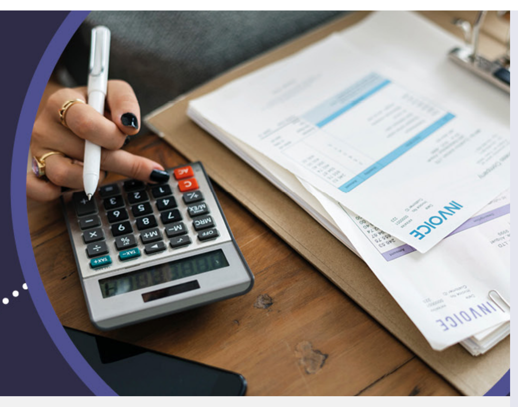
Australian Government
Commonwealth Superannuation Corporation



CSC Employer Newsletter: November 2023

End of year recap

Thank you for joining us for an eventful 2023 where CSC launched the CSC Navigator, was awarded best small/mid-sized pension fund of 2022 and took home The Super Ratings Smooth Ride Award.

Winning the Smooth Ride award demonstrates CSC's commitment to weathering the ups and downs of the investment market while still delivering strong outcomes for members. This award recognises our dedication towards positively impacting our customers on their superannuation and retirement journey.

Our Employer Team services more than 180 eligible employers around Australia, who play a vital role in shaping the retirement outcomes of more than 700,000 of our members. Ensuring we adapt to the ever-changing superannuation landscape while embracing the fast paced dynamics of your workforce is imperative, as we plan the future of our online training delivery and on-demand education resources. We aim to facilitate and forecast the support you need to fulfil your everyday superannuation obligations.

As we reflect back on 2023, we acknowledge that our achievements would not have been possible without the partnerships formed with our employers and members. We look forward to working with you in 2024.

Kind regards,

Tim Hart
Manager, Employer Engagement

CSC's Virtual Employer Seminars

Our latest Virtual Employer Seminars were held over three days, showcasing CSC's dedication to the education of our eligible employers. Across eight specific and targeted modules, our educators facilitated delivery to nearly 1,000 eligible staff in payroll, recruitment, human resources, rehabilitation case management and senior management.

The sheer volume of attendees, joining in from all corners of Australia, highlights the complexity of CSC's schemes, and the increasing need for our employers to have access to support and education to enable them to assist their employees as members of CSC.

Topics from *Super 101* and *New Employees, to Invalidity Payroll, Pre-Assessment Payments* and *Partial Invalidity Pensions* are often considered complex—through our virtual delivery, we can break down the intricate layering of these subjects.

We thank our attendees for their constructive feedback, and are excited to work towards delivering the impactful changes you have asked for.

We have seminars planned for early March 2024 where we stand by our commitment to empowering employers to, in turn, support and positively impact their employee's superannuation life cycle. You can register your interest here.

Be prepared for processing cut-offs.

As the calendar year winds down, it's important to keep a close eye on the early cut-off dates for processing of CSS and PSS benefits. This is particularly important for any employees who are retiring or leaving employment between now and January.

Retirement and Pension timeframes | CSS and PSS:

Cut off	Pension pay day
Wednesday 6 December 2023	Thursday 28 December 2023

Cut off	Pension pay day
Friday 5 January 2024	Thursday 11 January 2024

For employees separating from your agency, please send through all relevant departmental reports and application forms to formsandapplications@csc.gov.au

Contribution data processing timeframes | CSS and PSS:

Agencies with a shutdown period should submit CSS and PSS contribution data for payday 21 December 2023 through Employer Services Online (ESO) before your shutdown commences. A corresponding payment must also be sent. It's important to ensure contributions are remitted using the matching Payment Reference Number (PRN) for correct and efficient allocation.

Issues with the reconciliation of pay file data and contribution payments can result in the delay of contribution allocations to your employees' super accounts.

