

**From:** Linda Wijaya <Linda.Wijaya@cox.com.au>  
**Sent:** Friday, November 3, 2023 4:12 PM  
**To:** Payday Super <paydaysuper@TREASURY.GOV.AU>  
**Subject:** Feedback from Payroll Perspective

Dear Treasury,

I'm writing to share our perspective on PayDay Super, understanding that you've received numerous similar emails from payroll departments. I want to echo a few challenges we foresee with PayDay Super:

- **Loss of Control:** With the super fund manager handling the distribution of super, once the funds leave our account, we no longer have control over ensuring they reach the members' accounts on the same day.
- **Overpaid Super:** If we accidentally overpay super to an employee who has been terminated, we're unsure how to retrieve the excess funds from the employee.
- **Incorrect Information:** What happens when an employee provides incorrect super fund details or if there's an administration error on our end?
- **Terminated Employees:** In the case of terminated employees who close their super funds without notifying us of the new details, we are left in a challenging situation.
- **Returns and Reconciliation:** If incorrect funds are returned, how long will it take for the funds to reach the employer's bank account? The reconciliation and additional checking processes will add to our administrative workload.

We hope that the Treasury can address some of these concerns. While we understand that these issues may be resolved when the system goes live, addressing them now would provide us with more confidence in the transition.

Thank you for your attention to these matters.

**Linda Wijaya**  
Payroll Manager



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**Acknowledgement of Country**

This email was sent from Tallawoladah on Gadi Country. COX Architecture respectfully acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, water and sky. We pay our respects to Elders past, present and

emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples today.