



INDIGENOUS **SUPER SUMMIT**

REPORT – JULY 2015

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In this report, the term 'Indigenous' is used when referring to Aboriginal and/or Torres Strait Islander people, without any intent to offend.

The Indigenous Super Summit was held in Melbourne on 1 June 2015 and was proudly supported by:



**PwC's Indigenous
Consulting**

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Key Facts

- **670,000** Aboriginal and Torres Strait Islander people live in Australia (2011)
- **43.1%** of Indigenous people are financially excluded (2012)
- Indigenous Australians are **2.5 times** more likely to be financially excluded than non-Indigenous Australians (2012)
- **68%** of Aboriginal and Torres Strait Islander men between the ages of 15-64 were in the labour force compared with **53%** of Aboriginal and Torres Strait Islander women in the same age group (2012-2013)
- **45%** of Aboriginal and Torres Strait Islander women and **41%** of Aboriginal and Torres Strait Islander men aged 20-64 had a Certificate III or higher or were studying (2011-2013)
- Life expectancy at birth for Aboriginal and Torres Strait Islander men is **69.1** years and **73.7** for Aboriginal and Torres Strait Islander women (2010-2012)
- The rate of disability among Aboriginal and Torres Strait Islander people was **23%** (2012)
- **17%** of Aboriginal and Torres Strait Islander people aged 15 years and over spoke an Indigenous language, with this number increasing to **49%** in remote areas (2008)
- The proportion of Aboriginal and Torres Strait Islander people under 15 years of age was **35.8%**, compared with **18.3%** of the non-Indigenous population in the same age group (2011)

Introduction

Despite the continued growth of Australia's superannuation system, now with \$2 trillion under management, and more coverage of Australian workers than ever before, Australia's first people are still under-represented in the system.

Aboriginal and Torres Strait Islander people have lower superannuation balances at retirement and, with lower life expectancies than non-Indigenous Australians, have less opportunity to benefit from their compulsory savings. Superannuation is contingent on employment relationships and this excludes many Indigenous people from the system. Where they do have superannuation savings, or insurance cover with their super fund, Indigenous people experience greater difficulties than non-Indigenous Australians in accessing their benefits.

Most of these issues are well documented, but awareness levels are low in the superannuation industry. Finding ways to improve the member experience for Indigenous Australians has proved difficult when it comes to access and engagement with superannuation.

With the aim of building awareness, stimulating discussion and consideration of the issues by all of the relevant stakeholders, the Indigenous Superannuation Working Group held an Indigenous Super Summit in Melbourne on 1 June 2015. The Summit was able to educate and motivate delegates to commit to action beyond the one-day event. This report provides a summary of the various presentations and workshop discussions.

With the Summit concluded, there is a lot of work ahead for the superannuation industry and for government in better meeting the needs of Aboriginal and Torres Strait Islander people in our compulsory superannuation system.

I am confident that the momentum created by the Indigenous Super Summit and the clear goodwill of those that participated will progressively result in improved outcomes for Indigenous people when it comes to their super.

Eva Scheerlinck
Chair
Indigenous Superannuation Working Group

The Indigenous Superannuation Working Group

The Working Group was established in May 2013 and its members include superannuation industry associations, superannuation funds, Indigenous community representatives and other stakeholders.

Members of the working group at the time of the development of the Discussion Paper were as follows:

Superannuation Industry Bodies:	
Association of Superannuation Funds of Australia (ASFA)	Industry Super Australia (ISA)
Australian Institute of Superannuation Trustees (AIST)	Women in Super (WIS)
Financial Services Council (FSC)	
Superannuation entities:	
AMP	MLC
Australian Super	QSuper
Cbus	Super SA
First State Super	Vision Super
GESB	
Individuals:	
Gordon Noble	

Additional Working Group members HESTA, NT Superannuation Office, AUSfund, Milestone Group and First Nations Foundation joined the Working Group in 2015.

The primary areas of focus for the Working Group are:

1. Collection of data
2. Assessing the superannuation industry's ability to meet specific needs of Indigenous Australians, for example identification issues
3. Consideration of self-regulation initiatives or industry guidance
4. A stock-take of relevant legislation, analysis of relevant legislation and subsequent recommendations to government on the status of relevant legislation

The activities of the Working Group to date have included an industry survey, the release of a Discussion Paper (attached at the end of this report) and the inaugural Indigenous Super Summit.



Members of the Indigenous Superannuation Working Group

Aim

The Indigenous Superannuation Working Group (Working Group) invited representatives from the Indigenous community, government agencies, universities, consumer organisations and the superannuation industry to participate in a full day Summit – the Indigenous Super Summit – to explore access and engagement issues in the superannuation system.

The focus of the Summit was access to superannuation benefits and products as well as engagement with Indigenous superannuation consumers. The objectives of the Summit were to raise awareness of the issues across the various stakeholder groups, encourage a commitment to working on a small number of projects that will have an impact on outcomes for Indigenous consumers and start an ongoing, informed discussion on the issues.

Indigenous Super Summit

The Indigenous Super Summit came about after the Indigenous Superannuation Working Group launched their initial discussion paper *Building Better Superannuation Outcomes for Aboriginal and Torres Strait Islander People*. The Discussion Paper and feedback received in response to the paper – attached in the appendices – helped to shape the program for the inaugural Indigenous Super Summit, held in Melbourne on 1 June 2015.



Opening Plenary Panel

Facilitated by **Jason Eades, CEO of PwC's Indigenous Consulting**, the Summit's Opening Plenary panel provided delegates with an overview of key issues including available data, Indigenous outreach initiatives, the experience of Indigenous people in accessing super and the work of frontline financial counsellors.

The **Productivity Commission's Research Manager, Peter Daniel** provided a statistical overview of the key indicators contributing to the accumulation of superannuation – economic outcomes, educational attainment and health outcomes of Aboriginal and Torres Strait Islander people. Mr Daniel outlined some of the trends the Commission has found, and reports on, most recently in *Overcoming Indigenous Disadvantage*, published in November 2014. This included positive trends, with improvements over the past 20 years in Indigenous employment levels, with the main source of income from employment increasing and income support payments declining. Median household incomes for Aboriginal and Torres Strait Islander people have been improving since 2002. Mr Daniel also said that educational attainment levels were showing signs of improvement, with literacy and numeracy improvements in the younger age group on the increase for Indigenous people. Mr Daniel confirmed however that there were few statistics available on superannuation specifically.

Lyn Melcer, Head of Technical Services, Technology and Operations at QSuper provided an insight into an outreach visit she made with a colleague to Lockhart River in 2014, coordinated by ASIC's Indigenous

Outreach Program. Ms Melcer noted that this visit contributed to changing QSuper's way of interacting with Indigenous members.

Between 600 and 700 people live in Lockhart River, mostly Indigenous Australians. It is the Northern-most town on the East Coast of Australia. Unemployment is three times the national average and life expectancy is reported as 20 years less than for non-Indigenous Australians. Ms Melcer highlighted some of the impacts of remoteness on health care, access to services and the cost of food.

Ms Melcer and her team met with around 90 people, and assisted them with their superannuation questions. Issues encountered included identification and access to drivers' licenses and passports, the problems with obtaining certificates (birth, death and marriage), the lack of access to computers and the internet, English not being a first language and a community sense of family that extends beyond blood relations.

“Staff at all levels were reminded to think about people not transactions.”

Ms Melcer said that the visit has encouraged QSuper to become more flexible, without breaking rules, and to think about people and not transactions. QSuper staff are receiving cultural awareness training and an Action Learning Team has been established to identify what the fund can do to better support their Indigenous members.



Glen Brennan (NAB), Lyn Melcer (QSuper), Trevor Pearce (First Nations Foundation) and Peter Daniel (Productivity Commission)

NAB's Head of Indigenous Finance and Development, Glen Brennan, spoke of his experiences at the bank and its work on looking at the superannuation needs of Indigenous Australians. With 2,500 Aboriginal organisations registered throughout Australia there is an opportunity for a significant Indigenous membership.

Mr Brennan pointed out that the relatively young average age of Indigenous Australians, was almost the opposite of the rest of Australia, which is ageing rapidly. He said the banking sector had changed its approach from 'this is an acute social problem' to 'it's good for business, and it's good for Indigenous Australia'.

“There's no shortage of aspirational goals but where there's low hanging fruit we should grab it off the tree and eat it straight away.

Indigenous Australians are providing services from health to legal aid to substance abuse services, and their super funds should perform as well as any other, Mr Brennan said. He suggested that we need to look at what is a good fund that caters to the needs of the sector, including appropriate insurance.

