



SuperStream Testimonials

SuperStream has helped employers make their super contribution payments easier.

Last updated 27 July 2016

Accommodation, pubs and clubs

Employers in the Accommodation, pubs and clubs industry have shared their SuperStream experience.

Automotive and repair

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Engineering and technical

Employers in the Engineering and technical industry have shared their SuperStream experience.

Farming, livestock and crops

Employers in the Farming, livestock and crops industry have shared their SuperStream experience.

Fruit, vegetables and Floriade

Employers in the Fruit, vegetables and Floriade industry have shared their SuperStream experience.

Hairdressing and beauty



Employers in the Hairdressing and beauty industry have shared their SuperStream experience.

Hospitals, clinics and aged care accommodation



Employers in the Hospitals, clinics and aged care accommodation industry have shared their SuperStream experience.

Manufacturing



Employers in the Manufacturing industry have shared their SuperStream experience.

Pharmacy and cosmetics



Employers in the Pharmacy and cosmetics industry have shared their SuperStream experience.

Specialists and boutique



Employers in the Specialists and boutique industry have shared their SuperStream experience.

Trades using a bookkeeper



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Accommodation, pubs and clubs

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Regional

Metro

Regional

Name	Ms Debbie Foster
Business	Best Western Colonial Motor Inn, Bairnsdale, VIC
Industry	Accommodation, pubs and clubs
Locality	Regional
Number of employees	Less than 20
SuperStream solution	Payroll software

How did you hear about SuperStream?

I found out about SuperStream through MYOB's Livewire newsletter and information I received from super funds. One of the funds put on a webinar that I attended. I acted on the information I received at the webinar.

What do you differently now?

To pay super, I used to log onto each different fund's website and do separate payments.

I paid super directly via MYOB for the first time for the June payment. I wanted to get moving on it now in case there were any issues. I haven't had any rejected payments so far. It's saved me heaps of time.

Using software that's in the cloud I pay a monthly fee, it's a bit more expensive but I get better service and more relevant information, making it a good investment. Being in the cloud means I'm not worried about losing data if my computer crashes or if I have good data security.

How have you overcome hurdles?

The most difficult thing about getting ready for SuperStream was getting all the correct fund details from each employee. I took the time to make sure I had the right details. I went onto SuperStream early so I had time to fix any problems.

What is your advice to other employers?

My advice to anyone looking at their options for SuperStream, is to use a good reputable accounting program that has a good payroll system – then you pay super in a one click process.

Metro

Name	Ms Aimee Kable
Business	Wig and Pen Tavern and Brewery, Acton, ACT
Industry	Accommodation, pubs and clubs
Locality	Metro
Number of employees	Less than 20

SuperStream solution	Fund portal
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What's your experience using SuperStream?

I pay super for about 12 employees each month online using AMP eSuper.

The actual number of employees varies from month to month as most are casuals.

I have been paying super online for the last couple of years. It's good paying it all through one super company instead of five.

What is your advice to other employers?

My advice to anyone looking at an online option to pay their super is to use it.

You don't have to send paper forms and you can arrange to have a direct debit set up.

Enter data once, then submit. It's easier and much quicker.

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Automotive and repair

Employers in the Automotive and repair industry have shared their SuperStream experience.

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Metro

Name	Jenny (Surname withheld)
Business	AutoCo Group, Phillip, ACT

Industry	Automotive and repair
Locality	Metro
Number of employees	More than 20
SuperStream solution	Fund portal

What was your introduction to SuperStream?

I attended a SuperStream seminar by MTAA Superannuation Fund (MTAA). I realised the benefits very quickly and decided to use the clearing house for all employing entities – it was silly to wait.

I initially adopted the MTAA clearing house solution for the three entities that had more than 20 employees, and continued with the previous process for our other three entities.

Has SuperStream saved you time?

SuperStream has absolutely saved me time. One amount, one place and it doesn't matter how many employees I need to pay.

My time to process the monthly superannuation has reduced from 1 ½ days per month to around an hour (if there are no errors).

MTAA promised payments would be transferred to members' accounts within 48 hours.

What is your advice to other employers?

It's brilliant. Like anything, it's a lot of work to set up but once you've done it, you've done it.

To get it right, you have to get the nooks and crannies right. Once it's setup, it's setup.

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Engineering and technical

Employers in the Engineering and technical industry have shared their SuperStream experience.

Last updated 27 July 2016

Metro

Name	Mr Richard McClenahan
Business	Brunskill McClenahan and Associates, Chatswood, NSW
Industry	Engineering and technical
Locality	Metro
Number of employees	Less than 20
SuperStream solution	Fund portal

Given you don't use social media, how'd you hear about SuperStream?

Australian Super was the first way we heard about SuperStream. They sent out emails and brochures. I also saw ads in the paper.

How did you implement SuperStream?

Australian Super contacted me. Their system is easy to use. Now I don't have to pay our staff's super into different schemes, all with different processes.

Are you seeing any benefits?

