you are assessed as TPD, up to a maximum of 75% of your superannuable salary. Your pension is indexed each August, in line with movements in the Consumer Price Index – All Groups, Brisbane.[3]

The maximum defined pension amount you can receive is 75% of your final salary. However, the amount you are paid is meant to reflect your years of service, so we also take into account the multiple you have accrued within your Defined Benefit account.

If your multiple is 7.35 (8.575 for police officers) or greater, you will receive the maximum 75% of your salary. If it is less than 7.35 (or 8.575), we apply a formula to calculate your pension amount.

This formula is:

$$(\text{salary} \times 75\%) \times (\text{your multiple} \div 7.35)$$

We pay your pension into your nominated bank account fortnightly, less any tax payable.

If you want to take your benefit as a pension, you will need to tell us within three months from the time you are determined as totally and permanently disabled.

If you were to die within five years of your pension starting, a lump sum equal to pension payments for the remainder of the five years will be paid as a death benefit. A child pension would also be payable to each of your children if you die within 12 months of receiving the pension and the cause of your death is related to the same condition that caused the disablement.

The defined pension may be reduced or suspended if you receive income from any business, occupation, or employment.

If you receive, or plan on receiving, payments from Centrelink, you should contact them to see what impact this will have on any payments you may receive.

1 6% for police officers. **2** 24.5% for police officers. **3** CPI is calculated each quarter by the Australian Bureau of Statistics.

Example

For a hypothetical example, assume that at age 32, you are badly injured and not expected to work again. You were employed on a full-time basis and your last superannuable salary was $65,000. You have contributed at a rate of 5% since you joined at age 24, and you do not have any additional units of cover.

Your lump sum TPD benefit would equal your accrued benefit plus your insured benefit.

Your accrued benefit

your years of contribution **8 years** × your benefit accrual rate **21%** × your last 1 July salary **$65,000** = **$109,200**

+

Your insured benefit

your projected membership **23 years** (until age 55) × your annual insurance benefit accrual rate **21%** × your last 1 July salary **$65,000** = **$313,950**

TPD benefit = $423,150

Permanent and partial disability (PPD)

If you do not qualify for the total and permanent disability conditions, you may qualify for permanent and partial disability (PPD). There is no insured component payable with a PPD benefit.

We consider medical opinions to determine whether you are considered permanently unfit or permanently incapable of performing your normal duties efficiently, but your illness or injury is not a total and permanent disablement. If you or your employer requests the Trustee investigate a permanent disability benefit, a detailed medical report addressing specific questions will be required from your treating medical specialist. You, or your employer, will be responsible for the cost of this initial report if it is required. We will then pay for the costs of any subsequent medical information required to assess your claim.

If you are found eligible for PPD, you may be able to access a portion of your existing super. The remaining portion must remain in super. If you are more than 55 years old and remain working with the same employer in a different role, you may be eligible to continue in the Defined Benefit account.

Terminal medical condition

If you are diagnosed with a terminal medical condition, you can claim a tax-free terminal medical condition benefit through your Defined Benefit account. If you are under age 55, you may be paid your defined benefit accrued entitlement, plus your projected entitlement to age 55, calculated in the same way as the TPD lump sum (but there is no defined pension option). Additionally, after your death, your eligible children may receive a pension.

To access a terminal medical condition benefit, you will need to apply and be assessed within your defined benefit, and then we will transfer your funds to an Accumulation account so that you can access them. Your Defined Benefit account will be closed and you will not be able to transfer back.

You might like to seek financial advice before making a decision, to work out what's best for you.

Before we can release your super, we need two registered medical practitioners to certify you have a terminal medical condition or injury and that you're likely to pass away within two years. At least one of the registered practitioners must be a specialist practising in the area related to the illness you're suffering from.

If you also have Accumulation account death insurance, the terminal medical condition insurance benefit is generally also available to you. Please refer to the Insurance Guide for details on this benefit.

