

# Australian Taxation Office Investigating Superannuation: Quantitative Investigation with Employers

## Final Quantitative Report

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# Table of Contents

<b>Executive Summary .....</b>	<b>8</b>
<b>Main Report.....</b>	<b>11</b>
Interpretative notes .....	13
Tables and percentages.....	13
Classification of ratings.....	13
Significance testing.....	13
<b>Managing Superannuation Obligations .....</b>	<b>14</b>
Ease of Managing Superannuation Obligations.....	14
Reasons for Positive or Negative Rating.....	16
<b>Method of Payment of Salary .....</b>	<b>17</b>
Method of Salary Payments to Employees.....	17
Reason for Not Paying Salaries Electronically.....	19
Perceived Advantages of Using Electronic Payment Methods.....	19
<b>New Employees .....</b>	<b>21</b>
Determining Superannuation Fund.....	21
Incidence of New Employees Asking About Superannuation.....	25
Questions asked by New Employees.....	27
Ability to Answer Questions about Superannuation.....	28
Recommended Sources for Answers to Questions .....	29
Sufficiency of Information to Meet Superannuation Obligations.....	30
Useful Additional Information .....	32
Expectations of Where to Find Additional Information.....	33
<b>Selection of Default Superannuation Funds .....</b>	<b>34</b>
Incidence of Default Superannuation Funds.....	34
Incidence of Employees Using the Default Fund.....	36
Incidence of Selecting the Default Fund .....	40
Important Factors in Choosing a Default Superannuation Fund .....	42
Type of Default Superannuation Fund.....	46
Satisfaction with Default Superannuation Fund .....	49
Reasons for Being Satisfied with Default Superannuation Fund .....	51
Reasons for Being Dissatisfied with Default Superannuation Fund .....	52
Incidence of Having Changed the Default Fund.....	53
Reasons for Changing Default Fund.....	55
Incentives to Encourage Selection as Default Fund.....	56
Types of Incentives Offered .....	58
Investment Risk Profile Options .....	59
Default Investment Strategy of Default Superannuation Fund .....	61
Ability to Choose Insurance Level Cover within Default Fund .....	63
Knowledge of Investment Performance.....	65

Comparison of Fund Performance with Other Funds or Investment Benchmarks.....	69
Reasons for not Comparing Fund Performance.....	71
Information Accessed for Comparison .....	73
Satisfaction with Information Sources .....	74
Comparison of Fees and Charges .....	75
Reason for Not Comparing Fees and Charges .....	77
Information Sourced to Compare Fees and Charges .....	79
Satisfaction with the Information Available .....	80
<b>Using the Businesses’ Default Fund .....</b>	<b>81</b>
<b>Reason for Using Businesses’ Default Fund .....</b>	<b>83</b>
<b>Superannuation Guarantee (SG) Payments .....</b>	<b>84</b>
Administration of SG Payments .....	84
Outsourcing SG Payments.....	86
Incidence of Late SG Payments .....	87
Reason for Making Late Payments.....	89
Actions When Payments will be Late.....	90
Notification of Government Agencies .....	92
Fund Reserves for SG Payments .....	93
Frequency of Making SG Payments .....	95
Method of Making Superannuation Guarantee Payments.....	99
Ability to Make Electronic Payments .....	103
Reasons for Not Using Electronic Transfer to Make All SG Payments.....	106
Advantages of Using Only Electronic Payments.....	110
Most Preferred Payment Method .....	112
Factors to Encourage Sole Use of Electronic Payments.....	115
Incidence of Paying to Multiple Funds.....	116
Extent to Which Paying into Multiple Funds is a Burden .....	118
<b>Employee Voluntary Contributions .....</b>	<b>120</b>
Incidence of Employee Voluntary Contributions .....	120
Incidence of Previously Having Employees Making Voluntary Contributions .....	123
Extent to Which Voluntary Contributions are a Burden.....	125
Reasons for Voluntary Contributions Being (or Not Being) a Burden .....	127
Variation in Level of Voluntary Contributions .....	129
Method of Making Voluntary Contributions .....	131
Incidence of Making Voluntary Contribution Payments to Multiple Funds .....	133
Burden of Making Voluntary Contributions to Multiple Funds.....	136
<b>APPENDIX A: Sample Profile .....</b>	<b>137</b>
<b>APPENDIX B: Questionnaire - Employers .....</b>	<b>139</b>

## Table of Figures

Figure 1: Survey quotas and sample achieved.....	12
Figure 2: Ease of managing superannuation obligations .....	14
Figure 3: Ease of managing superannuation obligations by number of employees.....	14
Figure 4: Ease of meeting superannuation obligations by business turnover.....	15
Figure 5: Reasons for rating management of superannuation as easy or hard .....	16
Figure 6: Method of Salary Payment .....	17
Figure 7: Method of salary payment by number of employees.....	17
Figure 8: Method of salary payment by business turnover .....	18
Figure 9: Reason for not paying salaries electronically .....	19
Figure 10: Perceived advantages of using electronic payment methods.....	19
Figure 11: Method of identifying new employee superannuation fund.....	21
Figure 12: Method of determining new employee superannuation fund by number of employees ...	22
Figure 13: Incidence of new employees asking about superannuation .....	25
Figure 14: Incidence of new employees asking about superannuation by number of employees ....	25
Figure 15: Incidence of new employees asking about superannuation by business turnover.....	26
Figure 16: Questions asked by new employees .....	27
Figure 17: Ability to answer questions about superannuation .....	28
Figure 18: Sufficiency of information to meet superannuation obligations.....	30
Figure 19: Sufficiency of information to meet superannuation obligations by number of employees	30
Figure 20: Sufficiency of information to meet superannuation obligations by business turnover.....	31
Figure 21: Additional useful information to meet superannuation obligations.....	32
Figure 22: Expectations of where to find additional information.....	33
Figure 23: Incidence of default superannuation funds .....	34
Figure 24: Incidence of default superannuation fund by number of employees .....	34
Figure 25: Incidence of default superannuation fund by business turnover.....	35
Figure 26: Incidence of employees using the default fund.....	36
Figure 27: Incidence of employees using the default fund by number of employees .....	37
Figure 28: Incidence of employees using the default fund by business turnover .....	38
Figure 29: Incidence of selecting the default fund.....	40
Figure 30: Incidence of having selected default fund by number of employees .....	40
Figure 31: Incidence of having selected default fund by business turnover .....	41
Figure 34: Important factors in choosing a default superannuation fund.....	42
Figure 35: Other important factors in choosing a default superannuation fund .....	43
Figure 36: Theoretically important factors if choosing a default superannuation fund .....	44
Figure 37: Other theoretically important factors in choosing a default superannuation fund .....	45
Figure 32: Type of default superannuation fund .....	46
Figure 33: Default fund type by number of employees .....	47
Figure 38: Satisfaction with default superannuation fund.....	49
Figure 39: Satisfaction with default superannuation fund by number of employees .....	49
Figure 40: Satisfaction with default superannuation fund by business turnover .....	50
Figure 41: Reasons for being satisfied with default superannuation fund .....	51
Figure 42: Reasons for dissatisfaction with default superannuation fund.....	52
Figure 43: Incidence of having changed the default fund .....	53
Figure 44: Incidence of having changed the default fund by number of employees .....	53
Figure 45: Incidence of having changed the default fund by business turnover.....	54

Figure 46: Reasons for changing default fund .....	55
Figure 47: Incentive to encourage selection as default fund .....	56
Figure 48: Incentive to encourage selection as default fund by number of employees .....	56
Figure 49: Incentive to encourage selection as default fund by business turnover .....	57
Figure 50: Types of incentives offered .....	58
Figure 51: Investment risk profile options .....	59
Figure 52: Investment risk profile options by number of employees .....	59
Figure 53: Investment risk profile options by business turnover .....	60
Figure 54: Default investment strategy of default superannuation fund .....	61
Figure 55: Default investment strategy of default superannuation fund by number of employees ..	62
Figure 56: Ability to choose insurance cover level .....	63
Figure 57: Ability to choose insurance cover level by number of employees .....	63
Figure 59: Ability to choose insurance cover level by business turnover .....	64
Figure 60: Knowledge of investment performance .....	65
Figure 61: Knowledge of investment performance by number of employees .....	66
Figure 62: Knowledge of investment performance by business turnover .....	67
Figure 63: Comparison of fund performance with other funds or investment benchmarks .....	69
Figure 64: Comparison of fund performance with other funds or investment benchmarks by number of employees .....	69
Figure 65: Comparison of fund performance with other funds or investment benchmarks by business turnover .....	70
Figure 66: Reasons for not comparing fund performance .....	71
Figure 67: Information accessed for comparison .....	73
Figure 68: Satisfaction with information sources .....	74
Figure 69: Comparison of fees and charges .....	75
Figure 70: Comparison of fees and charges by number of employees .....	75
Figure 71: Comparison of fees and charges by business turnover .....	76
Figure 72: Reason for not comparing fees and charges .....	77
Figure 73: Information sourced to compare fees and charges .....	79
Figure 74: Satisfaction with the information available .....	80
<b>Figure 75: Use of the businesses' default fund .....</b>	<b>81</b>
<b>Figure 76: Use of the businesses' default fund by number of employees .....</b>	<b>81</b>
<b>Figure 77: Use of the businesses' default fund by business turnover .....</b>	<b>82</b>
<b>Figure 78: Reasons for using businesses' default fund .....</b>	<b>83</b>
Figure 79: Administration of SG payments .....	84
Figure 80: Administration of SG payments by number of employees .....	84
Figure 81: Administration of SG payments by business turnover .....	85
Figure 82: Outsourcing SG payments .....	86
Figure 83: Incidence of late SG payments .....	87
Figure 84: Incidence of late SG payments by number of staff .....	87
Figure 85: Incidence of late SG payments by business turnover .....	88
Figure 86: Reasons for making late payments .....	89
Figure 87: Actions when payments will be late .....	90
Figure 88: Notification of government agencies .....	92
Figure 89: Fund reserves for SG payments .....	93
Figure 90: Fund reserves for SG payments by number of employees .....	93
Figure 91: Fund reserves for SG payments by business turnover .....	94

Figure 92: Frequency of making SG payments .....	95
Figure 93: Frequency of making SG payments number of employees .....	96
Figure 94: Frequency of making SG payments by business turnover .....	97
Figure 104: Method of making superannuation guarantee payments .....	99
Figure 105: Method of making superannuation guarantee payments by number of employees .....	100
Figure 106: Method of making superannuation guarantee payments by business turnover .....	101
Figure 101: Ability to make electronic payments .....	103
Figure 102: Ability to make electronic payments by number of employees .....	103
Figure 103: Ability to make electronic payments by business turnover .....	104
Figure 107: Reasons for not using electronic transfer to make all SG payments .....	106
Figure 108: Advantage of using only electronic payments .....	110
Figure 109: Most preferred method of payment .....	112
Figure 110: Most preferred method of payment by number of employees .....	113
Figure 111: Most preferred method of payment by business turnover .....	114
Figure 112: Factors to encourage sole use of electronic payments .....	115
Figure 95: Incidence of paying to multiple funds .....	116
Figure 96: Incidence of paying to multiple funds by number of employees .....	116
Figure 97: Incidence of paying to multiple funds by business turnover .....	117
Figure 98: Extent to which paying into multiple funds is a burden .....	118
Figure 99: Extent to which paying into multiple funds is a burden by number of employees .....	118
Figure 100: Extent to which paying into multiple funds is a burden by business turnover .....	119
Figure 113: Incidence of employee voluntary contributions .....	120
Figure 114: Incidence of employee voluntary contributions by number of employees .....	121
Figure 115: Incidence of employee voluntary contributions by business turnover .....	122
Figure 116: Incidence of previously having employees making voluntary contributions .....	123
Figure 117: Incidence of previously having employees making voluntary contributions by number of employees .....	123
Figure 118: Incidence of previously having employees making voluntary contributions by business turnover .....	124
Figure 119: Extent to which voluntary contributions are a burden .....	125
Figure 120: Extent to which voluntary contributions are a burden by number of staff .....	125
Figure 121: Extent to which voluntary contributions are a burden by business turnover .....	126
Figure 122: Reasons for voluntary contributions not being burden .....	127
Figure 123: Reasons for voluntary contributions being burden .....	128
Figure 124: Variation in level of voluntary contributions .....	129
Figure 125: Variation in level of voluntary contributions by number of employees .....	129
Figure 126: Variation in level of voluntary contributions by business turnover .....	130
Figure 131: Method of making voluntary contributions .....	131
Figure 132: Method of making voluntary contributions by number of employees .....	131
Figure 133: Method of making voluntary contributions by business turnover .....	132
Figure 127: Incidence of making voluntary contribution payments to multiple funds .....	133
Figure 128: Incidence of making voluntary contribution payments to multiple funds by number of employees .....	134
Figure 129: Incidence of making voluntary contribution payments to multiple funds by business turnover .....	135
Figure 130: Burden of making voluntary contributions to multiple funds .....	136

## Table of Tables

Table 1: Ease of meeting superannuation obligations by industry .....	15
Table 2: Method of salary payments by industry.....	18
Table 3: Method of determining new employee superannuation fund by business turnover .....	23
Table 4: Method of determining new employee superannuation fund by industry.....	24
Table 5: Incidence of new employees asking about superannuation by industry .....	26
Table 6: Recommended source for answers to questions .....	29
Table 7: Sufficiency of information to meet superannuation obligations by industry .....	31
Table 8: Incidence of default superannuation fund by industry .....	35
Table 9: Incidence of employees using the default fund by industry.....	39
Table 10: Incidence of having selected default fund by industry .....	41
Table 11: Default fund type by business turnover .....	48
Table 12: Default fund type by industry .....	48
Table 13: Satisfaction with default superannuation fund by industry .....	50
Table 14: Incidence of having changed the default fund by industry .....	54
Table 15: Incentive to encourage selection as default fund by industry .....	57
Table 16: Investment risk profile options by industry.....	60
Table 17: Ability to choose insurance cover level by industry .....	64
Table 18: Knowledge of investment performance by industry.....	68
Table 19: Comparison of fund performance by number of employees.....	72
Table 20: Reasons for not comparing fees and charges by number of employees .....	78
Table 21: Administration of SG payments by industry .....	85
Table 22: Incidence of late SG payments by industry.....	88
Table 23: Actions when payments will be late by number of employees.....	90
Table 24: Actions when payments will be late by business turnover .....	91
Table 25: Actions when payments will be late by industry.....	91
Table 26: Fund reserves for SG payments by industry.....	94
Table 27: Frequency of making SG payments by industry.....	98
Table 31: Method of making superannuation guarantee payments by industry .....	102
Table 30: Ability to make electronic payments by industry.....	105
Table 32: Reasons for not solely using electronic transfer by number of staff.....	107
Table 33: Reasons for not solely using electronic transfer by business turnover.....	108
Table 34: Reasons for not solely using electronic transfer by industry .....	109
Table 35: Advantages of only using electronic payments by number of employees.....	110
Table 36: Advantages of only using electronic payments by business turnover.....	111
Table 37: Advantages of only using electronic payments by industry .....	111
Table 38: Most preferred method of payment by industry.....	114
Table 28: Incidence of paying to multiple funds by industry.....	117
Table 29: Extent to which paying into multiple funds is a burden by industry .....	119
Table 39: Incidence of employee voluntary contributions by industry .....	122
Table 40: Incidence of previously having employees making voluntary contributions by industry..	124
Table 41: Extent to which voluntary contributions are a burden by industry.....	126
Table 42: Variation in level of voluntary contributions by industry .....	130
Table 44: Method of making voluntary contributions by industry .....	132
Table 43: Incidence of making voluntary contribution payments to multiple funds by industry .....	135

## Executive Summary

### Summary of Findings

#### **Administration of Superannuation**

Businesses generally find managing their superannuation obligations to be easy (74%), mainly because there is a simple process to make the required payments (49%). For those who find managing their superannuation obligations difficult this is largely due to different requirements and funds across a number of employees (54%).

Despite the variety of funds being one of the causes of difficulty, 56% of businesses ask new employees to nominate a superannuation fund without mentioning the default superannuation fund. Half of businesses have a default fund for their employees (51%). Default funds are more common among larger businesses with 96% of large businesses (100 or more staff) having a default fund compared to 33% of micro businesses (up to five staff). Thirty seven percent of businesses that have default funds have fewer than half of their employees in the default fund and a further 21% have no employees with the default fund. In 43% of cases, the employer is not a member of the default superannuation fund.

One quarter of businesses have experienced new employees asking questions about superannuation issues (24%). This is more common the higher the number of employees in the businesses, from 13% among micro businesses (up to five staff) to 68% among large businesses (100 or more staff). The most common questions being asked are about how to choose a superannuation fund (26%), **what amount will be contributed to the employee's superannuation (21%) and which superannuation account would be best for them (18%)**. In each case the majority of businesses that had been asked these questions felt able to answer them.

The vast majority of businesses feel they have sufficient information to meet their superannuation obligations (95%). Of the few businesses that felt they needed additional information, general information packages and updates were most often requested (32%).

#### **Default Superannuation Funds**

The most common type of default fund among businesses surveyed is an industry fund (52%). Most of those who were not aware of the type of their default fund were with retail funds (82%). Among those who had participated in selecting a default fund, the key drivers for choosing a default fund are low management fees (83%) and strong or good investment performance (81%). Among those who have not participated in selecting a default fund, low management fees (89%) and strong or good investment performance (89%) are the key factors they would consider in the event of selecting a default fund.

The majority of those with a default fund were satisfied with the fund (88%). The key driver of satisfaction is the fund being easy to contact/ providing good customer service (45%). Seven percent of businesses had changed their default fund at some point with key drivers for changing funds being an increase in performance/ more beneficial (38%), easier to deal with/ more convenient (29%), changing the fund type (24%) and the fees/costs (21%).



The majority of businesses are not aware of any incentives provided by the superannuation fund to encourage selection as the default fund for the businesses (87%). Among those aware of incentives, the most common provision is lower fees (32%). Forty five percent of businesses are aware that employees contributing to the default fund are provided with options about their investment risk profile and 66% are aware that employees have options about the level of insurance cover within the fund. More than half of businesses with default funds however are unaware of the default investment strategy of the default fund (60%).

Despite investment performance being a driver of default fund selection, just 6% of businesses have comprehensive knowledge of the performance of all investment options in their default fund. Forty five percent have a general knowledge of performance. One third of businesses had actively sought comparisons of the performance of their default fund (33%), although in most cases they relied on information provided by the fund itself (29%) or the general media (28%). The most common reason for not comparing fund performance is due to being satisfied with the established fund (22%). Approximately three quarters of those who made comparisons were satisfied with the usefulness (74%), the quality (72%) and the availability (79%) of information to make comparisons.

Comparison of fees and charges was done by one third of businesses with default funds (30%). Again, this information was most commonly sourced from the fund itself (24%) or from the general media (24%). Approximately three quarters of those who had sought comparative information about fees and charges were satisfied with the usefulness (76%), the quality (75%) and the availability (74%) of the relevant information.

### **Superannuation Guarantee Payments**

The majority of businesses manage Superannuation Guarantee (SG) payments in-house (92%). Thirty four percent have at some point been late making SG payments including 20% that had made late payments on multiple occasions. The incidence of making late payments is more prevalent among businesses with fewer staff, with 39% of micro businesses (up to 5 staff) having made a late payment in the past compared to 11% of large businesses (100 or more staff). The most common reasons for being late with payments were oversight (32%) and cash flow problems (26%). One third of businesses would do nothing if they knew SG payments would be late (29%), while others would contact the employee (23%), the superannuation fund (17%) or a Government agency (15%). Half of those who would contact a Government agency would contact the Tax Office (55%). The second most common reason for missing payments being cash flow problems may be reflected in the 88% of businesses who make SG payments from the general cash flow and do not hold a separate account for these payments.

More than half of businesses make SG payments on a monthly basis (65%) with a further 31% making payments quarterly. Businesses with fewer staff are more likely to pay quarterly from 46% among micro businesses (up to five staff) to 7% among large businesses (100 or more staff).

Seventy one percent of businesses make SG payments into more than one fund. Micro businesses (up to five staff) have the highest incidence of paying into a single fund (49%). Just under half of those who pay into multiple funds considered this a burden (44%). Payment into multiple funds is a burden for more of those in micro businesses (up to five staff - 56%) compared to other businesses.

Sixty one percent of businesses are aware that all their superannuation funds allow electronic payments. However, 38% of businesses use only cheques to meet SG commitments and 22% use a combination of cheques and electronic payments. Use of only cheques is generally higher among businesses with fewer staff and lower turnover. Of the 60% of businesses that do not exclusively use electronic payment methods, 65% can see that it would increase efficiency, although 45% still prefer to use cheques. Two thirds of those who prefer methods other than electronic indicated that nothing would encourage them to use electronic payment methods (59%).

## ***Voluntary contributions***

Thirty seven percent of businesses currently have staff making voluntary contributions to superannuation. This incidence increases as the number of employees increases and as business turnover increases. It is also significantly higher in the health and community services industry compared to other industries (47%). Additionally, 19% have previously had staff making voluntary contributions. Half of the businesses making voluntary contributions on behalf of staff do so solely through electronic transfer (50%) with a further one third doing so solely with cheques (33%). Just 9% of those with staff who make voluntary contributions find this burdensome, mostly due to the extra work involved (52%). In contrast, those who find it to not be a burden indicated that it was not much additional work (62%) or that an automated system relieved the burden (27%).

Three quarters of businesses with employees that make voluntary contributions have not seen any change in the level of contributions in the past 12 months. A slightly larger proportion had seen levels decrease (15%) than increase (8%).

One third of businesses making voluntary contributions are doing so to multiple funds (29%). This is much more common among large businesses (100 or more staff - 67%) than among micro businesses (up to five staff - 7%). Making contributions to multiple funds is considered burdensome by 17% of businesses.

## Main Report

### Background

The global financial crisis has recently had an effect on superannuation wealth and may cause some people to retire later than they had originally intended. Furthermore, a number of self funded retirees may chose to come out of retirement and return to the work force. However, as the global financial crisis bites and the income and capital of the self-funded retirees diminishes, increasing numbers are likely to access the aged pension. In recent months the number of people applying for the age pension has increased from 2000 to 3000 a week with more retirees qualifying due to reduced income and asset value.

Global financial crisis aside, recent changes to superannuation legislation and a relaxation of means-testing have resulted in significant increases in the number of new entrants to the age pension receiving a part-rate pension. For example, in the three months to 30 June 2008, 57% of age pension entrants were granted part-rate pensions, as compared to the 44% of all age pension recipients (which itself was eight percentage points higher than in 2004).<sup>1</sup>

Historically, stock markets have overcome downturns and have provided solid investment returns over the longer term. We note that several industry participants have already initiated advertising campaigns advising fund members to be mindful of this when considering making changes to their superannuation investment strategy. The Association of Superannuation Funds of Australia (ASFA) notes that even for those of retirement age (who may feel most concerned regarding current market conditions), growing life expectancy means on average people spend more than 15 years in retirement – historically, this time period offers significant scope to recoup recent losses<sup>2</sup>.

If the Government is to sustain confidence and participation levels in superannuation, it is critical to understand how the current market situation has impacted on attitudes and behaviours in relation to superannuation holdings. Has the focus in the media **on the 'doom and gloom' of recent negative** returns influenced decisions making? Or are most Australians not sufficiently engaged with the system to be actively considering how they could be personally affected by these recent developments? How has the crisis impacted on the relationship between investors and key intermediaries (such as financial planners)? Is there scope to better empower Australians to take a more active interest in their superannuation savings? This research project is intended to present an accurate picture of the mindset of Australians, which in turn will provide a robust evidence-based platform for potential Government intervention (through either policy or public education channels).

This report outlines the findings of the quantitative stage of a multi-stage research project investigating the perceptions of superannuation among key stakeholder groups. This preliminary report covers the findings of quantitative research conducted with employers.

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1 Department of Families, Housing, Community Services and indigenous Affairs (2008). Output Group 2.1 Annual Report 2007-2008 Commonwealth of Australia.

2 ASFA Superannuation Stakeholder Joint Communiqué 3rd February 2009

## Specific Research Objectives

This research focuses on employers exploring issues such as:

- Methods of paying salaries and superannuation contributions;
- Selection and maintenance of default superannuation funds;
- **Processes of determining employee’s fund;**
- Being asked, and answering, questions about superannuation;
- Types of funds used;
- Preferences and behaviours in terms of payment methods;
- Incidence of multiple funds for superannuation guarantee and voluntary payments;
- Extent to which superannuation is a burden on businesses.

## Methodology

The survey was conducted via CATI (Computer Assisted Telephone Interviewing) with sample being drawn from random digit dialling (RDD) Australia wide.

The survey consisted of n=1,400 interviews. To ensure sufficient representation, quotas were set for set by business size, state and industry to ensure that for analysis purposes a sufficient number of each type of business were interviewed. Soft quotas were also set by state to ensure a good state and regional / metro location representation. Due to achievement of the quotas, it was not considered necessary to weight the data.

Survey quotas and the sample achieved are summarised in the table below.

**Figure 1: Survey quotas and sample achieved**

State	1 to 19 staff		20 to 199 staff		200+ staff		TOTAL	
	Quota	Achieved	Quota	Achieved	Quota	Achieved	Quota	Achieved
NSW	319	319	31	31	3	3	353	353
VIC	226	226	24	25	2	2	252	253
QLD	172	172	22	22	1	1	195	195
SA	58	58	7	7	0	1	65	66
WA	85	85	11	11	1	1	97	97
NT	5	5	1	1	0	2	6	8
ACT	11	11	1	1	0	0	12	12
TAS	17	17	2	2	0	1	19	20
<b>TOTAL</b>	<b>893</b>	<b>893</b>	<b>99</b>	<b>100</b>	<b>7</b>	<b>11</b>	<b>999</b>	<b>1004</b>

Colmar Brunton worked in close consultation with the Tax Office to design the survey instrument. The benchmark questionnaire is included at Appendix B.

## Interpretative notes

### Tables and percentages

Where they have been used in this report, percentages have been rounded to whole numbers. Because of this rounding, sums of the component items in figures or tables may not equal the subtotals and totals shown.

Base sizes and question details for each question are shown under each figure or table.

### Classification of ratings

Although satisfaction scales are measured on an 11-point scale, these scales have been collapsed to three points for ease and clarity of analysis.

- a rating of 0, 1, 2, or 3 is classified as negative;
- a rating of 4, 5 or 6 is classified as neither negative nor positive; and
- a rating of 7, 8, 9 or 10 is classified as positive.

Businesses have also been classified in terms of number of staff:

- Micro businesses are those with up to five staff
- Small businesses are those with six to nineteen staff
- Medium businesses are those with twenty to ninety nine staff
- Large businesses are those with one hundred or more staff

### Significance testing

Significance testing was conducted on the data. Where a particular group or segment is shown to have a significantly higher difference than the others CBSR has used **↑**. Where a segment is shown to have a significantly lower difference than the others CBSR has used **↓**.

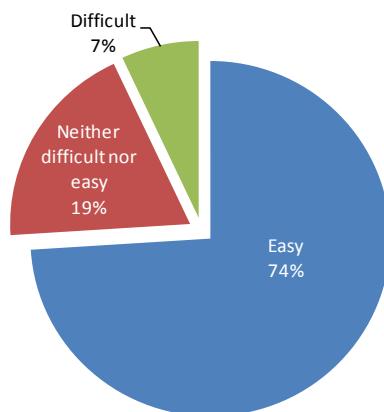
The percentage difference that represents a significant shift depends on the individual sample sizes for each comparison. For example, a difference of 3% may be significant among micro businesses with a sample size of  $n=477$  but not be significant among medium businesses with a sample size of  $n=81$ . This becomes especially evident where questions were asked only of sub-sets of each population for whom the question was appropriate. For example a follow-up question may be asked only of those who responded to a previous question in the negative, thus resulting in a smaller sub-sample being asked the subsequent question.

## Managing Superannuation Obligations

### Ease of Managing Superannuation Obligations

Three quarters of businesses consider it easy to manage their superannuation obligations to their employees overall (74%). Just 7% indicated that this was a difficulty for them with the remaining 19% finding it neither easy nor hard.

**Figure 2: Ease of managing superannuation obligations**

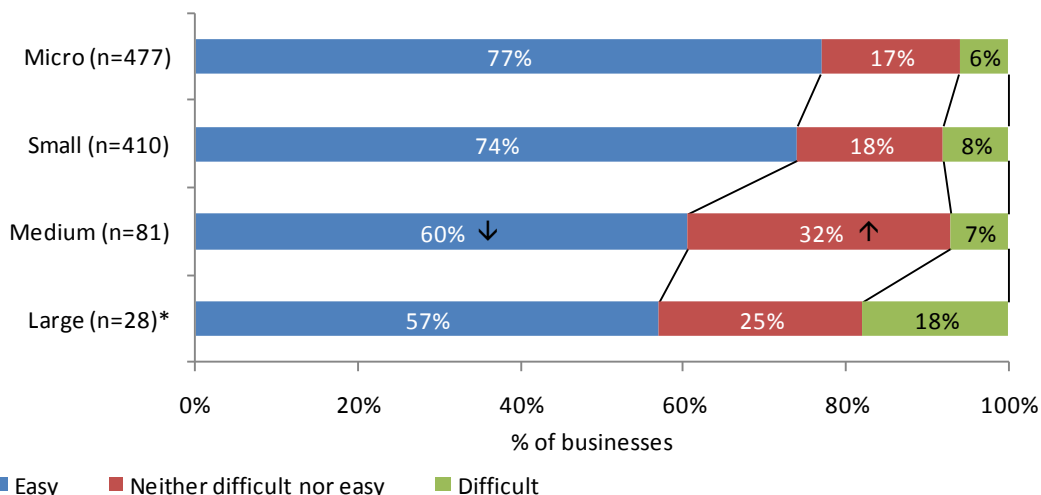


Q1.1 On a scale of 0 to 10, where 0 is very difficult and 10 is very easy, how difficult or easy do you find managing the superannuation obligations for your employees overall?  
 Don't know excluded: (n=996)

#### By number of employees

The smaller the business, in terms of number of employees, the greater the proportion that consider it easy to manage their superannuation obligations; from 77% among micro businesses to 57% among large businesses. Eighteen percent of large businesses consider management of superannuation obligations to be difficult.

**Figure 3: Ease of managing superannuation obligations by number of employees**

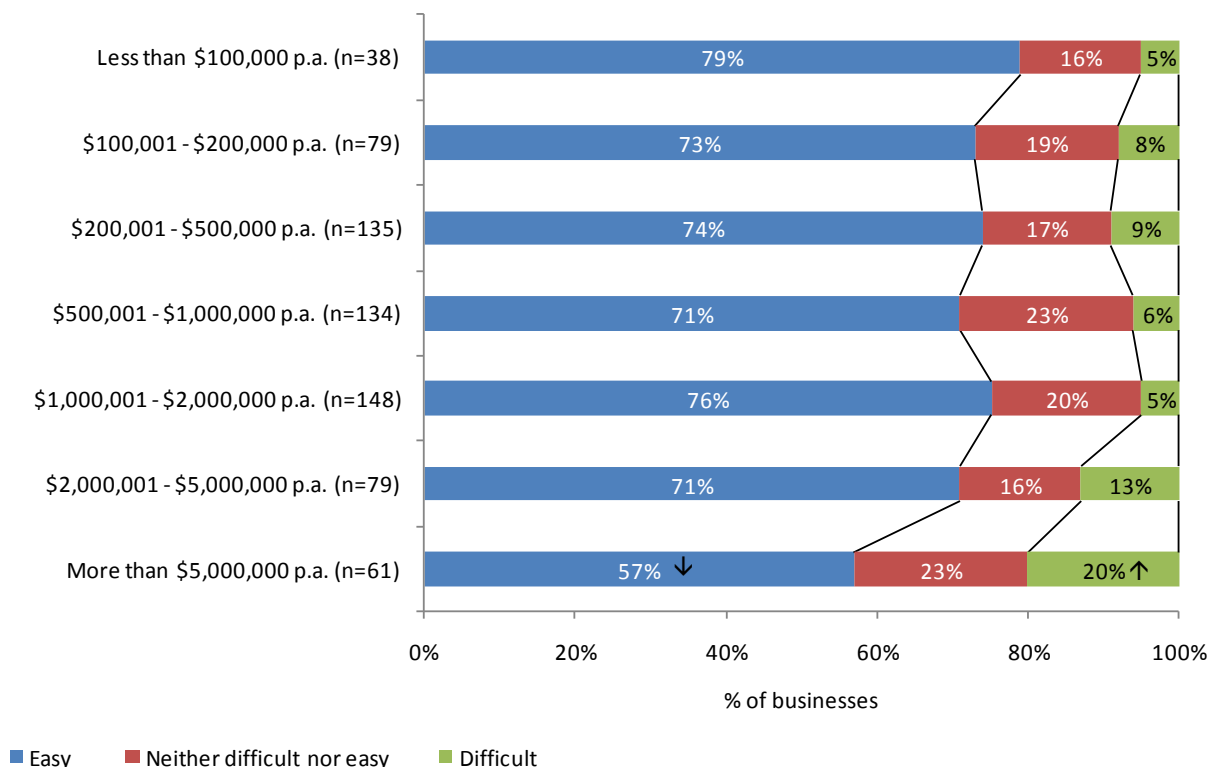


Q1.1 On a scale of 0 to 10, where 0 is very difficult and 10 is very easy, how difficult or easy do you find managing the superannuation obligations for your employees overall?  
 Don't know excluded

### By business turnover

Meeting superannuation obligations is generally considered easy by businesses with up to \$5 million annual turnover. Among those with more than \$5 million annual turnover, managing superannuation obligations is more difficult, with 20% finding it hard compared to an average of 8% among businesses with a smaller annual turnover.

**Figure 4: Ease of meeting superannuation obligations by business turnover**



Q1.1 On a scale of 0 to 10, where 0 is very difficult and 10 is very easy, how difficult or easy do you find managing the superannuation obligations for your employees overall?  
 Base: All businesses (n=1004)

### By industry

Those in personal and other services had a significantly higher incidence of finding it easy to manage their superannuation obligations (81%), while those in manufacturing had the lowest incidence of finding it hard (3%).

**Table 1: Ease of meeting superannuation obligations by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Easy	82%	69%	71%	69%	61%	74%	72%	81% ↑
Neither	16%	27%	21%	24%	24%	16%	22%	13%
Hard	3% ↓	5%	8%	7%	16%	10%	7%	6%

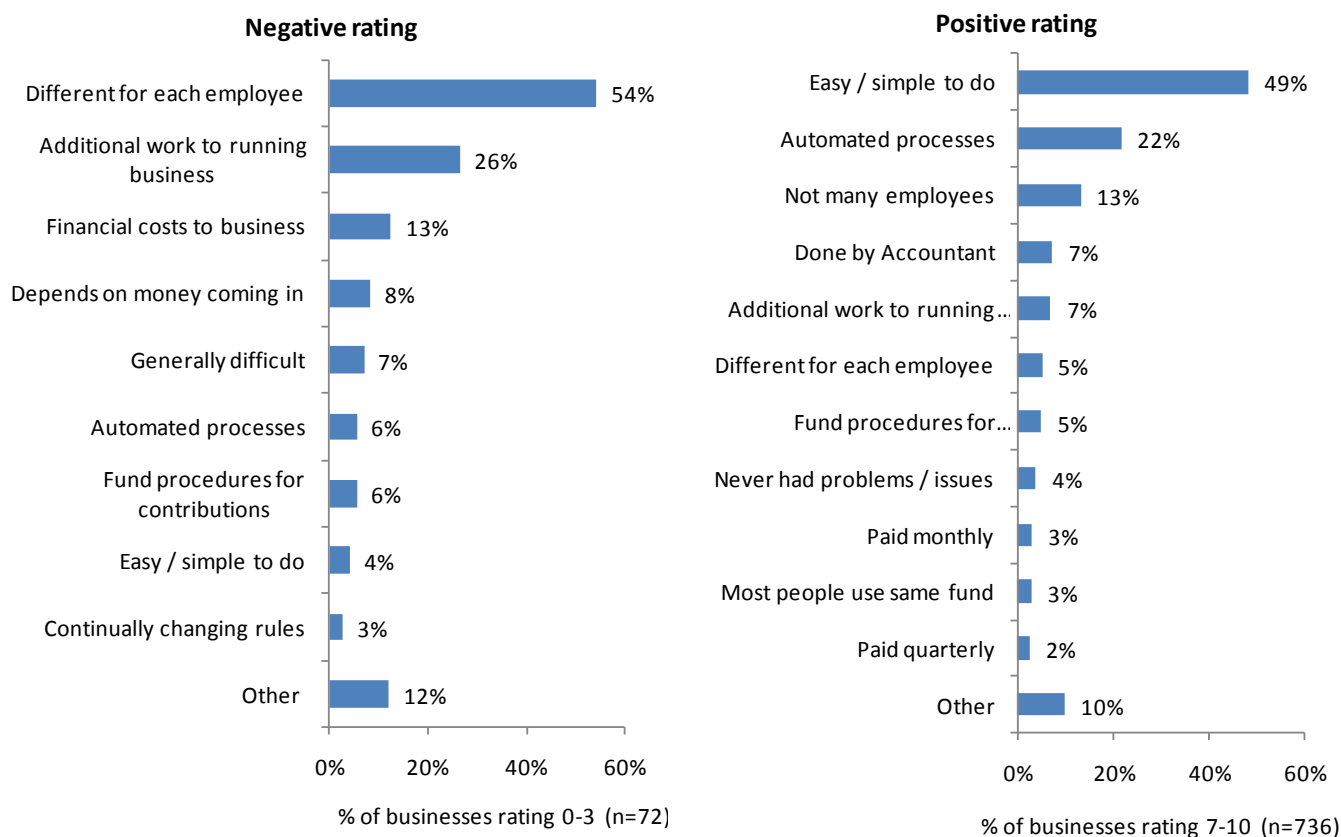
Q1.1 On a scale of 0 to 10, where 0 is very difficult and 10 is very easy, how difficult or easy do you find managing the superannuation obligations for your employees overall?  
 Base: All businesses (n=1004)

## Reasons for Positive or Negative Rating

Businesses were asked why they gave the rating they did for the ease of managing their superannuation obligations. Negative ratings were mostly driven by employees having different funds and different requirements for superannuation. Twenty six percent who rated superannuation management as hard cited the time commitment as a burden and 13% cited the financial costs to the businesses associated with managing superannuation.

For those who provided positive ratings for the ease of managing superannuation, half considered it a straight-forward process. Twenty two percent cited automated processes as making superannuation management easy and 13% considered it easy as they didn't have many employees.

**Figure 5: Reasons for rating management of superannuation as easy or hard**



Q1.2 Why is that? OPEN ENDED

Base: Businesses giving negative ratings of 0-3 (n=72) and businesses giving positive ratings 7-10 (n=736)

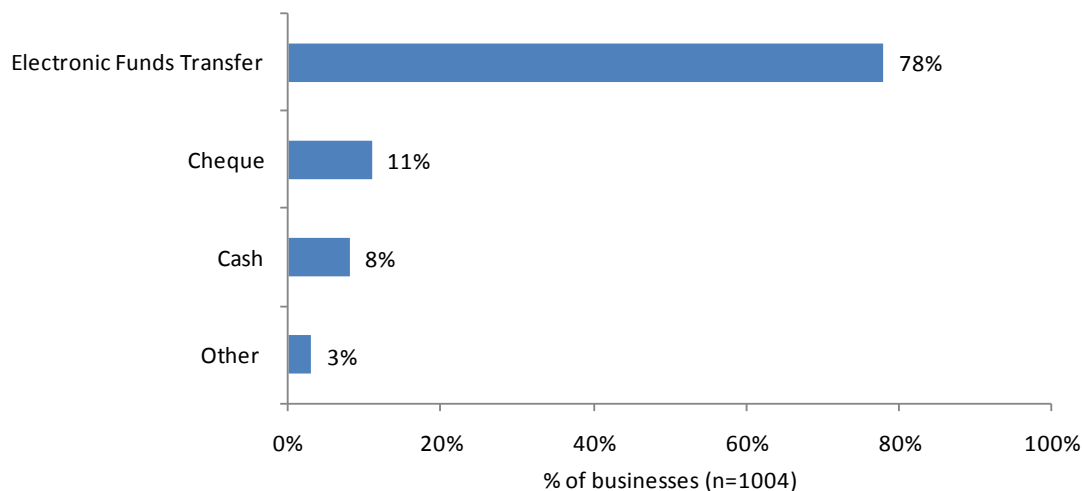


## Method of Payment of Salary

### Method of Salary Payments to Employees

The majority of businesses use Electronic Funds Transfer (EFT) to make salary payments to employees. Cheques are used by 11% and 8% use cash payments.

**Figure 6: Method of Salary Payment**

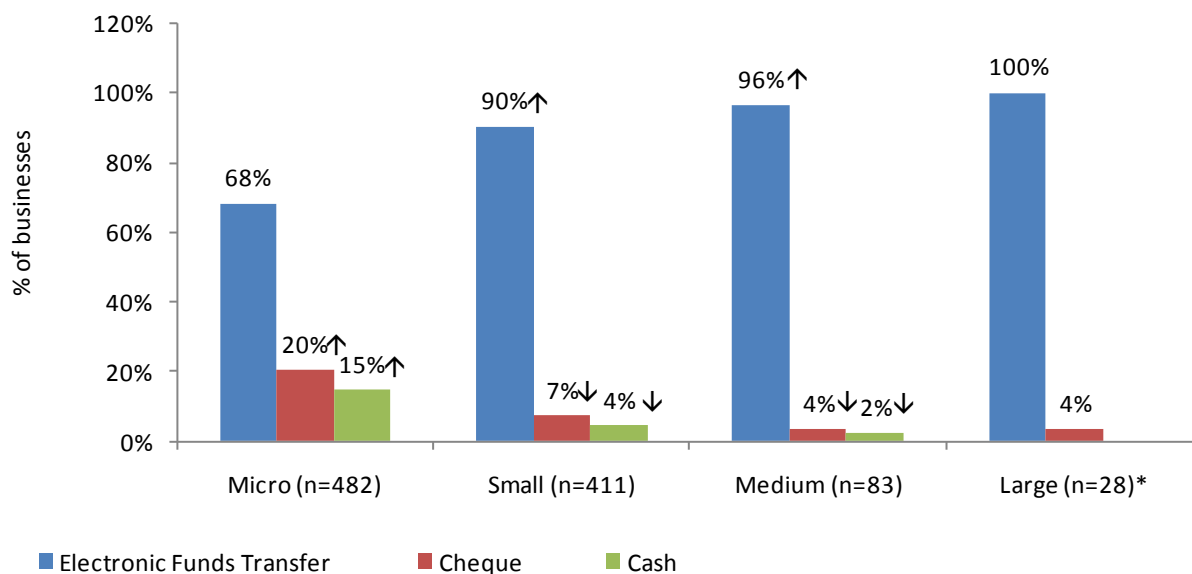


Q1.3 How do you make salary payments to your employees? PROMPTED, MULTIPLE RESPONSE  
 Base: All businesses (n=1004)

#### By number of employees

Micro businesses had the lowest incidence of using EFT to pay salaries (68%) and the highest incidence of using cheques (20%) or cash (15%) to pay their staff. All of the large businesses used EFT for all least some of their employees with 4% also using cheques.

**Figure 7: Method of salary payment by number of employees**



Q1.3 How do you make salary payments to your employees? PROMPTED  
 Base: All businesses (n=1004)

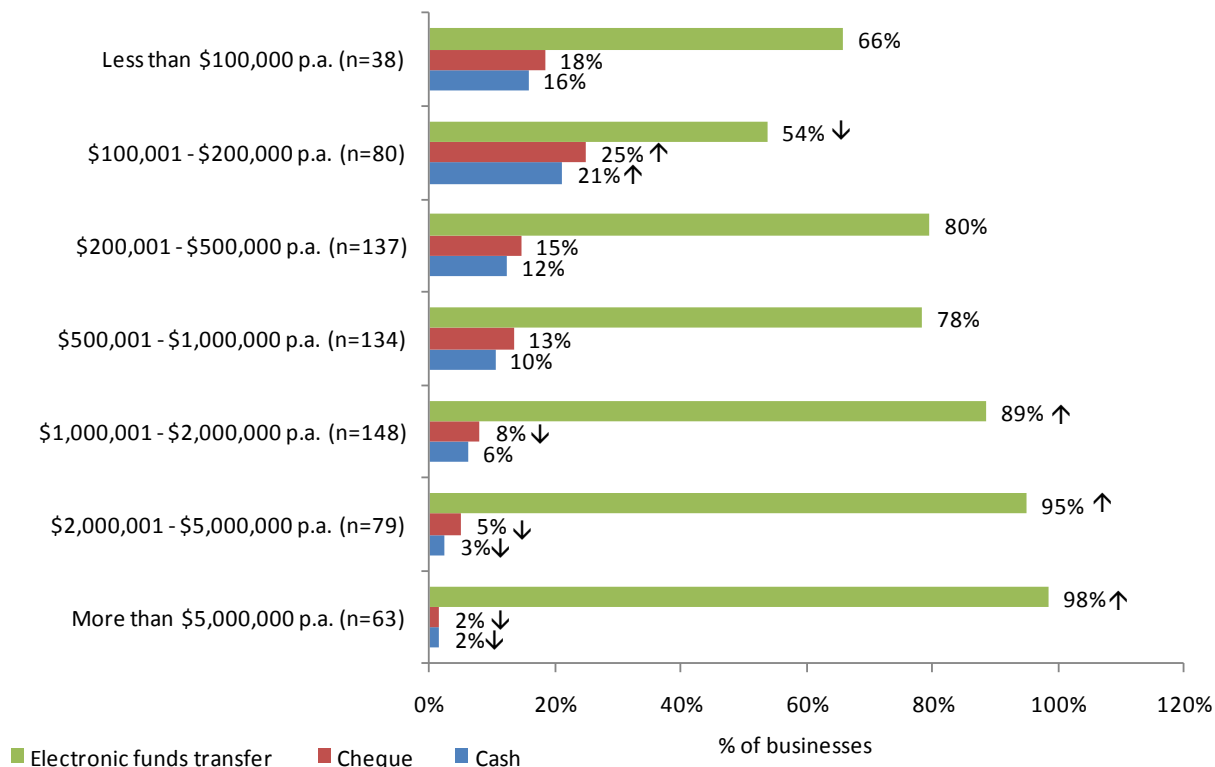
Includes multiple response

\*Caution – base too small for significance testing

## By business turnover

Beyond an annual turnover of \$200,000, at least 78% of businesses are using EFT to pay their employees and this incidence steadily increases as turnover gets higher. Among those with annual turnovers of up to \$200,000, EFT is used by fewer than three quarters of businesses and cheques or cash are more prevalent methods of payment. Those with turnovers of at least \$1,000,000 have a significantly high incidence of EFT to pay salaries.

**Figure 8: Method of salary payment by business turnover**



Q1.3 How do you make salary payments to your employees? PROMPTED Don't know excluded  
Base: All businesses (n=1004)

## By industry

Use of electronic payment to pay salaries is particularly high among those in the manufacturing industry (88%). Those in the accommodation, cafes and restaurants industry have a significantly high incidence of paying salaries in cash (33%) and a lower incidence of using electronic payment (53%).

**Table 2: Method of salary payments by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
	78	86	154	55	52	62	165	163
Electronic funds transfer	88% ↑	85%	77%	53% ↓	88%	82%	79%	74%
Cheque	13%	9%	10%	16%	4% ↓	18%	18%	16%
Cash	8%	8%	13%	33% ↑	8%	3% ↓	4% ↓	13%
Other	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	1%	0%	0%	0%	0%	0%	0%

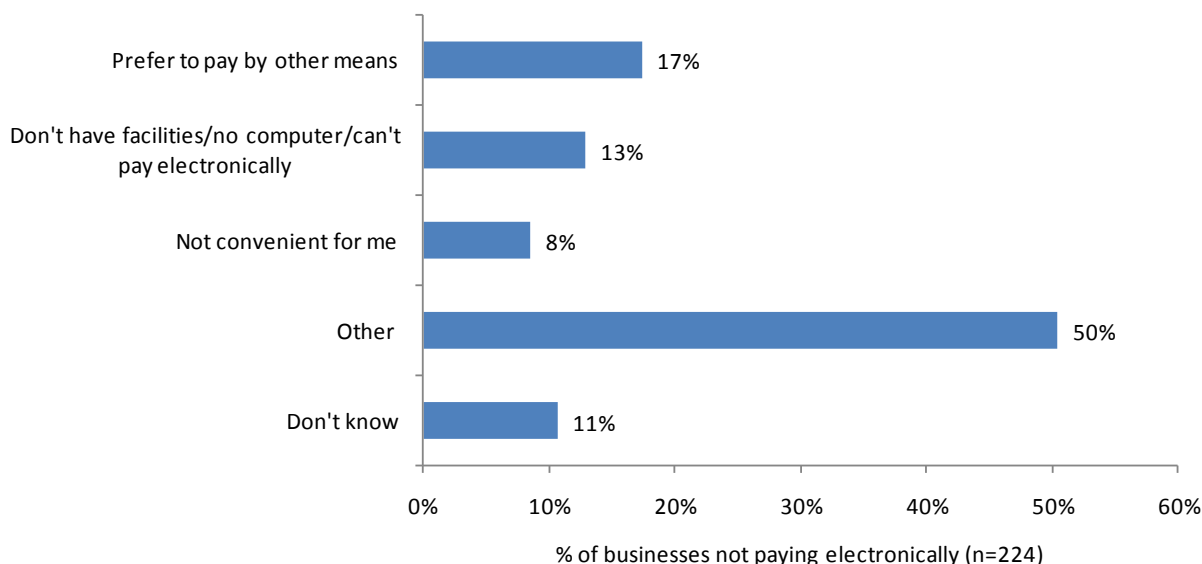
Q1.3 How do you make salary payments to your employees? PROMPTED

Base: All businesses (n=1004)

## Reason for Not Paying Salaries Electronically

Those businesses that indicated they did not pay salaries using Electronic Funds Transfer (EFT) were asked for their reasons for using other methods. Seventeen percent indicated they simply preferred to pay by other means. Thirteen percent were unable to use EFT due to a lack of electronic facilities. Eight percent found that electronic transfers were not convenient. Eight percent found that electronic transfers were not convenient. Eight percent found that electronic transfers were not convenient.

**Figure 9: Reason for not paying salaries electronically**

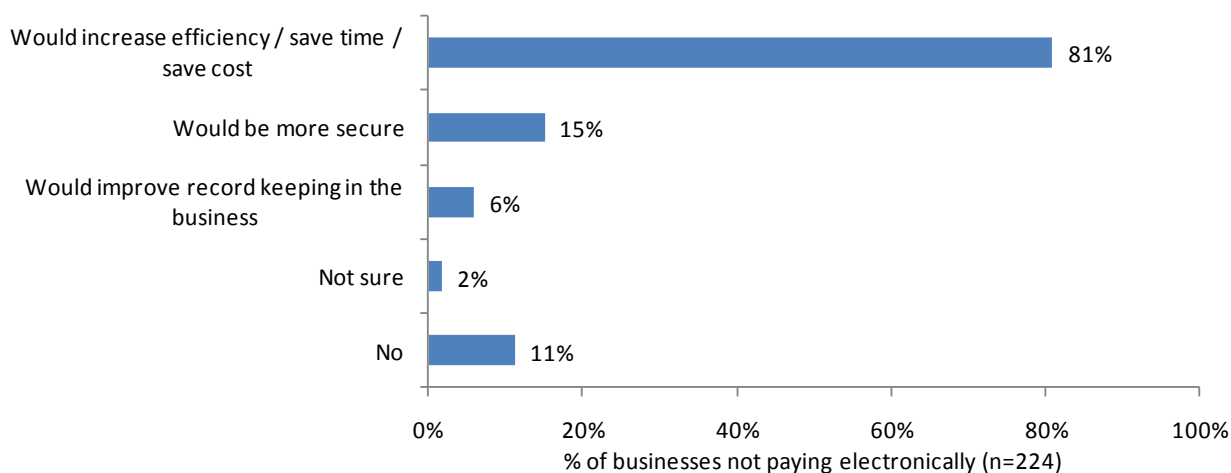


Q1.4 Is there any specific reason you don't pay staff via electronic means? UNPROMPTED, MULTIPLE RESPONSE  
Base: Those not paying staff via electronic means (n=224)

## Perceived Advantages of Using Electronic Payment Methods

Despite not using electronic methods of payment, 81% of businesses that don't use EFT could see that it would increase efficiency and save time and cost. Fifteen percent felt that it would be more secure while 6% thought it would improve record keeping. Just 11% of those who don't currently use EFT could not see any advantages of it as a method of payment.

**Figure 10: Perceived advantages of using electronic payment methods**



Q1.5 Do you see any advantages of making salary payments via electronic means?

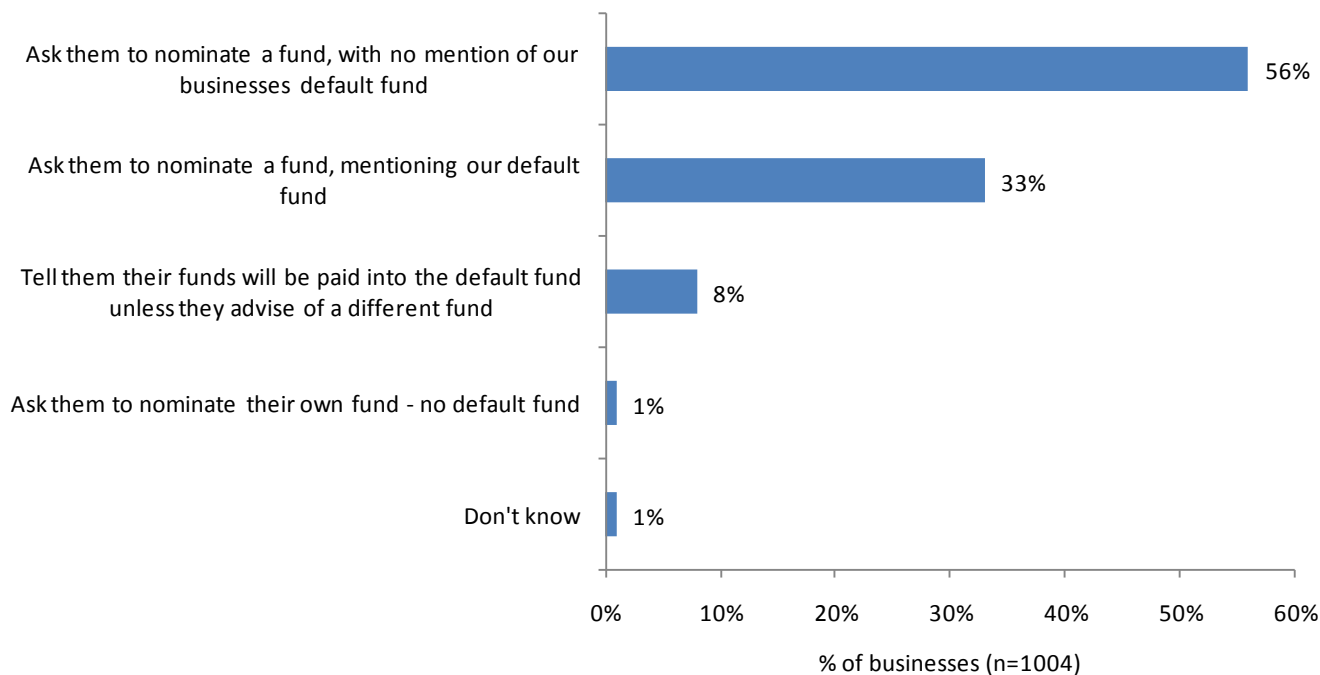
*Base: Those who don't use electronic transfer to pay salaries (n=224)*

## New Employees

### Determining Superannuation Fund

Fifty six percent of businesses ask new employees to nominate their superannuation fund without mentioning the default fund. A further 33% ask new employees to nominate a fund but suggest the default fund as an option. Eight percent tell new employees that their superannuation will go into the default fund unless they nominate a specific fund. Eight percent tell new employees that their superannuation will go into the default fund unless they nominate a specific fund. Eight percent tell new employees that their superannuation will go into the default fund unless they nominate a specific fund. Eight percent tell new employees that their superannuation will go into the default fund unless they nominate a specific fund.

