



Australian Government
Medicare Australia

small business
superannuation
clearing house



Small Business Superannuation Clearing House

***Information for superannuation funds and administrators—
version 2.0***

Version control

Version	Effective date	Change	Sections amended
1.0	1 July 2010	Implementation	
2.0	25 October 2010	Accessing Clearing House trademark. Superannuation entity, fund and products requests, updates and changes	Background Section 12 Attachment B added

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1. Background

In the 2008/09 Budget, the Australian Government announced it would establish an optional superannuation clearing house facility.

The measure is designed to reduce red tape and compliance costs for businesses associated with meeting their superannuation obligations, in particular the employee's right to choose their own superannuation fund. The facility is available free of charge to small businesses with fewer than 20 employees.

The Small Business Superannuation Clearing House (the Clearing House) allows an employer to pay their contributions to a single location. The Clearing House then distributes monies to the relevant superannuation funds.

The Clearing House is an online solution. Employers will need an internet connection to access the Clearing House.

Medicare Australia administers the Clearing House which can be accessed at www.medicareaustralia.gov.au/super

If your business wants to use the Clearing House trademark to promote the service, send a request through to the Clearing House via email at SBSCHAdmin@medicareaustralia.gov.au

Note: approval to use the Clearing House trademark is subject to terms and conditions.

2. Key benefits for employers

- It's free.
- It's simple to use.
- It's optional.
- It helps employers meet their superannuation guarantee obligations.
- Only requires one payment.
- Reduces administrative burden and paperwork.

3. Key benefits for superannuation funds/administrators

- Targets small businesses who are often paper-based and costly for you to process.
- Access to a free service that sends electronic payment information from small businesses.
- Reduces costs for your business/members.
- Access to detailed reports to assist with reconciliation processes.
- Full reconciliation of deposits by Medicare Australia before they are being sent to a superannuation fund.
- Secure bank account details for superannuation funds and/or products to mitigate employer keying errors or potential fraud.
- Ability to specify whether a member number is mandatory.
- Ability to inform employers of key superannuation fund rulings when a fund is being selected for an employee.

4. Employer eligibility

The Clearing House is available to employers with fewer than 20 employees.

An employee is defined as an individual who is employed on a full-time, part-time or casual basis.

Employers' accepting the terms and conditions of the Clearing House acknowledge that, at the time they use the Clearing House, they employ fewer than 20 employees.

The measurement of eligibility is not restricted to only those employees who have exercised choice. It is simply the number of employees who are employed at a period in time.

Medicare Australia will periodically monitor employer's compliance against this threshold by measuring the number of employees who have had payments made on their behalf. Initially these reviews will occur quarterly, however Medicare Australia reserves the right to review the frequency of reviews in the future.

Where an employer appears to have exceeded the threshold, the employer will be contacted by Medicare Australia. The employer will be reminded of the eligibility criteria for use of the Clearing House and advised of alternative options (such as the use of existing clearing houses) should the employer anticipate they will continue to exceed the threshold.

If an employer exceeds the threshold a second time, they will be contacted again.

Where an employer has been identified as exceeding the threshold on a third occasion, within a 12 month period, the employer will be deactivated and unable to use the Clearing House. The employer will have the right to request reactivation. Requests for reactivation must be made in writing, outlining any extenuating circumstances that resulted in deactivation and why an exception should be granted. Medicare Australia will assess requests on a case-by-case basis.

The above processes have been designed in consultation with employer groups to ensure short term employee level movements and seasonal fluctuations have been considered and accommodated. The steps outlined are also designed to provide sufficient time and warning for a business to make alternative arrangements if required, without preventing employees from receiving their superannuation entitlements.

5. Concepts and model

The Clearing House has four key groupings it captures:

- superannuation entities/administrative users
- superannuation funds and/or products
- employers
- employees/members.

5.1 Superannuation entities/administrative users

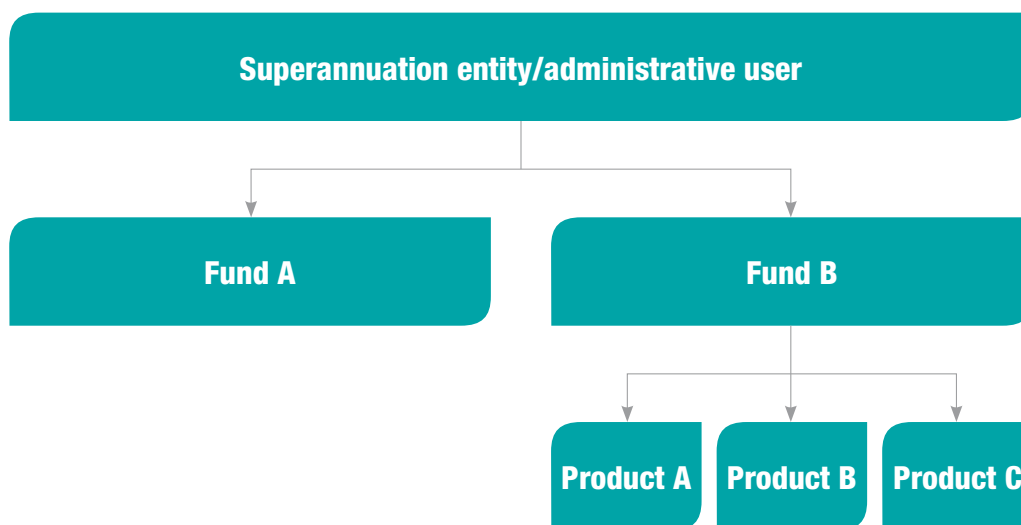
Each related set of funds and/or products is administered by a superannuation entity/administrative user. At its most complex, the superannuation entity may be responsible for a number of funds, each with its own products and the Clearing House reflects this conceptual structure.