To apply to access your super for a terminal medical condition, use the form at the back of our Claiming a Terminal Medical Condition Benefit factsheet. You can download the factsheet from our website or call us to request a copy.

Death

A death benefit generally pays a lump sum[1] to your estate or dependant(s) when you die. A dependant could be your spouse, your child, a financial dependant, or someone in an interdependent relationship with you. Your death benefit is calculated in the same way as the TPD lump sum, but there is no defined pension option.

Each of your children under age 18 (or under age 25 if they're studying full-time, or any age if they have a permanent disability at the time of your death) may receive fortnightly payments if you die or if you suffered a terminal medical condition:

- While you are a Defined Benefit account member, or
- Within 12 months of receiving a TPD lump sum payment, from the condition resulting in the TPD payment, or if the condition causing your death was related to why you received your TPD lump sum.
- After receiving a terminal medical condition benefit from your Defined Benefit account.

As at August 2022, the child's pension was $153.06 per fortnight. We increase the child's pension each August in line with movements in the Consumer Price Index: All groups, Brisbane.[2]

Planning your estate

You can use a Binding Death Benefit Nomination form to control who receives your super after you die. This nomination must be renewed every three years, which you can do in Member Online.

See the Estate planning section of our website for more details.

Additional insurance may be available through a QSuper Accumulation account

You may be able to purchase additional death cover and TPD cover through an Accumulation account to meet your needs (at an additional cost), if you are eligible.

Please note that additional income protection cover cannot be purchased.

How to set up additional insurance through a QSuper Accumulation account

If you already hold a QSuper Accumulation account, you can apply for additional insurance in Member Online or by sending us a Change of Insurance form.

If you do not already hold one, before you apply for cover, you will need to establish an Accumulation account and you will need to meet the eligibility criteria as outlined in the bullet points in the next column.

Insurance when you close your Defined Benefit account

When your Defined Benefit account is closed, if you are eligible you may receive default death cover, and total and permanent disability (TPD) cover, if you transfer your benefit to a QSuper Accumulation account. This insurance will be in addition to any existing Accumulation account insurance you hold, and you will pay additional premiums for this cover, unless you cancel it.

When your benefit is transferred to an Accumulation account, you will not receive the above insurance cover if:

- You are aged under 25 years old; or
- Your Accumulation balance has not reached $6,000; or
- You have an existing Accumulation account, that has not received money in the last 13 months.

The insurance you receive depends on your age, Accumulation account balance and activity, employment status, and employer. Please see the Insurance Guide for information on what default level of cover will be provided based on your new employment situation and how to obtain insurance before you meet the above criteria by permanently opting in.

Leaving the Defined Benefit account as a result of a disability/terminal medical condition insurance claim

When you close your Defined Benefit account as a result of a disability benefit or terminal medical condition claim, unless you tell us otherwise, you may receive default insurance (subject to eligibility) when you establish a QSuper Accumulation account. You should determine whether this insurance is appropriate to your needs. Read the Insurance Guide for further information.

Other things you should know about your Defined Benefit account

How will leave without pay affect my death, TPD, and IP cover?

In most cases, your standard death and TPD cover continues for your first two years of leave without pay. After that, until you return to work, your death and TPD benefit is the same amount as your resignation benefit.

Also, in most cases, your income protection cover will continue for the first two years of leave without pay.

If compulsory contributions have not been received for two years, you may no longer be entitled to income protection insurance until compulsory contributions are again received.

How do I make a claim?

Your first step should be to call us so we can send you the right guides and forms and assist you with what you need to do.

1 A death benefit can be paid as an income stream for an eligible recipient of a superannuation death benefit. **2** CPI is calculated each quarter by the Australian Bureau of Statistics.

Tax

Tax while you are growing your super

Contribution caps

Contribution caps may change between years and are explained on our website at **qsuper.qld.gov.au/contributionscap**

The easiest way to find out more is by calling us on **1300 360 750**.

Defined Benefit account members have a special formula for **notional taxed contributions,** shown below, to determine how much they have contributed using before-tax funds. Voluntary contributions are not part of this special formula, and are discussed below.