**Figure 11: Method of identifying new employee superannuation fund**

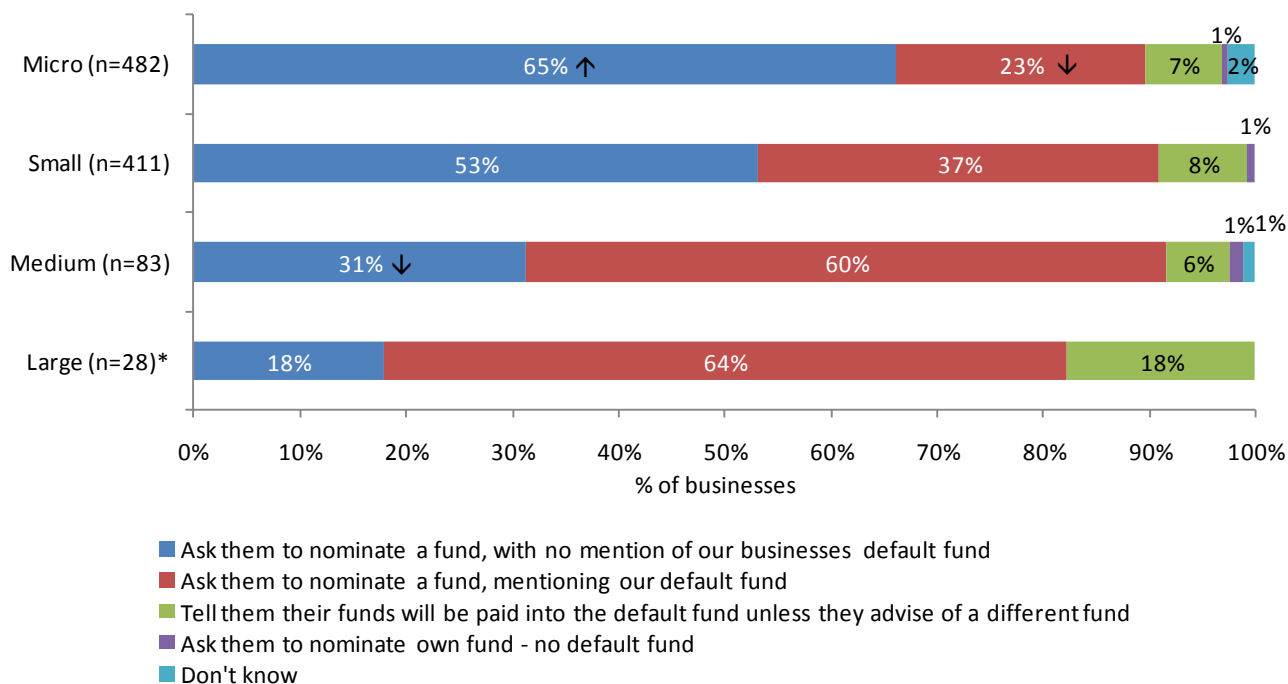


Q2.1 When a new employee starts with your businesses, how do you determine where their superannuation monies are to be paid to? READ OUT, SINGLE RESPONSE  
 Base: All business (n=1,004)

### By number of employees

The smaller the business in terms of the number of employees, the less likely the business is to mention the default fund to new employees. Among micro businesses, 65% would not mention the default fund. This incidence decreases steadily as business size increases. Among large businesses, just 18% would not mention the default fund. This trend is offset by a relative increase in the proportion of businesses that ask new employees to nominate a fund while mentioning the default fund as an option from 23% among micro businesses to 64% among large businesses.

**Figure 12: Method of determining new employee superannuation fund by number of employees**



Q2.1 When a new employee starts with your businesses, how do you determine where their superannuation monies are to be paid to? READ OUT, SINGLE RESPONSE

Base: All business (n=1004)

\* Caution: base is too small for significance testing

### **By business turnover**

Those with annual turnover of between \$200,000 and \$1,000,000 have a higher incidence of not mentioning their default fund compared to those with higher and lower turnover. Within this turnover bracket, there is also a significantly lower incidence of asking new employees to nominate their own fund while mentioning the default fund. Businesses with turnover of more than \$5 million are significantly more likely to ask new employees to nominate their fund while mentioning the default fund.

**Table 3: Method of determining new employee superannuation fund by business turnover**

	Less than \$100,000 p.a. (n=38)	\$100,001 - \$200,000 p.a. (n=80)	\$200,001 - \$500,000 p.a. (n=137)	\$500,001 - \$1,000,000 p.a. (n=134)	\$1,000,001 - \$2,000,000 p.a. (n=148)	\$2,000,001 - \$5,000,000 p.a. (n=79)	More than \$5,000,000 p.a. (n=63)
Ask them to nominate a fund with no mention of the default fund	56%	55%	65%	69%↑	51%	49%	47%
Ask them to nominate a fund, mentioning our fault fund	33%	26%	23%↓	21%↓	36%	37%	46%↑
Tell them their funds will be paid into the default fund unless they advise of a different fund	8%	5%	6%	6%	9%	12%	5%
Ask them to nominate own fund – no default fund	1%	3%	1%	1%	1%	1%	3%
Don't know	1%	8%	3%	1%	1%	1%	0%

Q2.1 When a new employee starts with your businesses, how do you determine where their superannuation monies are to be paid to? READ OUT, SINGLE RESPONSE  
Base: All business (n=1004)

**By industry**

Those in the transport and storage industry have a significantly lower incidence of asking new employees to nominate a fund while also mentioning the default fund (21%). Those in property and business services (2%) and those in health and community services (4%) have lower incidences of telling new employees that their superannuation will be paid into the default fund unless they nominate an alternative fund.

**Table 4: Method of determining new employee superannuation fund by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Ask them to nominate a fund, with no mention of our businesses default fund	55%	48%	58%	56%	63%	58%	59%	57%
Ask them to nominate a fund, mentioning our default fund	36%	30%	32%	35%	21%↓	39%	34%	32%
Tell them their funds will be paid into the default fund unless they advise of a different fund.	5%	13%	7%	7%	12%	2%↓	4%↓	9%
Something else (SPECIFY Q21TH)	1%	1%	1%	2%	4%	0%	2%	1%
Ask them to nominate own fund, have no default fund	1%	6%	1%	0%	0%	0%	1%	0%
Don't know	3%	3%	1%	0%	0%	2%	1%	1%

Q2.1 When a new employee starts with your businesses, how do you determine where their superannuation monies are to be paid to? READ OUT, SINGLE RESPONSE

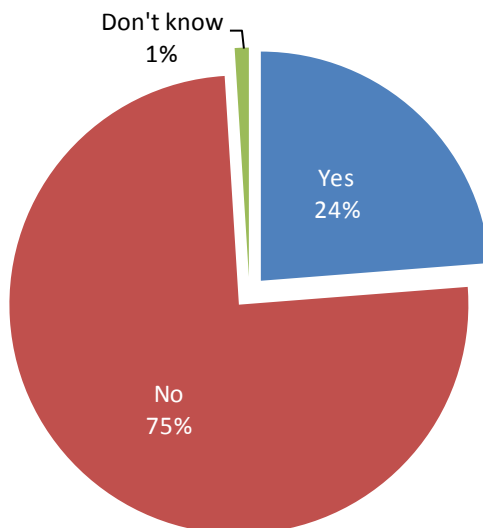
Base: All business (n=1004)



## Incidence of New Employees Asking About Superannuation

Twenty four percent of businesses have experienced new employees asking about superannuation.

**Figure 13: Incidence of new employees asking about superannuation**

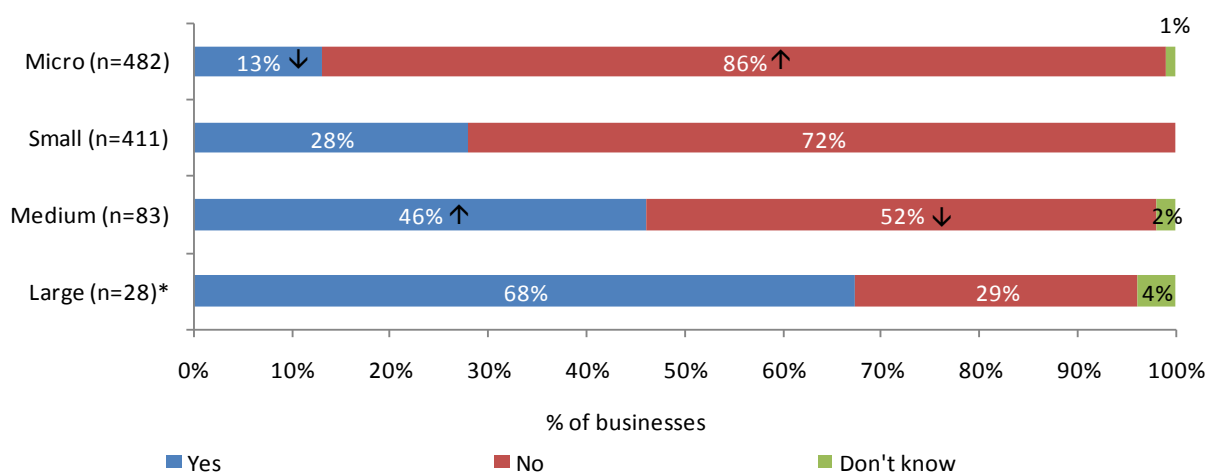


Q2.2 Have new employees ever asked you questions about superannuation issues?  
Base: All businesses (n=1004)

### By number of employees

The incidence of being asked about superannuation by new employees is lowest among micro businesses at 13% and steadily increases with business size to 68% among large businesses.

**Figure 14: Incidence of new employees asking about superannuation by number of employees**

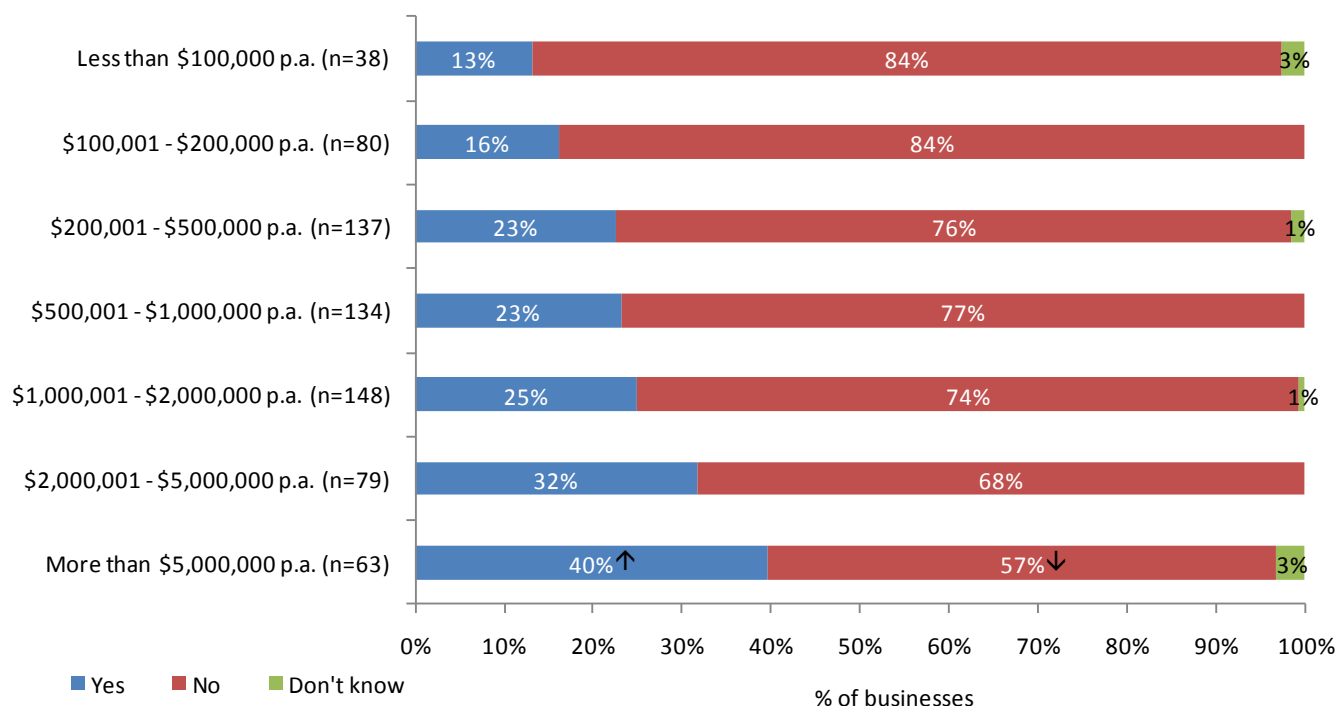


Q2.2 Have new employees ever asked you questions about superannuation issues?  
Base: All businesses (n=1004)

### By business turnover

The increase in the incidence of employees asking questions about superannuation as the number of staff increases is also evident for business turnover. Thirteen percent of businesses turning over less than \$100,000 annually had been asked about superannuation compared to 40% of business turning over at least \$5 million. At more than \$5 million the incidence of being asked about superannuation by new employees increases significantly (40%).

**Figure 15: Incidence of new employees asking about superannuation by business turnover**



Q2.2 Have new employees ever asked you questions about superannuation issues?  
Base: All businesses (n=1004)

### By industry

There are no significant variations in the incidence of new employees asking questions about superannuation issues across the main industries.

**Table 5: Incidence of new employees asking about superannuation by industry**

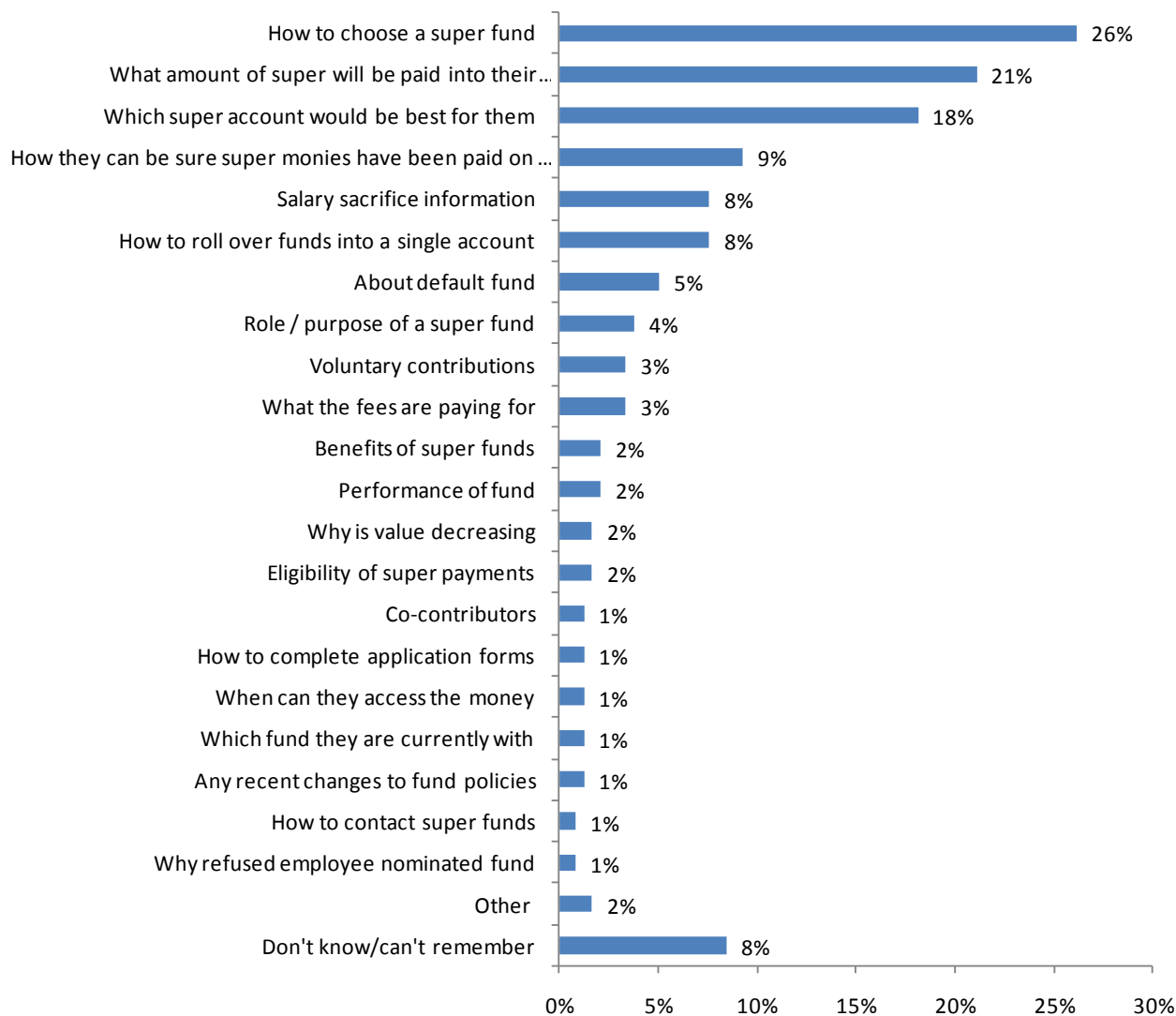
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes	23%	24%	23%	22%	15%	34%	24%	22%
No	77%	76%	76%	75%	85%	66%	75%	77%
Don't know	0%	0%	1%	4%	0%	0%	1%	1%

Q2.2 Have new employees ever asked you questions about superannuation issues?  
Base: All businesses (n=1004)

## Questions asked by New Employees

The most common questions asked about superannuation by new employees are how to choose a superannuation fund (26%), what amount of superannuation will be paid into their accounts (21%) and which superannuation account would be best for them (18%). The questions asked about superannuation are evidently wide ranging with a lot of low incidence responses.

**Figure 16: Questions asked by new employees**



% of businesses who have been asked questions by staff about super (n=237)

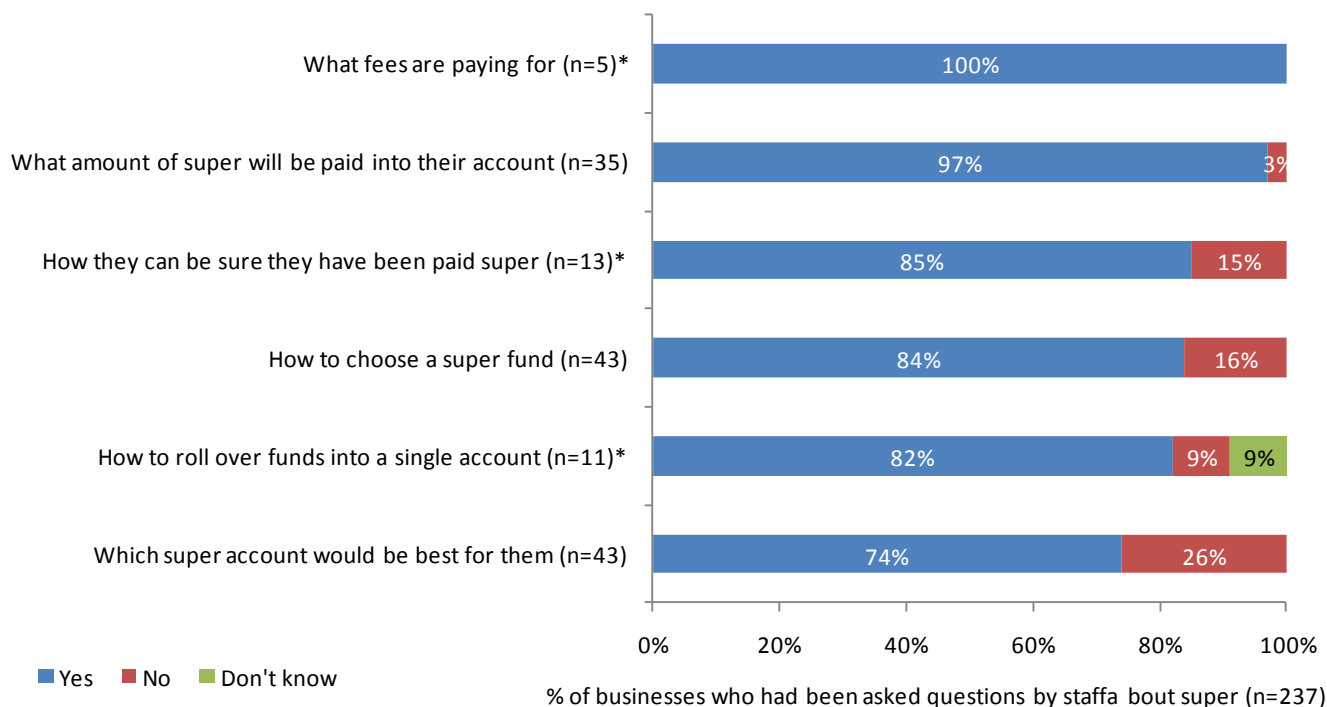
Q2.3 What questions have they asked you?

Base: Those who have been asked questions by new employees (n=237)

## Ability to Answer Questions about Superannuation

The majority of businesses felt they could answer the most common questions asked about superannuation. Of the 5 business that had been asked about what superannuation fees are paying for, all felt they could answer the question. Ninety seven percent felt they could answer how much would be paid into the employees account and 85% could tell employees how to be sure that superannuation had been paid into their account.

**Figure 17: Ability to answer questions about superannuation**



Q2.4A (For each question mentioned); Were you able to answer the question?  
 Base: Those who have been asked specific questions about superannuation (n=5 minimum)  
 \* Caution: Base is too small for significance testing

Subgroups are too small for further meaningful analysis.

## Recommended Sources for Answers to Questions

The incidence of recommending sources of information are very small for each specific question and results must be considered as indicative only. Financial advisor/ accountant is a common recommendation, as is the default fund.

**Table 6: Recommended source for answers to questions**

	Financial advisor	Default super fund/ handbook	Wouldn't make a recommendation	Parents / family	Internet	Up to self
How to choose a superannuation fund (n=7)	29%	14%	14%			
How they can be sure superannuation monies have been paid on their behalf (n=2)	50%	50%				
What amount of superannuation will be paid into their superannuation account (n=1)	100%			%		
Which superannuation account would be best for them (n=11)	45%	9%	18%	9%	9%	9%
How to roll over funds into a single account (n=2)	50%	50%				

*Q2.4B Where would you recommend them to find an answer to this question?*

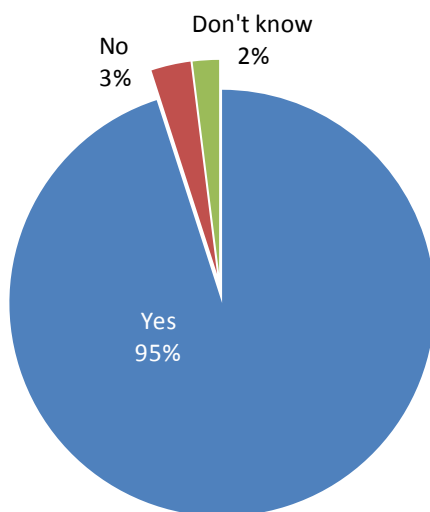
*Base: Those unable to answer a specific question asked by employees about super (minimum n=1)*

Subsamples are too small for further meaningful analysis.

## Sufficiency of Information to Meet Superannuation Obligations

The vast majority of businesses feel that they have sufficient information to meet their superannuation obligations (95%).

**Figure 18: Sufficiency of information to meet superannuation obligations**

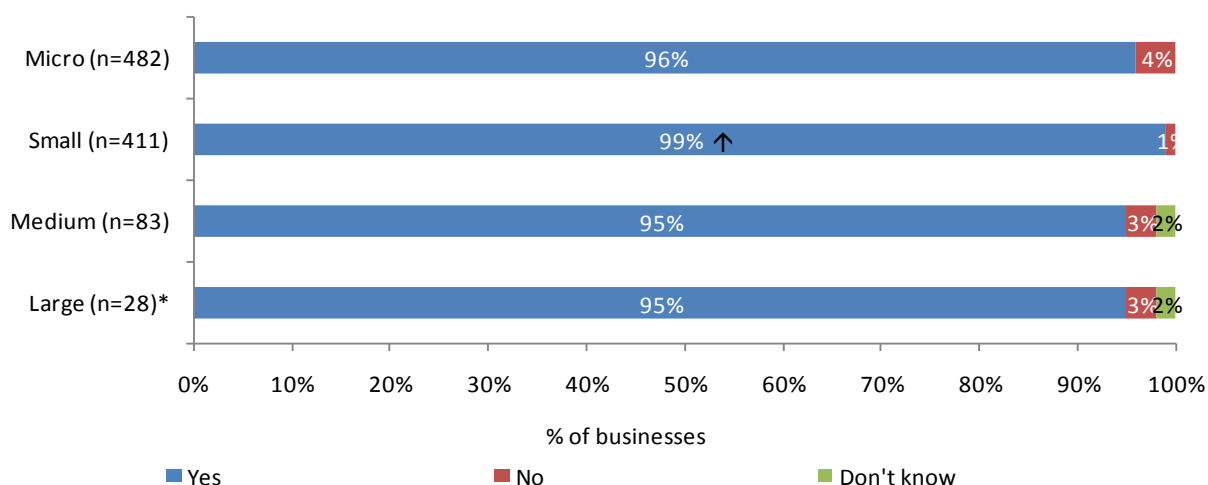


Q2.5 Do you feel you have sufficient information to manage your employee superannuation obligations?  
Base: All businesses (n=1004)

### By number of employees

The vast majority of businesses feel they have sufficient information to meet their superannuation obligations regardless of business size. The incidence of being confident of having sufficient information is highest among small businesses with 99% feeling they have sufficient information.

**Figure 19: Sufficiency of information to meet superannuation obligations by number of employees**



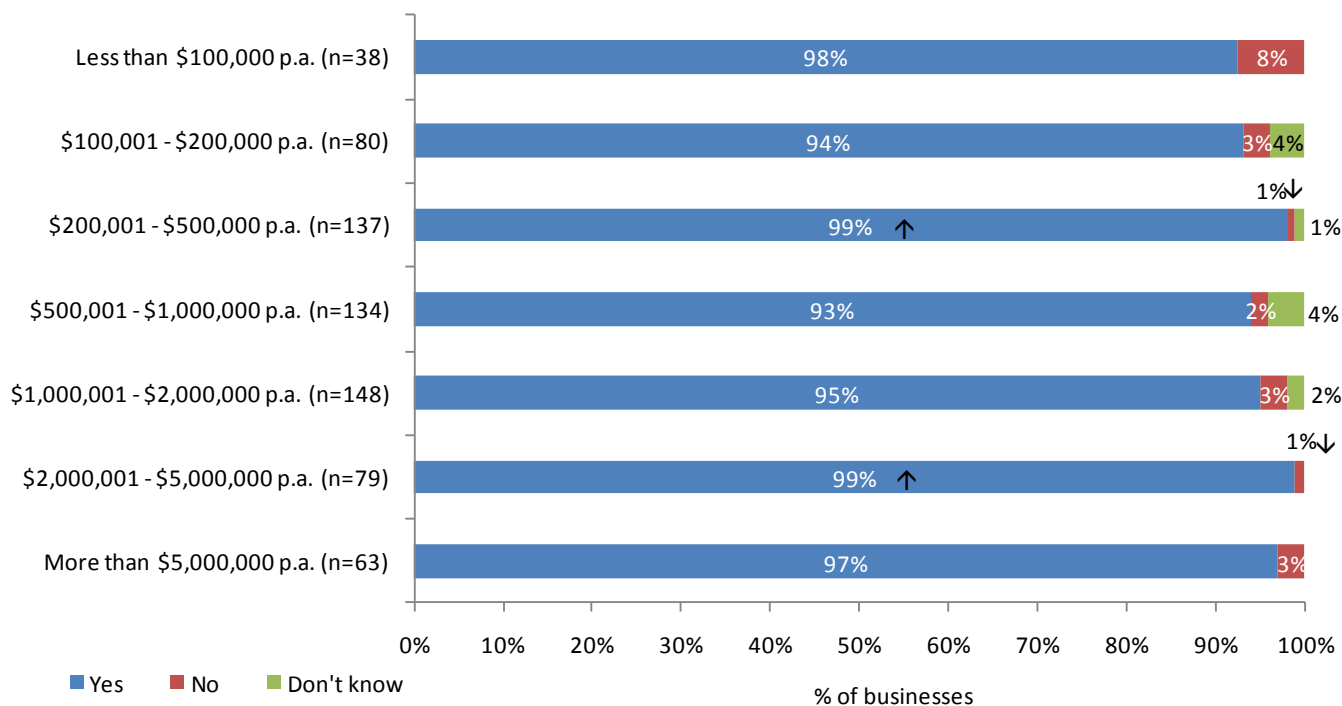
Q2.5 Do you feel you have sufficient information to manage your employee superannuation obligations?  
Base: All businesses n=1004

\* Caution: base is too small for significance testing

### By business turnover

The majority of businesses feel that they have sufficient information to meet their superannuation requirements regardless of business turnover. The incidence of feeling confident of having sufficient information is highest among those with an annual turnover of \$200,001-\$500,000 and among those with an annual turnover of \$2 million - \$5 million (both 99%).

**Figure 20: Sufficiency of information to meet superannuation obligations by business turnover**



Q2.5 Do you feel you have sufficient information to manage your employee superannuation obligations?  
 Base: All businesses (n=1004)

### By industry

Those in the retail industry have a significantly higher incidence of having sufficient information to manage their superannuation obligations (98%) compared to those in other industries.

**Table 7: Sufficiency of information to meet superannuation obligations by industry**

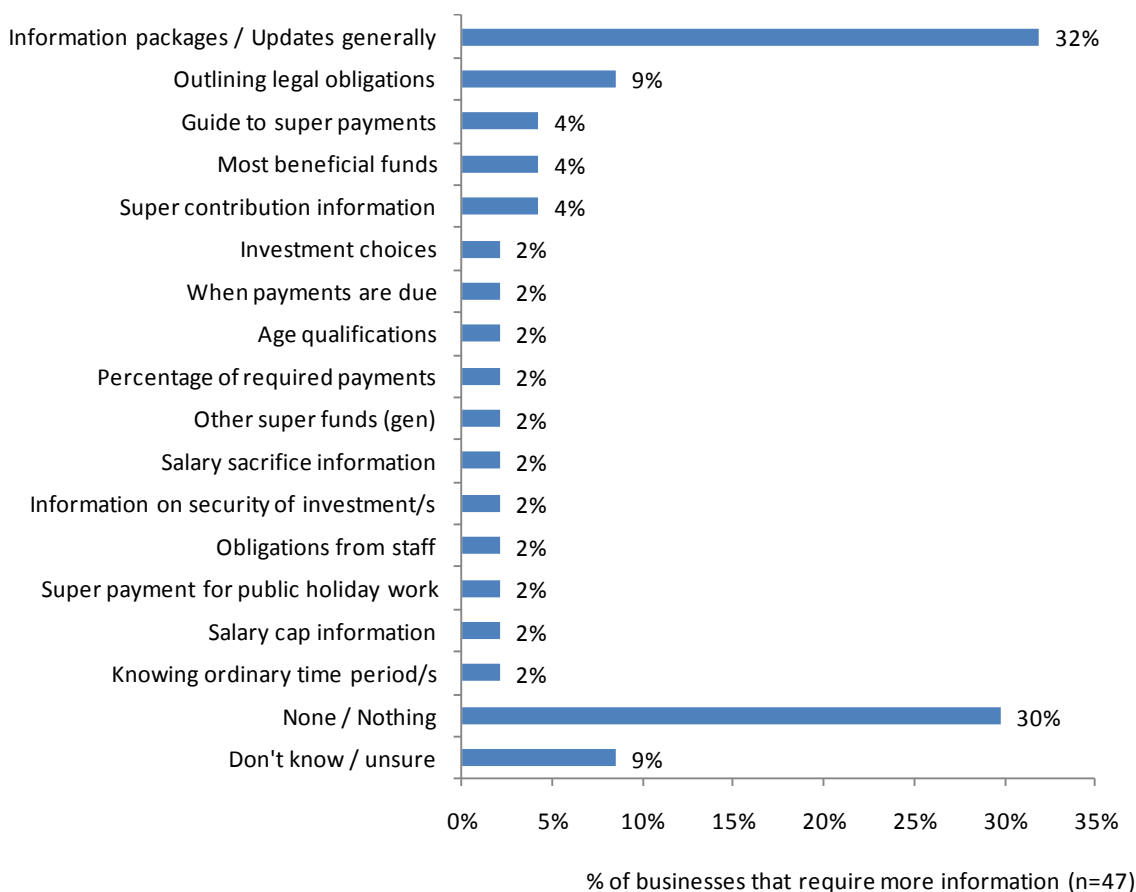
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes	95%	94%	98% ↑	95%	94%	95%	94%	96%
No	1%	2%	2%	0%	4%	5%	4%	2%
Don't know	4%	3%	0%	5%	2%	0%	2%	2%

Q2.5 Do you feel you have sufficient information to manage your employee superannuation obligations?  
 Base: All businesses (n=1004)

## Useful Additional Information

The 47 businesses that indicated they required additional information to manage their superannuation obligations were asked the nature of the required information. The largest response was information packages and general updates (32%). This was by far the most common response with an outline of legal obligations being the next most common at 9%. Thirty percent could not cite additional information requirements despite having indicated that information was insufficient.

**Figure 21: Additional useful information to meet superannuation obligations**



Q2.6A What additional information would be useful to you?

Base: Those who require additional information to meet their superannuation obligations (n=47)

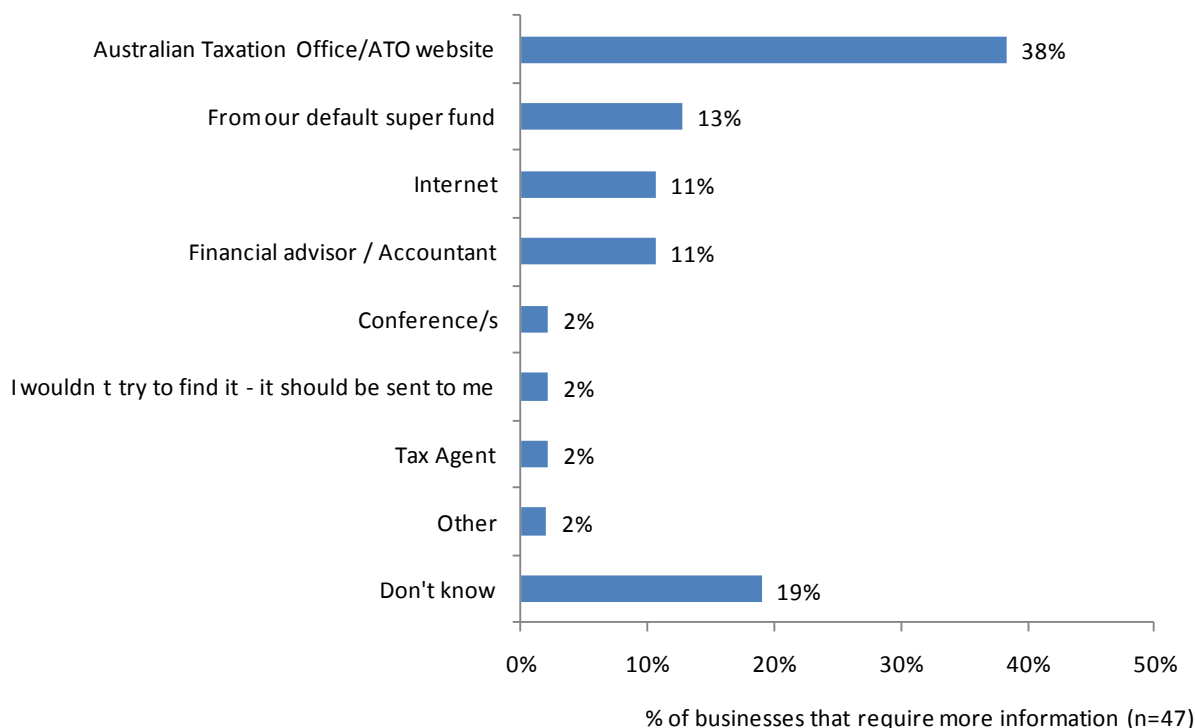
Subgroups are too small for further meaningful analysis.



## Expectations of Where to Find Additional Information

Those 47 businesses that indicated they required further information to fulfil their superannuation obligations were asked where they would source this information. The dominant response was to seek information from the Australian Taxation Office (Tax Office) generally and from the Tax Office website specifically (38%). Thirteen percent would seek information from the default superannuation fund, 11% from the internet generally and the same proportion from a financial advisor or accountant (11%). Two percent each would seek information from a conference/s, tax agent, or other. One percent would not try to find it - it should be sent to them. Nineteen percent did not know.

**Figure 22: Expectations of where to find additional information**



*Q2.6B Where would you expect to find this information?  
Base: Those who require more information (n=47)*

Subgroups are too small for meaningful analysis.

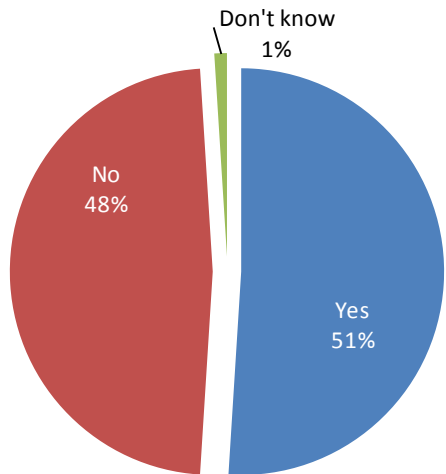
The single respondent who indicated that they felt the information should be sent to them was unsure who should be sending the information but would prefer to receive such information by email.

## Selection of Default Superannuation Funds

### Incidence of Default Superannuation Funds

Fifty one percent of businesses have a default superannuation fund. Forty eight percent do not have a default fund and 1% were unsure.

**Figure 23: Incidence of default superannuation funds**

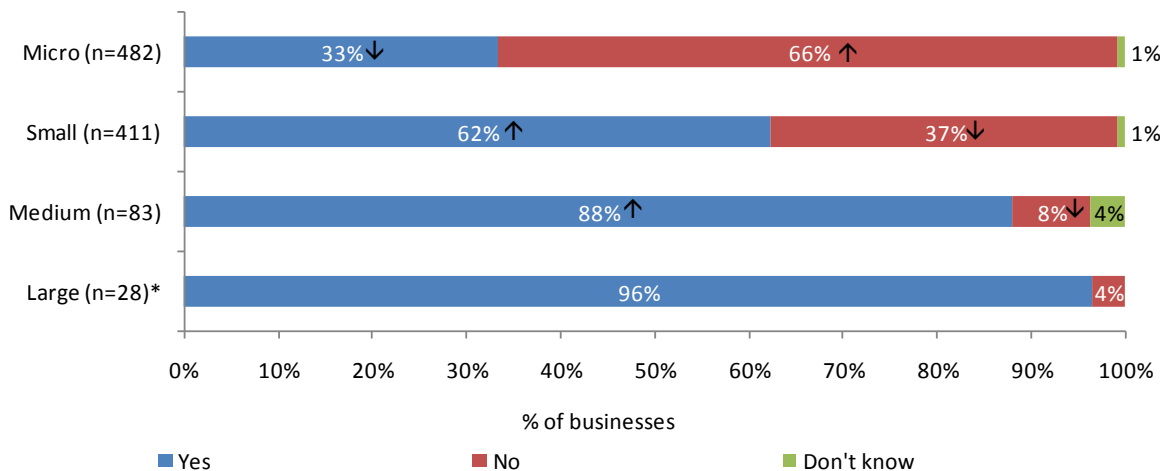


Q3.1A Does your business have a "default" superannuation fund – that is, a fund that an employees' superannuation monies are paid into if they do not tell you they have chosen a superannuation fund themselves?  
 Base: All businesses (n=1004)

#### By number of employees

There is a clear relationship between the incidence of having a default fund and the number of employees in the business; the greater the number of employees, the higher the likelihood that the business has a default fund, from 33% among micro businesses to 96% among large businesses.

**Figure 24: Incidence of default superannuation fund by number of employees**



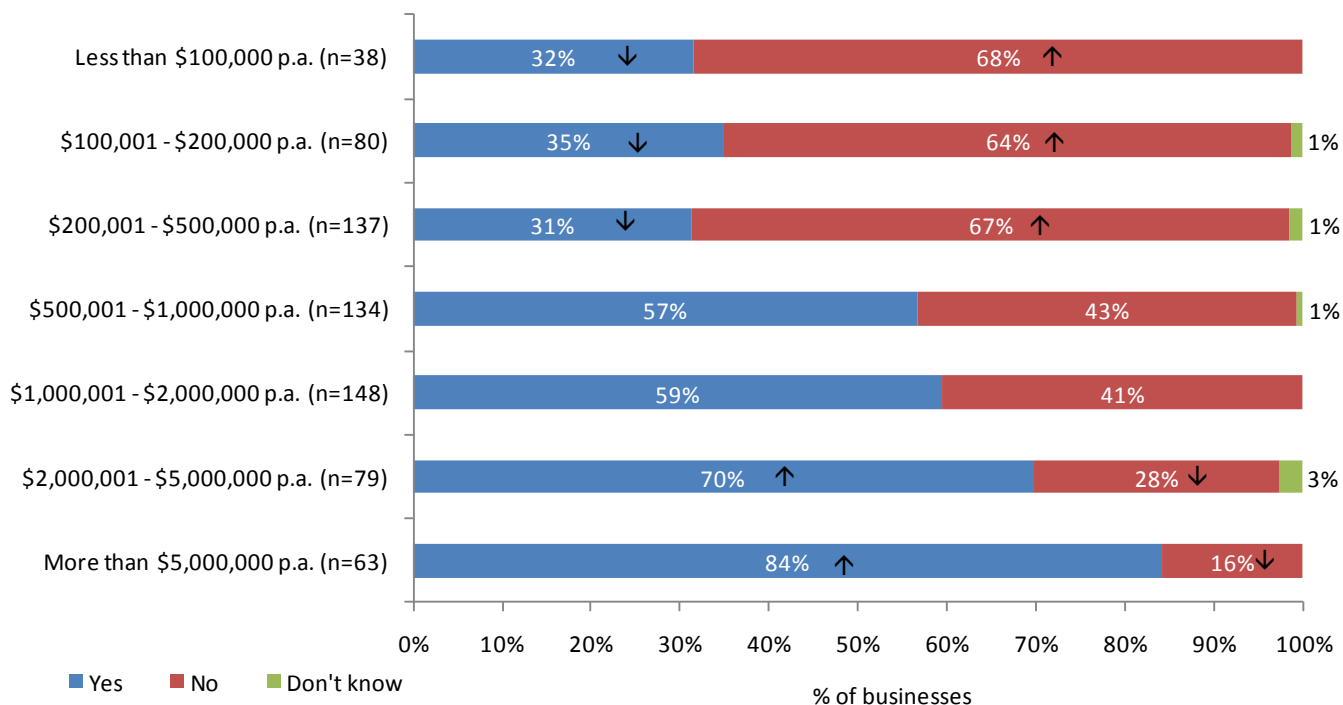
Q3.1A Does your business have a "default" superannuation fund – that is, a fund that an employees' superannuation monies are paid into if they do not tell you they have chosen a superannuation fund themselves?  
 Base: All businesses (n=1004)

\*Caution: base is too small for significance testing

### By business turnover

There is a notable increase in the proportion of businesses that have a default fund when turnover reaches \$500,000. For businesses with turnover of at least \$500,000, there is a steady increase in the incidence of having a default fund, from 57% among those with turnover of \$500,000 - \$1 million up to 84% among those with turnover of more than \$5 million.

**Figure 25: Incidence of default superannuation fund by business turnover**



Q3.1A Does your business have a "default" superannuation fund – that is, a fund that an employees' superannuation monies are paid into if they do not tell you they have chosen a superannuation fund themselves?  
 Base: All businesses (n=1004)

### By industry

There are no significant variations in the incidence of having a default fund across the key industries.

**Table 8: Incidence of default superannuation fund by industry**

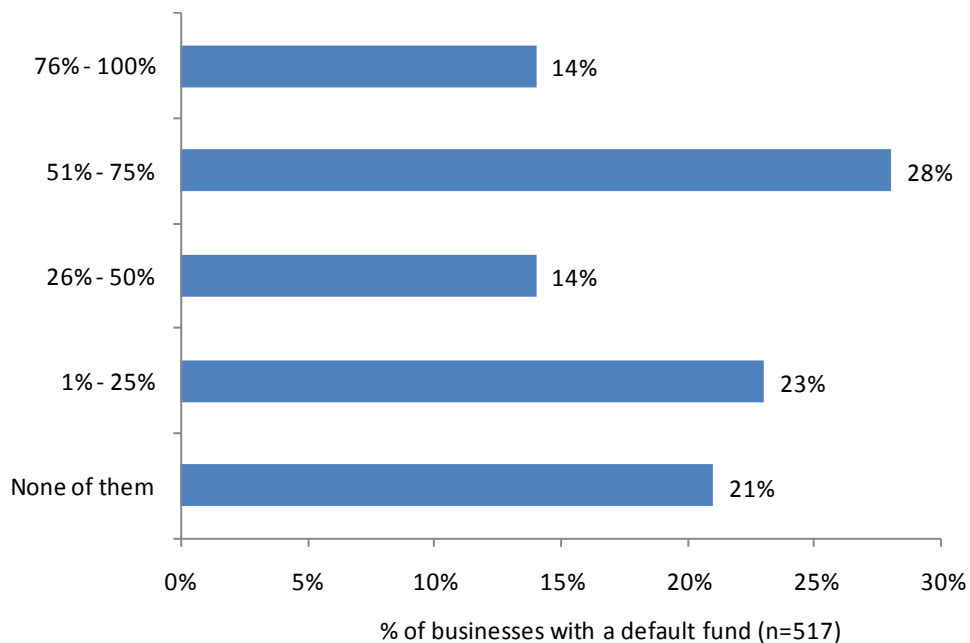
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes	46%	60%	51%	51%	40%	48%	55%	45%
No	53%	38%	49%	49%	58%	52%	44%	54%
Not sure	1%	1%	1%	0%	2%	0%	1%	1%

Q3.1A Does your business have a "default" superannuation fund – that is, a fund that an employees' superannuation monies are paid into if they do not tell you they have chosen a superannuation fund themselves?  
 Base: All businesses (n=1004)

## Incidence of Employees Using the Default Fund

Fourteen percent of businesses have at least three quarter of their employees in the default fund. Fifty six percent have half of more or their employees in the default fund. Twenty one percent have no employees that use their default fund.

**Figure 26: Incidence of employees using the default fund**

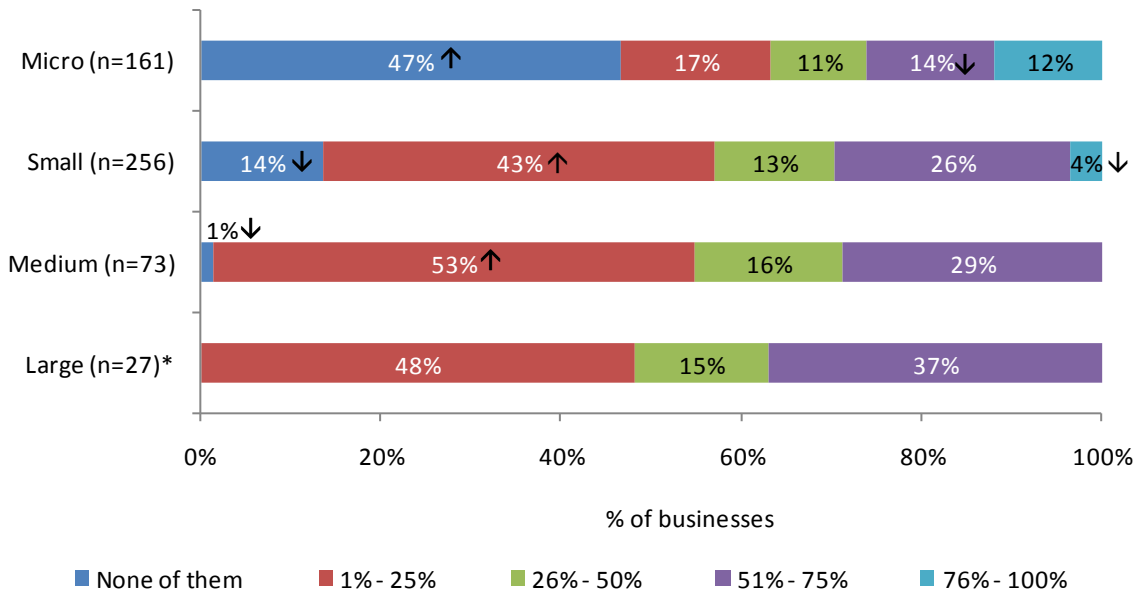


*Q3.1B What proportion of your employees have their superannuation paid into the default fund and what proportion have their superannuation paid into a different fund?*  
*Base: Businesses with a default fund (n=517)*

**By number of employees**

Micro businesses are significantly more likely than other businesses to not have any staff using the default superannuation fund (47%). Generally, as the number of employees increases, the proportion of businesses with at least some staff in the default fund increases also, from 53% among micro businesses up to 100% among large businesses.

**Figure 27: Incidence of employees using the default fund by number of employees**

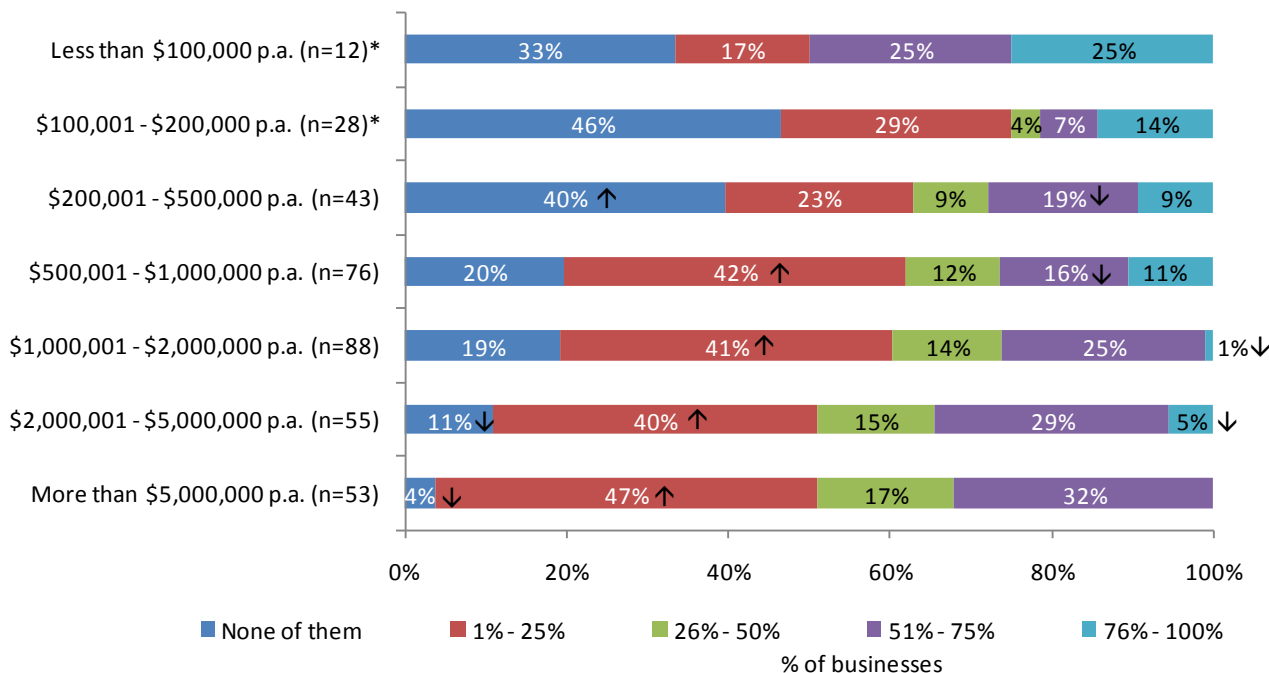


Q3.1B What proportion of your employees have their superannuation paid into the default fund and what proportion have their superannuation paid into a different fund?  
 Base: Businesses with a default fund (n=517)  
 \*Caution: Base is too small for significance testing

**By business turnover**

There is a higher incidence of not having any staff in the default among those businesses with a turnover of \$500,000 or less compared to businesses with a higher turnover. Among businesses with turnover of \$2 million to \$5 million, 34% have more than half of their employees in the default fund. Among businesses with turnover of more than \$5 million, 32% have more than half of their staff in the default fund.

**Figure 28: Incidence of employees using the default fund by business turnover**



Q3.1B What proportion of your employees have their superannuation paid into the default fund and what proportion have their superannuation paid into a different fund?

Base: Businesses with a default fund (n=517)

\*Caution: Base is too small for significance testing

## By industry

Those in the manufacturing (44%), retail (37%), health and community services (42%) and personal and other services (47%) had a high incidence of having between 1% and 25% of staff in their default fund. Those in the construction industry were significantly more likely than those in other industries to have between 51% and 75% of staff in their default fund (40%).

**Table 9: Incidence of employees using the default fund by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
None of them	22%	19%	28%	32%	10%	10%	20%	23%
1% to 25%	44%↑	23%	37%↑	32%	38%	27%	42%↑	47%↑
26% to 50%	17%	13%	9%	21%	19%	20%	10%	11%
51% - 75%	17%	40%↑	15%↓	14%	24%	40%	23%	12%↓
76% - 100%	0%	4%↓	10%	0%	10%	3%↓	4%↓	7%↓

Q3.1B What proportion of your employees have their superannuation paid into the default fund and what proportion have their superannuation paid into a different fund?

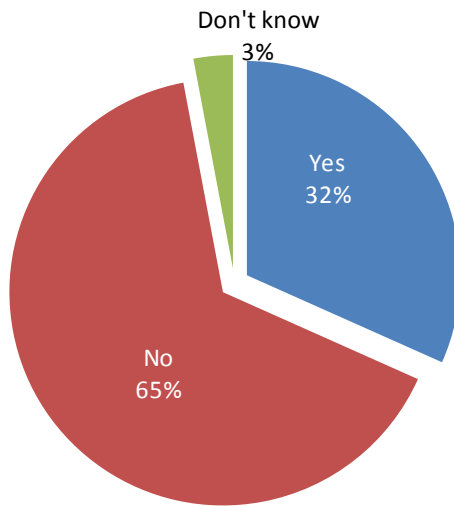
Base: Businesses with a default fund (n=517)

\*Caution: Base is too small for significance testing

## Incidence of Selecting the Default Fund

32% of those in businesses with default funds had had some input into selecting the default fund. Three percent were unsure if this was a decision to which they had contributed.

**Figure 29: Incidence of selecting the default fund**



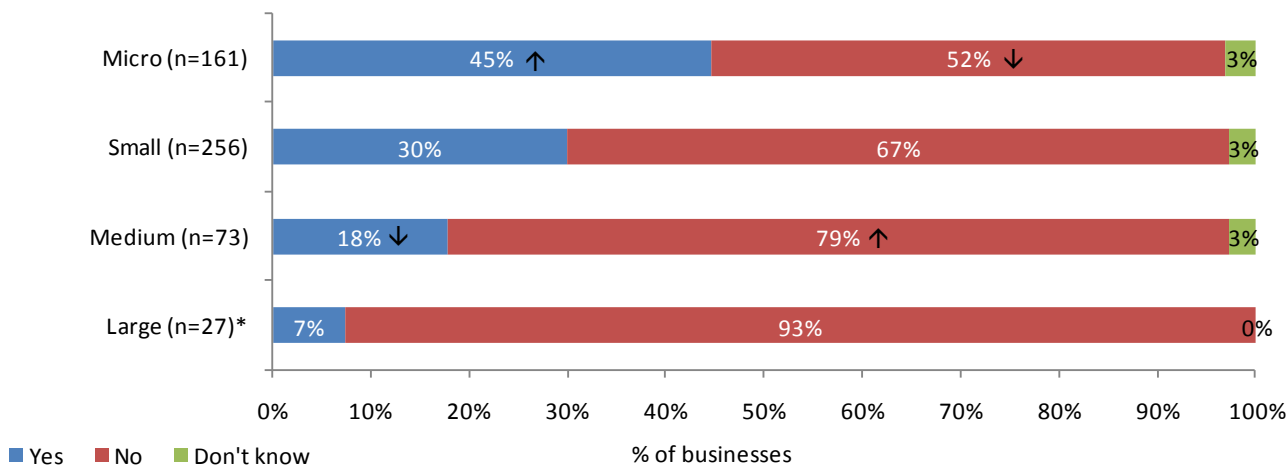
Q3.2 Did you select the default fund for the business, or have any input in to the decision about which fund should be selected as the default fund for the business?

