



Let's get
started

Your guide to working
with AustralianSuper

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AustralianSuper fund details:

SPIN STA0100AU

ABN 65 714 394 898

SFN 2683 519 45

USI STA0100AU

MySuper Authorisation 65 714 394 898 856

Australia's largest, most trusted super fund¹, we're committed to helping members achieve the future they work so hard for. With a history of strong, long-term returns, 3.1 million² members can prepare for retirement with confidence.

Awarded Outstanding Value in Superannuation and Account Based Pension³. One in eight working Australians are with us. We're run only for members, which means we don't pay profits or dividends to shareholders.

At AustralianSuper, we want you to feel confident you're partnering with the right super fund. We've made the process of setting up AustralianSuper as your default fund as simple as possible, so you can focus on running your business.



¹ Reader's Digest Most Trusted Brands - Superannuation category winner for 11 years' running 2013-2023, according to research conducted by independent research agency Catalyst Research. Awards and ratings are only one factor to be taken into account when choosing a super fund.

² As at 31 March 2023.

³ AustralianSuper Plan received the Canstar Outstanding Value Award for Superannuation in 2023, and Account Based Pension in 2022.

Awards and ratings are only one factor to be taken into account when choosing a super fund canstar.com.au/star-rating-reports/superannuation

⁴ Chant West Best Fund Investment Award 2023 winner. Awards and ratings are only one factor to be taken into account when choosing a super fund. Read the methodology here chantwest.com.au/ratings/investment-option-ratings-methodology





Message from Group Executive, Member Domain, Rose Kerlin

Welcome to AustralianSuper and thanks for choosing to partner with us.

We work with many different businesses and employer groups across every industry Australia wide, and recognise each of them is different. As your super business partner, you can have confidence that we're focussed on supporting businesses like yours.

Your employees are your most important asset and for many of them, super will be one of their most important assets.

Our purpose is to help members achieve their best possible financial position in retirement. We do this by delivering strong long-term returns¹ and providing help, guidance and support so they can have confidence about their life after work.

This guide provides an overview of your super obligations, getting set up, how to make AustralianSuper your default fund, along with information about insurance offered through super and educational webinars for your employees. I encourage you to use the wide range of resources available, to make the most of your financial journey with AustralianSuper.

On behalf of the AustralianSuper team, we look forward to supporting you and your employees.

Sincerely,

Rose Kerlin
Group Executive, Member Domain

¹ AustralianSuper Balanced investment option compared to the SuperRatings Fund Crediting Rate Survey - SR50 Balanced (60-76) Index to 31 March 2023. Investment returns are not guaranteed. Past performance is not a reliable indicator of future returns.



Benefits of partnering with us

Congratulations, you've joined more than 448,000 registered businesses¹ enjoying the benefits of partnering with AustralianSuper. This guide takes you through your obligations as an employer, and how to make paying and administering employee super as efficient as possible.

Less admin for your business

Streamlined systems help process and manage paying super contributions, making the super component of your accounting clear and efficient.

Employee benefits

Choosing Australia's largest super fund gives you the peace of mind that your employees are in safe hands. Whether your employees are starting their career or approaching retirement, we can help them achieve the future they're working hard for.

A history of strong performance

AustralianSuper has consistently delivered top, long-term investment performance² for members. That's thanks to the performance of our Balanced option.

The Balanced option has delivered an average return of 8.71% each year over the last 10 years, 8.28% each year over the last 20 years and 9.30% each year since inception³.

Our considered global investment strategy helps us achieve this investment performance for members. With investment teams around the world, we invest for members like no other fund can.

As a profit-for-member industry super fund, we don't pay dividends or profits to shareholders, so members are the only ones who benefit.

¹ As at 31 March 2023.

² AustralianSuper Balanced investment option compared to the SuperRatings Fund Crediting Rate Survey - SR50 Balanced (60-76) Index to 31 March 2023. Investment returns aren't guaranteed. Returns from equivalent investment options of the AFR and STA super funds are used for periods before 1 July 2006. Past performance is not a reliable indicator of future returns.

³ As at 31 March 2023. Returns from equivalent investment options of the ARF and STA super funds are used for periods before 1 July 2006. Investment returns aren't guaranteed. Past performance isn't a reliable indicator of future returns.

