



# SuperLink

Spring 2016

Employer  
business  
solutions

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# Welcome to the Spring edition of SuperLink

2016 is flying by and it's been an extremely busy and rewarding time here at QSuper. Once again our performance not only benefited members, but also saw us receive recognition with some awards.

These awards are very reassuring for employers, providing the confidence of knowing that their employees are with a fund that really looks after their needs. They are also a great reflection of our ability to offer great performance, low fees, and accessible advice and assistance.<sup>1</sup>

For starters, we picked up the highly coveted SuperRatings Fund of the Year<sup>2</sup> award for 2016 which recognises the best of the best super funds in Australia. On top of this, we won awards for Best Innovative Fund and Customer Service at the Chant West Awards 2016.<sup>3</sup>

More recently, QSuper once again delivered for our members by being named Australia's top-performing super fund by Chant West.<sup>4</sup> We outperformed other funds by achieving a 7.6 per cent return on our QSuper Balanced Option over the last financial year, compared to the median return of just 3.0 per cent recorded by other Australian funds.

Please enjoy our latest issue of SuperLink. Of course, if you have any suggestions on articles or topics you'd like to see featured, please drop us a line.



## A new era for QSuper

There is some truly exciting news on the horizon for QSuper. We're about to embark on a whole new era for the fund after the Queensland Government announced proposed changes to QSuper's eligibility criteria. These changes mean that in the coming months we will be opening our doors to anyone who would like to join us.

We're really looking forward to the new changes coming into effect and welcoming as many new members as possible. This includes family, friends and colleagues of existing members who have been asking us about this for some time.



**Stuart Clements**  
Head of Business Development  
and Distribution  
QSuper

If you have any questions about this great news, feel free to have a conversation with your Relationship Manager today or call us on **1300 472 282**.

# SuperStream update

New ATO regulations regarding employers with smaller workforces came into effect on 30 June 2016. Employers with 19 or fewer employees were advised that contribution payments should comply with the new SuperStream standard.

However the ATO has advised that they will provide some flexibility to small businesses by extending the deadline to 28 October 2016 to be SuperStream ready. The ATO states that this means they will not be taking compliance action if you missed the 30 June deadline.

Here's what you need to do:

## 1 Choose a way to pay

SuperStream is the way for employers to pay employee super contributions and supply employee information electronically in a standard format. You can do this through a payroll system that is SuperStream compliant, your super fund's online system, a super clearing house or a messaging portal. Your accountant or bookkeeper may be able to help you with one of these options.

## 2 Collect info and update your records

With SuperStream, you'll need to collect some new information from your current employees, on top of the details you already have to pay their super. Details of what information needs to be collected can be found on the ATO's website. Once you have the information, simply enter it into your system and you're ready to use SuperStream.



## 3 Start using SuperStream

For employers with 19 or fewer employees, the ATO has stated that you now have until 28 October 2016 to start using SuperStream.

### Want more information?

If you've got questions about SuperStream give us a call on **1300 472 282** or email, [employer\\_help@qsuper.qld.gov.au](mailto:employer_help@qsuper.qld.gov.au)

Visit the ATO's website [ato.gov.au](http://ato.gov.au) and search **Employer SuperStream** for more info.

QSuper  
research  
program

As part of our commitment to delivering the best possible experience for employers, we're conducting some research to identify what we're doing well and the areas where we could do better.

It's important that we understand the views of the people that we deal with, across all roles and organisations. By participating in the survey you'll help us improve the processes, products and communications that are produced. Since the program started in 2013, it's played a vital role in shaping what we do, so we'd appreciate your help in this year's survey.

We're grateful to everyone who takes the time to give us their feedback. Of course, if you've filled in a survey in the past, we're still keen to hear from you and understand whether we have improved since the last time.





## ATO Small Business Clearing House

To help smaller businesses make their super guarantee contributions, the ATO has created a free\* online Small Business Superannuation Clearing House. Available 24/7, the clearing house aims to simplify the process for employers with 19 or fewer employees, or an annual aggregated turnover of less than \$2 million. It may save you time, reduce admin errors and allow you to make all your super contributions for employees in one transaction. It will also distribute the contributions to your employees' nominated super funds securely.

You only need to enter details of your employees' super funds once, so when the next contribution is made, the details will already be there. Once you're set up, it only takes minutes to start making payments. Best of all, it's SuperStream compliant and your super guarantee obligations are met as soon as your payments and instructions are accepted by the Clearing House.

For more information, visit [ato.gov.au/Business/Super-for-employers](https://ato.gov.au/Business/Super-for-employers)

\*If you make your super payments by EFT or BPAY using your credit card account, you may be charged a fee by your financial institution.

