



Helping protect members' super entitlements

AustralianSuper works in partnership with the ACTU, union stakeholders, and over 466,000¹ employers to deliver super entitlements to members in an efficient and timely way.

Having measures in place to help ensure members are paid their super at the right time not only serves members' interests but helps create a level playing field for employers. Here's what AustralianSuper does to help members receive their super on time.

We work with unions

AustralianSuper encourages stakeholder unions to work alongside us on solutions if they have concerns about the payment of their member's super. This may include assisting members to follow up on missed payments.

We educate employers about super and the benefits of paying on time

AustralianSuper supports employers with a range of education materials to keep them up-to-date with their super obligations under the Super Guarantee Act. Information and support is available online and over the phone.

We remind employers that they can claim a tax deduction for super payments made on time and of the penalties that could be applied by the Australian Taxation Office (ATO) for non-payment of super.

We remind employers of super payment deadlines

AustralianSuper employers receive quarterly reminders when payments are due with information on how to make payment and tips on super administration. Employers who've been subject to legal proceedings previously or who've previously agreed to payment plans with the Fund receive an SMS reminder prior to the end of the SG quarter to remind them to make payment.

We follow up when payments are late through the arrears program

The AustralianSuper arrears program monitors non-payment and under payment of super. Employers who may be behind in their SG payments are identified and are contacted to determine the reason for non-payment or under payment and we then work with them towards resolution.

Two arrears communications are sent to employers to remind them to make payment. If no action is taken to resolve the situation, employers are then referred to AustralianSuper's credit collection agency, Industry Fund Services (IFS).

Employers with a history of legal proceedings or payment plans are referred to IFS in place of the second arrears communication.

Most employers respond positively to this contact and we're generally able to develop a mutually agreed upon solution for payment of late super, with members' interests as a priority.

The solution may be a payment plan which is agreed upon by the Trustee and the employer and which is monitored by AustralianSuper.

We value the relationship we have with union delegates and officials and are committed to working alongside you to bring about the best outcomes for members.

Keeping in touch

If you need assistance, please contact your Partnership Manager in each state:

NSW/ACT: James Nero **0448 881 778**

NSW/ACT: Helen Alesana **0456 549 210**

QLD: Deneille Sutton **0448 064 464**

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¹ As at 31 December 2023.