I only process super once every three months but I'd say it is probably 25% faster than previously. Still have to do all the calculations and check all the data, but I don't have to do different things for all the different schemes. Australian Super is pretty easy to do.

What is your advice to other employers?

While there are only five or six basic things to set up, it is not always apparent. If you have someone guide you through setting up the system, it is a lot easier to do and not frustrating at all.

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Farming, livestock and crops

Employers in the Farming, livestock and crops industry have shared their SuperStream experience.

Last updated 27 July 2016

Regional

Name	Ms Gwenda Rowbottom
Business	Sheep farmers (family business), Armidale, NSW
Industry	Farming, livestock and crops
Locality	Regional
Number of employees	Less than 20
SuperStream solution	Fund portal

How did you hear about SuperStream?

My accountant told me about it and explained we would need to use it as we employ staff casually for shearing, crutching and fencing.

He explained we had options so I picked one.

What did you do?

I was paying two different super funds via internet banking using BPAY.

We use the same shearers each year and I have their details on file. It was a small change to use SuperStream; I just typed some information into one fund's website and saved it.

What is your advice to other employers?

If I can do it, you can do it!

It was easy once I got my head around it, and now I'm SuperStream compliant, ahead of the deadline.

Now that I've done it once, I know I can do it again next time, as its all set to go.

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Fruit, vegetables and Floriade

Employers in the Fruit, vegetables and Floriade industry have shared their SuperStream experience.

Last updated 27 July 2016

Regional

Name	Ms Jan Morey
Business	Sorrenberg Vineyard, Beechworth, VIC
Industry	Fruit, vegetables and Floriade
Locality	Regional
Number of employees	Less than 20
SuperStream solution	Fund portal

What did you do?

I used to sort super out online via each fund's website. Our accountant told me about SuperStream and mentioned the upcoming deadline.

I'm using SuperStream via the Small Business Superannuation Clearing House.

It's free and I make quarterly super contributions to three employees, two full timers and one part timer, and I've made three payments so far.

Are you seeing any benefits?

Yes, it's so much easier now!

What is your advice to other employers?

I cannot imagine how those with even more staff than me (I have three) would sort super out without SuperStream.

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Hairdressing and beauty

Employers in the Hairdressing and beauty industry have shared their SuperStream experience.

Last updated 27 July 2016

Metro

Name	Ms Ange Hopkins
Business	Cherry Bomb Hairdressing, Collingwood, VIC
Industry	Hairdressing and beauty
Locality	Metro

Number of employees	Greater than 20
SuperStream solution	Fund portal

How did you hear about SuperStream?

I heard about SuperStream, via multiple channels, mostly the super funds themselves. SuperStream has come at us from a litany of angles; the ATO, the funds, all different avenues. I would be surprised if anyone in that professional space wasn't now aware of it.

What did you do?

I've sorted SuperStream via a couple of different methods as I own a few different businesses.

Most of my hairdressers are with Australian Super and I've sorted SuperStream via Australian Super's clearing house. I don't have any self-managed superannuation funds (SMSF) for them.

For another one of my companies, I use Xero's software. I make payments to over 20 staff, some with SMSFs, there is all different funds, all using the Xero interface.

Are you seeing any benefits?

SuperStream's definitely an easier way to make payments that has reduced the super processing time. I don't have to log into different sites to make different payments, it's seamless. Processing time is now 5 minutes rather than 45 minutes. It's hugely improved the time.

What is your advice to other employers?

The bigger the organisation; the better the streamlining. If you're time poor SuperStream is a good thing to do.

Hospitals, clinics and aged care accommodation

Employers in the Hospitals, clinics and aged care accommodation industry have shared their SuperStream experience.

Last updated 27 July 2016

Metro

Name	Ms Libby Heath
Business	Abbeyfield Australia Aged Care, Collingwood, VIC
Industry	Aged care
Locality	Metro
Number of employees	Less than 20
SuperStream solution	Small Business Superannuation Clearing House

How did you implement SuperStream?

I used to pay super through employer portals for a couple of different funds. Logging onto multiple sites was a total pain. I would also make direct payments to another fund.

What are your thoughts now you've used it?

I have been using the Small Business Superannuation Clearing House since October 2013. I love it!

I use the clearing house for Abbeyfield Australia as well as for a couple of our Abbeyfield Association houses.

What is your advice to other employers?

Anyone looking at paying super electronically should consider the Small Business Super Clearing House.

It's intuitive, easy to use and a one stop solution. You don't need to go to multiple sites to pay your super.

Go to the ATO if you have any questions.

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Manufacturing

Employers in the Manufacturing industry have shared their SuperStream experience.

Last updated 27 July 2016

Regional

Name	Ms Donna Osborne
Business	Oz Trikes Australia, Somersby, NSW
Industry	Manufacturing
Locality	Regional
Number of employees	Less than 20
SuperStream solution	Small Business Superannuation Clearing House

How did you learn about SuperStream?

I first heard about SuperStream when the ATO sent out information stating that small businesses need to be SuperStream compliant by June 2016.