Notional taxed (concessional) contributions formula

As the defined benefit scheme does not allocate employer contributions to an individual, but instead to a pool, we use a notional taxed contributions (NTC) formula to determine your total concessional contributions (money from your employer and standard member contributions that are salary sacrificed money).

The NTC formula is:

$$1.2 \times \left[(\text{NECR} \times \text{1 July salary}) - \text{non-concessional standard contributions} \right]$$

NECR (notional employer contribution rate) is 0.12 for Defined Benefit account members and 0.14 for police officers.

If you have worked part-time or have taken leave without pay, you should adjust your full-time salary proportionally to the amount you have worked. For example, if you work three days per week, multiply your full-time 1 July salary by 60% or 0.60.

NTC is capped at the concessional contributions cap, meaning that Defined Benefit account concessional contributions cannot exceed the concessional contributions cap. However any employer contributions or voluntary concessional contributions to the Accumulation account may cause you to exceed your cap and incur additional tax.

Cooper's NTC

Cooper[1] is 48, and is entitled to a concessional contributions cap of $27,500.[2]

He works full-time, and his 1 July salary is $125,000. He contributes the standard 5% after tax which is $6,250.

Cooper's NTC amount at the end of the financial year is calculated as follows:

$$1.2 \times \left[(12\% \times \$125{,}000 \text{ salary}) - \$6{,}250 \right] = \$10{,}500$$

Cooper's NTC amount is $10,500, which means Cooper can make salary sacrifice voluntary contributions into an Accumulation account of up to $17,000 without exceeding the 2023-24 financial year cap.

Voluntary contributions are not part of the NTC

You will need to take away your NTC amount from the concessional contributions cap to determine how much you or your employer can contribute using before-tax money (e.g. salary sacrifice). You may also be able to 'carry-forward' any unused portion of previous year's concessional contributions caps. Find out more on our website at **qsuper.qld.gov.au/contributionscap**

Non-concessional contributions

If you make additional contributions in excess of your standard contributions, this will be credited to an Accumulation account and included in your non-concessional contributions cap. If you make your standard member contributions after-tax, they are included in your non-concessional contributions cap. Any additional contributions in excess of your standard contributions will be credited to an Accumulation account and are also included in your non-concessional contributions cap. Find out more on our website at **qsuper.qld.gov.au/contributionscap**

1 Cooper is not real and this hypothetical case study is provided for illustrative purposes only. **2** For the 2023-24 financial year.

Tax on high income earners

Anyone with an income plus concessional contributions of more than $250,000[1] pays an additional 15% tax on before-tax concessional contributions. The payment for this additional tax is deferred for Defined Benefit account holders, as tax payments cannot be made out of the defined benefit until the first benefit payment is made from your Defined Benefit account. This means if you are a high income earner, you may need to pay an additional 15% tax on concessional contributions when the first payment is made from your Defined Benefit account.[2]

Tax when you are receiving your super

Tax on retirement

If you are entitled to access your Defined Benefit account, you have several options. There are different tax treatments for each of these. For more information, please refer to the relevant guides or factsheets.

For tax information on	Guide or factsheet that may help
Income streams	Tax Explanation factsheet
Lump sum benefit payments	Tax Explanation factsheet
Surcharge debt	Superannuation Surcharge Guide
Temporary residents who have left permanently	Departing Temporary Resident Claim factsheet

Tax on defined TPD pensions

If you are under age 60, you might have to pay tax on any taxable component of your pension payments. Your pension payments are taxed in line with your marginal tax rate. However, the amount of tax deducted from your payment may be reduced by the 15% tax offset.

The taxable component is the amount of your account balance, minus the tax-free component. It includes the part of your balance made up of employer contributions.

If you are over age 60 and your defined pension is more than $118,750 per year, then half of the amount over $118,750 will be assessable income and taxed at your marginal tax rate.

