

## MEDIA RELEASE

### 40 years of making the difficult easy for our members

BUSSQ is proud to be acknowledged for their work around member servicing, after winning Super Review's Service Quality award on Wednesday night.

*"We're a boots on the ground fund and our members have always been at the core of our organisation,"* says CEO Damian Wills, who has headed up the fund since 2021.

With the recent press around larger funds failing to deliver for members in their darkest times, as well as members left wanting by operational failings, the small Queensland fund is punching above its weight when it comes to putting their members first.

Built in 1985 for building, construction and civil industry workers, BUSSQ continues to place a firm emphasis on providing personalised service to their membership.

*"Our teams can be found on job sites all over Queensland, helping our members with their super, checking their insurance is the right fit and even tracking down unpaid super, which can be a major issue in our industry,"* says Wills.

The fund was one of the first to implement a Member Service Promise, backed by measures to ensure that the focus is firmly on providing high quality, timely and human focused service to the membership, prior to service standards being mandated earlier this year.

*"Our focus on members made it easy for us to articulate and measure what would become our service promise,"* says CEO Damian Wills.

Only 30% of all funds operating 2010 still exist today and Chairman Chris Taylor attributes BUSSQ's ongoing success to the constant emphasis the fund places on innovating around member needs.

*"Being at the coal face means the team has a direct line to their membership and our size means we can pivot much more readily than larger funds,"* notes Taylor.

*"Due to the grueling nature of the industry, our members often need to retire earlier than planned. Seeing the stress this often causes, we understood the need to build an in house financial planning team, to help put members' minds at ease around whether they'll have enough to retire, it's a real load off for them and their families, and 90% report feeling more confident around retirement after meeting with the team."*

With an eye on the increased need for construction workers to build infrastructure for the Olympics in 2032, the fund's aim is to continue to support the building, construction and civil industries in Queensland.

BUSSQ is an industry superannuation fund that has been looking after the retirement savings of Queensland's building and construction and civil industries for 40 years. We understand the unique challenges of the industry and everything we do, from developing products to providing services, is focused on delivering solutions tailored to our members. Our goal is to help our members' finances to work as hard as they do.

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*For more information contact:*

*Carolyn Bartsch*

*Executive Manager, Marketing Brand and Communications*

*E: [cbartsch@bussq.com.au](mailto:cbartsch@bussq.com.au)*