Understanding the basics

Super Guarantee

The Super Guarantee (SG) is the percentage of wages employers pay into employees' super funds on their behalf. It's called a 'guarantee' because it's set out by law the minimum regular payment made to each eligible employee.

Employers are generally responsible for contributing super to their employees' fund if the employee meets the following requirements:

- 1 they're over 18 years, or
- 2 they're under 18 and work at least 30 hours per week, and
- 3 they're employed on a full-time, part-time or casual basis (including those employees working in Australia temporarily).

Currently, the SG is 11% of each employee's ordinary time earnings (OTE). Some employees work under awards or employment agreements that specify a higher super payment than the minimum SG rate. If you have employees covered under these awards, you'll need to pay the higher amount.



Find out more about the Super Guarantee by visiting the [ATO website](#)

Reporting super payments

Single Touch Payroll (STP) is the approved method of reporting tax and super information to the ATO. Employers must report their employees' payroll information, including salaries and wages, pay as you go (PAYG) withholding and super payment to the ATO each pay cycle.

However, employers with fewer than four employees can do this in other ways, including reporting quarterly through a registered tax or business activity statement (BAS) agent.

Employers with SG obligations must make their quarterly payments by the dates set out by the ATO.

ATO Super Guarantee payment due dates

Financial year quarters	Payment period dates	ATO legislative due date
Quarter 1	1 July to 30 Sep	28 Oct
Quarter 2	1 Oct to 31 Dec	28 Jan
Quarter 3	1 Jan to 31 Mar	28 Apr
Quarter 4	1 Apr to 30 Jun	28 Jul



Learn more about paying super

Employee tax file numbers

Employers must provide an employee's tax file number (TFN) to their chosen super fund when an employee's super account is set up. This helps the fund to locate members' accounts and correctly distribute contributions to their accounts.

If an employee doesn't have a TFN, they might have to pay more tax and may not be eligible for any government benefits. Applying for a TFN is free and your employees can [apply here](#).

Your business details

It's also important to keep us up to date if your business contact details change, so we're able to contact you to help out with issues or let you know the latest about your business super. Please provide the contact details of the person submitting super contributions or your finance department, rather than the name of the company owner.

To update your contact details or an employee's personal information, you can supply the required information [here](#) or through our contact centre on **1300 300 273**.



If you have any questions about needing to pay a higher amount because of an award, you can call Fair Work Australia on **1300 799 675** or visit [fwc.gov.au](#)

Default super funds

Also known as an employer-nominated fund, a default super fund is one that an employer makes super contributions to if an employee doesn't nominate a fund of their choice or have a stapled super fund.

According to ATO rules, employers must make SG payments on behalf of eligible employees, and a default fund is where those payments will go if an employee doesn't nominate their own super fund or have a stapled super fund.

The Australian Government developed **MySuper** to ensure default super funds are simple, cost-effective options for employees who are with a company's default fund. AustralianSuper's Balanced option complies with the MySuper initiative, and has a history of strong long-term returns¹.

Employees who joined AustralianSuper 15 years ago could have been \$23,047 better off today, compared to those whose employers had offered the average super fund as a default at the time.

Stapling to a single super fund

Introduced as part of the federal government's recent *Your Future, Your Super* measures, the super 'stapling' measure took effect on 1 November 2021, with employers required to take a key role.

'Stapling' aims to reduce the number of super accounts an employee may acquire throughout their working life.

The measure takes effect when an employee changes jobs. They'll automatically be 'stapled' to their existing super fund (if they have one) and they'll take this account with them, from job to job, unless they actively choose a different fund.

For further details on the measure and how it will impact employers, please visit australiansuper.com/superstapling



