



# SUMMARY OF HOSTPLUS' MEMBER OUTCOMES ASSESSMENT

Pension products

Financial year ending 30 June 2024



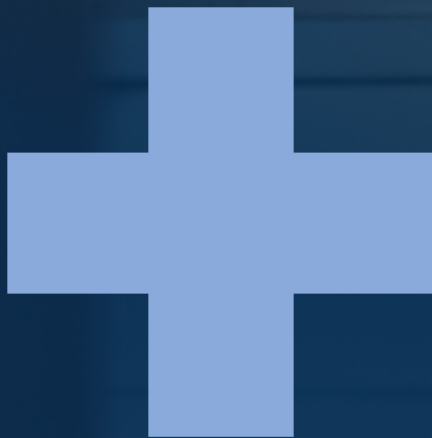
The information in this document relates to:

**+** Hostplus Pension including Transition to Retirement

**THAT'S A PLUS<sup>+</sup>**

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## Putting members' interests first – how we assess our performance

Hostplus is a profit-to-member superannuation fund that exists to help you on your journey to a more secure financial future. We are committed to delivering value-for-money products and services, low administration fees and strong long-term returns to our members.

Each year, we are required to evaluate how well we are promoting the financial interests of members. This involves comparing our products to similar ones on the market (comparison factors) and examining the specific features of our products (assessment factors).

This report provides a summary of how our products and services have supported our members' financial interests and optimised their retirement outcomes during the year ending 30 June 2024.

## Important information

This report has been prepared and issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as Trustee for the Hostplus Superannuation Fund ABN 68 657 495 890, MySuper No 68 657 495 890 198 (the Fund). Information contained within this report is general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you, in light of your circumstances, before acting on it. Please read the relevant Hostplus Product Disclosure Statement (PDS), available at [hostplus.com.au](https://hostplus.com.au) before making a decision about Hostplus. For a description of the target market, please read the Target Market Determination (TMD), available at [hostplus.com.au](https://hostplus.com.au). Past performance is not a reliable indicator of future performance and should never be the sole factor considered when selecting a super fund.



# SUMMARY OF DETERMINATIONS

Based on the information presented in this document, Hostplus' Trustee has determined that it and its products have promoted the financial interests of pension members across the following key areas during the year ending 30 June 2024. The Trustee also believes it is well-positioned to continue doing so in the future.



**Scale** – We're one of the largest superannuation funds in the country. Our size helps us keep administration fees low, access large scale investment opportunities and invest in new and innovative products and services for our members' benefit.



**Investment strategy** – We offer a range of investment options with different asset mixes and risk levels to meet individual members' needs. The majority of these investment options have exceeded their performance benchmarks.



**Fees** – We are committed to optimising members' financial outcomes by offering cost competitive pension products for our members. We have one of the lowest administration fees in the industry<sup>1</sup>.



**Operating costs** – Hostplus' average cost per member is well below the median of other super funds, indicating financial efficiency in our fund's administration and operations.



**Options, benefits and facilities** – We offer a range of services to help our members manage their financial futures. Based on our assessment of how members currently use these services, we believe they remain appropriate for our members.

The determinations included in this Member Outcomes Assessment were reviewed and approved by the Hostplus Trustee Board on 13 February 2025.



1. Hostplus Balanced investment option compared to all other pension products within SuperRating's primary rated Balanced (60-76) option, as reported in SuperRatings Member Outcomes Analysis report as at June 2024 (Pension). Comparison is based on the total administration fees and costs assuming a \$250k account balance. Other fees and costs apply. Refer to the PDS for more information, available at [hostplus.com.au/pds](https://hostplus.com.au/pds).



# COMPARISON FACTORS

## Comparing our investment returns to our peers

The table below shows how Hostplus' pension investment options have performed compared to their benchmarks as at 30 June 2024<sup>2</sup>. We believe that at least ten years of performance history is needed to properly assess an option's long-term performance. However, for options that haven't been around for ten years, we've evaluated them over the longest available period. Most investment options have exceeded their benchmark over a 10-year period.

