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Coming up

Employer services in 2009

The employer service desk is your main contact point – you can now contact us on **1300 338 240**.

This new number will help us monitor the volume of calls and assign our resources accordingly.

Employer service desk contact details:

Phone: **1300 338 240**

Email: employer.service@comsuper.gov.au

Getting back to you sooner

Our new service desk team is focused on reducing the turnaround time on all email queries to less than five working days. Our aim is to give you a more consistent and timely service.

ORIMA survey

ORIMA will be conducting a survey for us in February and March. If they contact you we would appreciate you participating in the survey and providing us with your feedback.

Additional death and invalidity cover (ADIC) birthday reviews (PSS only)

There is a backlog of ADIC birthday reviews to be processed. We expect this will be cleared by the end of February 2009.

We appreciate your patience.

See [the Employer administration centre website](#) for further information about ADIC reviews.

What's new

Changes to unclaimed super for temporary residents

There have been some changes to unclaimed super for temporary residents who work for a short time in Australia and then leave permanently. These include:

- > If temporary residents have left Australia for more than six months or their visa has expired, their unclaimed super will be transferred to the Australian Taxation Office (ATO). Please encourage your employees who are temporary residents to claim their super within six months of leaving Australia and before their visa expires.
- > New tax rates will apply to the unclaimed super if the application for payment is made on or after 1 April 2009.

Temporary residents can claim their super at any time from their super fund – unless it has been transferred to the ATO – in that case they should contact the ATO.

For more information contact the ATO on **13 10 20**.

PSSap

PSS

CSS

Equal treatment for same-sex couples and their children

The *Same-Sex Relationships (Equal Treatment in Commonwealth Laws – Superannuation) Act 2008* is effective from 1 January 2009 and applies to PSS and CSS members or pensioners who die after this date.

The PSS rules and CSS legislation has been updated to allow eligible same-sex partners to receive death benefits upon the death of their partner. Eligible children of same-sex couples are also recognised.

The new rules also allow a PSS or CSS member to make contributions during a period of maternity or parental leave in relation to the birth of a child who is a child of a member for the purposes of the *Family Law Act 1975*.

A child of a member within the meaning of the *Family Law Act 1975* includes children born from artificial conception and children defined under law as born from a surrogacy arrangement.

The new rules have little impact on PSSap members as they can already nominate a beneficiary including a legal representative or a person with whom they have an interdependent relationship.

For PSSap members, the changes mean they can now nominate their same-sex partner as a spouse rather than their legal representative in a binding nomination.

Members in a same-sex relationship do not need to register their relationships with us.

Top tips

Quick help for members

The employer service desk receives many calls from employers making enquiries on behalf of employees. It is best if employees with questions about their scheme or super are referred to the PSS/CSS or PSSap contact centres. They will receive personalised expert service. Please direct your employees to either phone or email their scheme or visit their scheme website as shown below.

Scheme contact details:

	PSSap	PSS	CSS
Phone	1300 725 171	1300 000 377	1300 000 277
Email	members@pssap.gov.au	members@pss.gov.au	members@css.gov.au
Web	ww.pssap.gov.au	www.pss.gov.au	www.css.gov.au

Frequently asked questions

Ordering scheme publications online

All scheme publications are available in PDF format on the scheme websites under **Forms and publications**. You can download and print the publication or order a copy to be sent to you. Go to **Forms and publications** then **Online ordering** and fill in the form. It's best not to order too many copies of the publications as they are updated regularly.

Employer services online (ESO) registration

To get access to Employer services online (ESO) you need to complete an ESO registration form:

- > Go to www.employer.pss-css.gov.au/forms_publications/other_forms.shtml to find the form
- > Make sure you have the correct level of access for ESO
- > Print off and complete all three pages of the form
- > Fax back the three pages to 02 6272 9001.



Staff ceasing employment

ESO is the pathway between your agency and ComSuper for confidential information about your employees. It is vital that access to ESO remains secure, with only relevant employees at your agency able to access it. For this reason we suggest you get employees who are leaving your agency or changing positions, to fill out an **ESO registration request/amendment to user details** form (and tick the deletion box) as part of the process of changeover. This will help you make sure only current HR staff can access the system. Follow the process above to return the completed form to us.

At work for you

Our At Work for You public workshops will start again in February. Remember, if you would like a workshop at your workplace, email atworkforemployers@aria.gov.au or phone us on 02 6263 6999. Here are the dates for our public workshops for February and March:

City	Date	Scheme
Melbourne	11 February	PSS
Melbourne	11 February	CSS
Canberra	25 February	PSS
Canberra	25 February	CSS
Brisbane	5 March	PSS
Brisbane	5 March	CSS
Sydney	11 March	PSS
Sydney	11 March	CSS

* For more details on times and locations, see scheme websites.

Invalidity contact details

For information about invalidity please contact us. Visit the the **Employer administration centre** for our latest contact details.

Contact details



Employer Service Desk

Email employer.service@comsuper.gov.au
Phone 1300 338 240
Fax 02 6272 9996
Web www.aria.gov.au
(select Employer Administration Centre)

At Work for You

Email atworkforemployers@aria.gov.au
Phone 02 6263 6999

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