



**FEBRUARY 2018**  
Your member magazine

## True stories

Meet our 2017  
Community  
Sector Awards  
Unsung Hero

### SMOOTH SAILING

Income Stream  
Member Anne  
Tucker's new  
horizons

### SHINE BRIGHT

Recognising  
Indigenous nurses

### VILLAGE LIFE

Supporting  
world-class  
dementia care

### SISTER ACT

Taking positive  
preventative  
steps together

### REASONS TO BELIEVE

How we invest  
for you



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**ON THE COVER**  
Jenny Glare, HESTA  
2017 Community  
Sector Award winner



## in this issue...

### 05 work

Unsung Hero Award winner; recognising Indigenous nurses; binding nominations



06



08



12

### 11 life

Sisters standing strong; world-class dementia care; fitness for all ages

### 17 balance

Sailing into retirement; our investment beliefs; healthy green burgers



18



20

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## A better future for every member

**A warm welcome to the summer issue of your member magazine. I hope you have enjoyed some time with family and friends during the festive season.**

This issue highlights some of the ways we're working towards better outcomes for our members, for our community and for our planet. This is the idea on which HESTA is founded.

Our first duty is to invest your super responsibly, intelligently and effectively. Our investment beliefs reflect how we seek to balance our focus on solid returns with care for our earth and its people. We explore why and how our beliefs support our work for your future on page 20.

The past six months have also seen us invest in innovative dementia care that enhances quality of life for people living with this condition; recognise an unsung hero in the community sector for connecting people who were raised in out-of-home care with their stories of origin; and launch our second Reconciliation Action Plan to support inclusion and opportunity for Aboriginal and Torres Strait Islander Peoples, especially those working in the health sector.

All of these actions are made possible by you, and I thank you for sharing our vision of a better future.

**Debby Blakey**  
Chief Executive Officer

### Leading – at work and at home...



#### What qualities do you look for in your team?

Passion, contribution, communication, collaboration, teamwork – and to love what they do.



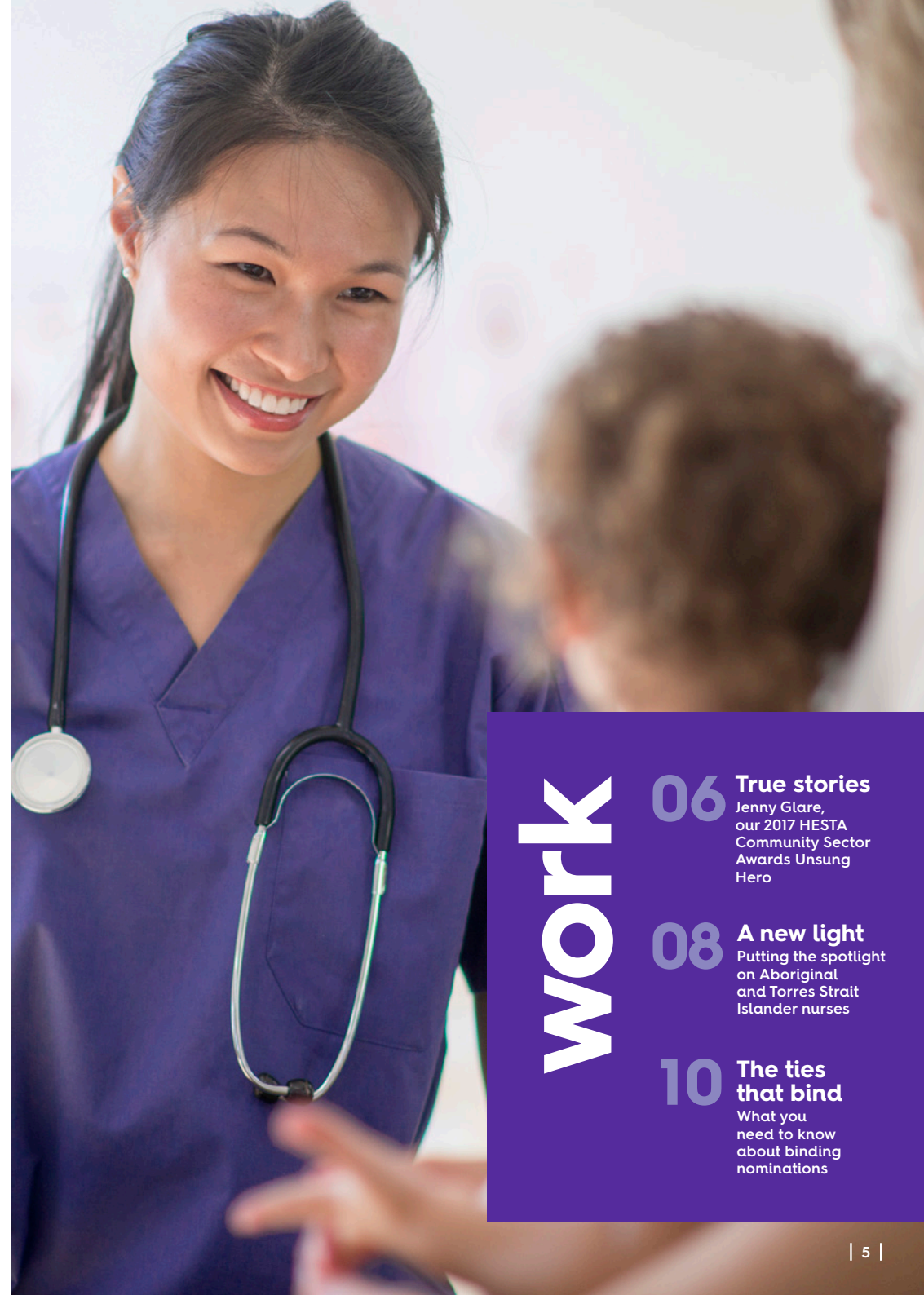
#### What's the best habit you learnt growing up / from your family?

