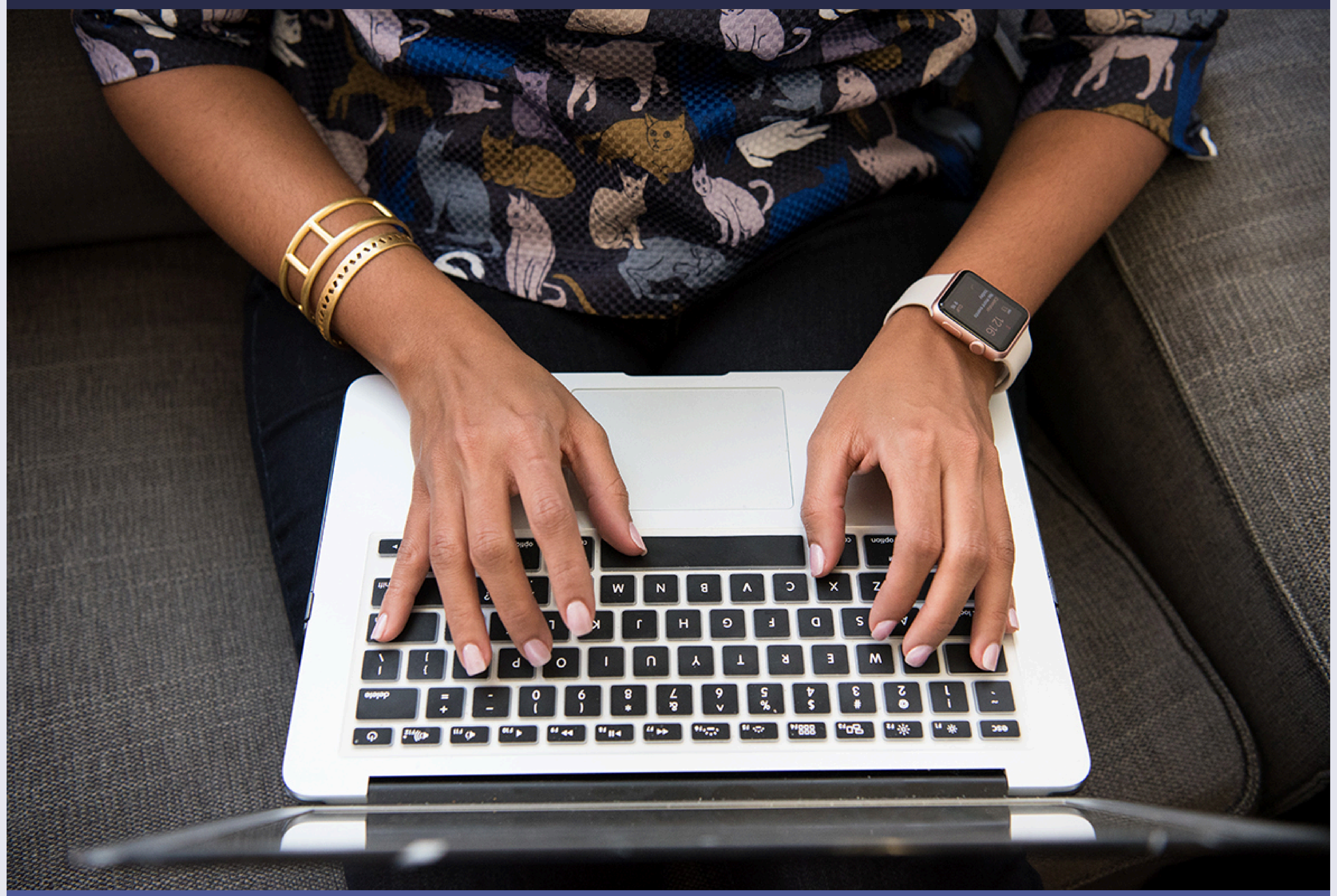
Australian Government
Commonwealth Superannuation Corporation

# CSC Employer newsletter, Summer 2021 edition



We're only in February and it's already full steam ahead for us. There's a lot happening in 2021, so keep a close eye on our newsletters and email blasts to keep on top of everything super. If any of your colleagues would like to receive our newsletters, just flick them this link: yoursuper.csc.gov.au/employer-news.

We also want to say a huge thank you for everyone's feedback in last year's survey. We appreciate you taking the time to give us your thoughts. We're making our way through your comments and suggestions and are excited to see where they take us.

**Sonja Nocera**
Employer Services Manager
Commonwealth Superannuation Corporation

## Annual Member Meeting - Tuesday 16 March 2021

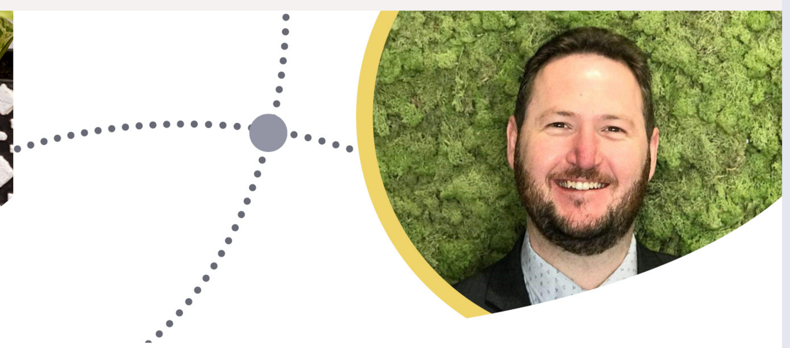
This is a chance to hear directly from our team about how we're performing, and learn more about our objectives, strategy and outlook for the future. Hear from the Board of Directors and Executive Team about our performance, objectives, strategy and outlook for the future.

