CSC Employer Newsletter: May 2025

Welcome to May Employer News, this month's edition is packed full of important information you need to know about End of Financial Year (EOFY).

As the pace picks up, ensuring your team is fully aware of processing cut-offs will keep you well-prepared to manage EOFY seamlessly.

Important update: email addresses are changing
The Employer Services team has recently transitioned to a new software platform and part of this transition includes updating our email addresses.

From Wednesday 7 May 2025, please use the following emails to contact us:

employer.service@contact.csc.gov.au and
data.admin@contact.csc.gov.au

Rest assured we will redirect emails sent to our old addresses to ensure nothing is missed. However, it's important to update your records and inform your teams of this change.

You may receive automated emails from us at the old address for a short period of time.

We appreciate your cooperation and patience during this transition. This new platform is another step towards improving our communication with you.

Upcoming website updates
We're planning a series of updates to the employer section of our website over the coming months. These improvements will make the site easier to navigate, refresh the content, and help you find the tools and information you need more quickly. We'll keep you informed as changes are introduced and let you know if anything requires your attention.

Looking ahead
Please encourage your employees to update their contact details with CSC to ensure they receive their 2025 annual statements. Members can do this online through the CSC Navigator portal.

This year, we will also be releasing Employer Productivity Superannuation Contribution (EPSC) rates earlier than usual so you have more time to update your payroll systems. Keep an eye out for the new rates on the CSC website.

If you have any questions or need further support planning for EOFY, reach out to us on 1300 338 240 or at employer.service@csc.gov.au.

Regards,

Tim Hart,
Manager, Employer Engagement

Last payday of the financial year cut off dates

To ensure a hassle-free processing experience, please submit all contributions for your last payday no later than Friday, 20 June 2025.

Additionally, PSSap members who are planning to make personal contributions before EOFY should also submit them prior to 20 June 2025.

This allows sufficient time for payments to navigate through the banking system and be successfully allocated to accounts ahead of 30 June 2025.

Updating PSS and CSS members with June birthdays

With the early EOFY cut-offs, it's possible you may not have all your PSS and CSS member June birthday reviews completed.

Please be mindful to complete these as soon as possible as CSC issues members with annual member statements based on financial year periods.

To ensure annual statements reflect the most up to date salary information, we need you to report through ESO for all June birthday salaries as soon as possible.

Key information for PSS members rejoining APS after age 65

When performing your initial Eligibility checks for members over 65, it's important to note that they will be unable to rejoin unless it is a continuous transfer from another eligible employer.

In ESO, you will see the following warning: Be advised that new PSS memberships cannot be commenced for employees over the age of 65 unless the membership is concurrent with an existing one.

If an employee aged over 65 rejoins the APS, they will no longer be eligible to contribute to the PSS scheme. Instead, their super guarantee (SG) contributions must be directed either to the PSSap Accumulation scheme or to another super fund of the employee's choice.

Should you suspect that a member has been placed into the wrong scheme, please alert us immediately. Correcting errors can be time-consuming, leading to potential delays and complaints from the affected member.

Get to know the APS invalidity team (PSS and CSS)

At CSC, we are proud to offer a tailored and professional service for employers navigating the APS invalidity process.

Here to support you is our APS Invalidity Claims team led by Team Manager Geri Brown and four dedicated Case Managers: Trish Mosslar, Malcolm Nicholls, Malcolm Seakins and Leanne Ivory. Together, they bring over 35 years of expertise to guide you through any case-specific enquiries or escalations with precision and care.

If you're supporting an employee with an initial application, the CSC website provides comprehensive resources, including checklists and fact sheets, to help navigate the initial paperwork requirements. Additionally, our Employer Services team is on hand to provide guidance and answer any general questions about invalidity claims.

For active CSS or PSS claims, you can contact our experienced team directly at *Casework.Services@contact.csc.gov.au*.