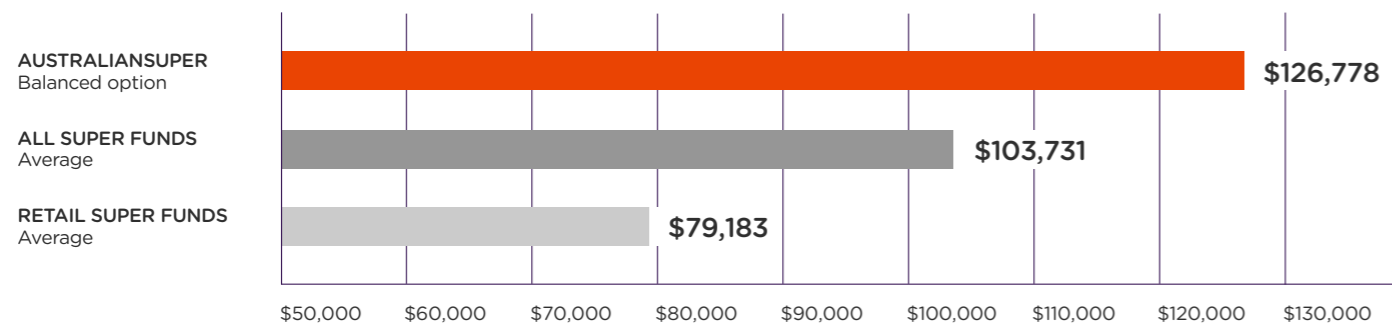
Make AustralianSuper your default fund

Choosing AustralianSuper as your default fund is simple.

- 1 If you haven't already, **join AustralianSuper**
- 2 Give new employees a **Standard choice form** within 28 days of their start date.

The AustralianSuper difference

This net benefit refers to investment earnings for the 15 years to 31 December 2022, in addition to a \$50,000 starting balance and employer contributions, assuming they started with a \$50,000 annual salary, less admin and investment fees².



¹ AustralianSuper Balanced investment option compared to the SuperRatings Fund Crediting Rate Survey – SR50 Balanced (60–76) Index to 31 March 2023. Investment returns are not guaranteed. Past performance is not a reliable indicator of future returns. Returns from equivalent investment options of the ARF and STA super funds are used for periods before 1 July 2006. Returns are updated daily for all AustralianSuper investment options australiansuper.com/compare-us/our-performance

² Comparisons modelled by SuperRatings, commissioned by AustralianSuper. The outcome shows the average difference in 'net benefit', a measure of past investment earnings after administration fees, investment fees and contribution taxes have been taken out. The results compare the AustralianSuper Balanced investment option and comparable balanced options, for historical periods to 31 December 2022. Insurance costs and other fees and costs may also apply. Outcomes vary between individual funds. See Assumptions for more details. Investment returns are not guaranteed. Past performance is not a reliable indicator of future returns. AustralianSuper returns before 1 July 2006 are calculated from equivalent options of the ARF and STA super funds.

Set up your business super

You need to pay employee super contributions electronically and send the payment information in ways that meet the government's **SuperStream** requirements. Registering to use a SuperStream-compliant clearing house, like QuickSuper¹, takes care of that for you.

Read on to learn about:

- the benefits of QuickSuper
- registering for QuickSuper
- adding AustralianSuper as your default fund
- setting up a new employee in QuickSuper
- paying your employees' super with QuickSuper.

Benefits of QuickSuper

You can make employee super contributions using the QuickSuper clearing house. QuickSuper makes it easy to pay your employees in one single payment, no matter what super fund they belong to. QuickSuper complies with SuperStream, is secure and free to use.

With QuickSuper you can also:

- create accounts for new employees
- make additional or voluntary contributions
- update business and employee details
- use reporting to reconcile payments
- create a detailed audit trail
- choose your super payment frequency: weekly, fortnightly, monthly or quarterly.



[Learn more about QuickSuper](#)

Register for QuickSuper

Registering to use the QuickSuper clearing house is easy and only takes a few minutes. You need at least one employee who has nominated AustralianSuper as their fund of choice, or to have chosen AustralianSuper as your default fund. Once you're registered, you'll receive an email with your login details.



[Register for QuickSuper using your AustralianSuper employer number](#)

Add AustralianSuper as your default super fund

Make it easier to register employees in QuickSuper by adding AustralianSuper as your default fund. Log into QuickSuper using your username and password and:

- 1 In the **QuickSuper menu** on the left hand side of the screen, select **Administration** and then **Fund Relationships**.
- 2 You'll see a tab labelled **Add Fund Relationship**. Select this and type in AustralianSuper for fund name.
- 3 Select the first option - **AustralianSuper - STA0100AU** - in the drop down menu that appears (see example below).
- 4 Add your **Employer Number** - you would have received this when you registered your business with AustralianSuper.
- 5 Select the tick in the **Default Fund** box.
- 6 Select **Next**, then check your details and **Confirm**.

