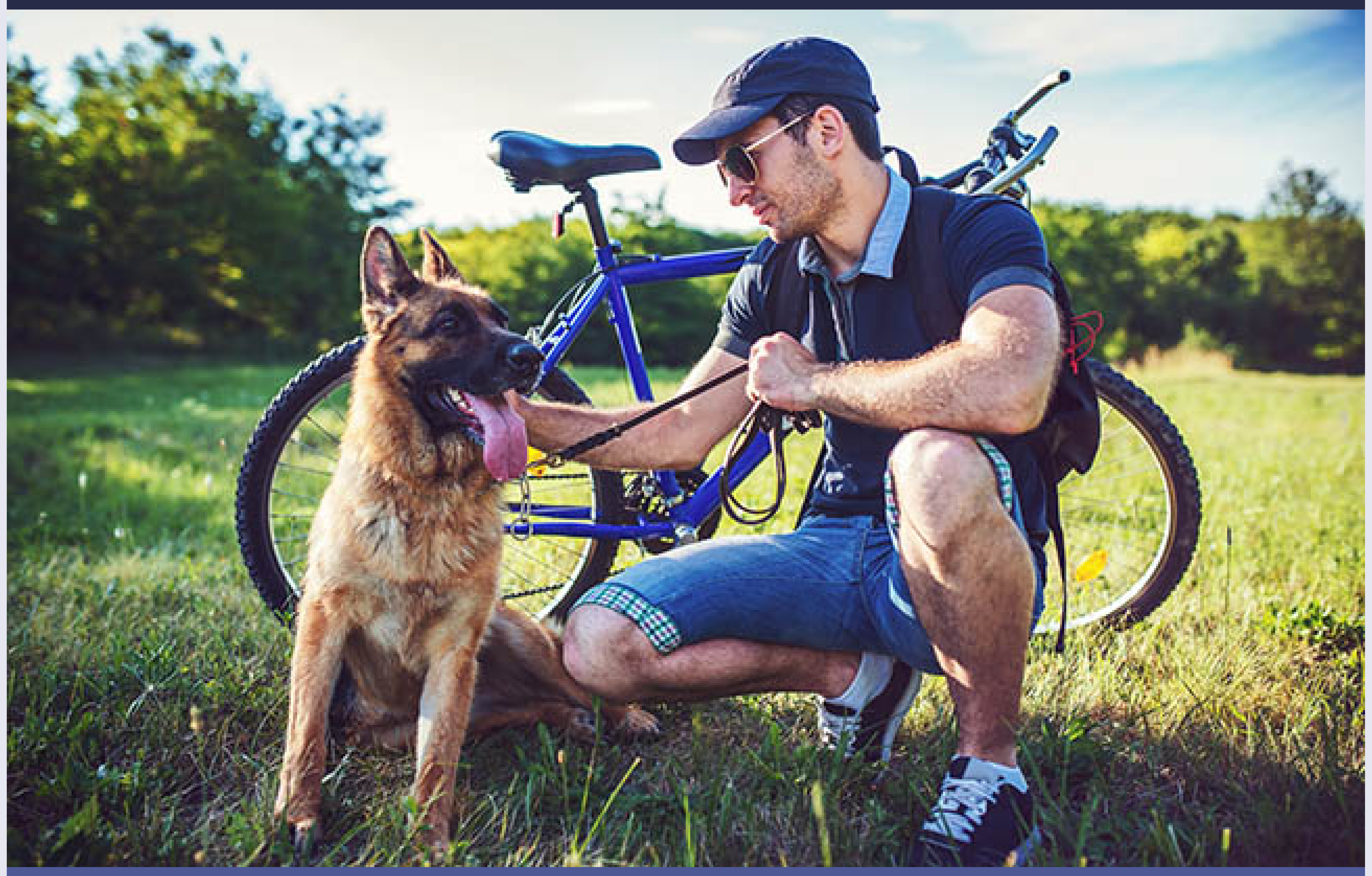
Australian Government
Commonwealth Superannuation Corporation

Employer news, Spring 2019 edition



Putting our customers' interests first

Some changes to insurance in the super industry are coming into effect from 1 April 2020. Putting Members Interests First (PMIF) legislation follows on from the Protecting Your Super (PYS) changes that happened on 1 July 2019. Just like the PYS, these changes will affect all accumulation-style superannuation products—like PSSap–they won't impact defined benefit schemes–like CSS and PSS.