Base: Businesses that have a default superannuation fund (n=517)

### By number of employees

The incidence of having participated in the selection of the default fund decreases as business size increases. Forty five percent of those in micro businesses had participated in choosing the default fund compared to 7% among those in large businesses. There is a significant shift away from having participated in choosing the default fund for medium and large businesses.

**Figure 30: Incidence of having selected default fund by number of employees**



Q3.2 Did you select the default fund for the business, or have any input in to the decision about which fund should be selected as the default fund for the business?

Base: Businesses that have a default superannuation fund

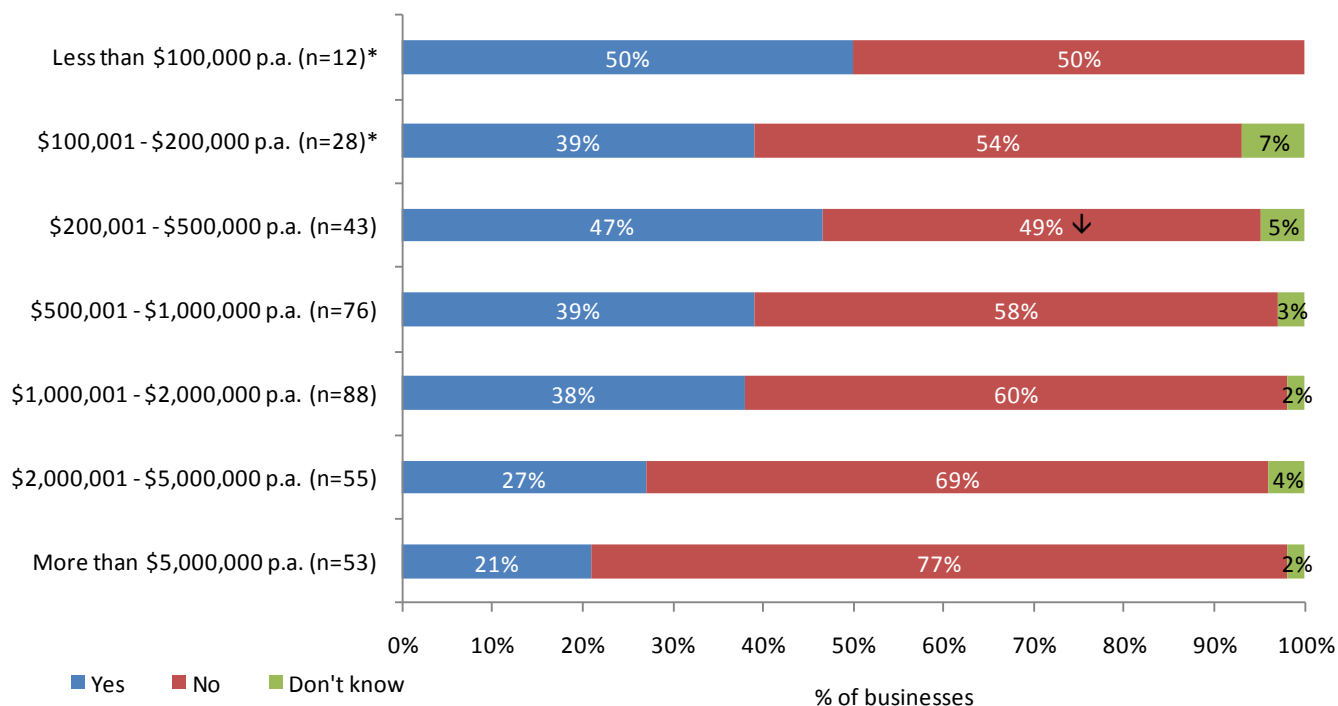
\*Caution: base is too small for significance testing



### By business turnover

Those with a turnover of less than \$100,000 had a higher incidence of having participated in the selection of the default fund compared to those with a turnover of more than \$5 million (50% and 21%).

**Figure 31: Incidence of having selected default fund by business turnover**



Q3.2 Did you select the default fund for the business, or have any input in to the decision about which fund should be selected as the default fund for the business?

Base: Businesses that have a default superannuation fund

\*Caution: base is too small for significance testing

### By industry

Those in the retail industry were more likely to have participated in a decision to select the default superannuation fund (46%).

**Table 10: Incidence of having selected default fund by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)*	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Yes	31%	40%	46% ↑	21%	24%	37%	28%	33%
No	69%	60%	49% ↓	75%	71%	60%	70%	64%
Not sure	0%	0%	5%	4%	5%	3%	2%	3%

Q3.2 Did you select the default fund for the business, or have any input in to the decision about which fund should be selected as the default fund for the business?

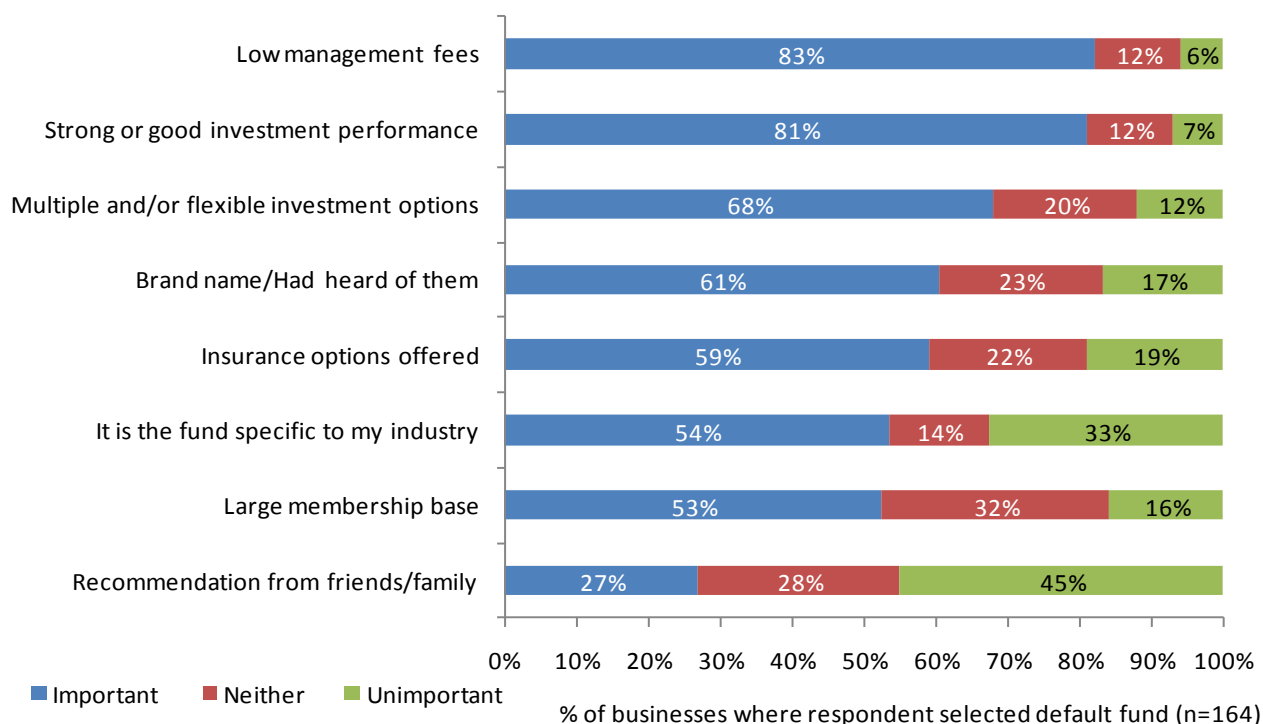
Base: Businesses that have a default superannuation fund

\*Caution: base is too small for significance testing

## Important Factors in Choosing a Default Superannuation Fund

Among those who had participated in selecting a default fund, the key factors driving choice were low management fees (83%) and strong or good investment performance (81%). The majority of businesses also considered multiple and/or flexible investment options (68%) and brand name (61%) to be important factors in choosing a default superannuation fund.

**Figure 32: Important factors in choosing a default superannuation fund**

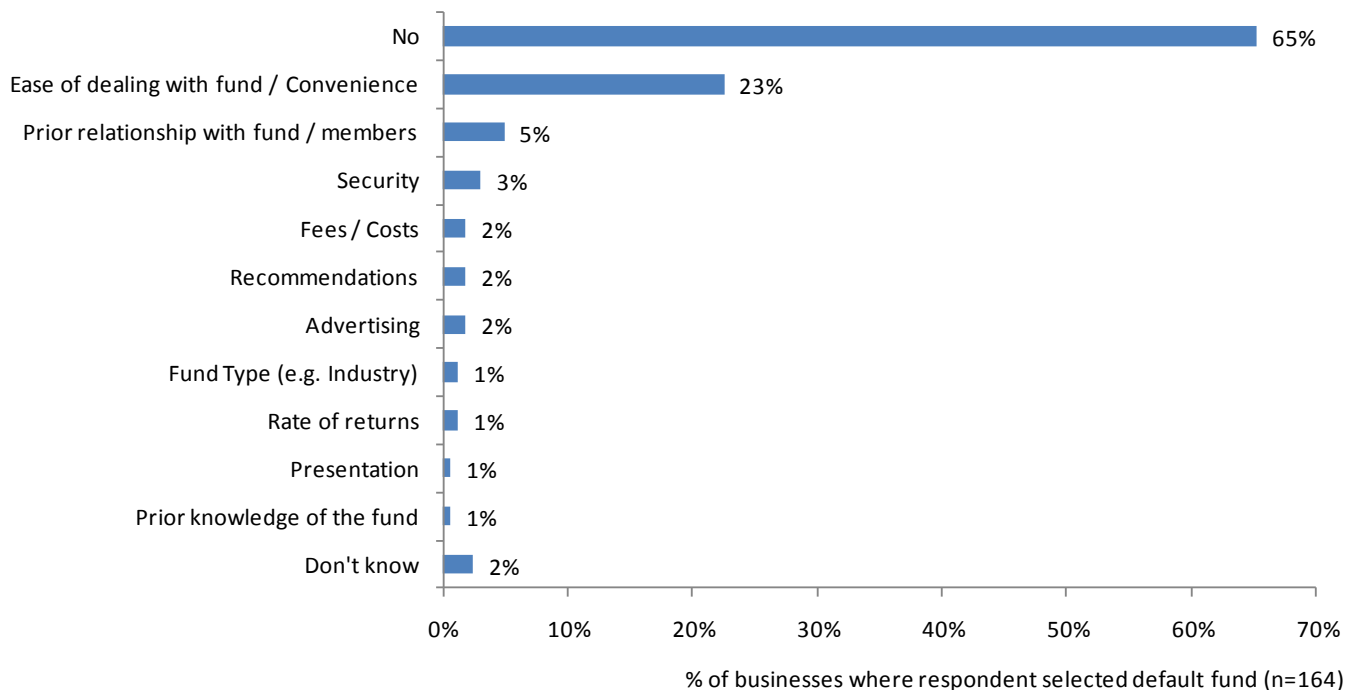


Q3.4 On a scale of 0 to 10, where 0 is very unimportant and 10 is very important, how important were the following factors in selecting the default superannuation fund for your business?

Base: All businesses where respondent participated in selecting the default superannuation fund (n=164)

Thirty five percent of businesses who had participated in selecting a default fund did not consider there to be any additional important factors in choosing a default fund. Twenty three percent considered the ease of dealing with the fund/ convenience to be an additional important factor and 5% cited a prior relationship with the fund/ members as an important factor.

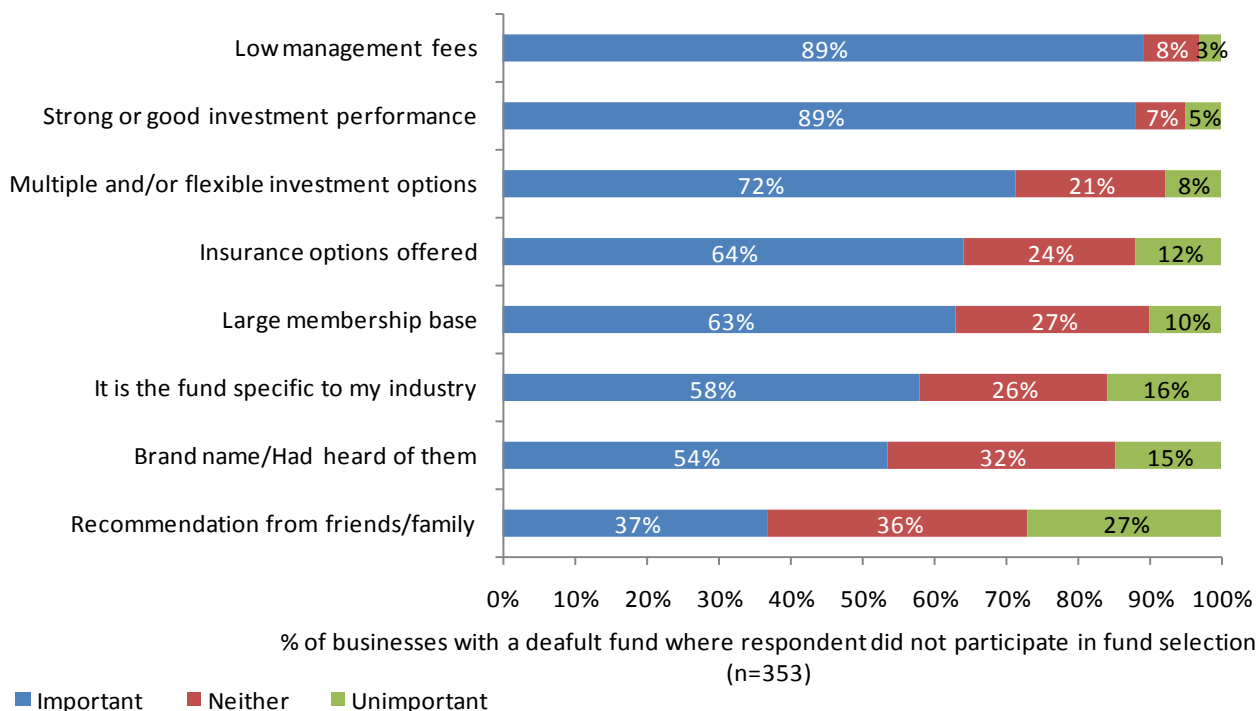
**Figure 33: Other important factors in choosing a default superannuation fund**



Q3.5 Were there any other factors that were important in the selection of your default fund?  
 Base: All businesses where respondent participated in selecting the default superannuation fund (n=164)

Among those who had not participated in the selection of the default fund, the factors that would be important if they were to select one were closely aligned with the actual factors influencing the selection for those who did participate, with low management fees (89%) and strong or good investment performance (89%) being the two most important factors. The majority of those who had not selected the default fund also considered multiple and/or flexible investment options (72%), insurance options offered (64%) and large membership base (63%) as important factors.

**Figure 34: Theoretically important factors if choosing a default superannuation fund**

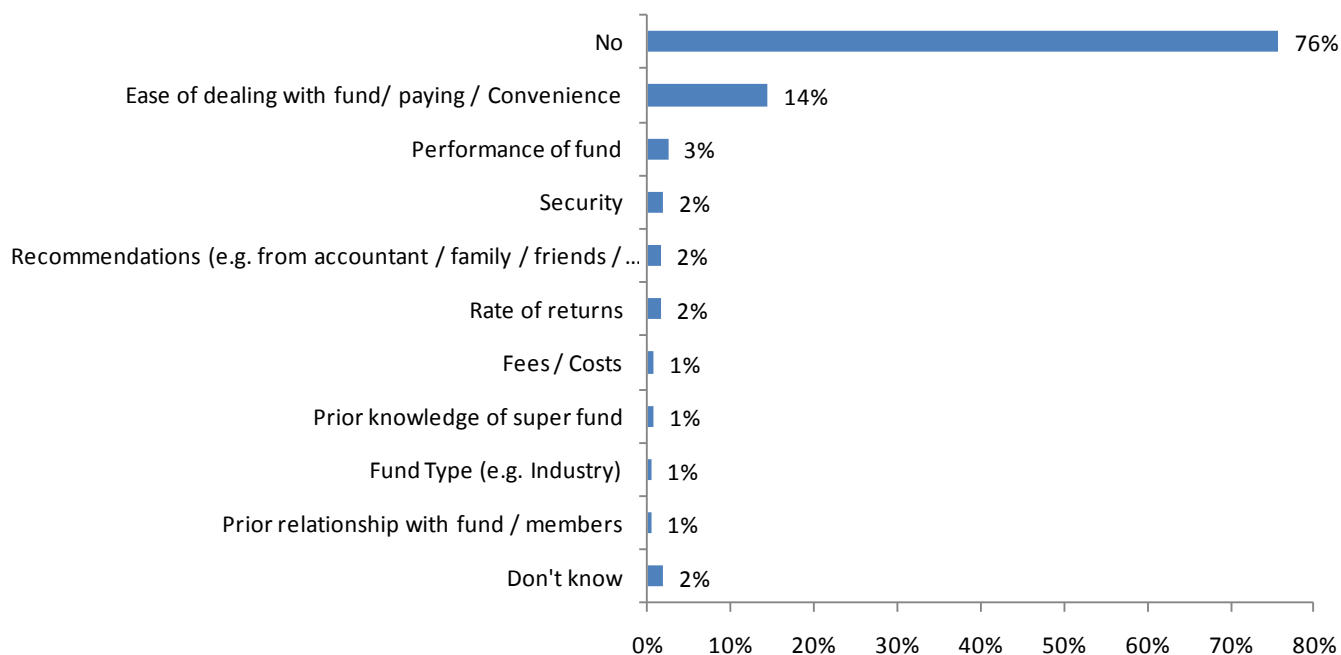


Q3.6B If you were involved in the selection of a default fund for your business (for example, if you decided to change the default fund), on a scale of 0 to 10, where 0 is very unimportant and 10 is very important, how important would the following factors be likely to be?

Base: Those with a default fund where respondent did not participate in fund selection (n=353).

Three quarters of businesses did not consider any other factors to be important in choosing a default superannuation fund (76%). Fourteen percent considered the ease of dealing with the fund/ paying/ convenience to be an additional important factor.

**Figure 35: Other theoretically important factors in choosing a default superannuation fund**



% of businesses with a default fund where respondent did not participate in fund selection (n=353)

Q3.6C Are there any other factors that would be important in the selection of your default fund?

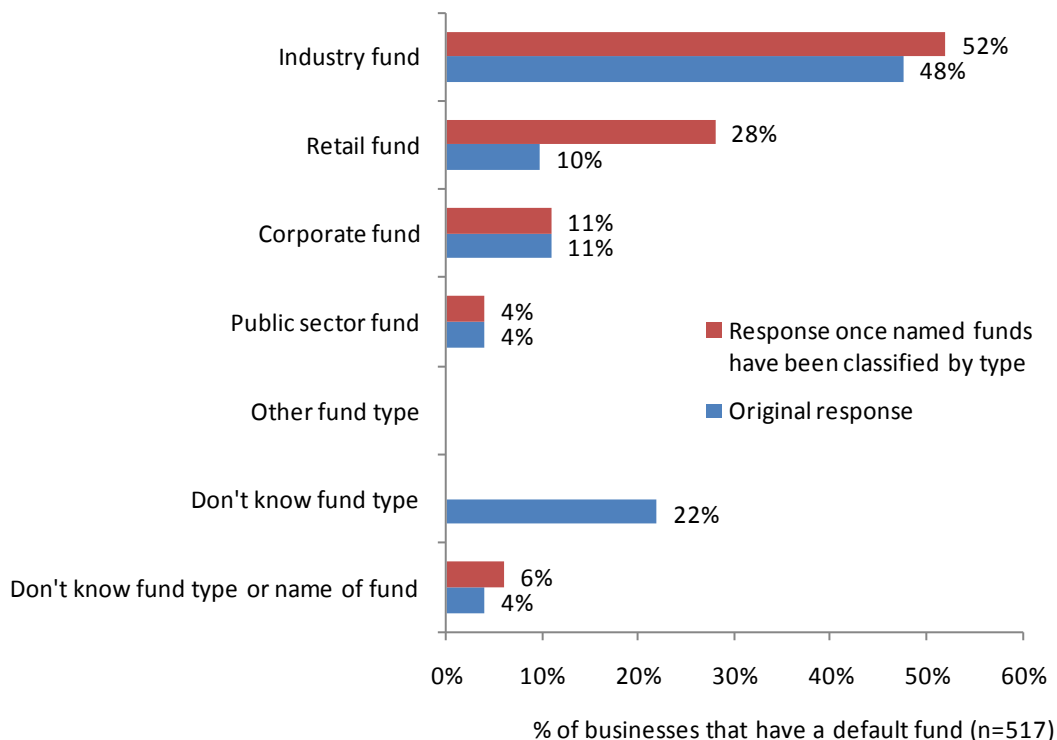
Base: All businesses where respondent did not participate in selecting the default superannuation fund (n=353)

Subgroups are too small for meaningful further analysis.

## Type of Default Superannuation Fund

Businesses were asked to identify the type of their default fund. In 22% of cases the fund name was known but not the type. Named funds were then classified according to their type. The majority of those who did not know the type of fund were in retail funds (82%). Fifty two percent of businesses have a default industry fund. Retail funds are also popular with 28% having default retail funds.

**Figure 36: Type of default superannuation fund**

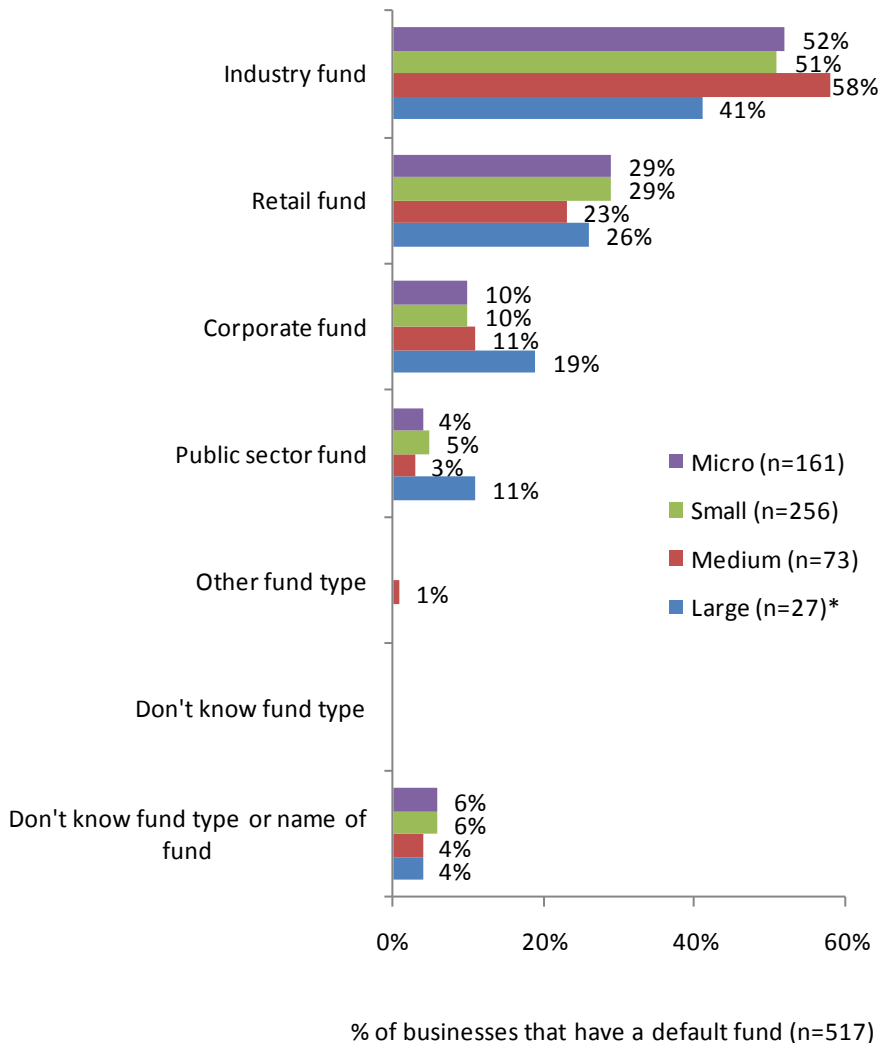


Q3.3 Is your businesses' default superannuation fund an industry fund, a retail fund, a public sector fund or a corporate fund?  
 Base: Business with a default fund (n=517)

**By number of employees**

Large businesses tend to have a greater degree of diversity in the types of default funds compared to smaller businesses. Eighty one percent of micro businesses, 80% of small businesses and 81% of medium businesses have either industry or retail funds. This compares to 67% among large businesses.

**Figure 37: Default fund type by number of employees**



Q3.3 Is your businesses' default superannuation fund an industry fund, a retail fund, a public sector fund or a corporate fund?  
 Base: Business with a default fund (n=517)  
 \* Caution: base is too small for significance testing

### By business turnover

The profile of default fund types is similar across different annual turnover levels. The incidence of industry funds among those with a turnover of \$2 million - \$5 million is significantly lower at 38% compared to the average incidence of 52%.

**Table 11: Default fund type by business turnover**

	Less than \$100,000 p.a. (n=12)*	\$100,001 - \$200,000 p.a. (n=28)*	\$200,001 - \$500,000 p.a. (n=43)	\$500,001 - \$1,000,000 p.a. (n=76)	\$1,000,001 - \$2,000,000 p.a. (n=88)	\$2,000,001 - \$5,000,000 p.a. (n=55)	More than \$5,000,000 p.a. (n=53)
Industry fund	50%	50%	56%	57%	51%	38%↓	42%
Retail fund	25%	29%	35%	26%	32%	33%	32%
Corporate fund	17%	14%	5%	8%	8%	18%	17%
Public sector fund	0%	4%	2%	3%	5%	5%	8%
Other fund type	0%	0%	0%	0%	1%	0%	0%
Don't know name or type of fund	8%	4%	2%	7%	5%	5%	2%

Q3.3 Is your businesses' default superannuation fund an industry fund, a retail fund, a public sector fund or a corporate fund?

Base: Business with a default fund (n=517)

\* Caution: base is too small for significance testing

### By industry

The highest incidences of having an industry default fund occurred among those in the accommodation/ cafes and restaurants industry (79%). The highest incidence of having a default corporate fund occurred for the transport and storage industry (29%).

**Table 12: Default fund type by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Industry fund	44%	62%	42%	79%	38%	63%	63%	38%
Retail fund	42%	19%	36%	14%	29%	20%	16%	40%
Corporate fund	11%	13%	6%	7%	29%	7%	8%	12%
Public sector fund	3%	4%	4%	0%	0%	3%	6%	4%
Other fund type	3%	0%	0%	0%	0%	0%	0%	0%
Don't know type or name of fund	3%	2%	12%	0%	5%	7%	8%	5%

Q3.3 Is your businesses' default superannuation fund an industry fund, a retail fund, a public sector fund or a corporate fund?

Base: Business with a default fund (n=517)

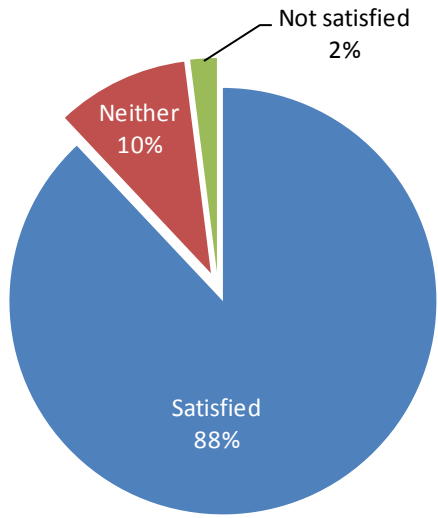
\* Caution: base is too small for significance testing



## Satisfaction with Default Superannuation Fund

The majority of businesses are satisfied with their default superannuation fund (88%). Just 2% indicated that they were not satisfied with their default superannuation fund.

**Figure 38: Satisfaction with default superannuation fund**



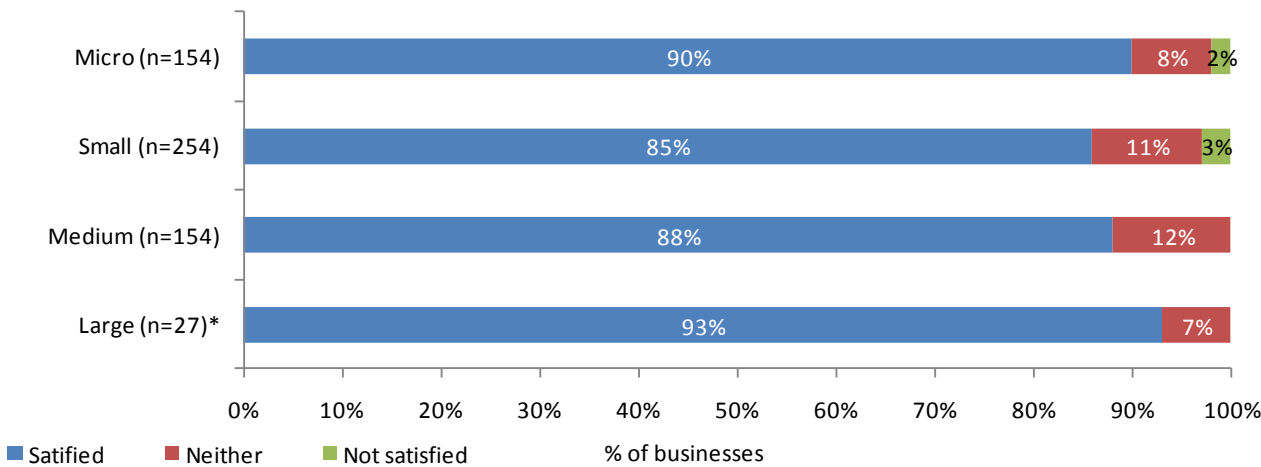
Q3.7 On a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with the default superannuation fund your business uses?

Base: All businesses with a default superannuation fund (n=517)

### By number of employees

There is no statistically significant difference in satisfaction with default superannuation fund depending on the number of employees in the business. The highest incidence of satisfaction occurred among large businesses (93%) while the lowest incidence of satisfaction occurred among small businesses (85%).

**Figure 39: Satisfaction with default superannuation fund by number of employees**



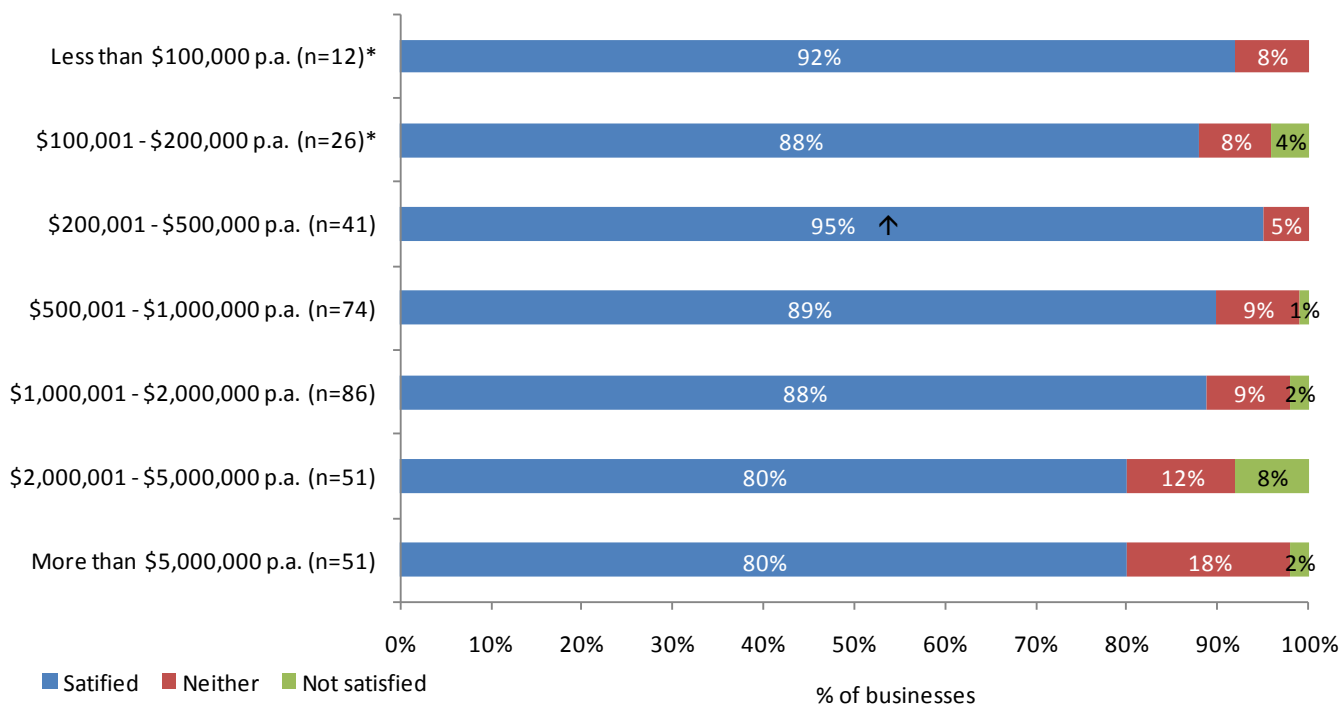
Q3.7 On a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with the default superannuation fund your business uses?

Base: All businesses with a default superannuation fund (n=517)

### By business turnover

There is no consistent pattern in the level of satisfaction with the default superannuation fund depending on the annual turnover of the business. Those with a turnover of \$200,001 - \$500,000 had a significantly higher incidence of being satisfied with their default superannuation fund (95%).

**Figure 40: Satisfaction with default superannuation fund by business turnover**



Q3.7 On a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with the default superannuation fund your business uses?

Base: All businesses with a default superannuation fund (n=517)

\* Caution: base is too small for significance testing

### By industry

The highest incidence of being satisfied with the default fund occurred among those in property and business services (97%), personal and other services (96%) and accommodation/ cafes and restaurants (96%).

**Table 13: Satisfaction with default superannuation fund by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Satisfied	94%	87%	76%↓	96%	72%	97%	86%	96%↑
Neither	6%	13%	18%	4%	28%	3%	12%	3%↓
Not satisfied	0%	0%	5%	0%	0%	0%	2%	1%

Q3.7 On a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with the default superannuation fund your business uses?

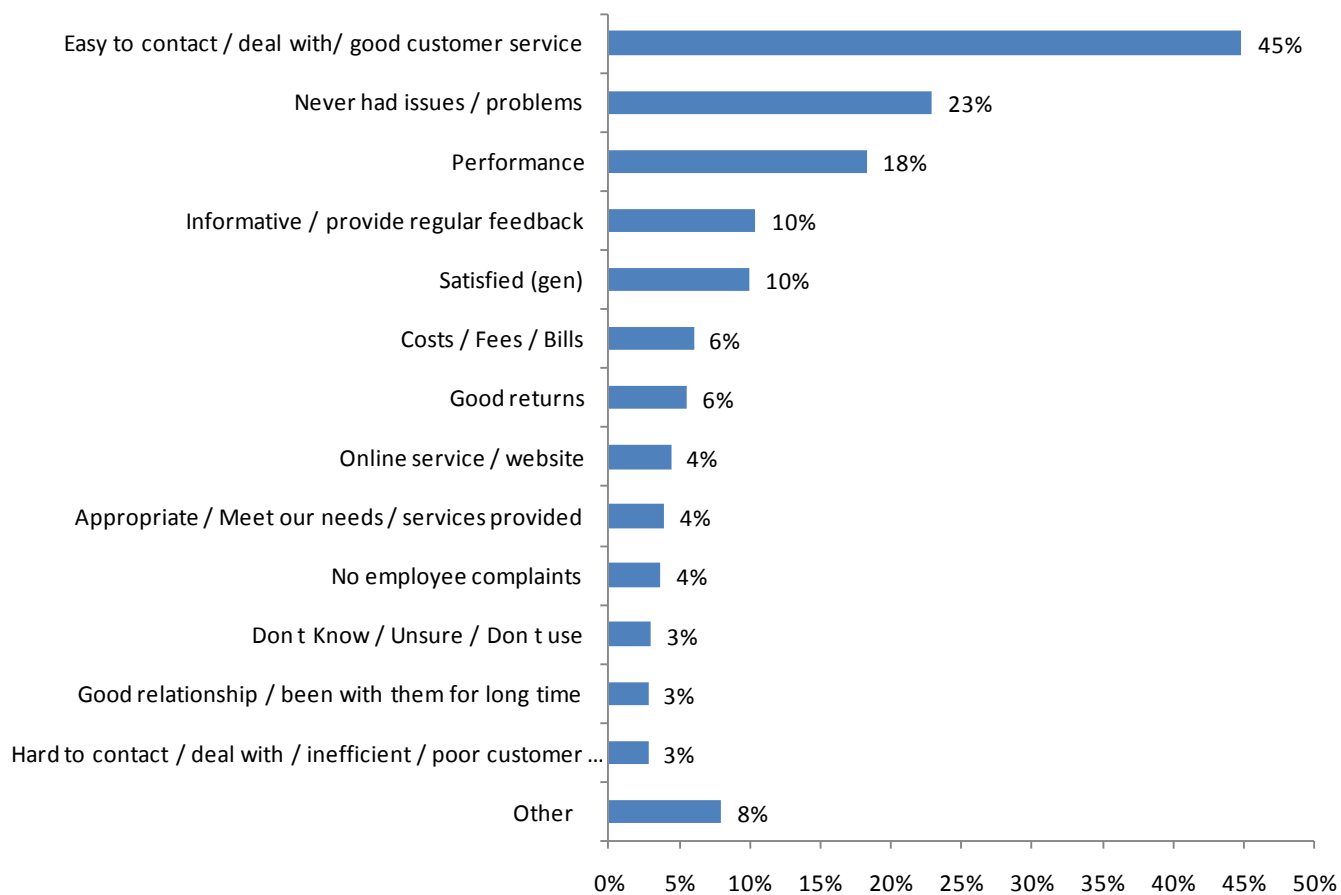
Base: All businesses with a default superannuation fund (n=517)

\* Caution: base is too small for significance testing

## Reasons for Being Satisfied with Default Superannuation Fund

The key driver of satisfaction with default superannuation funds is being easy to contact/ deal with/ good customer service (45%). Other businesses cited never having any issues or problems (23%) and the performance of the fund (18%) as drivers of satisfaction.

**Figure 41: Reasons for being satisfied with default superannuation fund**



% of businesses satisfied with their default super fund (n=433)

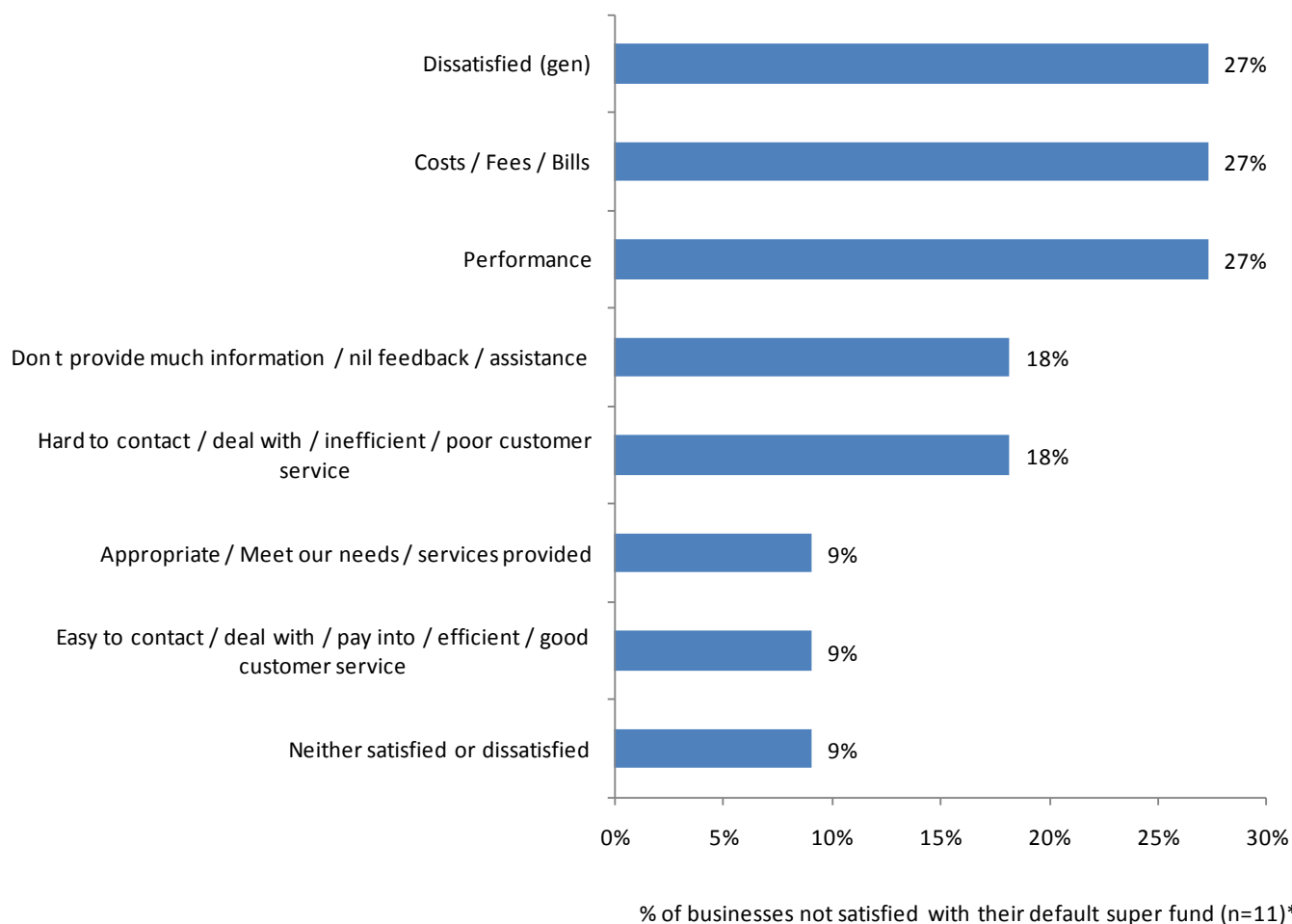
Q3.8 Why do you give such a rating?

Base: Those who are satisfied with the performance of the default fund (n=433)

## Reasons for Being Dissatisfied with Default Superannuation Fund

The incidence of being dissatisfied with the default superannuation fund is very low at 2%. Of the 11 businesses that indicated they were dissatisfied with their default superannuation fund the key drivers of dissatisfaction were general dissatisfaction (27%), costs/ fees/ bills (27%) and performance (27%).

**Figure 42: Reasons for dissatisfaction with default superannuation fund**



Q3.8 Why do you give such a rating?

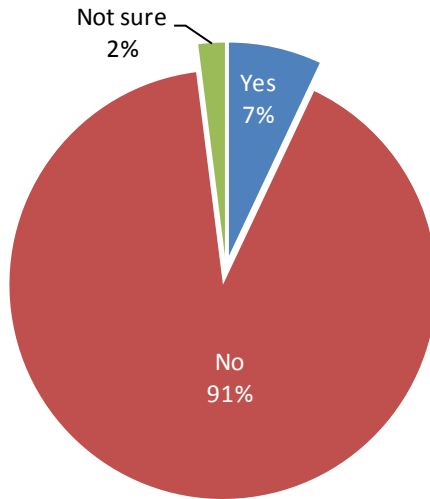
Base: Those who are dissatisfied with the performance of the default fund (n=11)

\*Caution: Base is small

## Incidence of Having Changed the Default Fund

Seven percent have been involved in changing the default superannuation fund for the business.

**Figure 43: Incidence of having changed the default fund**

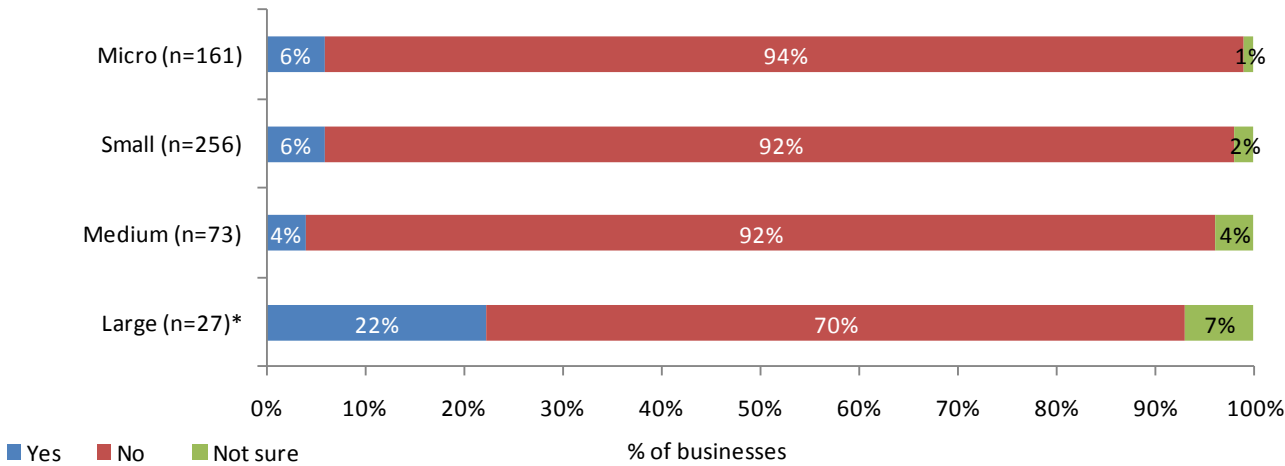


Q3.9 Have you ever changed the default fund for the business?  
 Base: All businesses with a default fund (n=517)

### By number of employees

**Figure 44: Incidence of having changed the default fund by number of employees**

The incidence of having changed the default fund for the business is consistent across micro, small and medium businesses, but higher among large businesses at 22%.

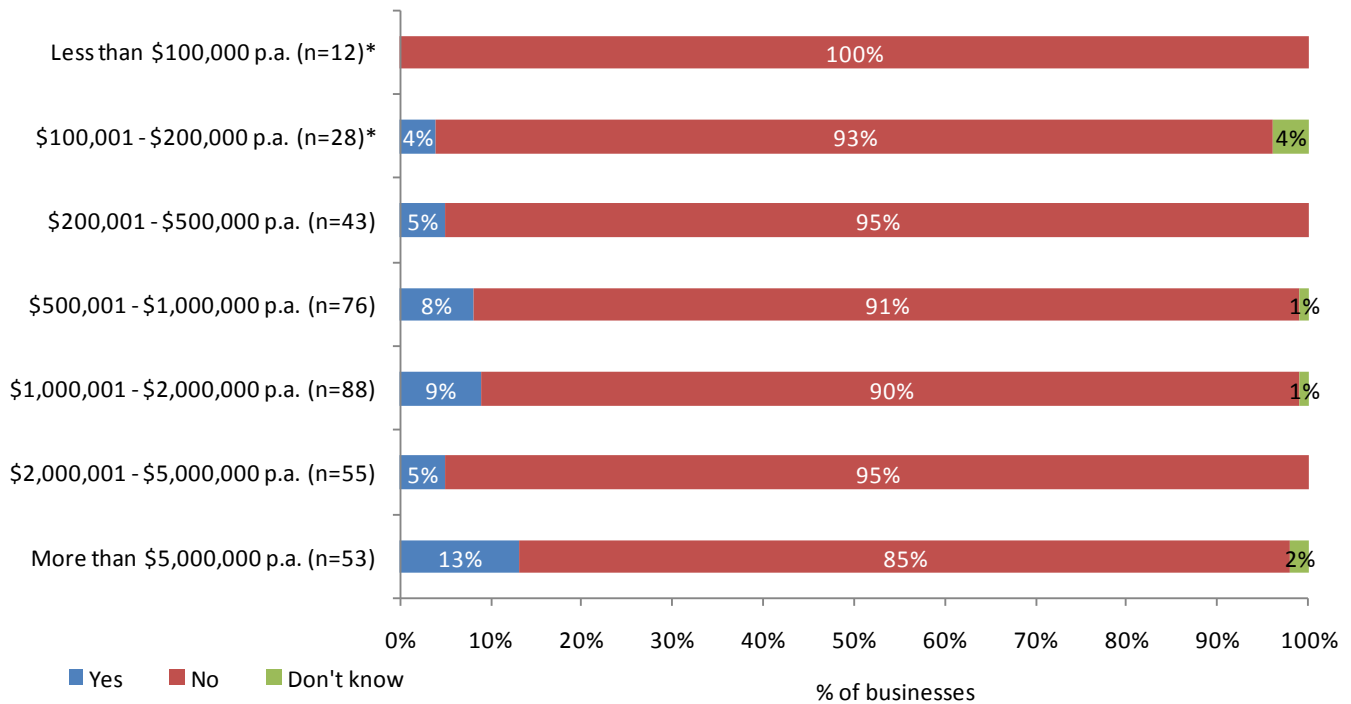


Q3.9 Have you ever changed the default fund for the business?  
 Base: All businesses with a default fund (n=517)  
 \* Caution: Base is too small for significance testing

### By business turnover

The incidence of having changed the default fund for the business ranges from 0% for those with turnover of less than \$100,000 up to 13% among businesses with a turnover of more than \$5 million.

**Figure 45: Incidence of having changed the default fund by business turnover**



Q3.9 Have you ever changed the default fund for the business?

Base: All businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

### By industry

There were no significant variations in the incidence of having changed the default fund of the business by industry.

**Table 14: Incidence of having changed the default fund by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Yes	6%	10%	8%	7%	0%	10%	7%	7%
No	89%	90%	92%	86%	100%	83%	91%	93%
Not sure	6%	0%	0%	7%	0%	7%	2%	0%

Q3.9 Have you ever changed the default fund for the business?

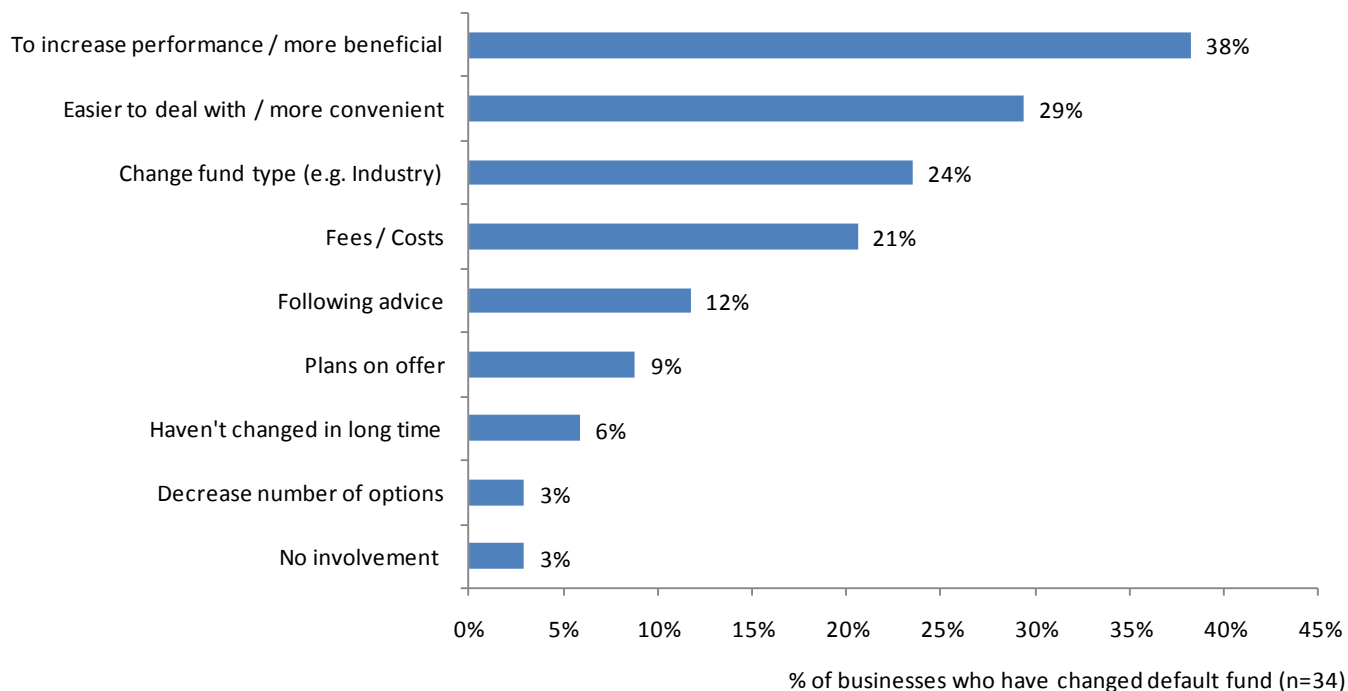
Base: All businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

## Reasons for Changing Default Fund

Of the 34 businesses that had changed their default fund, the key driver was to increase the performance/be more beneficial (38%). The new fund being easier to deal with/ more convenient (29%), changing the fund type (e.g. Industry) (24%) and fees/ costs (21%) were other key drivers for changing default funds.

**Figure 46: Reasons for changing default fund**



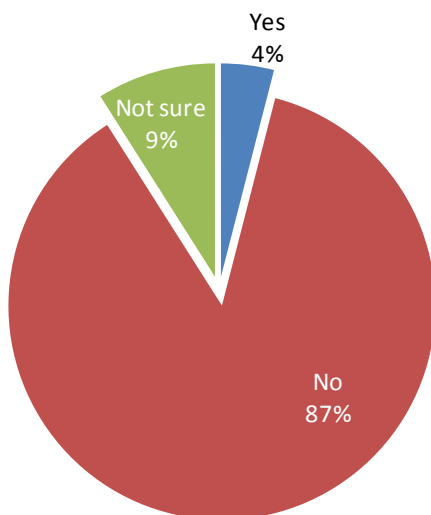
Q3.10 What was the main reason for changing the default fund of your business?  
 Base: Those who have changed their default fund (n=34)

Subgroups are too small for further analysis.

## Incentives to Encourage Selection as Default Fund

4% of businesses were aware of inducements or benefits offered by their default funds to reward or incentivise the choice of fund as the default fund for the business. Nine percent were unsure if any inducements were offered while in 87% reported there were none.

**Figure 47: Incentive to encourage selection as default fund**



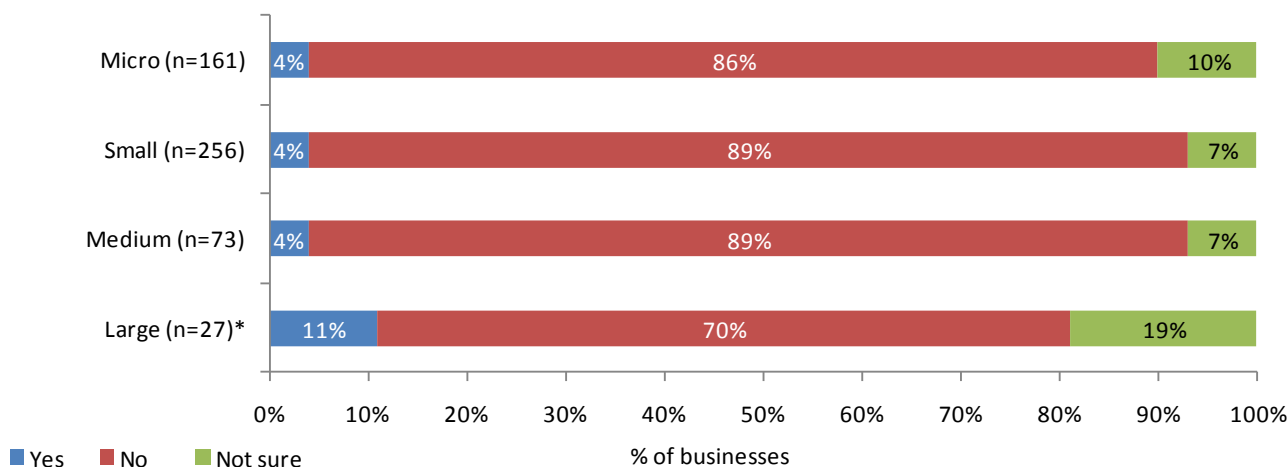
Q3.11 Does your default fund offer any benefits or inducements to your business as either an incentive or reward for you to use them as the default fund?

Base: Businesses with a default fund (n=517)

### By number of employees

The incidence of businesses selecting a default fund that offers incentives or rewards for such a selection is consistent across micro (4%), small (4%) and medium businesses (4%). The incidence is higher among large businesses, with 11% being aware of incentives offered to encourage selection as the default fund.

