

Feature

Employer
Administration
Centre online
evolves

Current topics

Top questions about
Better Super

Right member,
wrong scheme?

Employer survey
results

New trainer at work
for you

Coming up

ESO changes for
Better Super

Benefit estimate
delays until
mid-August

PSSap quarterly
reports due soon

New Employer Administration Centre online is all about speed and convenience for employers

New user-friendly structure provides easier access to the information and tools you need to administer super for your agency.

We have simplified the structure of the Employer Administration Centre online to provide faster access to the information most commonly used by employers. It is organised under categories that reflect what you do. So on the home page, you'll now find one-click access to what you need to know:

- > Starting new employees
- > Administering contributions and undertaking ongoing maintenance
- > Ceasing members

Online information improvements don't stop here

Now that the new Employer Centre online structure is in place, we are working to update your online Quick guides, training notes and FAQs to reflect recent changes to superannuation administration.

As soon as the new versions are available, we'll let you know through Employer News and via the Employer Centre website.

PSSap

PSS

CSS

Take a moment to have a look at the new structure

Employer Services Online

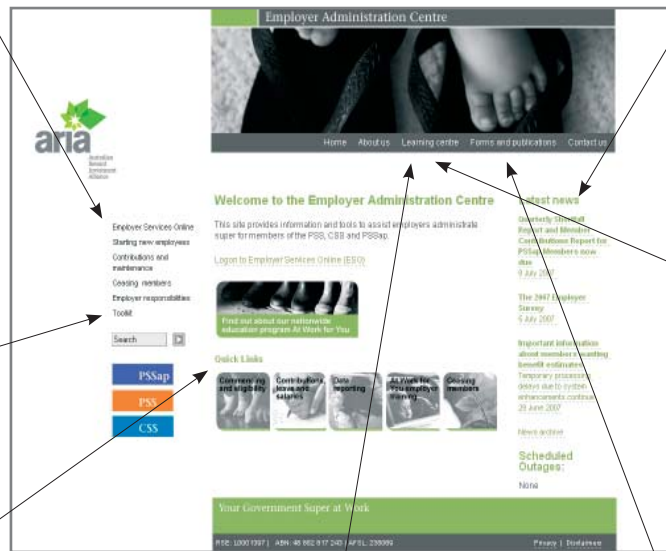
Employer Services Online is designed to help you with the administration of your PSSap, PSS and CSS members. Use this area to logon to Employer Services Online (ESO), register for ESO and find out about ESO terms and conditions.

Calculators

In the Toolkit you will find calculators (AWOTE and CSS part-time calculators), to help you work out contribution rates.

Quick links

Quick links on the homepage make it easy for you to find the information you need quickly.



Latest news

This area will keep you update with the latest news and you can also look at previous news in the archive under 'More news stories'.

Employer News

This issue of Employer News can be found in the Learning centre, along with archived issues. It provides useful information to help you manage superannuation requirements for PSSap, PSS and CSS members who work for your agency.

Learning centre

In our Learning centre you will find information on our At Work for You nationwide education program, quick guides, training notes, FAQs, legislation and more.

Online ordering

The forms and publications area will take you directly to each scheme site, where you can order the relevant publication online.

Current topics

Top questions about Better Super legislation now in effect

The Better Super legislation means super funds must have members' Tax File Numbers (TFNs) in order to accept member (after-tax) contributions from employers. If we do not have a member's TFN on record, we may also be required to withhold tax at the top marginal tax rate on any employer and PSSap salary sacrifice contributions.

You will find information about this in Employer News 164. You may also find the following answers to most frequently asked questions about TFNs useful.

Q. I do not have a TFN for a member in the PSS or CSS; what should I do?

If the member is unwilling to provide their TFN to the PSS or CSS, their member contributions will not be accepted and will need to be returned to the member. In the contribution file you will need to ensure that the member's contributions are zeroed out. Member contributions will not be accepted until there is a valid TFN in place. The member will not be able to back-pay any missed member contributions due to a missing TFN, so this may adversely affect their final benefit.

Q. What are the ramifications for members if they do not supply a TFN to the PSS and CSS?

There are several ramifications:

- > They are unable to make member (after-tax) contributions
- > You, as the employer are not required to make productivity contributions but may do so if you wish
- > Any employer (productivity) contributions will be taxed at the top marginal tax rate the end of the financial year (if their TFN has still not been received), instead of the 15% contributions tax.

Q. I do not have a TFN for a member in the PSSap what should I do?

The member will be unable to pay a member (after-tax) contribution into the PSSap without providing a TFN. In the contribution file you will need to ensure that the member's contributions are zeroed out. As there are no limits to contribution rates in the PSSap the member can make up missed contributions once the TFN is supplied. Please make sure that money paid to the PSSap does not include the member contributions that have been zeroed out.

Q. What are the ramifications for members if they do not supply a TFN in the PSSap?

There are several ramifications:

- > They are unable to make member (after-tax) contributions (and may miss out on the Government Co-contribution if they are eligible)
- > You as the employer are still required to make employer contributions
- > Employer contributions (the 15.4%), including salary sacrifice contributions, will be taxed at the top marginal tax rate at the end of the financial year (if their TFN has still not been received), instead of the 15% contributions tax.