Mr Brennan also pointed out the need for more flexibility in our systems and processes to better serve the needs of Indigenous consumers and that this might require improved engagement with government agencies.

Trevor Pearce, First Nations Foundation's CEO spoke of poor health outcomes, the early onset of old age diseases, remoteness, language barriers, the complexity of information, lower coverage and lower balances, and how these, together with the current superannuation administrative requirements, disadvantage Indigenous people. Mr Pearce said that around 70-80 per cent of financial counsellors' work is dealing with people's super. There are 12 key concerns:

“We can't ignore the history of dispossession, discrimination and forced assimilation.

1. Problems with identification
2. Misspelled names
3. Traditional marriages aren't registered
4. Traditional mourning periods delay processes
5. Not everyone has an address
6. Many people believe their managers are the business owners, making it hard to recall the names of employers
7. High turnover of medical staff leads to inconsistency and incompleteness of medical records
8. Complexity of the forms
9. Creating a My Gov account is difficult without the internet or an email address
10. Multiple funds and associated fees shrink balances
11. Remoteness from regional centres
12. Low life expectancy

Mr Pearce acknowledged that there are difficulties in trying to engage with the Indigenous community. Literacy, life expectancy, education and employment are all interrelated and produce systemic disadvantage. A cooperative approach, community involvement and a 'bottom up', not 'top down' approach are things that have worked with other industries such as health and education, and should be adopted by the superannuation industry.

Identifying as Aboriginal and/or Torres Strait Islander

The discussion that followed the panel session highlighted the need to collect data about whether super fund members self-identify as Aboriginal and/or Torres Strait Islander. However, if funds are going to ask this question, panel members counselled that they would need to know why they were asking it – notably what they wanted to achieve with the data. Is it to give a better service? Is it to be able to more easily locate members? Mr Eades suggested that

employers could take the information from the employment declaration, a form that collects this data, when submitting a new employee for super fund membership. It was also noted that Indigenous people would need to be confident that providing this information will however not lead to adverse outcomes for them. For example, they would need a guarantee that their information would not affect life/disability insurance premiums or benefits.



“Registrars of Births, Deaths and Marriages have an obligation to ensure that the Register is correct. Incorrect spelling or a date of birth can be corrected.

– Erin Keleher, Director and Registrar, Victorian Registry of Births, Deaths and Marriages

Keynote Presentation

Money, financial capability and wellbeing in Indigenous Australia

Dr Vinita Godinho presented her research into financial exclusion including the lack of access to safe, affordable and appropriate financial products and services for Indigenous people. Her research showed the sociology of what money means to Indigenous people as opposed to the Anglo-Saxon understanding of money, and she explored why cultural barriers exist to greater inclusion when culture should be an enabler.

Dr Godinho explained that her research found that the domestic family boundary in Indigenous communities was larger than the nuclear family and more fluid. Caring for family was the priority – not money. She explained how money had been imposed on the Indigenous community from outside their culture – as a result of colonisation – but in some areas of Australia the relationship with money is still very recent. In these areas, it has not had the opportunity to be passed down through generations.

Dr Godinho suggested that culturally appropriate design of financial products is key to engaging with Indigenous consumers. To achieve this, she said that any knowledge about money must be connected to traditional knowledge and that the role of elders was vital. Dr Godinho also suggested that using the language of ‘caring’ when talking about money will have greater cut-through.

“Are we meeting their needs, or are we meeting the needs we think they have?”

Dr Godinho encouraged the superannuation industry to focus on building a better community knowledge of super through storytelling, notably using stories about why super is important in different parts of Indigenous life. Dr Godinho recommended that super funds consider using audio visual means such as TV and radio, rather than written materials to bring the two worlds closer together. Changing the language to caring for oneself, one’s family, one’s community, and employers caring for their Indigenous workers by providing super, she suggested, would resonate better with Indigenous communities’ understanding and engagement with super.



“There are two parts of the caring story – super is caring for yourself in retirement and your family when you’re no longer there.

Access to Superannuation

This portion of the Summit program focused on better access to superannuation benefits and insurance for Indigenous members, beneficiaries and communities.

Indigenous engagement in communities

Varenya Mohan-Ram, TWU Super's National Business Relationship Manager spoke of how workforce participation rates had increased across the Indigenous Australian population and how super funds will be presented with new Indigenous members. Mr Mohan-Ram suggested that a rethink of the vehicles of engagement with Indigenous Australians would be worthwhile as super should be a good experience. Mr Mohan-Ram also shared his experiences discussing lost super and paperwork requirements with members of an Indigenous community he visited as part of an outreach visit organised by ASIC. Other challenges he observed included the lack of medical assistance in remote communities to support insurance claims, the lack of access to landline phones and the internet. "Service centre staff aren't appropriately trained in cultural issues leaving people frustrated with the process," Mr Mohan-Ram said. "Superannuation was constructed for all Australians to share in the nation's prosperity," he continued, indicating that super funds have an obligation to better service their Indigenous members and include them in that vision.



“We as an industry need to rethink our vehicles of engagement.”

The challenges for Indigenous people and communities accessing insurance in super

Jocelyn Furlan, Principal of Furlan Consulting and former Chair of the Superannuation Complaints Tribunal asked the question – What is your super fund doing to strengthen Indigenous identity? With super being compulsory, and 9.5 per cent of a person's wage directed into super by law, access to super is important Ms Furlan stated. To highlight some of the cultural and practical legal barriers that exist around insurance and benefit payments, Ms Furlan presented a case study. The case study was a matter before the Superannuation Complaints Tribunal (SCT) to review the trustee's decision regarding a death benefit payment for an Indigenous member. The facts were that the deceased had nominated his two sisters as his beneficiaries and the trustee nevertheless paid the death benefit to the deceased's legal personal representative, as administrator of his estate. One of the sisters complained to the SCT but the complaint was withdrawn as she had not claimed to be a dependant of the deceased. The Federal Court set aside the SCT's decision and ordered it to reconsider the matter. An interdependency relationship was established and the sister was awarded the benefit. However the broader facts of the case study clearly highlighted that the definitions in claiming death benefits are confusing and often unhelpful in an Indigenous cultural setting. Meeting both regulatory requirements and appropriate communication with Indigenous communities is a challenge for the industry to overcome, said Ms Furlan.



“Access is important because superannuation is compulsory.

Indigenous identification – next steps?

Lena Rizk, Policy Manager at the Australian Bankers Association (ABA) spoke of the ABA's work with Indigenous communities and representatives to tackle the identification challenges. The ABA released an Indigenous Statement of Commitment in 2007 and a number of banks have also introduced Reconciliation Action Plans (RAPs). Under the Code of Banking Practice, in remote Indigenous communities, banks are required to assist customers with meeting ID requirements. Identification is essential for accessing essential services and the ABA has established protocols for accepting Indigenous ID cards, Centrelink letters of introduction with photos, or letters of introduction from community elders. Formalisation and consistent application across all banks still needs to be implemented. Political uncertainty with legal obligations as well as the ongoing funding of community ID programs has meant that the protocol is yet to be finalised. The ABA is working on a revised statement of commitment including an action dedicated specifically to identification matters. Meanwhile the ABA continues the conversation with member banks, government and Indigenous groups.



Access to Superannuation Workshop

Following the presentations, **Adam Mooney, CEO of Good Shepherd Microfinance** ran a workshop asking delegates to consider the positioning of superannuation as enabling personal and family wellbeing for Indigenous Australians and the use of superannuation services to meet the aspirations of Indigenous clients. In a 'working-back' exercise, delegates were asked to think about what success might look like in the year 2020 and what initiatives had been carried out to achieve that success. This formed the basis of the workshop ideas that follow.

