

# **Superannuation Consumers' Centre Limited**

**ABN 43 163 636 566**

## **Financial Statements**

**For the Year Ended 30 June 2024**

# Superannuation Consumers' Centre Limited

ABN 43 163 636 566

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For the Year Ended 30 June 2024

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# Superannuation Consumers' Centre Limited

ABN 43 163 636 566

## Directors' Report For the year ended 30 June 2024

The directors present their report on Superannuation Consumers' Centre Limited for the financial year ended 30 June 2024.

### General information

#### Directors

The names of the directors in office at any time during, or since the end of, the year are:

Board Member	Eligible to attend	Number attended
Rodney Stowe	4	4
Kevin Davis	4	3
Shane Tregillis	4	4
Elissa Freeman	4	4
Craig Young	4	4
Della Rickard	4	4

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

#### Company secretary

The Company secretary during or since the end of the financial year: was: Linda Magee.

#### Principal activities

The principal activity of Superannuation Consumers' Centre Limited during the financial year was the advancement and protection of the interests of low and middle income people in Australia's superannuation system.

No significant changes in the nature of the Company's activity occurred during the financial year.

#### Short and Long term objectives

The Company's short and long term objectives are to change the superannuation system through:

- Campaigning and policy: We use real people's stories to shine a light on the biggest problems in superannuation.
- Investigative journalism: We uncover the truth about issues people have with their retirement savings and provide practical advice to help cut through the spin.
- Research and analysis: Our rigorous, conflict-free research lifts the lid on fund performance, fees and insurance. We turn this analysis into action by using it to back reform and make super easier for people to understand.

We work hard to keep the superannuation industry accountable and fair.

#### Review of operations

The surplus of the Company after providing for income tax amounted to \$ 406,652 (2023: \$56,239).

2023-24 was the sixth year of operations. Our operations over the period were funded by a Federal Government grant and a grant from the Ecstra Foundation. We were successful in renewing our grant with the Federal Government which provides funding of \$1 million per year for five years until 30 June 2028, giving Super Consumers certainty and stability for the next five years. The grant from Ecstra Foundation was received in 2022-23 and provides funding of \$500,000 per year for three

# Superannuation Consumers' Centre Limited

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## Directors' Report For the year ended 30 June 2024

### General information

#### Review of operations

years until 30 June 2025.

CHOICE remained the primary delivery partner as the Company continues to transition. This partnership has delivered significant savings over the past few years.

During the financial year, the Company has achieved major improvements to the superannuation system for consumers. Other consumer issues have also been progressed:

#### **Major wins for consumers**

2023

- As a direct result of Super Consumers' investigative and advocacy work, Treasury's proposed payday super reforms include not just the implementation of payday super, but also improvements to employee stapling, onboarding, and improvements to super fund advertising through employee onboarding software like MYOB.
- We released research highlighting the inadequacies in the claims handling experience at some insurers. We did direct advocacy work with the regulators and a major insurer, which was highlighted as performing poorly. This has yielded some early results with the insurer discovering some data integrity issues in its reporting to the regulator. The work was highlighted by senior insurer stakeholders as an influential stocktake of issues facing consumers in claims handling.

2024

- After 12 months of advocacy from Super Consumers, the Financial Services Council has agreed to develop a mandatory standard for its members on scams and fraud mitigation in super. The standard is an important first step in improving account security at super funds and curb the consumer harm caused by scammers and fraudsters.
- We supported the introduction of important equity measures in super and the broader retirement phase. This included the introduction of super on Commonwealth supported paid parental leave and increases to Commonwealth Rent assistance.
- We've been advising Treasury on consumer-friendly employee onboarding and stapling processes as part of the payday super consultation. This included helping to address key consumer pain points through our participation in Treasury's payday super working group.
- The Federal Government has responded to our advocacy work calling to improve the retirement phase for consumers. Treasury has been tasked with consulting on proposals for improvements, which has drawn on Super Consumers' policy proposals, like the need for an independent retirement information service, and to explore default products.
- The Explanatory Materials supporting the Objective of Super Bill were tweaked after we raised concerns about how the role of insurance in super was characterised. The Senate Committee recommended the Bill be passed, and our comments on the need to improve government support for retiree renters were reflected in the Committee's report.
- We have been successful in protecting the Best Interests Duty that financial advisers owe to their clients, with the Minister announcing his intention to keep the duty in place.
- We have continued to protect the superannuation performance test from being watered down via our submissions and advocacy work. In the short time since it was introduced the test has driven down fees for consumers and forced subscale and underperforming funds to merge

