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At Work for You

Our new education program helps you streamline super administration and get the most from your agency's super arrangements, for you and your employees – and it's all delivered at your place of work.



At Work for You

Our new program, At Work for You, is a complete package of super education and support services for you and your employees.

We work with you to identify your agency's needs, then tailor services to suit and deliver them to you at your place of work.

Depending on your requirements, At Work for You services can include:

- > administrative support
- > specialised services
- > education for your employees.

What's in it for you?

Administrative support and specialised services can help you streamline your super workload. Education for your employees can help them realise all the benefits of this valuable component of their Australian Government remuneration package.

At Work for You can help you:

- > find out what you don't have to do
- > know where to send employees who need assistance with their super
- > clarify who does what in providing superannuation for Australian Government employees
- > break through the complexity of superannuation administration dos and don'ts
- > manage super in a small, medium or large agency
- > gain maximum value from your agency's super arrangements
- > develop workforce capabilities and maintain employee satisfaction by offering life skills training in the workplace.

At Work for You can assist your employees to increase their financial management knowledge, skills and confidence by helping them:

- > establish their retirement goals and find out if their super will go the distance
- > set up their super for success
- > keep their super on track and get the most from their scheme
- > know where to go for information and help when they need it.

Don't just take our word for it

We have been piloting this new program since mid-2006, and are delighted that employers and employees are finding it useful.

The Child Support Agency (CSA) in Melbourne was one of the first to participate in the pilot.

“Our Staff Wellbeing Committee had identified a need to run a super education program for staff soon to retire and those just wanting further information about their options and lifestyle planning beyond retirement,” explains CSA acting facilities and finance manager, Steven Hudolin.

“We contacted ARIA and found out they were piloting At Work for You which offered exactly what we wanted.”

“We selected a package of information sessions and one-on-ones for staff, which were run in October, and the response was overwhelmingly positive with sessions being fully booked.”

“Working with ARIA’s learning facilitator Mabel was a very positive experience. She met our requirements, took into consideration privacy issues and was very flexible in meeting staff needs.”

“Those who attended were given information and options which helped them plan ahead with more certainty and put in place a strategy for aiming for a comfortable retirement. It helped them be more confident and productive in working toward a future goal.”

“I would participate in this program again, and recommend it to other agencies who want to enhance their staff development program by offering lifeskills training in the workplace.”



A big thanks to the other agencies who participated in the pilot during 2006: ABC (Sydney), ACTION Buses (Southern Region), AQIS (Brisbane), ABS (Adelaide), ABC (Adelaide), ATO (Hobart, Newcastle, Parramatta, Perth and Wollongong), Austin Health (Melbourne), Bureau of Meteorology (Melbourne), Centrelink (Nowra and Wollongong), CSA (Melbourne), CSIRO (Melbourne), DEST (Perth), Health and Ageing (Canberra, Brisbane, Sydney and Perth), Murray Darling Basin, National Capital Authority, Treasury (Canberra).

Book us to come to work for you

At Work for You is delivered throughout the year around Australia.

You can see what locations we are planning to visit by clicking on At Work for You in the Employer Centre at www.aria.gov.au You can book there or email atworkforemployers@aria.gov.au. If your location is not listed, just contact our learning facilitator Mabel on 02 6263 6999.

Mabel looks forward to working with you to tailor a package of services to meet your agency's needs.

At Work for You is going on the road!

It's all about convenience, for you and your employees. The At Work for You member education workshops are delivered primarily at your place of work, which is very convenient for those agencies that have training or meeting facilities. However, many small to medium agencies do not have the space to run workshops. For members working at those agencies we now also run an At Work for You Roadshow, using public venues in key metropolitan and regional centres.

The roadshow workshops are for PSS and CSS members, with PSSap workshops being provided on demand.

You can let your employees know that they can see where the Roadshow is planning to visit in 2007 and book on their scheme website (www.pssap.gov.au, www.pss.gov.au or www.css.gov.au).

As always, we will provide you with material to promote the workshops within your agency.

