

Feature

Season's greetings
Holiday closures

Stop press

Current topics

Coming up

What's new

FAQ

At Work for You update

Contact details

Season's greetings

Season's greetings

Thank you for your help throughout 2008 and we look forward to working with you in 2009. We wish you and your family a safe and happy holiday season.

Holiday closures

The Employer Service Desk will be closed over the Christmas period from 3pm Wednesday 24 December 2008 to Monday 5 January 2009.

Our contact centre and benefit processing centre will also be closed and no benefit applications will be processed during this period.

During this time you can find information at www.aria.gov.au and link to a scheme website or to employer services online.

Stop press

As pay day falls on Christmas, we would appreciate the submission of your data by close of business Friday 19 December. This will allow us enough time to allocate all contributions prior to closedown.

Employer helpline

Employer Service Desk hours
are 9am to 5pm (AEST),
Monday to Friday

The Service Desk isn't open on
public holidays.

Current topics

Quarterly reports are due

The 31 December is the end of the fourth quarter for 2008 and it is time to give each PSSap member at your agency a report about your contributions 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 that quarter.

Coming up

ORIMA survey

We are running a survey in early February 2009 to get the opinion of employers on a range of topics. This is conducted every two years and will this time focus on ESO and data quality.

PSSap

PSS

CSS

What's new

A new approach to employer services

We are committed to providing excellent customer service to our employers and we are looking at all aspects of our services to you over the coming year. While we work on making improvements you may experience some delays in responses to non-urgent matters. We will have more on the restructure in the February edition of **employer news**. Changes being considered include:

- 1. Website** We plan to improve the information available on our employer website, so information is easier to find and worded in plain English.
- 2. Training** We are considering the development of a train-the-trainer package to assist employers to develop capacity to meet their own training needs.
- 3. Service desk** We plan to increase the number of staff on the Employer Service Desk and will work more closely with employers to resolve complex or time-critical issues.

If you have any suggestions email employer.help@comsuper.gov.au

Frequently asked question

My employee is a CSS member changing their employment type – what super choice do they have?

CSS members changing from full-time to temporary part-time or casual must be offered the choice to join another fund. If they are casual they can choose or default to join the PSSap. There are cases where members are eligible to default to the PSS (check the eligibility determiner) but they cannot choose to join the PSS.

At Work For You update

Christmas wrap-up

Glen and Mabel have been busy bringing the At Work for You workshops to members across Australia. In 2008 they visited all states and territories and spoke to more than 9,000 members.

Public workshops are more popular than ever and workshops in the workplace are also in demand. Our schedule is booking out quickly – so remember to contact us in early January to lock in an agency workshop for 2009.

If you would like more information on workshops or are interested in arranging a workshop at your agency contact Bethany or Mabel on 02 6263 6999 or email atworkforemployers@aria.gov.au

Thank you for your support this year and we look forward to seeing you all again next year. Have a safe and happy holiday season.

Best wishes

Mabel Sansom, Glen Diggins and the AWFY team.

Contact details



Employer Service 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

- > If there is something you would like covered in Employer News Email employer.help@comsuper.gov.au
- > If you would like to receive Employer News email employer.help@comsuper.gov.au