#### **Progress to better outcomes for consumers**

2023

# Superannuation Consumers' Centre Limited

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## Directors' Report For the year ended 30 June 2024

### General information

### Review of operations

- We met with the Assistant Treasurer and received a high-level commitment to address poor member services in super, and super scams.
- We've published short investigative pieces illustrating the human cost of delayed insurance claims through consumers' own words and the perspective of plaintiff lawyers.
- We re-released our savings targets in August 2023. Our work continues to give consumers confidence that they can be financially secure in retirement with different levels of savings. Our targets continue to be a useful rule of thumb for people looking to maintain their standard of living in retirement. The targets continue to take the complexity out of estimating the retirement income a person's super savings and Age Pension can deliver.
- A joint SCA/CHOICE investigation using our data analysis showed that postcodes with high First Nations populations are disproportionately affected by the problem of lost or unpaid super. We are building on this work with further research to better understand the experiences of super by First Nations people and call for reforms to improve outcomes.
- Our research piece summarising our retiree research busted myths around drawdown behaviours. We found that 80% of older Australians are getting by on their current income, and that many people who access little to no super are either still working or simply don't have to draw down further to meet their needs. These are important findings which will feed into our work to simplify the retirement phase for people.

### 2024

- We shared our submission to the Joint Parliamentary Inquiry into Financial Abuse and Financial Services with AFCA and superannuation industry bodies ASFA, SMC and FSC. These bodies have amplified our call for reform to superannuation laws so that death benefit distribution supports survivors of domestic violence and prevents abusers from accessing their victim's super.
- We have begun a partnership with Mobstrong Debt Help to develop a campaign focussing on improving how the super system supports First Nations people

### Members' guarantee

Superannuation Consumers' Centre Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$ 10 for members, subject to the provisions of the company's constitution.

At 30 June 2024 the collective liability of members was \$ 70 (2023: \$ 70).

### Events after the reporting date

The Company's primary source of funding from the Federal Government is set to expire in the 2028 financial year. The Directors are in the process of developing long term funding solutions to allow the work of the Company to continue beyond this date.

No other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

**Superannuation Consumers' Centre Limited**


ABN 43 163 636 566

**Directors' Report**  
**For the year ended 30 June 2024**

**Auditor's independence declaration**

The auditor's independence declaration in accordance with section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 for the year ended 30 June 2024 has been received and can be found on page 5 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

Director: .....  
  
Rodney Stowe

Director: .....  
  
Elissa Freeman

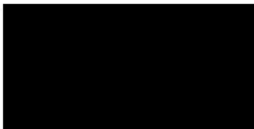
Dated this 30 ..... day of October ..... 2024

**Auditor's Independence Declaration****Under s60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Board of Superannuation Consumers' Centre Limited**

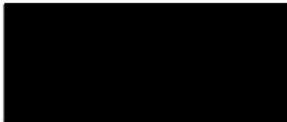
I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024, there have been:

(i) no contraventions of the auditor independence requirements as set out in the *Subdivision 60 - 40 of the Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.



**Byrons Audit Pty Ltd**



Ying (Irene) Wang  
Director

30 October 2024  
Sydney NSW 2000

## Superannuation Consumers' Centre Limited

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### Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
Revenue from grants	1,500,000	1,300,000
Finance income	30,370	30,666
Other income	395	790
	<hr/>	<hr/>
General expenses	1,530,765	1,331,456
3	(1,124,114)	(1,275,217)
	<hr/>	<hr/>
<b>Surplus for the year</b>	<b>406,651</b>	<b>56,239</b>
	<hr/>	<hr/>
<b>Other comprehensive income for the year, net of tax</b>	<b>-</b>	<b>-</b>
	<hr/>	<hr/>
<b>Total comprehensive income for the year</b>	<b>406,651</b>	<b>56,239</b>
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.