The daily ritual of dinner eaten at the table – a time to catch up, discuss and debate.



#### Who is your favourite female leader?

Eleanor Roosevelt: humanitarian, political force and champion of women.



**work**

**06 True stories**  
Jenny Glare, our 2017 HESTA Community Sector Awards Unsung Hero

**08 A new light**  
Putting the spotlight on Aboriginal and Torres Strait Islander nurses

**10 The ties that bind**  
What you need to know about binding nominations

# True stories

For many people who grew up in out-of-home care, unearthing their family history is as challenging as it is fundamental. Our 2017 HESTA Community Sector Awards Unsung Hero is connecting these people to their own stories of childhood, family and identity.

**M**acKillop Family Services' General Manager of Heritage and Information Services, Jenny Glare, helps Australians raised in orphanages and children's homes to access their historical records, allowing them to learn more about their family and childhood histories.

"It's a great honour to win this award because it shines a light on the lives of people who grew up in out-of-home care, separated from their families," Jenny says.

"Being invited to support them as interpreter of their records is a privilege I never take for granted."

## Turning the pages together

Each file Jenny opens contains the keys to a past that can be equal parts illuminating and devastating. This is where her 'supported release' approach has been invaluable.

MacKillop Family Services' Dr Robyn Miller nominated Jenny for the HESTA award. "Jenny has had a profound impact on thousands of Australians who grew up in former child institutions," she says. "She recognised that for some people, reading records of their childhood can be traumatising.

"Jenny provides a calm and supportive environment to guide people through the emotional process of unlocking their past. Her approach has influenced records management nationally and internationally. More importantly, she has provided thousands of former residents with a more complete story of their lives."

It's a task of breathtaking scale. "Jenny receives about 60 requests for information each month," Robyn says. "She has sorted through thousands of old handwritten files. It took two and a half years to transfer



**Jenny provides a calm and supportive environment to guide people through the emotional process of unlocking their past.**

the entire archive to a computer database. She once spent two years tracking a mother who had disappeared after giving birth. Her son had hardly any information about her. Jenny eventually found out the woman had died under a different name, but as her son was a 'forgotten child' his right to search for her death certificate was denied under privacy legislation. Jenny was able to help him discover when and where his birth mother had died. "Jenny's work has supported

members of the Stolen Generations, forgotten Australians and former child migrants."

## A new chapter

Jenny is thrilled to use her \$10,000 prize from proud award sponsors ME for a special project in the MacKillop Heritage Centre documenting the lives of people who grew up in out-of-home care. "It will provide the opportunity for more people to tell their own stories in their own way," Jenny says.



Find out more about our award winners and how you can celebrate an unsung hero in your industry at [hesta.com.au/awards](https://hesta.com.au/awards)



# A new light

**The contributions of Aboriginal and Torres Strait Islander nurses to Australian health care are pivotal, but too often unsung. Our second Reconciliation Action Plan (RAP) aims to help shine a new light on their stories and open their next chapter.**

## A beautiful, rich history

One of our RAP's key actions is to partner with the Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) to highlight this significant part of our shared history, and future.