It is anticipated that the superannuation entity will commonly either be the trustee or someone acting on the trustee's behalf, for example, an administrator.

The superannuation entity will be the key contact for the Clearing House and will be provided with a user ID and password.

For self managed superannuation funds, the fund and the superannuation entity will share the same attributes and appear to have a single tiered structure.

Diagram A – Superannuation structure



5.2 Superannuation funds and/or products

Generally, there are two main types of superannuation funds, Australian Prudential Regulatory Authority (APRA) regulated and Australian Taxation Office (ATO) regulated.

APRA regulated superannuation funds may have a large number of members and each fund may be broken into a number of sub funds or products.

Using this terminology, what the employer regards as a superannuation fund, for instance, one to which they can make contributions, may be represented by a fund (where no products exist) or a product (where a fund-product structure exists).

ATO regulated superannuation funds (commonly known as self managed superannuation funds) have a fund level structure.

Superannuation funds are identified by their Australian Business Number (ABN). A fund can be linked to many products but can only be linked to one administrative user.

Superannuation funds can elect to have dedicated bank account numbers allocated against them for the acceptance of contributions. In these instances, the employer is unable to amend the BSB or bank account number provided. Refer to Section 9 *Superannuation fund bank account number* for more information.

Typically, products are identified by their Superannuation Product Identification Number (SPIN) number. A product can be linked to a superannuation fund.

Products can have dedicated bank account numbers allocated against them for the acceptance of contributions.

Diagram A (on page 3) outlines the structures that can be applied within the Clearing House.

5.3 Employers

The Clearing House is available to small businesses with fewer than 20 employees. Refer to Section 4 *Employer eligibility* for more information.

Employers are identified by their ABN.

The Clearing House is designed to distribute payments on behalf of employers. The information provided by the Clearing House may assist with other processes however there is no intention to change existing relationships between superannuation funds and employers. For example, the registration process required when a superannuation fund is to be used for default arrangements remains the same.

Simply, employers can use the Clearing House to make payments on behalf of their employees. Information provided by the Clearing House may help prompt the commencement of the registration processes with a superannuation fund.

5.4 Employees/members

The Clearing House does not have a direct relationship with the member (the employee). All details provided to the Clearing House are provided by the employer.

Employers may not maintain this information and as such it should not be used by superannuation funds to update information about their members.

6. Process flows

High level process flows are available at Attachment A. In summary, the Clearing House works in the following way:

6.1 Registration

The employer:

- accesses the Clearing House at www.medicareaustralia.gov.au/super
- registers for the Clearing House by accepting the terms and conditions and provides their business details
- adds details for each of their employees, including superannuation fund information.

During the registration process, the employer will have the option to provide a default superannuation fund for the business and to nominate superannuation fund/products for their employees.

Terms and Conditions | Help

Add/Edit Employee

User ID: 3342271149
ABN: 12 345 678 910
Entity Name: John Citizen
Trading Name: Citizen Electronics

Employee Details

Title * Mrs
First Name * Jane
Middle Name
Surname * Citizen
Date of Birth * 06/03/1988 eg: 25/02/2009
Employment Start Date * 28/02/2010 eg: 25/02/2009
Employment Termination Date Only if your employee no longer works for you.
Address line 1 * 4 Smith St
Address line 2
Suburb/Town * Lucia
State/Territory * QLD
Postcode * 4067
Payroll Number
Tax File Number
Reason for no Tax File Number Employed on or before 30 June 2007 and have not since provided their TFN

Superannuation fund preference

A default fund (or the employer nominated superannuation fund) is the fund which you pay your employees superannuation guarantee (SG) contributions into if the employee does not choose a superannuation fund. For more information about default funds, please select the 'Help' tab above.

Employee has selected

Fund ABN	S.P.I.N./Product	Fund Name	Fund Bank Details	Member Number	Delete
02468101214	TES0065AU	SUPER CLEAR	Provided by Fund	<input type="text"/>	<input type="checkbox"/>

Once a superannuation fund or product has been selected, specific rulings relating to that selection will be applied. Refer to Section 9 *Superannuation fund bank account number*, Section 10 *Member number* and Section 11 *Information message when employer selects a fund for a member*, for more information.

Quick reference guides are available for employers online at www.medicareaustralia.gov.au/super then **Help**. These guides walk the employer through various processes using step-by-step instructions and screenshots.

6.2 Employer provides instructions and makes payment

- The employer logs into the Clearing House and selects **Payments** from the navigation menu.
- The employer enters the from and to dates for the contribution payment they want to make.
- The Clearing House will pre-populate all relevant employees.
- The employer enters values against each employee.
- The employer submits the instructions and is provided with a summary of their payment.
- The employer makes the corresponding payment to the Clearing House.

Matching of employer payments and instructions occurs on a daily basis.

