

The facts about the 2007 Employer Survey

About the survey: The survey was conducted between 14 February and 13 March 2007. 87 employers participated in the survey, representing 60% of organisations with PSSap, PSS or CSS contributing members.

The 2007 PSSap/PSS/CSS Employer Survey was conducted by ORIMA Research. For more information please contact the Employer Help Desk on (02) 6272 9993 or via email at employer.help@comsuper.gov.au

Key Survey Results

Employer's Overall Dealings with ComSuper

Employers rated their relationship with ComSuper very positively... reporting high satisfaction with the support and assistance provided to them by ComSuper's staff.

- > 95% of employer organisations with PSSap, PSS or CSS members rated the quality of their relationship with ComSuper as good.
- > The vast majority of organisations (92%) were satisfied with the support and assistance ComSuper provided to enable them to fulfil their processing requirements.
 - > The quality of ComSuper staff (including their professionalism, responsiveness, friendliness and knowledge) was the aspect that employers most liked about dealing with ComSuper.

Employer News

A large majority of employers' staff read Employer News. There is demand for more practical examples and an improved layout for the publication.

- > Readership of *Employer News* was high, with 85% of employers' indicating that their staff regularly read this publication.
- > While moderate declines occurred in satisfaction with key aspects of *Employer News* since the previous survey in 2004, satisfaction remains at a high level.
 - > Employers wanted more practical examples of how to deal with common processing issues (e.g. use of the AWOTE calculator) and an improved layout to increase usability of the publication.

Employer Services Online

Overall satisfaction with ESO was high...

although a number of employers were looking for clearer instruction and tips to increase usability.

- > 82% of employers were satisfied with how Employer Services Online (ESO) helped them process PSSap/PSS/CSS superannuation.
- > Over 70% of employers rated a wide range of aspects of ESO positively with the highest ratings recorded for help desk support.
- > The area of ESO identified by employers as having the greatest scope for improvement was in providing clear instructions as well as tips and guidelines to help employers use ESO effectively.

ComSuper training

Demand for ComSuper training is high amongst employers, particularly if it can be more targeted to individual employers.

- > Demand for training from ComSuper is strong, particularly in the area of current issues affecting PSSap processing.
- > Employer satisfaction with ComSuper training remains high (87%) although employers suggest that training should be more targeted, provided in more locations and more engaging for attendees.

Implementation of the PSS accumulation plan

The implementation of PSSap was rated positively, however, several employers felt the timeliness and quality of information & training in this process could be improved.

- > A very high proportion of employers (88%) were satisfied overall with the implementation process of PSSap
- > While support from ComSuper in this process was rated very positively, employers suggested there was scope to improve the timeliness and quality of information products and training provided to them.

Clearing house and direct debit services

There was low demand for the introduction of Clearing House and Direct Debit services.

- > Only 21% of employers indicated that they would definitely or probably use Clearing House or Direct Debit if these services were introduced.
- > The reasons for this low demand included satisfaction with existing disbursement arrangements, policies preventing direct debit and concerns about the impact of these services on detecting and reversing errors.

Our Response

Follow up action	
<p><i>In order to address the suggestions from employers in 2007 ComSuper and ARIA will:</i></p>	<p>Employers provided many useful suggestions for improving the support services that ComSuper and ARIA provides to them. We have closely examined these suggestions and will work towards:</p>
<p><i>Provide additional usability aids for ESO and better targeted PSSap training.</i></p> <p><i>Continue to build strong relationships with employers through better access to agency contact officers.</i></p> <p><i>Listen to employer feedback to improve Employer News and enhance future system roll outs.</i></p> <p><i>Continue to work to provide effective tools to support employers process PSSap/PSS/CSS superannuation.</i></p>	<ul style="list-style-type: none"> > Providing additional tips and guidance and addressing technical issues to increase the functionality and usability of ESO. > Increasing the availability of training on PSSap and working with employers to better target training and identify when training is needed. > Further strengthening relationships with employers through clearer identification of ComSuper's agency contact officers and more frequent contact by these staff with employers. > Providing more practical examples and an improved format for Employer News, through direct involvement with employers. > Taking account of employer feedback about PSSap implementation issues for future system roll outs. > Continuing to work on the development of tools and resources that employers have identified to assist in processing PSSap/PSS/CSS superannuation.

Please contact us with your comments at any time!

The employer survey will be conducted on an annual basis. We are, however, also interested in gaining your feedback at other times when issues arise.

Please provide your comments via the Employer Feedback email address (employer.feedback@comsuper.gov.au) or using the Feedback Form available from the Employer Centre at www.aria.gov.au