# Superannuation Consumers' Centre Limited

ABN 43 163 636 566

## Statement of Financial Position

As At 30 June 2024

	Note	2024 \$	2023 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	4	<b>1,770,584</b>	1,395,383
Trade and other receivables	5	<b>58,803</b>	64,581
TOTAL CURRENT ASSETS		<b>1,829,387</b>	1,459,964
TOTAL ASSETS		<b>1,829,387</b>	1,459,964
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	6	<b>373,380</b>	410,608
Other financial liabilities	7	<b>446,369</b>	446,369
TOTAL CURRENT LIABILITIES		<b>819,749</b>	856,977
TOTAL LIABILITIES		<b>819,749</b>	856,977
NET ASSETS		<b>1,009,638</b>	602,987
<b>EQUITY</b>			
Accumulated surplus		<b>1,009,638</b>	602,987
TOTAL EQUITY		<b>1,009,638</b>	602,987

The accompanying notes form part of these financial statements.

# Superannuation Consumers' Centre Limited

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## Statement of Changes in Equity For the Year Ended 30 June 2024

2024

	Accumulated Surplus	Total
	\$	\$
<b>Balance at 1 July 2023</b>	<b>602,987</b>	<b>602,987</b>
Surplus for the year	406,651	406,651
<b>Balance at 30 June 2024</b>	<b>1,009,638</b>	<b>1,009,638</b>

2023

<b>Balance at 1 July 2022</b>	546,748	546,748
Surplus for the year	56,239	56,239
<b>Balance at 30 June 2023</b>	<b>602,987</b>	<b>602,987</b>

The accompanying notes form part of these financial statements.

# Superannuation Consumers' Centre Limited

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## Statement of Cash Flows For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from grants	1,500,000	1,300,000
Interest received	30,370	30,666
Receipts from other income	395	790
Payments to suppliers and employees	<u>(1,155,564)</u>	<u>(1,149,591)</u>
Net cash provided by operating activities	8 <u>375,201</u>	181,865
Net increase in cash and cash equivalents held	375,201	181,865
Cash and cash equivalents at beginning of year	<u>1,395,383</u>	<u>1,213,518</u>
Cash and cash equivalents at end of financial year	4 <u><u>1,770,584</u></u>	<u><u>1,395,383</u></u>

The accompanying notes form part of these financial statements.

# Superannuation Consumers' Centre Limited

ABN 43 163 636 566

## Notes to the Financial Statements For the Year Ended 30 June 2024

The financial report covers Superannuation Consumers' Centre Limited as an individual entity. Superannuation Consumers' Centre Limited is a not-for-profit Company limited by guarantee, registered and domiciled in Australia.

The principal activities of the Company for the year ended 30 June 2024 was the protection of the interests of low and middle income people in Australia's superannuation system.

The functional and presentation currency of Superannuation Consumers' Centre Limited is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

### 1 Basis of Preparation

In the Directors opinion the Company is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Material accounting policy information relating to the preparation of these financial statements are presented below, and are consistent with prior reporting periods unless otherwise stated.

### 2 Summary of Material Accounting Policy Information

#### (a) Income tax

The Company is a charitable institution and is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

#### (b) Revenue and other income

##### Grant and donation revenue

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligations is satisfied. Where the conditions and obligations have not been met within the financial period, the revenue is deferred until those conditions and obligations are met.

Grant income arising from non-enforceable contracts or those without sufficiently specific performance obligations is recognised on receipt unless it relates to capital grants which meet certain criteria.

#### (c) Changes in accounting standards issued but not yet effective

The Company has adopted all standards which became effective for the first time at 30 June 2024, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Company.

# Superannuation Consumers' Centre Limited

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## Notes to the Financial Statements For the Year Ended 30 June 2024

### Critical Accounting Estimates and Judgments

The Directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

### Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

### 3 Result for the Year

The result for the year includes the following specific expenses:

	2024	2023
	\$	\$
Other expenses:		
CHOICE service fees *	1,104,676	1,241,563
Accounting fees	4,324	11,566
Secretarial fees	12,000	12,000
Legal costs	-	5,775
Insurance	2,679	2,376
Sundry expenses	435	1,937
	<u>1,124,114</u>	<u>1,275,217</u>

\* CHOICE service fees represent the provision of management services, including payroll (for FTEs employed by CHOICE to deliver the Centre's work), HR, IT, design and senior staff support.