- Where an employer deposits money matching the instructions provided, the Clearing House will distribute the monies to the relevant superannuation funds.
- Where an employer deposits money that does not match the instructions provided, the Clearing House will return the money to the employer as set out in the terms and conditions, generate an email explaining the money has been returned and seek corrective action from the employer.

6.3 Payments are distributed to superannuation funds

- Payments are aggregated at a bank account number level (this may be a fund, product or member level) and a payment reference number is allocated by Medicare Australia.
- Payments are made through the Reserve Bank of Australia.
- Reports are made available.
- An email is sent to the email address held for the fund advising a deposit has been made and reports are now available.

7. Depositing money to a superannuation fund

Superannuation funds will be able to identify a payment has been made by the Clearing House through two methods:

- a deposit is made to the bank account
- an email is sent advising a payment has been made.

7.1 Deposit made to the bank account

Deposits are aggregated on an account number basis and paid daily, resulting in one payment per nominated bank account.

The remitter name on the bank statement deposit will read 'MCARE CHOUSE'.

A unique 12 digit lodgement reference number is supplied with the bank account deposit.

The lodgement reference number can be used to obtain the corresponding report that breaks down the aggregated value and provides detailed information about the deposit. Refer to the *Small Business Superannuation Clearing House—Contribution report standards* document for more information.

7.2 Email is sent advising that a payment has been made

An email is sent to the email address recorded for the superannuation fund advising a payment has been made. If a superannuation fund does not want to receive this email, a request to remove the email address from the superannuation fund record can be made.

8. Login and password

Superannuation entities are issued with a single user ID and password once they have registered with the Clearing House.

The user ID and password provide access to all linked superannuation funds and products.

Superannuation entities are responsible for the safety and use of their user ID and password.

The Clearing House login page is available at www.medicareaustralia.gov.au/super

9. Superannuation fund bank account details

Administrative users can choose to secure bank account details for their linked superannuation funds and/or products in the following ways.

Option	Outcome
Secure BSB number only	The employer will not be able to override the BSB number, however will be required to enter the appropriate bank account number. The employer will only be able to see the bank account number they have supplied.
Secure both BSB number and bank account number	The employer will not be able to override any bank account details. The employer will not be able to see the bank account details supplied.
Choose not to secure any bank account details	The employer will be required to enter both the BSB number and bank account number.

Securing bank account details for superannuation funds or products increases accuracy and reduces opportunities for fraud. This ensures when a superannuation fund/product is selected by an employer for a member, the monies will be allocated to that fund.

Employers will not be shown bank account details for a superannuation fund/product when it has been provided in full to the Clearing House.

10. Member number


Administrative users have the option to make a member number mandatory when employers are selecting a superannuation fund or product for a member. If not specified, the member number field is optional.

An exception to this is if an employer selects a superannuation fund for an employee, which is the same as the nominated default fund of the employer.

The treatment of the member number field is designed to achieve two objectives:

- to ensure choice nominations have sufficient information to allow appropriate allocation
- to provide notification to a default fund of potential new members and allow registration processes to start.

Note: the option to make a member number mandatory is only available to APRA regulated superannuation funds registered with the Clearing House.



Logout

- Home
- Employer
- Employee
 - Employee listing
 - Add/Edit employees
- Contributions
- Security Questions

Terms and Conditions | Help

Add/Edit Employee

User ID: 3342271149

ABN: 12 345 678 910

Entity Name: John Citizen

Trading Name: Citizen Electronics

Input data for Member Number has not been keyed. Please key Member Number.

* Denotes mandatory field.

Employee Details

Title *

First Name *

Middle Name

Surname *

Date of Birth * eg: 25/02/2009

Employment Start Date * eg: 25/02/2009

Employment Termination Date Only if your employee no longer works for you.

Address line 1 *

Address line 2

Suburb/Town *

State/Territory *

Postcode *

Payroll Number

Tax File Number

Reason for no Tax File Number

Superannuation fund preference

A default fund (or the employer nominated superannuation fund) is the fund which you pay your employees superannuation guarantee (SG) contributions into if the employee does not choose a superannuation fund. For more information about default funds, please select the 'Help' tab above

Employee has selected

Fund ABN	S.P.I.N./Product	Fund Name	Fund Bank Details	Member Number	Delete
02468101214	TES0065AU	SUPER CLEAR	Provided by Fund	<input type="text"/>	<input type="checkbox"/>

To make the member number mandatory, users need to call Medicare Australia on **1300 660 048** to obtain the necessary documentation.

11. Information message when an employer selects a superannuation fund for a member

The Clearing House can display an information message to an employer when selecting a superannuation fund for a member during the employee registration process. The message will be specific to the fund or product selected.

The message is intended to help employers select the correct superannuation fund for a member.

Messages are restricted to 256 characters and Medicare Australia will review all suggestions to ensure messages are appropriate.

Examples of suitable messages include:

- Member must be employed in a specific industry
- Superannuation fund has been closed/merged
- Member number is the same as the bank account number.

Messages are displayed to the employer as a short information message at the top of the employee registration screen when the superannuation fund or product is selected.

To generate an information message for a superannuation fund/product, administrative users can email **SBSCHenquiries@medicareaustralia.gov.au**

Note: the message is for information purposes only. It will not prevent an employer adding the employee to the superannuation fund.

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Terms and Conditions Help

Add/Edit Employee

User ID: 3342271149
 ABN: 12 345 678 910
 Entity Name: John Citizen
 Trading Name: Citizen Electronics

Member must be in the health industry.