Investment option	Transition to Retirement			Account Based Pension		
	Time period (years)	Hostplus net investment return (p.a.)	Benchmark return (p.a.) <sup>1</sup>	Time period (years)	Hostplus net investment return (p.a.)	Benchmark return (p.a.) <sup>1</sup>
<b>Pre-mixed options</b>						
Balanced	7	7.76%▲	6.71%	10	9.33%▲	7.78%
Capital Stable	7	3.80%▼	3.85%	10	5.01%▲	4.84%
Conservative Balanced	7	5.68%▲	5.35%	10	7.01%▲	6.40%
Socially Responsible Investment (SRI) – Balanced	7	7.48%▲	6.69%	7	8.38%▲	7.52%
Indexed Balanced	7	7.68%▲	6.71%	10	8.59%▲	7.78%
Growth	7	8.75%▲	8.07%	10	10.16%▲	8.96%
<b>Single sector options</b>						
Cash	7	1.67%▲	1.64%	10	2.01%▼	2.03%
Diversified Fixed Interest	7	1.00%▼	1.07%	10	2.88%▲	2.08%
Diversified Fixed Interest – Indexed	1	3.47%▲	3.18%	1	3.94%▲	3.61%
Australian Shares	7	8.83%▲	8.64%	10	9.88%▲	9.25%
Australian Shares – Indexed	1	11.88%▲	11.45%	1	13.16%▲	12.75%
International Shares	7	9.19%▼	9.94%	10	10.52%▼	11.07%
International Shares – Indexed	5	11.80%▲	10.14%	5	13.18%▲	10.96%
International Shares (Hedged) – Indexed	5	10.09%▼	10.14%	5	11.26%▲	10.96%
International Shares – Emerging Markets	1	7.25%▼	11.64%	1	8.43%▼	13.56%

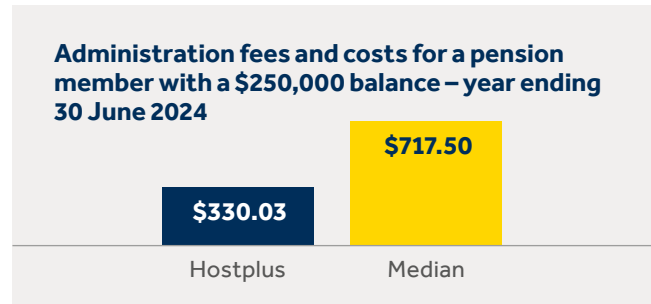
▲ Above benchmark over 10 years ▼ Below benchmark over 10 years

▲ Above benchmark over longest available period ▼ Below benchmark over longest available period

<sup>2</sup> All returns are net of investment fees, costs and taxes. The table only includes investment options with at least 12 months of performance history. Refer to the appendix for information on data sources and peer groups. Past performance is not a reliable indicator of future performance. You can view the latest investment return information on our website at <https://hostplus.com.au/>

### Comparing our fees and costs to our peers<sup>3</sup>

We strive to keep our administration fees as low as possible. The chart on the right shows that for the year ending 30 June 2024, our administration fees and costs for a \$250,000 account balance was below the median compared to other pension products. In fact, Hostplus' administration fee ranked 9th lowest out of 89 comparable pension products.



The table below shows how our total fees and costs for a \$250,000 account balance compare to other similar products for the year ending 30 June 2024. Our total fees were below median for all investment options except for Balanced, which has higher investment fees due to its actively managed investment strategy. While we strive to reduce these fees, our primary goal is to provide the best net investment returns, and we have consistently delivered strong, industry-leading returns, net of investment fees, to our members in this option.