Improving super by 2020 – delegates' recommendations on what needs to happen

- More consultation with community about what they want from super and financial services more broadly
- Cultural awareness training across all levels of super fund staffing
- Learn from and about Indigenous communities around the country and engage communities better
- Learn about the industries Indigenous people work in
- Ask people if they identify as Aboriginal and/or Torres Strait Islander, and find ways to treat them in a culturally sensitive way
- Implement data accountability and accuracy around Aboriginal and Torres Strait Islander indicators
- Raise financial literacy levels
- Super funds need to communicate in a language that shows how super can facilitate Indigenous members' goals
- Invest back into the community, for example through social housing and Indigenous social bonds
- Solve the identification problems
- Identify areas where there might be no risk, so Anti-Money Laundering/Counter Terrorism Financing (AML-CTF) concerns don't apply and decisions are made more quickly
- Develop a general policy statement and a code of conduct for our interactions with Indigenous people and live by it
- Develop super as a vehicle for intergenerational wealth in the Indigenous community, rather than individual wealth
- Pay everyone super, including remote workers and those earning under \$450 a month
- Pay superannuation on all Centrelink benefits
- Super funds should represent the members including representative structures for Indigenous people in funds with high Indigenous membership
- Include employers in the dialogue and ensure consistency between the super fund and the employer's storytelling around super for Indigenous people



- Create employment opportunities in the superannuation industry for elders as advocates and educators around super, and in the industry more broadly
- Implement Reconciliation Action Plans across the industry
- Employ new, culturally appropriate procedures once people have identified as Aboriginal and/or Torres Strait Islander
- Implement broad collaboration and education initiatives across all interested stakeholders, including Indigenous communities, the superannuation industry and government agencies
- Implement legislative change that is principles-based and allows greater flexibility in dealing with Indigenous members and beneficiaries
- Train and support mentors
- Ensure government is at the table and agencies are more connected
- Test and change all of the definitions that currently exclude Indigenous people, and respect and acknowledge the Indigenous interpretation of family within the system
- Close the health and mortality gaps OR change the preservation age for Aboriginal and Torres Strait Islander people
- Invest in improving health outcomes to ensure dignity and quality of life in retirement, and to make reaching preservation age the norm for Indigenous people
- Continually evaluate what we were doing and if it is successful

Engagement on Superannuation

This part of the Summit program focused on better engagement strategies for the superannuation industry and its Indigenous members, beneficiaries and stakeholders.

The Big Koori Super Day Out

Trevor Pearce, CEO, First Nations Foundation (FNF) explained what FNF does including its financial empowerment work and its commitment to an approach centred on cultural identity and values. Last year, in partnership with the Financial Services Council and the National Centre for Indigenous Excellence, FNF held the Big Koori Super Day Out in Redfern. This event allowed the superannuation industry to engage with the Indigenous community, and for community to feel well informed and confident in engaging with the superannuation industry into the future. Sixty community members sat down with industry experts who volunteered their time, to sort out fund consolidation, updating of contact details, accessing benefits and changing beneficiaries. Mr Pearce indicated that there is demand for similar events outside of Sydney and FNF proposed organising eleven such events around the country over the next three years. Mr Pearce presented the roll-out of the Big Koori Super Day Out across the country as an opportunity for greater engagement and to continue to build the relationships between industry and Indigenous communities.



“There’s a great backlog in community of people who need help with their super.”

Thinking outside the box – forget funds, think industry

Cathy Binnington, Acting Senior Manager and **Alya Gordon, Lawyer, ASIC's Indigenous Outreach Program** presented ASIC's experience of Indigenous outreach since 2013 and the common problems encountered with government and super fund red tape. They explained how underfunded financial counsellors, money management workers and legal advocates are spending a huge proportion of their time helping people access their superannuation. They suggested that a non-branded, industry-wide Indigenous outreach team providing on-the-ground as well as phone support to Indigenous consumers would help.

ASIC has proposed an integrated structure whereby a group of problem solvers in a coordinated outreach team, assisted by fixers with appropriate decision-making authority in the superannuation funds and fixers in key government departments sitting on the side of the process, are ready to help when needed. This proposal, Ms Binnington and Ms Gordon suggested, will help funds to meet their stated commitment to providing equitable services to all members.



“Face-to-face contact is the preferred communication method for most Indigenous people and is necessary for those who are illiterate and cannot read. – *Alya Gordon*

“Our proposal isn't a typical call-centre with a series of pre-scripted responses. – *Cathy Binnington*

HESTA: Our journey towards a RAP

Sophie Sigalas, Executive Manager People and Facilities at HESTA explained her fund's thinking behind the development of its first RAP and the importance of board support. HESTA set up a small internal working group and relied on the input and guidance of peak bodies and other relevant stakeholders to put the RAP framework together. HESTA determined that it had a responsibility to its trustee office, to be a leading fund and also to be a member advocate for health and community services. This translates to increasing cultural awareness and respect, understanding access issues and improving confidence, as well as focusing on outcomes and delivering equity. HESTA has mapped its community as a fund and consider the fund to have a national obligation. Ms Sigalas said that HESTA is prioritising a focus on improving health outcomes, with more programs dedicated to a rural workforce. Financial literacy is also a priority in the fund's RAP.



Engagement with Superannuation Workshop

Facilitated by **Duncan Poulson, NT Regional Commissioner at ASIC**, Summit delegates worked in small groups on areas of interest stemming from the engagement discussions. The following ideas emerged:

Ideas on Reconciliation Action Plans (RAPs)

- Be clear on why you're doing it
- Engage the members of the fund and align the vision in the RAP
- Include a RAP as part of a broader diversity outlook
- Be flexible and agile, RAPs are always evolving

Ideas on lost super

- Use Medicare card as the primary identifier to find lost super (not to replace existing ID requirements), as everyone has one of these, but may forget or misplace their tax file number
- Have interest paid on people's lost super to encourage the ATO to reconnect people with their super
- Engage the Office of the Registrar of Indigenous Corporations and ASIC in helping to find lost members when an Indigenous organisation ceases operation

Ideas on managing payments – death and retirement

- If relevant to them, have Indigenous communities pool payments for them to deal with in a culturally appropriate manner

- The creation of a default Indigenous death benefit trust
- Recognition of broader kinship groups, and a revision of the definition of dependants
- Structured and strategic education at various life stages involving community elders
- Practice greater flexibility, particularly by trustees
- Advise on lump sums versus pensions

Ideas on financial literacy

- Use existing financial capability and wellbeing trainers and provide them with additional superannuation training to complement their skills
- Each financial counsellor will soon have a registered identification number under a Financial Counselling Australia initiative and this should give funds greater confidence in using financial counsellors as agents
- Encourage any government agencies visiting Indigenous communities to engage on superannuation during those visits
- A dedicated resource centre for the distribution of information about super

“ Instead of talking about insurance, binding nominations and death benefits, let's use language that's meaningful such as – How do you pay for your funeral? How do you keep having an income if you can't work? How w you look after your kids when you're gone? – *Summit participant in workshop session*

- Use storytelling and mediums such as TV, radio, YouTube to educate Indigenous people
- Change the language to be more culturally meaningful around super
- Use the network of 100 money workers nationwide and make sure their ongoing funding is assured

Ideas on engaging with Indigenous communities

- Need to be able to test whether ideas will work in community
- Need to set up a structure that feeds Aboriginal and Torres Strait Islander people's ideas into industry
- Invite Indigenous organisations/employers to attend annual industry meetings and engage on the issues
- Improve Indigenous representation on the Indigenous Superannuation Working Group
- Consider whether the Working Group is the appropriate vehicle to lead this work for the superannuation industry going forward

Ideas on identification

- Super industry is unique as it is exempt from the 'know your client' obligations due to employer sign-up of members
- If funds could verify ID at sign-up to the fund, some problems could be avoided
- Education around the flexibility that already exists with regard to ID and the AML/CTF legislation and the development of an industry framework
- Education of front line personnel (such as financial counsellors) around ID requirements
- Look at alternative forms of ID
- The importance of sharing data across government agencies
- Sponsoring the provision of Birth Certificates at events such as the Big Koori Super Day Out

Outcomes and Recommendations from the Summit

Summit delegates broadly agreed that superannuation is not meeting the needs of many Indigenous Australians whose lower life expectancy leads to disengagement, and attempts at communicating the benefits of super are mostly not aligned with cultural values and community goals.

There was general consensus that more engagement with Indigenous communities to identify what they want from their super was vital and that the various stakeholders, including the relevant government agencies, need to cooperatively share information and assist to improve outcomes.

“The beneficiaries should be both Indigenous Australians and the superannuation industry – shared value. – *Glen Brennan*



“I’m really looking forward to reading a PDS that has the word ‘caring’ in it. – *Jocelyn Furlan*

Key priorities identified:

- The Working Group should ensure greater engagement with the Indigenous community on understanding and resolving the needs of Indigenous superannuation fund members and their beneficiaries, starting with more Indigenous representation and input into the group itself
- The Working Group should continue its engagement with Government agencies (including the Department of Human Services, the Australian Taxation Office and AUSTRAC) to develop cross-stakeholder initiatives where regulator guidance can assist with low-cost and relatively easy to implement changes that will quickly improve outcomes for Indigenous consumers
- The Working Group should work closely with the Australian Bankers’ Association on Indigenous consumer initiatives, including identification protocols
- The Working Group should hold another Indigenous Super Summit in 2016 to discuss progress since the 2015 Summit

Feedback for the super industry:

- Super funds should consider changing their language and methods of engagement – it needs to be more culturally appropriate and should align with goals and values
- Funds should consider employing greater flexibility to address Indigenous consumers’ issues on a case-by-case basis
- Super funds should consider identifying and communicating service improvements that could result from the collection of data on their members’ Aboriginal and/or Torres Strait Islander status
- Super funds should consider collecting data on their members’ Aboriginal and/or Torres Strait Islander status and should communicate how this information will improve the service they receive while protecting their privacy
- Super funds should consider collecting data on any new members’ Aboriginal and/or Torres Strait Islander status
- Super funds should consider connecting with the network of Indigenous money workers and financial counsellors around the country to provide funds with greater insight into specific Indigenous community needs, and to consider using the network as intermediaries

Appendix A

The Discussion Paper

The Indigenous Super Working Group released its Discussion Paper, Building Better Superannuation Outcomes for Aboriginal and Torres Strait Islander People on 28 February 2015. Consultation on the paper was open until 1 May 2015 and seven submissions were received in response.

