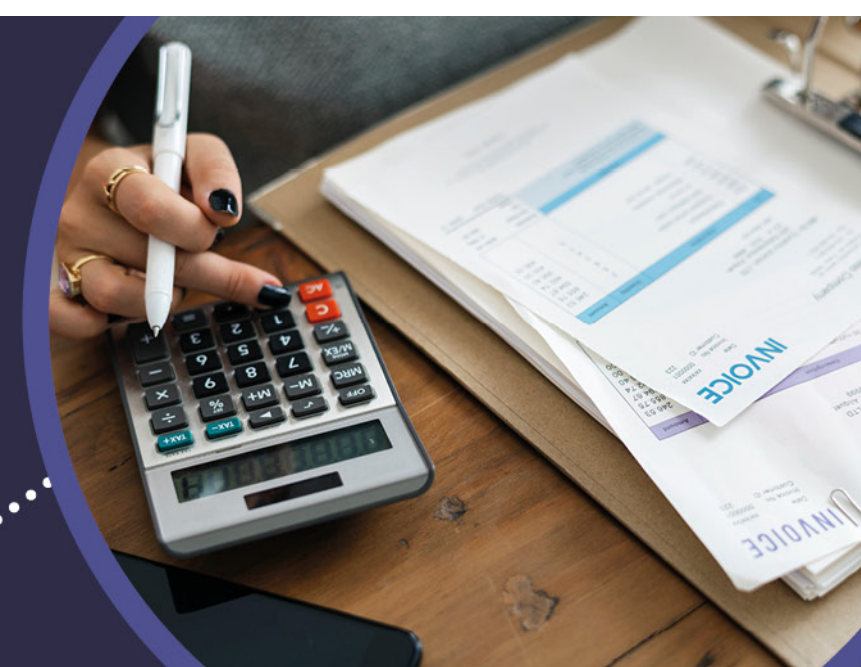




CSC Employer Newsletter: September 2023

Welcome Adam Nettheim, Chief Customer Officer

Registrations open for free virtual employer seminars

Do you have a new starter?

New Online Module—PSSap claims training for employers

Annual Member Meeting

Welcome Adam Nettheim, Chief Customer Officer

We welcome Adam Nettheim, CSC's new Chief Customer Officer, leading the delivery of frontline customer service and engagement. Adam was appointed Chief Customer Officer in July 2023 after having held several key roles within CSC.

Adam's background prior to CSC includes a diverse range of senior positions within the financial services industry spanning more than 25 years. This includes a wide variety of providers including MLC, Colonial First State, Asteron Wealth Management and QSuper. Adam has also worked in the financial advice sector.

Holding a Graduate Degree of Business Administration, a Bachelor's Degree in Financial Services (Financial Planning), an Associate Trustee accreditation and Fellowship with the Association of Super Funds of Australia (ASFA) and being an active Member of the Australian Institute of Company Directors (AICD), Adam forms an integral voice within several ASFA Policy Councils and Working Groups with a focus on industry efficiency, financial advice, retirement income review and the outcomes of productivity commissions.

Through this appointment, Adam is looking forward to leading the diverse range of services within the Customer Group at CSC which, in combination with the rest of the business, look to make superannuation a topic of interest and ease for all customers. Working with employers remains a core focus, and assisting them in navigating their superannuation obligations while also helping employees achieve an improved financial position ensures they achieve their best outcome during and after their time working for the APS or ADF.

Kind regards,

Tim Hart
Manager, Employer Engagement

Registrations open for free virtual employer seminars

Our free virtual employer seminars are open for registrations.

On 17, 18 and 24 October, our team of highly knowledgeable employer educators will deliver eight modules covering:

- Super 101
- Payroll for new employees
- Payroll contributions and leave
- Payroll super salary
- Invalidity payroll
- Case management PSSap
- Case management Invalidity Retirement Certificate (IRC) and Pre-Assessment Payments (PAP)
- Case management Partial Invalidity Pensions (PIP)

Our Employer training seminars are designed for staff in employee-facing roles as part of payroll, recruitment, HR and case management. We aim to assist all eligible employers with their superannuation obligations by providing the knowledge they need to continually support employees throughout each stage of their superannuation journey.

[Learn more](#)

Do you have a new starter?

From recruitment to retirement, your employee’s superannuation journey starts with you.

Our Eligibility Determiner is the first step to ensuring your employee receives the superannuation benefits they’re entitled to as a member of the correct scheme.

Once logged in, you can look up your employees’ eligibility using their personal identifiers. Beginning with a search using their individual Tax File Number or their name and date of birth.

It is better to double or even triple check your employees eligibility than to find they’ve been set up incorrectly down the track—reconciling and correcting a membership can carry financial impacts for employees and employers.

If you have any questions about using our Eligibility Determiner, or need to reset your login, we’re here to help.

Contact us

New Online Module—PSSap claims training for employers

CSC’s self-paced online learning modules are your opportunity to uplift your superannuation knowledge at a time that fits within your working schedule. Our PSSap Claims module is designed with Human Resource specialists in mind, particularly Case Managers, and aims to give you the confidence to provide quality support to your employees.

Discover the services and products offered to PSSap members who have lifePLUS cover, while we provide tips on applying for an Invalidity Retirement Certificate (IRC) for employees.

Learn more

Annual Member Meeting

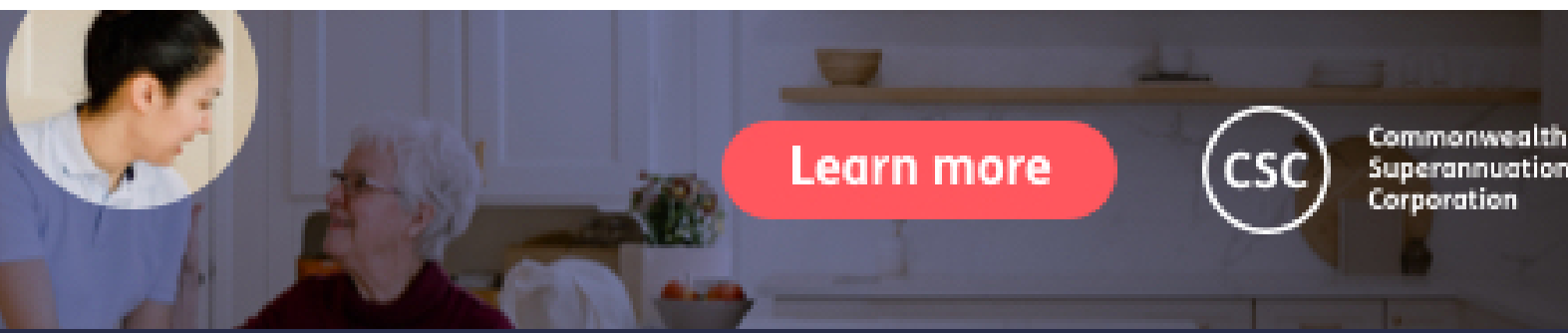
Invitations are out for our 2023 Annual Member Meeting (AMM).

This year, our AMM will be held virtually, making it more convenient for our members to join us and hear directly from the CSC Board of Directors and Executive Team.

The AMM is an opportunity to learn more about CSC’s recent performance, objectives, strategy and outlook for the future.

Register now

Be super appreciated.



[Learn more](#)



Commonwealth Superannuation Corporation



Commonwealth Superannuation Corporation

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: 60 925 523 120 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

[Click here to unsubscribe](#) from our mail list.