



**Government
of South Australia**

Treasurer

Level 8
State Administration Centre
200 Victoria Square
Adelaide SA 5000
GPO Box 2264
Adelaide SA 5001
DX 56203 Victoria Square
Tel 08 8226 1866
treasurer.dtf@sa.gov.au

Mr Brenton Pain
Secretary
SA Superannuants
GPO Box 2036
ADELAIDE SA 5001

brenton.pain@outlook.com

Dear Mr Pain

Thank you for your letter dated 28 April 2021, regarding the Statutes Amendment (Fund Selection and Other Superannuation Matters) Bill 2020 (the Bill).

In your letter, you ask about the member services improvements being undertaken by Super SA in connection with the Bill. You have also queried whether contractors would be engaged to administer aspects of Super SA's superannuation schemes and what impact this may have on retired public servants.

In this regard, I am advised that in conjunction with the proposed implementation of Fund Selection and Limited Public Offer, Super SA has a clear strategy to improve member services in the near future. This strategy includes the following:

- Website re-platform
- Contact centre upgrade to cloud-based technology
- Online calculators
- Introducing forward unit pricing, consistent with industry best practice
- Default Investment Option Review – product delivery consolidation
- New roles created in areas such as business development, member experience, digital experience and data analysis

In relation to contractors, Super SA has no plans to outsource the member administration of its various superannuation schemes. However, Super SA does engage a number of consultants and contractors in the provision of services to members including Financial Advice, as well as in the provision of advice to the Board in respect of Actuarial Services, Audit and Risk Services, Information Technology Services and Insurance EReports (medical reports).

I am advised that at all times when Super SA engages contractors or consultants to assist in the provision of services, member data and member privacy is protected. Super SA manages all member data in line with Premier and Cabinet Circular PC012 – Information Privacy Principles (IPPs) and confidentiality provisions in Super SA's governing legislation. The implementation and adherence to IPPs by government agencies is overseen by the Privacy Committee of South Australia.

In members' best interests, Super SA is also currently actively pursuing uplift in risk management, including:

- Enhanced reporting on the Board's strategic risks
- Measuring and tracking the risk culture of the organisation
- ICT and Data risk management plans
- Development of a cyber-security framework
- Automation of key financial controls
- Upgrade of non-secure/past end of life software (e.g. MYOB)
- Strategy to reduce retained insurance capital risk, including service risk and reputational risk
- Closure of Asset and Liability Management risk

Super SA will continue to review the products and services it provides members and may engage with contractors and other parties to provide these services, where it is in the best interest of members.

I trust that the above information is of assistance.

Yours sincerely



Hon Rob Lucas MLC
Treasurer

26 May 2021