The Discussion Paper set out a number of key statistics to give context to the issues raised in the paper, while acknowledging the lack of data available specifically around superannuation savings and Indigenous consumers' interactions with the super system.

The Discussion Paper reported on the outcomes of the Working Group's survey of the superannuation industry completed by 27 super funds and highlighted specific issues:

- Problems with the verification of identity
- Communication and literacy issues
- Different cultural practices, expectations and relationships
- Life expectancy differences and early onset of illness.

The Discussion Paper also touched on Reconciliation Action Plans.

The Discussion Paper concluded:

- **First**, Aboriginal and Torres Strait Islander people are often disadvantaged within the superannuation system. This is both due to the nature of the superannuation system, as a system reliant on consistent workforce participation, and the fact that the system amplifies other disadvantages, including life expectancy, education levels and literacy.
- **Second**, many of the difficulties superannuation funds face in trying to engage with Aboriginal and Torres Strait Islander people are common to many other industries and areas of government. These include identity, family structures, and the inclination towards top-down centralised models of engagement.
- **Third**, there is currently no united industry-wide effort to address these issues within the superannuation industry.
- **Fourth**, many people in the superannuation industry recognise the less than adequate relationship between the industry and Aboriginal and Torres Strait Islander communities and there is some energy and momentum within the industry to undertake concrete action.

The Working Group recommended:

1. That the superannuation industry through the Indigenous Superannuation Working Group establish an annual Indigenous superannuation event that provides a forum for engagement and accountability around the superannuation industry's progress in pursuing the objective of improving the access to and engagement with superannuation of Aboriginal and Torres Strait Islander people.
2. That the superannuation industry – through the Indigenous Superannuation Working Group – provide a network fostering peer support for superannuation funds who decide to develop Reconciliation Action Plans.
3. That the Indigenous Superannuation Working Group, particularly through its industry association members, identifies, facilitates and promotes the production and distribution of superannuation resources appropriate for improving engagement with Aboriginal and Torres Strait Islander people regarding superannuation.
4. That the superannuation industry – through the Indigenous Superannuation Working Group – engages with the Australian Bankers Association, AUSTRAC and State and Federal Governments on establishing protocols on how best to address identification challenges faced by Aboriginal and Torres Strait Islander people in relation to superannuation.

Appendix B

Building better superannuation outcomes for Aboriginal and Torres Strait Islander people

Discussion paper

Indigenous Superannuation Working Group

February 2015

ABOUT THE INDIGENOUS SUPERANNUATION WORKING GROUP

The Indigenous Superannuation Working Group is an industry-led initiative established in 2013 by the superannuation industry associations with the objective of working to improve the gap between Indigenous and non-Indigenous Australians in accessing and engaging with their superannuation.

Since forming, the Working Group has met as follows:

2013	2014	2015
23 May	22 January	28 January
29 October	27 May	
	24 June	
	29 July	
	22 October	

Members of the working group are as follows:

Superannuation Industry Bodies:	
Association of Superannuation Funds of Australia	Industry Super Australia
Australian Institute of Superannuation Trustees	Women in Super
Financial Services Council	
Superannuation entities:	
AMP	MLC
Australian Super	QSuper
Cbus	Super SA
First State Super	Vision Super
GESB	
Individuals:	
Gordon Noble	

BACKGROUND AND INTRODUCTION

The objective for the Indigenous Superannuation Working Group (Working Group) is to improve the gap between Indigenous and non-Indigenous Australians when it comes to access to and engagement with superannuation.

The Working Group's Terms of Reference state that the initial focus of the group is:

1. To collect data;
2. To assess the superannuation industry's ability to meet specific needs of Australia's Indigenous people;
3. To consider self-regulation initiatives and industry guidance; and
4. To analyse relevant legislation and make appropriate recommendations to government.

Following an industry survey conducted by the Working Group in 2013, it was determined that a Discussion Paper be developed to engage the superannuation industry on the challenges faced by Aboriginal and Torres Strait Islander people when trying to access the superannuation system. The survey was concerned with Indigenous superannuation membership and engagement initiatives targeted at Indigenous members, as well as Indigenous employment within super funds.

The Working Group recognises that its objectives cannot be progressed without broad industry support. We also recognise that success requires the combined efforts of government, the Indigenous community and the superannuation industry. Consequently, this Discussion Paper aims to raise awareness and stimulate discussion within the industry on this important issue. An industry forum to discuss these issues further will be held in June 2015.

Feedback on this paper can be submitted to the Working Group's Chair:

Eva Scheerlinck
C/- AIST, Ground Floor
215 Spring St,
Melbourne VIC 300
or at escheerlinck@aist.asn.au.

Consultations close 1 May, 2015.

Background to the Working Group

Over the last few years there have been a number of discussion forums that have focused on addressing Aboriginal and Torres Strait Islander people's experience and engagement with superannuation.

In December 2008 the then Assistant Treasurer, Senator the Hon Nick Sherry took a delegation from the financial services industry to Northern Australia to investigate Indigenous financial services issues. One of the issues identified by the delegation was the number of Indigenous Australians with lost superannuation accounts. Nick Sherry heard direct evidence about the challenge that Indigenous Australians face providing proof of identity, with many complaining that in the end it was too hard and too time consuming to pursue queries regarding their entitlements. The result being that many Indigenous Australians gave up engaging with superannuation.

In recent times however, it appears that superannuation is again on the agenda across Indigenous communities, with financial counsellors and other service providers reporting that enquiries about superannuation have significantly increased.

The National Aboriginal and Torres Strait Islander Women's Alliance conducted research and published a report, "Aboriginal & Torres Strait Islander Women and Superannuation" in February 2013.ⁱ The following month the Public Interest Advocacy Centre, in partnership with the Anti Discrimination Board and Australia's First People (National Congress) hosted a discussion forum on super and Indigenous consumers, publishing a summary of issues raised in "Securing better outcomes for Aboriginal and Torres Strait Islander people in superannuation".ⁱⁱ

During this period ASIC organised a number of discussion forums through its Indigenous Outreach Program, bringing together all of the stakeholders to meet with industry on the challenges in the superannuation area. The Working Group participated in these forums and has kept in regular touch with ASIC since the formation of the group.

A number of superannuation funds have invested significant resources in programs that are focused on engaging with Indigenous members while industry associations have conducted research and started to lead conversations amongst their membership.

As a result, a broad industry consensus began to emerge on the need to establish an industry-wide mechanism to address the raft of issues in the superannuation system that result in challenges for Indigenous Australians. The need for a collaborative approach to addressing Indigenous issues has directly led to the establishment of this Working Group.

The first phase of the Working Group involved numerous consultations with the superannuation industry to discuss operational challenges and current practices. The second phase of the Working Group includes the release of this Discussion Paper and the upcoming one-day event – The Indigenous Super Summit - which marks an important shift towards broader engagement and collaboration with Aboriginal and Torres Strait Islander people. Up until now, there have been many consultations with Indigenous people and visits to Indigenous communities by the superannuation and financial services industries to understand the challenges outlined in this paper. Feedback and experiences have been included and discussed in the Working Group meetings. However, with industry commitment now established, the Working Group looks forward to moving into its next phase and hopes that one of the outcomes of the one-day event will be to add permanent Indigenous representation to the Working Group.

The Working Group's Survey

The Working Group, through the industry associations, invited super funds to participate in a survey on the challenges faced by Indigenous Australians in the superannuation arena. Twenty-seven superannuation funds participated in the survey.