**Figure 48: Incentive to encourage selection as default fund by number of employees**



Q3.11 Does your default fund offer any benefits or inducements to your business as either an incentive or reward for you to use them as the default fund?

Base: Businesses with a default fund (n=517)

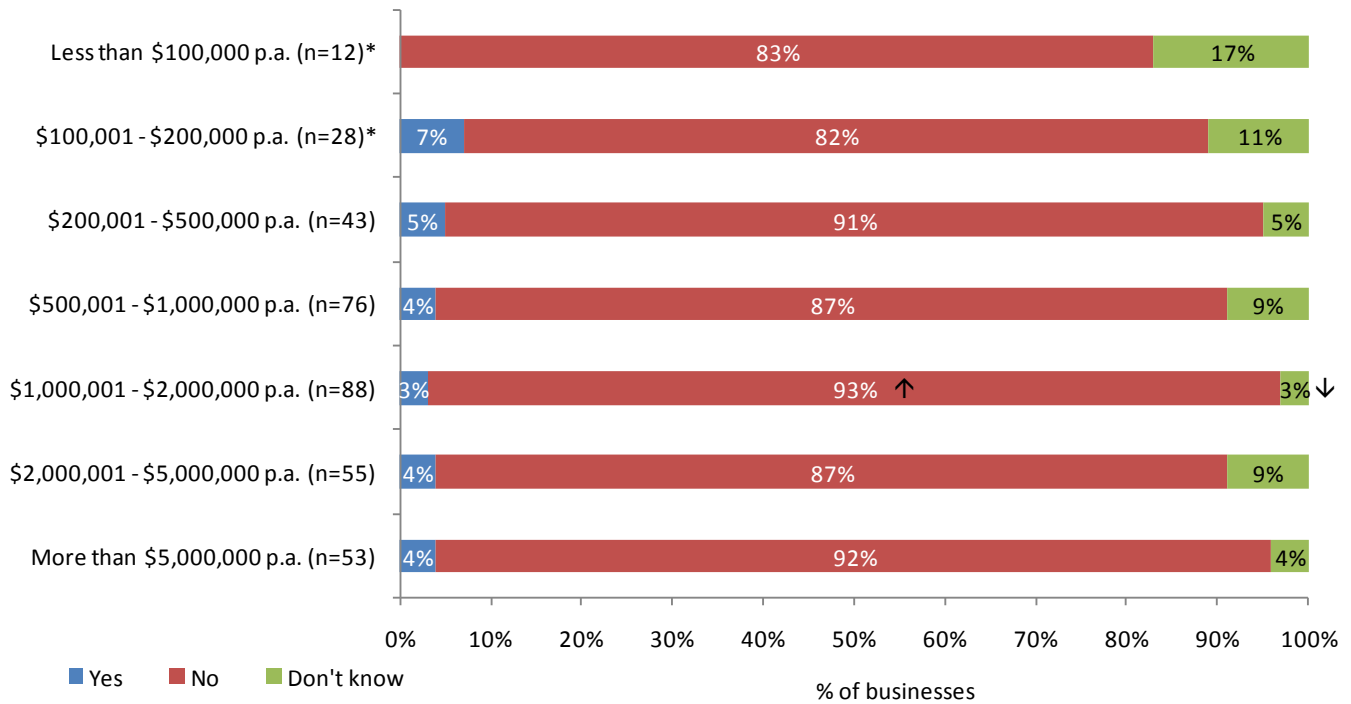
\* Caution: Base is too small for significance testing



### By business turnover

The incidence of businesses selecting a default fund that offers incentives or rewards for such a selection is relatively consistent across business turnover. Those with turnover of between \$1 million and \$2 million had a significantly higher incidence of not being aware of any incentives being offered (93%).

**Figure 49: Incentive to encourage selection as default fund by business turnover**



Q3.11 Does your default fund offer any benefits or inducements to your business as either an incentive or reward for you to use them as the default fund?

Base: Businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

### By industry

The highest incidence of default funds offering incentives to businesses for selection as the default fund occurs among the transport and storage industry (10%) and the property and business services industry (10%).

**Table 15: Incentive to encourage selection as default fund by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Yes	3%	4%	3%	4%	10%	10%	1% ↓	7%
No	89%	92%	85%	82%	71%	83%	91%	86%
Not sure	8%	4%	13%	14%	19%	7%	8%	7%

Q3.11 Does your default fund offer any benefits or inducements to your business as either an incentive or reward for you to use them as the default fund?

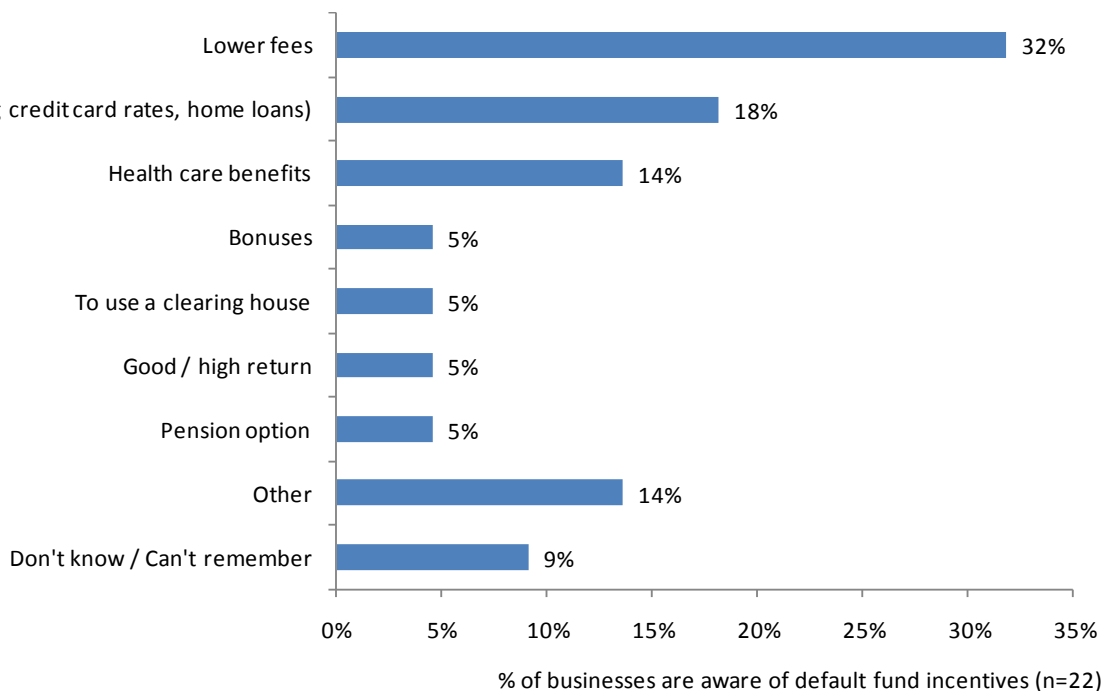
Base: Businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

## Types of Incentives Offered

Of the 22 businesses that were aware of incentives offered by superannuation funds, the most common incentive was lower fees (32%). Eighteen percent of businesses had been incentivised with financial discounts (i.e. credit cards, home loans) and 14% with health care benefits.

**Figure 50: Types of incentives offered**



Q3.12 What kind of incentives or rewards are offered?

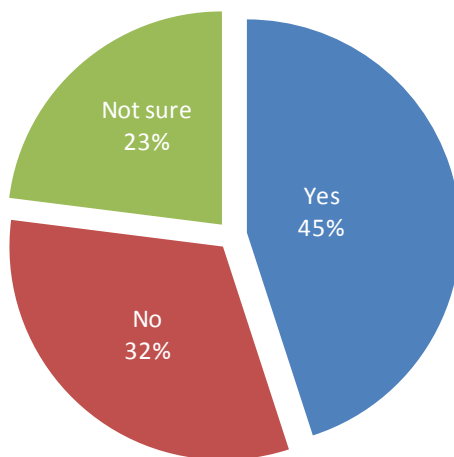
Base: Those that are aware of default fund incentives (n=22)

Subgroup sizes are too small for further analysis.

## Investment Risk Profile Options

In 45% of cases, employees are given options as to their investment risk profile within the fund. Twenty three percent of businesses were not sure whether employees were provided with these options.

**Figure 51: Investment risk profile options**

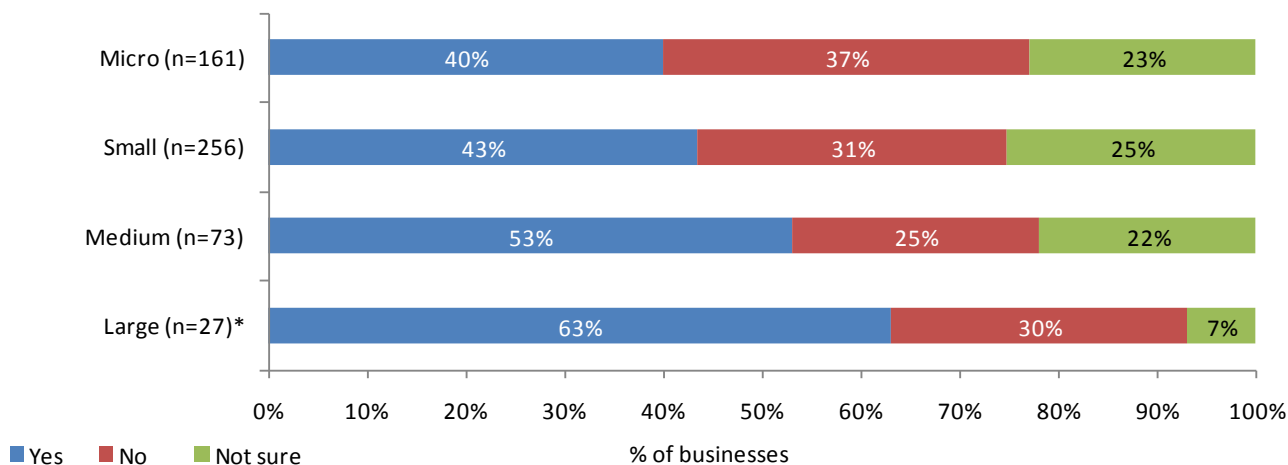


Q.13A Are your employees contributing to the default fund given any options as to their investment risk profile within the fund (such as low risk, balanced, growth etc.)?  
 Base: Businesses with a default fund (n=517)

### By number of employees

The more employees a business has, the higher the incidence of choice over investment strategies within the default fund, 40% among micro businesses to 63% among large businesses.

**Figure 52: Investment risk profile options by number of employees**



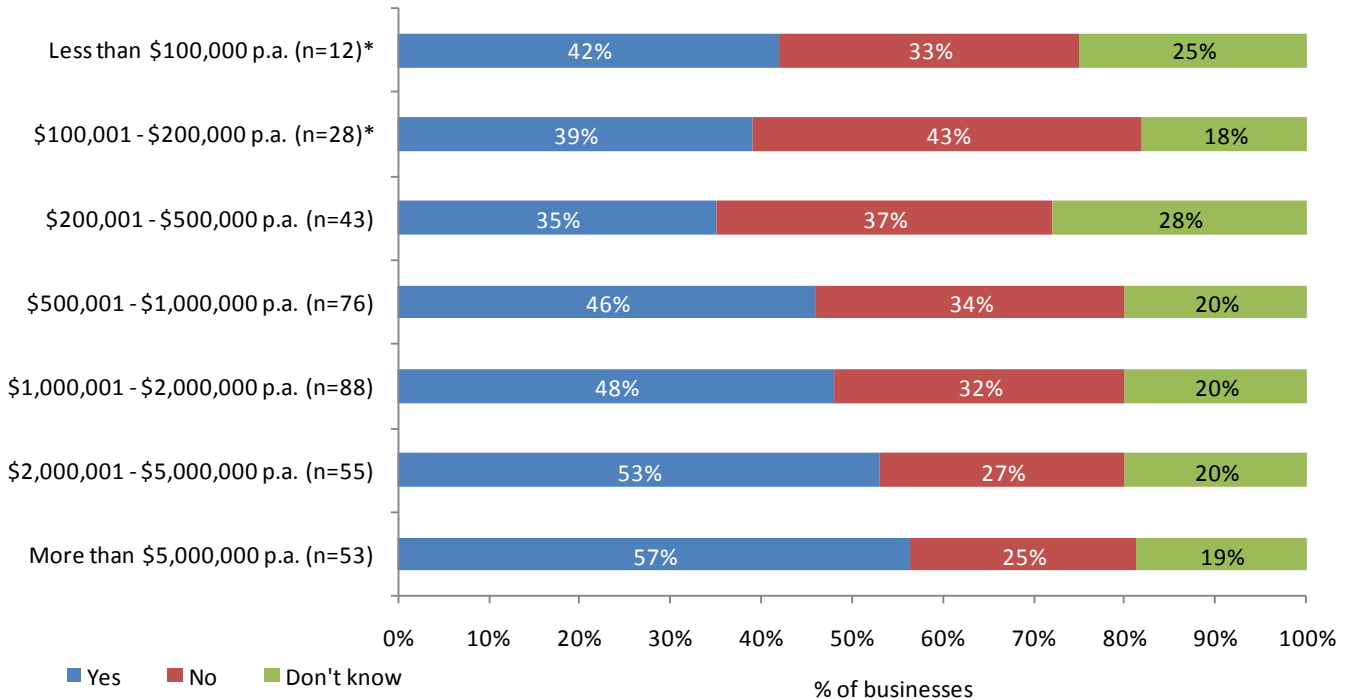
Q.13A Are your employees contributing to the default fund given any options as to their investment risk profile within the fund (such as low risk, balanced, growth etc.)?  
 Base: Businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

### By business turnover

With the exception of businesses with turnover of \$200,001-\$500,000, there is a general trend of increasing likelihood of providing information about investment risk profiles as business turnover increases. This trend is most clearly seen from turnover of \$500,000 at 46% to businesses with turnover of more than \$5 million at 57%.

**Figure 53: Investment risk profile options by business turnover**



Q.13A Are your employees contributing to the default fund given any options as to their investment risk profile within the fund (such as low risk, balanced, growth etc.)?

Base: Businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

**By industry**

Those in the property and business services industry have the highest incidence of the default fund providing option to members about the investment risk profile (63%).

**Table 16: Investment risk profile options by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Yes	44%	54%	44%	29%	33%	63%	37%	42%
No	39%	35%	33%	36%	38%	20%	38%	32%
Don't know	17%	12%↓	23%	36%	29%	17%	26%	26%

Q.13A Are your employees contributing to the default fund given any options as to their investment risk profile within the fund (such as low risk, balanced, growth etc.)?

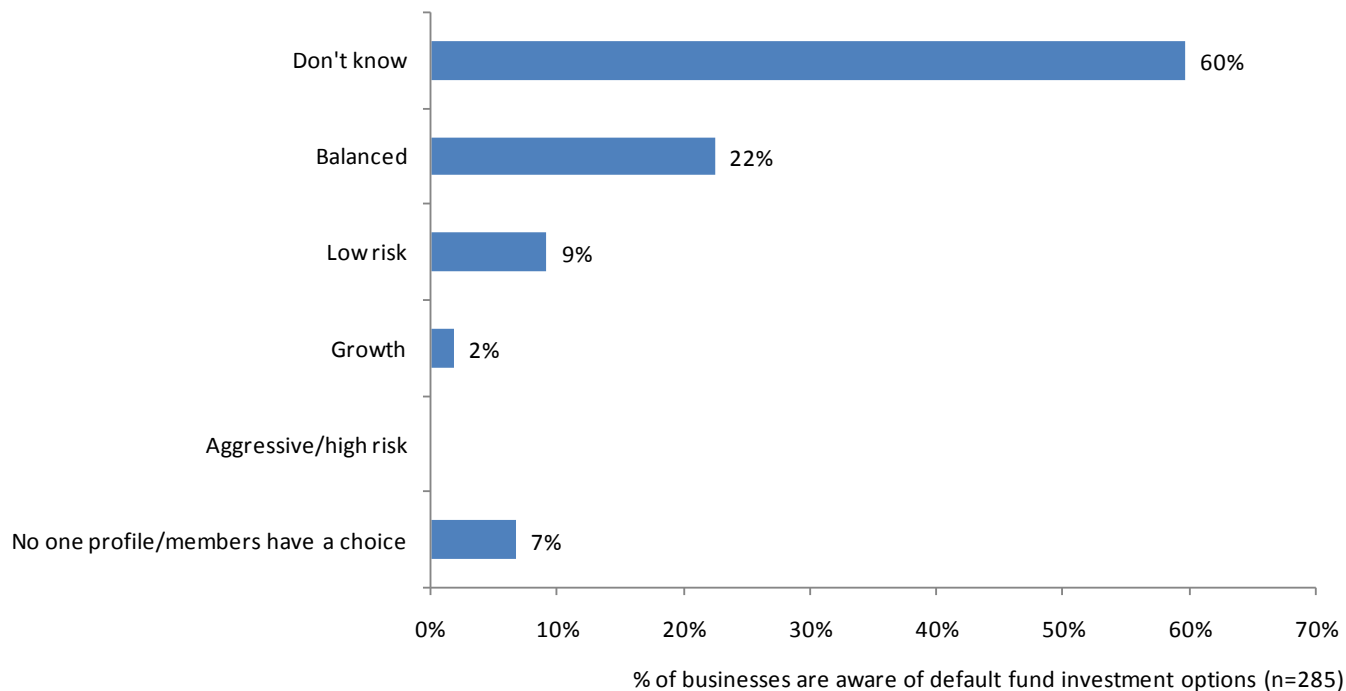
Base: Businesses with a default fund (n=517)

\* Caution: Base is too small for significance testing

## Default Investment Strategy of Default Superannuation Fund

Sixty percent of businesses do not know the default investment strategy of their default fund. The most common default investment strategy was balanced (22%) followed by low risk (9%). Seven percent indicated that members had a choice and there was no one default strategy.

**Figure 54: Default investment strategy of default superannuation fund**

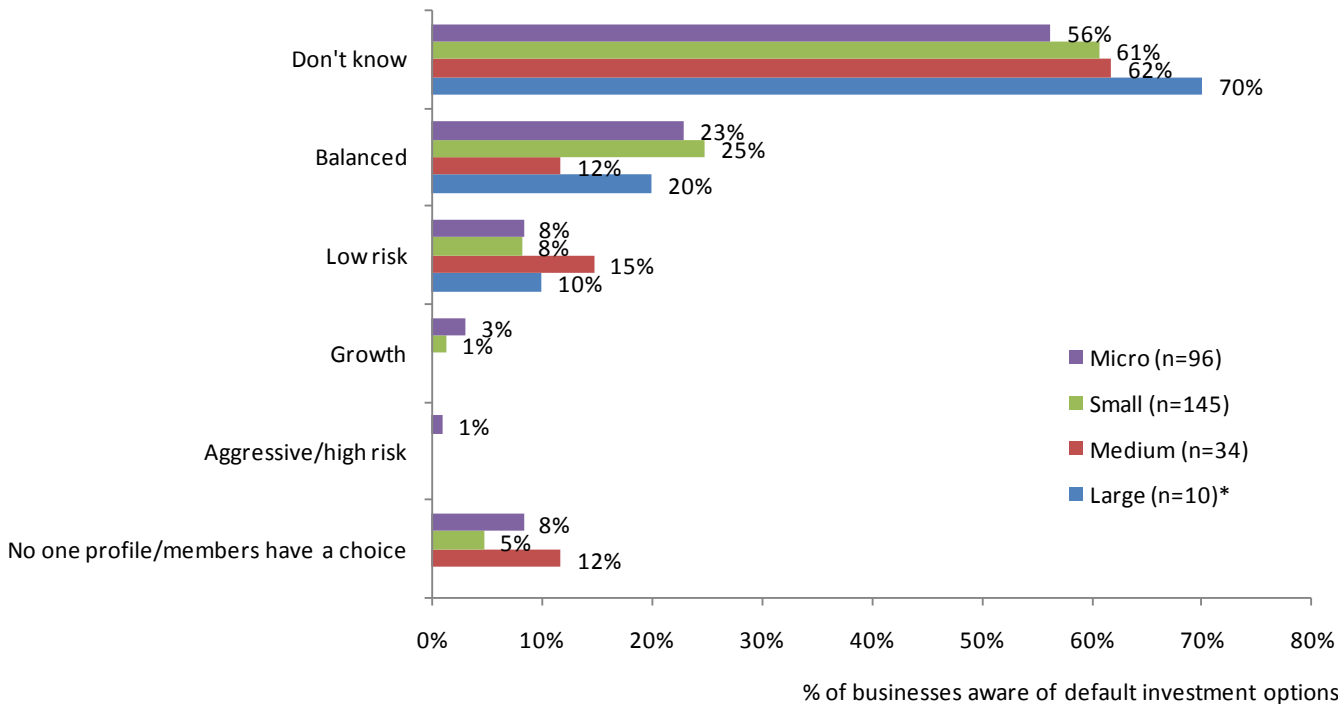


Q3.13B What is the default investment strategy of your organisations' default superannuation fund?  
 Base: those aware of default fund investment options (n=285)

**By number of employees**

The incidence of not knowing the default investment strategy of the default superannuation fund increases as the number of employees increases from 56% among micro businesses to 70% among large businesses. While there are no statistically significant differences in the types of default strategies by number of employees, those in medium businesses had a slightly lower incidence of defaulting to a balanced (12%) strategy and a higher incidence of defaulting to a low risk strategy (15%).

**Figure 55: Default investment strategy of default superannuation fund by number of employees**



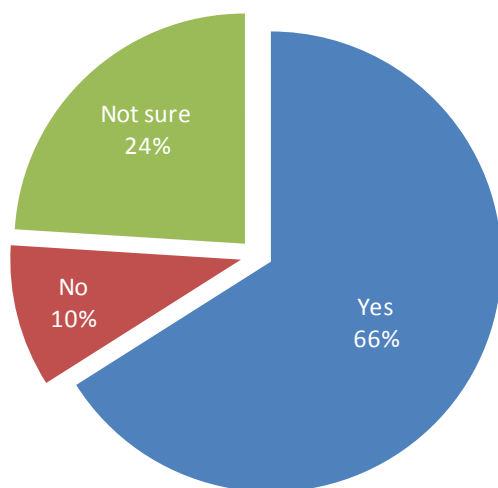
Q3.13B What is the default investment strategy of your organisations' default superannuation fund?  
 Base: those aware of default fund investment options (n=285)

Subgroups are too small for further meaningful analysis

## Ability to Choose Insurance Level Cover within Default Fund

Sixty six percent of businesses indicated that employees could choose their level of insurance cover within the default fund. In 10% of cases businesses indicated that employees are not able to choose levels of insurance and 24% of businesses were not sure.

**Figure 56: Ability to choose insurance cover level**

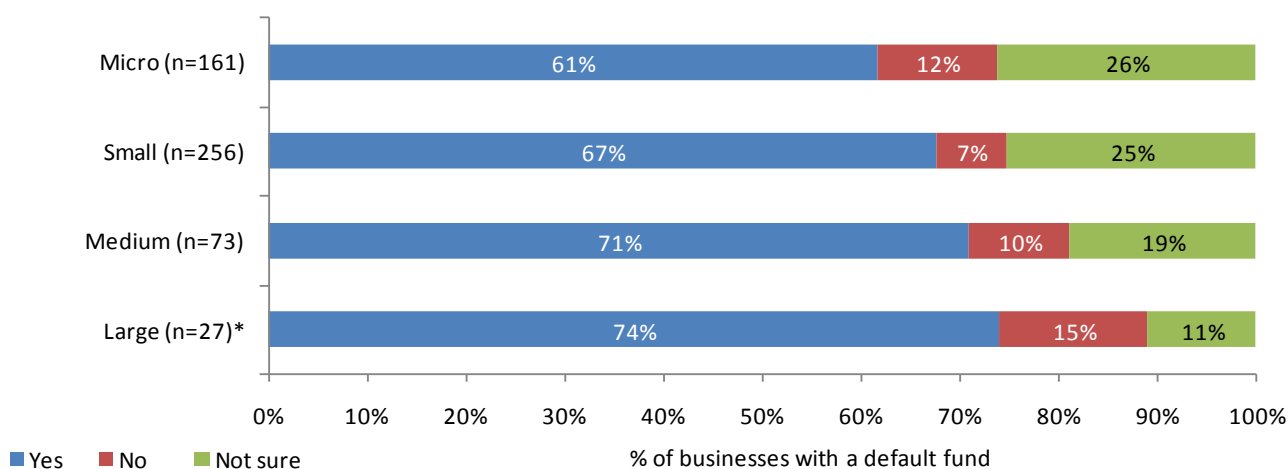


Q3.14 Are employees able to choose their level of insurance cover within the default fund?  
Base: Businesses with default superannuation funds (n=517)

### By number of employees

The incidence of businesses having default funds that allow employees to choose their level of investment cover is higher among larger businesses. 74% of large businesses have default funds that provide these options compared to 61% among micro businesses.

**Figure 57: Ability to choose insurance cover level by number of employees**



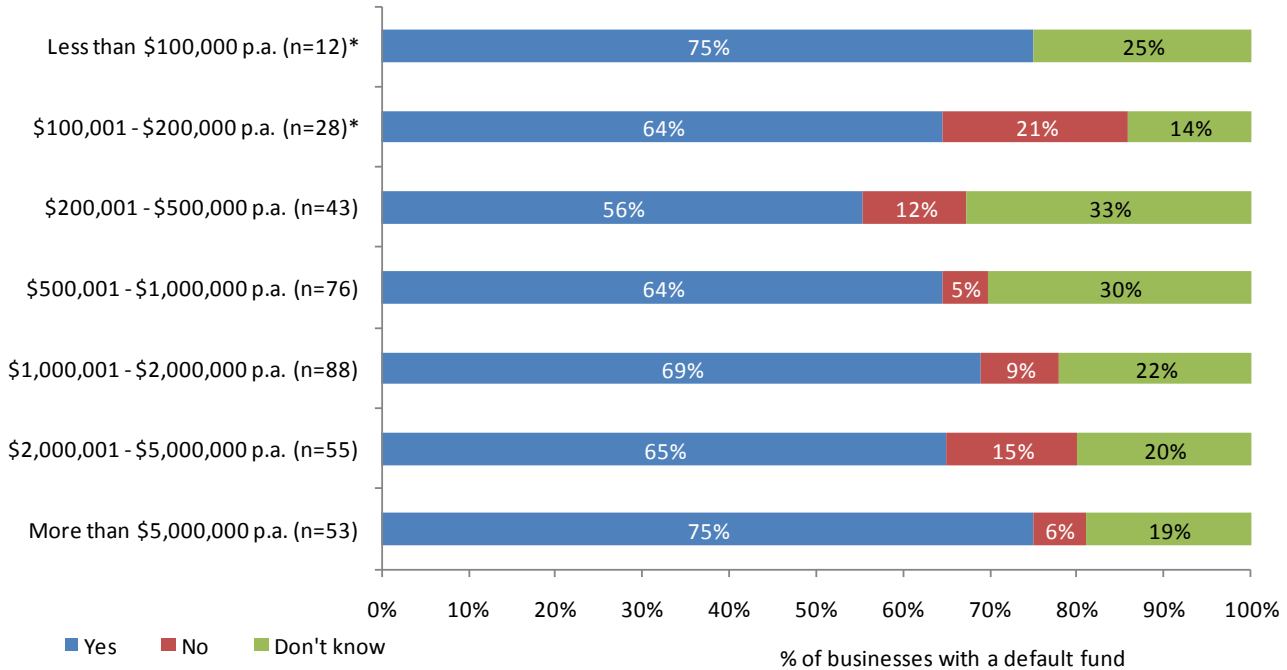
Q3.14 Are employees able to choose their level of insurance cover within the default fund?  
Base: Businesses with default superannuation funds (n=517)

\* Caution: Base is too small for significance testing

### By business turnover

There is no discernable trend or any significant differences in the incidence of employees being able to choose their level of cover depending on business turnover.

**Figure 58: Ability to choose insurance cover level by business turnover**



Q3.14 Are employees able to choose their level of insurance cover within the default fund?

Base: Businesses with default superannuation funds (n=517)

\* Caution: Base is too small for significance testing

### By industry

Those in the property and business services industry have the highest incidence of members being able to select their level of insurance cover with the default fund (83%).

**Table 17: Ability to choose insurance cover level by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)*	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
Yes	67%	71%	69%	57%	57%	83%	67%	58%
No	11%	10%	6%	14%	14%	7%	11%	12%
Don't know	22%	19%	24%	29%	29%	10%	22%	30%

Q3.14 Are employees able to choose their level of insurance cover within the default fund?

Base: Businesses with default superannuation funds (n=517)

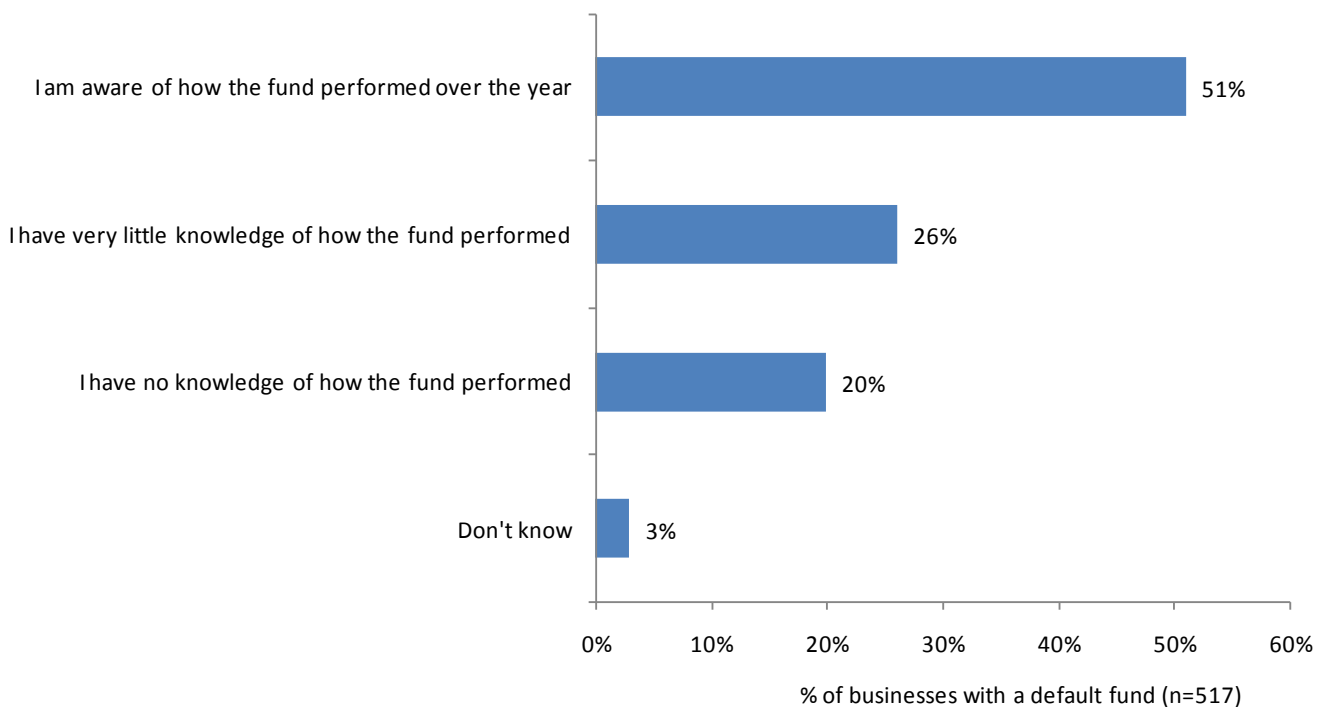
\* Caution: Base is too small for significance testing



## Knowledge of Investment Performance

Fifty one percent of businesses are aware of how their default superannuation fund performed in the previous financial year including 6% who have comprehensive knowledge and 45% who have general knowledge.

**Figure 59: Knowledge of investment performance**

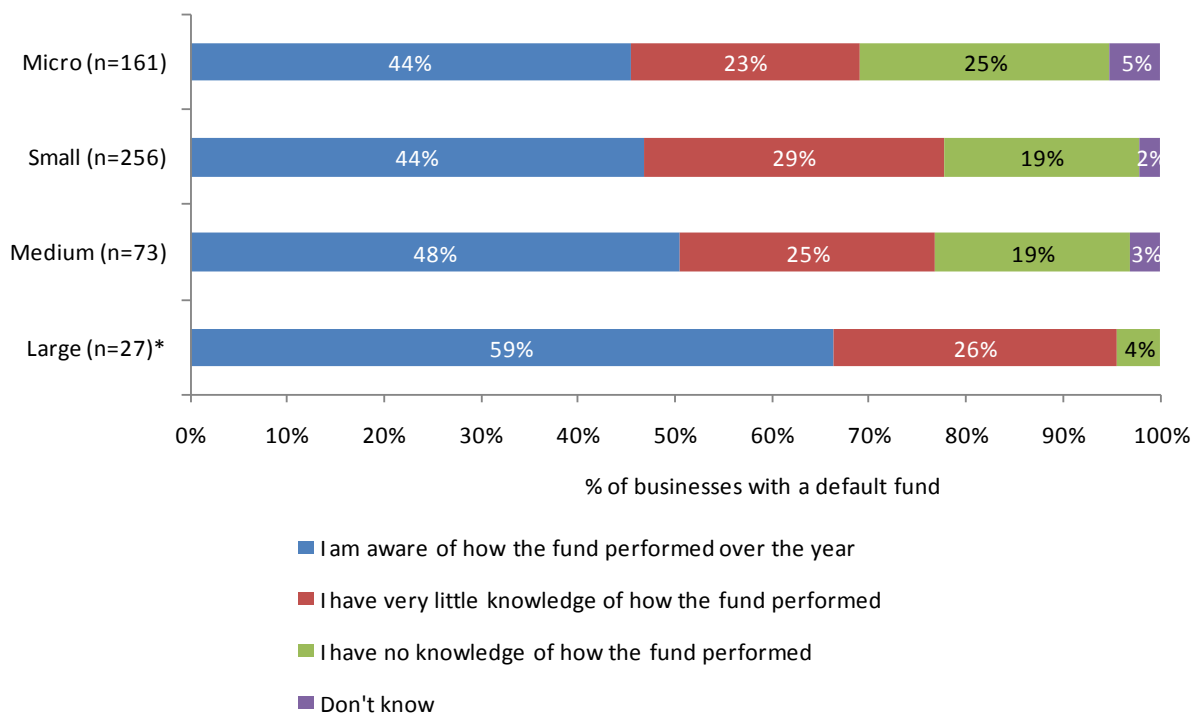


Q3.15 Which of the following best describes your knowledge of the investment performance of the default superannuation fund over the past financial year (that is the year ending June 30 2009)?  
Base: Businesses with a default fund (n=517)

### By number of employees

The incidence of being aware of how the fund performed is consistent across micro, small and medium businesses with around two in five being aware of investment fund performance. The incidence of awareness is higher among large businesses with 59% being aware of how the fund performed.

**Figure 60: Knowledge of investment performance by number of employees**



Q3.15 Which of the following best describes your knowledge of the investment performance of the default superannuation fund over the past financial year (that is the year ending June 30 2009)?

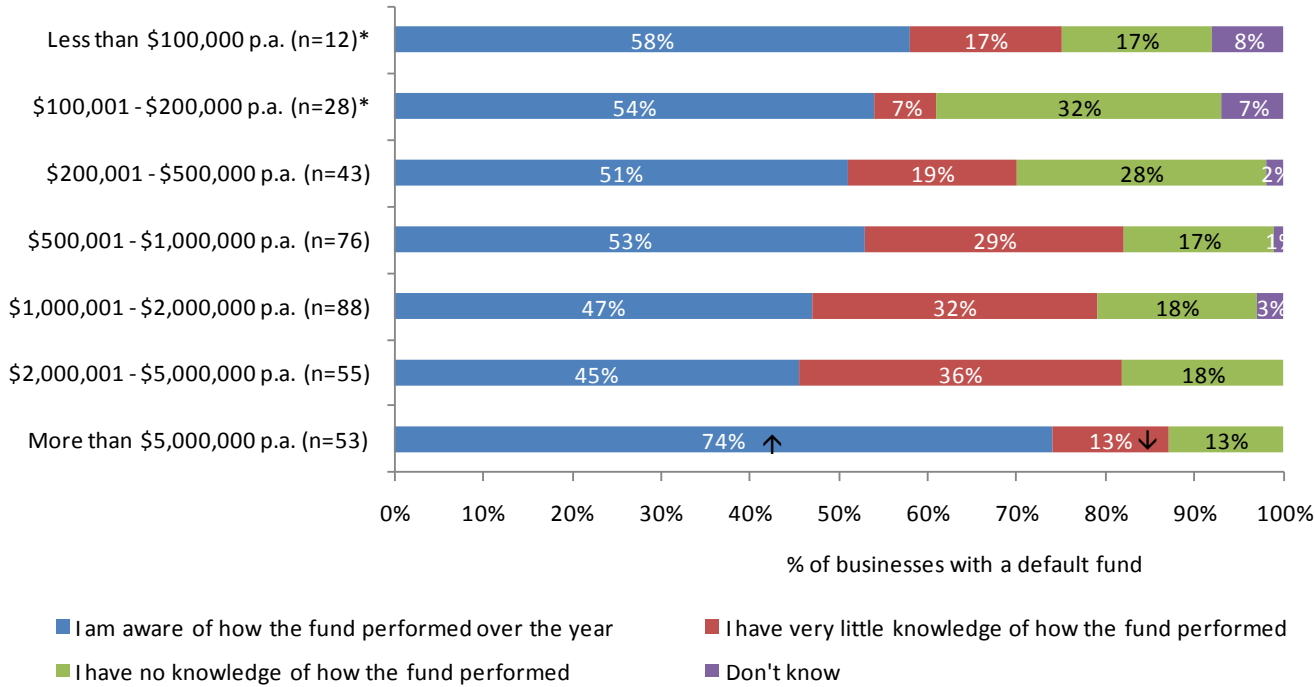
Base: Businesses with a default fund (n=517)

\*Caution: base is too small for significance testing

**By business turnover**

Those with turnover of \$100,001 - \$200,000 and those with turnover for 200,001 - \$500,000 had the highest incidence of having no knowledge of how the fund performed (32% and 28% respectively). There is a significantly higher incidence of being aware of how the fund performed among businesses with turnover of more than \$5 million (74%).

**Figure 61: Knowledge of investment performance by business turnover**



Q3.15 Which of the following best describes your knowledge of the investment performance of the default superannuation fund over the past financial year (that is the year ending June 30 2009)?

Base: Businesses with a default fund (n=517)  
 \*Caution: base is too small for significance testing

## By industry

Those in the construction (40%) and retail (38%) industries had a significantly higher incidence of having very little knowledge of how the default fund has performed.

**Table 18: Knowledge of investment performance by industry**

	Manu. (n=36)	Const. (n=52)	Retail (n=78)	Acc./ Cafes (n=28)*	Trans./ Strg (n=21)*	Prop/ Bus. Svcs (n=30)	Hlth/ Com. Svcs (n=90)	Pers./ Other Svcs (n=73)
I am aware of how the fund performed over the year	61%	42%	44%	54%	52%	60%	54%	52%
I have very little knowledge of how the fund performed	8%↓	40%↑	38%↑	21%	29%	23%	21%	22%
I have no knowledge of how the fund performed	28%	15%	17%	18%	19%	17%	20%	23%
Don't know	3%	2%	1%	7%	0%	0%	4%	3%

Q3.15 Which of the following best describes your knowledge of the investment performance of the default superannuation fund over the past financial year (that is the year ending June 30 2009)?

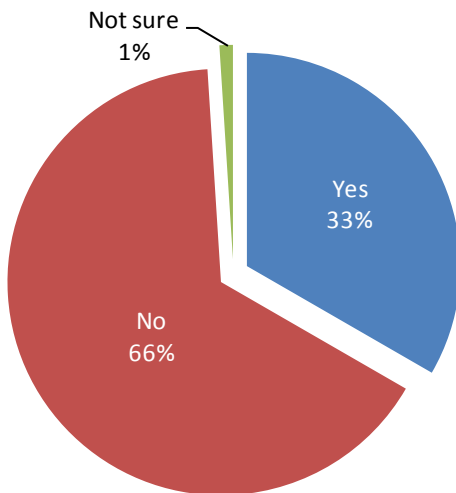
Base: Businesses with a default fund (n=517)

\*Caution: base is too small for significance testing

## Comparison of Fund Performance with Other Funds or Investment Benchmarks

33% of businesses compared the performance of their investment fund with the performance of other funds or with other investment benchmarks.

**Figure 62: Comparison of fund performance with other funds or investment benchmarks**



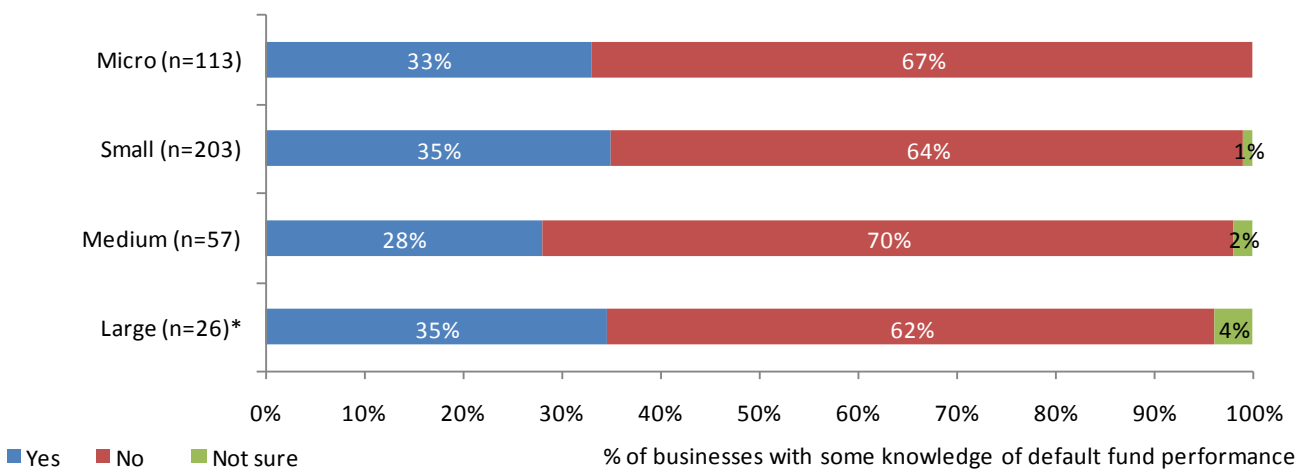
Q3.16 Did you compare the performance of your businesses’ default fund against other superannuation fund or any investment benchmarks?

Base: Those who are aware of the performance of their default fund (n=399)

### By number of employees

The incidence of comparing fund performance with other funds or investment benchmarks is consistent across businesses with different numbers of employees.

**Figure 63: Comparison of fund performance with other funds or investment benchmarks by number of employees**



Q3.16 Did you compare the performance of your businesses’ default fund against other superannuation fund or any investment benchmarks?

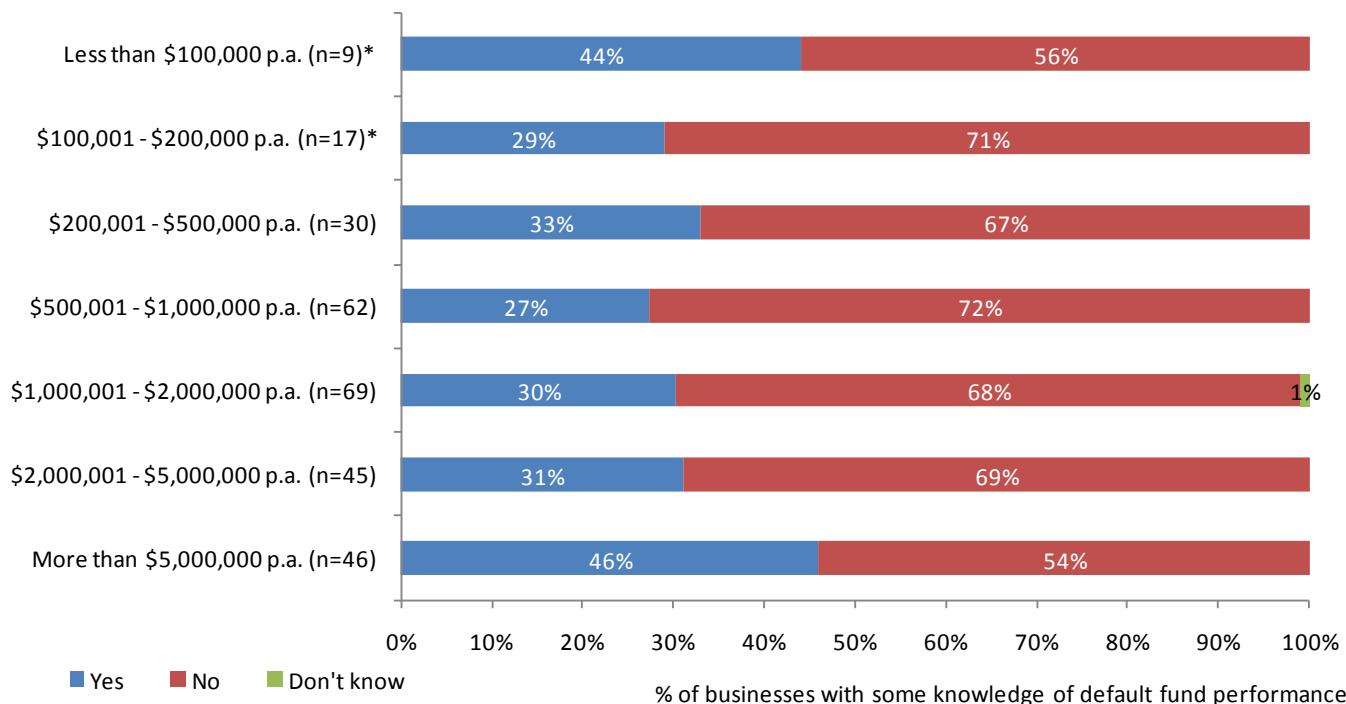
Base: Those who are aware of the performance of their default fund (n=399)

\*Caution: base is too small for significance testing

### By business turnover

The incidence of comparing fund performance with other funds or investment benchmarks is relatively consistent across business turnover, although those with turnover of more than \$5 million have a slightly higher incidence of comparing fund performance (46%).

**Figure 64: Comparison of fund performance with other funds or investment benchmarks by business turnover**



Q3.16 Did you compare the performance of your businesses' default fund against other superannuation fund or any investment benchmarks?

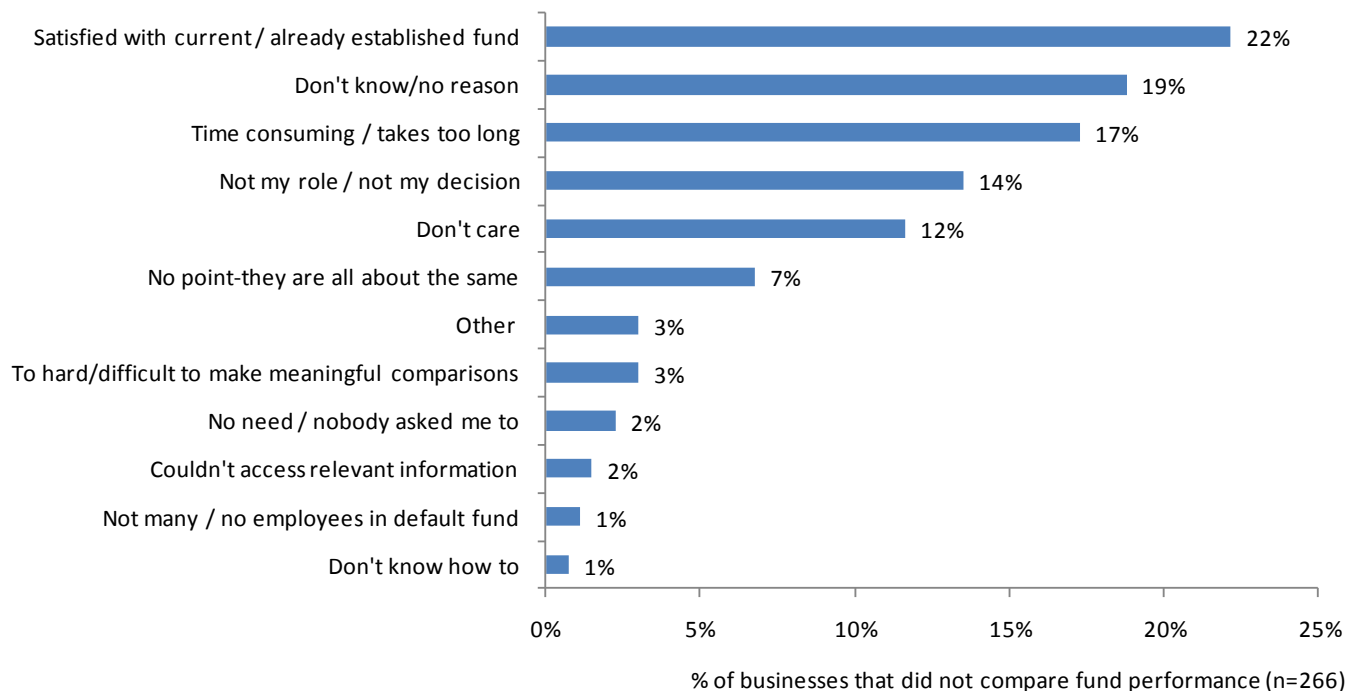
Base: Those who are aware of the performance of their default fund (n=399)

\*Caution: base is too small for significance testing

## Reasons for not Comparing Fund Performance

The most common reasons for not comparing fund performance are due to being satisfied with current fund (22%), it being too time consuming (17%), being outside of one's role (14%) and due to lack of caring about the comparison (12%).

**Figure 65: Reasons for not comparing fund performance**



Q3.17 What is the main reason you did not compare the investment performance of your default superannuation fund against other superannuation funds or investment benchmarks?

Base: Those that did not compare fund performance (n=266)

## By number of employees

Reasons for not comparing fund performance across business size are consistent with no statistically significant differences. As the number of employees increases the proportion that indicated that fund comparison was not their role or decision increased from 9% among micro businesses to 29% among large businesses.

**Table 19: Comparison of fund performance by number of employees**

	Micro (n=76)	Small (n=132)	Medium (n=41)	Large (n=17)*
Satisfied with current fund	24%	21%	20%	29%
Don't know/no reason	18%	20%	17%	18%
Too time consuming	18%	20%	12%	6%
Don't care	16%	10%	12%	6%
Not my role / decision	9%	12%	20%	29%
No point-they are all about the same	4%	8%	12%	0%
Don't know how to	3%	0%	0%	0%
Couldn't access relevant information	3%	1%	2%	0%
To hard/difficult to make meaningful comparisons	3%	4%	2%	0%
No need / Nobody asked me to	3%	2%	0%	6%
Not many / No employees in default fund	1%	2%	0%	0%
Other	3%	3%	2%	6%

Q3.17 What is the main reason you did not compare the investment performance of your default superannuation fund against other superannuation funds or investment benchmarks?

Base: Those that did not compare fund performance (n=266)

\*Caution: base is too small for significance testing

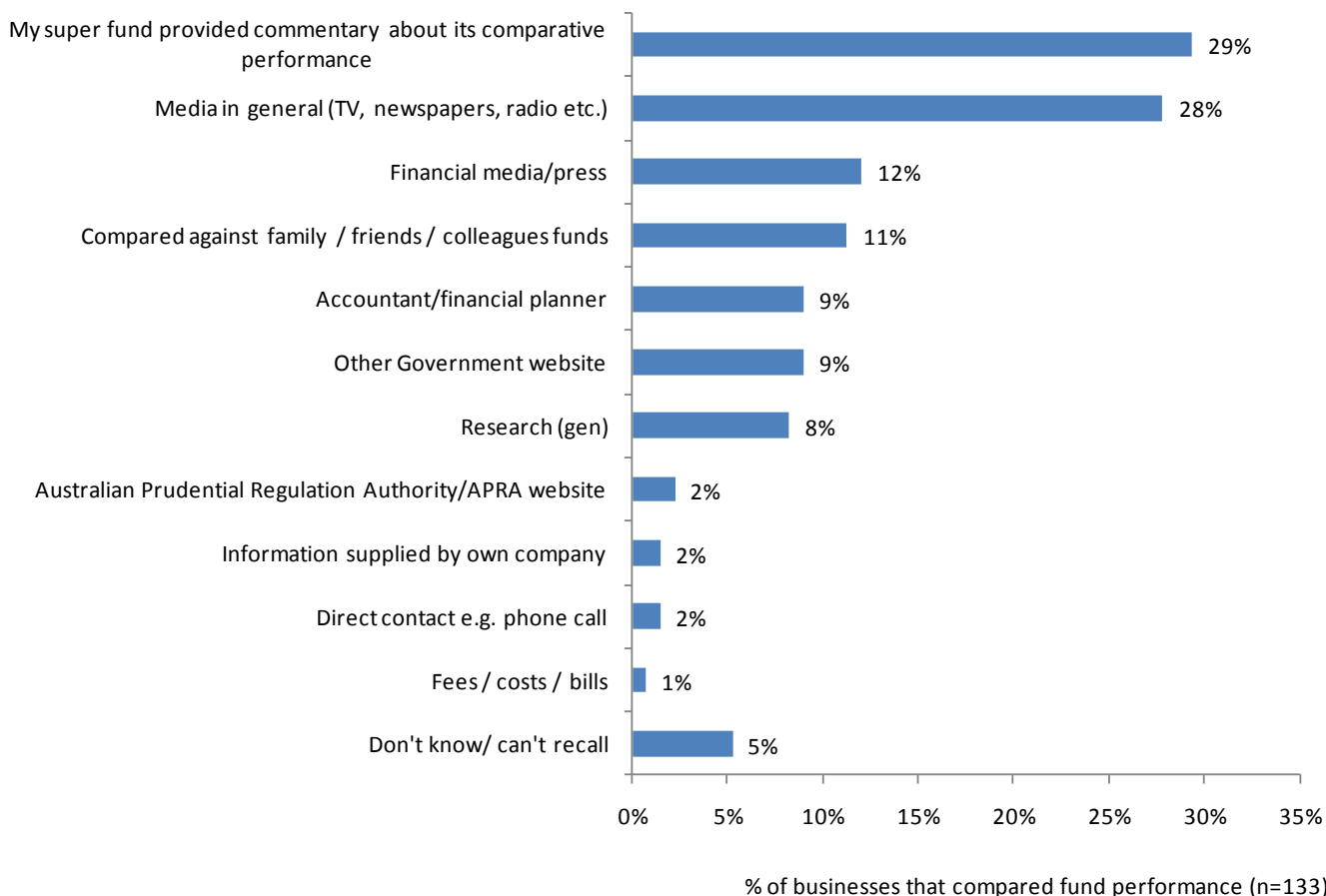
Sub groups are too small for further meaningful analysis.



## Information Accessed for Comparison

The two main sources of information for comparison of fund performance are commentary provided by the superannuation fund (29%) and general media (28%). Other sources of information used by more than 10% of those looking for comparative information are financial media (12%) and against the funds of colleagues and family (11%).