"Committing to this action is our way of recognising the incredible influence of Aboriginal and Torres Strait Islander nurses past and present to our healthcare system," HESTA CEO Debby Blakey says.

"By collaborating with associations like CATSINaM to record and share their stories, we hope to help acknowledge the barriers they may have overcome, while raising awareness of the pivotal role they continue to play in achieving health equality in Australia."

CATSINaM CEO Janine Mohamed says the partnership will help trace the legacy of Indigenous nurses from their own perspective. "It's really important our

Above: HESTA Executive Engagement Strategy Neil Saxton and CATSINaM CEO Janine Mohamed.

Opposite: Nurse Tamika Elvin (centre) with Neil Saxton and Business Development Manager Tom Moloney at the CATSINaM national conference.



**It's vital both Indigenous and non-Indigenous nurses know the beautiful, rich history of Aboriginal and Torres Strait Islander nurses and midwives in this country.**



stories are told by our people," Janine says. "So much of Australia's history is told through a non-Indigenous lens. "It's vital both Indigenous and non-Indigenous nurses know the beautiful, rich history of Aboriginal and Torres Strait Islander nurses and midwives in this country. Their stories need to be elevated so we can have pride in them."

## The next chapter

Another key RAP action is to support the development of Indigenous leaders in the health care sector. "We're proud to promote initiatives and programs that support future Aboriginal and Torres Strait Islander health care leaders," Debby says.

We're partnering with organisations across Australia to promote emerging leaders' professional development – a vital step towards a fairer, healthier tomorrow.

## TAMIKA ELVIN

As part of our support of Aboriginal and Torres Strait Islander health leaders, HESTA sponsored Endorsed Enrolled Nurse Tamika Elvin (pictured opposite) of Queensland's Princess Alexandra Hospital to attend CATSINaM's national conference in October 2017.

"I was able to meet so many wonderful Aboriginal nurses and have gained many insights into Indigenous health that I can take back to work and continue in my future studies," Tamika says. "The more I can learn about Indigenous health, the more I can pass onto my colleagues and use to help my Indigenous patients and be a part of helping to close the gap.

"A real highlight of the conference has been hearing everyone's stories. It's so important to take this time to connect with my colleagues."



See our Innovate Reconciliation Action Plan at [hesta.com.au/rap](https://hesta.com.au/rap)



# Ties that bind



Who can receive your super when you die?  
(Don't turn the page – it's important!)

It's not a feel-good story, but your super could make a big difference to the people you love if you're not here to take care of them. Want to be more certain it will go to the person (or people) you want? You can sign a **binding death benefit nomination** – and make sure they will be looked after.

- **name a preferred beneficiary.** This shows the person or people you'd prefer to receive your super (but doesn't mean they'll definitely receive it); or
- **make a binding nomination.** This means HESTA *must* give that person or people your super, as long as they're legally able to receive it.

### Do I have to choose someone?

It's totally up to you. When you set up your HESTA account (or any time after), you can either:

- **choose not to name someone as a 'beneficiary'** to receive your super when you die, which means HESTA has to make the decision; or

### What if I change my mind?

You can update, change or cancel a binding nomination at any time.

See how it works  
[hesta.com.au/bdn](https://hesta.com.au/bdn)

## WANT TO MAKE A BINDING NOMINATION? HERE'S HOW.



**1** Check who can get your super at [hesta.com.au/pds](https://hesta.com.au/pds) – there's a full list in *How Super Works*.



**2** Tell us who you've chosen (fill in the binding death benefit nomination form, sign it in front of two witnesses, and post it back to us).



**3** We'll give you a thumbs up once you've chosen an eligible beneficiary (or give you a call to work through any problems).



# Life

## 12 A story of hope

This HESTA member faced her family history of cancer with positive action.

## 14 World-class care

We're supporting a new approach to dementia care.

## 16 Mind over money

Tips for overcoming financial brain barriers.



# A story of hope

**For practice nurse and HESTA member Julie Gaspero, a genetic cancer link ignited her passion to fight cancer through early diagnosis and prevention.**

**B**usy healthcare workers tend to look after everyone else first. When it comes to their own health, they're not always as vigilant.