The key conclusions from the survey are as follows:

- The identification of super fund members as being of Aboriginal or Torres Strait Islander origin is not widespread. Only two of the surveyed funds collected such data.
- Only four of the surveyed funds have developed specific initiatives targeted at their Indigenous members, with one fund producing tailored communications, a dedicated webpage, seminars and worksite visits.
- One fund advised of an internal process whereby Indigenous identification issues were escalated to the trustee.
- A number of the funds surveyed indicated that they had experienced problems in maintaining contact with Indigenous members. Funds also indicated issues around providing access to insurance benefits.
- Six respondents indicated that Aboriginal or Torres Strait Islander members had experienced difficulties making claims for insurance. Five respondents indicated that they had experienced difficulties settling insurance claims for Aboriginal or Torres Strait Islander members.
- Survey respondents commented that funds experienced difficulty identifying members and their beneficiaries due to inconsistent names and dates of birth on documentation. Determining family relationships to identify possible beneficiaries as well as the prolonged time to meet requirements such as estate details were also identified as challenges.
- Seven of the surveyed funds accept Indigenous ID cards such as the Larrakia Nation's card to verify a person's identity (in conjunction with other sources of ID).
- Four of the funds surveyed have an Indigenous employment strategy in place.
- Three of the funds surveyed had a Reconciliation Action Plan.
- The overwhelming majority of funds surveyed indicated an interest in continuing to participate in initiatives to improve access to superannuation for Indigenous people.

The survey results confirmed the Working Group's hypothesis that awareness of issues specific to Indigenous consumers is limited and that widespread attention is not being dedicated to improving access to and engagement with superannuation for this group of consumers.

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE – SOME KEY STATISTICS

The range of issues that Aboriginal and Torres Strait Islander people face that are different to those faced by the non-Indigenous population have been identified through stakeholder dialogue, research and industry engagement. The statistics belowⁱⁱⁱ provide context to the issues that exist in our superannuation system for Indigenous consumers.

Theme	Statistic	Relevance to super
Population	The Aboriginal and Torres Strait Islander population at 30 June 2011 was around 670,000 persons, with over half located in New South Wales and Queensland. NSW has the highest overall Aboriginal and Torres Strait Islander numbers with 208,000. The Northern Territory has the highest proportion of Aboriginal and Torres Strait Islander people with almost 50% of the Territory's population so identifying.	Proportion of people impacted
Age demographic	The Aboriginal and Torres Strait Islander population has a younger age structure than the non-Indigenous population, with a larger proportion of young people and a smaller proportion of older people. The much younger age structure of the Aboriginal and Torres Strait Islander population is largely a product of relatively high birth rates and mortality compared with the non-Indigenous population. In 2011, the proportion of Aboriginal and Torres Strait Islander people under 15 years of age was 35.8%, compared with 18.3% of the non-Indigenous population in the same age group. Persons aged 65 years and over comprised 3.4% of the Aboriginal and Torres Strait Islander population and 14.1% of the non-Indigenous population. There was no noteworthy differential on the basis of gender.	Capacity for workforce participation and retirement
Workforce participation	Labour force participation rates for Aboriginal and Torres Strait Islander people aged 15 years and over in 2011 was 61.6% with 66.5% in major cities compared to 54.65% in remote areas. Rates of labour force participation are higher for men and higher for those in major cities. Participation rates fell marginally for men and rose marginally for women between 2005 and 2011. The unemployment rate in 2011 for Aboriginal and Torres Strait Islander men was 16.4%. Men living in major cities experienced lower unemployment (12.3%) than regional Australia (19.8%). Unemployment for women was comparable to men.	Access to super through paid employment

Household composition	In 2006, Indigenous single family households were three times more likely than other single family households to be one-parent families with dependent children or students (30% compared with 10%). Indigenous families without dependents comprise 33% of households compared with 54% of non-Indigenous families.	Beneficiary relationships
Super balances	Indigenous Australians have lower coverage and lower superannuation balances on average than the general population, largely related to differences in paid labour force experience. Superannuation coverage for Indigenous Australians is about 70% for men and 60% for women, compared with rates of 85% for men and 80% for women for the population more generally. Average (mean) balances are also lower than for the equivalent Australian population as a whole. While Indigenous men had an average balance of \$55,743 in 2010, the equivalent figure for non-Indigenous was \$110,000. For women the respective figures were \$39,909 and \$63,000. ^{iv}	Super balances
Emergency money	Aboriginal and Torres Strait Islander people aged 18 years and over are almost four times more likely than non-Indigenous people to live in households unable to raise \$2,000 within a week in an emergency (47% compared with 13%).	Hardship
Educational attainment	59% of Aboriginal and Torres Strait Islander people aged 20-24 in 2012-2013 have completed year 12 or equivalent. For the non-Indigenous population aged 20-24 in 2010-2012 the proportion was 86-88%. ^v	Literacy and numeracy levels
Access to services	30% of Aboriginal and Torres Strait Islander people aged 15 years and over in 2008 reported problems accessing services over the previous year, with the proportion reaching 48% in very remote areas. ^{vi}	Engagement with super funds
Life expectancy	In 2010-2012, life expectancy at birth for Aboriginal and Torres Strait Islander males was 69.1 years, and 73.7 years for Aboriginal and Torres Strait Islander women. This represents a gap between Aboriginal and Torres Strait Islander Australians and non-Indigenous Australians of 10.6 years for men and 9.5 years for women. ^{vii} The lower life expectancy for Aboriginal and Torres Strait Islander people has been attributed to a higher incidence of diseases such as diabetes mellitus, respiratory disorders, ear disease, eye disorders and some cancers.	Preservation age and benefits

The above statistics highlight important differences in the life experience of Indigenous and non-Indigenous people in Australia. The age distribution of the Indigenous population, educational attainment levels, capacity for workforce participation and the gap in life expectancy generally result in lower superannuation balances and less capacity to convert superannuation savings into retirement income.

The classifications used to describe Indigenous households and family structures in the ABS five-yearly Census do not fully capture the complexity of many Indigenous families and their living arrangements. The statistics above therefore do not reflect the unique family and kinship structures that complicate many of the beneficiary arrangements. ABS data and anecdotal evidence at stakeholder forums tell us that the characteristics of Indigenous households differ from non-Indigenous households - they tend to be larger, non-nuclear and more fluid in composition. Indigenous families have overlapping and extensive kinship networks, with both adults and children commonly moving between different households. These extensive and fluid family structures are more common in remote communities, but are also found in more settled areas of Australia.

SUPERANNUATION AND INDIGENOUS PEOPLE

There have been many challenges for Indigenous Australians in accessing superannuation identified by the various stakeholders and interested parties,^{viii} including the Working Group. These challenges include:

- Problems with the verification of identity;
- Communication and literacy issues;
- Different cultural practices, expectations and relationships; and
- Life expectancy differences and early onset of illness.

The Working Group seeks to overcome the issues and challenges identified in the paper by working collaboratively with industry, government agencies, other stakeholders and of course, Aboriginal and Torres Strait Islander people.

Member Identification

There are a number of challenges in managing and maintaining accurate matches between Aboriginal and Torres Strait Islander members' identities and the way their identities are recorded within the superannuation system as account holders and beneficiaries. This is particularly a challenge in remote and first-language speaking communities.^{ix}

Indigenous identities often emphasise a collective or relational character, in contrast to the non-Indigenous emphasis on a stable individual identity and name. This is evident in the greater use of kinship names than individual names, and individuals having varying and multiple names throughout their life and in different circumstances. Names in many Aboriginal societies are also considered cultural property, often of particular groups, and restrictions on the sharing and use of these names are actively managed in everyday life. A common example is that after the death of a person, their name will not be spoken and those with the same or similar name will use an alternative name for some period. In addition to this, the unfamiliarity of Aboriginal languages to many Australians, and often carelessness on behalf of administrators, means that Aboriginal names are often spelt incorrectly and not corroborated by the named person themselves.

Identification problems for many Aboriginal and Torres Strait Islander people start at birth. Particularly with the older generation, births were not recorded in the official register resulting in no birth certificate being available. Many records are also inaccurate. The changing of names,

and the incorrect recording of birth dates or spelling of names has also proved challenging for many Indigenous people, leading to difficulties in proving their identity. The fact that super funds don't record a person's Aboriginality or Torres Strait Islander descent does not assist in helping individuals facing these identity verification issues to have the matter escalated to a separate protocol. Traditional marriages are also often not performed in accordance with Australia's marriage laws and are accordingly not registered. The same lack of registration can occur at the time of death where, if there is no funeral director, the actual step of registration can be missed. These circumstances pose problems for the identification of members and beneficiaries under the superannuation legislative framework.

The Working Group is keen to examine the possibility of the industry developing some consistent protocols to assist Indigenous people in the verification of their identity to facilitate access to their superannuation accounts or to insurance entitlements. The Working Group is cooperating with the Australian Bankers Association on their Indigenous identification protocol project, which is somewhat advanced at the time of writing this paper. The Working Group also supports improved cooperation and dialogue with other agencies including the Register of Births, Deaths and Marriages, the Australian Taxation Office, Centrelink, AUSTRAC and other government agencies to facilitate improved access.

