

## **8 Scheme administration**

**Membership data**  
**Member communication and services**  
**Scheme administrator**





## Scheme administration

### Membership data

**Table 19: Membership summary 30 June 2008**

		Contributors	Preserved /deferred benefit members	Pensioners	Total membership 06/07*	Total membership 07/08*	Total change	% change
CSS	Male	14 397	8 363	65 585	152 282	149 442	(3 228)	(2.11)
	Female	7 765	3 098	49 780				
	Total	22 162	11 461	115 431				
PSS	Male	55 369	42 331	8 203	252 197	252 487	155	0.06
	Female	76 905	61 297	8 166				
	Total	132 274	103 628	16 453				
PSSap	Male	25 618	4 340	n/a	51 026	73 983	22 957	44.99
	Female	37 346	6 679					
	Total	62 964	11 019					
<b>Total</b>		<b>217 400</b>	<b>126 108</b>	<b>131 734</b>	<b>455 505</b>	<b>475 912</b>	<b>19 884</b>	<b>4.36</b>

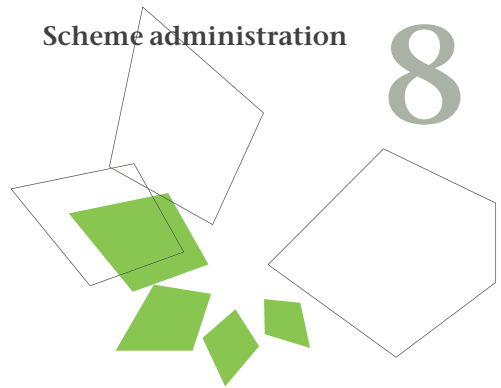
Note: CSS pensioners include 1922 Act scheme members

\* Total membership also includes child/student pensions which are not split by gender

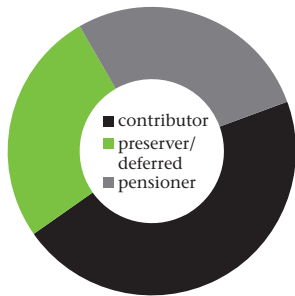
**Table 20: Member and employer contributions received 2006/07 - 2007/08\***

	2006/07			2007/08			Difference	% change
	Member*	Employer*	Total*	Member*	Employer*	Total*		
CSS	\$136m	\$43m	\$179m	\$119m	\$41m	\$160m	(\$19m)	(10.61)
PSS	\$542m	\$228m	\$771m	\$525m	\$221m	\$746m	(\$25m)	(3.24)
PSSap	\$20m	\$196m	\$216m	\$33m	\$362m	\$395m	\$179m	82.87
<b>Total*</b>	<b>\$698m</b>	<b>\$467m</b>	<b>\$1 166m</b>	<b>\$677m</b>	<b>\$624m</b>	<b>\$1 301m</b>	<b>\$135m</b>	<b>11.58</b>

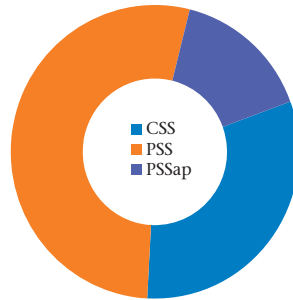
\* These figures do not include transfers in, co-contributions or any appropriations from the CRF.



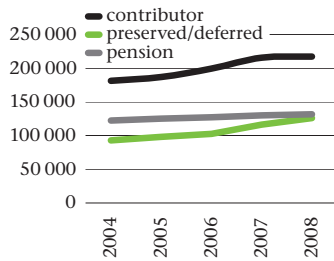
**Chart 1: Membership by type**



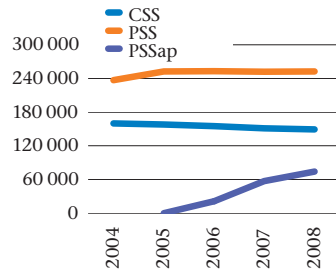
**Chart 2: Membership by scheme**



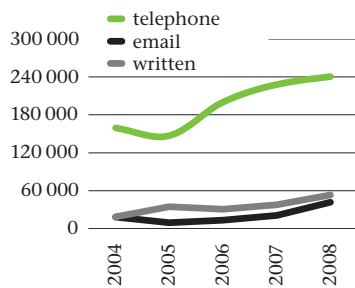
**Chart 3: Membership trend by type**



**Chart 4: Membership trend by scheme**



**Chart 5: Member enquiries trend (last five years)**





## Scheme administration

### Member communication and services

ARIA aims to empower members and make it easier for them to manage and understand their super. ARIA does this by providing members with clear, concise and tailored communications throughout the year and works with its administrator, ComSuper, to provide first-class websites, contact centres and comprehensive employer support.

#### At Work for You workshops

Most notable in 2007/08 was the growth of ARIA's member education program, At Work for You. The At Work for You workshops aims to empower members and increase their superannuation confidence through in-house and public workshops.

ARIA also tailors At Work for You workshops for employers to assist in times of restructure and redundancies. In 2007/08 ARIA held workshops at more than 30 locations around Australia. The number of At Work for You workshops presented increased from 141 in 2006 to 349 in 2007. This meant 12 097 members attended a workshop in 2007, compared to 3 895 members in 2006.

Once they retire, members continue to receive relevant information in the twice-yearly Pension Update.

### Websites and targeted campaigns

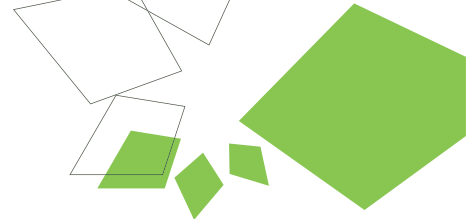
ARIA's websites and targeted campaigns provide the basis for members to improve their super knowledge and confidence. The scheme websites have a range of online tools and members can find information specific to their super. ARIA conducts research with its members to identify areas of improvement for its online services. In 2007/08, member visits to the site continued to grow, a trend expected to continue into next year.