Julie Gaspero, who works as nurse at a GP clinic in Tyabb on Victoria's Mornington Peninsula, is on a mission to change that. She was 26 when she and her sister Michelle May learned that they both carried a genetic mutation called BRCA1. This means they have an 80 per cent increased risk of developing breast cancer and a 40 per cent increased risk of developing ovarian cancer.

## The importance of early diagnosis

"It only takes one conversation to save lives," Julie says. She wants to increase awareness about preventative care, especially in families with a history of cancer.

The sisters decided on preventative genetic testing after their father was diagnosed with an aggressive form of prostate cancer. They also learned that their grandmother had breast cancer, passing away before they were born. Plus, two of their aunts were diagnosed with breast cancer in their 40s. Julie and Michelle tested positive for the gene while their younger sister, Jessica Gaspero, tested negative. "Fortunately, because we looked into our family history and started a conversation, one that we would not usually have had, we decided to take this further for surveillance and prevention."

## Risk management

The sisters undertake yearly MRI tests and see a cancer risk management specialist. They also have regular breast checks and maintain healthy lifestyles. "If anything, having



**"It only takes one conversation to save lives."**

the BRCA1 diagnosis has empowered us to be strong and not give up without a fight," Julie says. She is participating in a clinical trial at the Royal Melbourne Hospital that aims to switch off early cancerous changes in breast cells from women with a faulty BRCA1 or BRCA2 gene without the need for surgical intervention.

## Pink Hope

Julie is also committed to helping others through Pink Hope, an organisation that helps women assess, manage and reduce their risk of breast and ovarian cancer.



HESTA is proud to play a part in fighting breast cancer as founding supporters of the Mother's Day Classic. Find out how to support this year's event at [mothersdayclassic.com.au](http://mothersdayclassic.com.au)

From left: sisters Julie and Jessica Gaspero and Michelle May are committed to raising awareness about preventative genetic testing.



# Supporting world-class care

**Your super is helping create an Australian-first suburban village that restores the joy of everyday life for people with dementia.**

As part of our mission to make a real difference to our members and to society, HESTA has invested \$19 million in a cutting-edge dementia 'village' in Tasmania through our \$30 million Social Impact Investment Trust. Dementia is now the second leading cause of death in Australia (and the leading cause for women). By 2056 there will be more than 1.1 million Australians living with the condition. "The demand for dementia

care across Australia is outstripping the available supply of services and facilities," HESTA CEO Debby Blakey says. Korongee village is a partnership between HESTA, not-for-profit aged care provider Glenview Community Services and Social Ventures Australia and has the potential to reshape Australia's model of dementia care. "This investment is helping provide a world-class facility and benefit our members by earning a market-based return," Debby says.



**The demand for dementia care across Australia is outstripping the available supply of services and facilities.**



### A home away from home

As people living with dementia can become distressed in unfamiliar places, Korongee, in the southern Tasmanian suburb of Glenorchy, will be designed to recreate a typical suburban lifestyle. The hamlet will have 15 homes and a number of amenities. "Residents can walk around the secure, safe village and participate in everyday life decisions, such as going to the café to buy a coffee or simply heading to the supermarket to buy groceries for dinner," Glenview CEO Lucy O'Flaherty says.

### International inspiration

Korongee is based on overseas examples, including the Hogeweyk dementia village in the Netherlands. The Dutch project has seen encouraging results for its residents. They enjoy more freedom, tend to live longer, eat better and take less medication.

### A perfect partnership

Lucy says the longstanding relationship between Glenview

and HESTA means this project could soon become a reality and have a broad scope. "This isn't a transactional partnership, it's a real relationship," Lucy says. "HESTA is looking not just for a financial return, but a social one as well." She hopes to further inspire the private and financial sectors to work with not-for-profit organisations to tackle the growing demand for dementia care. "Our relationship with HESTA breaks down stereotypes about what can be achieved - it's critical that everyone is part of the solution."

### Investing in the future

When Korongee opens in 2019 it will be home to 90 people, with 100 staff. It's a step towards meeting the need for high-quality dementia care that, until now, has been largely unmet.



Find out more at [hesta.com.au/stories](https://hesta.com.au/stories)



# Mind over money

We look at the brain barriers that behavioural science tells us can hold you back from making better use of your money, plus tips on how to retrain your mind to overcome the hurdles.



## 1 Think of tomorrow, live for today

As humans we experience “present bias” - the tendency to place more value on what’s happening now than in the future\*. But there are ways to make it more compelling to tuck money away for tomorrow. Start by visualising your future self. If you’re saving for a holiday, try pinning snaps of your dream destination to the fridge to remind you what you’re saving towards.

