Australian Government
Commonwealth Superannuation Corporation

Employer News Spring Edition 2018

Upcoming member campaign

Over the next few months, CSC is launching a member campaign 'Take care of yourself and your loved ones' to communicate information about scheme insurance and beneficiaries.

Information will be sent to members in their quarterly email updates, and through CSC's social media accounts-Facebook, Twitter, YouTube and LinkedIn.

To support these messages, CSC will be publishing a number of member news items on the website, as well as videos and webinars.

Reminder: Submitting PSS and CSS benefit applications by email

Last year, we extended services to accept emailed benefit applications from employers. We are pleased to report this has been a success, and we have received approximately 5,500 applications by email so far!

You can email completed forms to: **formsandapplications@csc.gov.au**

A few things to remember when sending benefit application forms:

- You only have to send the form once. If you're emailing the application, there is no need to also send it by post.
- Email each application form as a single PDF with multiple pages, rather than multiple single PDF pages.

These two things will help us speed up our processing times.

The procedure for sending applications via email can be found on our website under '**employer quick-guides**', and if you have any questions, please give us a call or send us an email.

PSSap insurance: Did you know?

PSSap members who are sick or injured don't need to exhaust all their paid sick leave before making a claim on their insurance. As soon as you become aware a PSSap member is or is about to commence on long term sick leave, ask them to contact us on 1300 725 171 ASAP, to determine if they are eligible for an insurance claim. Members can check their cover details through Member Services Online (MSO).

There are two types of insurance cover PSSap members may have.

lifePLUS Auto, the default or automatic cover new or returning APS employees receive on commencement or

lifePLUS Choice, for members that have actively changed the insured amount or terms of their insurance cover.

PSSap members that have made a change to their lifePLUS auto cover and have been switched to lifePLUSchoice cover, become responsible for advising us of any changes to their employment and salary information.

For privacy reasons, we can't tell you if a member has made changes to their cover, but if a member is questioning the salary and employment information you are reporting to us versus what their cover entitlements show on their account, ask them to phone us and we can explain.

Please continue to report the insurance salary and employment status every fortnight.

PSSap members can access more information, check their cover details and access the LIFEapp insurance calculator tool on the **CSC website**.

New complaints body for the financial services industry

Following a Government review in 2017, a new external dispute resolution and complaints authority has been established to deal with consumer complaints within the financial services industry.

From 1 November 2018, the Australian Financial Complaints Authority (AFCA) will provide free and binding dispute resolution for consumers of financial services.

AFCA will replace the three existing external dispute resolution schemes of the Superannuation Complaints Tribunal (SCT), the Financial Ombudsman Service (FOS) and the Credit and Investments Ombudsman (CIO) so that consumers can access a single authority.

For more information, refer to their website www.afca.org.au

Data Reporting Tips for PSS/CSS member transfers

Any PSS or CSS members commencing a temporary or permanent transfer to another department or eligible employer must be ceased correctly through Employer Services Online (ESO) to avoid errors on the member's account and grid errors preventing data submission. This includes members impacted by a Machinery of Government (MoG) change where you are transferring the member to another employer ID/code for payment and administration reasons.

For PSS/CSS member transfers, the **ceasing** employer must:

- Report the cessation reason code 4 (transferring to another participating employer) in your payroll system if reporting via CSS/PSS SAFFE. If you are manually submitting through ESO you will need to finalise the member and select the transfer code.
- Ensure you also report the cessation date with your agency.
- For temporary transfers, do not report the member on LWOP to CSC.

- If/when the member returns to your employment, recommence them and update all new effective dates using the date of return to your agency.

The **new** employer should:

Commence the member as a new employee using the existing AGS number and use the date commenced with your agency for the following effective date fields:

- Scheme commencement date
- Employment start date
- Employment status effective date
- Part-time hours effective date (where 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)

If you need any help, please call us or email **dataadmin@csc.gov.au**

Coming soon ...

We are always looking for ways we can improve the services we provide you. We are currently working on a new departmental report for PSS and CSS member's death benefits to streamline the process for employers and the member's beneficiaries.

We are also working on an application form for a PSSap Invalidity Retirement Certificate (IRC) and a doctor's help sheet that case managers can provide doctors.

We will let you know when these are ready.

If you have any suggestions for what else we can do or provide you, please call or email us. We would be happy to hear from you.