It's now more important than ever for you to report email addresses through SuperStream when a new employee starts at your agency. It's also crucial that their insurance salary is correctly reported in the first pay file. We'll use that salary to estimate the person's cover and premiums to include in their welcome pack.

We'll be sending information out to our PSSap customers about the PMIF changes soon, and will let you know more in our next Employer News.

I hope you enjoy this spring edition of our newsletter.

Sonja Nocera
Employer Services Manager
Commonwealth Superannuation Corporation

User access requests are now digital

We've recently digitised our user access request for Employer Services Online and the PSSap employer portal. This means you can request access to online services directly from our website—you no longer need to print, sign and email a form. The PDF forms will be removed from the website at the end of November.

Tips for shared service providers

Shared service providers can use the digital form to request access for multiple agencies at once. When requesting access, enter each employer ID separated with a comma. For example: 12345, 12346, etc.

If you're checking a new employee's eligibility online, you can search the Eligibility Determiner using log in details for any agency—you'll get the same result no matter what agency you use.

Fancy a visit from our Employer Trainers?

Our Employer Trainers visit workplaces across the country, to help you better understand and streamline your super obligations. They cover a range of topics that are all listed on our website, and are always happy to chat about what best suits your needs. They can also provide refresher training, or come in for informal Q&A sessions with you or your team.

Get in touch with us if you'd like to chat about a session at your office or ours. You can email **employertraining@csc.gov.au** or call us on **1300 338 240**.

New Enterprise Agreements—you can speak to us about super impacts

We know that negotiating enterprise agreements can be tricky, and we want to help where we can. We can take a look at your draft agreement, and let you know if there are any unintended consequences for your employees' super.

If you'd like to chat about your new Enterprise Agreement, get in touch with us

Have you subscribed to our YouTube channel?

on **1300 338 240** or **employer.service@csc.gov.au**

Our YouTube channel is full of interesting videos all about CSC and super. You can meet our Financial Planners and Educators, learn more about our schemes, and watch some of our customers' stories. We've recently uploaded a seminar by one of our Educators, Scarlett, where she talks all about Women and Super. The information she shares is relevant to all our customers, so why not check it out to learn more.

Sending IRC applications to the Assessment Panel

Did you know, not all applications for an invalidity retirement certificate (IRC) need to go to the Assessment Panel? In fact, more than half of CSS and PSS IRC applications didn't need the Assessment Panel last financial year. **Read more**

Meet our Employer Service Desk

Introducing the Employer Service Desk—your first point of contact as an employer. The Employer Service Desk can help you with any questions you might have about how to administer any of our schemes. **Read more**

PSS customers claiming benefits over age 65

Did you know, PSS contributing customers 65 and over can access their entire benefit at any time without retiring? **Read more**

We're letting customers know about PSSap Ancillary

We'll be sending out information to our PSS customers in the coming weeks, to show how a PSSap Ancillary account can offer more options and flexibility with their super. If you'd like to know more, we've also updated the information on our website. **Read more**

Continuing ADIC after employment ends

When an employee with Additional Death and Invalidity Cover (ADIC) ceases employment, we contact them to let them know that their cover has ceased. But did you know they may be able to keep their death cover? In our letter, we advise any PSS customers under the age of 60 that they can apply for continuation of their death cover within 60 days of ceasing their PSS membership. To do this, they need to contact our insurer, AIA Australia, on **1800 333 613** within 60 days after they finish work.

New Confidential and Medical Personal Statement

We recently updated our Confidential and Medical Personal Statement (CMAPS) for PSS customers. Take this opportunity to throw away any copies of the previous form that you may have, and start distributing the current version that can be found on **our website**.