

## Feature

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Your satisfaction is important to us

## Major upgrade to Pensioner Services Online

We will soon be upgrading Pensioner Services Online. This upgrade provides you with more functionality when managing your pension online.

With the latest services you will be able to:

- > view and update your personal information and banking details
- > view your pension payments
- > view and print your payment summary and Consumer Price Index (CPI) adjustment letters
- > print out personalised forms
- > view contact details of the scheme.

### How do I access Pensioner Services Online?

You will need an Access Number to access Pensioner Services Online. All you need to do is contact our Customer Service Centre on **1300 001 777** and we can provide you an Access Number over the phone. Otherwise you can access Pensioner Services Online at [www.css.gov.au](http://www.css.gov.au).

## A new look payment summary for the 2007/08 financial year

In the January edition of **Pension Update**, we outlined the new format for the 2007/08 financial year payment summaries. We have enclosed your 2007/08 payment summary in this **Pension Update** package, as well as handy information to help you understand your new look payment summary on the following page.

If you misplace your payment summary or would like another copy, please contact us.

Continued over page

# Understanding your new look payment summary - under 60 years of age

## PAYG payment summary - superannuation income stream

Payment summary for year ending 30 June 2008

### Payee details

your name

your address

### NOTICE TO PAYEE

If this payment summary shows an amount in the total tax withheld box, you must lodge a tax return.

If no tax was withheld you may still have to lodge a tax return. For more information about this payment summary or lodging your tax return, you can:

- visit [www.ato.gov.au](http://www.ato.gov.au)
- refer to TaxPack, or
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

Day/Month/Year

Day/Month/Year

Period of payment to

Payee's tax file number

TOTAL TAX WITHHELD \$

### Taxable component

Taxed element \$

Untaxed element \$

Tax free component \$

Tax offset amount \$

### Lump sum in arrears - taxable component

Taxed element \$

Untaxed element \$

Lump sum in arrears - tax free component \$

### Payer details

Payer's ABN or withholding number

Branch Number

Payer's name

Signature of authorised person

Date

1. This is the amount of tax you have paid in this financial year.

2. This is the portion of your pension which you have purchased with your member and post-1990 productivity (if applicable) components less your tax free amount. Your 15% tax offset is calculated on this amount.

If you have not purchased pension with your member and post-1990 productivity components your Payment Summary will show NIL (or 0.00) in this field.

3. This is that part of your pension which you have purchased with your pre-1990 productivity (if applicable) and employer components. This amount is taxed at your marginal tax rate.

4. This is that part of your pension which you have purchased with your member and pre-1983 excess (if applicable) contributions. This amount is tax free and we apply it to your pension each fortnight unless you advise us not to.

5. This is the amount by which your tax liability has been reduced.

6. This is the amount of pension arrears relating to previous financial years that was paid to you this financial year.

# Understanding your new look payment summary - over 60 years of age

## PAYG payment summary - superannuation income stream

Payment summary for year ending 30 June 2008

### Payee details

your name

your address

### NOTICE TO PAYEE

If this payment summary shows an amount in the total tax withheld box, you must lodge a tax return. If no tax was withheld you may still have to lodge a tax return. For more information about this payment summary or lodging your tax return, you can:

- visit [www.ato.gov.au](http://www.ato.gov.au)
- refer to TaxPack, or
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

	Day/Month/Year	to	Day/Month/Year
Period of payment			
Payee's tax file number		TOTAL TAX WITHHELD \$	1

### Taxable component

Taxed element	\$	2
Untaxed element	\$	3
Tax free component	\$	4
Tax offset amount	\$	5

### Lump sum in arrears - taxable component

<b>6</b>	\$	
Taxed element	\$	
Untaxed element	\$	
Lump sum in arrears - tax free component	\$	

### Payer details

Payer's ABN or withholding number	Branch Number
Payer's name	
Signature of authorised person	Date

1. This is the amount of tax you have paid in this financial year.
2. This is that portion of your pension which you have purchased with your member and post-1990 productivity (if applicable) components less your tax free amount.  
As you are over the age of 60, this amount is tax free and is not reported on your payment summary.
3. This is the part of your pension which you have purchased with your pre-1990 productivity (if applicable) and employer components. This amount is taxed at your marginal tax rate less 10% tax offset.
4. This is the part of your pension which you have purchased with your member and pre-1983 excess (if applicable) contributions. This amount is tax free and is not reported on your payment summary.
5. This is the amount by which your tax liability has been reduced.
6. This is the amount of pension arrears relating to previous financial years that was paid to you this financial year.