## Ongoing financial education



At QSuper, keeping our employers and members up to date with all the latest information is really important to us. It's why we offer a number of financial wellness talks to suit members of many different life stages. Whether they've just joined the workforce, been working for some time or are close to retiring, we have a workplace talk to suit their needs. Best of all, they only run for 15-60 minutes depending on the topic and can be delivered in most offices.

Ideally we aim for audiences of around 20 members, but we know this may not always be possible. If you're a smaller workplace but would still like to know more about super, please get in touch to discuss your options. Of course, if a face-to-face talk isn't right for your workplace we have a large collection of online resources that can still help educate your staff on their super and finances. Our website is full of educational videos that can be watched at any time and from anywhere.

Just visit [qsuper.qld.gov.au/educationalvideos](https://qsuper.qld.gov.au/educationalvideos)

# Measuring the 'safety climate' in your organisation

Safety should be a high priority in every workplace. However many organisations are taking that responsibility even more seriously by measuring a new metric that's helping promote greater safety. By tracking the 'safety climate' of an organisation you're measuring employees' perceptions of how much safety is valued within an organisation at a particular point in time.

You could think of the safety climate as the overall 'mood' of an organisation, based on what workers are experiencing. If an organisation has a positive safety climate, employees are more likely to act safely around the workplace. This means that safety climate is generally a pretty good indicator of safety performance.

## A positive safety climate can also:

- grow safety knowledge and increase motivation to behave safely
- increase adoption of safety-related policies and programs
- enhance perceptions of managerial support and commitment to safety
- improve perceptions that hazards and risks are managed and the work environment is safe
- reduce safety incidents and injuries.

A positive safety climate can play a part in improving production, reducing compensation and insurance costs.

Measuring safety climate can be done quite simply via employee surveys, focus groups, interviews and by observing operating procedures. This can help identify any strengths and areas for improvement.

If you'd like to know more about safety climate, Workplace Health and Safety Queensland has some handy tools and resources available on their website at [worksafe.qld.gov.au/safety-leadership-at-work](http://worksafe.qld.gov.au/safety-leadership-at-work)



## Annual Report

Look out for our 2016 Annual Report for the latest information about our performance, financial position and management. **Available now on our website.**



2016 Annual Report



## Insurance update

On July 1 we introduced our new insurance offering for eligible QSuper Accumulation account members. The new arrangements came about after listening to feedback from both members and employers asking for greater flexibility with their insurance. With our new insurance cover, members can now tailor their cover to suit their needs.

Since these changes were introduced we've hosted a series of Insurance Update seminars to help employers understand the changes and what they mean for their employees. We also provided the opportunity for employers to ask questions and raise any concerns they had about the changes.

For more detailed information, FAQs and to view a recording of one of these sessions visit [qsuper.qld.gov.au/insuranceupdate](https://qsuper.qld.gov.au/insuranceupdate)

### Here's how eligible members can personalise their insurance:

- fix their level of death cover and TPD cover (if under age 60)
- hold death cover and TPD cover separately, with different amounts of cover for each
- choose to be occupationally rated, which could change the premium
- adjust the amount of income protection cover
- change the income protection waiting period and benefit period (excluding Police).

## Outperforming the rest



2016 has been a very satisfying year for QSuper after earning yet another prestigious industry accolade. <sup>1</sup> This time we were identified as Australia's top-performing super fund by leading independent consultancy Chant West. <sup>4</sup> In fact, we clearly outperformed other funds with a healthy 7.6 per cent return on our QSuper Balanced Option over the last financial year, compared to the median return of just 3.0 per cent <sup>4</sup> recorded by other Australian funds.

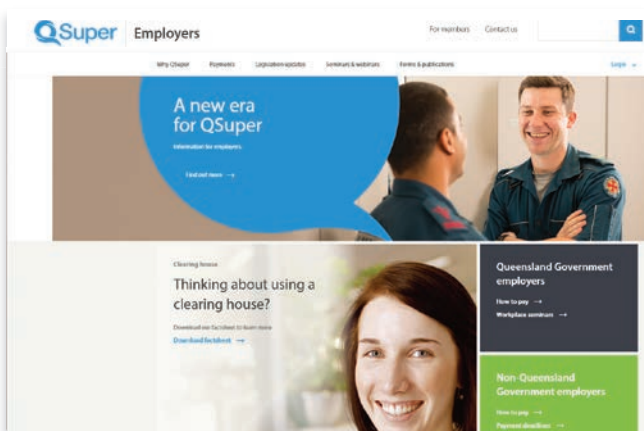
This is another good result for our members and bodes well for the long-term picture, particularly considering the uncertain global political and economic climate, which included the recent Brexit financial scare. To weather events like these, we have a whole team of professionals that manage our investment strategy, ensuring we're better positioned for market fluctuations over the long term.

A big part of our success is our different investment approach to most of the other funds. In 2011 our Investment team made the decision to reduce equity weights, increase bond weights, and increase real estate, infrastructure investments and other alternatives. This means our investment options are really well diversified. It's just further proof that we're all about looking after our employers and our members both now and in the future.