* Denotes mandatory field.

Employee Details

Title *

First Name *

Middle Name

Surname *

Date of Birth * eg: 25/02/2009

Employment Start Date * eg: 25/02/2009

Employment Termination Date Only if your employee no longer works for you.

Address line 1 *

Address line 2

Suburb/Town *

State/Territory *

Postcode *

Payroll Number

Tax File Number

Reason for no Tax File Number

Superannuation fund preference

A default fund (or the employer nominated superannuation fund) is the fund which you pay your employees superannuation guarantee (SG) contributions into if the employee does not choose a superannuation fund. For more information about default funds, please select the 'Help' tab above.

Employee has selected

Fund ABN	S.P.I.N./Product	Fund Name	Fund Bank Details	Member Number	Delete
02468101214	TES0065AU	SUPER CLEAR	Provided by Fund	<input type="text"/>	<input type="checkbox"/>

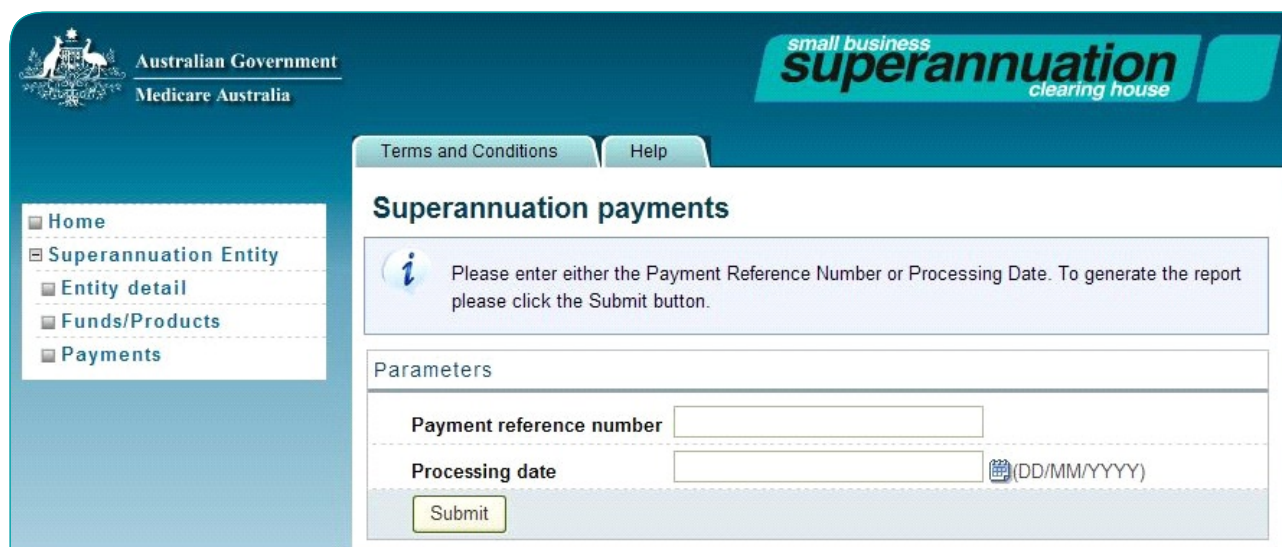
Privacy © Copyright ↑ Back to top ↑

12. Superannuation entity, fund and products requests, updates and changes

A statutory declaration is required for some amendments to ensure data integrity. Other amendments require the administrative user to either send an email or have the ability to update themselves. See Attachment B for a full explanation.

13. Reports

Contribution reports are available for all bank account deposits made by the Clearing House. Administrative users can download reports using either the payment reference number provided with the bank account deposit or by entering a date.



The screenshot shows the Medicare Australia website interface for Superannuation payments. The header includes the Australian Government logo and the Medicare Australia logo. The main navigation menu on the left includes Home, Superannuation Entity, Entity detail, Funds/Products, and Payments. The main content area is titled "Superannuation payments" and contains a "Terms and Conditions" and "Help" tab. Below the title, there is an information icon and a message: "Please enter either the Payment Reference Number or Processing Date. To generate the report please click the Submit button." The "Parameters" section contains two input fields: "Payment reference number" and "Processing date" (with a calendar icon and the format (DD/MM/YYYY)). A "Submit" button is located below the input fields.

Reports contain information relating to the employer, member and contribution.

Reports are available to administrative users after logging into the Clearing House at www.medicareaustralia.gov.au/super

Refer to the *Small Business Superannuation Clearing House—Contribution report standards* document for more information.

14. Exception processing

After the Clearing House makes a payment to a superannuation fund/product, it is likely a reconciliation process will be required by the fund using the contribution report. The information contained in the reports generated by the Clearing House is provided to ensure monies are allocated to the correct member.

If a match is achieved but some data for the member held by the Clearing House is different to that held by the superannuation fund, advice of this difference is not required by the Clearing House.

Superannuation funds/administrators can advise employers of preferred updates by contacting the employer directly, should they want to. Member updates of data held by the Clearing House must be made by the employer.

Where an initial match is not achieved, superannuation funds/administrators should continue to use their existing processes. Contact details for employers are included to help with this process, should an initial match not be possible.

If after applying internal resolution processes a superannuation fund/administrator cannot allocate monies, two steps should be taken:

- return the money to the Clearing House
- generate a return report providing details of the bank account deposit.

