



SuperChoice ✓

**Aware Super  
delivers enhanced  
employer experience**



## Aware Super, one of Australia's leading superannuation funds, has been on a transformational journey to improve engagement with employers who interact with the fund through the clearing house experience.

Aware Super aspired to deliver a solution that provided a great user experience for all employers and to support them in meeting their superannuation obligations now and into the future. The fund had identified that the employer's ability to comply with superannuation contribution obligations were complex, and subject to regulatory change, and that the overall experience for the employer had room to improve.

As well as delivering strong long-term returns for members, Aware Super has long prided itself on being a trusted partner for employers, by providing a free clearing house solution as well as a suite of personalised help and advice services for their employees; the fund knows that engaging the employer is important to its ongoing success. As such it required a specialist partner to provide a market-leading employer digital experience tightly integrated into the core clearing house function, offering a user-friendly portal that made transacting easy, while delivering a level of sophistication to adapt to future demands.

### Navigating the complexities

During a time of unprecedented change in the industry that has seen superannuation funds manage significant legislative change such as Your Future, Your Super while simultaneously being involved in merger discussions and activities, Aware Super undertook a project to standardise back-office operations and consolidate service providers. At the same time, it prioritised the requirement to meet current and future employer needs with the personalisation of employers' interactions with the fund.

The change had added complexity as many of the employers interacting with Aware Super are large and complex entities supporting multiple payroll file formats and centralised payroll teams that support hundreds of thousands of employees.

In planning for the Aware Super migration project, several factors were considered including data security, business continuity, disruption minimisation and cost efficiencies. These are all critical issues given the fund's laser focus on being helpful for members and employers alike, while delivering better value as well as strong, long-term returns for its 1.1 million members. Underpinning this was the necessity for the project to be executed in a manner that complied with all regulatory requirements.

"The scale and size of the project scope required a phased process to ensure successful migration and consolidation. Leveraging SuperChoice's experienced team and expertise, we embarked on an approach driven by fund merger status followed by a sequence based on employer size and complexity."

#### Steve Travis

Group Executive, Member Growth  
Aware Super

### Aware Super's key deliverables:

- 1 Migration of various fund technologies to ones that supported Aware Super's cloud technology principals
- 2 WA Super and Vic Super fund consolidation into Aware Super
- 3 Clearing house portal consolidation into Aware Super SuperChoice Platform
- 4 Transition of SuperStream Gateway services to SuperChoice
- 5 Introduction of additional employer services including Single Touch Payroll via the SuperChoice platform services

6,000  
employers  
covering  
1 million  
employees  
migrated

## Collaborating on the right approach

Each project has its nuance, and SuperChoice worked closely with the fund to design the optimal change management process to deliver the desired outcomes while minimising disruption and maximising engagement with employers throughout the transition – in line with Aware Super's strategy of being the most helpful super fund.

Combining its deep domain knowledge, focus on the employer experience and success in managing multiple fund migrations and consolidations, SuperChoice worked alongside Aware Super to help guide the fund with large-scale deployment and change management planning.

SuperChoice's track record in helping manage such projects was a key reason why it was chosen by Aware Super. Projects of this scale require a partnership approach to ensure the employer transition is successful.

"A sequenced migration with guidance from the SuperChoice team drove efficiencies and simplicity in the process of transitioning. The success of this approach is evident from feedback from the Aware Super employer population. Not only did they feel the migration was seamless, but their enhanced experience with the new clearing house platform is exactly what we set out to achieve."

### Steve Travis

Group Executive, Member Growth at Aware Super

## Improved experience across the board

The preparation, collaboration, and continued focus on the project has yielded successful results.

From April 2021 through October 2022, approximately 6,000 employers covering 1 million employees migrated onto the SuperChoice Platform. This migration included three large and complex employers that support multiple payroll data files, which can contain over 1,600 ABNs and 430,000 employees.

## Award winning project

The Aware Super team won the Team of the Year Award at the annual Aware Super Awards night for their efforts in successfully delivering a Clearing House and Gateway project with SuperChoice – excellent recognition for a project delivered while three major funds were merging. The team managed the transition of 6,000 employers to a new clearing house solution while also integrating the Gateway solution for contributions and rollovers into their new registry system Sonata Alta.



Aware Super is one of Australia's largest industry funds providing superannuation, advice and retirement solutions to those who teach, nurse, care, respond and help others in the community. Aware Super's strategy and motivation have always centred on delivering the best possible outcomes, including strong long-term returns and invaluable personalised help for the fund's 1.1 million members.



SuperChoice is a leading SaaS provider of Superannuation Clearing House and Single Touch Payroll processing solutions with over 25 years of experience in the industry. SuperChoice solutions and services connect employers, superfunds and administrators, and digital services providers, allowing them to do everything from one place.

[superchoiceservices.com](https://superchoiceservices.com)