There have been a number of projects that have sought to assist Aboriginal and Torres Strait Islander people with the verification of identity. The Larrakia Nation, which comprises people from Darwin and the surrounding area, has developed a Larrakia ID card, which has had success in addressing identification issues for the local community. The Australian Taxation Office has developed alternatives for Aboriginal and Torres Strait Islander people so they can apply for a tax file number without the usual 100 points of identification.

The anti-money laundering provisions impact financial services institutions' ability to modify identification requirements, however the Working Group believes there is scope to work with the various stakeholders and government to develop special guidelines and requirements to improve fairness and access for Indigenous people.

All of these factors make it difficult for many service providers, including superannuation funds, to correctly identify their members over time. Establishing an identity sufficient to meet the legal requirements of superannuation can become particularly demanding in relation to insurance claims and tracking lost superannuation.

The Working Group considers that there is merit in considering some form of identification program for Aboriginal and Torres Strait Islander people that explicitly addresses their unique identification issues. Such a program could play an important role in enabling Aboriginal and Torres Strait Islander people to engage with their superannuation in a much improved way.

There are also unique problems faced by people living in remote communities. Around 20 per cent of Aboriginal and Torres Strait Islander people live in remote communities, and those that do often find it hard to engage with superannuation funds, due to a number of factors including having English as a second language and limited access to telephone or internet. The superannuation industry has been structured to deliver superannuation services through centralised call centres and administration centres. Superannuation field staff most often focus on delivering services in major cities and regional centres.

The challenge that any individual superannuation fund faces is that it is uneconomical to deliver services face-to-face in remote communities across Australia.

The Working Group considers that there may be merit in considering an industry-wide engagement program that is focused on remote communities. While many non-Indigenous Australians living in remote communities are also disadvantaged, many of the identification issues are unique to Aboriginal and Torres Strait Islander people (such as a lack of birth date, name changes, skin names, etc). Such a program could focus on connecting people in remote communities with their superannuation (including their wishes in the event of death) and assisting with insurance claims where relevant. There are a number of ways such a program could be delivered including through partnership with ASIC's Indigenous Outreach Program or through community partnerships.

Literacy, numeracy and cultural issues

Financial counsellors and other stakeholders have expressed concerns about the capacity of many Indigenous superannuation consumers to engage with superannuation funds and their existing processes. For many Aboriginal or Torres Strait Islander people English is not a first language, numeracy and literacy levels are often low, and the financial terminology and legal requirements can be confounding. While similar issues are faced by migrant communities, "Aboriginal and Torres Strait Islander Australians are over-represented among Australians facing disadvantage, and this disadvantage appears more persistent over time and across generations."^x For the purposes of the Working Group's work, the focus will be the needs of Aboriginal and Torres Strait Islander people.

The Working group sees potential value in the industry working together to streamline and simplify processes and requirements for Indigenous members and to create appropriate generic resources that could be utilised across the industry.

Indigenous employment in the industry

With Indigenous employment in the superannuation industry not identified in the survey as being a consideration for most funds, the Working Group recognises that this area of focus is more difficult for an industry-wide solution at this time. However, as the Working Group looks to promote the adoption of Reconciliation Action Plans within the industry, this then becomes a possibility for individual funds to consider going forward.

Reconciliation Action Plans

A Reconciliation Action Plan (RAP) helps an organisation to realise their vision for reconciliation through meaningful and practical plans to develop relationships, show respect and increase opportunities for Aboriginal and Torres Strait Islander people.

Reconciliation Action Plans should be considered as a priority for the superannuation industry. While some funds are looking to link the existing RAPs of their parent companies (such as in the banking sector), others are yet to commence the process. The Working Group has commenced discussions with Reconciliation Australia about developing a pathway forward.

One option is for the superannuation industry, perhaps through the Working Group, to establish a network that supports superannuation funds that have an interest in developing their own Reconciliation Action Plan, having regard to existing RAPs in the financial services industry.

CONCLUSION

Through stakeholder dialogue, research and industry engagement the Working Group has identified a basis for action to address the range of issues that Aboriginal and Torres Strait Islander people face in relation to superannuation.

- **First**, Aboriginal and Torres Strait Islander people are often disadvantaged within the superannuation system. This is both due to the nature of the superannuation system, as a system reliant on consistent workforce participation, and the fact that the system amplifies other disadvantages, including life expectancy, education levels and literacy.
- **Second**, many of the difficulties superannuation funds face in trying to engage with Aboriginal and Torres Strait Islander people are common to many other industries and areas of government. These include identity, family structures, and the inclination towards top-down centralised models of engagement.
- **Third**, there is currently no united industry-wide effort to address these issues within the superannuation industry.
- **Fourth**, many people in the superannuation industry recognise the less than adequate relationship between the industry and Aboriginal and Torres Strait Islander communities and there is some energy and momentum within the industry to undertake concrete action.

Over the last couple of years there has been engagement with superannuation industry participants around Indigenous superannuation. From these conversations it is clear that there are people within the industry that have a strong interest and passion to support any work program that is ultimately developed by the Working Group.

A key issue is how the interest and passion of superannuation fund professionals can be harnessed. A wider question is how the industry can develop a program with long-term benchmarks and accountability.

One initiative is to hold an annual Indigenous superannuation event that would provide a mechanism for ongoing engagement and the sharing of ideas and experiences. Such a forum could provide an opportunity for superannuation funds to report on their progress and on their experiences in developing and delivering programs that are focused on achieving better outcomes for Indigenous superannuation fund members and their beneficiaries. The first such forum is envisaged to take place in June 2015 to take up the matters raised in this paper. Participation will be invited from Aboriginal and Torres Strait Islander organisations, government, government agencies, academics and the superannuation industry.

WORKING GROUP RECOMMENDATIONS

The following recommendations are proposed as discrete projects the Working Group will pursue. Guiding these actions is a broad framework that helps translate evidence and research findings into effective action that better develops relationships, shows respect and increases opportunities for Aboriginal and Torres Strait Islander people.

The Working Group recognises that Aboriginal and Torres Strait Islander communities are diverse, and solutions need to be developed at a local/regional level. National statistics and industry-wide data are important to identify and quantify common issues, however, they should not compel solutions to be similarly national or industry-wide. According to Gary Banks, chair of the Productivity Commission responsible for the “Overcoming Indigenous Disadvantage” regular reports that measure the wellbeing of Australia’s Indigenous people:

“[T]here is more going on in Indigenous communities than is being (or can be) captured by statistics. Our consultations across the country have brought to light many positive and successful initiatives at a local or community level. Because they are localised in their effects, they tend to be swamped in the aggregate statistics (even at the State or wider regional level. ...

Our analysis of the ‘things that work’, together with consultations with governments and Indigenous people, identified the following factors that many of the success stories have had in common:

- cooperative approaches between Indigenous people and government (and the private sector);
- community involvement in program design and decision-making — a ‘bottom-up’ rather than ‘top-down’ approach;
- good governance; and
- on-going government support (human as well as financial).”^{xi}

Nevertheless, to the extent that there are issues internal to the administration and policy processes of the superannuation system in relation to Aboriginal and Torres Strait Islander people, these should be addressed with an industry-wide approach.

The Working Group recognises addressing Aboriginal and Torres Strait Islander disadvantage and disenfranchisement with superannuation will be a long process. It is therefore critical that

good faith be demonstrated in an ongoing manner. Ongoing engagement and concrete gestures of local support are effective means to achieve this.

Recommendations:

1. That the superannuation industry through the Indigenous Superannuation Working Group establishes an annual Indigenous superannuation event that provides a forum for engagement and accountability around the superannuation industry's progress in pursuing the objective of improving the access to and engagement in superannuation of Aboriginal and Torres Strait Islander people.
2. That the superannuation industry through the Indigenous Superannuation Working Group provide a network fostering peer support for superannuation funds who decide to develop Reconciliation Action Plans.
3. That the Indigenous Superannuation Working Group, particularly through its industry association members, identifies, facilitates and promotes the production and distribution of superannuation resources appropriate for improving engagement with Aboriginal and Torres Strait Islander people regarding superannuation.
4. That the superannuation industry through the Indigenous Superannuation Working Group engages with the Australian Bankers Association, AUSTRAC and State and Federal Governments on establishing protocols on how best to address identification challenges faced by Aboriginal and Torres Strait Islander people in relation to superannuation.