14.1 Returning money to the Clearing House

Monies that cannot be allocated should be returned to the Clearing House.

A bank account number suitable for EFT deposits will be made available, however this bank account number is only intended for use by superannuation funds in the case of unallocated monies. This bank account number must not be provided to employers/members, as an EFT deposit is not an approved deposit method for employers.

If details about this bank account number are required, administrative users need to call **1300 660 048** after registering.

A reference number matching the return report must be included with the bank account deposit to appear on the Clearing House bank statement.

Note: the contribution reference number contained within the member record is a preferred reference where returns will be made at an individual contribution level. Refer to the *Small Business Superannuation Clearing House—Contribution rejection procedure* document for more information.

14.2 Generate a return report providing details of the deposit

Return reports can be emailed to SBSCHexceptions@medicareaustralia.gov.au

14.3 Actions of the Clearing House after an exception has been received

The Clearing House will identify affected transactions and contact the employer. The employer will be advised that payments for their employee could not be allocated by the selected superannuation fund based on the information provided.

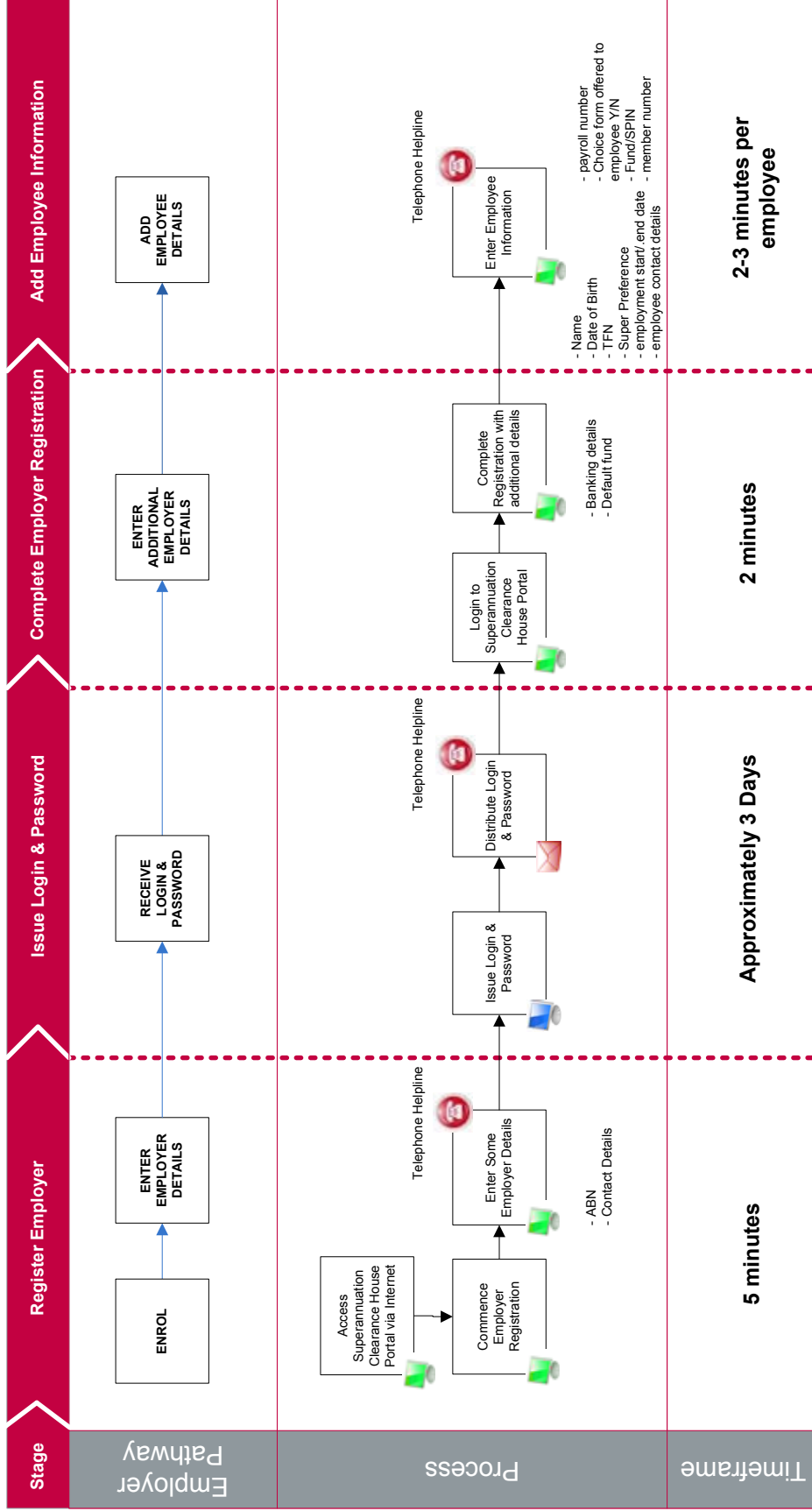
Employers will have the opportunity to correct the information or have the money directed to their default superannuation fund.

Refer to the process flow *Exception processing—fund mismatch* for more information.