Contributions data processing timeframes | PSSap:

The CSC sponsored clearing house enables employers to schedule submission of data and payments in advance for PSSap and Choice Funds. This is particularly helpful at this time of year! Ensure that the transaction date in your SAFF file (field 26, .csv column W) shows the date you want the data submitted, and the contributions direct debited from your account. If the field is left blank, transactions will be processed after 4:00pm on the day of authorisation.

If you're unable to schedule in advance, or are using a clearing house that isn't CSC sponsored, we can confirm that any contributions received by PSSap via SuperStream by 22 December 2023 will be allocated to your employees' accounts before the end of this calendar year. Contributions received after 22 December 2023 will be allocated in January 2024.

Employers unable to meet final 2023 cut-off dates mentioned above, must please remit as soon as possible in the New Year.

Important contacts:
Employer Services Team | 1300 338 240 or email employer.service@csc.gov.au

Data reporting tips - is your staff member transferring?

Employees move departments and changes roles all the time. Whether retiring, transferring to another agency, or going through medical grounds that affect their super contributions, the cessation options available to you as you lodge contributions on Employer Services Online (ESO) differ.

For example, if your employee is transferring to another agency, they must have cessation code “4” entered. This is the relevant code required to alert us that even though they have ceased with your agency, their membership will continue and contributions will come in from another employer.

CSS and PSS
If you're uploading via a SAFFE file, use the employees' ‘ceased’ date with the relevant code. If you're manually uploading to ESO, use the ceased date and ‘finalise’ the member using the ‘F’ key.

It is particularly important to follow this process with employees on Leave Without Pay (LWOP). Employees temporarily transferring should not be reported as being on LWOP.

Employees who are transferring temporarily have a ‘ceased’ or ‘finalise’ date depending on how contribution files are being submitted.

Employees returning after a temporary transfer, or commencing with your agency require their effective date to be updated with the relevant date of return or commencement. Enter the existing AGS number and the date that your employee commenced with your agency for the fields:

- Scheme commencement date
- Employment start date
- Employment status effective date
- Part-time hours effective date (if applicable)
- Salary for super effective date
- Percentage rate effective date
- LWOP start date (for MoG cases where a member is on LWOP prior to employment change)

Choosing the correct cessation reason code for PSS and CSS members prevents errors in contribution data. It leads to smoother processing with limited hold-ups in contribution allocation.

Time to recharge

As our team and the wider CSC recharge over the summer break, you will notice we are operating at a reduced staffing level. We appreciate your patience during this time and look forward to reconnecting with you in the New Year!

We wish you a happy and safe festive season.

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Your privacy is important to us
We're committed to protecting your privacy. We collect your personal information for the purposes of providing superannuation services to you, improve our products and to keep you informed. We will only share your personal information where necessary for providing superannuation services to you. This may include disclosing your personal information to our scheme administrator, service providers or government or regulatory bodies. Your personal information may be accessed overseas by our service providers. Please see our privacy policy for full details. Your personal information will not be otherwise used or disclosed unless required or permitted under law. A full copy of our privacy policy as well as the privacy complaint process is available at www.csc.gov.au/privacy

General Advice
Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Target Market Determination
To ensure that CSC is keeping customers at the centre of our approach to the design and distribution of our products, a Target Market Determination (TMD) has been made for ADF Super, PSSap and CSCri. A TMD describes the types of customers a financial product is appropriate for based on their likely needs, objectives and financial situation (target market), and it establishes the conditions and restrictions in relation to how the product can be distributed to customers. The TMD also describes our reporting requirements, and events or circumstances where we may need to review the TMD. CSC TMD's can be found on our website csc.gov.au/tmd.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397
Trustee of Commonwealth Superannuation Scheme (CSS)ABN: 19 415 776 361 RSE: R1004649
Military Superannuation and Benefits Scheme (MilitarySuper) ABN: 50 925 523 120 RSE: R1000306
Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893 RSE: R1004595
Public Sector Superannuation Accumulation Plan (PSSap) ABN: 65 127 917 725 RSE: R1004601
Defence Force Retirement and Death Benefits Scheme (DFRDB Scheme) ABN 39 798 362 763
ADF Super ABN: 90 302 247 344 RSE: R1077063