\* [behavioraleconomics.com/mini-encyclopedia-of-be/present-bias/](http://behavioraleconomics.com/mini-encyclopedia-of-be/present-bias/)

## 2 More isn’t always better

If you’ve ever walked out of a store empty-handed because the sheer volume of products was overwhelming, you’ve experienced “choice paralysis”. When it comes to financial products like savings accounts, comparison sites can help overcome choice paralysis by narrowing the product range to fit your criteria.

## 3 Shout doubt

The traditional Aussie ‘shout’ sounds like a good idea but eight out of 10 of us would secretly rather pay for our own drinks. The key is to remember you can enjoy the company of friends without damaging your budget. And since most of your friends are probably in a similar financial situation to you, it’s likely they’ll be grateful if you lead the way by politely bowing out of a shout from time to time.



ME was established by industry super funds, including HESTA, to provide a fairer way to bank. And because ME is owned by industry super funds, any profits go back to the funds to help members like you achieve a better quality of life in retirement.

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# balance

## 18 Smooth sailing

The journey to an Income Stream has been an easy one for this former aged care CEO.

## 20 Reasons to believe

Find out what’s behind every investment decision we make for your super.

## 22 Fresh fast food

This veggie burger is sure to be a hit with the whole family.



# Smooth sailing

Timely support ensured HESTA Income Stream Member Anne Tucker had a seamless journey from aged care CEO to potential world traveller.



HESTA Income Stream member Anne Tucker.

In December 2016, I celebrated 40 years of service with a major aged care provider in New South Wales. I was CEO for many years, before moving onto the Board and overseeing the development of our new facility. We were about to undertake another mammoth project, and my mum's health has been up and down, so that helped make my decision to retire... for now.

I was a HESTA member, so knew I had my super to rely on, but wasn't sure what my next steps would be. A friend suggested an income stream. The fact that you can use your super to bring in an income was a revelation. Initially I went onto the HESTA website to do a bit of reading up.

## Help to navigate

I access my super account online, so I knew there'd be plenty of information available, including calculators. But it was still a big decision to make. So I called HESTA to get more details: the tax implications, and the long and short-term investment outlooks.

The initial advice I received was from [Associate Superannuation Adviser] Adisa Turbic; she was brilliant. We talked about my situation – caring for Mum, what

would happen if I wanted to return to work – and she was exceptionally helpful. After a few conversations I said: "I think this is the right way for me to go." Adisa suggested I take my advice to the next level.

I met with [Superannuation Adviser] James Poka for personal advice. We got deeper into the detail: what have I got now, what are my expenses, and what type of income do I expect?

James came back with an outline of my risk profile and the investment I might want to look at to reach my goals. I now know where I stand, how long my super is likely to last and what factors were taken into account. James made it clear I could change my investment strategy and drawdown amounts any time I want. It's great to know I can call on someone who understands my situation.

## New horizons

I'd like to do some contractual or consulting work from home. And because I've worked long and hard, I have a couple of great European holidays planned!



It's great to know I can call on someone who understands my situation.



Getting ready to cruise into retirement? We'll keep your money working hard for you with a HESTA Income Stream. Set your course at [hesta.com.au/is](https://hesta.com.au/is)





# Reasons to believe

**What makes your super such a powerful investment? A strong set of beliefs guides every decision we make on your behalf. HESTA Chief Investment Officer Sonya Sawtell-Rickson tells us more.**

## Why is it important for us to have investment beliefs (and why should our members care)?

The beliefs really say what we stand for: how we decide to invest, or not invest, in something on behalf of our members in order to provide them with returns. They lay the groundwork for a consistent approach to achieving our long-term mission: to make a real difference for every member.

## What are the main themes our beliefs reflect?

There are four: our overall philosophy (to invest responsibly, limiting risk and keeping a long-term, strategic focus); governance (to make sure we have the right controls and oversights in place);

market returns (to access different markets in a way that creates value for members); and active management (the style and vehicles in which we decide to invest and how we make those decisions).

## What shaped our beliefs?

We started with our core mission, then we set investment goals to help us achieve it. The goals centre on generating sustainable long-term performance while carefully controlling costs. We put our members' interests at the centre of our decisions, so we're aligning them with their long-term investment needs. And we aim to support a healthy economy, environment and society, because we know that's fundamental to all of us.

