

CSC Employer newsletter, Winter 2020 edition



Meet Damian Hill, our new CEO

In July, we welcomed our new CEO here at CSC—Damian Hill. Our previous CEO, Peter Carrigy-Ryan, retired after a long and distinguished career at CSC. We wish Peter the best of luck in retirement and are all excited to see what the next chapter holds with Damian.

You can read more on our [website](#).

What's new on our website

We're working on giving you a better online experience. Here's a list of what we've done so far:

- Our [homepage](#) now features rotating articles to notify you of changes, trends and important messages
- Navigating to our [online services](#) is simpler
- Our [forms](#) have been reordered—they're now grouped based on topic, which aligns with future changes to our website
- Read our new [top tips for sending forms to us](#)
- If an employee has chosen [ADF Super](#) as their super fund, you can find out more about the fund
- We've published a helpful [Planning Ahead Pack](#) to help your employees better understand their death benefits. You'll also find a [support pack](#) for advocates and representatives
- We've added webpages about [super salary](#), [salary maintenance](#) and [shift allowance](#) (including [reductions for employees receiving shift allowance](#)) with content from our new guides
- You can learn more about our [Relationship Managers](#), [Employer Trainers](#) and [Employer Service Desk](#) by reading their biographies.



Help us improve our AWOTE calculator!

We're working to improve our AWOTE calculator and need your help. We've set up a [short survey](#) for you to tell us what you like about the calculator and where you think we can improve. It'll take no more than 5 minutes to complete.

We'll be closing the survey on **Tuesday 15 September** so get in quick!



We're investing in mental health

We're proud to announce our partnership with workplace mental health organisation, SuperFriend. Through this initiative, you could have access to SuperFriend's services in partnership with our group insurer, AIA Australia.

We'll join 23 other profit-to-member funds and 8 group insurers in reducing the impact and incidence of suicide and improving workplace mental health. **[Read more](#)**



Have you seen our new administration guides?

We're replacing our quick guides and training notes with administration guides. We're working hard to make sure these new guides are up-to-date with our processes and written in an easy-to-understand way. Check out our two new guides about [salary](#) and [shift allowance](#) on

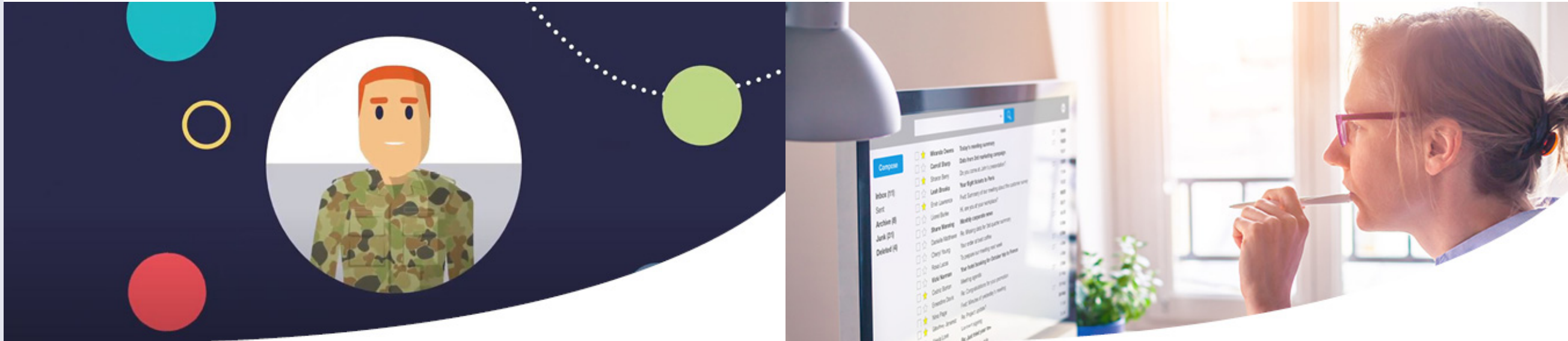


New invalidity retirement guides

We've updated our [CSS and PSS invalidity retirement guide](#) and released a standalone [pre-assessment payments guide](#). It's time to recycle any old versions that you might be using and grab yourself the new guides so you're on top of our current processes and application requirements. For anyone

our [website](#). Keep your eye out for the next guides we publish (we'll give you a hint: they're about partial invalidity pensions).

in the payroll space, there's helpful information about seeking reimbursements in our [pre-assessment payments guide](#).



The medical transition process for our military members

Medical transition from the Australian Defence Force (ADF) to civilian life can be an uncertain time, but we're here to guide our members through it. We've released our new [ADF Medical Transition guide](#), and you're welcome to share this with anyone who may be navigating the process.

Need any of our old newsletters?

You'll find an archive of our newsletters growing [here](#).

How to get in touch with the Employer team

Our Employer Service Desk is here to help. Just give us a call on **1300 338 240**, or email us at **employer.service@csc.gov.au**. So we can best assist you, please use the Service Desk as your first point of contact. This ensures the most suitable person will receive your enquiry.

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