### 4 Cash and Cash Equivalents

Cash at bank and in hand	820,584	495,383
Short-term deposits	950,000	900,000
	<u>1,770,584</u>	<u>1,395,383</u>

### 5 Trade and Other Receivables

CURRENT		
GST receivable	58,803	64,581
Total current trade and other receivables	<u>58,803</u>	<u>64,581</u>

# Superannuation Consumers' Centre Limited

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## Notes to the Financial Statements For the Year Ended 30 June 2024

### 6 Trade and Other Payables

	2024	2023
	\$	\$
CURRENT		
Trade payables	373,380	402,913
Sundry payables and accrued expenses	-	7,695
	<u>373,380</u>	<u>410,608</u>

### 7 Other Financial Liabilities

	2024	2023
CURRENT		
Deferred income - Community Benefits Payments	<u>446,369</u>	<u>446,369</u>

The balance represents the Centre's obligation to transfer goods or services in future, for which the funds have already been received.

### 8 Cash Flow Information

Reconciliation of net income to net cash provided by operating activities:		
Surplus for the year	406,652	56,239
Changes in assets and liabilities:		
- decrease/(increase) in trade and other receivables	5,778	(25,980)
- (decrease)/increase in trade and other payables	(37,229)	151,607
Cashflows from operations	<u>375,201</u>	<u>181,866</u>

### 9 Members' Guarantee

The Company is registered with the *Australian Charities and Not-for-profits Commission Act 2012* and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$ 10 each towards meeting any outstanding obligations of the Company. At 30 June 2024 the number of members was 7 (2023: 7).

### 10 Auditors' Remuneration

#### Auditor's Remuneration

Remuneration of the auditor Byrons Audit Pty Ltd, for:		
- auditing the financial statements	7,500	7,500
<b>Total</b>	<u>7,500</u>	<u>7,500</u>

### 11 Contingencies

In the opinion of the Directors, the Company did not have any contingencies at 30 June 2024 (30 June 2023:None).

### 12 Related Parties

There were no transactions with related parties during the financial year. (2023: \$Nil)

## **Superannuation Consumers' Centre Limited**

ABN 43 163 636 566

### **Notes to the Financial Statements**

**For the Year Ended 30 June 2024**

#### **13 Events After the End of the Reporting Period**

The financial report was authorised for issue on 30 October 2024 by the Directors.

The Company's government funding is due to expire at the end of the 2028 financial year, while a grant from a private foundation is due to expire at the end of the 2025 financial year. The Directors are in the process of developing long-term funding solutions to allow the work of the Centre to continue beyond those dates.

No other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

#### **14 Statutory Information**

The registered office and principal place of business of the company is:

Superannuation Consumers' Centre Limited  
57 Carrington Road  
Marrickville NSW 2204

# Superannuation Consumers' Centre Limited

ABN 43 163 636 566

## Directors' Declaration

The Directors declare that in the Directors' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2022*.

Director .....  
Rodney Stowe

Director .....  
Elissa Freeman

Dated 30/10/2024





## Independent Auditor's Report to the Members of Superannuation Consumers' Centre Limited

### Opinion

We have audited the financial report of Superannuation Consumer's Centre Limited, which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the directors' declaration.

In our opinion, the accompanying financial report of Superannuation Consumer's Centre Limited, is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the Centre's financial position as at 30 June 2024, and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2022.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Centre in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the directors of the Centre would be on the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The special purpose financial report has been prepared to assist the Centre to meet the requirements of Australian Charities and Not-for-profit Commission Act 2012 and its members. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter

### Directors' Responsibilities for the Financial Report

The Directors of the Centre are responsible for the preparation of the financial report that gives a true and fair view in accordance with *Australian Accounting Standards*, to the extent described in Note 1 to the financial report, and *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Centre or to cease operations, or have no realistic alternative but to do so.

The directors are responsible for overseeing the Centre's financial reporting process.



### Auditor's Responsibilities for the Audit of the Financial Report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: [https://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.



Byrons Audit Pty Ltd



Ying (Irene) Wang  
Director

30 October 2024  
Sydney NSW 2000