Investment option	Hostplus total fees and costs	Median total fees and costs
<b>Pre-mixed options</b>		
Balanced	\$2,805 ▲	\$2,563
Capital Stable	\$1,805 ▼	\$2,167
Conservative Balanced	\$2,055 ▼	\$2,095
Defensive	\$855 ▼	\$1,800
Growth	\$2,505 ▼	\$2,550
High Growth	\$2,305 ▼	\$2,628
Socially Responsible Investment (SRI) – Balanced	\$1,880 ▼	\$2,112
Socially Responsible Investment (SRI) – Defensive	\$755 ▼	\$1,800
Socially Responsible Investment (SRI) – High Growth	\$1,755 ▼	\$2,628
Indexed Balanced	\$430 ▼	\$2,521
Indexed Defensive	\$455 ▼	\$1,800
Indexed High Growth	\$430 ▼	\$2,628
<b>Single sector options</b>		
Cash	\$380 ▼	\$935
Diversified Fixed Interest	\$680 ▼	\$1,546
Diversified Fixed Interest – Indexed	\$530 ▼	\$1,546
Australian Shares	\$1,880 ▼	\$2,413
Australian Shares – Indexed	\$430 ▼	\$2,413
International Shares	\$1,405 ▼	\$2,486
International Shares – Indexed	\$605 ▼	\$2,486
International Shares (Hedged) – Indexed	\$505 ▼	\$2,486
International Shares – Emerging Markets	\$1,980 ▼	\$2,486

▼ Below median ▲ Above median

<sup>3</sup> Source: SuperRatings Member Outcomes Analysis report as at June 2024 (Pension): option fees – total fee. Median is based on all other pension products within the same Option Type. Median administration fees & costs is based on SuperRatings' primary rated Balanced (60-76) option.

## Comparing our level of investment risk to our peers<sup>4</sup>

We carefully manage risk across all our investment options. The table below shows how the risk levels of our options compare to similar products as at 30 June 2024<sup>5</sup>. It shows that our investment risk levels are in line with other comparable products.

Investment option	Investment risk labels:						
	Very Low	Low	Low to Medium	Medium	Medium to High	High	Very High
<b>Pre-mixed options</b>							
Balanced					■		
Capital Stable			■				
Conservative Balanced				■			
Defensive		■					
Growth						■	
High Growth						■	
Socially Responsible Investment (SRI) – Balanced					■		
Socially Responsible Investment (SRI) – Defensive		■					
Socially Responsible Investment (SRI) – High Growth						■	
Indexed Balanced						■	
Indexed Defensive			■				
Indexed High Growth						■	
<b>Single sector options</b>							
Cash	■						
Diversified Fixed Interest				■			
Diversified Fixed Interest – Indexed				■			
Australian Shares						■	
Australian Shares – Indexed							■
International Shares						■	
International Shares – Indexed						■	
International Shares (Hedged) – Indexed							■
International Shares – Emerging Markets						■	

■ = Hostplus' SRM risk label<sup>5</sup>    ■ = Range of comparable risk labels

4. The investment risk label is also known as the Standard Risk Measure (SRM). The SRM is based on industry guidance (SRM implementation guidance for Trustees issued by the Financial Services Council 'FSC' & the Association of Superannuation Funds of Australia 'ASFA') to allow members to compare investment options that are expected to deliver similar negative net investment returns over a 20-year period. The SRM is not a complete assessment of all forms of investment risk; for instance, it does not detail what the size of a negative return could be or the possibility of returns not being adequate to meet a member's investment objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return. Members should still ensure they are comfortable with the risks and potential losses associated with their chosen investment option/s. 5. Source: SuperRatings Investment Data Module as at 30 June 2024.

# ASSESSMENT FACTORS

## Overall scale and size of business

As at 30 June 2024, Hostplus was the 4th largest superannuation fund in Australia by membership, with over 1.8 million members, and the 5th largest by funds under management, totaling \$114.8 billion<sup>6</sup>.

Over the past year, we have experienced significant growth, with membership increasing by 5.8% and funds under management rising by 22%. Our size helps us to optimise member outcomes by:

- keeping our administration fees low
- enabling access to large scale investment opportunities
- supporting the development of quality products and services
- helping us negotiate better pricing terms for services like investment management and group life insurance.

