October Outlook: Guiding you through Q4

With the 2025-2026 graduate season approaching, now's the time to plan support for your new grads. Starting full-time work is exciting but it can also feel overwhelming, especially when it comes to understanding superannuation.

We offer tailored resources to help grads get started, including our short "new-starter" webinar: a practical, engaging introduction to super from day one, other topics include:

- The value of the **15.4% employer contribution**
- How super investments work
- Insurance options available through super
- How to consolidate accounts and take control of their financial future

It's a great way to empower your graduates with the knowledge they need to make confident decisions. To explore how we can support your Graduate cohort, reach out to your Relationship Manager or email us at *employer.service@contact.csc.gov.au*

Annual Member Meeting - Join us at this year's Annual Member Meeting (AMM) to hear directly from CSC's Board and Executive Team. Gain insights into our performance, strategy, and future direction and have your questions answered on the issues that matter most.

Register today to stay informed and engaged.

Need Support?
As always, if you need support or have any questions, our team is here to help.
Contact us on 1300 338 240
Email employer.service@contact.csc.gov.au

Warm regards,

Tim Hart
Manager, Employer Engagement

Strengthening Password Requirements for CSS/PSS ESO Portal

To strengthen our cybersecurity and meet the standards set by the Australian Signals Directorate's Information Security Manual (ISM), CSC will increase the minimum password length for the CSS/PSS Employer Service Online (ESO) portal from **8 to 14** characters. This change will take effect in the very near future and specific dates will be announced in further communication to follow.

Why this change is important?
In response to recent directions from the Australian Prudential Regulation Authority's (APRA) and continued cyber threats targeting the superannuation industry and government data, implementing stronger authentication and password requirements are key to safeguarding sensitive information.

What to expect
Password update required. On your first login after the update, you will be prompted to update your password to meet the new requirements.

This change will not affect any other features or functionality of the ESO portal.

What's next
We're also working to further strengthen ESO security with the planned rollout of **multi-factor authentication (MFA)**. This initiative aligns with ASD's Essential Eight and APRA's cyber uplift directives. More details will be shared soon

Has a member with ADIC transferred from your agency to another agency (PSS)

An ADIC (Additional Death and Invalidity Cover) transfer of agency occurs when an employee with this cover moves to another eligible employer, such as a different Australian Public Service (APS) agency.

If an employee is moving to another eligible employer, their ADIC can transfer with them. The new employer will then take over the responsibility for

Supporting healthier, more engaged workplaces

AIA Vitality Starter is coming to eligible insured CSC members—and CSC is the only super fund in Australia to provide this exclusive benefit.

Your eligible employees can:

- Earn up to $260 each AIA Vitality membership year in Active Benefit rewards which they can contribute to their CSC super
- Access up to 30% cashback on eligible Virgin Australia flights

paying their share of the ADIC premiums starting from the first payday after the transfer. ***Read more***

- Save 30% on selected gym memberships
- Enjoy 25% off Garmin fitness devices, and more.

Find out more

AIA Australia, live webinar - Women's Reproductive Health

Join us, for this live webinar exploring women's reproductive health, from puberty to menopause and beyond.

Dr Alexander will discuss physical, emotional, and social factors that impact reproductive health, highlighting both common and complex issues, as well as the latest advances in care, education, and support.

Discover strategies for empowering women with the knowledge and tools to make informed decisions about their health.

Don't miss out, register today.

IPAA Spirit of Service Awards

The **Spirit of Service Awards Gala Dinner** is almost here, taking place on **22 October 2025**, at the **National Arboretum Canberra.**

CSC is proud to partner with **IPAA ACT** and sponsor the **CSC People's Choice Award**.

These awards celebrate transformative public sector initiatives that make a real difference in the lives of Australians. By honouring these achievements, we not only showcase the remarkable work being done across government, but also foster knowledge-sharing, inspire innovation, and raise the profile of the agencies leading positive change.

Join us to celebrate outstanding public sector initiatives.