## Understanding your new look payment summary - over 60 years of age - cont.

Changes were recently made to the way we report your pension payments to the Tax Office at the end of the financial year. We now only include assessable income on your payment summary.

If you are over 60 years of age, you will have an additional paragraph included on the second page of your payment summary.

This additional information details the total amount of pension you have received in this financial year and is for your information only. You do not need to provide this to the Tax Office.

## Continuing to make tax returns easier for pensioners

Last financial year, our administrator, ComSuper, partnered with the Tax Office in a pilot program to make preparing tax returns easier for CSS pensioners.

This year we are continuing to offer this facility and from 1 August 2008, if you submit your tax return electronically, your pension information from your payment summary will be automatically populated in your tax return.

## Restoration of Reversionary Pensions

The *Superannuation Act 1922*, the *Defence Forces Retirement Benefits Act 1948* and the *Defence Force Retirement and Death Benefits Act 1973* have recently been amended to restore previously cancelled spouse pensions for remarried widows and widowers.

Although CSS pensions were never ceased due to remarriage, you may know of someone from another scheme mentioned above who was affected. From 1 January 2008 anyone who previously had their pension cancelled in these circumstances can apply to have their pension restored in full. Pensioners who only had their pension partially restored can also contact us to have their pension fully restored.

If you think someone you know might be eligible, please ask them to call us on 1300 001 877 or visit [www.comsuper.gov.au](http://www.comsuper.gov.au) for more information.

## How the Consumer Price Index (CPI) affects your pension

On the first payday in January and July each year, your pension is increased only if there has been an upward movement in the Consumer Price Index (CPI) in the preceding six months. The Australian Bureau of Statistics (ABS) measures changes over time in the prices of a wide range of consumer goods and services acquired by Australian metropolitan households to determine the CPI.

For more information on the CPI, please visit [www.abs.gov.au](http://www.abs.gov.au)

Once the ABS releases the CPI numbers, we perform a calculation to see if your pension is due for an increase. If the new CPI number exceeds any of the previous CPI numbers, we increase your payment. If the new CPI number does not exceed the previous CPI numbers, your pension amount will remain the same.

The September 2007 CPI number was 158.6 and for a CPI increase to occur, the new CPI number must exceed this figure. On 23 April 2008 the ABS announced a CPI number of 162.2. As this is higher than the previous 158.6, an increase of 2.3% is payable to your pension.

## How the CPI is calculated

On 23 April 2008 the ABS announced a CPI number of 162.2 and we made the following calculation:

$$\frac{(\text{March 2008 CPI number}) - (\text{Sept 2007 CPI number}) \times 100}{(\text{Sept 2007 CPI number})} = \text{CPI change} \quad (\text{Sept 2007 to March 2008})$$

$$\frac{(162.2 - 158.6) \times 100}{158.6} = 2.269861286\%$$

$$= 2.3\% \text{ (when rounded to the nearest tenth of one per cent)}$$

Therefore, on payday 3 July 2008, the part of your superannuation pension that is subject to CPI pension increases will be increased by 2.3%. If you would like more information about the CPI and how it is calculated, please go to the ABS website at [www.abs.gov.au](http://www.abs.gov.au)

## Need to change your bank details?

You can change your bank account details by either calling the Customer Service Centre on **1300 001 777**, change it using Pensioner Services Online, or you can write in and request this change.

To maintain a high level of security for your banking details, you will be asked to provide your current BSB and account number as part of a security check prior to being able to make any changes.

## Sudoku

(solution on page 6)

	9			7	4	5		2
3	2				6			
		4			5	6	3	
		7	9				1	8
6			5		3			9
8	3				1	2		
	5	1	4			8		
			1				9	7
4		8	6	2			5	

Every digit from 1 to 9 must appear:

- > in each of the columns
- > in each of the rows
- > and in each of the nine boxes.