Setting up members in the right scheme

We have recently received a few questions about what to do if you discover you have an employee set up in the wrong scheme. If this is the case, please contact us and we will work with you to close the incorrect account, refund money to your agency and start your employee in the correct scheme. Please note that we are unable to transfer any money between schemes as different contribution rates and investment returns apply.

Employer survey results are in

During February a number of employers were contacted by ORIMA Research to participate in the 2007 employer survey. We now have the results and would like to thank all who assisted in providing valuable feedback.

We use these survey results to review and identify issues and work to improve our service delivery. We have already started to implement some changes proposed by you.

Overall results

On the whole, you have told us that you are happy with the service that we are providing – with 95% of those interviewed rating our service as good or very good.

Changes already in progress

As a result of your feedback, we have already started making changes to some of the services we offer you. This includes:

Employer News – you will see some changes to the format and the information that we cover in this edition.

You will see we have added a new section to Employer News, called ESO update. This provides you with useful tips on using Employer Services Online (ESO) more effectively and will also cover anything new in ESO. So if you have some suggestions on the type of tips you would find useful, please email them to us at employer.help@comsuper.gov.au

Employer Training – you will see an increase in employer training. We have already started increasing our training outside Canberra. Our future training will also include more practical tips and exercises.

If you require training please contact Employer Help and we will organise to visit when we are in your area. Our contact details are at the end of this newsletter.

Further information from the survey will be available on the Employer Administration Centre in late July. You can also take a look at the results on the fact sheet at the Employer Centre website at www.aria.gov.au

Welcome to a new trainer At Work for You

Glen Diggins is the newest member of our At Work for You team which provides education workshops for members and support sessions for employers at your place of work, and an education roadshow at public venues around Australia.

Glen has already been on the road, helping our members make the most of their Australian Government super at agencies around Victoria, New South Wales and Tasmania. In July, he'll be heading off to the Northern Territory and Thursday Island.

Find out more about how the At Work for You program can help you streamline super administration and get the most from your agency's super arrangements:

- > See edition 160 of Employer News
- > Visit At Work For You online
- > Book us to come to work for you – contact details at the end of this newsletter.



Roadshow dates for July and August

If you don't have training facilities at your place of work, you can let your employees know about our upcoming public workshops. If they are interested in any of the following sessions, places are limited so they must register online in the **Learning Centre** at their scheme's website:

www.pssap.gov.au, www.pss.gov.au or www.css.gov.au.

PSSap

Canberra	Friday 24 August 2007 at 9.30am
----------	---------------------------------

PSS

Canberra	Wednesday 22 August 2007 at 9.30am
----------	------------------------------------

Hobart	Wednesday 11 July 2007 at 5.30pm
--------	----------------------------------

Sydney	Wednesday 25 July 2007 at 2.00pm
--------	----------------------------------

CSS

Canberra	Wednesday 8 August at 9.30am
----------	------------------------------

Hobart	Tuesday 10 July 2007 at 5.30pm
--------	--------------------------------

Sydney	Wednesday 25 July at 9.30am
--------	-----------------------------

Training at work for you

Remember, our At Work for You program can help you streamline super administration and get the most from your agency's super arrangements through workplace training for your payroll and HR teams.

Coming up

From July onwards, Employer Services Online will accommodate Better Super changes

This means invalid and some special TFNs will no longer be accepted, including all 0s and all 1s. In addition, member contributions will only be accepted if we have the member's Tax File Number – see Top Questions about Better Super in this edition.

ESO Quick Tip

If you have created a PSSap membership through the eligibility determiner and accidentally closed the screen before writing the member number down, then you can get the number from the view employee details screen. This screen can be found underneath 'Starting new employees' and then via the eligibility determiner in the menu on the left hand side.

Until mid-August, there will be some processing delays for members seeking benefit estimates

Due to the continuation of system enhancements for the implementation of the Better Super reforms, there will be delays in processing benefit estimates until mid-August.

Earlier this month, we reported to members that systems enhancements would result in some temporary processing delays between 13 June and 2 July. We also personally contacted members who were affected.

The new Better Super legislation has meant significant changes to our systems, and testing has shown that we need to undertake further work to ensure the effectiveness of the enhancements. Whilst this additional work is being undertaken we can only process benefit estimates manually, which will cause delays until mid-August.

We understand how important it is for members to receive timely information. We are working hard to ensure these enhancements are made as quickly as possible, and will do everything we can to assist those affected during this time.

What can you do?

Ask your employees to wait until mid-August to request a benefit estimate, then we will be able to provide one to them promptly. In the meantime, members can calculate a gross estimate using the i-Estimator at Member Services Online.

If a member cannot wait until mid-August they should contact us by email or phone.

PSS: members@pss.gov.au or phone 1300 000 377.

CSS: members@css.gov.au or phone 1300 000 277.

If members have submitted a request for a benefit estimate after 26 June, it will be delayed. We will process it as soon as possible but if the member is exiting they should contact us.

If you would like to find out more about this issue including why we need to make these enhancements now, see the **Latest news** in the Employer Centre at www.aria.gov.au

PSSap quarterly report for Q2 due by 28 July

Don't forget you have only until 28 July to provide each PSSap member at your agency with a report outlining your contributions to their super account during the June quarter.

Contact details



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

Phone 02 6263 6999