Australian Government
Commonwealth Superannuation Corporation

CSC Employer newsletter, Summer 2020 edition

What's new at CSC?

On 1 January 2020, the legislation around beneficiaries for CSS and PSS customers was updated, and the definition of an eligible or partially dependent child has changed. Read more in our **Death Benefits Factsheet.**
We now have a special team dedicated to helping families cope with the loss of a loved one. And there's been a few changes to the way you can let us know if an employee has died. **Read more about what's changed.**

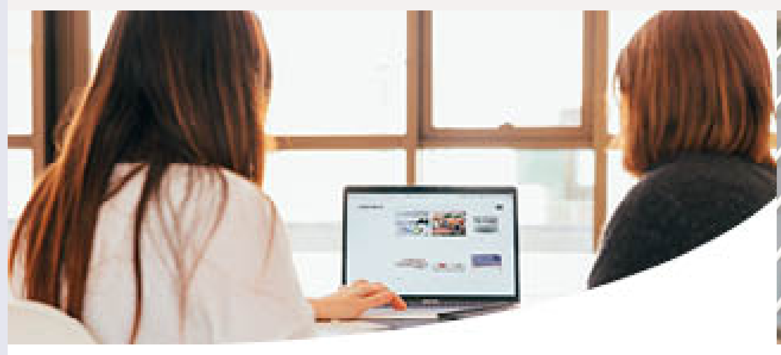
A number of Departments were impacted by the Machinery of Government (MoG) changes that came into effect on 1 February 2020. We've been working closely with these Departments since the changes were announced at the end of 2019.

We held a forum at our office in early January to discuss the impacts of the MoG on super, and what we could do to help. We also met with affected Departments to discuss more about specific impacts to them. We're happy to say that the first pay run after the MoG went pretty well with a few small hiccups we're working through. We're expecting the next pay to be a smooth run.

While it's been a busy few months, we've really appreciated having the opportunity to work so closely with Departments through this change. We hope this collaborative approach has helped make super changes as easy as possible.

If you have any questions about the MoG, feel free to get in touch with our Employer Service Desk on **1300 338 240.**

Sonja Nocera
Employer Services Manager
Commonwealth Superannuation Corporation



Sharing super details

When a PSS, CSS, or PSSap customer moves from one eligible employer to another, their membership will continue—as long as continuous service applies. This means their starting salary and full time (or part time) status won't update until their next birthday review, even if their circumstances change with their new employer. For CSS and PSS customers, the contribution rate will also stay the same unless they elect to change it.

It's important that the new employer has access to the customer's super history from the previous employer, so they can properly administer their super. **Read more**

Our PIP and PAP reimbursement backlog is now gone!

We're excited to yell out from the rooftops that our backlog of partial invalidity pension (PIP) and pre-assessment payment (PAP) reimbursements is now gone. Read more about how we achieved this, how you can help us process invoices faster, and how the Machinery of Government changes will impact invoices.
Read more

We're proud to be continuing our sponsorship of the Mother's Day Classic and excited to be involved in Canberra's 2020 event.

The Mother's Day Classic is an annual community fun run and walk that raises funds and awareness for breast cancer research. The event is so close to reaching its target of $40M raised by 2020 so let's help them get there!

For the last two years, we've run a competition between agencies in Canberra to see who has the highest percentage of participants (runners, walkers and volunteers) per agency. The Department of Foreign Affairs and Trade took home the 2019 CSC trophy for the largest government team—the group of more than 50 participants ran for their beautiful friend and colleague, Lisa—and the competition is back for 2020!

Events will be held across the country on Sunday 10 May 2020. Registrations are now open, so jump on the website to register or find more information: **mothersdayclassic.com.au**

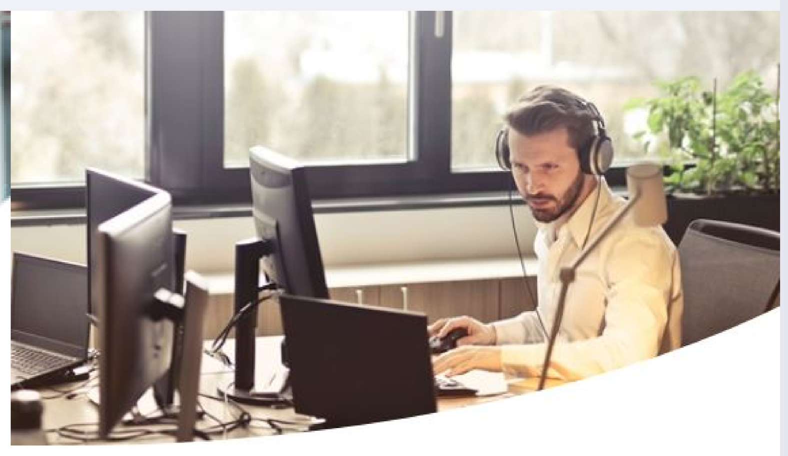
If you'd like to promote the MDC challlenge at your workplace, you can **download our flyer**

Why do we need personal email addresses?

Lately, we've been encouraging you to include a personal email address for employees. We've noticed more and more email addresses coming through the pay files, and want to thank you for helping us keep in touch with our customers.

Unfortunately, for some PSSap customers, we've been given a generic or team email address instead of a personal one. We use the email addresses you provide to send personal information to your employees about their super and insurance entitlements. If this email is sent to a group email address, it is a breach of privacy.

Please, only provide us with personal email addresses for your employees. If you don't have an email address for them, that's ok – we'll contact your employee by post until they update their details online.



Delay in processing PSSap refund requests

Our PSSap refunds requests are at a record high due to a number of super audits currently underway with various employers. For this reason, it's taking us a bit longer to process refunds than usual. We're sorry if this causes you any inconvenience.

If you're thinking about undertaking an internal super audit and remediation project, please have a chat to us first. If you're able to talk to us ahead of time, we can work together with you on how we can get these done as efficiently as possible.

Granting LWOP for outside employment

Did you know it's possible for CSS and PSS customers to have contributions paid into their account while they're on leave without pay (LWOP) to work for an ineligible employer (such as a State government agency or private company)? This is sometimes known as LWOP in the public interest or LWOP in the interest of the service. **Read more**

Changes to ADF Super legislation

From mid-2020, if Australian Defence Force members have been in service for more than 12 consecutive months, they can keep their ADF super account for life—even if they transition out of Defence. We'll also have a new optional insurance product designed especially for ex-serving personnel who are still eligible to contribute to ADF Super (TPD and death cover, and income protection). **Find out more**