Tax on total and permanent disability and terminal medical condition benefits

The tax treatment for any benefits you receive due to a total and permanent disability or a terminal medical condition is different. Refer to our Tax Explanation factsheet for more information.

Income protection

For more information on income protection payments, please refer to our Income Protection Guide.

Tax on death benefits

For more information on death benefit payments, please refer to our Death Benefit Guide. If you are a police officer and die in the line of duty, your lump sum death benefit is completely tax-free even if it is paid to non-dependants.

1 Income for surcharge purposes (less any reportable superannuation contributions) which equals your taxable income less any assessable first home super saver amount, plus your reportable fringe benefits and any net investment loss for the income year. **2** Division 293 tax liabilities are assessed and processed by the Australian Taxation Office (ATO) directly to you, and not automatically deducted by the super fund.

The differences for police officers

Different contribution rates

Like other Defined Benefit account members, if you are a police officer, your benefit is calculated as your salary times a multiple that grows proportionally each year based on your contribution rate and how long you have worked against a full-time equivalent. Police have different standard contribution arrangements, as shown in the table below (based on superannuable salary), in recognition of the fact that you generally cannot remain in service once you turn 60.

	Lowering your contributions			Default	Catch up rates		
Your contribution	3%	4%	5%	**6%**	7%	8%	9%
Employer contribution	12%	14%	16%	**18%**	20%	22%	24%
Multiple growth	0.140	0.175	0.210	**0.245**	0.280	0.315	0.350

The standard contribution default rate is 6% of your superannuable salary (see page 5). You can choose to pay less, down to a minimum of 3%. To make this change, complete our Start or Change Regular Contributions to Your Super form (available on our website or call us to request a copy).

If you choose to reduce your contribution rate, you may be able to catch up and increase your rate to 9% later on, to make up for the contributions you didn't pay earlier. If you choose to catch up later and your salary has increased, your contribution catch up rates will be a percentage of your higher salary. Speak to your payroll office or call us to see how your take-home pay could be affected.

Your employer will also pay an additional contribution to your Accumulation account to ensure that the total employer contribution made is at least 18% of your ordinary time earnings (OTE[1]).

Additional transfer multiple for members who transferred to the Defined Benefit account

If you transferred in the early 90s from the Police account to the Defined Benefit account, an additional transfer multiple (ATM) may be applied each year as extra multiple growth until you reach age 55. Your ATM grows at the same rate each year and is not affected by part-time hours or leave without pay. The ATM ensures your Defined Benefit account is equal to the benefit you would have been entitled to in Police Super if you had not transferred to the Defined Benefit account.

Income protection is generally not included

Because police officers receive Sick Leave Bank entitlements with the Queensland Police Service, you are not eligible to receive income protection as a police officer.

However, you may be able to access income protection if you are a commissioned police officer and have a contract to stay in the service over the age of 60, and you contribute between 2% and 5% of your salary while working full-time. If this is the case, please contact us to find out if you can access income protection.

Enquiries and complaints

If you have a complaint, we want to resolve this for you as soon as possible, so please call us on 1300 360 750 (or +617 3239 1004 if calling from overseas).

Alternatively, write to us at:

The Complaints Manager
GPO Box 200
Brisbane, QLD 4001

Letters should be marked 'Notice of enquiry or complaint'. You can also email QSuper via the Contact us form on our website or visit one of our member centres.

If you are unhappy with our response, or if you have not received a response within the required period, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA imposes time limits within which to lodge a complaint with them.

You can contact AFCA by:

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne, VIC 3001

Website: afca.org.au

Email: info@afca.org.au

1 Your OTE salary is generally what you earn for your ordinary hours of work, including commissions, shift loadings and allowances, but not overtime payments, and includes paid leave. For more information, see ato.gov.au/super

QSuper

Part of Australian Retirement Trust

Phone

1300 360 750 (+61 7 3239 1004 if overseas)

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Email

qsuper@qsuper.qld.gov.au

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Member Centres

Visit **qsuper.qld.gov.au/membercentres** for locations

qsuper.qld.gov.au

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