## Investment strategy

Hostplus' investment strategy seeks to achieve the objectives of each of the Fund's investment options. It's based on the core principles of resilience and stability over the long term. Our actively managed and diversified investment portfolio aims to withstand the ups and downs of investment markets by focusing on our long-term objectives.

We offer a range of pre-mixed and single sector investment options which are designed to cater for members with different preferences and attitudes to risk.

We've assessed our investment strategy, level of investment risk and return target for each investment option, and believe our strategy remains appropriate for our members.

**YOU CAN FIND OUT MORE ABOUT HOW WE INVEST HERE.**



## Fees

Hostplus is committed to optimising our members' financial outcomes by keeping administration fees as low as possible. We have consistently maintained one of the lowest administration fees among comparable pension products<sup>7</sup>.

Additionally, as mentioned on page 5, our total fees and costs (including both administration and investment fees) are below the median for most investment options.

**YOU CAN FIND OUT MORE ABOUT OUR FEES HERE.**



## Operating costs

With over 1.8 million members, Hostplus is one of the largest super funds in the country, enabling us to achieve significant efficiencies. We use the 'cost per member' metric as a key indicator of our operational efficiency. For the year ending 30 June 2024, we have maintained one of the lowest operating costs at \$108.19 per member, which is significantly below the industry median of \$423.75<sup>8</sup>. This demonstrates that our expenses continue to be appropriately managed.

**6.** Source: APRA annual fund-level superannuation statistics (issued 30 January 2025) – Table 3a, Net assets at the end of period, and Table 2a, Total number of member accounts. **7.** Source: SuperRatings Member Outcomes Analysis report as at June 2024 (Pension): option fees – total fee. Median is based on all other pension products within the same Option Type. **8.** APRA annual fund-level superannuation statistics (issued 30 January 2025) – Table 3a & 11. Cost per member is calculated by dividing the Total Administration and Operating costs (including advice costs) in Table 3a by the average of the start-of-year and end-of-year membership in Table 11.



## Options, benefits and facilities

We offer a range of services to help our members make the right choices for their personal financial situation. Our goal is to provide quality services that allow members to get quick answers to their enquiries in a way that fits their preferences and schedules.

Our services include:

- A contact centre that is open from 8am – 8pm AEST/AEDT.
- Service Plus centres for members who want face-to-face support, available in Adelaide, Melbourne and Darwin.
- Digital services such as Member Online, a mobile app, live chat, and a retirement projection calculator.
- Advice options including phone-based super advice, online advice<sup>9</sup> and comprehensive advice<sup>10</sup>.
- Education services including workplace education, seminars and webinars, and an online Learning Hub available on the Hostplus website.

We have evaluated the services we offer and believe they are suitable for our members, considering their usage, experience and cost.

## Retirement Income Strategy

Hostplus' Retirement Income Strategy (RIS) is designed to assist members nearing or in retirement to achieve and balance three important retirement income objectives:

- Maximising retirement income
- Managing the expected risks to the suitability and sustainability of this income, and
- Providing flexible access to funds in retirement.

The strategy aims to use our products, member education, support tools, and financial planning and advice solutions to help members plan, prepare for and optimise their retirement.

Our strategy is based on a holistic, three-pillar approach, which integrates superannuation, the Age Pension, and other sources of retirement income.

**YOU CAN FIND OUT MORE ABOUT OUR  
RETIREMENT INCOME STRATEGY HERE.**



**9.** During the year ending 30 June 2024, Hostplus engaged Link Advice Pty Ltd ABN 36 105 811 836, ASFL 258145 to facilitate the provision of limited personal financial advice to members of Hostplus via the web-based product SuperAdviser. **10.** Hostplus has engaged Industry Fund Services Limited (IFS) ABN 54 007 016 195, AFSL 232514 to facilitate the provision of personal financial advice to members of Hostplus. Advice is provided by Hostplus financial planners who are Authorised Representatives of IFS. Fees may apply for personal financial advice; for further information about the cost of personal advice, you can speak with your Hostplus financial planner or visit our website [hostplus.com.au](https://www.hostplus.com.au). Information to help you decide whether you want to use personal financial advice services being offered is set out in the relevant IFS Financial Services Guide, a copy of which is available from your Hostplus financial planner.