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AustralianSuper	STA0100AU

¹ QuickSuper is a registered trademark and a product owned and operated by Westpac Banking Corporation ABN 33 007 457 141. Westpac's terms and conditions applicable to the QuickSuper service are available after your eligibility for the free clearing house service is assessed by AustralianSuper. A Product Disclosure Statement (PDS) is available from Westpac upon request. AustralianSuper doesn't accept liability for any loss or damage caused by use of the QuickSuper service and doesn't receive any commissions from Westpac if employers use this service. You can choose to make your contributions using a different service, but it needs to meet the government's minimum data standards, visit ato.gov.au



Paying your employees' super with QuickSuper

We make it easy for you to make your employees' super contributions online.

How to pay super by direct entry

- 1 Select **Online Contributions**.
- 2 Select **Create New**. You can start with a zero amount if no default amount has been selected previously.
- 3 Choose the contribution period and select **Next**.
- 4 Enter the payment amount(s) for all employees, Super Guarantee Contribution (SGC) amount, and any salary sacrifice or additional amounts if applicable.
- 5 Check the payment amounts and member details are correct.
- 6 Click **Save** and go to summary.
- 7 **Confirm** the submission for file processing.
- 8 Check the total amount of your contribution is correct.
- 9 Click **Submit**.
- 10 Your chosen payment details will show up on the next screen.
- 11 To make an **Electronic Funds Transfer (EFT)** payment from your online account, use the details listed under **Payment Details**, which includes the Account Name, Reference and BSB number. If you make a payment before 4pm AEST on a business day, the transfer will occur the next business day.

How to pay super by file upload

This method of payment is suitable for businesses that use a payroll system. This option adds your employees' information and schedules their super payments at the same time.

To upload a contribution file, you need to use a CSV file formatted to meet the Government's data standards.

When preparing your file, make sure:

- the format of the data and columns match the required data specifications
- the data is always saved and uploaded as a CSV file ONLY.

If you don't follow the specifications, the file won't upload to QuickSuper.

- 1 Run your payroll system and output the data as a CSV file.
- 2 Open the file in Microsoft Excel.
- 3 Make sure the format of the data and columns matches our specifications and reformat them if necessary, OR copy and paste the required data into the relevant columns in our CSV file template. Download the file from australiansuper.com/PaySuper
- 4 Save your contribution file in CSV format.
- 5 To upload your file to QuickSuper, go to **Contribution Files** then choose **Upload File**. Browse and upload.

It's important to make sure your employees provide their full, correct legal name and information, including an active email account so that we can communicate with them.



When adding a new employee, make sure to provide a valid email address.

Setting up a new employee in QuickSuper

Once you have logged in to **QuickSuper** using your username and password:

- 1 Click the **Employees** tab, then select **View Employees**.
- 2 Click **Create New Employee**, enter in all details that have a green star, including email address and mobile number, then click **Save**.
- 3 On the fund membership page, select **Use Default Fund**, then select **I don't have a member ID for this employee's fund**.
- 4 Click **Next** and **Confirm**.

Once we have received your request to add a new employee, we'll process their information and set up their new member account.



Learn more about making super payments

Employee benefits

Your employees are a valuable part of your business, so we offer members several financial wellbeing services and tools.

We provide access to a team of experienced **financial advisers**¹ who are available over the phone and ready to help your employees take control of their retirement planning. Regular **webinars available to your employees** cover topics such as investment updates, planning for and transitioning into retirement.

How we invest your employees' super

AustralianSuper has a history of strong, long-term performance. Expert investors select a mix of assets designed to deliver long-term growth, including shares, infrastructure and property.

The Balanced option is the Fund's default investment option and includes a wide range of assets, including shares, private equity, infrastructure, property, fixed interest, credit and cash. Designed to have medium to long-term growth with possible short-term fluctuations. To see a snapshot of the Balanced option's performance, visit australiansuper.com/InvestmentOptions

Employee super education

Financial and super education is beneficial in helping members grow their super while working and transition to retirement when the time comes. That's why we deliver a range of education programs for employees, such as webinars and resources, all based on their needs.

If your employees require individual assistance, we can provide access to a team of qualified financial advisers ready to help. For simple queries, we offer **over the phone support at little or no additional cost**. Or, if members require more comprehensive support, they're able to meet with a financial adviser on a fee-for-service basis.



