Australian Government
Commonwealth Superannuation Corporation

CSC Employer Newsletter: May 2022

CSC recently sent out our annual survey. We are forever grateful for those of you who took the time to complete it, your ongoing feedback helps us understand what we are doing well, and what we could improve.

We will be finalising the survey in the coming days. In the next edition of the employer newsletter we will share some of the findings with you, as we start looking at initiatives that will provide a better service to you and your staff, as well as strengthening the relationship between CSC and your agency into the future.

If you have any questions, please drop us a line at employer.service@csc.gov.au

Kind regards
Peter Lewis
Senior Manager, Employer Services
Commonwealth Superannuation Corporation

Introduction to the Customer Operations Team

Customer Operations at CSC is made up of around 270 people who traverse roles in customer service, member education, claims management, financial advice and employer relations.

Read more

Executive Manager, Customer Operations Bio - Adam Nettheim

Adam is a financial services industry professional with more than 25 years' experience across insurance, superannuation and financial advice. He has extensive experience in the superannuation industry, having held senior roles across MLC, Asteron Wealth Management, Colonial First State and QSuper prior to moving to CSC.

Read more

CSC Transformation

As the superannuation partner for current and former members of the Australian Government and Australian Defence Force (ADF) employees – a particularly niche membership – we're unmatched in our understanding of our employers and customers.

Read more

Stapling update

It has now been a few months since the *Your Future, Your Super* Legislation brought Stapling requirements into effect. You can read more here about how stapling impacts new APS employees.

Read more

CSC and AV Super consider merger

CSC and AV Super are considering merging, announcing last week they have entered into a Memorandum of Understanding (MoU) to conduct due diligence to determine whether a merger of the two organisations would be in the best interests of both AvSuper and CSC members.

Read more

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100 Years of Service

Celebrating 100 years of service

In 2022, CSC is celebrating its proud heritage, who we are today, and who we want to become, as we mark 100 years since the start of the 1922 Scheme - which after several names and restructures, became the Commonwealth Superannuation Corporation in 2011.
We invite you to read more about our history, our staff and our celebrations at our dedicated 100 Years site.

Read more