

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

Additional Estimates

2014 - 2015

**Department/Agency: Treasury**

**Question: AET 387-394**

**Topic: Superannuation Guarantee**

**Reference: written - 16 March 2015**

**Senator: Wong, Penny**

**Question:**

Can the Department provide details for the past 5 financial years (including the current year) of:

387. Number of complaints received about employers not paying superannuation guarantee payments
388. The alleged outstanding value of SG relating to these complaints
389. The number of these complaints the ATO has investigated
390. The average time taken to investigate
391. The outcomes of those investigations
392. The number of successful recoveries as a result of ATO action
393. The value of successful recoveries as a result of ATO action
394. The staffing levels of the unit within the ATO that investigates these complaints

**Answer:**

For question 392 refer to the response provided for question 391.

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		<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b> 1/07/2014 – 28/02/2015
387.	Number of complaints received about unpaid superannuation guarantee	18,107	19,440	18,564	21,274	13,873
388.	The amounts raised from complaints (\$ million) (refer to note 1)	\$329.0	\$306.4	\$331.0	\$417.4	\$253
389.	The number of complaints closed during the year, but some may not have been received in the same year (refer to note 2)	17,943	19,752	16,976	18,107	12,208
390.	The average time taken to investigate (days)	98	100	87	69	59
	Performance against case benchmarks:					
	- commenced within 28 days	99.0%	99.9%	99.2%	99.6%	99.3%
	- completed within 4 months	55.2%	46.0%	50.8%	70.7%	70.1%
	- completed within 12 months	99.6%	99.5%	99.7%	99.8%	99.9%
391. 392.	The number of complaints that resulted in liabilities being raised (refer to note 3)	11,378	11,442	11,413	11,539	7,616
393.	The value of dollars transferred (\$ million)	\$258.0	\$295.0	\$311.8	\$387.8	\$289.6
394.	The staffing levels of the unit that investigates complaints (refer to note 4)	Data unavailable	228	231	236	200

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Note 1: These figures reflect cases where the employee has complained about unpaid super only. Results from proactive audit work are not included.

Note 2: The ATO cannot match dollars raised per year to the complaints received. The ATO measures complaints received per year and dollars raised, collected and transferred per year, however the two do not necessarily directly correlate. Amounts raised, collected and transferred may refer to complaints received in prior years.

Note 3: Whilst this is the number of complaints that resulted in liabilities being raised, it in no way reflects the number of employees for whom super was recovered. For example, in 2010-11 although 11,378 complaints resulted in liabilities being raised, the ATO raised entitlements for 200,439 employees through audit activity (both from complaints and proactive).

Note 4: Staffing numbers are not available for 2010-2011. The ATO is unable to split staffing levels between audit work on complaints and proactive audit work. These figures therefore represent staffing for all superannuation guarantee audit work.