## How do our beliefs support our strategy and performance?

They create a lens through which we look at opportunities and guide our appetite for risk and return. We know if you want good returns you have to take a certain amount of risk. The beliefs help us decide which risks to take and at what level.

What makes us different from other investors is how we apply our beliefs to our day-to-day work. We believe in investing for the long term. So, when we're exploring how certain opportunities such as renewable energy could benefit our members, we're not just thinking about next year, but the next 10 years, or even longer.

We also believe in investing responsibly and using our influence to create change. By owning shares in companies we work to influence how they operate. We've seen that well-run companies, which manage governance, environmental and social risks, generally have better investment returns.

## What do our beliefs say about HESTA as an investor and corporate citizen?

Our decisions are aimed first and foremost at achieving the best possible investment returns for members. We believe we can do this while also making a positive impact on the world around us. You can tick both boxes on each investment belief.

## Our investment beliefs in a nutshell

### OUR APPROACH



Invest responsibly



Carefully manage risk



Keep a long-term focus

### HOW WE MAKE DECISIONS



Have the right controls in place



Use our size to benefit members



Partner with other like-minded investors

### MARKET RETURNS



Generate returns by taking risks we believe will be rewarded



Invest in different markets to help manage risk



Keep an eye out for opportunities to add value or reduce risk as markets change

### ACTIVE RETURNS



Be open to a wide range of investment approaches



Use our experience and research to identify and partner with talented managers



Use the opportunity for active returns to enhance performance across markets

See the full beliefs at [hesta.com.au/investments](https://hesta.com.au/investments)

# Fast fresh food

This healthy veggie burger is sure to be a hit with the whole family.

## Twirled zucchini and sweet potato burger with mayonnaise

Serves: 6

### INGREDIENTS

- 2 medium sweet potatoes
- 1-2 zucchini
- 50 g butter
- sea salt
- peanut oil for frying
- 6 shallots
- 1 tsp red wine vinegar
- 1 tbsp butter

### To serve:

- 6 buttered burger rolls
- Swiss chard leaves
- Mayonnaise

### METHOD

1. Preheat the oven to 180°C
2. Peel the sweet potatoes and then shred them and the zucchini

with a mandoline and place in a bowl.

3. Melt the butter over a low heat and pour into the bowl of sweet potato and zucchini. Sprinkle with salt and combine well.

4. Heat a little oil in a frying pan. Twirl up about a sixth of the zucchini and sweet potato strips at a time using a fork, put them in the frying pan and form into small patties. Fry for about five minutes on both sides.

5. Transfer the patties onto paper towel. Then put them into an ovenproof

dish and finish them off in the oven for 5-10 minutes.

6. Halve the shallots crossways (keeping the skins on). Fry the shallots over high heat. Then put them into an ovenproof dish, splash with vinegar and add the butter. Bake in the oven for 15 minutes. Remove from the oven and push the shallots out of their skins.
7. Butter the rolls and fry them quickly.
8. Put Swiss chard on each roll, place a patty on it, top with shallots and mayonnaise.



Recipe adapted from *Green Burgers: creative vegetarian recipes for burgers and sides* by Martin Nordin.

HESTA



## sometimes you just want more

Based on a starting income of \$50,000 and a starting account balance of \$50,000

**HESTA has delivered \$17,837 more to members than the average retail super fund over the past 10 years\*.**

This was because of both lower fees and higher investment earnings.

[hesta.com.au/betteroff](https://hesta.com.au/betteroff)

\*Comparisons modelled by SuperRatings, commissioned by HESTA. Modelled outcome shows 10 year average difference in net benefit of the main balanced options of HESTA and 77 retail funds tracked by SuperRatings, with a 10 year performance history, taking into account historical earnings and fees - excluding contribution, entry, exit and additional adviser fees - of main balanced options. Outcomes vary between individual funds. Modelling as at 30 June 2017. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs so you should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. Before making a decision about HESTA products you should read the relevant Product Disclosure Statement (call 1800 813 327 or visit [hesta.com.au](https://hesta.com.au) for a copy), and consider any relevant risks ([hesta.com.au/understandingrisk](https://hesta.com.au/understandingrisk)). Past performance is not a reliable indicator of future performance and should never be the sole factor considered when selecting a fund. See [hesta.com.au/superraterassumptions](https://hesta.com.au/superraterassumptions) for more details about modelling calculations and assumptions.



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