Learn more about **AustralianSuper's investments**

Insurance through super

AustralianSuper automatically provides your eligible employees with **basic age-based cover** when they join the fund if they:

- are 25 or older; and
- their super balance reaches \$6,000; and
- they've received an employer super contribution after their super balance first reaches \$6,000.

Your employees can also apply to start their basic cover before their super balance reaches \$6,000².

We encourage your employees to consider their insurance needs based on personal circumstances, so they're confident that they're adequately covered. As members, they can apply for, change or cancel cover anytime using our app or logging into their account, or by completing the *Change your insurance* form.

AustralianSuper insurance is provided by TAL Life Limited (the Insurer), ABN 70 050 109 450, AFSL 237848.

Insurance through super can help your employees build a secure future and protect their income.

Making a claim

If your employees need to make an insurance claim, AustralianSuper's team is available on **1300 667 387** 8:30am to 5pm AEST/AEDT weekdays.

We recognise how important it is to have insurance and use our size and scale to offer value-for-money insurance cover to members. Together with our Insurer, we work hard to keep our cover sustainable and affordable. Over the past 10 years, we've paid over \$4 billion across more than 62,600 claims³ to help members and their families.



Learn more about **AustralianSuper's insurance options**

¹ Personal financial product advice is provided under the Australian Financial Services Licence held by a third party and not by AustralianSuper Pty Ltd. Fees may apply.

² Basic age-based cover can only start if they're 25 or older (once eligible).

³ Claims figures as at 31 December 2022.

Fees and costs

Super funds charge fees to manage their members' accounts. With over 3.1 million¹ members, our size and scale allows us to deliver fees that are transparent and easy to understand.


Super account administration fees are \$1.00 per week plus 0.10% of your account balance each year.

Balanced option fees

This table shows an example of how the fees and costs for the Balanced option can affect your investment over a one year period.

Example - AustralianSuper MySuper Balanced investment option		Balance of \$50,000
Administration fees and costs	0.10% plus \$52 (\$1 per week)	For every \$50,000 you have in the superannuation product, you will be charged \$50 in administration fees and costs up to a maximum of \$350 plus you will be charged \$52 regardless of your account balance.
PLUS Investment fees and costs ²	0.49%	AND, you will have deducted from your investment \$245 in investment fees and costs.
PLUS Transaction costs ²	0.20%	AND, you will have deducted from your investment \$100 in transaction costs.
EQUALS Cost of product ³		If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$447 for the superannuation product ⁴ .



 [Learn more about our fees and costs](#)

We're here to help
 If you have questions or need help, our expert team is here to guide you. Contact us at:

-  australiansuper.com/email
-  australiansuper.com/employers
-  **1300 300 273** (8am to 8pm AEST/AEDT weekdays)

Note: Insurance costs and additional fees and costs may apply.

¹ As at 31 March 2023.

² These amounts are calculated based on previous financial year(s). The actual amount will change from year to year and may be more or less than the amounts shown. Investment fees and costs include Performance fees of between 0.00% and 0.12% pa depending on the investment option.

³ Additional fees may apply. Assumes your balance of \$50,000 is maintained throughout the year. You will receive a tax benefit of \$15.30 on the administration fees shown above which will reduce the cost of product for the year after tax benefits to \$431.70.

⁴ If your account balance for a product is less than \$6,000 at the end of the financial year, certain fees and costs charged to you are capped at 3% of your account balance. Any amount charged in excess of that cap will be refunded.

This document has been prepared and issued in July 2023 and is subject to change.

This is not professional advice. Employers should seek professional advice that meets their own needs and addresses their own obligations and specific circumstances. AustralianSuper doesn't take responsibility for any action an employer may take as a result of receiving this communication.

This information may be general financial advice which doesn't take into account your personal objectives, financial situation or needs. Before making a decision about AustralianSuper, you should think about your financial requirements and refer to the relevant Product Disclosure Statement available at australiansuper.com/pds or by calling **1300 300 273**. A Target Market Determination (TMD) is a document that outlines the target market a product has been designed for. Find the TMDs at australiansuper.com/tmd AustralianSuper Pty Ltd, ABN 94 006 457 987, AFSL 233788, Trustee of AustralianSuper ABN 65 714 394 898.