## Moving house?

Don't forget to inform us if you are moving house or planning to be away from home for an extended period of time. Keeping your address up-to-date will avoid any disruptions to your regular pension payments.

## Your feedback counts!

Your feedback helps us to continue to deliver a valuable service to our pensioners. We are calling for people to participate in a focus group to help ensure this newsletter best meets your needs. The focus group discusses the newsletter, including the stories and style, and any other publications or information accompanying the pension advice package.

If you would like to be involved in this focus group, please contact us on **1300 001 777** and register your interest. Alternatively if you would like to provide input into the next edition or have any suggestions on improvements, please email us at [pensions@css.gov.au](mailto:pensions@css.gov.au) or write to CSS, PO Box 22, Belconnen ACT 2616.

We also send a survey each year to a random selection of pensioners who receive a pension advice package. If you have been selected to participate in this year's survey you will find a survey in your package.

Please complete the survey by 31 July 2008 and return it in the reply paid envelope or contact ORIMA Research on **1800 806 950** (free call).

# Your satisfaction is important to us

We want you to be completely satisfied with our service, but if you have a complaint just call us on **1300 001 777**. If you are not satisfied with the response, ask to speak to a supervisor. If you still feel the issue has not been explained or resolved to your satisfaction, ask to be transferred to or contact the Complaints Officer. You may contact the Complaints Officer directly by:

**Phone** 02 6272 9081  
**Fax** 02 6272 9804  
**Email** [complaints@css.gov.au](mailto:complaints@css.gov.au)  
**Post** The CSS Complaints Officer, PO Box 22, Belconnen ACT 2616

If you are not satisfied with the handling of your complaint, you may contact the Superannuation Complaints Tribunal (SCT). The SCT is an independent organisation set up by the Australian Government to assist members in resolving certain types of complaints about their superannuation with fund trustees. You can lodge a complaint with the SCT free of charge if you are dissatisfied with our response or we cannot resolve your complaint within 90 days. You can contact the SCT directly by:

**Phone** 1300 780 808  
**Fax** 03 8635 5588  
**Email** [info@sct.gov.au](mailto:info@sct.gov.au)  
**Web** [www.sct.gov.au](http://www.sct.gov.au)  
**Post** Superannuation Complaints Tribunal, Locked Bag 3060,  
GPO Melbourne, VIC 3001

## How to contact us

**EMAIL** [pensions@css.gov.au](mailto:pensions@css.gov.au)

**PHONE** 1300 001 777 from anywhere in Australia for the cost of a local call (mobile charges apply to mobile phones). We are available between 9.00 am and 5.00 pm Australian Eastern Standard Time (AEST) Monday to Friday.

Pensioners with a hearing impairment can use a special TTY facility: 02 6272 9827

**FAX** 02 6272 9614

**POSTAL ADDRESS** CSS, PO Box 22,  
Belconnen ACT 2616

**STREET ADDRESS** Unit 4 Cameron Offices,  
Chandler Street,  
Belconnen ACT

**WEB** [www.css.gov.au](http://www.css.gov.au)

## Sudoku answers

3	5	1	6	2	9	8	7	4
7	6	4	8	5	1	3	9	2
9	2	8	7	3	4	1	5	6
5	9	2	1	4	7	6	3	8
6	4	7	3	8	5	2	1	9
8	1	3	2	9	6	7	4	5
1	3	9	5	6	2	4	8	7
4	7	9	9	1	8	5	2	3
2	8	5	4	7	3	9	6	1

### WARNING - THIS DOCUMENT CONTAINS GENERAL ADVICE OR INFORMATION ONLY

The information in this document is general information only and has been prepared without taking into account your personal objectives, financial situation or needs. You should consider any advice in this document in light of your personal objectives, financial situation or needs before acting on it. You may wish to consult a licensed financial planner to do this. If you are looking at acquiring a financial product you should obtain a Product Disclosure Statement and consider its contents before making any decisions.

Australian Reward Investment Alliance (ARIA)  
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