15. Attachment A



Small Business Superannuation Clearing House – Registration Overview



- Name
- Date of Birth
- TFN
- Super Preference
- employment start/end date
- employee contact details
- payroll number
- Choice form offered to employee Y/N
- Fund/SPIN
- member number

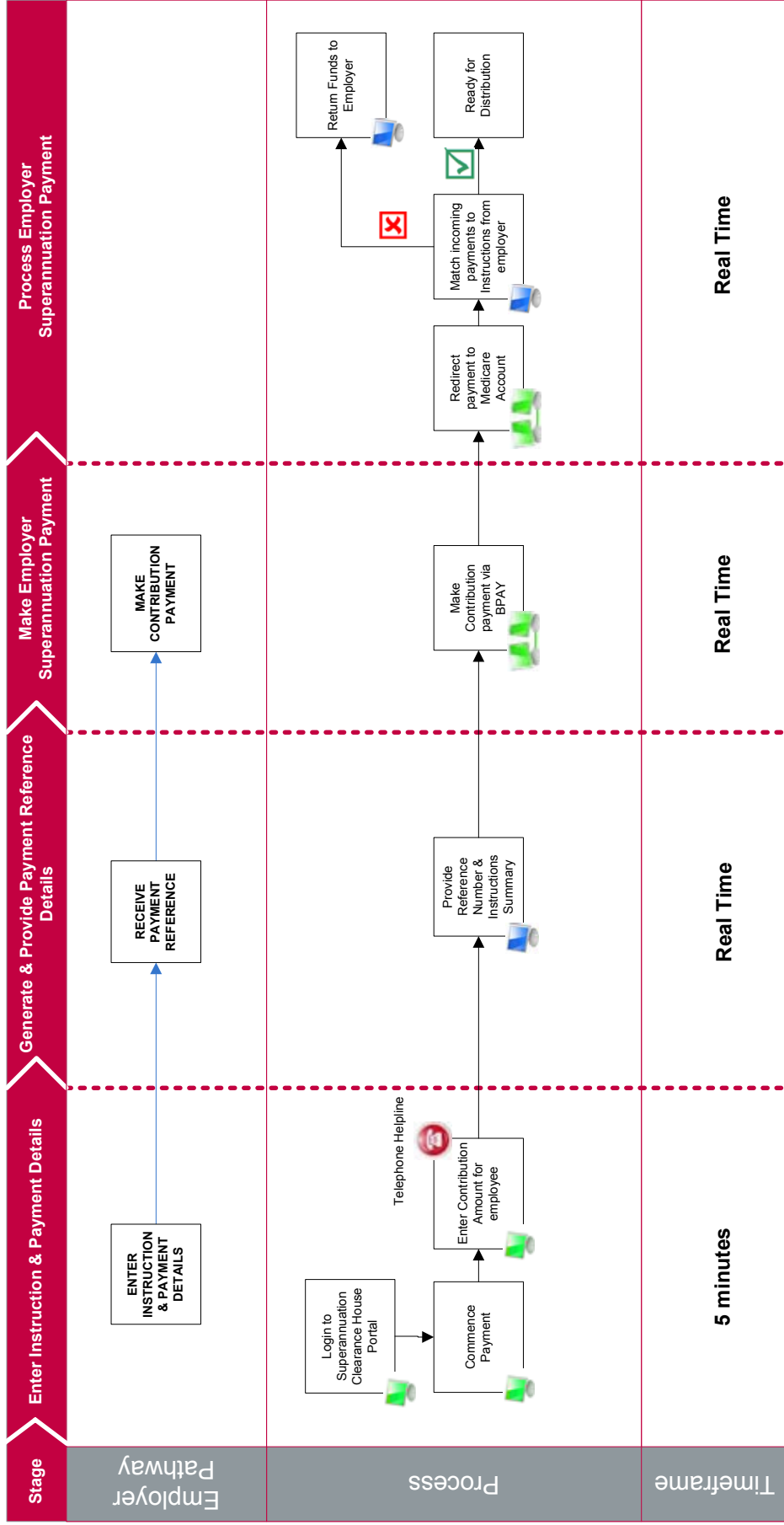
- Banking details
- Default fund

- ABN
- Contact Details

Key

- Business to Business
- Automation
- IVR
- Outbound Telephone
- Manual
- Fax
- Mail
- PDF
- Telephone
- Web Form
- Yes/Proceed
- No/Fail