Find out more and register here


## Your Future, Your Super – what does 'stapling' mean for you?

The Your Future, Your Super reforms that take effect on 1 July 2021 will mean changes for you and your employees. It's extremely important you understand the changes and what they mean, so please **read this carefully.**

Read more



## Farewell to John!

Last week we said farewell to John, one of our Employer Trainers. After 5 years at CSC, John's moving on to his next challenge (which includes a sea change to Melbourne). John has done wonderful things for our employer training program and web content, among many other things. He'll be sorely missed, but we wish him all the very best.

We're recruiting a new Employer Trainer who will take care of all your payroll, recruitment and HR training needs. In the meantime, you can chat to Siobahn (our other Employer Trainer) about any training needs. Get in touch on **02 6272 7911** or at siobahn.white@csc.gov.au.

And as always, please reach out to our Employer Service Desk for help.

## Bigger and better changes for our website

After reading your feedback on the website in our relationship survey, we're making big changes to the website.

Soon, the website will follow your employees' super journey, including:

- starting a new employee
- salary and contributions
- sickness and injury (which already exists)
- leaving employment, and
- advice and resources.

## The newest additions to our website

- Answers to FAQs about using our clearing house, QuickSuper
- A PIP estimate form (combined with the invalidity retirement benefit estimate form)
- A new webpage on all things Additional Death and Invalidity Cover (ADIC)
- The newest administration guides:
  - part-time employees. The old training notes (ETNPSS06) will remain below the new guide

Read more

until we publish the casual employees administration guide.
- new employees (with a new section on the website coming soon!)

## Process change: CSS and PSS terminal illness cases

For employees who have a terminal illness and are CSS or PSS customers, we've made a slight change to the IRC process. Case managers and payroll should be aware of this change.

**What's the old process?**
Once an IRC was issued, we'd ask you to send your employee's benefit application form (SIR1) to us after their exit date.

**What's the new process?**
As soon as the exit date has been decided, have your employee send us their completed benefit application form. We're hoping to receive the form **before** their exit date. You should send the departmental report to us as soon as you can.

**Why has this changed?**
This change lets us know what benefit option your employee has chosen as early as possible. After they've exited, it helps us process their benefit quickly, but most importantly it helps with conversations we may need to have with their family if they pass away before exiting.

## Changes to PSSap and ADF Super beneficiary nominations

In December, we improved the experience of nominating beneficiaries for our PSSap and ADF Super customers. We introduced:

- non-binding nominations, which allow our customers more flexibility with who they can nominate and can be submitted either online or by using the beneficiary nomination form, and
- an option to renew binding nominations online.

Both online options can be done through member services online.

CSS, PSS, DFRDB and MilitarySuper customers can't nominate beneficiaries, so these changes don't apply to them. Their benefits are paid according to the super fund rules, which you can learn more about in our death benefits factsheets.

## Accessing our Employer Services Online (ESO) portal

ESO is a secure online portal payroll system that teams use to send us CSS and PSS contribution data every fortnight. It's also where you can check what super fund a new employee is eligible to join/re-join.

ESO has our customers' information in it, so it's really important that we're aware of who has access to the portal.

Read more

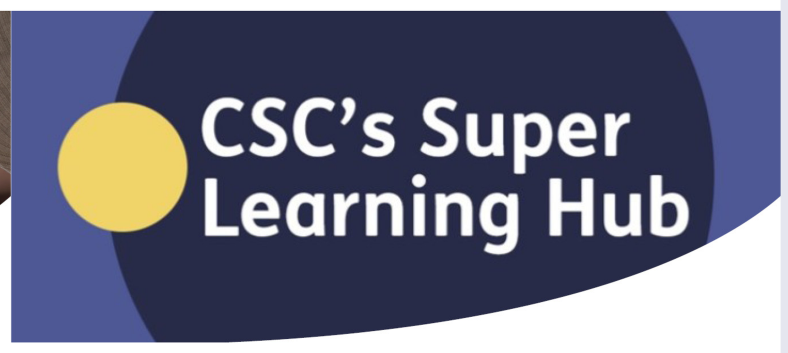
## Our new AWOTE calculator is now online!

Last year we asked for your opinion on our AWOTE calculator. We've since used your feedback and worked closely with some employers to transform the calculator into an online tool.

Read more

## Got questions about rent-free allowance?

We've received a number of enquiries about the treatment of rent-free accommodation and other allowances in calculating salary and super contribution amounts. If you have questions about how to administer this, you'll need to contact the Department of Finance's Super Branch at superbranch@finance.gov.au.




## Our new Super Learning hub

Looking for some resources for your employees to learn more about their super? We've got plenty of videos about super in our new Super Learning Hub.

## How to get in touch with the Employer team

Our Employer Service Desk is here to help. Just give us a call on **1300 338 240**, or email us at **employer.service@csc.gov.au**.
So we can best assist you, please use the Service Desk as your first point of contact. This ensures the most suitable person will receive your enquiry.