Top questions about super education and information for employees

1. Are there restrictions on what you can and can't say to employees about their super?

Yes. Superannuation funds are regulated by the Australian Securities and Investments Commission (ASIC) and operate within the Australian Financial Services Licensing framework, which prescribes who can talk to consumers about super and what they can or cannot say. If you are not licensed, and most Australian Government employers (whether they are APS or non-APS) are not, you cannot give advice or make any recommendation regarding superannuation. You can provide employees with information regarding their employment conditions, which can include a Product Disclosure Statement (PDS) from your agency's default fund (generally the PSSap). You can order PDSs for the PSSap, PSS and CSS in the Employer Centre at www.aria.gov.au

2. How can you handle enquiries from employees about their super?

You can refer them to their super fund. If they are a member of the PSSap, PSS, or CSS they can find their scheme's website and contact details at www.aria.gov.au. Some employers choose to put a secure link to www.aria.gov.au on their intranets to make it easier for employees to access. Our websites also provide useful information on finding a financial advisor.

3. How else can you assist employees at your agency to stay informed and reduce the time you spend fielding enquiries?

You can use our At Work for You program which includes super education workshops and one-on-one super sessions for employees at your place of work. For more information, see the feature story in this edition, visit At Work for You, in the Employer Centre at www.aria.gov.au, email atworkforemployers@aria.gov.au or call our learning facilitator Mabel on 02 6263 6999.

You may find it useful to put a link to your agency's default fund website on your intranet, if you have one, to make it easy for employees to access.

You can include information about your agency's super arrangements in your own internal communications – we would be more than happy to provide you with useful articles about the PSSap, PSS and CSS for you to use.

4. What does ARIA do to keep PSSap, PSS and CSS members informed?

We provide a range of information services which include:

- > At Work for You program of education workshops and one-on-one super sessions
- > member statements and annual reports
- > news update email service
- > websites (www.pssap.gov.au, www.pss.gov.au or www.css.gov.au) which include regular updates from CEO Steve Gibbs and a secure area where members can access their personal super account details
- > information which you can use in your agency's internal communications to keep your employees informed

- > a member help desk which can be accessed by

PHONE PSSap on 1300 725 171
PSS on 1300 000 377 or
CSS on 1300 000 277

EMAIL members@pssap.gov.au;
members@pss.gov.au or
members@css.gov.au

FAX PSSap on 1300 662 406
PSS on 02 6272 9613
CSS on 02 6272 9612

POST PO Box 22, BELCONNEN ACT 2616

FYI - recent news for members

We know you often receive enquiries from employees about their super. For your information, PSSap, PSS and CSS members can access news and other information on their Scheme website: www.pssap.gov.au, www.pss.gov.au or www.css.gov.au

Who looks after your super administration needs?

Our employer relations team and learning facilitators are committed to:

- > helping you streamline super administration
- > providing you with useful and accessible information
- > building effective partnerships with you, for the benefit of members.



Learning facilitator Mable



Employer relations team

We have over 30 years experience providing superannuation services and products for Australian Government employers and look forward to assisting you manage your agency's super administration needs – see how you can contact us at the end of this newsletter.

Coming up

Quarterly reports for PSSap members are now due

The end of December was the end of the fourth quarter for 2006 and you now need to provide each PSSap member at your agency with a report on what you have contributed to their super account.

It is important to remember that any shortfall for a quarter must be paid within 28 days of the end of the relevant quarter.

You can find instructions on how to generate the quarterly report by clicking on Reporting in the Employer Centre at www.aria.gov.au

Employer Survey

During February the majority of employers will be contacted by ORIMA Research to undertake the fieldwork for the 2007 employer survey.

We use the survey results to review and improve our service delivery and identify issues from your feedback.

We encourage all employers to participate in this survey.



Employer Help Desk

Email employer.help@comsuper.gov.au
Phone 02 6272 9993
Fax 02 6272 9816
Web www.aria.gov.au
(select Employer Centre)

At Work for You

Email atworkforemployers@aria.gov.au
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