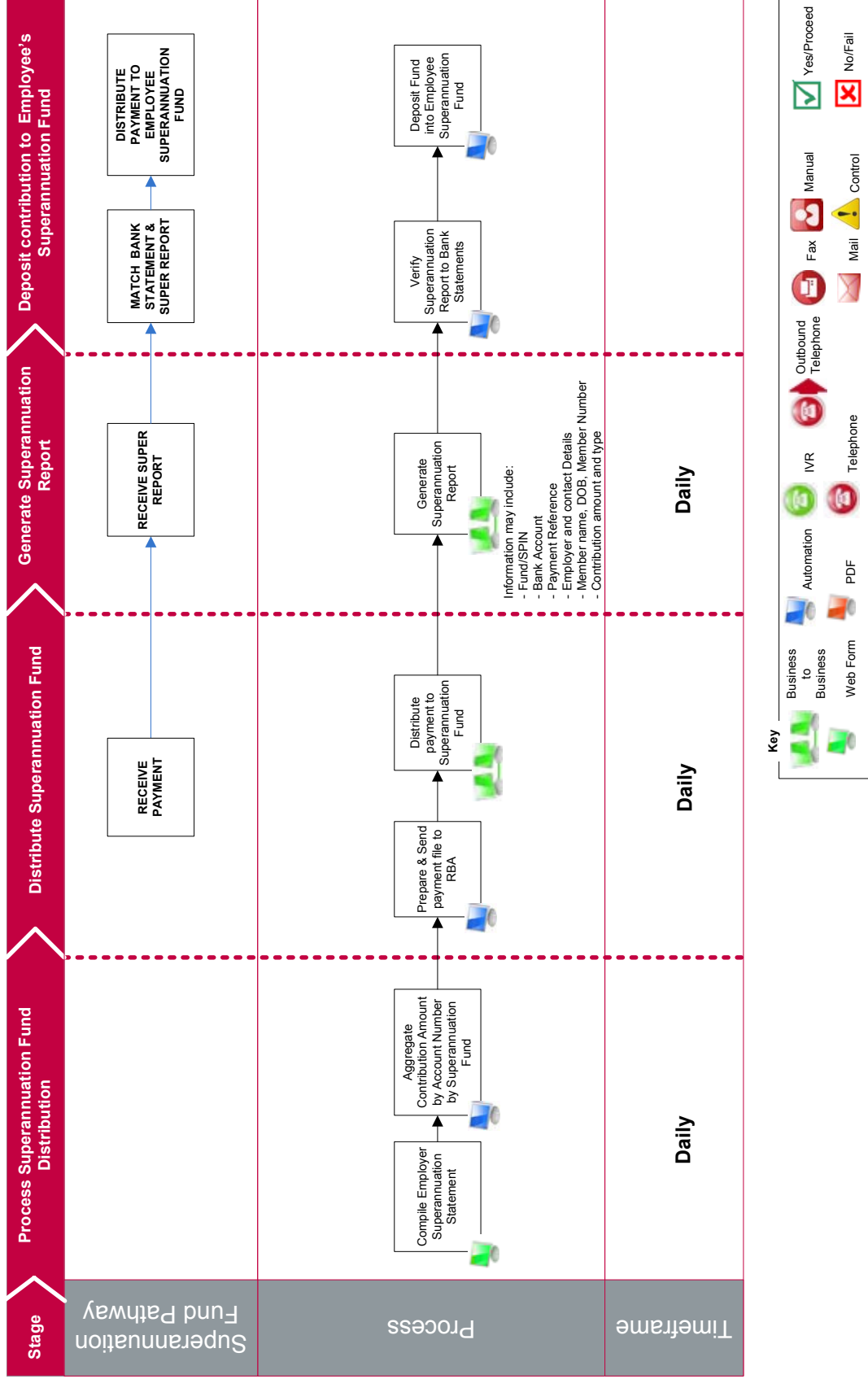
Small Business Superannuation Clearing House – Instructions & Payment Overview



Key

- Business to Business
- Web Form
- Automation
- PDF
- IVR
- Telephone
- Outbound Telephone
- Fax
- Mail
- Manual
- Control
- Yes/Proceed
- No/Fail