Tell us about your SuperStream experience.

I registered for the ATO Small Business Superannuation Clearing House a couple of months ago. I decided to register as soon as possible to ensure I had time to sort out any issues, but there were none.

I pay super for six employees. Before SuperStream this involved working through multiple Superannuation funds and changing between systems.

Have you found it quick and easy?

I found it really easy to navigate the registration. I find the ATO Small Business Superannuation Clearing House saves me time and makes things easier for the boss if I'm away.

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Pharmacy and cosmetics

Employers in the Pharmacy and cosmetics industry have shared their SuperStream experience.

Last updated 27 July 2016

Metro

Name	Ms Kylie Dixon
Business	Ainslie Pharmacy, Ainslie, ACT
Industry	Pharmacy and cosmetics
Locality	Metro
Number of employees	Less than 20
SuperStream solution	Fund portal

What's your understanding of SuperStream?

SuperStream, that's all employees super all rolled in together. I can make all super contributions to all employees through the one fund's site. I do mine through REST.

I can pay all my REST employees and everyone else too; MLC, Guild, it doesn't matter which fund employees are with.

Are you seeing any benefits?

Yes. I've been using SuperStream for 10 to 12 months. Super Stream has reduced my processing time from three hours every month to around 20 minutes.

What's the best thing about SuperStream in your experience?

The ease of use would be the top thing for me. All the information is there on one screen.

No logging in and out of different screens. I don't have to remember to look up all the passwords and numbers.

One screen, so simple.

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Specialists and boutique

Employers in the Specialists and boutique industry have shared their SuperStream experience.

Last updated 27 July 2016

Metro

Name	Sharon Pascoe
Business	Solz Shoes, Swan Hill, VIC

Industry	Retail
Locality	Metro
Number of employees	Less than 20
SuperStream solution	Small Business Superannuation Clearing House

How did you hear about then implement SuperStream?

I first heard about SuperStream when IOOF (Financial Services) sent out information stating that small businesses need to be SuperStream compliant by June 2016.

They recommended businesses should register as soon as possible.

What's your experience using SuperStream?

I decided to get ready early. I registered for the Small Business Superannuation Clearing House.

I pay super for two employees. It took a little time to become familiar with the website, but I was able to navigate the registration.

I got the relevant information from my employees, such as their fund unique super identifier number.

Has SuperStream met your expectations?

Well yes. I'm glad I registered as it saves me time. I find the Small Business Super Clearing House quite easy to use.

At first, I thought it was just more red tape, but it is actually quite good.

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Trades using a bookkeeper

Employers in the Trades using a bookkeeper industry have shared their SuperStream experience.

Last updated 27 July 2016

Metro

Name	Ms Tara Thorpe
Business	BYO Bookkeeping, Gungahlin, ACT Supporting trades businesses with SuperStream
Industry	Trades
Locality	Metro
Number of employees	Less than 20
SuperStream solution	Fund portal

How did you hear about SuperStream?

I am a registered BAS agent. I heard about SuperStream through our industry newsletters, as well as from the ATO, the tax practitioner's board, and my general network meetings with the Institute of Certified Bookkeepers (ICB).

What was paying super like before SuperStream?

Paying super was a huge task; it would take a whole day. I'd manually complete super payments or log in via multiple websites. However, most were paper returns and submissions with cheques, and then we received a lot of paperwork back.

I have two clients with more than 20 employees, but the majority are under 20 employees. My largest client has 85 employees. Initially I went through their main default fund's clearing house. But I found there was still room for error, I would punch it in manually. I didn't initially use

the upload spreadsheet feature, but later on they 'spoke to each other a bit better', so then yes.

How have you implemented SuperStream for clients?

For my smaller client within the construction industry I initially used the Small Business Superannuation Clearing House. However I have recently put them onto MYOB for all business functions, including super. They have been a bit hesitant to move everything online. They are established in their processes. I explained we will have to do it anyway, and it will be so much quicker. They do appreciate I have my reasons; I don't think they really want to hear all my reasons all the time, but we do get there.

What's your experience with SuperStream?

Now that I have upgraded MYOB it is so easy; it is a tick and flick and off it goes.

I have some people with salary sacrifice and I can make that work beautifully. I do have an employee with a self-managed super fund. I have not had any problems with that either.

Can bookkeepers help trades businesses with SuperStream?

Yes. I am asked about SuperStream a lot. People get nervous as it has to be reported on the payment summary. If they don't have an understanding they're hesitant. They learn more about these things through people like me, who are in their business every week. They trust me and my judgment.

They may only see their accountant once a year, and they do the bookwork themselves, or have their partner (wife) do it for them. They think it is annoying to fill out a super form, however, I know it is easy to complete a new person's details via the Small Business Superannuation Clearing House.

If I show them how to do it, then and only then they say it is easy. They don't want to do the setup. If there was a service they could go to that would put their information in, then they would operate it.

Has SuperStream helped things for small business?

Yes. Smaller businesses need super to be easy.

They want click, click, click.

SuperStream does this.

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