**Figure 66: Information accessed for comparison**

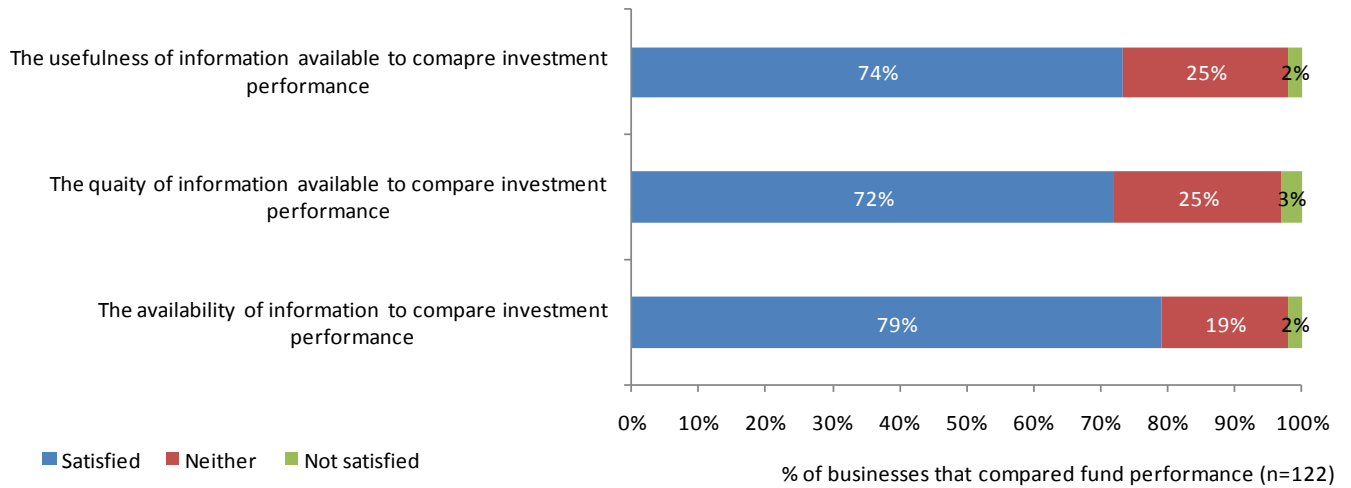


Q3.17 What information did you access to allow comparison of investment performance? UNPROMPTED MULTIPLE RESPONSE  
 Base: Those that compared fund performance (n=133)

## Satisfaction with Information Sources

The majority of businesses were satisfied with the usefulness (74%), the quality (72%) and the availability (79%) of the information used to compare fund performance.

**Figure 67: Satisfaction with information sources**

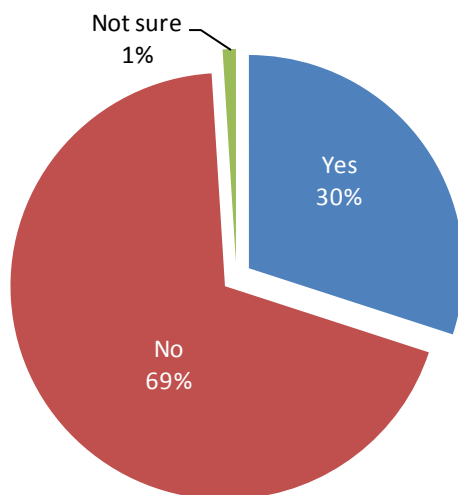


Q3.18 Overall, on a scale of 0 to 10 where 0 is very dissatisfied and 10 is very satisfied, how satisfied were you with....  
 Base: Those who had compared fund performance (n=122)

## Comparison of Fees and Charges

30% of businesses had compared the fees and charges of their default superannuation fund against those of other superannuation funds.

**Figure 68: Comparison of fees and charges**

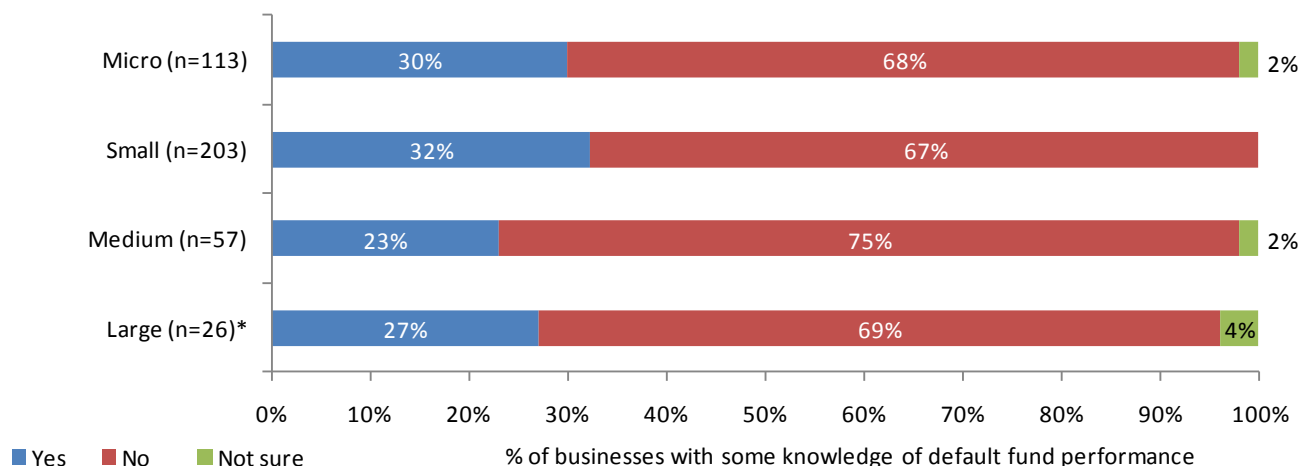


Q3.19 Did you compare the fees and charges of your businesses' default fund against other superannuation funds?  
 Base: Those with some knowledge of default fund performance (n=399)

### By number of employees

The incidence of comparing fees and charges of the businesses' default fund with those of other funds is consistent across the different business sizes.

**Figure 69: Comparison of fees and charges by number of employees**



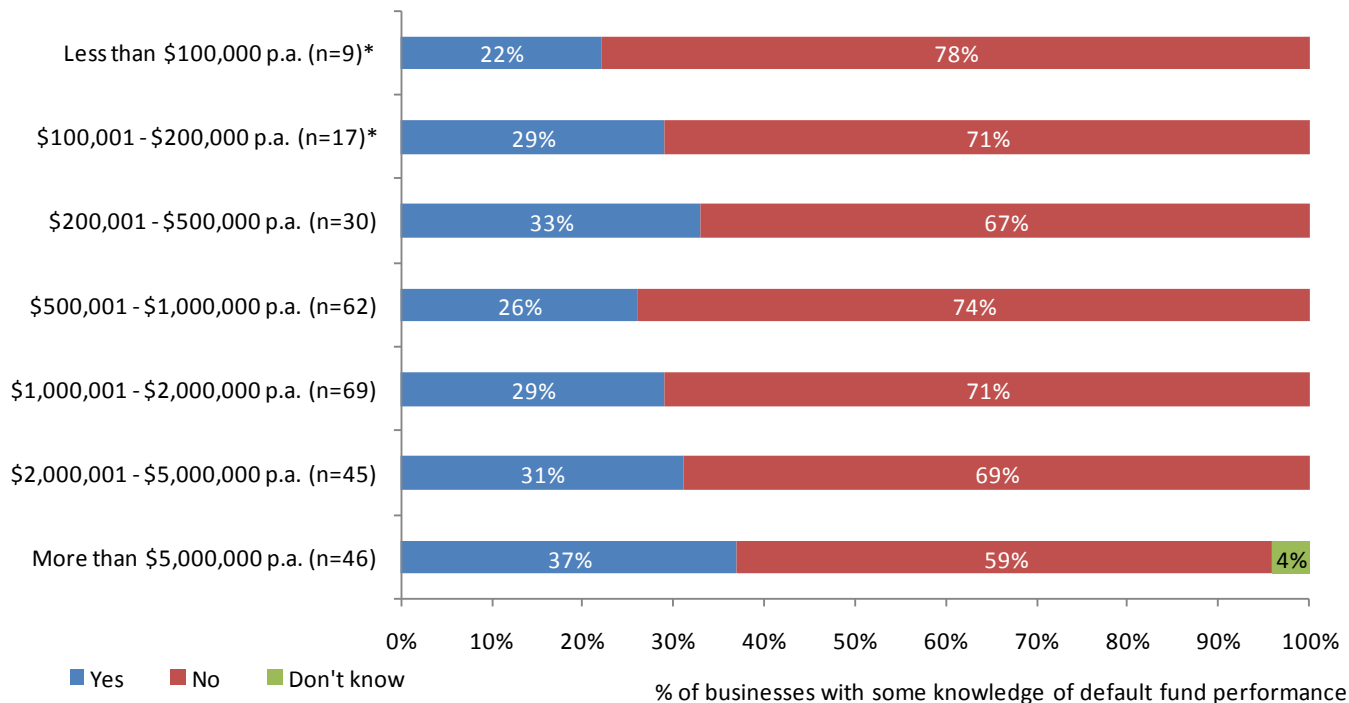
Q3.19 Did you compare the fees and charges of your businesses' default fund against other superannuation funds?  
 Base: Those with some knowledge of default fund performance (n=399)

\* Caution: Base too small for statistical significance testing

### By business turnover

Thirty seven percent of businesses with turnover of more than \$5 million undertook a comparison of fees and charges of the default fund compared to other funds.

**Figure 70: Comparison of fees and charges by business turnover**



Q3.19 Did you compare the fees and charges of your businesses' default fund against other superannuation funds?

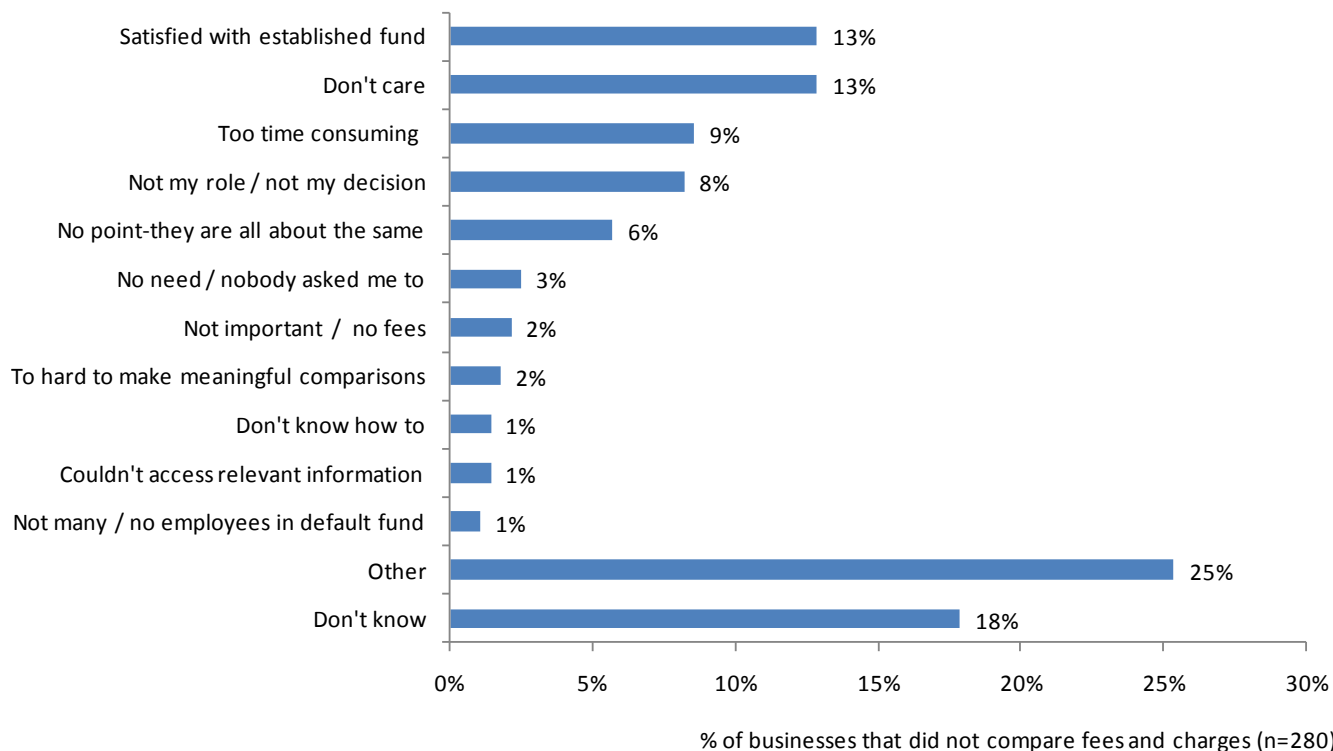
Base: Those with some knowledge of default fund performance (n=399)

\* Caution: Base too small for statistical significance testing

## Reason for Not Comparing Fees and Charges

The two most common reasons for not comparing fees and charges are satisfaction with the established fund (13%) and not caring (13%). The next three top reasons were it being too time consuming (9%), it not being the persons role or decision (8%) and there being no point as all funds are the same (6%).

**Figure 71: Reason for not comparing fees and charges**



Q3.20 What is the main reason you did not compare the fees and charges of your default superannuation fund against other superannuation funds? UNPROMPTED

Base: Those who did not compare fees and charges (n=280)

### **By number of employees**

The top reasons for not comparing fees and charges are quite consistent by number of employees.

**Table 20: Reasons for not comparing fees and charges by number of employees**

	Micro (n=79)	Small (n=138)	Medium (n=44)	Large (n=19)*
Don't know	16%	22%	9%	16%
Don't care	15%	10%	18%	11%
Satisfied with established fund	11%	10%	18%	26%
No point-they are all about the same	9%	4%	7%	5%
Don't know how to	5%	0%	0%	0%
Too time consuming	5%	11%	7%	11%
Not my role / decision	5%	6%	20%	11%
No need / nobody asked me to	4%	1%	5%	5%
Couldn't access relevant information	1%	1%	2%	0%
To hard/difficult to make meaningful comparisons	1%	1%	5%	0%
Not many / no employees in default fund	1%	1%	0%	0%
Not important / no fees	0%	4%	2%	0%
Other	28%	31%	7%↓	16%

Q3.20 What is the main reason you did not compare the fees and charges of your default superannuation fund against other superannuation funds? UNPROMPTED

Base: Those who did not compare fees and charges (n=280)

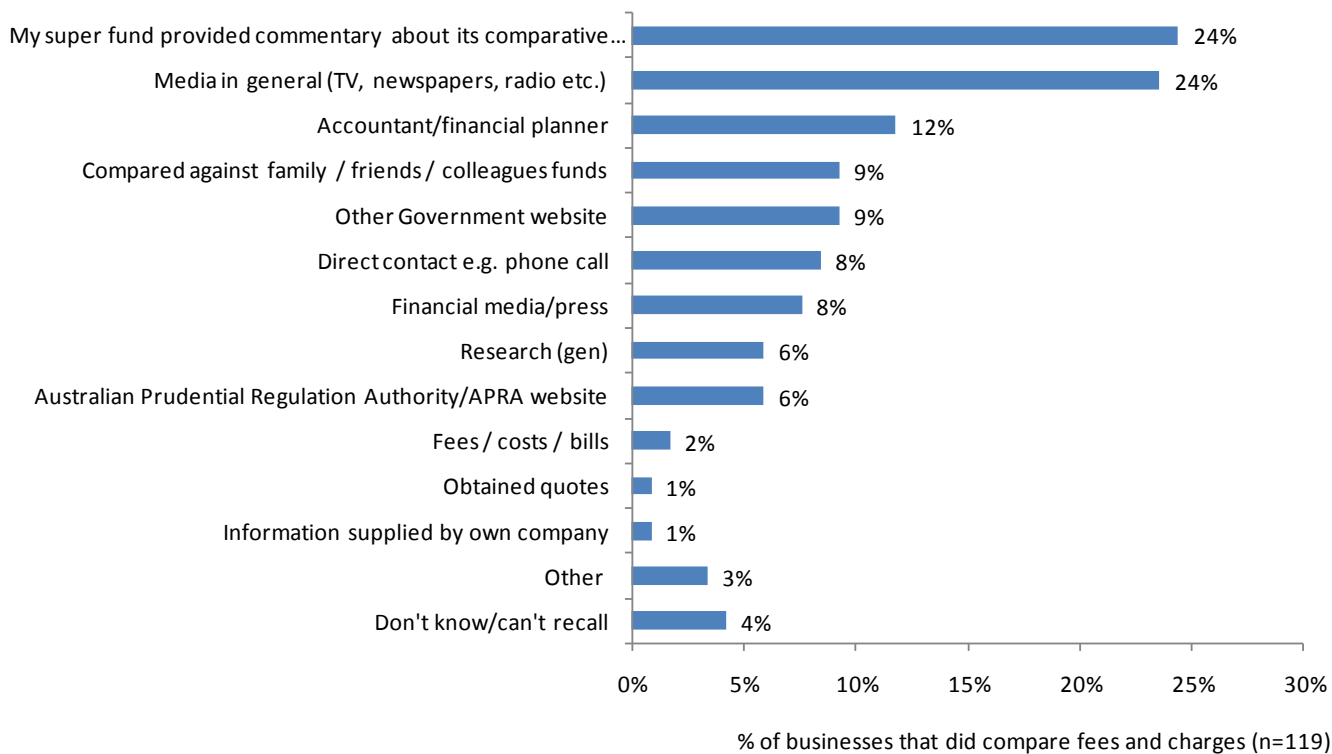
\*Caution: Base too small for significance testing

Subgroups are too small for further meaningful analysis.

## Information Sourced to Compare Fees and Charges

The main sources of information about fees and charges comparison are from information provided by the superannuation funds (24%) and through the general media (24%). Twelve percent of businesses source this information from their accountant/ financial planner.

**Figure 72: Information sourced to compare fees and charges**



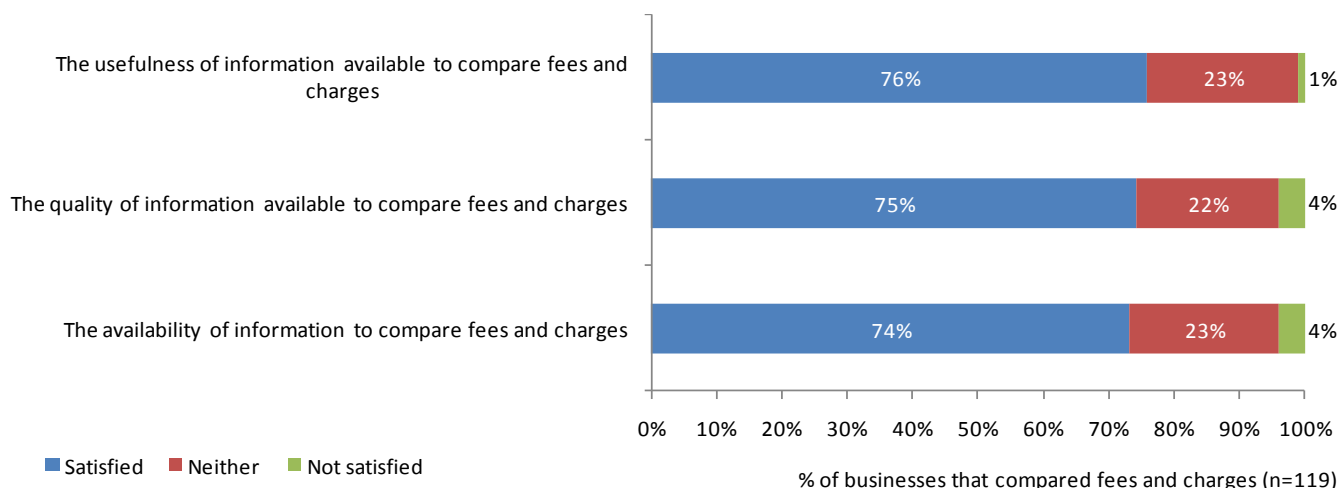
Q3.21 What information did you access to allow comparison of fees and charges? UNPROMPTED  
 Base: Those who compared fees and charges (n=119)

Subgroups are too small for further meaningful analysis.

## Satisfaction with the Information Available

Three quarters of businesses who had sourced comparative information about fees and charges were satisfied with the usefulness of the information (76%), the quality of the information (75%) and the availability of the information (74%).

**Figure 73: Satisfaction with the information available**



Q3.22 Overall on a scale where 0 is very dissatisfied and 10 is very satisfied, how satisfied were you with....  
 Base: Those who had compared fees and charges (n=119)

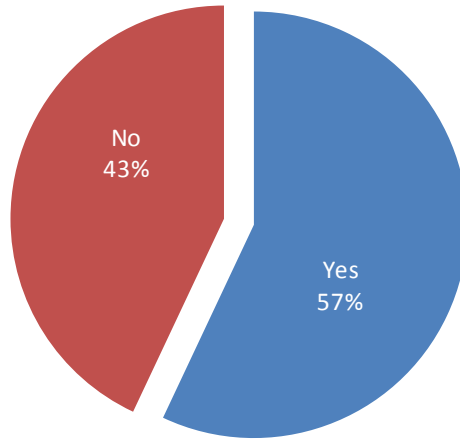
Subgroups are too small for further meaningful analysis.



## Using the Businesses' Default Fund

Fifty seven percent of those interviewed use the businesses' default superannuation fund.

**Figure 74: Use of the businesses' default fund**

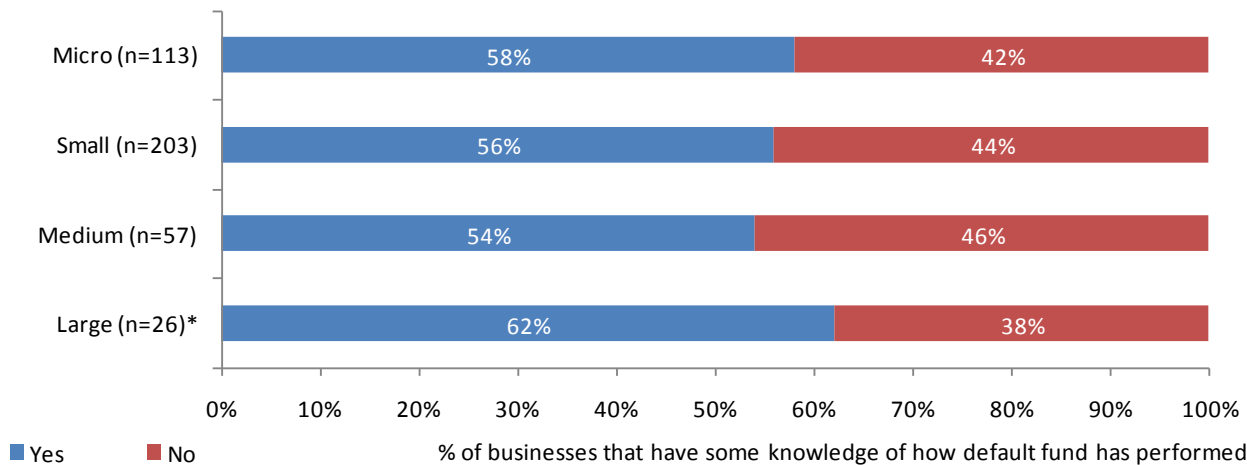


Q3.23 Do you use the default superannuation fund that your employees use?  
 Base: Those who have some knowledge of default fund performance (n=399)

### By number of employees

The incidence of using the businesses' default fund among the interviewees is similar among micro (58%), small (56%) and medium (54%) businesses. The incidence increases slightly among large businesses (62%).

**Figure 75: Use of the businesses' default fund by number of employees**

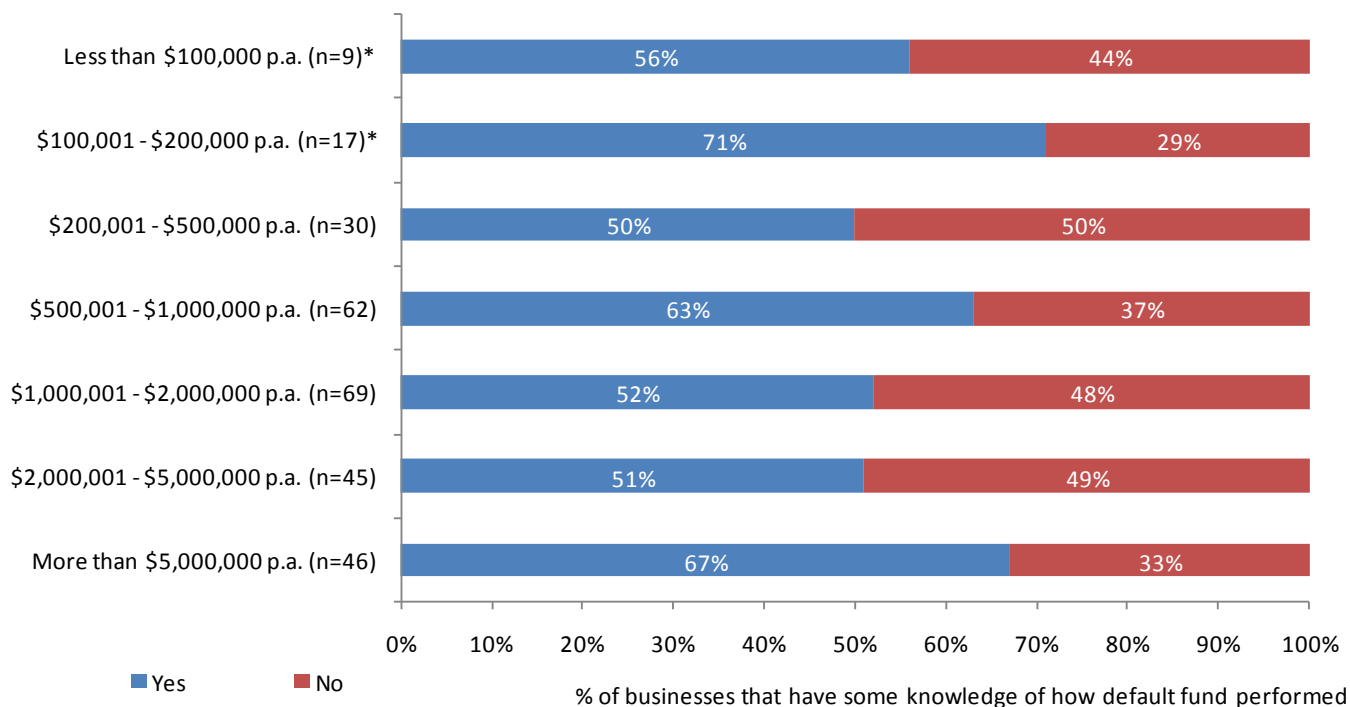


Q3.23 Do you use the default superannuation fund that your employees use?  
 Base: Those who have some knowledge of default fund performance (n=399)  
 \*Caution: base is too small for significance testing

### By business turnover

There is no consistent trend in the incidence of using the businesses’ default superannuation fund by business turnover. Those with turnover of \$100,001 - \$200,000 and those with turnover of more than \$5 million have the highest incidence of using the businesses’ default fund (71% and 67% respectively).

**Figure 76: Use of the businesses’ default fund by business turnover**



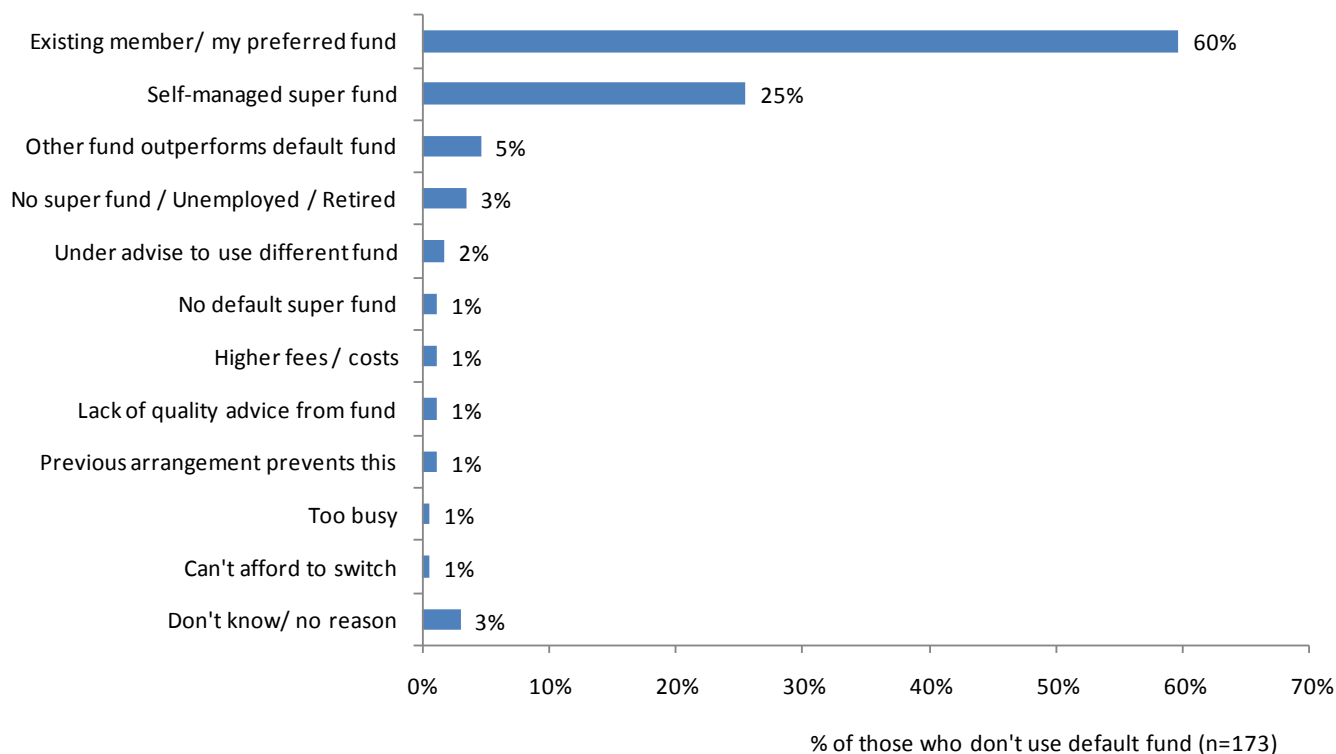
Q3.23 Do you use the default superannuation fund that your employees use?  
 Base: Those who have some knowledge of default fund performance (n=399)  
 \*Caution: base is too small for significance testing

Subgroups are too small for further meaningful analysis.

## Reason for Using Businesses’ Default Fund

The most common reason for not using the businesses’ default fund is due to membership or preference for other funds (60%). One quarter had their own self-managed superannuation funds and this prevented them from using the default fund.

**Figure 77: Reasons for using businesses’ default fund**



Q3.24 Why is this?

Base: Those who don't use the default fund (n=173)

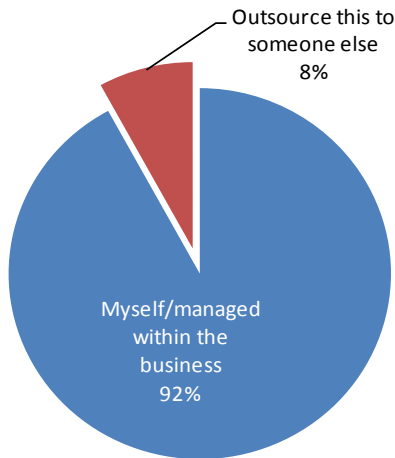
Subgroups are too small for further meaningful analysis.

## Superannuation Guarantee (SG) Payments

### Administration of SG Payments

92% of businesses manage the administration of SG payments in-house.

**Figure 78: Administration of SG payments**

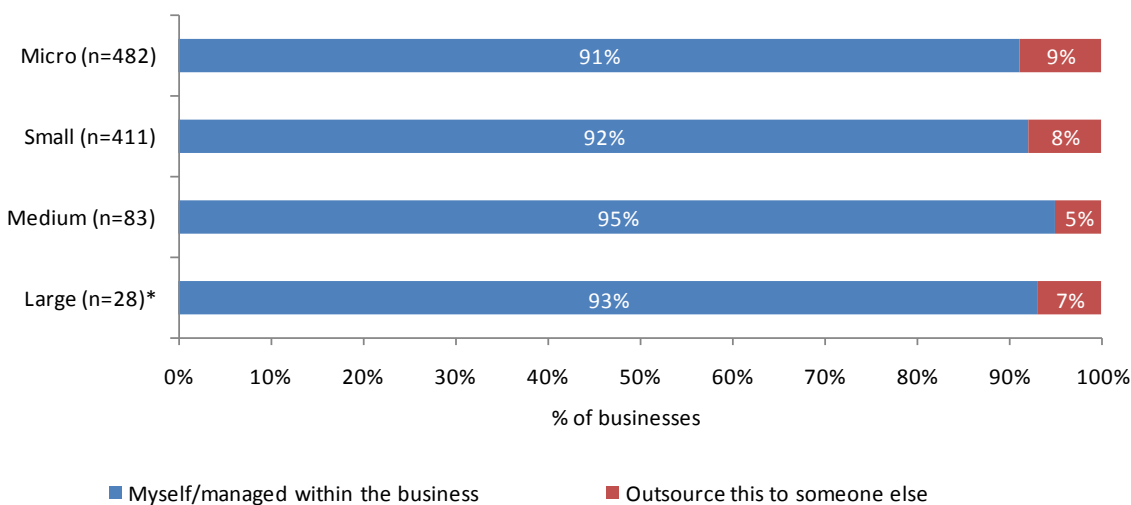


Q4.1A Do you administer the superannuation guarantee payments yourselves (that is, arrange these within your business), or do you outsource this work?  
 Base: All businesses (n=1004)

#### By number of employees

The incidence of administrating SG payments in-house ranges from 91% among micro businesses to 95% of medium businesses. There is not statistically significant variance dependent on business size.

**Figure 79: Administration of SG payments by number of employees**



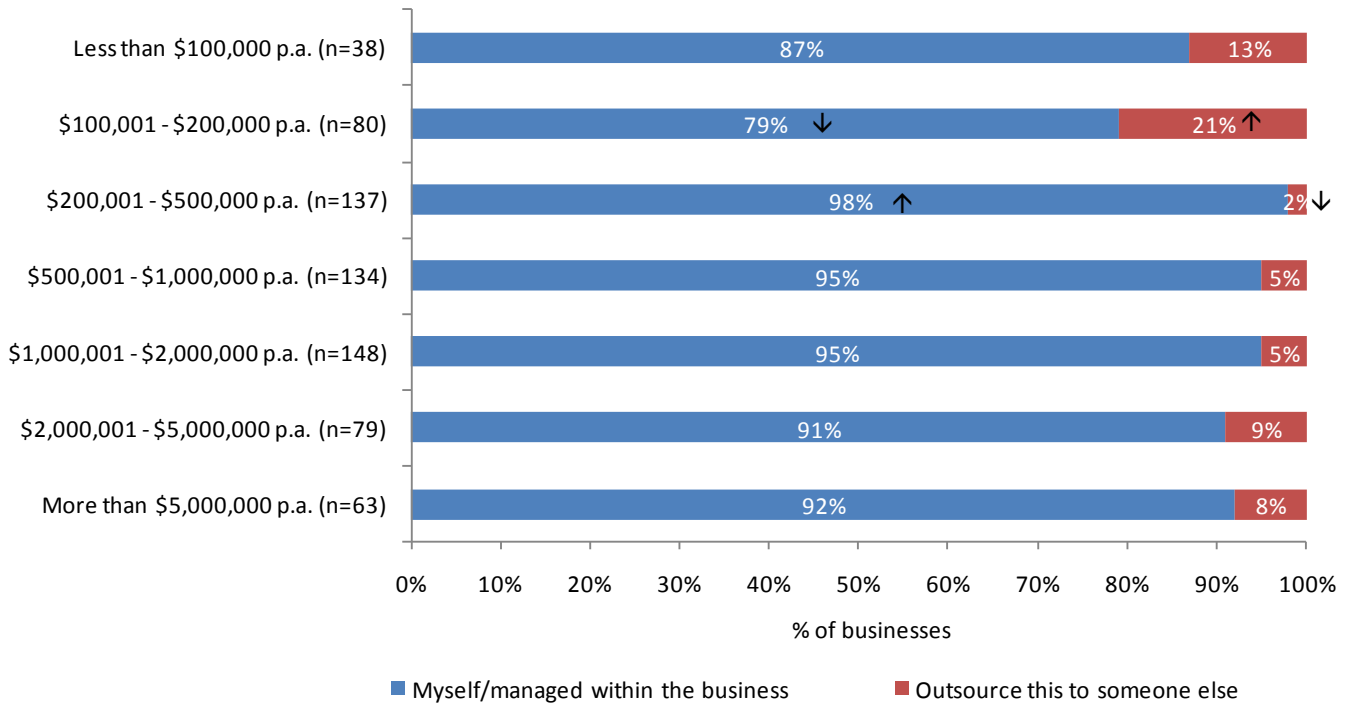
Q4.1A Do you administer the superannuation guarantee payments yourselves (that is, arrange these within your business), or do you outsource this work?  
 Base: All businesses (n=1004)

\*Caution: base is too small for significance testing

### By business turnover

Those with a turnover of \$100,001-\$200,000 have a significantly low incidence of administering SG payments in-house (79%) and a higher incidence of outsourcing this work (21%). By contrast, those with a turnover of \$200,001 - \$500,000 have a significantly high incidence of administering SG payments in-house (98%) rather than outsourcing (2%).

**Figure 80: Administration of SG payments by business turnover**



Q4.1A Do you administer the superannuation guarantee payments yourselves (that is, arrange these within your business), or do you outsource this work?  
 Base: All businesses (n=1004)

### By industry

Those in the construction industry had a significantly higher incidence of managing SG payments in-house (98%) while those in the accommodation/ cafes and restaurant industry had a significantly higher incidence of outsourcing this work to someone else (22%).

**Table 21: Administration of SG payments by industry**

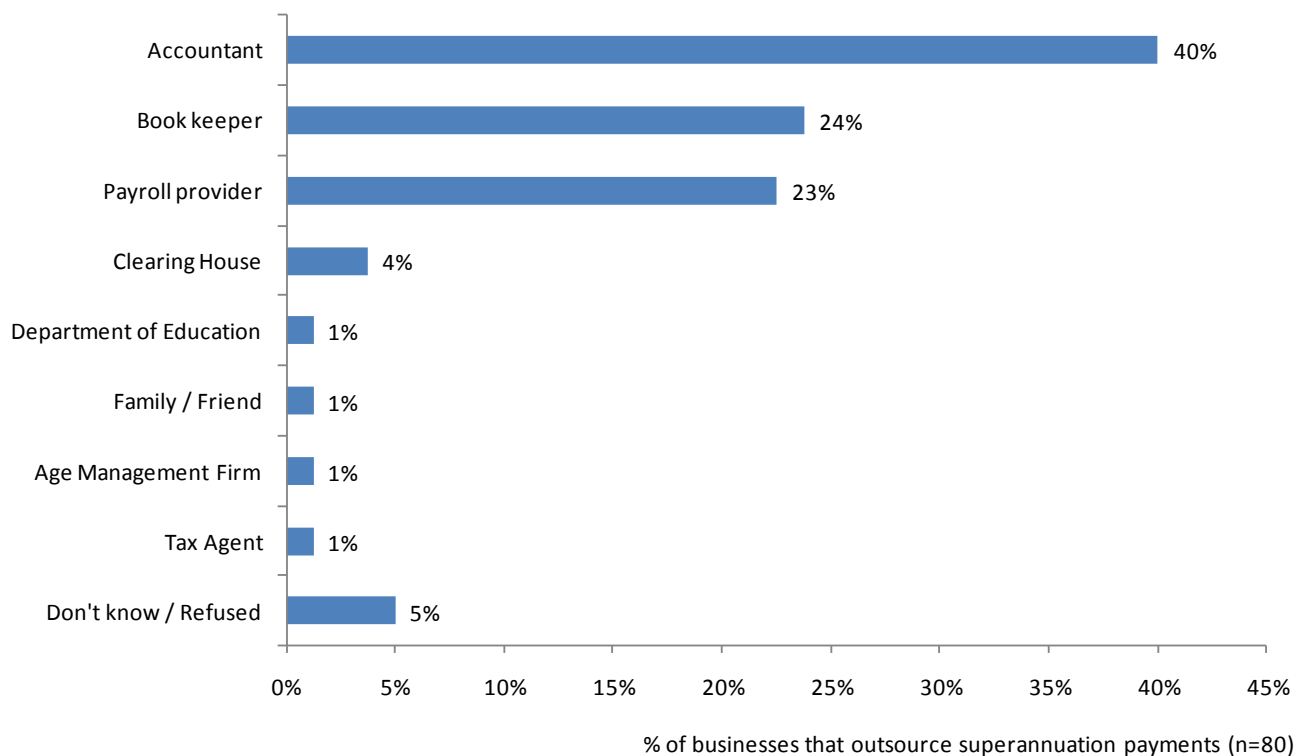
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Myself/managed within the business	96%	98%↑	94%	78%↓	96%	90%	90%	91%
Outsource this to someone else	4%	2%↓	6%	22%↑	4%	10%	10%	7%
Don't know	0%	0%	0%	0%	0%	0%	0%	1%

Q4.1A Do you administer the superannuation guarantee payments yourselves (that is, arrange these within your business), or do you outsource this work?  
 Base: All businesses (n=1004)

## Outsourcing SG Payments

Among the 80 businesses that outsource the administration of SG payments, 40% outsource this work to their accountant. Twenty-four percent outsource to a book-keeper and 23% to a payroll provider.

**Figure 81: Outsourcing SG payments**



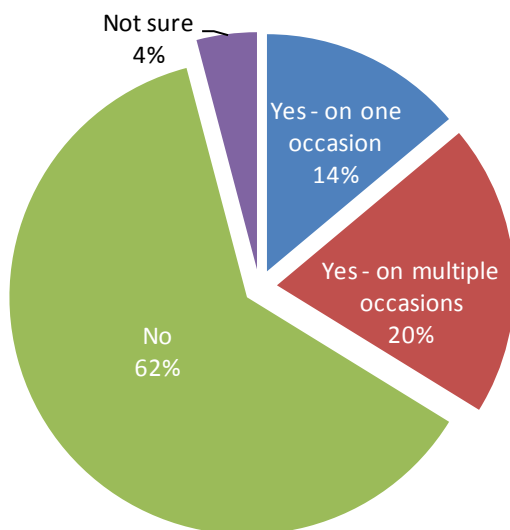
Q4.1B Who do you outsource this to?  
 Base: Those who outsource SG payments (n=80)

Subgroups are too small for further meaningful analysis.

## Incidence of Late SG Payments

Thirty-four percent of businesses have been late in making SG payments including 20% who have been late on multiple occasions. Sixty two percent have never been late making SG payments.

**Figure 82: Incidence of late SG payments**

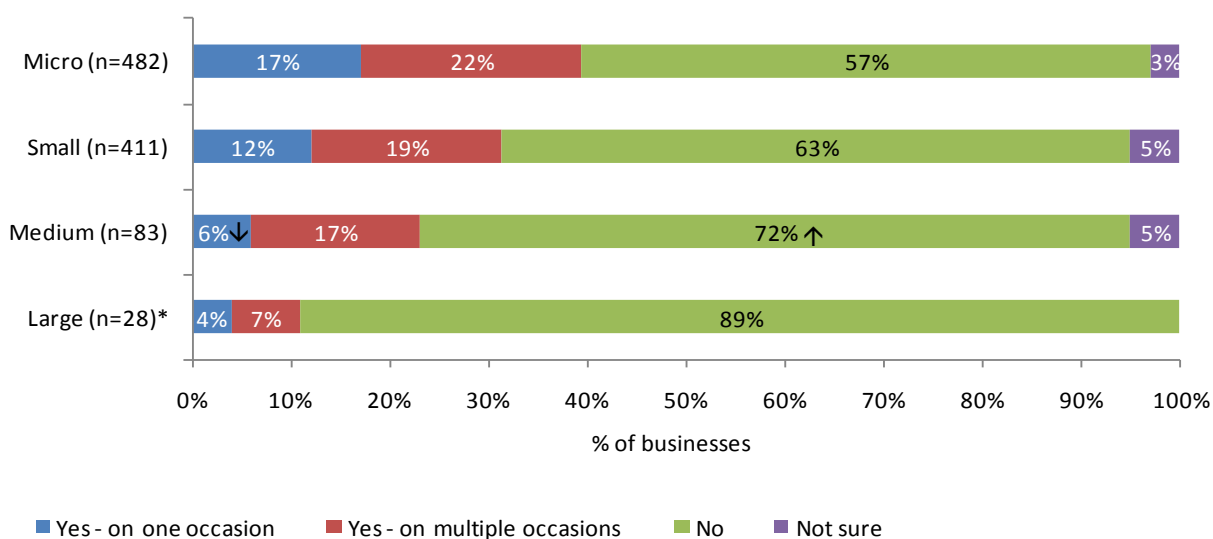


Q4.2 Has your business ever been late with making a superannuation guarantee payment on behalf of an employee?  
Base: All businesses (n=1004)

### By number of employees

The fewer the number of employees, the more likely the business is to have been late making payments, from 39% among micro businesses to 11% among large businesses. This trend is evident for both one-off and multiple instances of late payments.

**Figure 83: Incidence of late SG payments by number of staff**



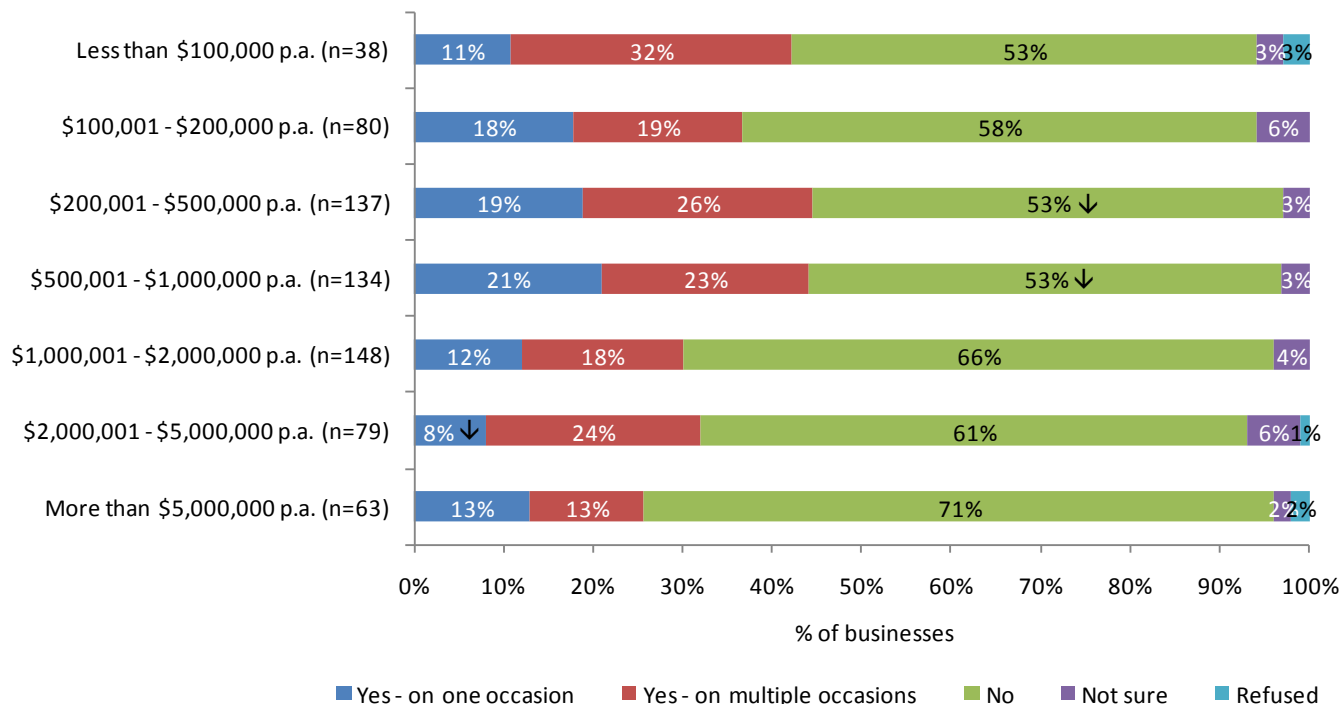
Q4.2 Has your business ever been late with making a superannuation guarantee payment on behalf of an employee?  
Base: All businesses (n=1004)

\*Caution: base is too small for significance testing

### By business turnover

The incidence of having been late in making SG payments is consistent up to a business turnover of \$1 million. For those businesses with a turnover of \$1 million or more there is a decrease in the incidence of being late making payments, although despite this decrease, 26% of businesses with a turnover of more than \$5 million have been late making payments either as a once-off (13%) or on repeated occasions (13%).

**Figure 84: Incidence of late SG payments by business turnover**



Q4.2 Has your business ever been late with making a superannuation guarantee payment on behalf of an employee?  
 Base: All businesses (n=1004)

### By industry

Those in the transport and storage industry had a significantly lower incidence of having never been late with SG payments (46%).

**Table 22: Incidence of late SG payments by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes - on one occasion	14%	13%	16%	16%	17%	13%	16%	10%
Yes - on multiple occasions	22%	17%	20%	27%	31%	18%	21%	17%
No	56%	65%	58%	55%	46% ↓	66%	59%	68%
Not sure	6%	5%	5%	2%	4%	3%	4%	5%
Refused	1%	0%	1%	0%	2%	0%	0%	0%

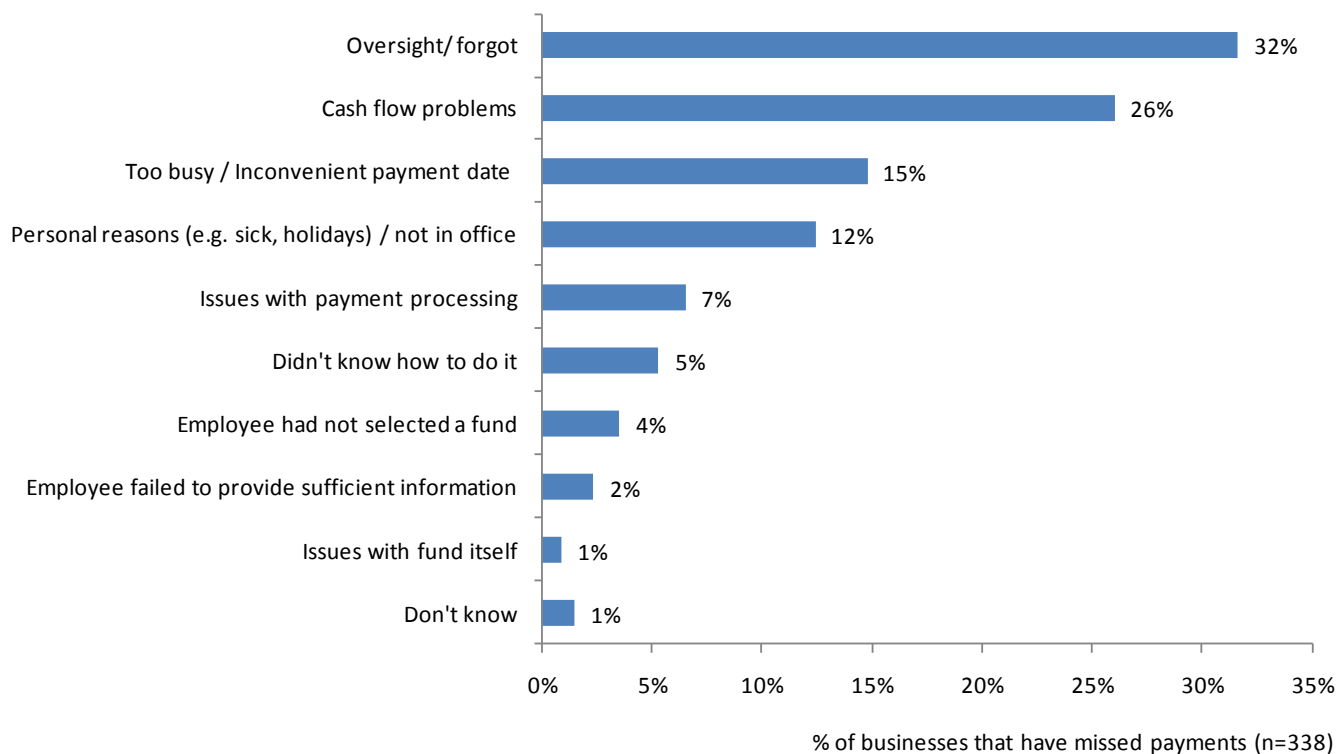
Q4.2 Has your business ever been late with making a superannuation guarantee payment on behalf of an employee?  
 Base: All businesses (n=1004)



## Reason for Making Late Payments

The main reason for being late making payments is due to oversight/forgetting (32%). A quarter cited cash flow problems (26%) and more than one in ten had been late as they were too busy/inconvenient payment date (15%) or due to personal reasons (12%).

**Figure 85: Reasons for making late payments**



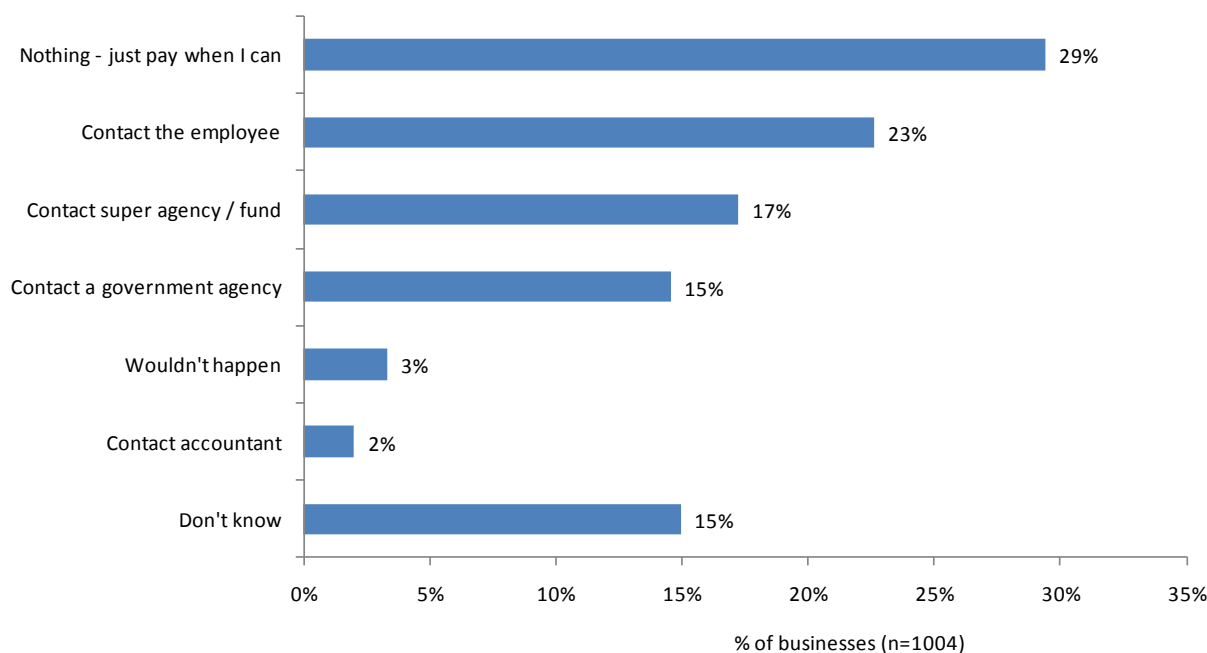
Q4.3A What was the main reason you were late making the/these payment/s?  
 Base: Businesses that have made late payments (n=338)

Subgroups are too small for further meaningful analysis.

## Actions When Payments will be Late

Twenty nine percent of businesses indicated they would do nothing if they knew they would be late making SG payments and that they would just pay it when they could. A quarter would contact the employee, 17% would contact the superannuation fund and 15% would contact a government agency. Fifteen percent of businesses did not know what they would do if SG payments were going to be late.

**Figure 86: Actions when payments will be late**



Q4.3B Which of the following best describes what you would do if you knew you were going to be late in making a superannuation guarantee payment on behalf of an employee?  
Base: All businesses (n=1004)

### By number of employees

Micro businesses had the highest incidence of intending to do nothing if late in making SG payments (32%) and significantly fewer would contact a government agency in the event of anticipated delayed payment. The incidence of contacting a government agency was particularly high among large businesses at 39%.

**Table 23: Actions when payments will be late by number of employees**

	Micro (n=482)	Small (n=411)	Medium (n=83)	Large (n=28)*
Nothing - just pay when I can	32%	27%	24%	29%
Contact the employee	26%	20%	20%	14%
Contact superannuation agency / fund	14%	21%	19%	11%
Contact a government agency	10%↓	18%	13%	39%
Wouldn't happen	3%	3%	4%	4%
Contact accountant	2%	2%	1%	0%
Don't know	16%	13%	20%	4%

Q4.3B Which of the following best describes what you would do if you knew you were going to be late in making a superannuation guarantee payment on behalf of an employee?  
Base: All businesses (n=1004)

\*Caution: Base is too small for significance testing

### By business turnover

Businesses with a turnover of \$100,001-\$200,000 have a significantly high incidence of intending to contact the employee if a SG payment is going to be late (36%). Those with a turnover of \$200,001-\$500,000 are less likely to contact a government agency (9%) compared to other levels of turnover. Those with turnover of between \$2 million and \$5 million were less likely to contact the superannuation fund.