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Appendix C

Feedback on the Discussion paper

Below is a summary of the contributions and feedback received on the Discussion Paper:

General Comments and Discussion Paper Findings

- The central focus should be Aboriginal and Torres Strait Islander people
- We need to recognise that it is the trustees and regulators who have the problems, issues and concerns, and they also have the responsibility to serve Indigenous consumers like any other segment of the population
- The Discussion Paper recognises that the solutions to the issues raised in the paper rely on resolution of interdependent factors, which complicates the work ahead.
- The Paper focuses too much on remote communities
- The Working Group should liaise with Reconciliation Australia to develop a RAP template for super funds to modify, rather than providing a network of peer support
- More research is required in this area

Access

- Super funds need to develop a greater understanding of cultural and remoteness issues, as well as the needs of Indigenous people when it comes to their super
- Access to insurance and familial relationships for Indigenous members needs to be further investigated
- Further development of ID protocols was supported, and the Working Group should consider the 'Certificate of Aboriginality' used by many Aboriginal organisations for access to services
- Broken work patterns for Indigenous members results in multiple accounts and low balances, often eaten away by fees
- Indigenous people involved in Remote Jobs Community Program and its predecessor Community Development Employment Programs are classified as employed with the Australian Bureau of Statistics, yet they receive no superannuation. Representations made to successive governments over the years have not resulted in this anomaly being changed
- Greater exposure of Indigenous people to superannuation will ultimately lead to better understanding and engagement

Engagement

- Super funds should collect data regarding members' Aboriginality or Torres Strait Islander descent
- Improving engagement with large employers of Indigenous people may be a way to improve engagement and access for Indigenous super fund members
- The industry's forms can be too dense and warrant review
- Financial counsellors see the following concerns among their Indigenous clients: financial hardship, TPD claims, questions around what super is and how it works, multiple accounts, access and identification
- Financial counsellors are not funded to provide detailed assistance and insights to clients on super
- Support for the development of appropriate resources
- Support for partnerships with Indigenous organisations

Speaker Biographies

Cathy Binnington, Acting Senior Manager, Indigenous Outreach Program, ASIC

At ASIC, Cathy's work focusses on Indigenous consumer protection, including in relation to consumer leases, payday lending, book up and funeral insurance. Cathy and her team also spend a lot of time trying to improve access to appropriate products and services for Indigenous financial consumers. In a brief interlude to her career at ASIC, Cathy spent a year at the retailer Target, as Manager of Sustainability and Community Relations at the retailer, Target, where she spent some time in Bangladesh assessing Target's ethical sourcing program.

Glen Brennan, Head of Indigenous Finance and Development, NAB

Born and bred in Narrabri in northern NSW, Glen is a proud member of the Kamilaroi people and Australia's most senior Indigenous banker. Glen has a broad range of responsibilities including: employment, financial literacy and Indigenous business development including superannuation. Prior to his banking career Glen received awards for his social justice work and remains the youngest ever recipient of the Queen's Birthday Public Service Medal. Glen's other roles include Co-Chair, Aboriginal Employment Strategy Pty Ltd, Board Member, Indigenous Business Australia and Director, Australian Indigenous Chamber of Commerce.

Peter Daniel, Research Manager, Productivity Commission

Peter Daniel is a research manager with the Productivity Commission and manages teams preparing two major reports: Overcoming Indigenous Disadvantage: Key Indicators and the Indigenous Expenditure Report. The Overcoming Indigenous Disadvantage Report provides information on the wellbeing of Aboriginal and Torres Strait Islander Australians against a range of indicators. The Indigenous Expenditure Report provides estimates of government expenditure on services used by Aboriginal and Torres Strait Islander Australians. The most recent editions of these reports were published in late 2014. Peter also managed previous editions of these reports. Before joining the Productivity Commission, Peter managed projects for World Vision Australia in Cambodia and Laos and also worked as an economist with the Victorian Government.

Jocelyn Furlan, Principal, Furlan Consulting

Jocelyn Furlan's vision is an Australian community empowered about their financial affairs. She pursues this vision by working with financial service providers to maximise member and customer centricity in their products and services and to implement best practice in dispute resolution. Jocelyn is the former Chairperson of the Superannuation Complaints Tribunal (September 2007 to March 2015). Prior to being Chair she was the Deputy Chairperson from March 2006. Jocelyn started working in superannuation in 1984, auditing self-managed superannuation funds. In 1991 she started her own tax practice and took up a contract at a major Victorian public sector superannuation fund where she worked as Secretary to the Board and part of the executive management team for eight years. She became the inaugural Company Secretary of VicSuper in 1999 before joining legalsuper as Compliance Manager in 2003. Jocelyn holds law and commerce degrees and a diploma of financial planning.

Vinita Godinho, Managing Director, Resilience Australia

Dr. Vinita Godinho advises the financial services sector, government and civil society on financial inclusion, corporate governance, risk management and community development, drawing on her extensive banking career with the ANZ Bank in Melbourne and in India. She has recently worked with the Traditional Credit Union, Westpac, Reconciliation Australia, Matrix on Board and the Australian Securities and Investments Commission in the Northern Territory to promote Indigenous financial and commercial capability. Vinita has recently been awarded a Doctorate for her thesis 'Money, Financial Capability and Well-being in Indigenous Australia' from RMIT University, Melbourne. Along with her PhD research, Vinita managed a project for the Smart Services Co-operative Research Centre, investigating technology-enabled solutions for promoting financial inclusion for remote Indigenous communities. She proactively contributes to various academic conferences, public debates and publishes academic papers on financial inclusion, Indigenous financial capability, and Indigenous research methodologies.

Alya Gordon, Lawyer, Indigenous Outreach Program, ASIC

Prior to working at ASIC, Alya worked as a lawyer in private practice in a number of areas including insolvency and corporate litigation. As a young Torres Strait Islander woman, Alya decided to pursue a career that provided an opportunity to contribute positively to her community and took a position as a lawyer in ASIC's Indigenous Outreach Program. During her time at ASIC, Alya has been heavily involved with the Indigenous Outreach Program's superannuation project, which has involved working with industry and key stakeholders to address access and engagement issues facing Indigenous consumers in relation to their superannuation.

Lyn Melcer, Head of Technical Services, QSuper

Lyn Melcer joined QSuper in 1981 and has worked through every area of the office whilst also obtaining a number of formal qualifications including a Graduate Certificate in European Business Studies from Rouen Business School (now NOEMA) in France. Lyn's current role is the Head of QSuper's Technical Services area, which has primary carriage of the relationship with the Queensland Government and management, interpretation and education of QSuper's governing rules. In addition, Lyn's area of responsibility currently includes the conversion of QSuper's written communication to a new platform, which provides more options for members and facilitates multi-channel delivery. Lyn is Chair, Public Sector Superannuation Policy Officers Group, member of the Indigenous Superannuation Working Group and also Superannuation Industry Relationship Network (SIRN).

Varenya Mohan-Ram, National Business Relationship Manager, TWUSUPER

A dedicated and innovative super and communications professional, Varenya has a strong interest in, and knowledge of, the challenges faced by business. Prior to joining TWUSUPER, Varenya worked for REST for nearly 10 years as Senior Client Services Manager in Australia's Far North QLD, NT and WA. Varenya has worked at the coal face with many employers in Northern and Western Australia. He also founded and chaired ASFA's NT group and his superannuation expertise has been utilised by business over many years and he has spent close to decade on the board of the Service Industry Training Advisory Council in the Northern Territory. He has also served on the Board of Business Associations in the Northern Territory, the Northern Territory Industry Training Bureau and Asthma Board of the NT. He has a keen interest in engaging the disengaged in our community.

Trevor Pearce CEO, First Nations Foundation

A Kamilaroi man from north-western New South Wales, Trevor has strong ties to both the New South Wales and Victorian Aboriginal community. He comes from a strong Aboriginal family that have always contributed to the development and strengthening of Aboriginal society in South-Eastern Australia. Trevor brings over 30 years of experience working for and within the Aboriginal community at local, state and national levels. Committed to achieving excellence his various roles have required a high level of responsibility for the social and cultural development of the Aboriginal community and have given him the opportunity to be an active member on a number of boards and committees. In 2006 Trevor received the Victorian Indigenous Leadership Fellowship, Emerging Leader Award (previously the Sir Douglas Nichols Fellowship) for outstanding contribution to Indigenous community capacity building within Victorian Indigenous communities.

Lena Rizk, Policy Manager – Retail Policy, Australian Bankers Association

Lena is responsible for working with member banks on setting, developing and advocating policy positions in a broad range of retail banking and consumer issues, including financial services regulation, retail banking accessibility, Indigenous banking, financial literacy, financial hardship and banking security. Lena also contributes to the development and implementation of strategies for communications and awareness raising activities along with working with key stakeholders in the financial services industry, politicians and regulators, and consumer groups. Prior to the ABA, Lena worked at Thomson Reuters as a Legal Editor. She also volunteered as a law clerk at Anti-Slavery Australia, a specialist legal research and policy centre that focuses on the abolition of slavery and trafficking. Lena holds a Bachelor of Laws (First Class Honours) and Bachelor of Business from the University of Technology, Sydney. Lena was admitted as a solicitor to the Supreme Court of New South Wales in February 2014.

