



employer news

December 2011 / Issue 215

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Feature

Employee redundancy – employers must request the benefit estimate

In the case of redundancy, please note that your employees cannot request a CSS or PSS benefit estimate themselves. We ask that requests come from you, the employer. That is because redundancy is an employer decision, not an employee one.

To receive a redundancy benefit estimate, please complete the Employer Estimate Request form which is available at the online Employer Administration Centre.

Simply email your completed form to APSRedundancies@Comsuper.gov.au

Most other benefit estimates are employee requested (although employers can request these on behalf of their employees). If employees wish to request a benefit estimate for reasons such as age retirement or resignation, please direct them to our Customer Information Centre (see below), or ask that they email us their completed benefit estimate form.

Employees contacting the Customer Information Centre

- > CSS members – 1300 000 277 or members@css.gov.au
- > PSS members – 1300 000 377 or members@pss.gov.au

Before calling, employees should have the following information:

- > their AGS number
- > type of exit (resignation or age) and date of exit
- > exit salary if required.

Options and projected figures are generally available over the phone, or by mail or email if preferred. Keep in mind that we cannot provide estimates more than 12 months in advance.

Current topics

Employer training: Introduction to Personnel training – APS agencies

Date: Thursday 16 February 2012 **Time:** 9.00 am – 4.30 pm with a lunch break

Where: The ComSuper Theatre, Unit 4, Cameron Offices, Chandler St, Belconnen ACT

What: Introduction to Personnel training – APS agencies: This course provides information on the PSS and CSS superannuation schemes for the purposes of administering superannuation. Though intended for new starters in personnel and payroll areas, the course is also valuable as a refresher for existing personnel staff.

The morning session covers eligibility to the schemes and is ideal for staff working in recruitment.

Other topics to be covered:

- > Contributions
- > Leave without pay rules
- > Salary for superannuation
- > 0% administration
- > Salary reductions
- > Contributions for members over the age of 70

Spaces are limited so secure your place by emailing Employertraining@comsuper.gov.au

Contact details

Employer service desk

Email employer.service@comsuper.gov.au

Phone 1300 338 240

Web www.csc.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, or you would like to receive Employer news, email employer.service@comsuper.gov.au

This newsletter was prepared by Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243
AFSL: 238069 RSE Licence No: L0001397,
Trustee of the Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893
RSE: R1004595 and the Commonwealth Superannuation Scheme (CSS)
ABN: 19 415 776 361 RSE: R1004649.

Transition of services for the PSSap – update

The transfer of administration services for the Public Sector Superannuation accumulation plan (PSSap) to Pillar Administration has been delayed. This will allow more time to improve processes to facilitate a smooth transition for members and employer agencies.

ComSuper will continue to provide scheme administration services for the PSSap until a revised transition date is confirmed.

Pillar was to commence PSSap member and employer services on 19 November 2011. Revised details will be provided in due course. Further updates will be provided at www.pssap.gov.au

Christmas shutdown

The Employer Support and Data Integrity (ESDI) team would like to thank everyone for all your hard work and support this year especially throughout the PSSap outsourcing process. We wish you a safe Christmas break and a happy new year. The ESDI team look forward to working with you all again in 2012.

The ESDI team will be unavailable over the Christmas period from Monday 26 December 2011 and will return to the office on Tuesday 3 January 2012.

We wish you a safe and happy holiday period!

Data Administrator's update

Has your department changed? You may need a new agency identifier

Your department may have experienced a recent change. Or a change may be planned; for example a change to your HR or payroll functions, or a machinery of government change. If so, please speak to our Data Administrators as we may need to create a new agency identifier in our system for your agency to submit data through ESO.

How does this work? First, we require you to contact the Department of Finance and Deregulation to:

- > confirm that you are an eligible employer for superannuation purposes, and if so
- > obtain long-term employer liability rates.

If confirmed as an eligible employer, we require you to contact us so we can determine if a new agency identifier is required. If so, we will guide you step-by-step with the process – which may involve:

- > providing us with a formal letter from your department outlining specific details of your new agency (a template letter is available on request)
- > provide training for your processing staff
- > testing of data

If your department has experienced recent change, or change is planned, please contact our Data Administrators on **1300 338 240** and press option one; or email dataadmin@comsuper.gov.au

Please review all ESO error and warning messages – member records may be affected

In the ESO contributions grid you may see error and warning messages; these messages require your attention as they signal that an employee's record may be affected.

Below are suggested actions to take for frequently seen messages:

Number	What does the message mean?	Suggested action
2603	Annual or Notional Salary for Super Effective Date is more than one year ago. You might not have reported the latest birthday salary review.	Check if the last birthday salary review was reported for your employee
0607	The member has exited. Please make sure you are using the correct number.	Contact employer support to check if the member number is correct for that member
0501	This member is in <scheme> on our system – please make sure you are using the correct scheme	Check the scheme is correct
1831	This member is recorded as being on LWOP. No member contributions are payable	Check the member's contributions; none should be payable
1832	This member is recorded as being as LWOP. No productivity contributions are payable	Check the member's productivity contributions; none should be payable

The fortnightly warnings outlined below can be ignored if previously checked:

1713	This member has previously reached their MBL	If they have elected to pay contributions again, no further action is required.
N/A	Please ensure this member satisfies the work test	See <i>Employer News</i> article November 2009 for further details relating to the work test requirements.

If a message is not clear, please contact our Data Administrators. They'll assist you.