**Table 24: Actions when payments will be late by business turnover**

	Less than \$100,000 p.a. (n=38)	\$100,001 - \$200,000 p.a. (n=80)	\$200,001 - \$500,000 p.a. (n=137)	\$500,001 - \$1,000,000 p.a. (n=134)	\$1,000,001 - \$2,000,000 p.a. (n=148)	\$2,000,001 - \$5,000,000 p.a. (n=79)	More than \$5,000,000 p.a. (n=63)
Nothing - just pay when I can	37%	24%	34%	32%	31%	30%	24%
Contact the employee	24%	36%↑	22%	20%	17%	22%	25%
Contact superannuation agency / fund	16%	14%	17%	19%	20%	10%↓	14%
Contact a government agency	13%	10%	9%↓	17%	19%	22%	19%
Wouldn't happen	3%	4%	2%	3%	3%	4%	2%
Contact accountant	0%	3%	2%	2%	1%	1%	2%
Don't know	11%	16%	15%	11%	12%	13%	14%

Q4.3B Which of the following best describes what you would do if you knew you were going to be late in making a superannuation guarantee payment on behalf of an employee?

Base: All businesses (n=1004)

### By industry

Those in the transport and storage industry had a significantly higher incidence of doing nothing if SG payments were to be late (48%) and a lower incidence of contacting the superannuation fund (8%). Those in the accommodation/ cafes and restaurants industry were significantly less likely to contact government agency in the event of late payment of the SG.

**Table 25: Actions when payments will be late by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Contact the employee	31%	24%	21%	20%	15%	31%	22%	23%
Nothing - just pay when I can	28%	31%	33%	24%	48%↑	24%	28%	29%
Contact a government agency	13%	15%	11%	7%↓	13%	21%	12%	18%
Contact superannuation agency / fund	10%	20%	16%	29%	8%↓	11%	24%	13%
Wouldn't happen	6%	3%	5%	0%	0%	2%	4%	2%
Contact accountant	0%	0%	1%	7%	2%	3%	1%	2%
Don't know	15%	9%	15%	16%	17%	11%	13%	17%

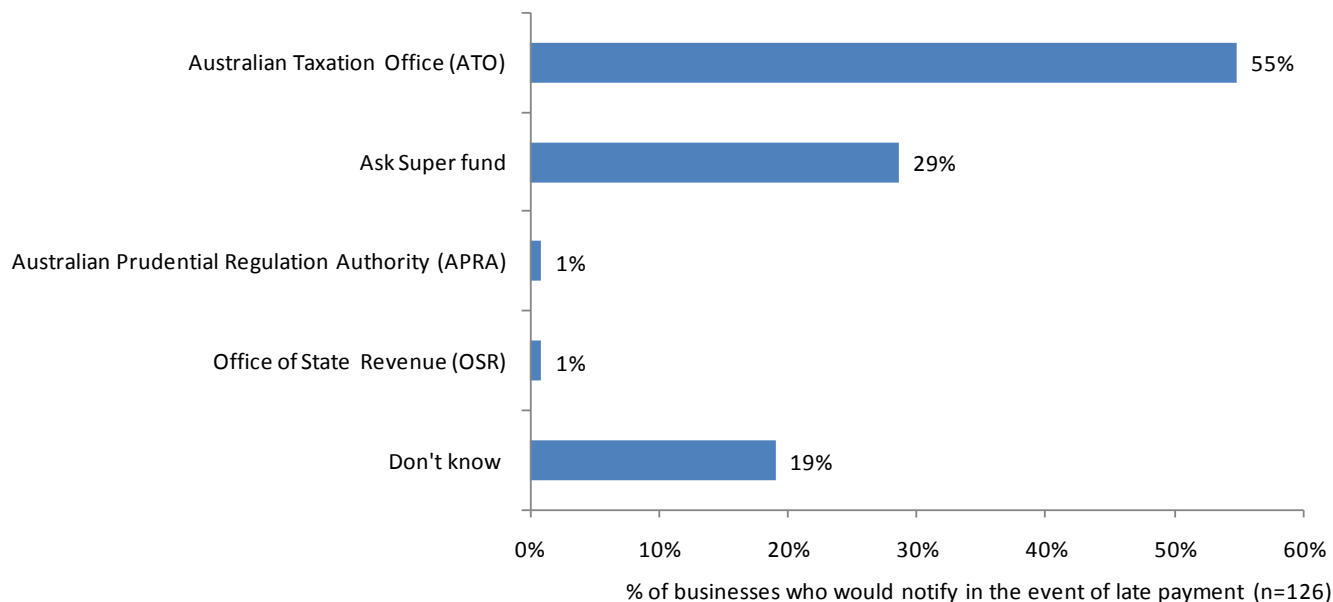
Q4.3B Which of the following best describes what you would do if you knew you were going to be late in making a superannuation guarantee payment on behalf of an employee?

Base: All businesses (n=1004)

## Notification of Government Agencies

The 126 businesses that indicated they would notify a government agency in the event of late SG payments were asked specifically which agency they would contact. Half indicated they would contact the Tax Office (55%) while a further 29% would contact the superannuation fund. Seventeen percent did not know who they would contact.

**Figure 87: Notification of government agencies**



Q4.4 Which government agency would you contact?

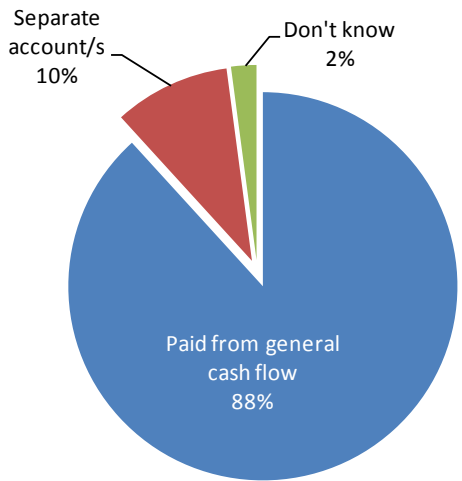
Base: Businesses who would contact a government agency (n=126)

Subgroups are too small for further meaningful analysis.

## Fund Reserves for SG Payments

88% of businesses don't keep a separate account for SG payments but pay it from the general cash flow. Ten percent have a dedicated account.

**Figure 88: Fund reserves for SG payments**

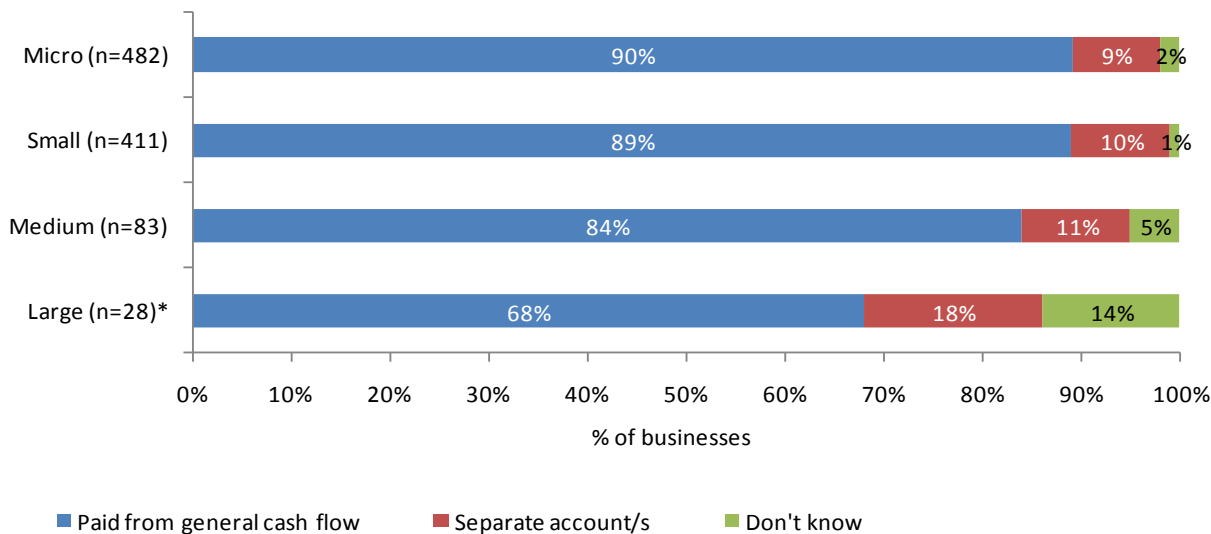


Q4.4 Do you keep superannuation guarantee amounts in a separate account, or are these payments made from general business cash flow when due?  
 Base: All businesses (n=1004)

### By number of employees

As the number of employees increases the greater the likelihood that SG payments are made from a dedicated account rather than from general cash flow from 9% among micro businesses to 18% among large businesses. Sixty eight percent of large businesses pay SG payments from the general cash flow.

**Figure 89: Fund reserves for SG payments by number of employees**

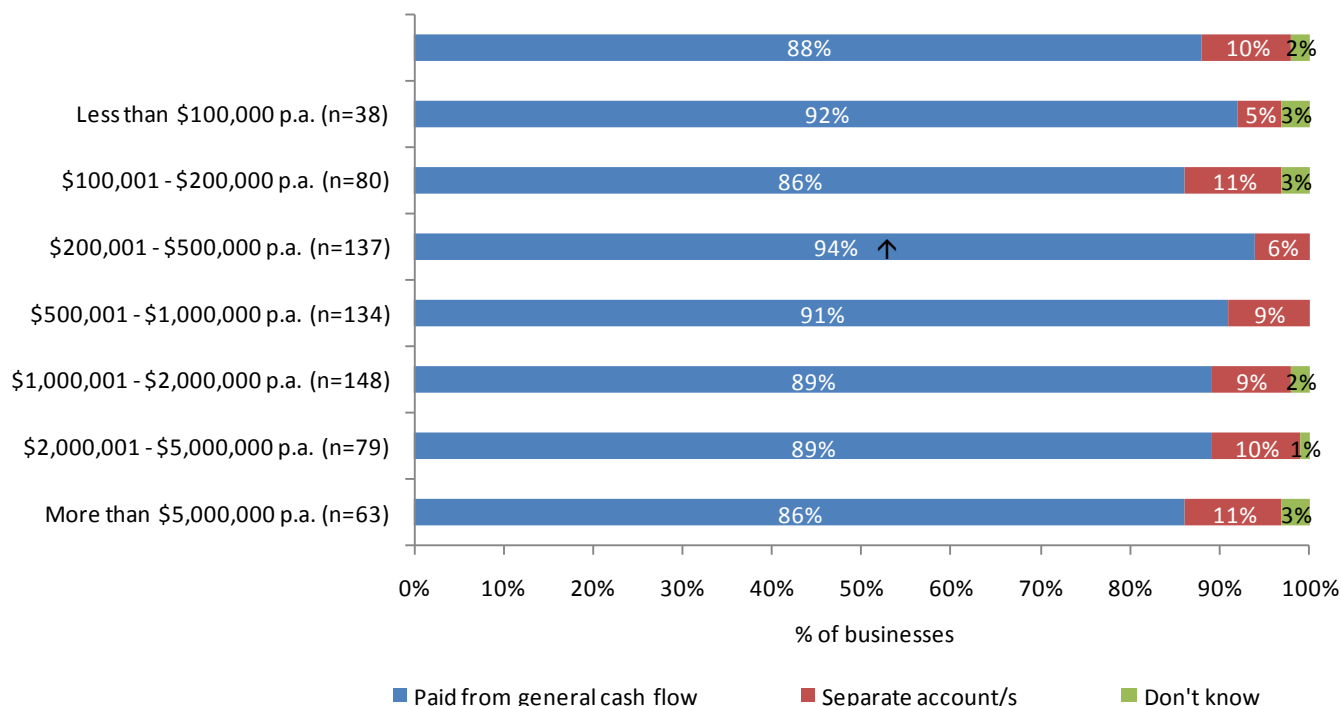


Q4.4 Do you keep superannuation guarantee amounts in a separate account, or are these payments made from general business cash flow when due?  
 Base: All businesses (n=1004)  
 \*Caution: base is too small for significance testing

### By business turnover

There is no consistent pattern in the management of fund reserves for SG payments by business turnover. Businesses with turnover of \$200,001 - \$500,000 have a significantly higher incidence of paying SG payments from the general cash flow compared to other businesses (94%).

**Figure 90: Fund reserves for SG payments by business turnover**



Q4.4 Do you keep superannuation guarantee amounts in a separate account, or are these payments made from general business cash flow when due?  
 Base: All businesses (n=1004)

### By industry

Those in the accommodation/ cafes and restaurant industry were significantly less likely to hold SG amounts in a separate account compared to other industries (4%).

**Table 26: Fund reserves for SG payments by industry**

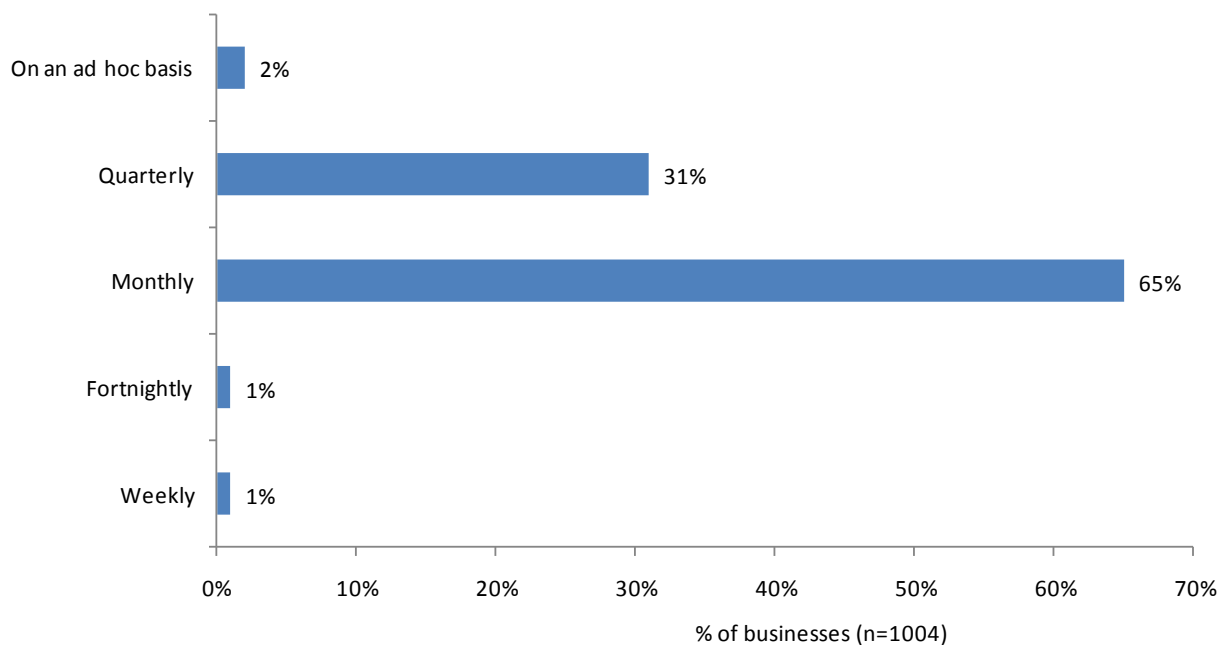
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Paid from general cash flow	88%	86%	92%	91%	88%	89%	87%	87%
Separate account/s	12%	13%	7%	4% ↓	10%	10%	10%	9%
Don't know	0%	1%	1%	5%	2%	2%	3%	4%

Q4.4 Do you keep superannuation guarantee amounts in a separate account, or are these payments made from general business cash flow when due?  
 Base: All businesses (n=1004)

## Frequency of Making SG Payments

The majority of businesses make SG payments on a monthly basis (65%) with an additional 31% making payments quarterly. There is a very low incidence of making payments more frequently than monthly, or of making payments on an ad hoc basis.

**Figure 91: Frequency of making SG payments**

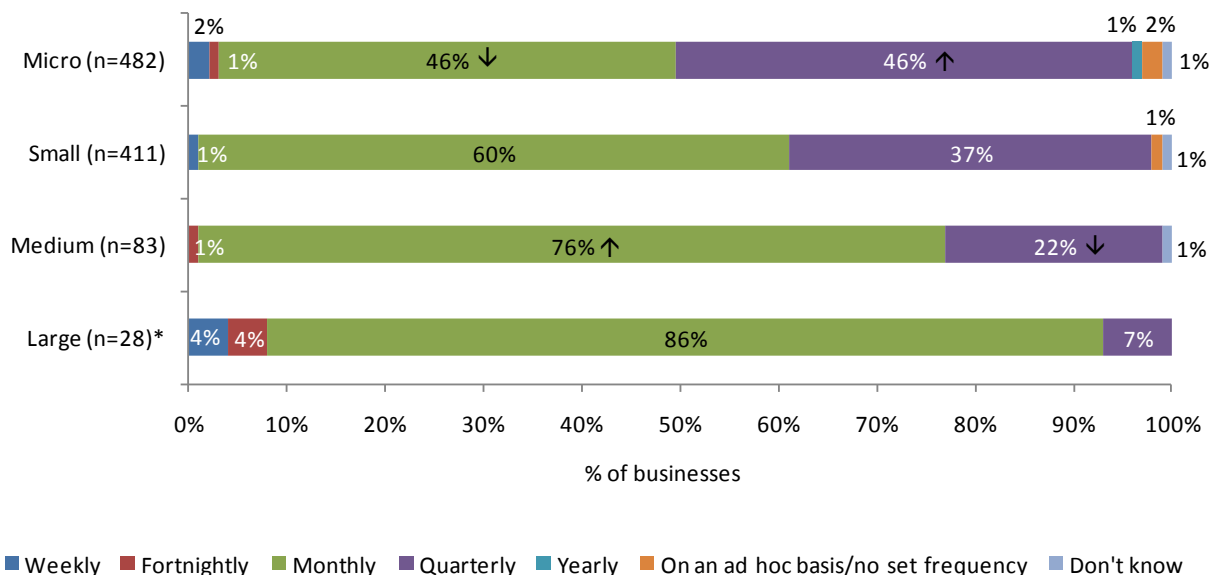


Q4.5 How frequency do you make these superannuation guarantee payments?  
Base: All businesses (n=1004)

### By number of employees

As the number of employees in the business increases there is a shift from making SG payments on a quarterly basis and towards making payments on a monthly basis. Among micro businesses, 46% make quarterly payments and 46% make monthly payments. Among large businesses 86% make monthly payments with just 7% making quarterly payments.

**Figure 92: Frequency of making SG payments number of employees**



Q4.5 How frequency do you make these superannuation guarantee payments?

Base: All businesses (n=1004)

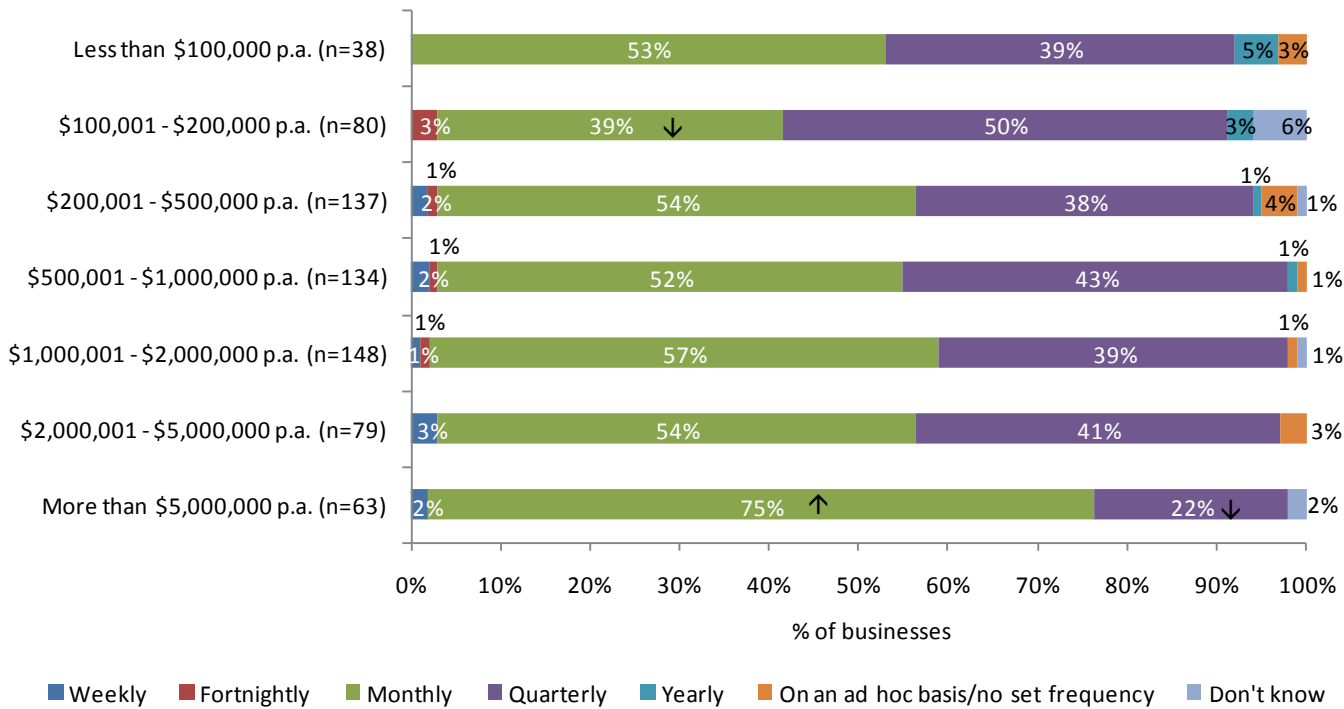
\*Caution: base is too small for significance testing



**By business turnover**

With the exception of businesses with a turnover of \$100,001 - \$200,000 (which had a statistically lower incidence of making payments monthly at 39%), the incidence of making payments monthly or quarterly is consistent across businesses with turnover of \$5 million or less. Businesses with turnover of more than \$5 million are significantly more likely to make payments on a monthly basis (75%) and less likely to do so quarterly (22%).

**Figure 93: Frequency of making SG payments by business turnover**



Q4.5 How frequency do you make these superannuation guarantee payments?  
 Base: All businesses (n=1004)

## By industry

Those in the health and community services industry were significantly more likely to pay SG on a monthly basis compared to other key industries (64%).

**Table 27: Frequency of making SG payments by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Weekly	1%	0%	3%	0%	4%	0%	1%	1%
Fortnightly	0%	0%	2%	2%	2%	2%	0%	0%
Monthly	63%	53%	51%	51%	58%	48%	64%↑	52%
Quarterly	32%	40%	40%	44%	33%	47%	33%	46%
Yearly	1%	2%	1%	2%	0%	0%	0%	1%
On an ad hoc basis/no set frequency	0%	3%	2%	2%	2%	3%	0%	0%
Don't know	3%	1%	3%	0%	2%	0%	2%	1%

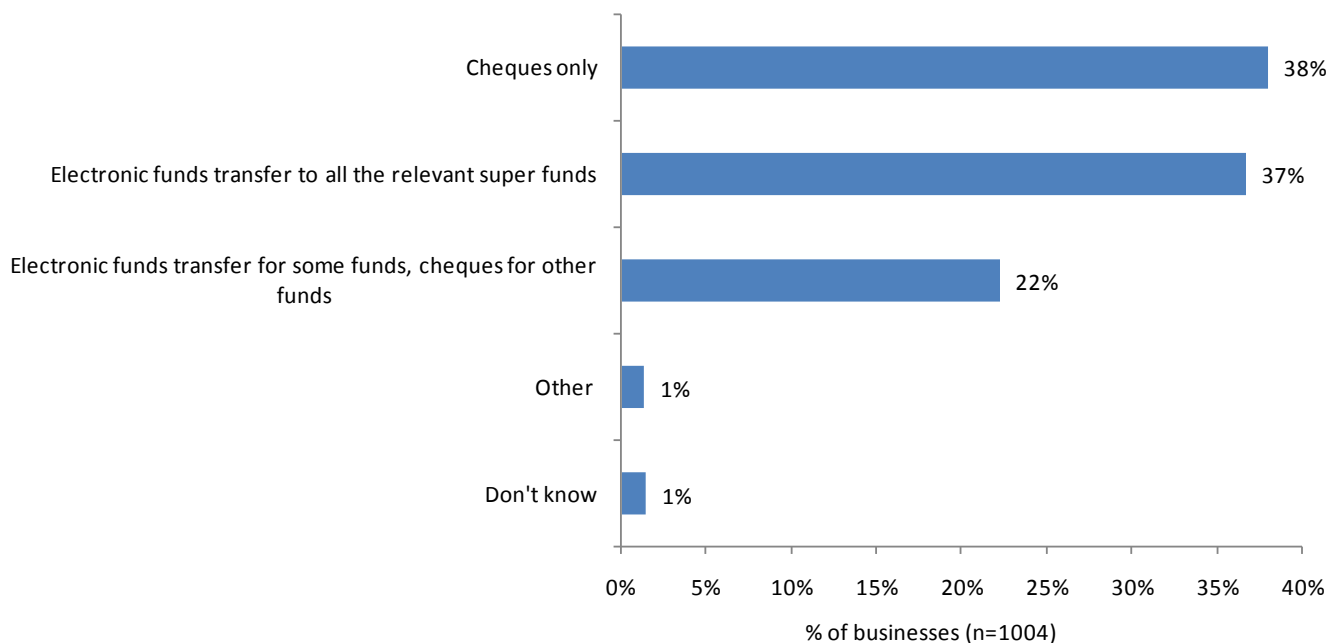
Q4.5 How frequency do you make these superannuation guarantee payments?

Base: All businesses (n=1004)

## Method of Making Superannuation Guarantee Payments

Thirty eight percent of businesses make payments using only cheques. A further 37% use only electronic transfer to make payments. Twenty two percent use a combination of cheques and electronic transfers to make SG payments.

**Figure 94: Method of making superannuation guarantee payments**



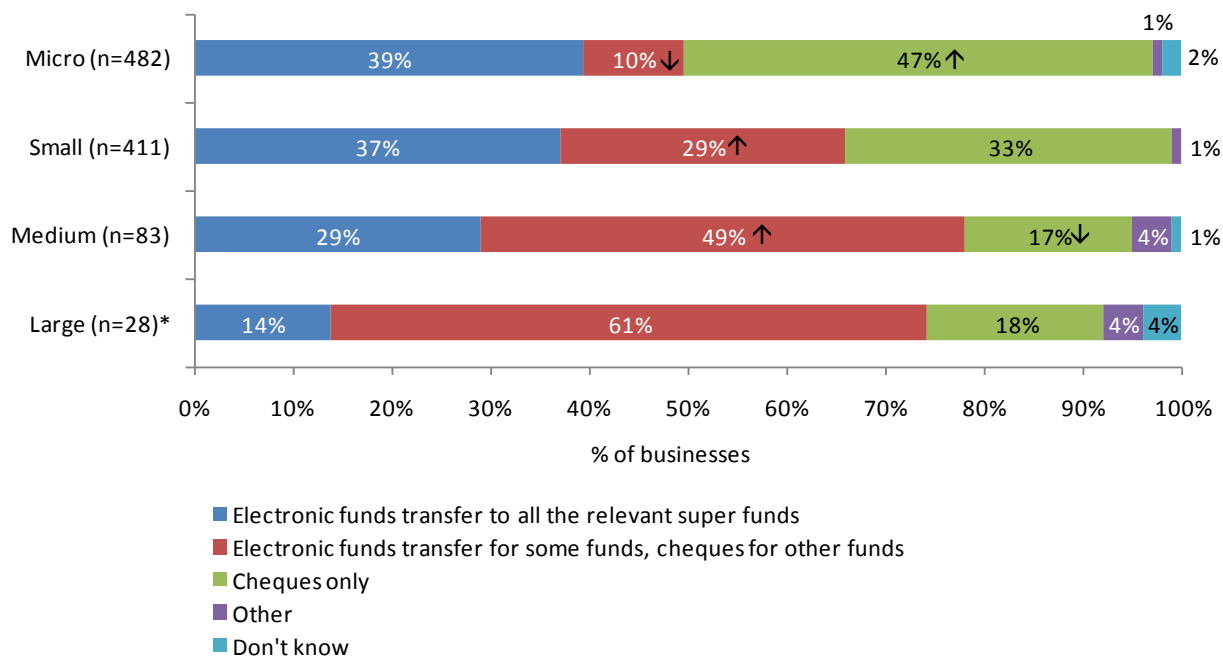
*Q4.8 How do you make your superannuation guarantee payments to the nominated superannuation funds of your employees?*

*Base: All businesses (n=1004)*

### By number of employees

The incidence of making SG payments solely through electronic transfer decreases as number of employees increases from 39% among micro businesses to 14% among large businesses. As this incidence decreases, the incidence of making payments using both electronic transfer and cheques increases from 10% among micro businesses to 61% among large businesses. Forty seven percent of micro business use only cheques to make SG payments.

**Figure 95: Method of making superannuation guarantee payments by number of employees**



Q4.8 How do you make your superannuation guarantee payments to the nominated superannuation funds of your employees?

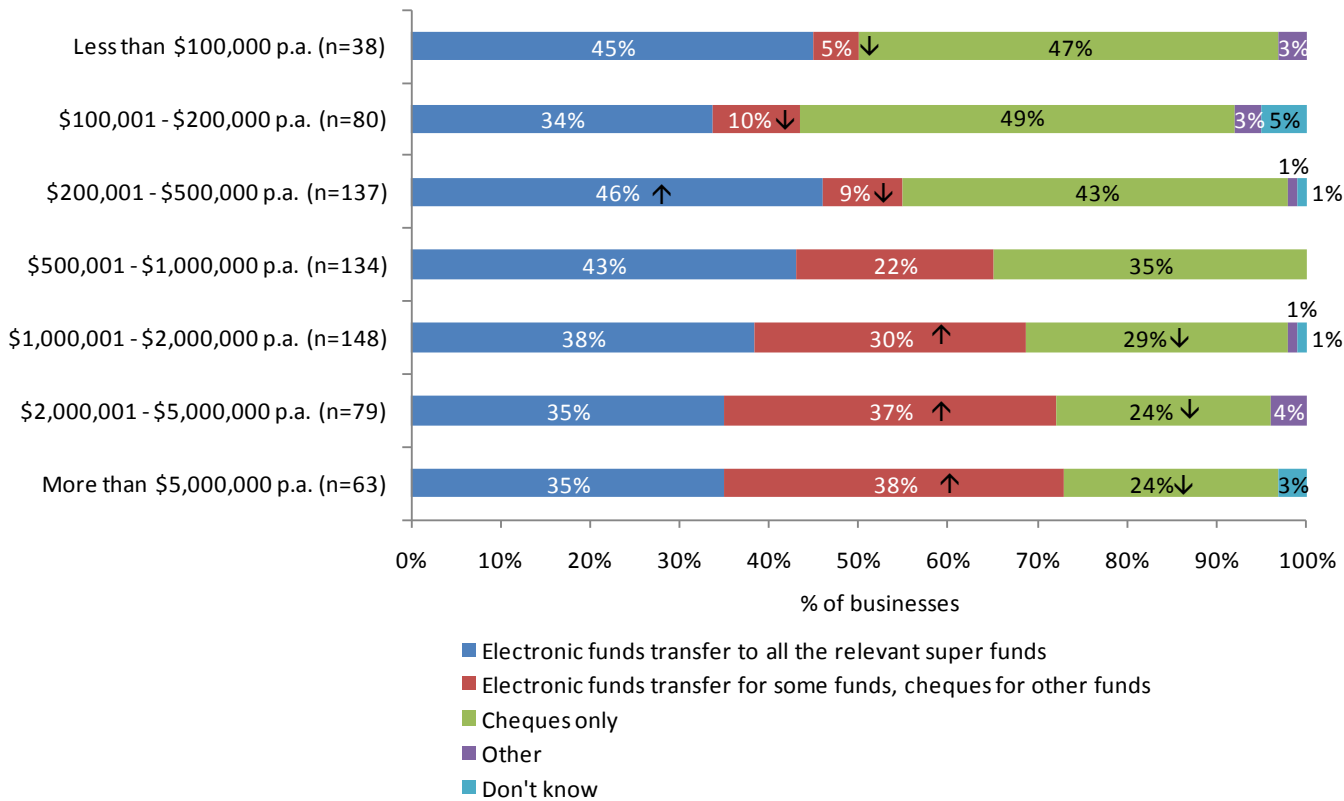
Base: All businesses (n=1004)

\*Caution: Base is too small for significance testing

**By business turnover**

As business turnover increases the incidence of using both cheques and electronic transfers increases, from 5% among those with turnover of less than \$100,000 to 38% among those with turnover more than \$5 million. Similarly, as business turnover increases there is a decreasing trend of using cheques only to make SG payments, from 47% among those with turnover of less than \$100,000 to 24% among those with turnover of more than \$5 million.

**Figure 96: Method of making superannuation guarantee payments by business turnover**



Q4.8 How do you make your superannuation guarantee payments to the nominated superannuation funds of your employees?  
 Base: All businesses (n=1004)

## By industry

Those in the accommodation, cafes and restaurant industry (55%) and those in the personal and other services industry (48%) had the highest incidences of using only cheques to make SG payments to superannuation funds. Significantly low incidences of using only electronic payments were evident among the accommodation, cafe and restaurant industry (22%) and the health and community services industry (28%).

**Table 28: Method of making superannuation guarantee payments by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Electronic funds transfer to all the relevant superannuation funds	42%	42%	39%	22%↓	50%	35%	28%↓	34%
Cheques only	35%	27%↓	41%	55%↑	37%	35%	42%	48%↑
Electronic funds transfer for some funds, cheques for other funds	21%	29%	17%	16%	12%↓	27%	27%	15%↓
Other	1%	1%	1%	2%	0%	0%	2%	1%
Don't know	1%	1%	2%	5%	2%	2%	1%	2%

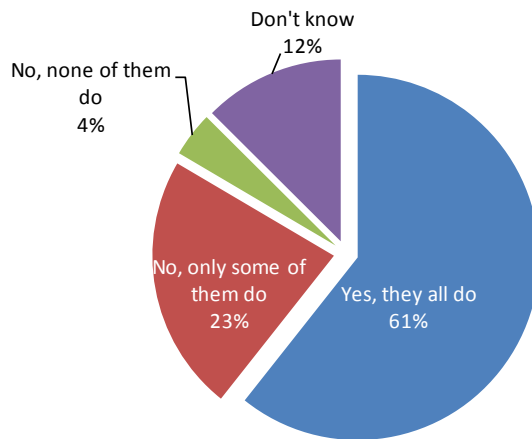
Q4.8 How do you make your superannuation guarantee payments to the nominated superannuation funds of your employees?

Base: All businesses (n=1004)

## Ability to Make Electronic Payments

The majority of businesses are able to make electronic payments to all the funds to which they must make SG payments (61%). Just 4% cannot make electronic payments to any of the funds.

**Figure 97: Ability to make electronic payments**



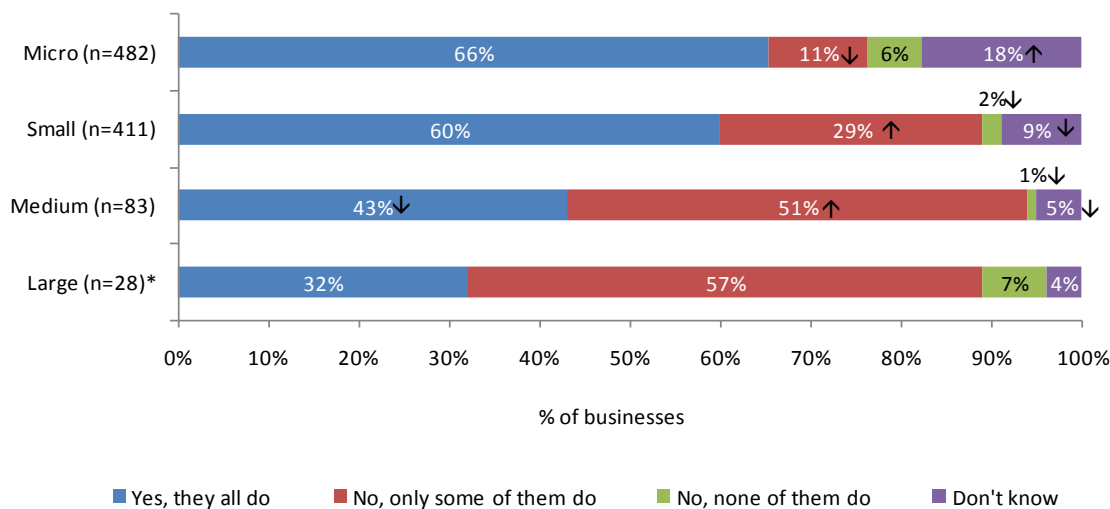
Q4.7 Do all the superannuation funds you make superannuation guarantee payments to allow you to make electronic payments?

Base: All businesses (n=1004)

### By number of employees

As business size increases, the incidence of being able to make electronic payments to all superannuation funds to which payments are required decreases from 66% among micro businesses to 32% among large businesses. Conversely, the incidence of being able to make electronic payments to some of the funds increases, from 11% among micro businesses to 57% among large businesses.

**Figure 98: Ability to make electronic payments by number of employees**



Q4.7 Do all the superannuation funds you make superannuation guarantee payments to allow you to make electronic payments?

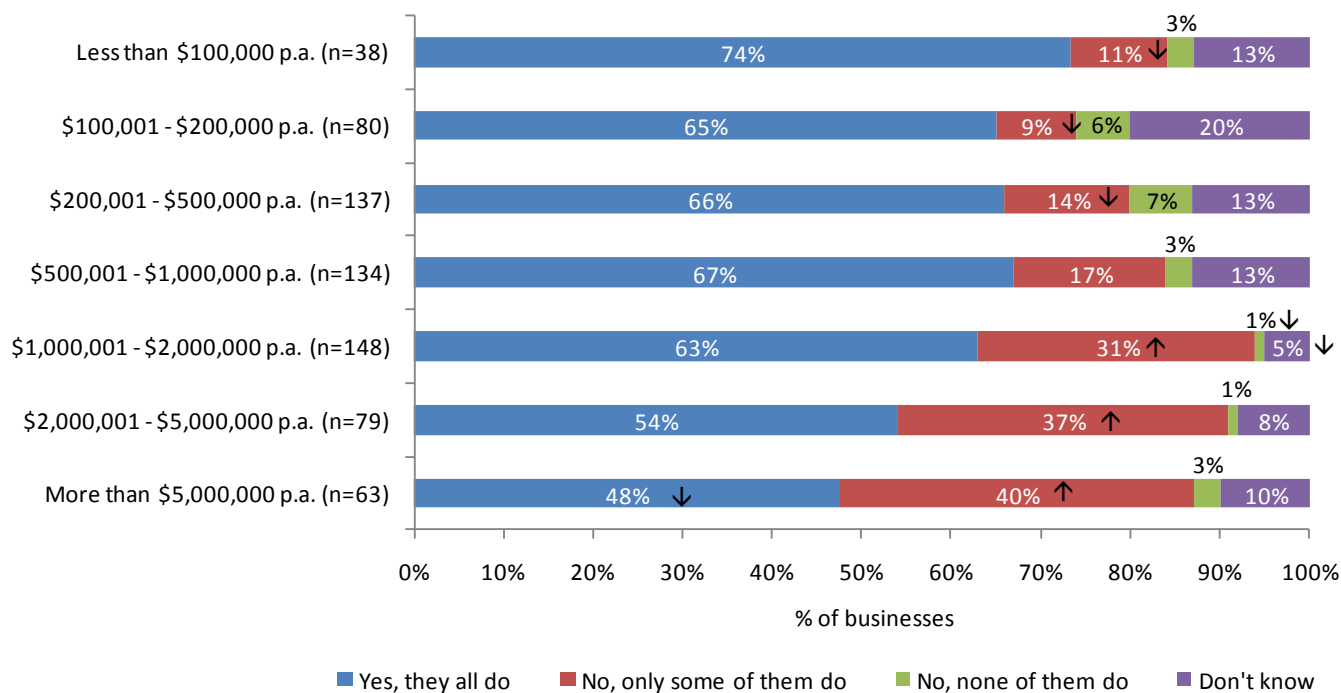
Base: All businesses (n=1004)

\*Caution: Base is too small for significance testing

### By business turnover

There is a steady decrease in the incidence of being able to make electronic payments to all funds as turnover increases, from 74% among those with turnover of less than \$100,000 per annum to 48% among those with turnover of more than \$5 million. Those with turnover of more than \$1 million are significantly more likely to be able to make electronic payments to only some of their superannuation funds compared to businesses with less turnover.

**Figure 99: Ability to make electronic payments by business turnover**



Q4.7 Do all the superannuation funds you make superannuation guarantee payments to allow you to make electronic payments?

Base: All businesses (n=1004)



## By industry

Those in the transport and storage industry were significantly more likely to be able to make electronic payments to all relevant superannuation funds (81%). The lowest incidence of being able to make electronic payments to all relevant super funds was evident within the accommodation, cafes and restaurant industry at 51%. The health and community services industry had the highest incidence of being able to electronic payments to some superannuation funds (30%). The highest incidence of not being aware of whether all relevant superannuation funds would receive electronic payments occurred in the accommodation, cafe and restaurant industry (25%).

**Table 29: Ability to make electronic payments by industry**

	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes, they all do	64%	62%	64%	51%	81%↑	58%	52%↓	65%
No, only some of them do	19%	29%	18%	20%	13%	29%	30%↑	14%↓
No, none of them do	6%	2%	2%	4%	4%	6%	3%	6%
Don't know	10%	7%	17%	25%↑	2%↓	6%	15%	15%

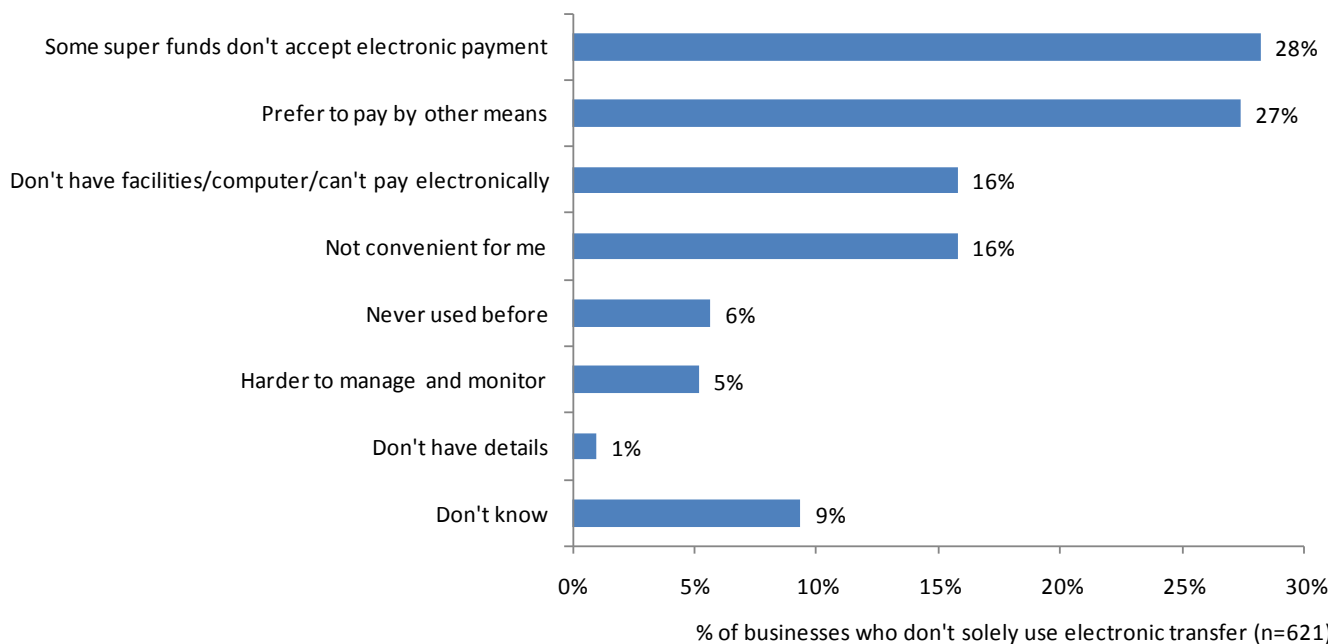
Q4.7 Do all the superannuation funds you make superannuation guarantee payments to allow you to make electronic payments?

Base: All businesses (n=1004)

## Reasons for Not Using Electronic Transfer to Make All SG Payments

One of the most common reasons for not solely using electronic transfer to make SG payments is due to some superannuation funds not accepting electronic transfers (28%). A similar proportion chose to use other methods due to preference (27%). Sixteen percent choose to use methods other than electronic transfer as they don't have facilities to pay electronically, and the same proportion because they find it is not a convenient method for them.

**Figure 100: Reasons for not using electronic transfer to make all SG payments**



Q4.9 Is there any specific reason why you don't pay all superannuation guarantee payments via electronic means? MULTIPLE RESPONSE

Base: Businesses that don't solely use electronic transfer to make superannuation payments (n=621)

**By number of staff**

Micro businesses are significantly more likely to not pay solely through electronic means due to preference (34%) and less likely to do so because some funds do not accept electronic funds transfers (15%). The incidence of not paying only by electronic means due to funds not accepting electronic payments is significantly higher among small and medium businesses. Thirty percent of large businesses do not pay solely by electronic means because they don't have the facilities to do so.

**Table 30: Reasons for not solely using electronic transfer by number of staff**

	Micro (n=281)	Small (n=259)	Medium (n=58)	Large (n=23)*
Prefer to pay by other means	34%↑	23%	19%	13%
Don't have facilities/computer/can't pay electronically	19%	12%	10%	30%
Not convenient for me	17%	15%	12%	13%
Some superannuation funds don't accept electronic payment	15%↓	36%↑	52%↑	48%
Never used before	7%	5%	5%	0%
Harder to manage and monitor	5%	7%	2%	0%
Don't have details	1%	1%	3%	0%
Don't know	11%	9%	5%	4%

Q4.9 Is there any specific reason why you don't pay all superannuation guarantee payments via electronic means? MULTIPLE RESPONSE

Base: Businesses that don't solely use electronic transfer to make superannuation payments (n=621)

\*Caution: Base is too small for significance testing

### By business turnover

Businesses with turnover of \$100,000 - \$200,000 were significantly less likely to not solely use electronic payment because the funds don't accept electronic payment. Those with turnover of \$1 million or more had a higher incidence of not only using electronic payments for this reason.

**Table 31: Reasons for not solely using electronic transfer by business turnover**

	Less than \$100,000 p.a. (n=21)*	\$100,001 - \$200,000 p.a. (n=49)	\$200,001 - \$500,000 p.a. (n=73)	\$500,001 - \$1,000,000 p.a. (n=77)	\$1,000,001 - 2,000,000 p.a. (n=90)	\$2,000,001 - 5,000,000 p.a. (n=51)	More than \$5,000,000 p.a. (n=39)
Some superannuation funds don't accept electronic payment	14%	16%↓	21%	23%	40%↑	47%↑	44%
Not convenient for me	29%	22%	18%	17%	11%	14%	21%
Prefer to pay by other means	38%	33%	29%	27%	19%	20%	23%
Don't have facilities/computer/can't pay electronically	14%	24%	16%	12%	14%	10%	15%
Don't know	19%	4%	11%	13%	9%	4%	5%
Don't have details	0%	0%	1%	1%	1%	4%	0%
Never used before	0%	4%	5%	6%	6%	8%	0%
Harder to manage and monitor	10%	2%	5%	8%	6%	2%	8%

Q4.9 Is there any specific reason why you don't pay all superannuation guarantee payments via electronic means? MULTIPLE RESPONSE

Base: Businesses that don't solely use electronic transfer to make superannuation payments (n=621)

\*Caution: Base is too small for significance testing

**By industry**

Those in the retail industry had a significantly high incidence of not only using electronic means to make SG payments due to a preference for other means (40%). Those in the health and community services industry had a significantly high incidence of not doing so because all the funds they pay to **don't accept electronic payments (40%)**. Those in **accommodation, cafes and restaurants were more likely** than those in other industries to consider electronic payments to not be sufficiently convenient (33%) while those in personal and other services were more likely to not have the facilities (25%) or to have never used this method of payment before (14%).

**Table 32: Reasons for not solely using electronic transfer by industry**

	Manu. (n=44)	Const. (n=49)	Retail (n=91)	Acc./ Cafes (n=40)	Trans./ Strg (n=26)*	Prop/ Bus. Svcs (n=39)	Hlth/ Com. Svcs (n=118)	Pers./ Other Svcs (n=105)
Some superannuation funds don't accept electronic payment	25%	39%	16%↓	10%↓	15%	44%	40%↑	16%↓
Prefer to pay by other means	25%	12%↓	40%↑	38%	50%	28%	20%	26%
Don't have the facilities	23%	12%	16%	10%	8%	8%	17%	25%↑
Not convenient for me	18%	14%	18%	33%↑	23%	5%↓	16%	10%
Harder to manage and monitor	16%	0%	8%	3%	4%	5%	3%	4%
Never used before	2%	8%	5%	5%	4%	5%	3%	14%↑
Don't have appropriate details	0%	0%	1%	0%	0%	0%	2%	0%
Don't know	7%	16%	5%	15%	8%	10%	7%	10%

Q4.9 Is there any specific reason why you don't pay all superannuation guarantee payments via electronic means? MULTIPLE RESPONSE

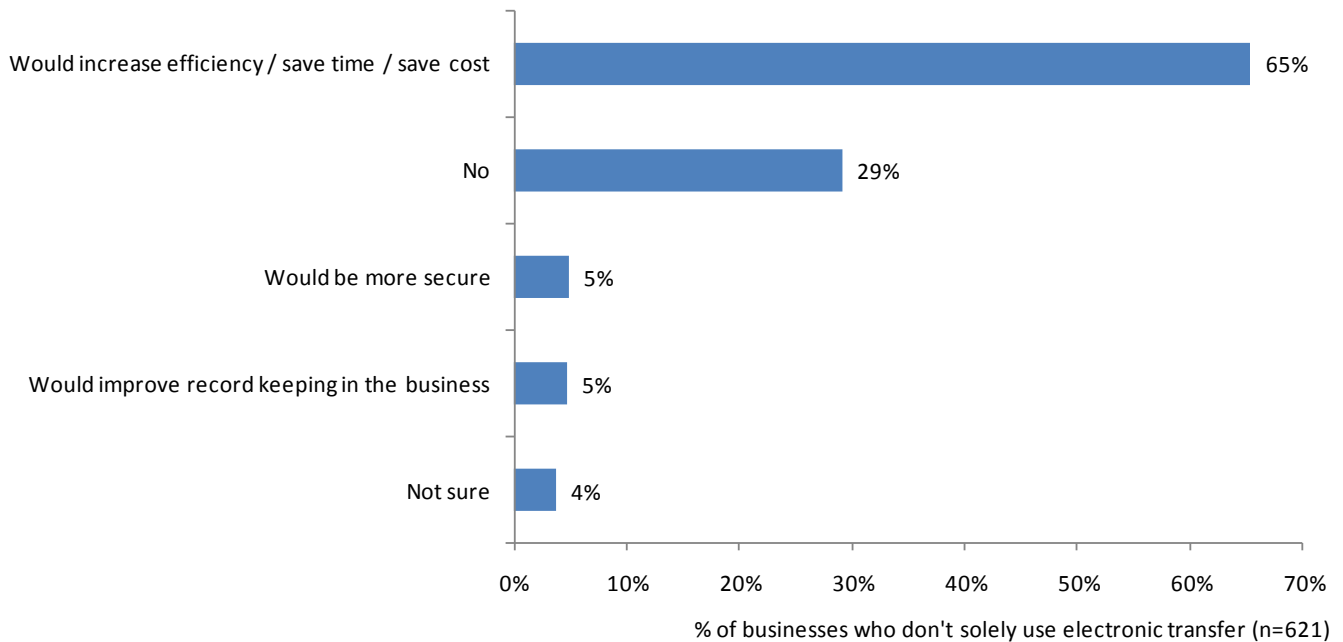
Base: Businesses that don't solely use electronic transfer to make superannuation payments (n=621)

\*Caution: Base is too small for significance testing

## Advantages of Using Only Electronic Payments

Sixty five percent of businesses that do not only use electronic transfer saw increased efficiency as an advantage of using only electronic payment methods. Five percent felt it would be more secure and 5% that it would improve record keeping. Twenty nine percent of those who don't solely use electronic funds transfer could not see any advantage in only using this method of payment.

**Figure 101: Advantage of using only electronic payments**



Q4.10 Do you see any advantages of making superannuation guarantee payments via electronic means?  
Base: Business who don't solely use electronic payments (n=621)

### By number of employees

Small, medium and large businesses are more likely to see increased efficiency as an advantage of using only electronic payments methods for superannuation (72%, 83% and 78% respectively). Micro businesses by contrast are more likely to not see any advantages of using only electronic transfer (40%).

**Table 33: Advantages of only using electronic payments by number of employees**

	Micro (n=281)	Small (n=259)	Medium (n=58)	Large (n=23)*
Would increase efficiency / save time / save cost	54%↓	72%↑	83%↑	78%
Would be more secure	4%	5%	7%	4%
Would improve record keeping in the business	4%	4%	7%	13%
No	40%↑	23%↓	10%↓	17%
Not sure	3%	4%	3%	4%

Q4.10 Do you see any advantages of making superannuation guarantee payments via electronic means?  
Base: Business who don't solely use electronic payments (n=621)  
\*Caution: Base too small for significance testing

### By business turnover

The higher the turnover of the businesses the lower the likelihood of not seeing any advantages in using only electronic payments from 29% among those with turnover of less than \$100,000 to 18% among those with turnover of more than \$5 million. Those with turnover of more than \$1 million have a higher incidence of believing that using only electronic transfer would increase efficiency. Those with turnover of \$200,001- \$500,000 had the lowest incidence of believing that using only electronic payments would increase security and improve record keeping (both 1%).

**Table 34: Advantages of only using electronic payments by business turnover**

	Less than \$100,000 (n=21)*	\$100,001 - 200,000 (n=49)	\$200,001 - 500,000 (n=73)	\$500,001 - \$1,000,000 (n=77)	\$1,000,001- 2,000,000 (n=90)	\$2,000,001 5,000,000 (n=51)	More than \$5,000,000 (n=39)
Would increase efficiency / save time / save cost	67%	63%	60%	57%	76%↑	82%↑	79%↑
Would be more secure	5%	4%	1%↓	5%	14%↑	6%	5%
Would improve record keeping in the business	10%	2%	1%↓	3%	12%↑	8%	8%
No	29%	31%	34%	32%	18%↓	16%↓	18%
Not sure	5%	2%	4%	9%	2%	2%	3%

Q4.10 Do you see any advantages of making superannuation guarantee payments via electronic means?

Base: Business who don't solely use electronic payments (n=621)

\*Caution: Base too small for significance testing

### By industry

Those in the retail industry and those in the accommodation, cafes and restaurants industry were more likely than other industries to see no potential advantages in using only electronic methods of payment for superannuation (41% and 48% respectively).

**Table 35: Advantages of only using electronic payments by industry**

	Manu. (n=44)	Const. (n=49)	Retail (n=91)	Acc./ Cafes (n=40)	Trans./ Strg (n=26)*	Prop/ Bus. Svcs (n=39)	Hlth/ Com. Svcs (n=118)	Pers./ Other Svcs (n=105)
Would increase efficiency	64%	78%	54%↓	48%↓	58%	72%	72%	62%
Would be more secure	5%	6%	5%	3%	12%	3%	3%	3%
Would improve record keeping	7%	8%	4%	5%	8%	3%	3%	3%
No	32%	20%	41%↑	48%↑	38%	21%	24%	30%
Not sure	5%	2%	2%	5%	4%	3%	3%	7%

Q4.10 Do you see any advantages of making superannuation guarantee payments via electronic means?