# Helpful employer resources

At QSuper, we're committed to supporting our employers. That's why we've created a dedicated suite of helpful resources that are freely available to employers. They've been specifically designed to help you assist your employees who are QSuper members.



## We have a collection of handy resources

- Welcome to QSuper fact sheet that can be included in your induction kits for new employees.
- Welcome to QSuper video for employers who haven't worked with us in the past.
- Web content about the contributions that you need to make on behalf of your employees including how to calculate these payments, when they're due and how QSuper can help.
- Clearing house fact sheet to help you understand how they work and if they're an option for your business.
- Working with QSuper fact sheet that gives an overview of your obligations and important information if you're making contributions to QSuper.
- QSuper open fund information – everything you need to know about the government announcement and what it means for members and employers.
- Calendars, issues of SuperLink and a whole lot more.

If you'd like to access any of these resources, simply speak with your Relationship Manager or visit our dedicated QSuper employer website at [qsuper.qld.gov.au/employers](https://qsuper.qld.gov.au/employers)



## Staff profile

**Justin Bryson**  
Superannuation Officer  
Employer Services

### Can you tell us what you do?

I work at the Employer Helpdesk, building relationships with employers and assisting with contributions. Our team also offers support on the contributions portal, as well as guidance on the SuperStream legislation and how it relates to employer contributions to QSuper. We proactively contact employers to build awareness of QSuper employer solutions and the services available to them.

### Do you look after a specific industry, segment or group of employers?

The Employer Helpdesk assists both Queensland Government and non-Government employers across all industries.

### How does this provide value to employers?

We aim to take the confusion out of making contributions to QSuper and educate our employers about the SuperStream legislation and contributions portal. We strive to make QSuper the easiest superannuation fund for employers to work with.

### What do you enjoy about your job?

I love helping employers find the most effective contribution options for their business and simplifying the SuperStream changes. It's very rewarding when employers say they're feeling confident and more informed about their contributions and obligations.

### Can you tell us about a time where you provided service or support to an employer that had a positive outcome?

I had a small business owner call through enquiring about our contribution options and how they could become SuperStream compliant. They were very stressed about the changes and unsure about how their business could adapt. I took the time to ask them the right questions so I could understand their business needs. From there it was simple. I was able to provide clear options that helped them to understand their obligations and select an outcome that would suit their business. They were so appreciative of me taking the time to listen and talk them through the options.

# Employer FAQs

On average our Employer Services team handles over 1,000 inbound calls every month. We want to make employers' lives easier and help them get their super sorted, so we've put together the most commonly asked questions.

## When making contributions, what payment channels are available?

Contributions can be made by BPAY® or via a clearing house. Unfortunately QSuper cannot accept cheques.

### ● BPAY®

If you need a hand making a contribution via BPAY® contact our Employer Help Desk. However, just remember that it is not a compliant payment option under the new SuperStream regulations, as contributions need to be made in a single transaction.

### ● Clearing House

A clearing house is effectively a one-stop-shop that lets employers make super payments to multiple funds in a single transaction. They're simple to use and you could save a lot of time and money by reducing your admin and back-office processes. To find out more, download the fact sheet from our website.

## What do employers need to pay?

Employers have an obligation to pay their employees' super, which is generally a percentage of their ordinary time earnings (OTE). The minimum rate that you need to pay your eligible employees is the superannuation guarantee (SG). Currently the SG rate is 9.5 per cent per annum, but it will gradually increase.

You can calculate your SG payments with the Australian Taxation Office's employee superannuation guarantee calculator tool.

## When are these payments due?

SG contributions need to be made quarterly to the fund nominated by the employee (refer to table below). Make sure you allow enough time for the payments to be processed. With BPAY, you should allow three business days for the payment to reach the fund in order to meet the deadline. For a clearing house, you should aim to process your return about two weeks before the cut-off.

| SG Quarter              | Date payment is due |
|-------------------------|---------------------|
| 1 July – 30 September   | 28 October          |
| 1 October – 30 December | 28 January          |
| 1 January – 31 March    | 28 April            |
| 1 April – 30 June       | 28 July             |



**Speak to your Relationship Manager**  
**1300 472 282**

Monday – Friday 8.30am to 5.00pm  
**employer\_help@qsuper.qld.gov.au**  
**qsuper.qld.gov.au/employers**

1 Past performance is not a reliable indicator of future performance. For the QSuper's Balanced Investment option. SuperRatings Fundamentals report as at April 2016. This finding is based on the industry average measures for \$50,000 invested in the Balanced investment option using the actual net returns and fees from the current product disclosure statement when we printed the report. It doesn't include the cost of insurance. SuperRatings does not issue, sell, guarantee or underwrite this product. When making decisions about the product you should consider things like fees, the services and benefits offered and long-term performance.

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