# APPENDIX

The following table details the benchmarks used to assess the investment performance for each pension investment option.

Hostplus option	Transition to Retirement Pension	Account Based Pension
<b>Pre-mixed options</b>		
Balanced	SR50 Balanced (60-76) Index <sup>1</sup>	SRP50 Balanced (60-76) Index <sup>3</sup>
Capital Stable	SR50 Capital Stable (20-40) Index <sup>1</sup>	SRP50 Capital Stable (20-40) Index <sup>3</sup>
Conservative Balanced	SR25 Conservative Balanced (41-59) Index <sup>1</sup>	SRP25 Conservative Balanced (41-59) Index <sup>3</sup>
Defensive	SR25 Secure (0-19) Index <sup>1</sup>	SRP25 Secure (0-19) Index <sup>3</sup>
Growth	SR50 Growth (77-90) Index <sup>1</sup>	SRP50 Growth (77-90) Index <sup>3</sup>
High Growth	SR25 High Growth (91-100) Index <sup>1</sup>	SRP25 High Growth (91-100) Index <sup>3</sup>
Socially Responsible Investment (SRI) – Balanced	SR Sustainable Balanced (60-76) <sup>2</sup>	SRP50 Balanced (60-76) Index <sup>3</sup>
Socially Responsible Investment (SRI) – Defensive	SR25 Secure (0-19) Index <sup>1</sup>	SRP25 Secure (0-19) Index <sup>3</sup>
Socially Responsible Investment (SRI) – High Growth	SR25 High Growth (91-100) Index <sup>1</sup>	SRP25 High Growth (91-100) Index <sup>3</sup>
Indexed Balanced	SR50 Balanced (60-76) Index <sup>1</sup>	SRP50 Balanced (60-76) Index <sup>3</sup>
Indexed Defensive	SR25 Secure (0-19) Index <sup>1</sup>	SRP25 Secure (0-19) Index <sup>3</sup>
Indexed High Growth	SR25 High Growth (91-100) Index <sup>1</sup>	SRP25 High Growth (91-100) Index <sup>3</sup>
<b>Single sector options</b>		
Cash	SR50 Cash Index <sup>1</sup>	SRP50 Cash Index <sup>3</sup>
Diversified Fixed Interest	SR25 Diversified Fixed Interest Index <sup>1</sup>	SRP25 Diversified Fixed Interest Index <sup>3</sup>
Diversified Fixed Interest – Indexed	SR25 Diversified Fixed Interest Index <sup>1</sup>	SRP25 Diversified Fixed Interest Index <sup>3</sup>
Australian Shares	SR50 Australian Shares Index <sup>1</sup>	SRP50 Australian Shares Index <sup>3</sup>
Australian Shares – Indexed	SR50 Australian Shares Index <sup>1</sup>	SRP50 Australian Shares Index <sup>3</sup>
International Shares	SR50 International Shares Index <sup>1</sup>	SRP50 International Shares Index <sup>3</sup>
International Shares – Indexed	SR50 International Shares Index <sup>1</sup>	SRP50 International Shares Index <sup>3</sup>
International Shares (Hedged) – Indexed	SR50 International Shares Index <sup>1</sup>	SRP50 International Shares Index <sup>3</sup>
International Shares – Emerging Markets	MSCI Emerging Markets with Special Tax (unhedged in AUD), assuming tax (14%) and annual fees (0.14%).	MSCI Emerging Markets with Special Tax (unhedged in AUD), assuming no tax (0%) and annual fees (0.14%).

Sources for investment performance comparisons:

1. SuperRatings Accumulation Fund Crediting Rate Survey June 2024.
2. SuperRatings Sustainable Fund Crediting Rate Survey June 2024.
3. SuperRatings Pension Fund Crediting Rate Survey June 2024.



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