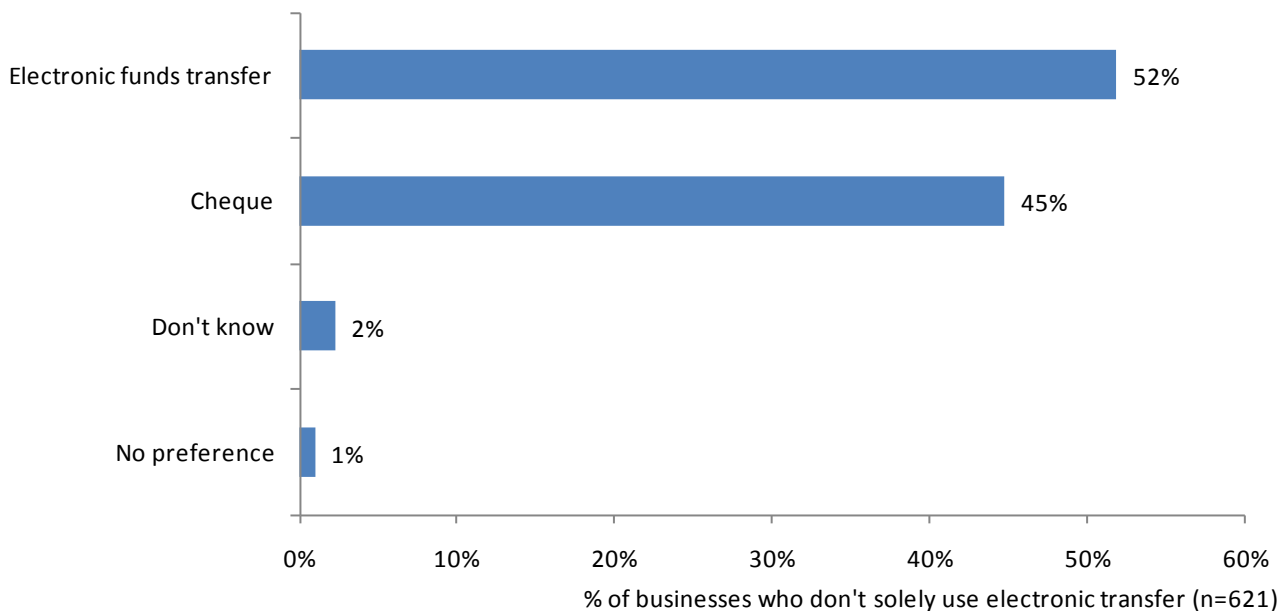
Base: Business who don't solely use electronic payments (n=621)

\*Caution: Base too small for significance testing

## Most Preferred Payment Method

Those businesses that do not solely use electronic payments were asked their preferred method of payment. Half have a preference for electronic payments while 45% prefer to use cheques.

**Figure 102: Most preferred method of payment**



Q4.11 What would be your most preferred payment method when making superannuation guarantee payments on behalf of your employees?

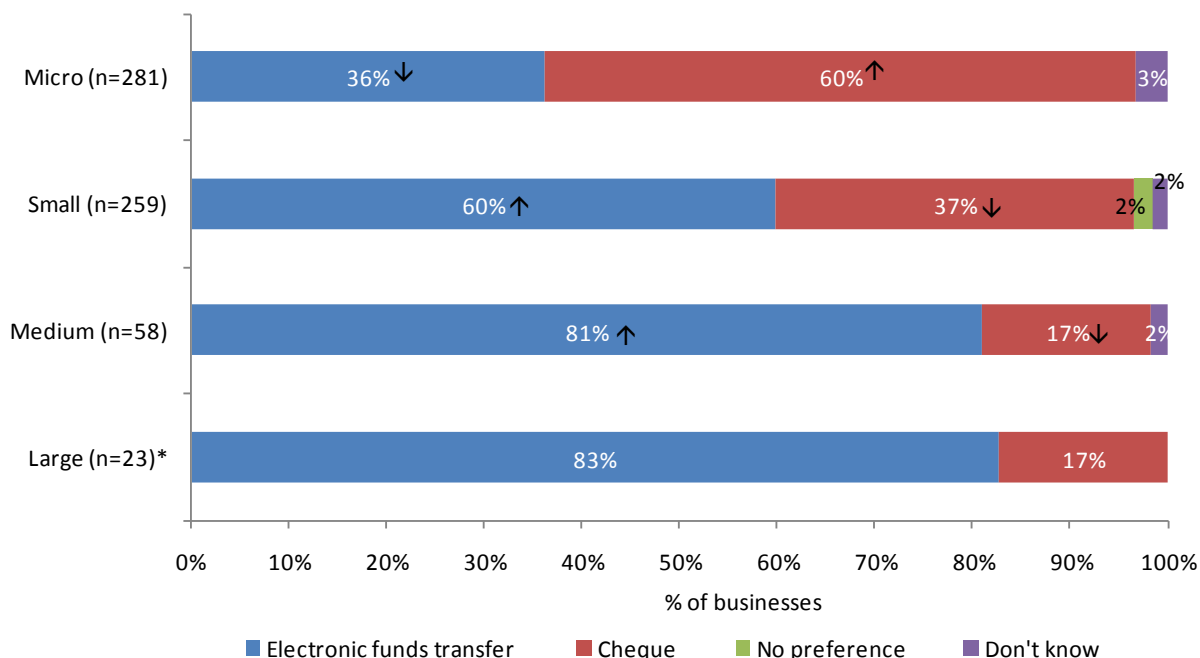
Base: Businesses who don't only use electronic payments (n=621)



### By number of employees

Micro businesses are significantly more likely to prefer to use cheques to pay superannuation (60%) and less likely to prefer electronic payment (36%). The opposite is true among small, medium and large businesses with a higher preference in each case for electronic payment.

**Figure 103: Most preferred method of payment by number of employees**



Q4.11 What would be your most preferred payment method when making superannuation guarantee payments on behalf of your employees?

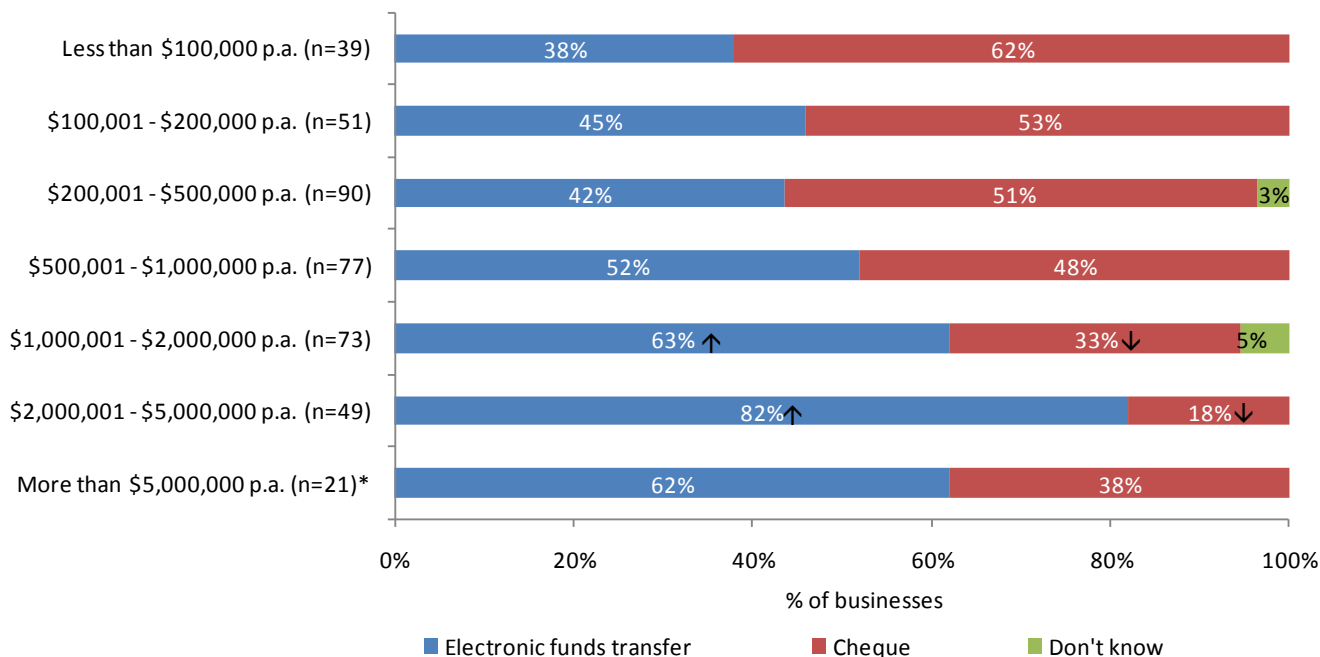
Base: Businesses who don't only use electronic payments (n=621)

\*Caution: base is too small for significance testing

### By business turnover

Businesses with turnover of \$1 million to \$2 million and of \$2 million to \$5 million have a significantly higher incidence of preferring to use electronic payments (63% and 82% respectively) and a lower incidence of preferring to use cheques (33% and 18% respectively) to make superannuation payments.

**Figure 104: Most preferred method of payment by business turnover**



Q4.11 What would be your most preferred payment method when making superannuation guarantee payments on behalf of your employees?

Base: Businesses who don't only use electronic payments (n=621)

\*Caution: base is too small for significance testing

### By industry

Those in the retail industry were significantly more likely to prefer to pay superannuation using cheques (58%) and less likely than those in other industries to prefer using electronic payment methods (37%).

**Table 36: Most preferred method of payment by industry**

	Manu. (n=44)	Const. (n=49)	Retail (n=91)	Acc./ Cafes (n=40)	Trans./ Strg (n=26)*	Prop/ Bus. Svcs (n=39)	Hlth/ Com. Svcs (n=118)	Pers./ Other Svcs (n=105)
Electronic funds transfer	61%	65%	37% ↓	38%	42%	54%	58%	43%
Cheque	36%	35%	58% ↑	55%	54%	44%	41%	50%
No preference	2%	0%	2%	3%	4%	0%	1%	0%
Cash	0%	0%	0%	0%	0%	0%	0%	1%
Don't know	0%	0%	2%	5%	0%	3%	1%	6%

Q4.11 What would be your most preferred payment method when making superannuation guarantee payments on behalf of your employees?

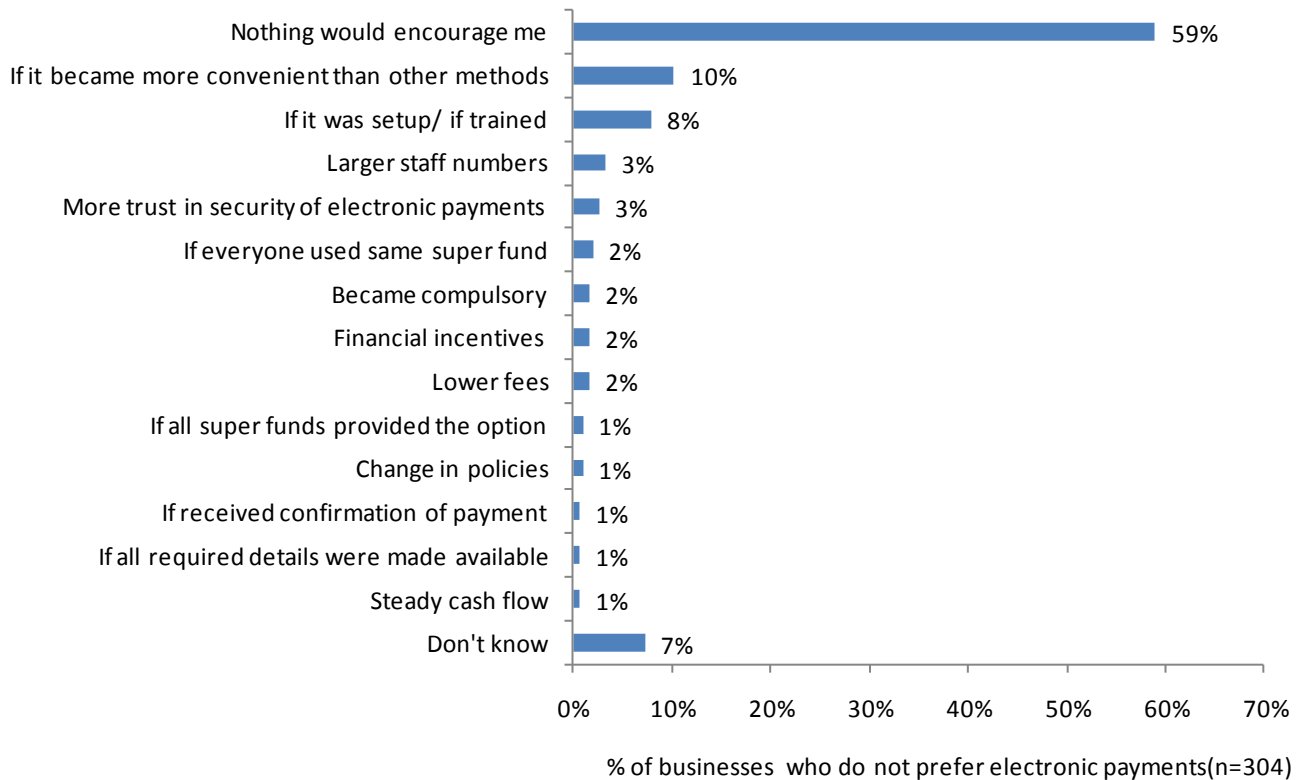
Base: Businesses who don't only use electronic payments (n=621)

\*Caution: Base is too small for significance testing

## Factors to Encourage Sole Use of Electronic Payments

Fifty nine of businesses indicated that nothing would encourage them to only use electronic payments. The other top factors were if it were more convenient than other methods (10%) or if it was set-up or the business trained in its use (8%).

**Figure 105: Factors to encourage sole use of electronic payments**



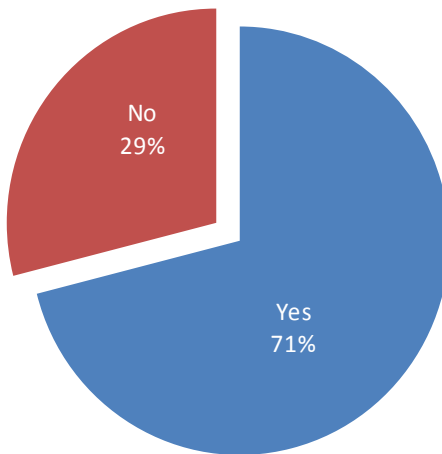
Q4.12 What, if anything, would encourage you to make all your superannuation guarantee payments electronically?  
 Base: businesses that do not prefer electronic payments (n=304)

Subgroups are too small for meaningful further analysis.

## Incidence of Paying to Multiple Funds

71% of businesses pay SG payments to multiple funds.

**Figure 106: Incidence of paying to multiple funds**

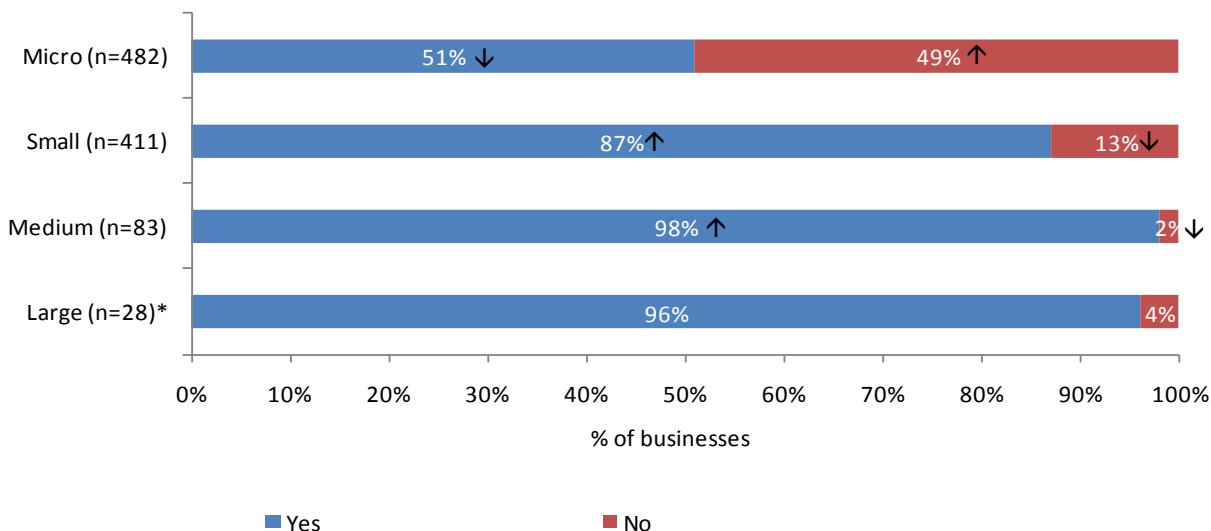


Q4.6A: Do you have to make superannuation guarantee payments to more than one superannuation fund?  
 Base: All businesses (n=1004)

### By number of employees

The incidence of paying into multiple funds is lowest among micro businesses at 51% and highest among medium and large businesses at 98% and 96% respectively.

**Figure 107: Incidence of paying to multiple funds by number of employees**



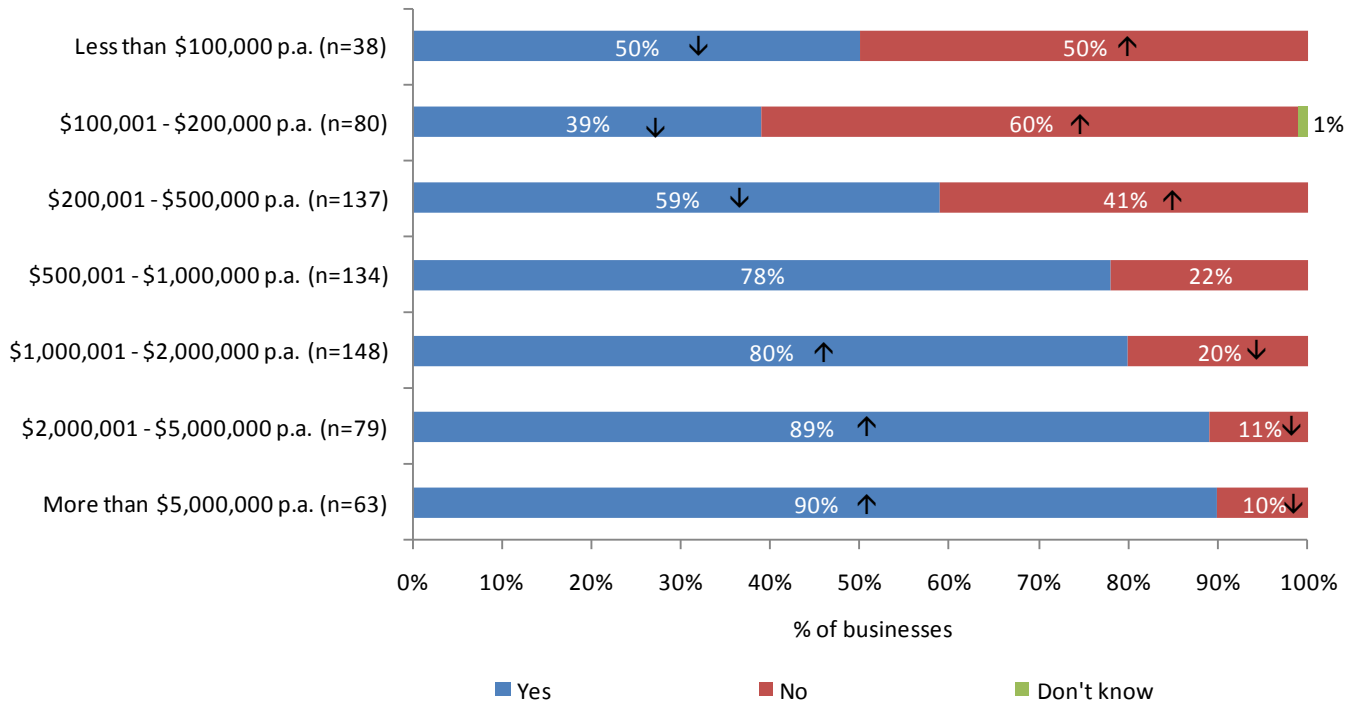
Q4.6A: Do you have to make superannuation guarantee payments to more than one superannuation fund?  
 Base: All businesses (n=1004)

\*Caution: base is too small for significance testing

### By business turnover

From an annual turnover of \$200,000 or more there is a steady increase in the incidence of paying into multiple funds as turnover increases from 59% among those with a turnover of \$200,001-\$500,000 up to 90% of those with turnover of more than \$5 million. Those with a turnover of \$100,001-\$200,000 have a particularly low incidence of paying into multiple funds (39%).

**Figure 108: Incidence of paying to multiple funds by business turnover**



Q4.6A: Do you have to make superannuation guarantee payments to more than one superannuation fund?  
Base: All businesses (n=1004)

### By industry

Those in the property and business service industry (85%) and those in the health and community service industry (81%) were significantly more likely to make SG payments to more than one superannuation fund. Those in the retail and accommodation/ cafes and restaurant industries were significantly more likely to pay into a single fund (38% and 45% respectively).

**Table 37: Incidence of paying to multiple funds by industry**

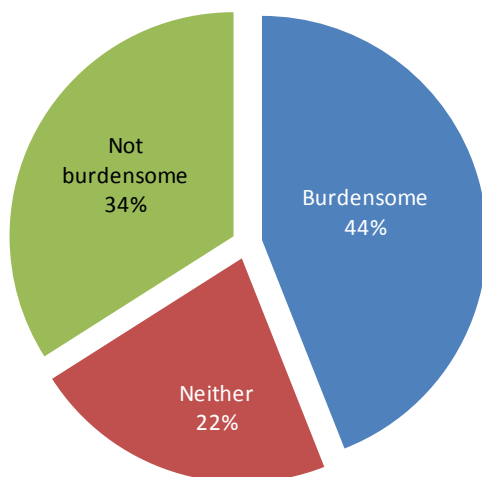
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes	74%	74%	61%↓	55%↓	71%	85%↑	81%↑	61%↓
No	26%	26%	38%↑	45%↑	29%	15%↓	19%↓	39%↑
Not sure	0%	0%	1%	0%	0%	0%	1%	0%

Q4.6A: Do you have to make superannuation guarantee payments to more than one superannuation fund?  
Base: All businesses (n=1004)

## Extent to Which Paying into Multiple Funds is a Burden

44% of businesses consider paying into multiple funds to be a burden. Twenty two percent gave a neutral rating while 34% did not consider it to be a burden.

**Figure 109: Extent to which paying into multiple funds is a burden**



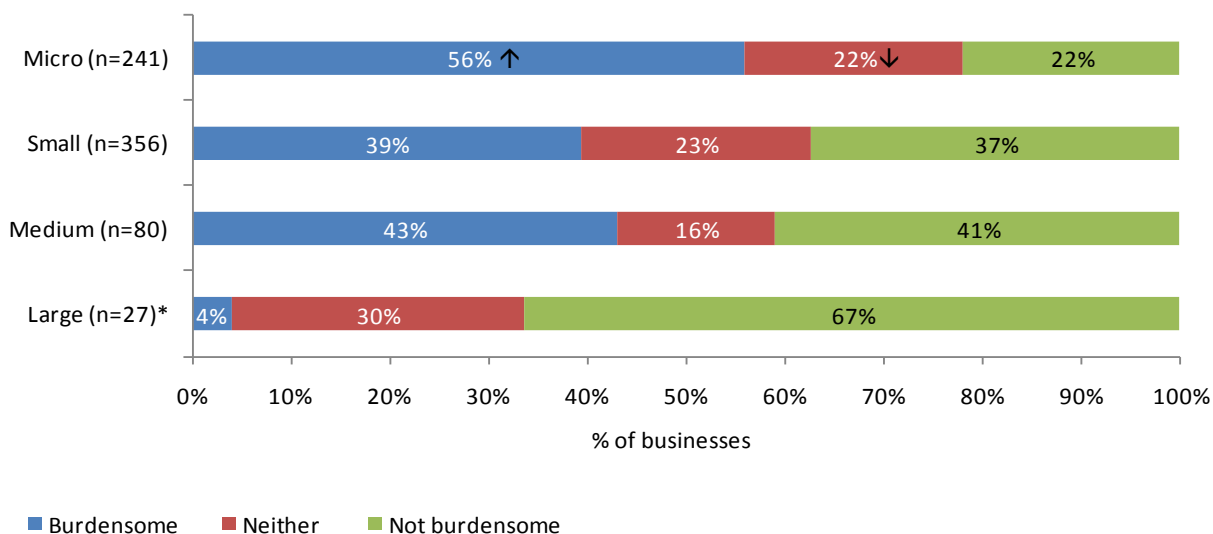
Q4.6B On a scale of 0 to 10 where 0 is no burden and 10 is a large burden, how much of a burden is it for you to make superannuation guarantee payments across multiple funds?

Base: Businesses that make SG payments to multiple funds (n=704)

### By number of employees

Paying into multiple funds is a burden for more micro businesses (56%) compared to other businesses, particularly large businesses, just 4% of whom consider this to be a burden.

**Figure 110: Extent to which paying into multiple funds is a burden by number of employees**



Q4.6B On a scale of 0 to 10 where 0 is no burden and 10 is a large burden, how much of a burden is it for you to make superannuation guarantee payments across multiple funds?

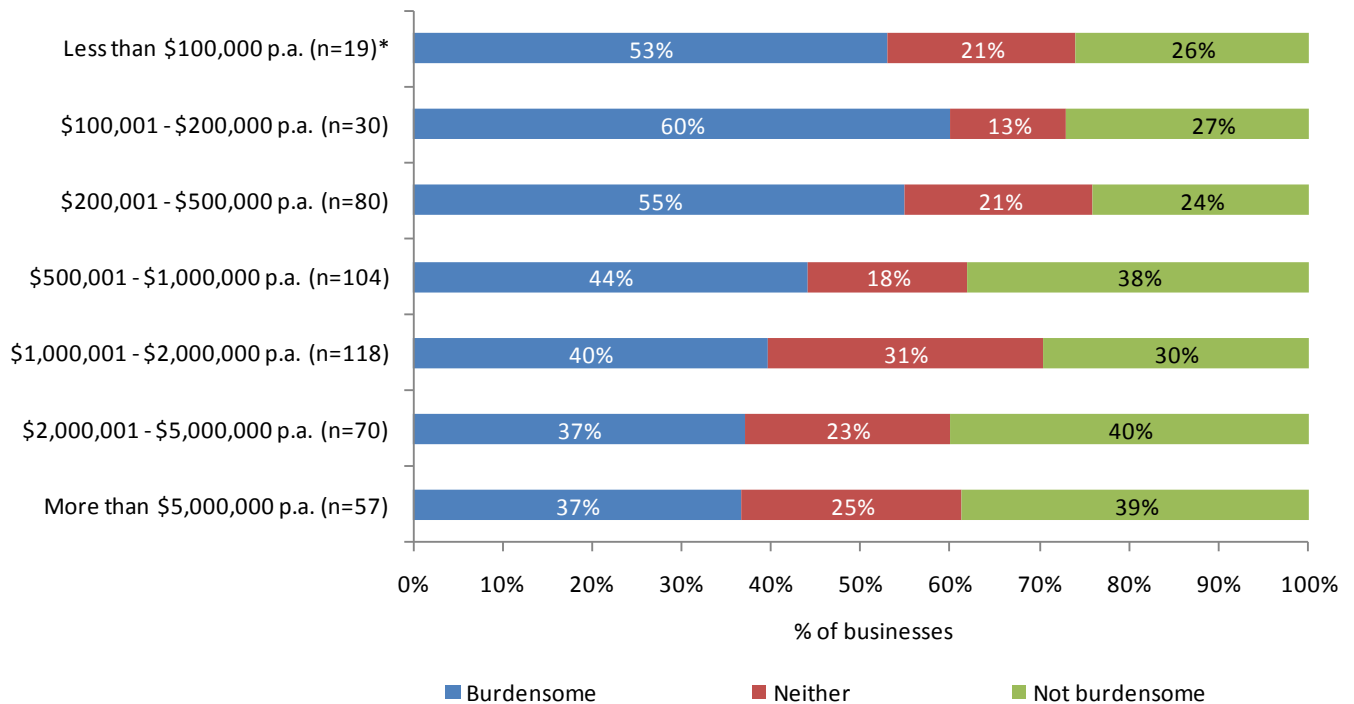
Base: Businesses that make SG payments to multiple funds (n=704)

\*Caution: Base is too small for significance testing

### By business turnover

There is little significant variation in the extent to which paying into multiple funds is a burden depending on business turnover.

**Figure 111: Extent to which paying into multiple funds is a burden by business turnover**



Q4.6B On a scale of 0 to 10 where 0 is no burden and 10 is a large burden, how much of a burden is it for you to make superannuation guarantee payments across multiple funds?

Base: Businesses that make SG payments to multiple funds (n=704)

\*Caution: Base is too small for significance testing

### By industry

Those in the personal and other services industries were significantly less likely to consider making SG payments across multiple funds to be a burden (22%) compared to those in other industries.

**Table 38: Extent to which paying into multiple funds is a burden by industry**

	Manu. (n=57)	Const. (n=62)	Retail (n=93)	Acc./ Cafes (n=30)*	Trans./ Strg (n=37)	Prop/ Bus. Svcs (n=53)	Hlth/ Com. Svcs (n=132)	Pers./ Other Svcs (n=98)
Not burdensome	53%	39%	45%	43%	32%	42%	37%	52%
Neither	25%	21%	25%	20%	19%	23%	26%	26%
Burdensome	23%	40%	30%	37%	49%	36%	37%	22%↓

Q4.6B On a scale of 0 to 10 where 0 is no burden and 10 is a large burden, how much of a burden is it for you to make superannuation guarantee payments across multiple funds?

Base: Businesses that make SG payments to multiple funds (n=704)

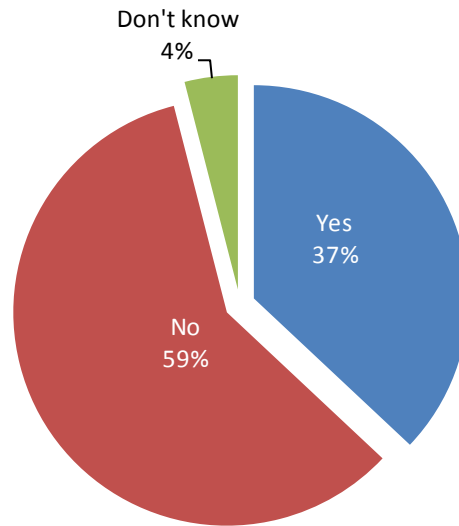
\*Caution: Base is too small for significance testing

## Employee Voluntary Contributions

### Incidence of Employee Voluntary Contributions

Voluntary contributions are made by staff in 37% of businesses. Fifty nine percent of businesses surveyed had no staff making voluntary contributions.

**Figure 112: Incidence of employee voluntary contributions**



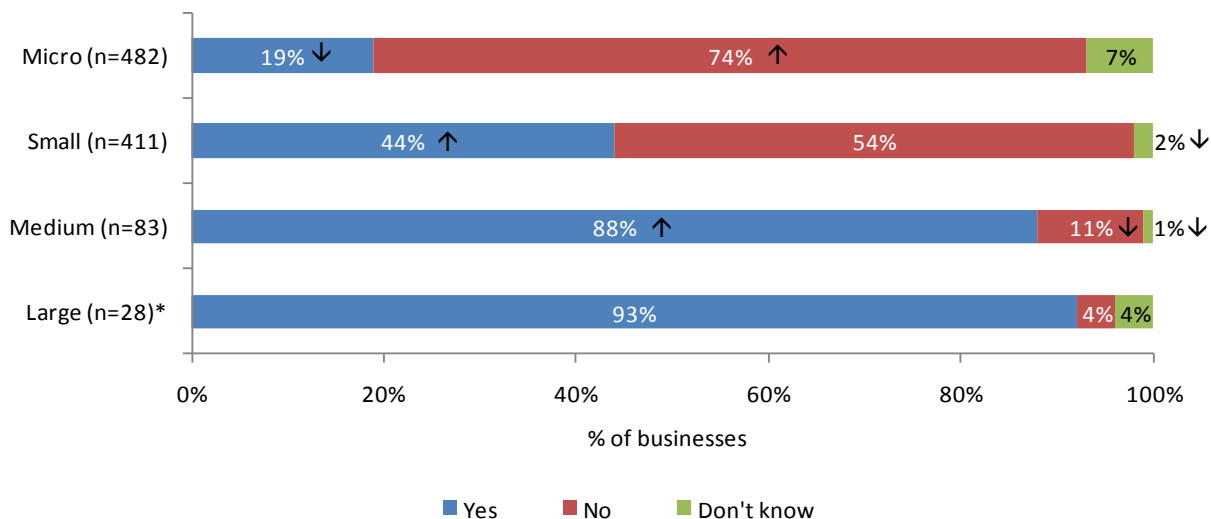
*Q5.1 Do any of your employees make voluntary contributions to their superannuation, over and above the nine percent (9%) you contribute to their account under the superannuation guarantee?  
Base: All businesses (n=1004)*



### By number of employees

The larger the number of employees in a business, the greater the likelihood of some staff making voluntary superannuation contributions. This ranges from 19% among micro businesses to 93% among large businesses. A significantly large 74% of micro businesses do not have any staff making voluntary superannuation contributions.

**Figure 113: Incidence of employee voluntary contributions by number of employees**



Q5.1 Do any of your employees make voluntary contributions to their superannuation, over and above the nine percent (9%) you contribute to their account under the superannuation guarantee?

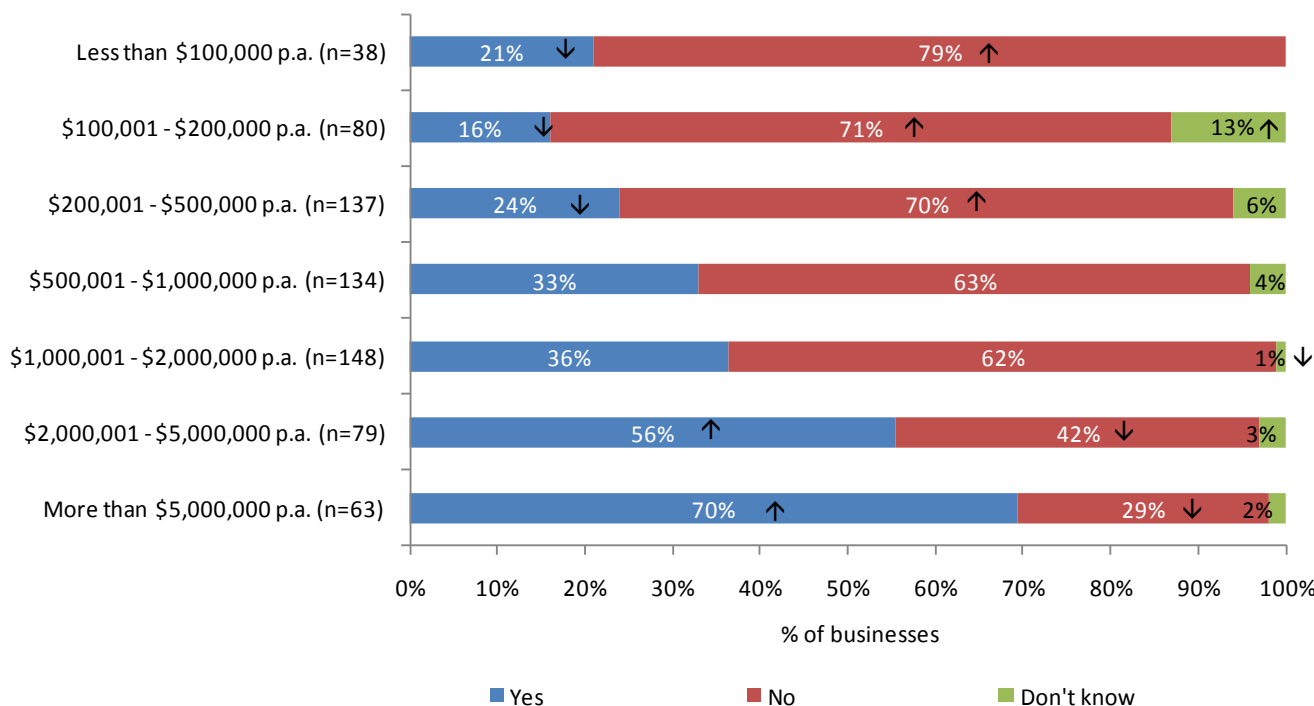
Base: All businesses (n=1004)

\*Caution: base is too small for significance testing

### By business turnover

As business turnover increases, the proportion of businesses that have staff making voluntary contributions to superannuation also increases from 21% among those with turnover of \$100,001 to \$200,000 to 70% among businesses with turnover of more than \$5 million.

**Figure 114: Incidence of employee voluntary contributions by business turnover**



Q5.1 Do any of your employees make voluntary contributions to their superannuation, over and above the nine percent (9%) you contribute to their account under the superannuation guarantee?  
 Base: All businesses (n=1004)

### By industry

Those in the health and community services industry had the highest incidence of having employees who make voluntary payments to their superannuation (47%). Incidences were significantly lower for those in the retail industry (28%) and those in the personal and other services industries (26%).

**Table 39: Incidence of employee voluntary contributions by industry**

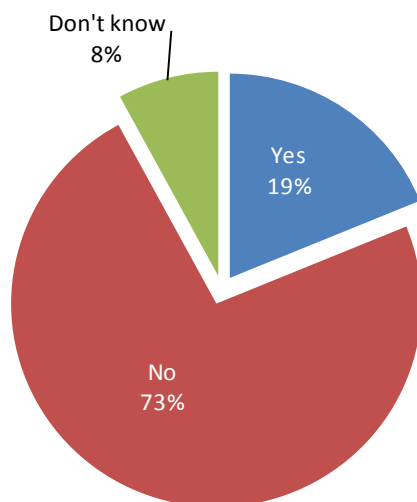
	Manu. (n=78)	Const. (n=86)	Retail (n=154)	Acc./ Cafes (n=55)	Trans./ Strg (n=52)	Prop/ Bus. Svcs (n=62)	Hlth/ Com. Svcs (n=165)	Pers./ Other Svcs (n=163)
Yes	36%	44%	28%↓	25%	38%	35%	47%↑	26%↓
No	62%	52%	68%↑	64%	62%	63%	48%↓	69%↑
Don't know	3%	3%	4%	11%	0%	2%	5%	5%

Q5.1 Do any of your employees make voluntary contributions to their superannuation, over and above the nine percent (9%) you contribute to their account under the superannuation guarantee?  
 Base: All businesses (n=1004)

## Incidence of Previously Having Employees Making Voluntary Contributions

Among those businesses that do not currently have staff making voluntary contributions to superannuation, 19% had staff making voluntary contributions in the past.

**Figure 115: Incidence of previously having employees making voluntary contributions**

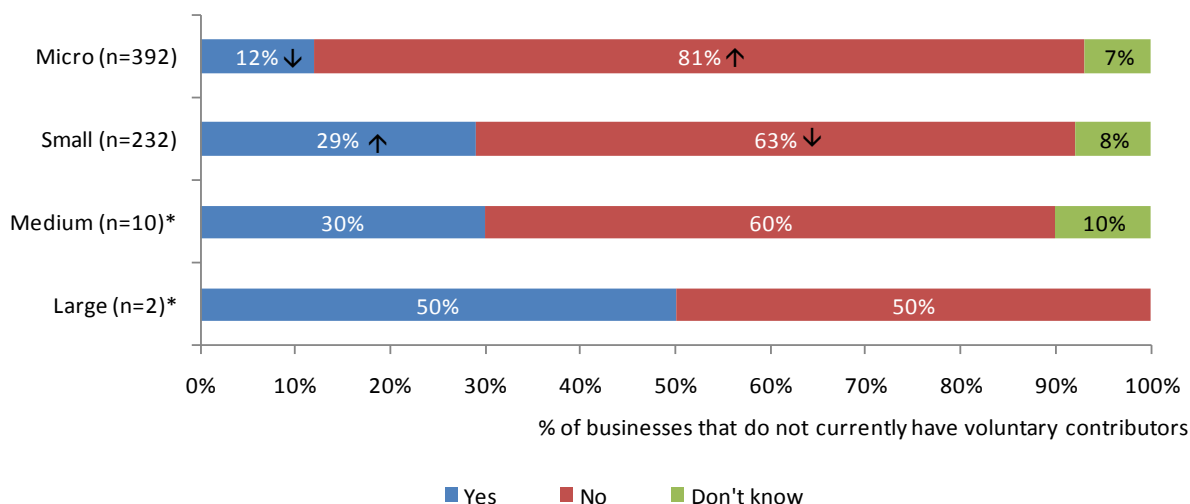


Q5.1B Have you ever previously had employees who have made voluntary contributions to their superannuation?  
Base: Those who do not currently have staff making voluntary contribution to superannuation (n=636)

### By number of employees

As the number of staff increases, the incidence of having previously had staff making voluntary contributions also increases from 12% among micro businesses to 50% among large businesses.

**Figure 116: Incidence of previously having employees making voluntary contributions by number of employees**



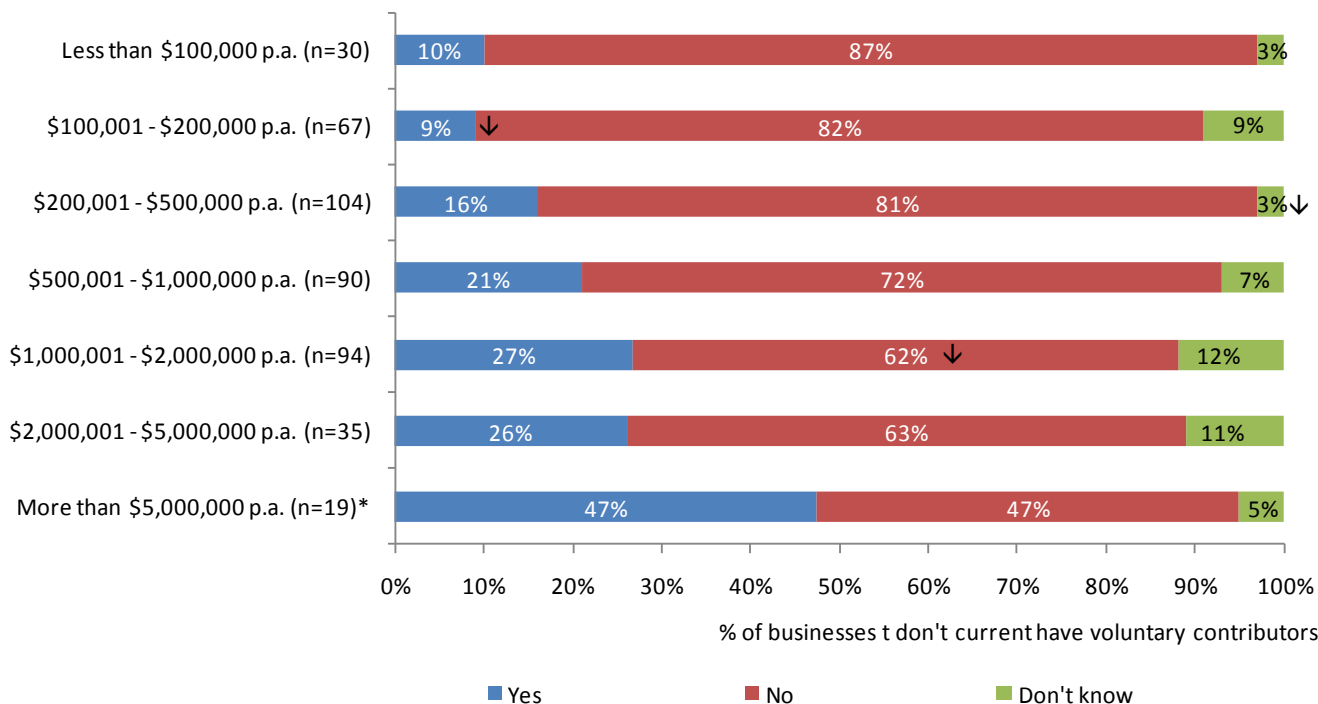
Q5.1B Have you ever previously had employees who have made voluntary contributions to their superannuation?  
Base: Those who do not currently have staff making voluntary contribution to superannuation (n=636)

\*Caution: Base is too small for significance testing

### By business turnover

The incidence of having previously had staff making voluntary contributions to superannuation increases as business turnover increase from 10% among those with turnover of less than \$100,000 per year up to 47% among those with annual turnover of more than \$5 million.

**Figure 117: Incidence of previously having employees making voluntary contributions by business turnover**



Q5.1B Have you ever previously had employees who have made voluntary contributions to their superannuation?  
 Base: Those who do not currently have staff making voluntary contribution to superannuation (n=636)  
 \*Caution: Base is too small for significance testing

### By industry

The highest incidence of having previously had staff making voluntary contributions occurs among the manufacturing industry (34%) and the lowest incidence among the accommodation, cafes and restaurants industry (7%). Those in the retail industry had a significantly high incidence of having not previously had staff making voluntary contributions to superannuation (82%).

**Table 40: Incidence of previously having employees making voluntary contributions by industry**

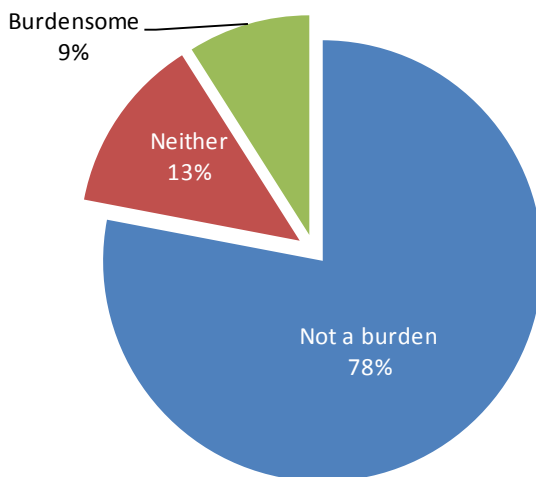
	Manu. (n=50)	Const. (n=48)	Retail (n=111)	Acc./ Cafes (n=41)	Trans./ Strg (n=32)	Prop/ Bus. Svcs (n=40)	Hlth/ Com. Svcs (n=87)	Pers./ Other Svcs (n=120)
Yes	34% ↑	23%	14%	7% ↓	9%	33%	18%	16%
No	64%	71%	82% ↑	80%	84%	60%	69%	76%
Don't know	2% ↓	6%	5%	12%	6%	8%	13%	8%

Q5.1B Have you ever previously had employees who have made voluntary contributions to their superannuation?  
 Base: Those who do not currently have staff making voluntary contribution to superannuation (n=636)

## Extent to Which Voluntary Contributions are a Burden

78% of businesses that have staff making voluntary superannuation contributions do not consider this to be a burden. Nine percent do consider these payments to be a burden.

**Figure 118: Extent to which voluntary contributions are a burden**



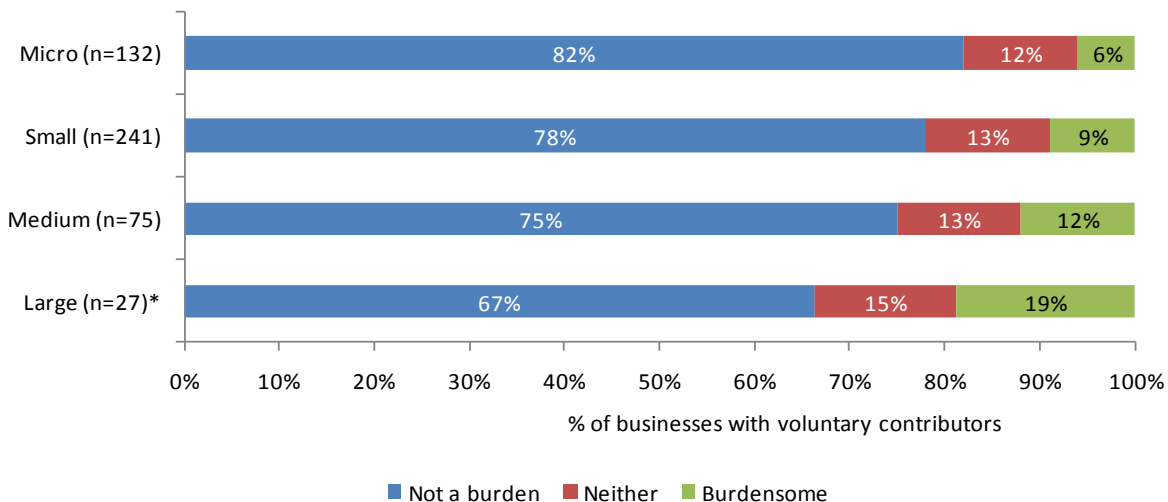
Q5.2 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments on behalf of the employee?

Base: Those who currently or have previously had staff making voluntary contributions (n=475)

### By number of staff

A greater proportion of businesses with few staff do not consider voluntary contributions to be a burden in contrast to those with larger staff numbers. Eight two percent of micro businesses consider voluntary payments to not be a burden compared to 67% of large businesses.

**Figure 119: Extent to which voluntary contributions are a burden by number of staff**



Q5.2 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments on behalf of the employee?

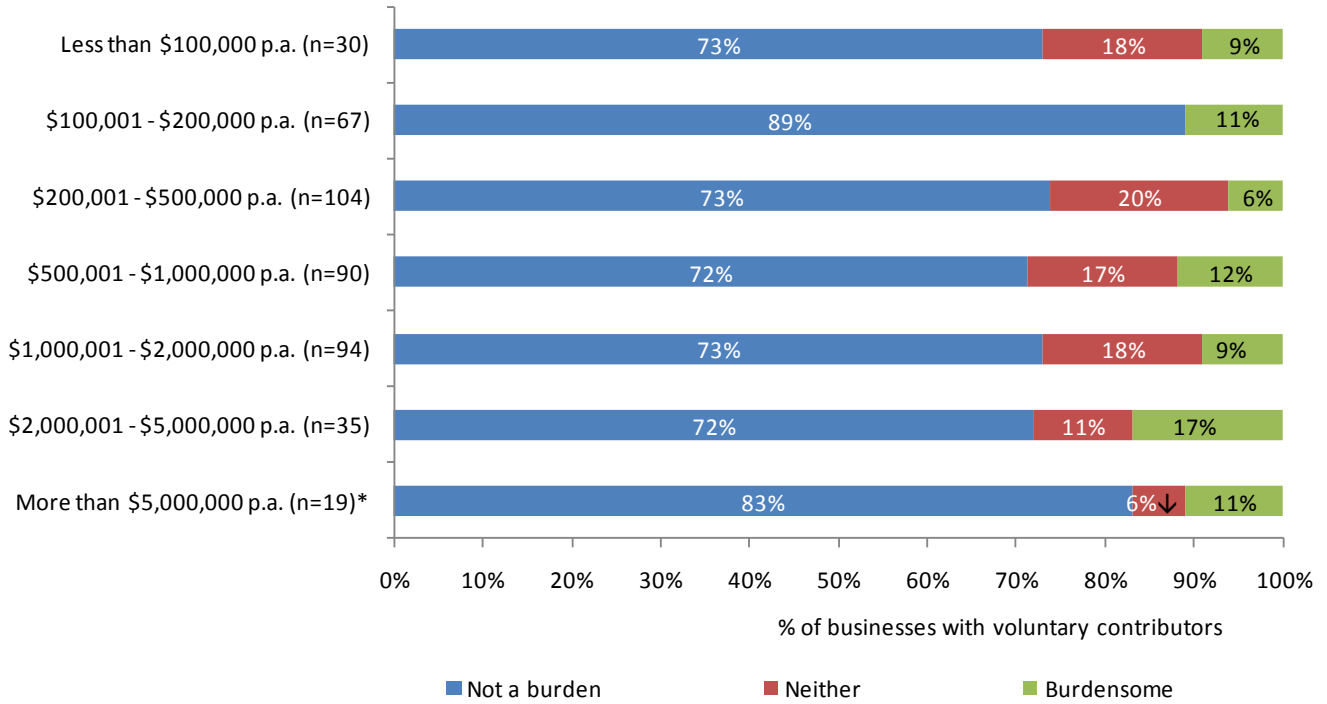
Base: Those who currently or have previously had staff making voluntary contributions (n=475)

\*Caution: Base is too small for significance testing

### By business turnover

There is no clear trend or significance different in the extent to which voluntary contributions are a burden by business turnover.

**Figure 120: Extent to which voluntary contributions are a burden by business turnover**



Q5.2 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments on behalf of the employee?

Base: Those who currently or have previously had staff making voluntary contributions (n=475)

\*Caution: Base is too small for significance testing

### By industry

Those in the retail industry had the highest incidence of considering voluntary contributions made to multiple funds to not be a burden (89%).

**Table 41: Extent to which voluntary contributions are a burden by industry**

	Manu. (n=50)	Const. (n=48)	Retail (n=57)	Acc./ Cafes (n=17)*	Trans./ Strg (n=22)*	Prop/ Bus. Svcs (n=35)	Hlth/ Com. Svcs (n=93)	Pers./ Other Svcs (n=61)
Not burdensome	80%	77%	89%↑	76%	68%	71%	73%	75%
Neither	11%	15%	5%↓	12%	18%	14%	16%	15%
Burdensome	9%	8%	5%	12%	14%	14%	11%	10%

Q5.2 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments on behalf of the employee?

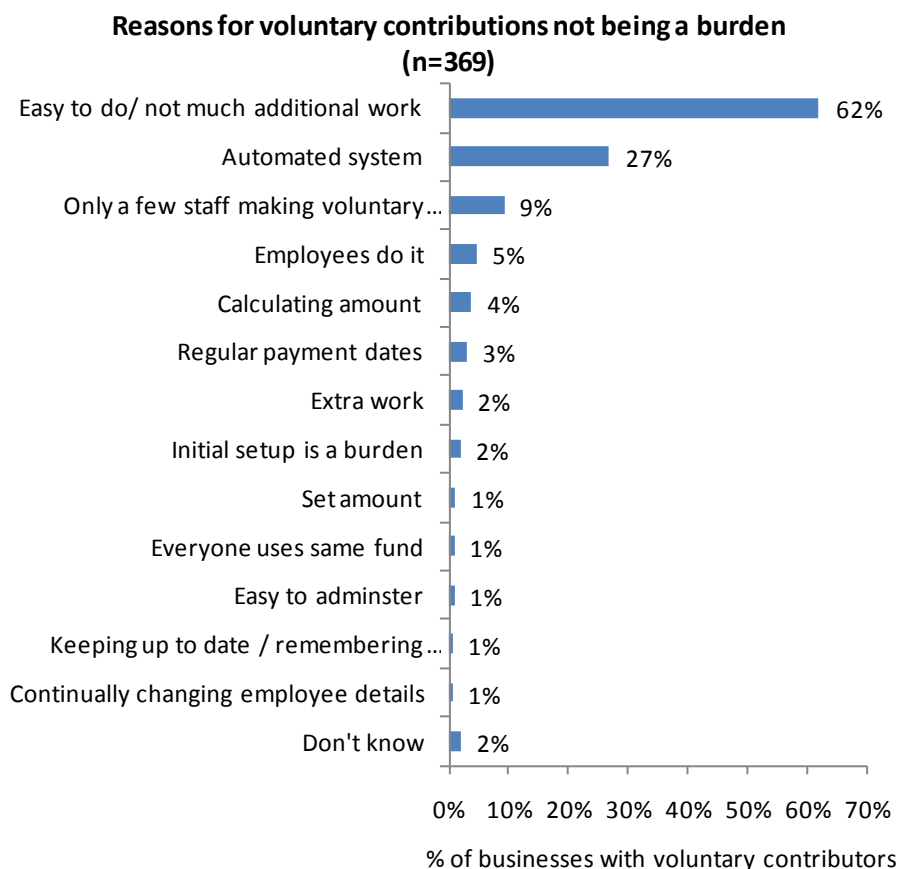
Base: Those who currently or have previously had staff making voluntary contributions (n=475)

\*Caution: Base is too small for significance testing

## Reasons for Voluntary Contributions Being (or Not Being) a Burden

The main reason that voluntary contributions are not considered a burden by the majority of businesses with staff making voluntary payments is because it is easy to do and not a lot of additional work (62%). Twenty seven percent indicated they have an automated system which minimizes the burden and 9% indicated they only had a small number of staff making voluntary contributions.

