Australian Government
Commonwealth Superannuation Corporation

CSC Employer newsletter, Autumn 2021 edition

Introducing the new CSC Employer Services team – a one-stop shop for all employer needs

Recently, we've spent some time looking at how we can better help you navigate the ever-changing super landscape.

With your needs in mind, we're bringing together a number of teams you're already familiar with to create our new Employer Services team. This will be a one-stop shop to support you in meeting your super obligations, as well as offering you a range of value-add services for your workplace. Our Employer Service Desk continues to be your first point of contact, and their number and email haven't changed.

If you have any feedback during this time, fill out **our feedback form** so we can improve your experience.

Kind regards
Sonja Nocera
Employer Services Manager
Commonwealth Superannuation Corporation

Welcome to our new Employer Trainer!

We're excited to introduce our new Employer Trainer, Elisabeth!

Elisabeth has over 2 years' experience in the super industry with a background in insurance, training and travel.

Enthusiastic about training and customer service, Elisabeth looks forward to guiding you confidently through the complexities of super. She is passionate about providing the tools necessary to support you, given your importance to your employees' super journey.

In Elisabeth's spare time, she's an artist working in oils, acrylics and mixed media. Inspired by the greats like Monet and Turner, her goal is to successfully capture light someday. Elisabeth is also a keen gardener and loves to travel, so if you don't see her covered in paint, she can be found with a suitcase or flowers in her hands!

Free entry for all CSC members and their family to the Maritime Museum in June!

For the month of June, we're delighted to invite all customers and their family to dive in and experience everything the museum has to offer, with complimentary entry. Climb aboard one of the historic vessels, explore under the surface or discover the beauty of the natural world at *Wildlife Photographer of the Year*. Use the code **CSC21** and redeem your free tickets for **June 2021** here.

Please note you will be asked to provide ID upon entry in the form of a Government ID card, your CSC member number or, if you're a Defence Force veteran, a serving member, or a current cadet, show the ticket desk your valid ADF ID card, a DVA-issued card, service medals, or arrive in uniform.

Mother's Day is just around the corner, which means it's time to dust off those joggers and join in the Mother's Day Classic fun! If you haven't registered yet, it's not too late: register now.
There's also still time to take out the trophy for Canberra's biggest government team if you're in the ACT. All you have to do is rally your colleagues together and register.
We've got a huge CSC team ready to show off their bright blue CSC tops at our two Canberra locations. Make sure you come and say hi if you see us.

We're keeping an eye on 'stapling'

In our summer newsletter we gave you some information about 'stapling'. While we don't have any updates for you in this newsletter, we want you to know that we're keeping a very close eye on things. Once we have some information to pass on, we'll be in touch.

What's new on our website

- A new section on our website all about new employees
- An admin guide about total remuneration packages
- A feedback page for all your compliments, complaints and suggestions

Opting out of PSS

Generally speaking, employees contributing to PSS can't ask for their employer contributions to be paid to another super fund. This is usually only possible if they elect to permanently cease their PSS membership, that is, they 'opt out' of PSS.

If an employee wants to opt out of PSS, they must be aware of and understand the implications of this decision. Opting out means they can't contribute to PSS ever again, even if they have multiple memberships or change their mind. We recommend the employee seek financial advice when exploring this option. More information on 'opting out' of the PSS can be found in the ceasing PSS membership factsheet. **Read more**

Overpaid CSS and PSS member contributions

We've upgraded our system recently so we can refund member contributions directly to CSS and PSS members after they've ceased employment. We strongly encourage you to balance records before your employees cease employment, but we'll take over once they've left.

You should not make adjustments on paydays after an employee's cease date as it could result in further overpayments (or even underpayments). If you're not able to prevent this from happening for an employee, get in touch with us ASAP on **1300 338 240**.

Are you exiting the contribution grid properly?

If you're in the payroll space, you'll know that the CSS and PSS ESO contributions grid can only be accessed by one user at a time. We want to remind our ESO users that when exiting the contributions grid, you need to exit by clicking on the 'Close' button in the top right-hand corner.

If you exit by simply closing the browser page your ESO session will not end, and you'll remain logged in. This means other users can't enter the grid.

We're also affected by this – if you need any help from us and we want to jump into your contributions grid, we can't until your session has timed out.

The super guarantee (SG) is increasing from 1 July

The SG increase from 9.5% to 10% will take effect on 1 July, which isn't far away! This change will predominately affect PSSap and ADF Super customers who have chosen us under super choice arrangements. However, you should check any payroll reports that are built to check the SG amount for employees under PSSap FCS arrangements to make sure they're updated with the increase.