Sophie Sigalas, Executive Manager – People and Facilities, HESTA

Sophie Sigalas is an experienced executive leader with an extensive background in human resources, organisational development and business leadership. Joining HESTA in January 2014 as Executive Manager – People and Facilities and as part of the HESTA executive leadership team, Sophie is responsible for leading the people strategy for the organisation. Sophie has a passion for promoting cultural diversity in the workplace and is a member of HESTA's Reconciliation Action Plan Working Group.

Delegates List

First Name	Last Name	Company	Title
Lucy	Antoniolli	HESTA	Client Relations Co-ordinator
Helen	Atkinson	Money Workers Association of the Northern Territory	Director
Ravi	Bandara	Superpartners	Account Manager - AUSfund
Nathan	Banicevic	First Nations Foundation	Operations and Projects Officer
James	Bennett	Cbus	Public Policy & Media Advisor
Robert	Bianchi	Griffith University	Associate Professor
Cathy	Binnington	ASIC (Australian Securities & Investments Commission)	Acting Senior Manager, Indigenous Outreach Program, Deposit Takers, Credit & Insurers
Ashley	Boland	REST Industry Super	General Manager, Strategic Relations
Joshua	Boyes	Maurice Blackburn Lawyers	Law Clerk
Helen	Brady	NAB Wealth	Industry Liaison, Government Affairs
Glen	Brennan	NAB	Head of Indigenous Finance & Development
Sandra	Buckley	Women in Super (WIS)	WIS Executive Officer
Richard	Bunting	Australian Transaction Reports & Analysis Centre (AUSTRAC)	Director, Domestic Policy
Sandra	Capponi	NAB	Manager, Indigenous Finance & Development
Joanne	Caruana	AMP	Strategic Account Manager, Corporate Superannuation
Melissa	Castan	Castan Centre for Human Rights Law	Deputy Director
Christian	Clark	Industry Super Australia	Research Analyst
David	Coogan	PricewaterhouseCoopers	Partner
Anne	Coyne	MLC	Consultant
Trish	Curry	AustralianSuper	Manager - Corporate Accounts/ Corporate Acc Team
Peter	Daniel	Productivity Commission	Research Manager
Serena	de Kretser	VicSuper	Senior Corporate Sustainability Consultant

First Name	Last Name	Company	Title
Janet	de Silva	AIST	Executive Manager – Media and Communications
Bernie	Dean	Industry Super Australia	Director of Marketing
Mary	Delahunty	HESTA	Business Development
Rob	Demasi	AIST	Leadership Programs Manager
Cath	Donges	NAB Private Wealth	Product Development Manager
Louise	du Pre-Alba	AustralianSuper	Head of Policy
Merinda	Dutton	Civil Law Service for Aboriginal Communities	Paralegal
Jason	Eades	PricewaterhouseCoopers Indigenous Consulting	Chief Executive Officer
Jocelyn	Furlan	Furlan Consulting Pty Ltd	Principal
Rachel	Gallagher	HOSTPLUS	Account Manager – NT
Tom	Garcia	AIST	Chief Executive Officer
Tony	Garvey	Wurundjeri	Elder
John	George	ATO	Director Reuniting Super, Superannuation Business Line
Christian	Gergis	Financial Services Council	Senior Policy Manager, Trustees & Legal Counsel
John	Gibbs	Department of Human Services	National Manager – Indigenous Services Branch
Helena	Gibson	First State Super	Structural Reform Specialist
Vinita	Godinho	Financial Resilience Australia	Managing Director
Enrique	Gonzalez	Milestone Group	Regional Product Manager
Alya	Gordon	ASIC (Australian Securities & Investments Commission)	Lawyer – Indigenous Outreach Program, Deposit Takers, Credit & Insurers
Maria	Grippi	ATO	Communications Managers, Superannuation Business Line
Ralph	Haller-Trost	FOS (Code)	Investigations Manager
Ian	Hamm	Department of Economic Development, Jobs, Transport and Resources	Director

First Name	Last Name	Company	Title
Brendan	Hogan	Sunsuper	Strategy Manager
Felicity	Huntington	Anti-Discrimination Board of NSW	Team Leader - Conciliation Officer
Erin	Keleher	Victorian Registry of Births, Deaths and Marriages	Director and Registrar
Kara	Keys	ACTU	Indigenous Officer
Michelle	Lawsen	QSuper	Head of Group Risk and Compliance
Bill	Lyons	VicSuper	Trustee Director - Deputy Chair
Bernadette	Marr	First Nations Foundation	Research and Policy Officer
Rod	Masson	Cbus	Strategic Media Advisor
Jemima	McCaughan	Civil Law Service for Aboriginal Communities	Senior Solicitor
Graham	McDonald	Superannuation Complaints Tribunal (Retired)	Former Chair
Tony	McGovern	StatewideSuper	Advisor (NT)
Rosalie	McLachlan	Productivity Commission	Research Manager
Lyn	Melcer	QSuper	Head of Technical Services
Denise	Michie	Victorian Aboriginal Community Controlled Health Organisation Inc	Senior HR Advisor
Varennya	Mohan-Ram	TWUSUPER	National Business Relationship Manager
John	Montague	Super SA	General Manager
Adam	Mooney	Good Shepherd Microfinance	Chief Executive Officer
Sharon	Morris	Women in Super / Mother's Day Classic	Chief Executive Officer
Peter	O'Connell	Westpac Institutional Bank	Director Superannuation
Jenny	Odgers	TOLL	Indigenous Engagement Officer
David	Pawson	REST Industry Super	Employer Services Manager
Trevor	Pearce	First Nations Foundation	Chief Executive Officer
Duncan	Poulson	ASIC (Australian Securities & Investments Commission)	Regional Commissioner (NT)
Rebekka	Power	Vision Super	Strategy Consultant
Emma	Pringle	BT Financial Group	Director of Sustainability
Corinne	Proske	NAB Private Wealth	Head of NAB Community Finance and Development

First Name	Last Name	Company	Title
Lena	Rizk	Australian Bankers Association	Policy Manager – Retail Policy
Nathan	Robertson	Industry Super Australia	Communications Coordinator
Stephen	Rowe	Vision Super	Chief Executive Officer
Mike	Rowland Whish-Wilson	MTAA Super	Insurance Manager
Neil	Saxton	HESTA	Executive Manager – Member Education
Eva	Scheerlinck	AIST	Executive Manager – Leadership and Governance
Chris	Siemers	FOS	Case Manager Financial Difficulty
Sophie	Sigalas	HESTA	Executive Manager – People & Facilities
Joseph	Sorby	IFSA	Senior Policy Manager
Alison	Tanswell	CSC	Head of Product & Distribution – Member & Employer Services
Dean	Thomas	AMP	Director
Clare	Vickery	Australian Transaction Reports & Analysis Centre (AUSTRAC)	Manager, International Policy
Gordon	Walker	APRA	Senior Manager
Christine	Wilkinson	NGS Super	Trustee Director
Cate	Wood	CareSuper	Trustee Director – Chair

The Artwork

We acknowledge artist Leanne Nakamarra Oldfield for use of her artwork 'Desert Fringe-rush Seed Dreaming' for our identifier and marketing materials.

Lukarrara Jukurrpa – (Desert Fringe-rush Seed Dreaming) By Leanne Nakamarra Oldfield

This Jukurrpa belongs to women of the Nakamarra/ Napurrurla subsections and to Jakamarra/Jupurrurla men. This Dreaming is associated with a place called Jaralypari, north of Yuendumu. Lukarrara (desert fringe-rush [*Fimbristylis oxystachya* & *Fimbristylis eremophila*]) is a grass with an edible seed. The seeds are traditionally ground on a large stone ('ngatinyanu') with a smaller stone ('ngalikirri') to make flour. This flour is mixed with water ('ngapa') to make damper cakes which are cooked and eaten. In Warlpiri traditional paintings iconography is used to represent the Jukurrpa, particular sites and other elements. Large concentric circles often represent the site of Jaralypari and also the seed bearing grass Lukurrara. 'U' shapes can depict the Karnta (women) collecting 'lukarrara' and straight lines are frequently used to portray seeds that fall down to the ground and are also collected by women using their 'parrajas' (wooden food carriers) and 'karlangu' (digging sticks).