**Figure 121: Reasons for voluntary contributions not being burden**

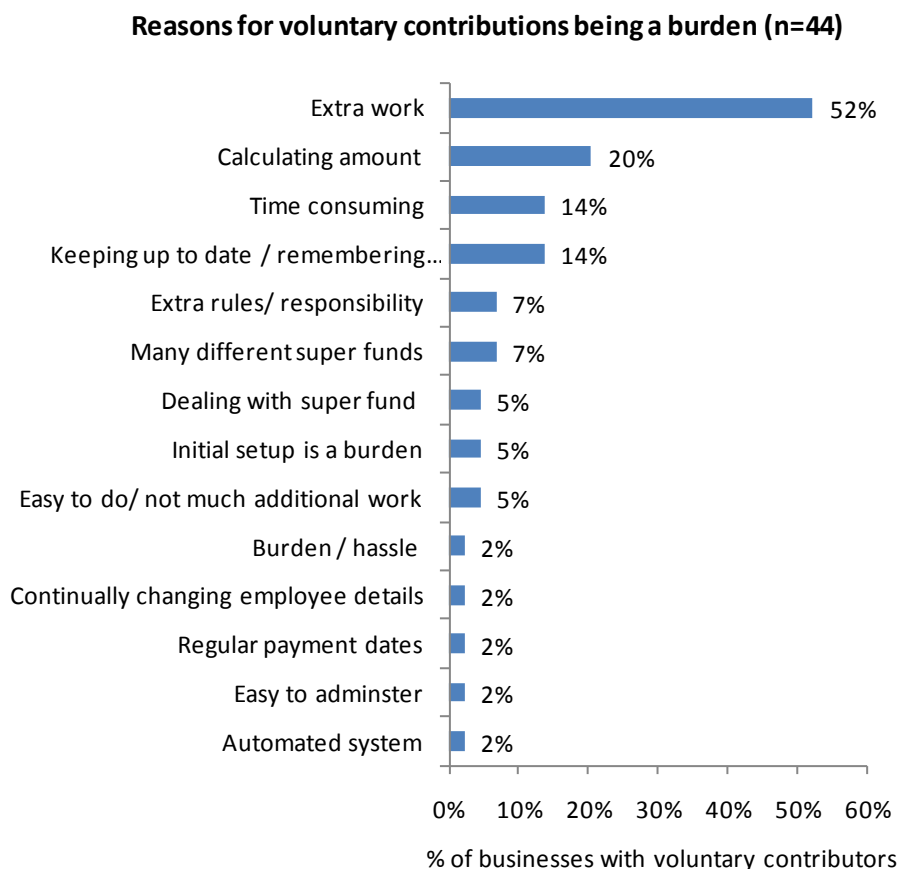


Q5.3 Why is that?

Base: Businesses with staff making voluntary contributions currently in previously who considered contributions to not be a burden (n=369)

Among those businesses that did consider voluntary payments to be a burden, the most common reason was the additional work required to administer the payments (52%). Other common reasons for seeing voluntary payments as a burden were the requirement to calculate the amount to be contributed (20%), time consuming (14%) and keeping up to date/ remembering to do it (14%).

**Figure 122: Reasons for voluntary contributions being burden**



**Q5.3 Why is that?**

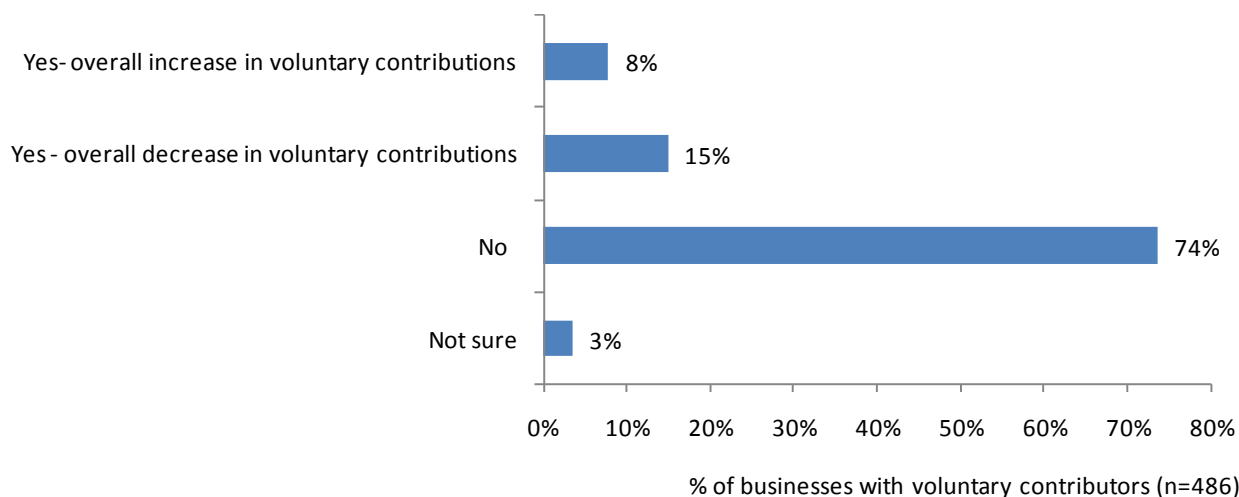
Base: Businesses with staff making voluntary contributions currently in previously who considered contributions to be a burden (n=44)



## Variation in Level of Voluntary Contributions

The majority of businesses with staff making voluntary contributions have not noticed any change in the level of contributions over the previous twelve months (74%). The incidence of having seen an overall decrease (15%) is higher than the incidence of having seen an overall increase (8%).

**Figure 123: Variation in level of voluntary contributions**



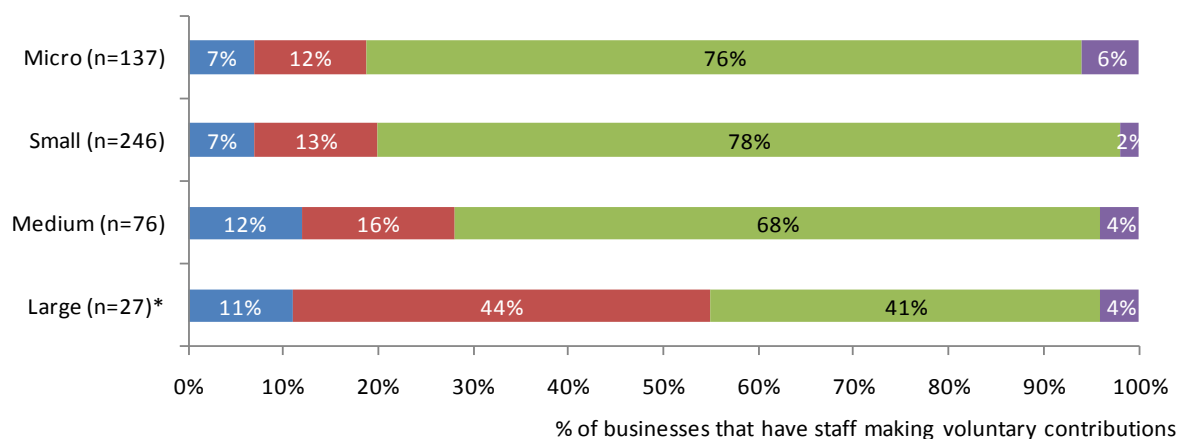
Q5.4 Over the past twelve months, have you noticed any variation in the overall level of voluntary contributions made by your employees?

Base: Businesses with staff making voluntary contributions either currently or in the past (n=486)

### By number of employees

Among micro (76%) and small (78%) businesses there is a consistent incidence of not having seen any change in the level of voluntary contributions in the previous twelve months. Among medium businesses there is a slight shift towards seeing a decrease in voluntary contributions (16%). This shift is even more notable among large businesses with 44% having seen a decrease in voluntary contributions.

**Figure 124: Variation in level of voluntary contributions by number of employees**



■ Yes - overall increase in voluntary contributions ■ Yes - overall decrease in voluntary contributions ■ No ■ Not sure

Q5.4 Over the past twelve months, have you noticed any variation in the overall level of voluntary contributions made by your employees?

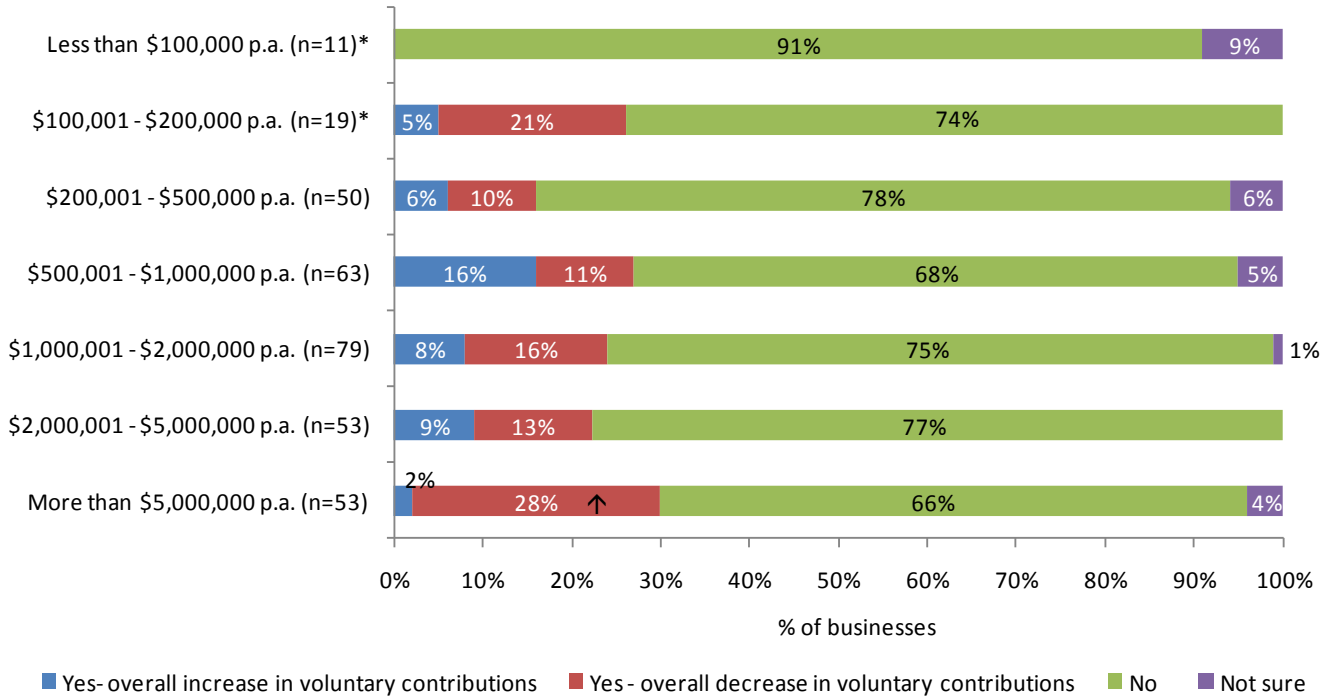
Base: Businesses with staff making voluntary contributions either currently or in the past (n=486)

\* Caution: Base is too small for significance testing

### By business turnover

Businesses with a turnover of more than \$5 million have a significantly higher incidence of having seen a decrease in the level of voluntary contributions over the last twelve months (28%).

**Figure 125: Variation in level of voluntary contributions by business turnover**



Q5.4 Over the past twelve months, have you noticed any variation in the overall level of voluntary contributions made by your employees?

Base: Businesses with staff making voluntary contributions either currently or in the past (n=486)

\* Caution: Base is too small for significance testing

### By industry

Those in the retail industry had a significantly higher incidence of no having seen any change in the level of voluntary contributions in the previous 12 months (84%) and a lower incidence of having seen a decrease (5%) compared to those in other industries.

**Table 42: Variation in level of voluntary contributions by industry**

	Manu. (n=50)	Const. (n=48)	Retail (n=57)	Acc./ Cafes (n=17)*	Trans./ Strg (n=22)*	Prop/ Bus. Svcs (n=35)	Hlth/ Com. Svcs (n=93)	Pers./ Other Svcs (n=61)
Yes - overall increase	4%	8%	5%	6%	9%	9%	11%	8%
Yes - overall decrease	18%	18%	5%↓	12%	9%	11%	15%	18%
No	73%	69%	84%↑	71%	83%	71%	73%	73%
Not sure	4%	4%	5%	12%	0%	9%	1%	2%

Q5.4 Over the past twelve months, have you noticed any variation in the overall level of voluntary contributions made by your employees?

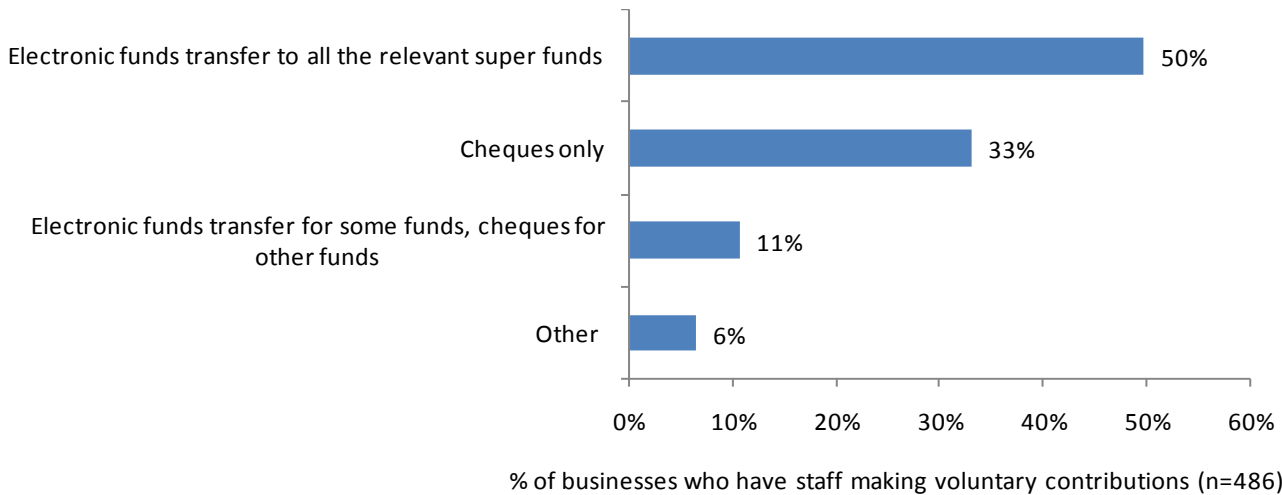
Base: Businesses with staff making voluntary contributions either currently or in the past (n=486)

\* Caution: Base is too small for significance testing

## Method of Making Voluntary Contributions

Half of the businesses making voluntary contributions are doing so through electronic transfer. One third are using only cheques (33%).

**Figure 126: Method of making voluntary contributions**

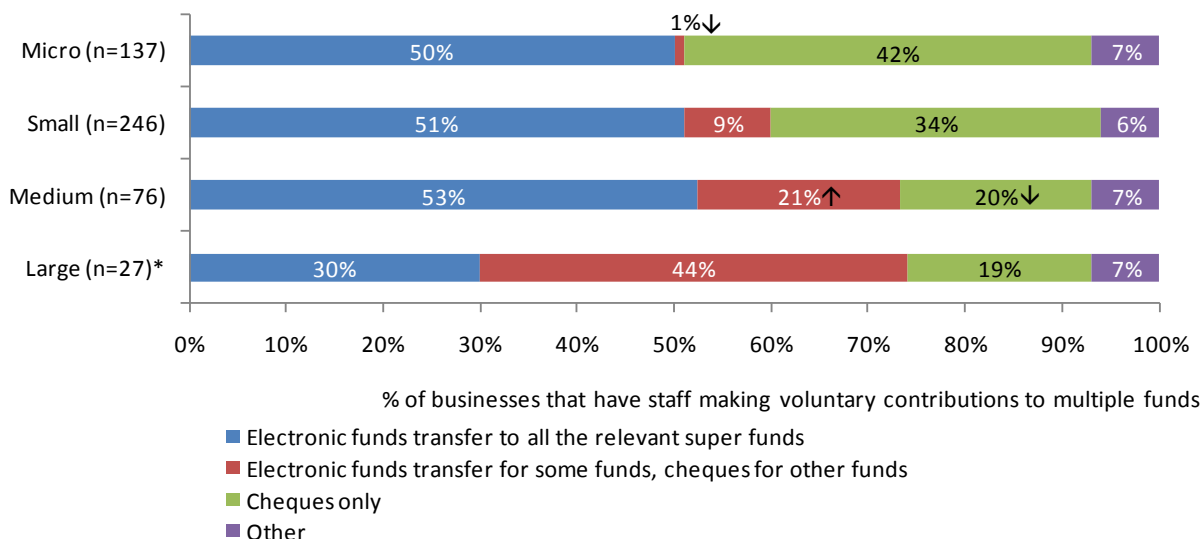


Q5.7 How do you make your payments for these voluntary contributions?  
 Base: Those who are making voluntary contributions on behalf of staff (n=486).

### By number of staff

Medium businesses are less likely to use cheques only to make voluntary contributions and more likely to use a combination of electronic funds transfer and cheques. Forty four percent of large businesses use a combination of electronic funds transfer and cheques.

**Figure 127: Method of making voluntary contributions by number of employees**

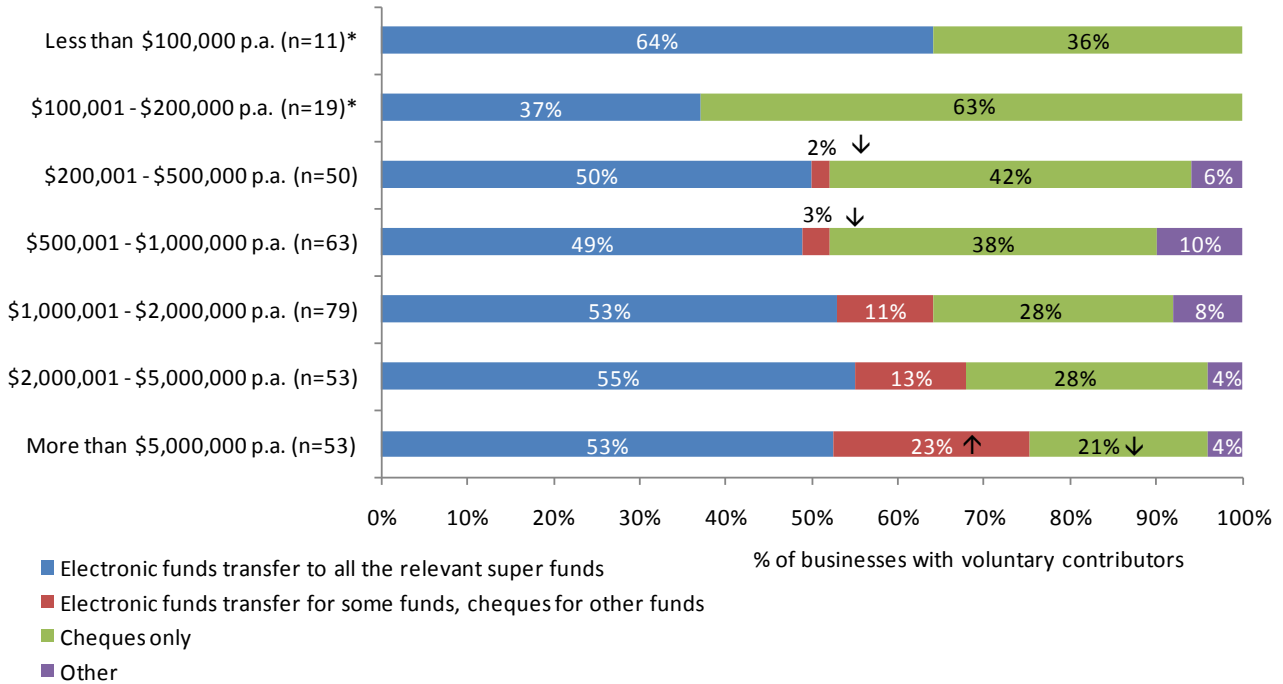


Q5.7 How do you make your payments for these voluntary contributions?  
 Base: Those who are making voluntary contributions on behalf of staff (n=486).  
 \*Caution: base is too small for significance testing

### By business turnover

A significantly larger proportion of business with turnover of more than \$5 million use a combination of electronic payments and cheques to administer voluntary contributions while use of cheques only is generally more popular among businesses with lower turnover.

**Figure 128: Method of making voluntary contributions by business turnover**



Q5.7 How do you make your payments for these voluntary contributions?  
 Base: Those who are making voluntary contributions on behalf of staff (n=486).  
 \*Caution: base is too small for significance testing

### By industry

There is a significantly higher incidence of using cheques only to make voluntary contribution payments among those in the personal and other services industry (48%). There was a significantly lower incidence of using only cheques among those in the construction industry (20%).

**Table 43: Method of making voluntary contributions by industry**

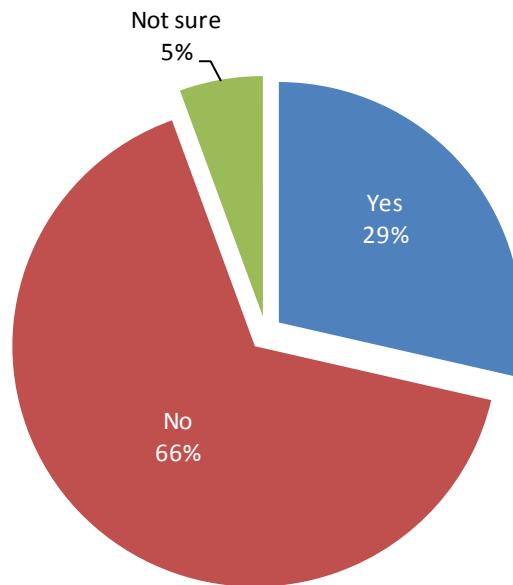
	Manu. (n=50)	Const. (n=48)	Retail (n=57)	Acc./ Cafes (n=17)*	Trans./ Strg (n=22)*	Prop/ Bus. Svcs (n=35)	Hlth/ Com. Svcs (n=93)	Pers./ Other Svcs (n=61)
Electronic funds transfer to all the relevant superannuation funds	56%	55%	45%	41%	65%	46%	46%	42%
Cheques only	31%	20% ↓	36%	53%	26%	37%	38%	48% ↑
Electronic funds transfer for some funds, cheques for other funds	9%	16%	9%	6%	4%	14%	12%	6%
Other	4%	8%	10%	0%	4%	3%	4%	3%

Q5.7 How do you make your payments for these voluntary contributions?  
 Base: Those who are making voluntary contributions on behalf of staff (n=486).  
 \*Caution: Base is too small for significance testing

## Incidence of Making Voluntary Contribution Payments to Multiple Funds

Twenty nine percent of businesses that have staff making voluntary contributions, either currently or in the past, are making contributions to multiple funds on behalf of their employees.

**Figure 129: Incidence of making voluntary contribution payments to multiple funds**

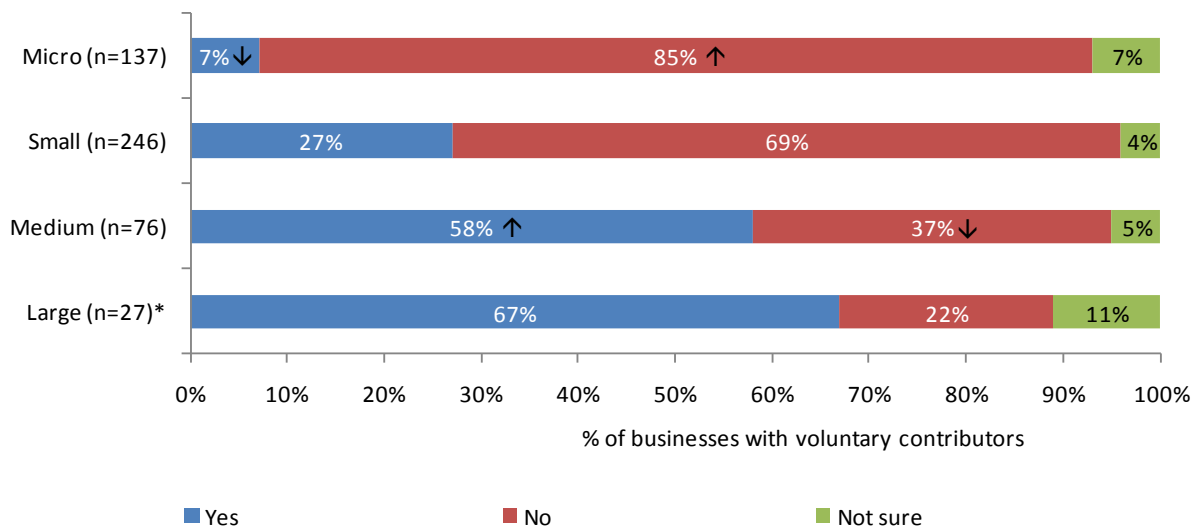


Q5.5 Are there a number of different funds that voluntary contributions must be made to?  
Base: Businesses that have staff making voluntary contributions (n=486)

### By number of employees

The likelihood of businesses being required to make voluntary contributions to multiple funds on behalf of their staff increases as number of staff increases. Seven percent of micro businesses make contribution to multiple funds compared to 67% among large businesses.

**Figure 130: Incidence of making voluntary contribution payments to multiple funds by number of employees**



Q5.5 Are there a number of different funds that voluntary contributions must be made to?

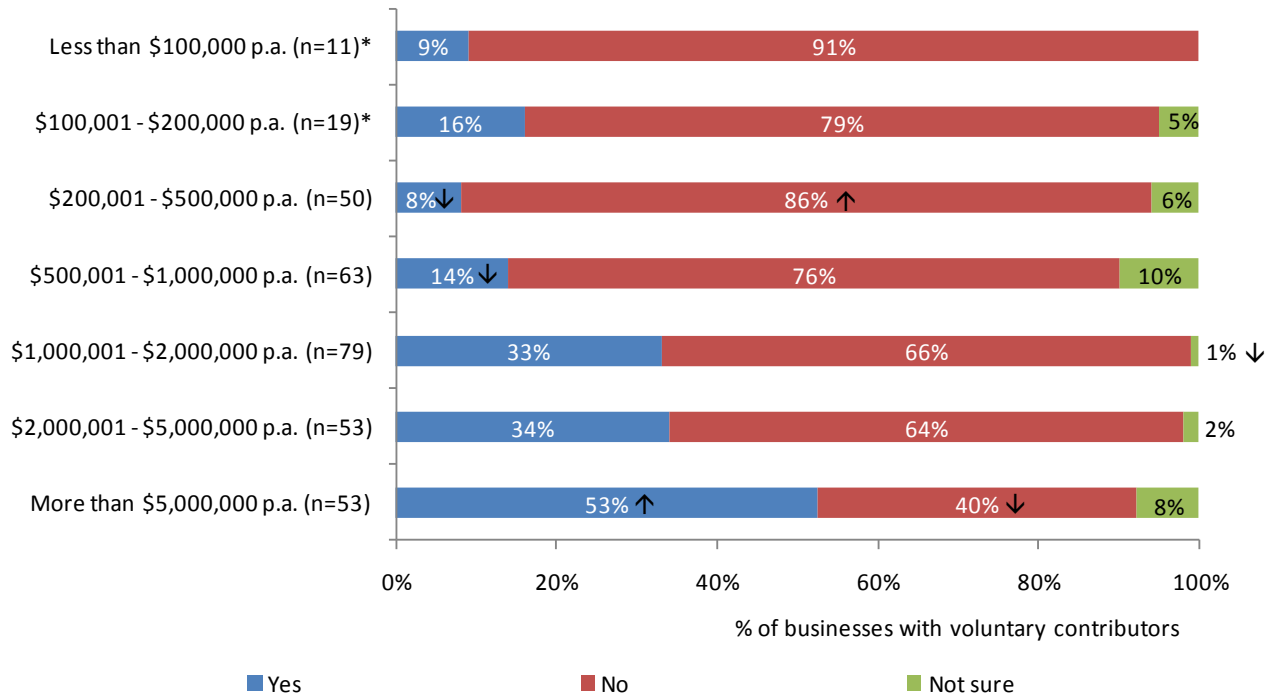
Base: Businesses that have staff making voluntary contributions (n=486)

\*Caution: base is too small for significance testing

### By business turnover

Businesses with turnover of \$200,001 - \$500,000 have a significantly higher incidence of not having to pay voluntary contributions into multiple funds (86%). Businesses with turnover of more than \$5 million have a significantly high incidence of paying voluntary contributions to multiple funds (53%).

**Figure 131: Incidence of making voluntary contribution payments to multiple funds by business turnover**



Q5.5 Are there a number of different funds that voluntary contributions must be made to?

Base: Businesses that have staff making voluntary contributions (n=486)

\*Caution: base is too small for significance testing

### By industry

Those in the manufacturing and retail industries had significantly lower incidences of making voluntary contributions to multiple funds (13% and 16% respectively). The highest incidences of making voluntary contributions to multiple funds occurred among those in the property and business services industry (40%).

**Table 44: Incidence of making voluntary contribution payments to multiple funds by industry**

	Manu. (n=50)	Const. (n=48)	Retail (n=57)	Acc./ Cafes (n=17)*	Trans./ Strg (n=22)*	Prop/ Bus. Svcs (n=35)	Hlth/ Com. Svcs (n=93)	Pers./ Other Svcs (n=61)
Yes	13% ↓	29%	16% ↓	29%	30%	40%	29%	34%
No	73%	67%	79% ↑	71%	65%	57%	69%	60%
Not sure	13%	4%	5%	0%	4%	3%	2%	6%

Q5.5 Are there a number of different funds that voluntary contributions must be made to?

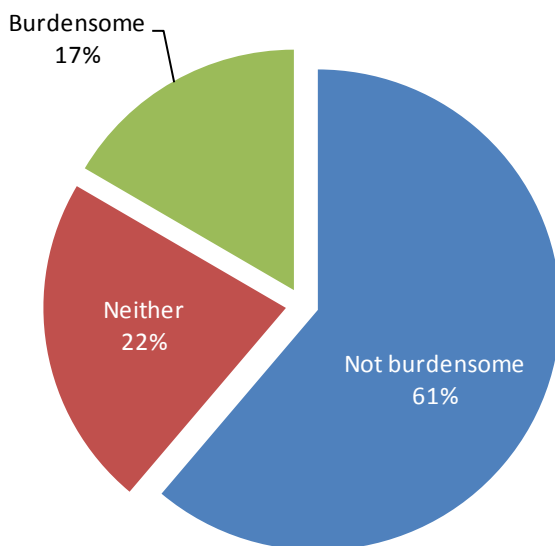
Base: Businesses that have staff making voluntary contributions (n=486)

\* Caution: Base is too small for significance testing

## Burden of Making Voluntary Contributions to Multiple Funds

17% of businesses making voluntary contributions to multiple funds find this a burdensome task.

**Figure 132: Burden of making voluntary contributions to multiple funds**



Q5.6 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments to multiple superannuation funds?

Base: Businesses making voluntary contributions to multiple funds (n=136)

Subgroups are too small for further meaningful analysis.



## APPENDIX A: Sample Profile

This section describes the demographic characteristics of the survey sample.

Number of employees for whom the SG is paid	n=	%
One	112	11%
Two to five	370	37%
Six to 10	256	25%
11 to 19	155	15%
20 - 99	83	8%
100 -199	17	2%
200 or more	11	1%
<b>TOTAL</b>	<b>1,004</b>	<b>100%</b>

State	n=	%
New South Wales	353	35%
Victoria	253	25%
Queensland	195	19%
South Australia	66	7%
Western Australia	97	10%
Northern Territory	8	1%
Australian Capital Territory	12	1%
Tasmania	20	2%
<b>TOTAL</b>	<b>1,004</b>	<b>100%</b>

Annual business turnover	n=	%
Less than \$100,000 per year	38	4%
\$100,001-\$200,000 per year	80	8%
\$200,001-\$500,000 per year	137	14%
\$500,001 - \$1,000,000 per year	134	13%
\$1,000,001 - \$2,000,000 per year	148	15%
\$2,000,001 - \$5,000,000 per year	79	8%
\$5,000,001 - \$10,000,000 per year	28	3%
\$10,000,001 - \$50,000,000 per year	24	2%
More than \$50,000,000 per year	11	1%
Don't know	182	18%
I prefer not to answer	143	14%
<b>TOTAL</b>	<b>1,004</b>	<b>100%</b>

Industry	n=	%
Agriculture, Forestry and Fishing	26	3%
Mining	2	0%
Manufacturing	78	8%
Electricity, Gas and Water Supply	16	2%
Construction	86	9%
Wholesale Trade	27	3%
Retail Trade	154	15%
Accommodation, Cafes and Restaurants	55	5%
Transport and Storage	52	5%
Communication Services	15	1%
Finance and Insurance	49	5%
Property and Business Services	62	6%
Government Administration and Defence	1	0%
Education	22	2%
Health and Community Services	165	16%
Cultural and Recreational Services	18	2%
Personal and Other Services	163	16%
Don't know	13	1%
<b>TOTAL</b>	<b>1,004</b>	<b>100%</b>

## APPENDIX B: Questionnaire - Employers

### QMS CATI QUESTIONNAIRE

#### **NOTE TO INTERVIEWER:**

TEXT IN CAPITALS ARE INSTRUCTIONS

TEXT IN SENTENCE CASE IS THE SCRIPT, WHICH SHOULD BE READ EXACTLY AS WRITTEN

#### **SECTION A: MANDATORY QMS REQUIREMENTS**

##### **INTRODUCTION**

Good morning/afternoon/evening. My name is [INTERVIEWER] from [Your Source](#).

**IF COLD CALLING:** May I please speak to the person in this business that manages employee superannuation matters?

Is now a good time or would it be more convenient if I make an appointment to speak to you at another time? [RECORD CALL STATUS AS APPROPRIATE]

Today we are talking to businesses with employees about superannuation and would like to include your views. This survey has been approved by the Australian Government Statistical Clearing House. The approval number is **02068-01**. You may phone the Statistical Clearing House on (02) 6252 5285 to verify the approval number.

The survey will take around 14 minutes of your time.

Before I begin I would just like to make you aware that this call may be recorded or monitored for quality assurance and/or training purposes.

Q1 IDEN

Q1. Are you happy to continue?

1. Yes
2. No

**IF 2 IN Q1, ABORT**

## **SECTION B: INDIVIDUAL PROJECT REQUIREMENTS**

### **SCREENER**

While we'd prefer that you answer all the questions, if there are any questions that you'd prefer not to answer, that's fine, just let me know.

SCREENER SHOULD BE DESIGNED TO HIDE THE SCREENING CRITERIA.  
ALL RESPONDENTS ARE TO COMPLETE ALL SCREENING QUESTIONS.

#### S2 EMPLOY

S2. Firstly, could you please tell me if you, or anyone you know well, are employed by...**READ OUT (MR)**

1. An ad agency or are involved in advertising in anyway
2. A company involved in public relations or marketing
3. A company involved in banking & finance
4. A market research company?
95. None of the above

#### **IF 4 IN Q2, ABORT**

#### S3 EMPLOYING BUSINESS

S3. How many employees does your business pay the quarterly superannuation guarantee for?

1. None - TERMINATE
2. One
3. Two to five
4. Six to 10
5. 11 to 19
6. 20 – 99
7. 100 - 199
8. 200 or more
9. Don't know

#### IF UNSUCCESSFUL

**[Mandatory]** Thank you for your patience in answering these questions. Unfortunately, we do not need you to participate in our research this time, but we sincerely appreciate your time and assistance.

#### **IF SUCCESSFUL**

We will now begin the questionnaire. Just to be clear, we are seeking your views in relation to managing superannuation issues within your business, not your personal views on superannuation issues.

## 1. MAIN BODY OF QUESTIONNAIRE

Q1.1 On a scale of 0 to 10, where 0 is very difficult and 10 is very easy, how difficult or easy do you find managing the superannuation obligations for your employees overall?

0	1	2	3	4	5	6	7	8	9	10	DK
---	---	---	---	---	---	---	---	---	---	----	----

Q1.2 Why is that? OPEN ENDED

READ OUT: The next few questions relate to the way to pay the regular salaries or wages of your employees.

Q.1.3 How do you make your salary payments to your employees?

1. Electronic funds transfer
2. Cheque
3. Cash
4. Other –specify
5. **Don't know**

IF Q1.3=2, 3 OR 4, CONTINUE. OTHERWISE GO TO Q2.1 BELOW.

Q1.4 Is there any specific reason you don't pay staff via electronic means?

Not convenient for me	1
Prefer to pay by other means	2
<b>Don't have facilities/no computer/can't pay electronically</b>	3
Other (SPECIFY)	96
<b>Don't know</b>	97

Q1.5 Do you see any advantages of making salary payments via electronic means?

1. Yes -would increase efficiency
2. Yes – would be more secure
3. Yes – word improve record keeping in the business
4. Yes -Other (specify)
5. No
6. NOT SURE

## 2. NEW EMPLOYEES

Q2.1 When a new employee starts with your business, how do you determine where their superannuation monies are to be paid to? READ OUT, SR

1. **Ask them to nominate a fund, with no mention of our businesses' default fund**
2. Ask them to nominate a fund, mentioning our default fund
3. Tell them their funds will be paid into the default fund unless they advise of a different fund
4. Something else (SPECIFY)
5. **DON'T KNOW**

Q2.2 Have new employees ever asked you questions about superannuation issues?

1. Yes
2. No
3. **Don't know**


IF YES TO Q2.2, CONTINUE. OTHERWISE GO TO 2.5.

Q2.3 What questions have they asked you?

Q2.4A (Asked for each question mentioned) Were you able to answer this question?

**IF NO OR DON'T KNOW FOR EACH AT Q2.4A, ASK**

Q2.4B Where would you recommend them to find an answer to this question? (see codeframe below)

	2.3	2.4A			2.4B
		Yes	No	DK	

How to choose a superannuation fund	1				
How they can be sure superannuation monies have been paid on their behalf	2				
What amount of superannuation will be paid into their superannuation account	3				
Which superannuation account would be best for them	4				
How to roll over funds into a single account	5				
What the fees are paying for	6				
Other (SPECIFY)	96				
<b>Don't know/can't remember</b>	97				

Australian Taxation Office/Tax Office	1
Other government agency (SPECIFY)	2
Financial advisor	3
Our default superannuation fund	4
<b>Wouldn't make a recommendation/wouldn't care/not my responsibility</b>	5
Other (specify)	96
<b>Don't know</b>	97

Q2.5 Do you feel you have sufficient information to manage your employee superannuation obligations ?

1. Yes
2. No
- 3. Don't know**

IF Q2.5=2 OR 3, CONTINUE TO 2.6A. OTHERWISE GO TO SECTION 3 BELOW.

Q2.6A What additional information would be useful to you?  
OPEN ENDED

Q2.6B Where would you expect to find this information?

Australian Taxation Office/Tax Office website	1
Other government agency website (SPECIFY)	2
Financial advisor	3
Tax Agent	4
From our default superannuation fund	5
<b>I wouldn't try to find it – it should be sent to me</b>	6
Other (specify)	96
<b>Don't know</b>	97

IF Q2.6B=6, CONTINUE. OTHERWISE GO TO SECTION 3.

Q2.6C Who should provide this information to you?

Australian Taxation Office	1
Other government agency (SPECIFY)	2
Financial advisor	3
Tax Agent	4
Our default superannuation fund	5
Accountant	6
Book keeper	7
Other (specify)	96
<b>Don't know</b>	97

Q2.6D How would you like this information provided to you?

Email	1
Mail	2
Tax Office website	3

Other Government website (specify)	4
Other (specify)	96
Don't know	97

### 3. SELECTION OF DEFAULT FUND

Q3.1A Does your business have a 'default' superannuation fund – that is, a fund that employees superannuation monies are paid into if they do not tell you they have chosen a superannuation fund themselves?

1. YES
2. NO
3. NOT SURE

IF NO OR NOT SURE, GO TO SECTION 4. OTHERWISE CONTINUE.

Q3.1B What proportion of your employees have their superannuation paid into the default fund, and what proportion have their superannuation paid into a different superannuation fund? [IF RESPONDENT SAYS 'DON'T KNOW' ASK FOR AN ESTIMATION. NOTE THAT THE TWO PROPORTIONS NEED TO ADD TO 100%.

1. Proportion of employees having superannuation paid to default fund\_\_\_\_\_
  - Proportion of employees having superannuation paid to another fund\_\_\_\_\_
- (MUST TOTAL 100%)

**2. Don't know**

Q3.2 Did you select the default fund for the business, or have any input into the decision about which fund should be selected as the default fund for the business?

1. Yes
2. No
3. Not sure

**Q3.3 Is your businesses' default** superannuation fund an industry fund, a retail fund, a public sector fund or a corporate fund?

1. Industry fund
2. Retail fund
3. Corporate fund
4. Public sector fund
5. Other (specify, including name of fund)
- 6. DON'T KNOW TYPE OF FUND (Get respondent to specify name of fund)**
- 7. Don't know, and don't know name of fund**

IF NO OR NOT SURE TO Q3.2, GO TO 3.6B. OTHERWISE CONTINUE.

Q3.4 On a scale of 0 to 10, where 0 is very unimportant and 10 is very important, how important were the following factors in selecting the default fund for your business? READ OUT

	Record 0-10	Don't know
Strong or good investment performance		97
Low management fees		97
Insurance options offered		97
Recommendation from friends/family		97
Brand name/Had heard of them		97
Large membership base		97
It is the fund specific to my industry		97
Multiple and/or flexible investment options		97



Q3.5 Were there any other factors that were important in the selection of your default fund?

1. YES - specify
2. NO
3. **DON'T KNOW**

NOW GO TO 3.7 BELOW.

Q3.6B If you were involved in the selection of a default fund for your business (for example, if you decided to change the default fund), on a scale of 0 to 10, where 0 is very unimportant and 10 is very important, how important would the following factors be likely to be? READ OUT

	Record 0-10	Don't know
Strong or good investment performance		97
Low management fees		97
Insurance options offered		97
Recommendation from friends/family		97
Brand name/Had heard of them		97
Large membership base		97
It is the fund specific to my industry		97
Multiple and/or flexible investment options		97

Q3.6C Are there any other factors that would be important in the selection of your default fund?

1. YES - specify
2. NO
3. **DON'T KNOW**

Q3.7 On a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with the default superannuation fund your business uses?

0	1	2	3	4	5	6	7	8	9	10	DK
---	---	---	---	---	---	---	---	---	---	----	----

Q3.8 Why do you give such a rating?

OPEN ENDED

Q3.9 Have you ever changed the default fund for the business?

1. Yes
2. No
3. Not sure

IF Q3.9=YES, CONTINUE. OTHERWISE GO TO Q3.11 BELOW.

Q3.10 What was the main reason for changing the default fund of your business?

OPEN ENDED

Q3.11 Does your default fund offer any benefits or inducements to your business as either an incentive or reward for you to use them as the default fund?

1. Yes
2. No
3. Not sure

IF YES TO Q3.11, CONTINUE. OTHERWISE GO TO Q3.13.

Q3.12 What kind of incentives or rewards are offered?  
OPEN ENDED

Q3.13A Are your employees contributing to the default fund given any options as to their investment risk profile within the fund (such as low risk, balanced, growth etc.)?

1. Yes
2. No
3. **Don't know**

IF NO OR DON'T KNOW TO Q3.13A, CONTINUE. OTHERWISE GO TO Q3.14.

Q3.13B What is the default investment strategy of your organisations' default superannuation fund?

1. Low risk
2. Balanced
3. Growth
4. Aggressive/high risk
5. No one profile/members have a choice
6. **Don't know [DO NOT READ OUT]**

Q3.14 Are employees able to choose their level of insurance cover within the default fund?

1. Yes
2. No
3. **Don't know**

Q3.15 Which of the following best describes your knowledge of the investment performance of your default superannuation fund over the past financial year (that is the year ending June 30 2009)?  
READ OUT

1. I know the performance of all investment options offered by the fund
2. I have a general knowledge of how the fund performed over the year
3. I have very little knowledge of how the fund performed
4. I have no knowledge of how the fund performed
5. **Don't know [DO NOT READ OUT]**

IF 1, 2 OR 3 TO Q3.15, CONTINUE TO 3.16. IF NO, GO TO SECTION 4 BELOW.

Q3.16 Did you compare the performance of your businesses' default fund against other superannuation funds or any investment benchmarks?

1. YES
2. NO
3. **DON'T KNOW**

IF YES, GO TO 3.17B. IF NO OR DON'T KNOW, CONTINUE TO 3.17A BELOW.

Q3.17A What is the main reason you did not compare the investment performance of your default superannuation fund against other superannuation funds or investment benchmarks? [DO NOT READ OUT]

Don't know how to	1
Couldn't access relevant information	2
To hard/difficult to make meaningful comparisons	3
Don't care	4
No point-they are all about the same	5
Other [SPECIFY]	96
Don't know/no reason	97

NOW GO TO 3.19 BELOW.

Q3.17B What information did you access to allow comparison of investment performance? [DO NOT READ OUT, MULTIPLE RESPONSE]

Australian Prudential Regulation Authority/APRA website	1
Other Government website	2
Financial media/press	3
My superannuation fund provided commentary about its comparative performance	4
Media in general (TV, newspapers, radio etc.)	5
Accountant/financial planner	6
Other [SPECIFY]	96
<b>Don't know/Can't recall</b>	<b>97</b>

Q.3.18 Overall, on a scale of 0 to 10 where 0 is very dissatisfied and 10 is very satisfied, how satisfied were you with....

	Record 0-10	Don't know
The availability of information to compare investment performance?		
The quality of information available to compare investment performance?		
The usefulness of information available to compare investment performance?		

Q3.19 Did you compare the fees and charges of your businesses' default fund against other superannuation funds?

1. YES
2. NO
3. DON'T KNOW

IF YES, GO TO 3.21 BELOW. IF NO OR DON'T KNOW, CONTINUE.

Q3.20 What is the main reason you did not compare the fees and charges of your default superannuation fund against other superannuation funds? [DO NOT READ OUT, SR]

<b>Don't know how to</b>	1
<b>Couldn't access relevant information</b>	2
To hard/difficult to make meaningful comparisons	3
<b>Don't care</b>	4
No point-they are all about the same	5
Other [SPECIFY]	96
<b>Don't know/no reason</b>	<b>97</b>

NOW GO TO 3.22 BELOW.

Q3.21 What information did you access to allow comparison of fees and charges? [DO NOT READ OUT, MR]

Australian Prudential Regulation Authority/APRA website	1
Other Government website	2
Financial media/press	3
My superannuation fund provided commentary about its comparative fees & charges	4
Media in general (TV, newspapers, radio etc.)	5
Accountant/financial planner	6
Other [SPECIFY]	96
<b>Don't know/Can't recall</b>	<b>97</b>

Q.3.22 Overall, on a scale where 0 is very dissatisfied and 10 is very satisfied, how satisfied were you with....

	Record 0-10	Don't know

The availability of information to compare fees and charges		
The quality of information available to compare fees and charges		
The usefulness of information available to compare fees and charges		

Q3.23 Do you use the default superannuation fund that your employees use?

1. Yes
2. No
- 3. Don't know**

IF Q3.23=2, CONTINUE. OTHERWISE GO TO SECTION 4 BELOW.

Q3.24 Why is that?  
OPEN ENDED.

#### **4. SUPERANNUATION GUARANTEE PAYMENTS**

The superannuation guarantee is the nine percent of salary all employers are obliged to pay into superannuation on behalf of their employees.

Q4.1A Do you administer the superannuation guarantee payments yourselves (that is, arrange these within your business), or do you outsource this work?

1. Myself/managed within the business
2. Outsource this to someone else
- 3. Don't know**

IF Q4.1A=2, CONTINUE. OTHERWISE GO TO Q4.2 BELOW.

Q4.1B Who do you outsource this to?

1. Accountant
2. Tax Agent
3. Payroll provider
4. Clearing House
5. Book keeper
6. Other (specify)
- 7. Don't know**

Q4.2 Has your business ever been late with making a superannuation guarantee payment on behalf on an employee? [IF YES, ASK ON ONE OCCASION OR MULTIPLE OCCASSIONS]

1. Yes – on one occasion
2. Yes – on multiple occasions
3. No
4. Not sure
5. REFUSED

IF Q4.2=1 OR 2, CONTINUE. OTHERWISE GO TO Q4.3B BELOW.

Q4.3A What was the main reason you were late making the/these payment/s?[DO NOT READ OUT]

1. Cash flow problems
2. Oversight/Forgot
3. Employee had not selected a fund
4. Other (specify)
- 5. Don't know**

Q4.3B Which of the following best describes what you would do if you knew you were going to be late in making a superannuation guarantee payment on behalf of an employee? READ OUT

1. Nothing - just pay it when I could

2. Contact a government agency
3. Something else (SPECIFY)
4. **Don't know**

IF 4.3B=2, CONTINUE. OTHERWISE GO TO 4.4 BELOW.

Q4.3C Which government agency would you notify?  
OPEN ENDED

Q4.4 Do you keep superannuation guarantee amounts in a separate account, or are these payments made from general business cash flow when due?

1. Separate account/s
2. Paid from general cash flow
3. **Don't know**

Q4.5 How frequently do you make these superannuation guarantee payments?

1. Weekly
2. Fortnightly
3. Monthly
4. Quarterly
5. Yearly
6. On an ad hoc basis/no set frequency
7. **Don't know**

Q4.6A Do you have to make superannuation guarantee payments to more than one superannuation fund?

1. Yes
2. No
3. Not sure

IF Q4.6A=YES, CONTINUE. OTHERWISE GO TO Q4.7 BELOW.

Q4.6B On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make payments across multiple superannuation funds?

0	1	2	3	4	5	6	7	8	9	10	DK
---	---	---	---	---	---	---	---	---	---	----	----

Q4.7 Do all the superannuation funds you make superannuation guarantee payments to allow you to make electronic payments?

1. Yes, they all do
2. No, only some of them do
3. No, none of them do
4. **Don't know**

Q4.8 How do you make your superannuation guarantee payments to the nominated superannuation funds of your employees?

1. Electronic funds transfer to all the relevant superannuation funds
2. Electronic funds transfer for some funds, cheques for other funds
3. Cheques only
4. Other –specify
5. **Don't know**

IF Q4.8=2, 3 OR 4, CONTINUE. OTHERWISE GO TO 5.1 BELOW.

Q4.9 Is there any specific reason you don't pay all superannuation guarantee payments via electronic means? [MULTIPLE RESPONSE]

Some superannuation funds <b>don't accept electronic payment/only accept cheques</b>	1
Not convenient for me	2

Prefer to pay by other means	3
<b>Don't have facilities/computer/can't pay electronically</b>	4
Other (SPECIFY)	96
<b>Don't know</b>	97

Q4.10 Do you see any advantages of making superannuation guarantee payments via electronic means? [DO NOT READ OUT]

1. Yes -would increase efficiency
2. Yes – would be more secure
3. Yes – word improve record keeping in the business
4. Yes -Other (specify)
5. No
6. NOT SURE

Q4.11 What would be your most preferred payment method when making superannuation guarantee payments on behalf of your employees? [READ OUT]

1. Electronic funds transfer
2. Cheque
3. Other (Specify) [DO NOT READ OUT]
- 4. Don't know [DO NOT READ OUT]**

IF Q4.11=2, 3 OR 4, CONTINUE. OTHERWISE GO TO Q5.1 BELOW.

Q4.12 What, if anything, would encourage you to make all your superannuation guarantee payments electronically? OPEN ENDED

## 5. Employee Voluntary contributions

Q5.1A Do any of your employees make voluntary contributions to their superannuation, over and above the nine percent (9%) you contribute to their account under the superannuation guarantee?

1. Yes
2. No
- 3. Don't know**

IF Q5.1=1, GO TO 5.2 BELOW. OTHERWISE CONTINUE.

Q5.1B Have you ever previously had employees who have made voluntary contributions to their superannuation?

1. Yes
2. No
- 3. Don't know**

IF Q5.1B=1, CONTINUE. IF Q5.1B=2 OR 3, GO TO SECTION 6.

Q5.2 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments on behalf of employees?

0	1	2	3	4	5	6	7	8	9	10	DK
---	---	---	---	---	---	---	---	---	---	----	----

Q5.3 Why is that?  
OPEN ENDED

Q5.4 Over the past twelve months, have you noticed any variation in the overall level of voluntary contributions made by your employees?

1. YES – OVERALL INCREASE IN VOLUNTARY CONTRIBUTIONS
2. YES – OVERALL DECREASE IN VOLUNTARY CONTRIBUTIONS
3. NO
4. NOT SURE

Q5.5 Are there a number of different funds that voluntary contributions must be made to?

1. Yes
2. No
3. Not sure

IF Q5.5=1, CONTINUE. OTHERWISE GO TO Q5.5.7 BELOW.

Q5.6 On a scale of 0 to 10, where 0 is no burden at all and 10 is a large burden, how much of a burden is it for you to make voluntary contribution payments to multiple superannuation funds??

0	1	2	3	4	5	6	7	8	9	10	DK
---	---	---	---	---	---	---	---	---	---	----	----

Q5.7 How do you make your payments for these voluntary contributions?

1. Electronic funds transfer to all the relevant superannuation funds
2. Electronic funds transfer for some funds, cheques for other funds
3. Cheques only
4. Other –specify

=

## 6. Demographics

Finally a few questions about you to ensure that we survey a proper cross section of businesses.

Q6.2 INDUSTRY

Q6.2 Which industry is your business in?

Agriculture, Forestry and Fishing	1
Mining	2
Manufacturing	3
Electricity, Gas and Water Supply	4
Construction	5
Wholesale Trade	6
Retail Trade	7
Accommodation, Cafes and Restaurants	8
Transport and Storage	9
Communication Services	10
Finance and Insurance	11
Property and Business Services	12
Government Administration and Defence	13
Education	14
Health and Community Services	15
Cultural and Recreational Services	16
Personal and Other Services	17
Don't know	97

### Q6.3 BUSINESS TURNOVER

Q6.3. What is the total annual turnover (that is, gross annual sales) of this business? READ (SR)

1. Less than \$100,000 per year
2. \$100,001-\$200,000 per year
3. \$200,001-\$500,000 per year
4. \$500,001 - \$1,000,000 per year
5. \$1,000,001 - \$2,000,000 per year
6. \$2,000,001 - \$5,000,000 per year
7. \$5,000,001 - \$10,000,000 per year
8. \$10,000,001 - \$50,000,000 per year
9. More than \$50,000,000 per year
- 10. Don't know**
99. I prefer not to answer

## **SECTION C: MANDATORY QMS REQUIREMENTS**

### **CONCLUSION**

That's the end of the survey. Thank you so much for your time, it has been greatly appreciated!

For your information, this survey was conducted on behalf of [the Australian Taxation office and the Department of Treasury](#).

We have contacted people [\[describe source of research sample - THE SOURCE OF THE RESEARCH SAMPLE SHOULD BE REVEALED TO PARTICIPANTS EXCEPT WHEN THE RESEARCHER AND CLIENT DECIDE THERE IS A VALID REASON NOT TO DO SO. HOWEVER, THIS SHOULD NOT BE DONE WITHOUT THE CLIENT'S PERMISSION.\]](#)

### Q96 CONT

Q96. As part of our quality control procedures, someone from our team may wish to re-contact you to ask you a couple of questions, verifying some of the information we just collected. Can we re-contact you for verification purposes?

1. Yes
2. No



**[ASK OF PEOPLE WHO HAVE AGREED TO PROVIDE CONTACT DETAILS IN Q96, WHERE CONTACT DETAILS ARE NOT YET RECORDED IN Q95]**

Q97 NAME

Q97. May I have your name (first name is fine)

NAME: \_\_\_\_\_

Q98 PHONE NUMBER

Q98. Please confirm your contact phone number for me, **INCLUDE AREA CODE, NO SPACES OR DASHES & LEADING ZERO**

HOME PHONE NUMBER: \_\_\_\_\_

WORK PHONE NUMBER: \_\_\_\_\_

MOBILE NUMBER: \_\_\_\_\_

**FINAL CLOSE/TERMINATION (ALL CONTACTS)**

Thank you for your cooperation in answering these questions. Just to remind you, I'm calling from [Your Source](#), and as a market research company, we comply with the requirements of the Privacy Act. Would you like me to give you any more details about how we comply?

**[IF THE RESPONDENT WISHES TO KNOW MORE ABOUT PRIVACY COMPLIANCE]**

The information you provided will be used only for research purposes. Your answers will be combined with those of other participants to help our client in their decision making.

Once the information processing and validation period has finished, your name and contact details will be removed from your responses to this survey. After that time we will no longer be able to identify the responses provided by you. However, for the period that your name and contact details remain with your survey responses, which will be approximately [\[3 months unless agreed with client for a longer duration\]](#), you can contact us to gain access to your information or have it deleted.

If you have any queries regarding this survey, you can call the Market & Social Research Society's Survey Line on 1300 364 830 or contact Your Source on [\[\(Melb\) 1800 555 145 / \(Syd\) 1800 888 683\]](#).

<b>INTERVIEWER'S DECLARATION</b>	
I certify that this is a true, accurate and complete interview, conducted in accordance with industry standards and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project	
<b>Interviewer Name:</b>	
<b>Date:</b>	