Small Business Superannuation Clearing House – Distribution Overview



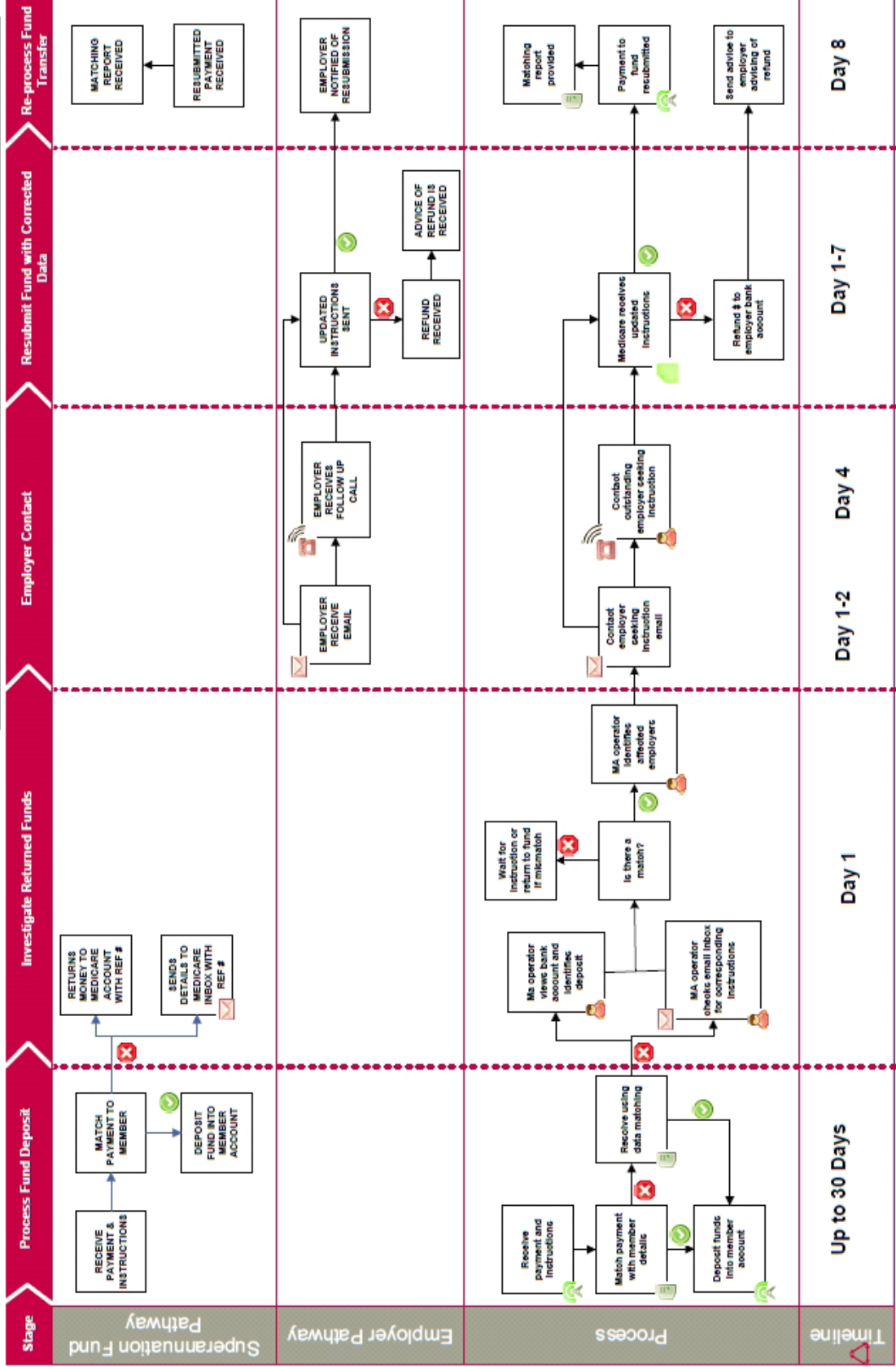
Key

- Business to Business
- Automation
- IVR
- Outbound Telephone
- Yes/Proceed
- No/Fail
- Business to Business
- Web Form
- PDF
- Telephone
- Fax
- Mail
- Manual
- Control

Superannuation – Exception Processing – Fund Mismatch

Key

- B 2 B
- Form
- HPoS
- Telephone
- Mobile Form
- Outbound Telephone
- Face to Face/Operator Intervention
- Automated Processing
- Back-office Processing
- Information
- EMail
- Fax
- Mail
- Yes/Proceed
- No/Fail
- Timer/Deby



16. Attachment B

Request	Administrative user	Statutory declaration	Email*	Process
Change or reset a password Request user ID		✓		<ol style="list-style-type: none"> 1. Call 1300 660 048 or email the request to SBSCHenquiries@medicareaustralia.gov.au 2. A statutory declaration will be sent to the requested email address. 3. Complete the statutory declaration. 4. Fax the completed statutory declaration to 02 6124 4615. 5. Return the original statutory declaration to Medicare Australia. 6. Your password reset request will be processed once the faxed statutory declaration has been received.
Change/update fund/product details (only required for changes to fund/product ABN, SPIN or name)		✓		<ol style="list-style-type: none"> 1. Call 1300 660 048 or email the request to SBSCHenquiries@medicareaustralia.gov.au 2. A statutory declaration will be sent to the requested email address. Complete the statutory declaration. 3. Fax the completed statutory declaration to 02 6124 4615. 4. Return the original statutory declaration to Medicare Australia. 5. Changes/updates will be processed once the faxed statutory declaration has been received.
Change/update: <ul style="list-style-type: none"> • postal address details • authorised contact details (for administrator/trustee or fund/product)	✓			<ol style="list-style-type: none"> 1. The administrative user can update these details via their Clearing House logon. <p>Note: the administrative is the Administrator/Trustee who holds the login details to the Small Business Superannuation Clearing House. A quick reference guide is available to support users.</p>
Change/update fund/product employer set-up rules			✓	<ol style="list-style-type: none"> 1. Email request to SBSCHenquiries@medicareaustralia.gov.au 2. Changes/updates will be made by Medicare Australia. <p>Note: the request must be received from the authorised contact's email address or a person with the same domain email address (for example @xyz.com.au) as the authorised contact.</p>

Request	Administrative user	Statutory declaration	Process
Change/update fund/product bank account details		✓	<ol style="list-style-type: none"> 1. Call 1300 660 048 or email the request to SBSCHenquiries@medicareaustralia.gov.au 2. A statutory declaration will be sent to the requested email address. 3. Complete the statutory declaration. 4. Fax the completed statutory declaration to 02 6124 4615. 5. Return the original statutory declaration to Medicare Australia. 6. Changes/updates will be processed once the faxed statutory declaration has been received.
Add new fund/product		✓	<ol style="list-style-type: none"> 1. Call 1300 660 048 or email the request to SBSCHenquiries@medicareaustralia.gov.au 2. A statutory declaration will be sent to the requested email address 3. Complete the statutory declaration. 4. 4. Fax the completed statutory declaration to 02 6124 4615. 5. Return the original statutory declaration to Medicare Australia. 6. Fund/product will be added once the faxed statutory declaration has been received.
Deactivate fund/product		✓	<ol style="list-style-type: none"> 1. Email request to SBSCHenquiries@medicareaustralia.gov.au 2. Changes/updates will be made by Medicare Australia. <p>Note: the request must be received from the authorised contact's email address or a person with the same domain email address (for example @xyz.com.au) as the authorised contact.</p>

† SBSCHenquiries@medicareaustralia.gov.au