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Season's greetings

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

See our Employer service desk [holiday closures](#).

Feature

Government announcement on changes to superannuation administration

On 26 November 2009, the Hon Lindsay Tanner MP Minister for Finance and Deregulation, issued a [media release](#) announcing reforms of the administration arrangements for Australian Government superannuation schemes.

This announcement follows a comprehensive review of the scheme's administration arrangements, including long-term IT requirements.

One outcome of the review is that PSSap's administration will be outsourced by 30 June 2011. This will not impact members' benefits or entitlements and does not affect administration of the PSS and CSS.

We thought you might have a few questions, so we've put together a few points to help you understand the changes:

- > There are no changes to the CSS or PSS schemes.
- > PSSap member benefits will not change.
- > At this stage, you will continue to submit data as usual. There may be changes in the future but it's still too early to know.

We will keep you updated about the changes in future editions of **Employer news** – for more info, see the Minister for Finance and Deregulation's [media release](#).

PSSap

PSS

CSS

Departmental reports

When a CSS or PSS employee ceases employment, you will need to fill out a departmental report. If we find an error in your report, it may take longer to process and the employee won't be able to access their pension or lump sum or roll over their super until the report has been processed.

To make sure your report is correct and processed sooner, we've listed some tips to help you with your reporting.

- > **Departmental reports** - Make sure you sign the employer certification and include your HR contact details. Please give us a direct phone number and email address so we can easily contact you.
- > **Salary history** - We need the employee's salary for super purposes on each birthday and the contribution percentage changes (including the date the change took effect).
- > **Involuntary retirement (IR) certificates** - If an employee is retrenched, we need the involuntary retirement certificate stating the employee has been retrenched under the relevant act – this should include the final date of employment.
- > **Invalidity retirement certificates** - When an employee retires on invalidity grounds, we need the invalidity retirement certificate stating the employee is retiring under the relevant act – it should include the final date of employment.
- > **Final salary** - When a CSS employee is retiring, it's important you do a birthday review on the cessation date – we use the final salary to calculate their final benefit. If a CSS or PSS employee is taking involuntary retirement, you will need to report their final salary in your fortnightly data submission.
- > **Transition to retirement letters** - When a CSS employee is accessing transition to retirement, we need certification from your agency on department letterhead. The letter should state the employee is resigning from permanent employment and will continue working for your agency at reduced hours (as a non-ongoing part-time or casual employee). Some employees may be able to cease their CSS membership and contribute to an employer sponsored fund (paying more than 9 percent).
- > **Leave without pay (LWOP) not to count as service** - We need accurate LWOP not to count as service documentation so we can check it against our recorded LWOP details.

We've added a new phone menu option

We're always looking for ways to improve our phone service so we've updated the employer services phone line to make choosing the right menu option easier. This means your call will be directed to the right area and we can answer your query sooner.

When you call **1300 338 240** you now have the option to press **1** in the main menu for queries relating to:

- > validations in **employer services online (ESO)**
- > submitting data through ESO
- > payroll interface file (PIF)
- and
- > ESO in general (excluding new access requests).

We'd like to know what you think of our phone service – if you'd like to give us feedback call **1300 338 240**.



Current topics (continued)

Entering existing members into the eligibility determiner

Have you had problems locating your new employee (who is an existing CSS, PSS or PSSap member) in the ESO eligibility determiner? Try searching using only the family name and given name fields, and then you can verify the employee's date of birth.

To help you perform a search, you should ask the new starter if:

- > they've changed their name
- > their name is hyphenated.

If you still can't find the employee's details, contact employer services on **1300 338 240** and we will help you set up your employee in the right scheme.

Employer service desk holiday closures

The employer service desk will be closed over the Christmas period from 5.00 pm Eastern Standard Daylight Savings Time Thursday 24 December 2009 and will reopen Monday 4 January 2010.

Our contact centre and benefit processing centre will also be closed and we will not process any benefit applications during this time.

At Work for You

Christmas wrap-up

Our member education team has been busy bringing the At Work for You workshops to members across Australia. In 2009, they visited all states and territories and held workshops for more than 8,500 members.

With the financial downturn, our public and in-house workshops have been more popular than ever. Our 2010 schedule is booking out quickly – so remember to contact us in early January to arrange an in-house workshop at your agency.

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

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 centre)

At Work for You

Email atworkforemployers@aria.gov.au

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