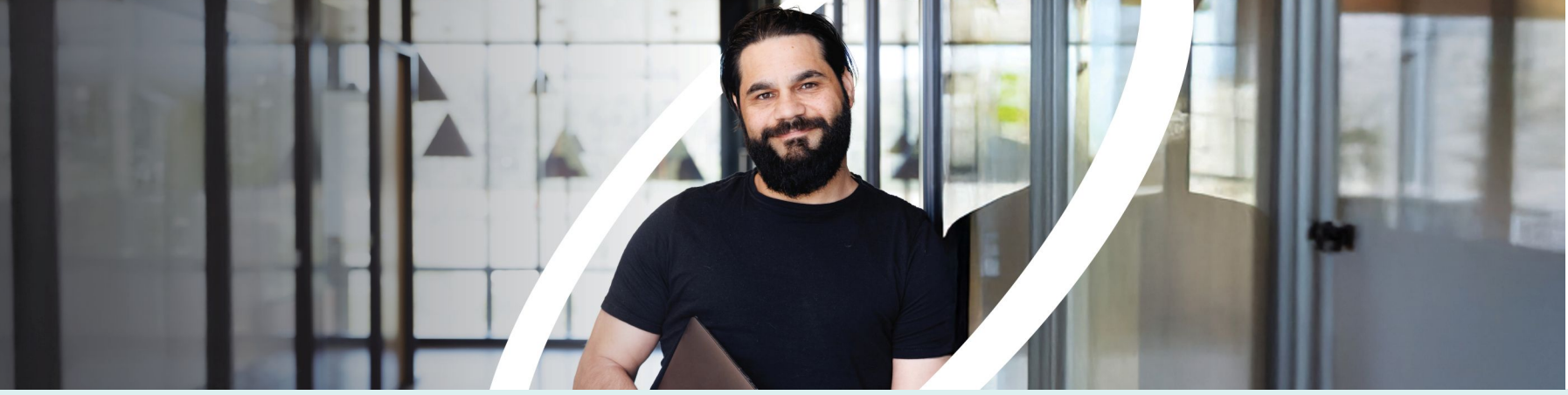




Australian Government
Commonwealth Superannuation Corporation



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Redundancy requests: support and guidance

If your agency is planning redundancies, we encourage you to engage with CSC as early as possible. Early engagement helps ensure you and your employees receive the right support at the right time.

We have a range of resources available to help guide you through every stage of the process.

- For employers**
- [Our employer resources](#) can help you:
- understand your responsibilities and the steps involved
 - request benefit estimates
 - arrange member education sessions to support affected employees
 - ensure the correct information is provided in the departmental report.

- For employees**
- We provide tailored resources to help members understand their options and make informed decisions, including:
- online learning modules
 - information about benefit options and next steps.

Access support for [PSS and CSS members here](#) and [PSSap members here](#).

New AWOTE rates now available

Updated [Average Weekly Ordinary Time Earnings \(AWOTE\) rates](#) are now available on our website.

Please use the latest [AWOTE calculator](#) for all birthday and salary maintenance reviews. If you have previously downloaded an AWOTE calculator, please delete it and download the latest version to ensure you're using the current rates.

For assistance, contact our Employer Services team on 1300 338 240 or email employer.service@contact.csc.gov.au.

Refund requests

On occasion, you may need to request a refund of contributions from CSC if a member has finished working for you or was set up incorrectly on joining.

If the member is still employed by your agency, you may be able to recover the overpayment by offsetting it against future contribution deductions. This can be a faster alternative to submitting a refund request and removes the need to complete a refund request form.

In cases where you can't offset an overpayment against future contribution deductions, please email refund requests to:

- ADFSuper - employers.adfsuper@contact.csc.gov.au
- PSSap - employers.pssap@contact.csc.gov.au

Please note that refund requests must be submitted on a separate form for each member to meet auditing requirements.

- [ADF Super contribution refund form](#)
- [PSSap refund of overpaid contributions form](#)



Voting is now open for the 2026 CSC People's Choice Award

Great work deserves to be recognised, and your vote helps shine a light on those making a difference across Australia's public sector.

The CSC People's Choice Award is back for a second year as part of the [IPAA ACT](#) Spirit of Service Awards, giving you the opportunity to recognise the initiatives creating meaningful impact. Unlike the other categories, this award is decided by the public sector community itself: celebrating the ideas, innovation and collaboration that strengthen public service every day.

From improving services and strengthening communities to tackling complex challenges in new ways, the finalists showcase the dedication and impact of public servants every day.

Take a few minutes to explore the finalists, cast your vote and support the initiative that has inspired you most: [Vote here](#).

Be prepared for end-of-year processing cut-off dates

As we approach the end of the calendar year, please be aware of the early cut-off dates for processing CSS and PSS benefits. This is particularly important if any employees are retiring or leaving employment between November and January.

CSS and PSS retirement and pension timeframes:

Cut-off date	Pension pay day
Wednesday 25 November 2026	Thursday 10 December 2026
Wednesday 2 December 2026	Thursday 24 December 2026
Wednesday 30 December 2026	Thursday 07 January 2027

If an employee is separating from your agency, please send all relevant departmental reports and application forms to formsandapplications@csc.gov.au.



Women UNLIMITED Leadership Summit

The Women UNLIMITED Leadership Summit delivered powerful insights from The Rt Hon Dame Jacinda Ardern, Group Captain Marija Jovanovich AM CSM and Annabel Crabb, highlighting the importance of strong leadership and gender representation across the public sector.

Captured a LinkedIn headshot at our booth? Your photo is on its way to your inbox.

If you need guidance, tools or webinars to help your employees build confident, future-ready retirement outcomes, CSC is here to support employers and their people.

Awards and recognition

Recognised for innovation, service, and governance.*

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.



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

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