#### Contact centres

ARIA's administrator, ComSuper, provides personalised member information through its CSS, PSS and PSSap contact centres. In 2007, the contact centre was a (NSW/ACT) finalist in the Best Call Centre (50-120 employees) category of the Australian Teleservices Association's (ATA) awards. ComSuper is the only ACT-based contact centre to win an ATA award in 2007, becoming a winner or finalist in four of the seven award categories.

#### Employer support

Employers play an important part in delivering member services and ARIA's administrator works closely with them to deliver regular information seminars, monthly newsletters and advice over the phone.



## Scheme administrator

Scheme administration for the CSS, PSS and PSSap is undertaken by ComSuper on the basis of a statutory mandate.

The scheme administrator’s major areas of activity and accountability encompass:

- ▶ receiving and accounting for contributions from employing agencies in respect of their employees
- ▶ maintaining records of contributors and pensioners
- ▶ calculating and paying benefits (including invalidity benefits)
- ▶ under delegation, reconsidering and reviewing decisions on entitlements
- ▶ providing information to members.

## Performance of administrator

Indicators of performance are set down in the service level agreement between ARIA and ComSuper.

ComSuper reports against the standards in the service level agreement each month. ComSuper also provides other reports as required.

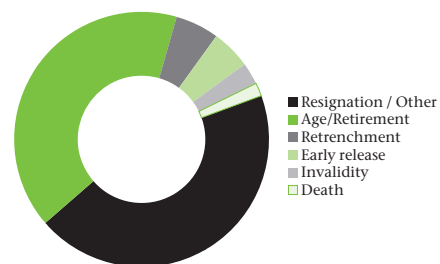
In addition, ARIA undertakes an annual service provider review of ComSuper, including an assessment of the administrator’s performance during the year against the agreed service standards.

## Scheme exits

During the year, ComSuper invited former CSS and PSS scheme members (who had recently claimed a benefit) to participate in a series of focus groups. The purpose of these groups was to identify how ComSuper could enhance customer service delivery. ComSuper also conducted a series of workshops with benefits processing employees to build on the issues identified in the customer focus groups and to seek employee ideas on how to improve service to members. As a result of these activities, ComSuper identified a number of potential customer service improvements which it intends to implement in the first half of 2008/09.

ComSuper will also conduct a full review of the PSSap benefit processes in the first quarter 2008/09 to ensure maximum customer satisfaction and efficiency of processes.

**Chart 6: Scheme exits by type 2007/08**





## Scheme administration

**Table 21: Total number of scheme exits (by type)**

	Age/ retirement	Invalidity	Death	Resignation/ other	Retrenchment	Early release	Total 07/08
Contributor exits	1 078	118	44	1 363	333	11	2 944
Preserved claims	2 925	21	12	1	-	3	2 962
<b>CSS total</b>	<b>4 003</b>	<b>139</b>	<b>56</b>	<b>1 364</b>	<b>333</b>	<b>14</b>	<b>5 906</b>
Contributor exits	2 477	364	163	7 351	725	88	11 168
Preserved claims	1 603	4	93	-	-	920	2 620
<b>PSS total</b>	<b>4 080</b>	<b>368</b>	<b>256</b>	<b>7 351</b>	<b>725</b>	<b>1008</b>	<b>13 788</b>
PSSap total	341	3	10	1 564	-	-	1 918
<b>Total</b>	<b>8 424</b>	<b>510</b>	<b>322</b>	<b>10 279</b>	<b>1 058</b>	<b>1022</b>	<b>21 612</b>

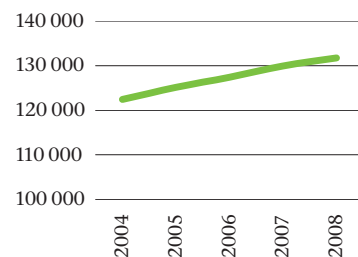
## Pensions

**Table 22: Pensions summary**

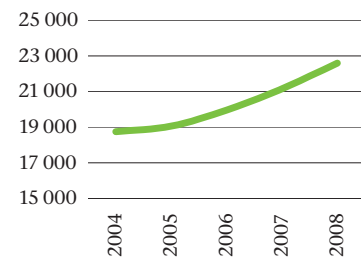
Pensions in force at 30 June 2008						Pensions paid	Average yearly pension
	Age retirement/ Involuntary retirement	Invalidity retirement	Spouse	child/other	Total		
CSS	69 463	17 438	28 464	66	115 431	2 931m	\$26 292
PSS	13 774	1 985	610	84	16 453	288m	\$18 879
<b>Total</b>	<b>83 237</b>	<b>19 423</b>	<b>29 074</b>	<b>150</b>	<b>131 884</b>	<b>3 219m</b>	<b>\$22 585</b>

Note: CSS pensioners include 1922 Act scheme members

**Chart 7: Pensioner population trend**



**Chart 8: Average pension trend**



Note: The PSSap does not offer a pension product.



## Dispute resolution

### Avenues of review

Decisions of ARIA and its delegates are subject to internal reconsideration and external review.

### Internal review

A person affected by a decision of ARIA or a delegate may apply in writing to have it reconsidered by ARIA. If a person is still unhappy with the decision, further reconsideration may be sought but the application must be supported by evidence not previously known or presented to ARIA and a fee of \$150 is also applicable. This also applies if the original decision is made by ARIA rather than the delegate. If the appeal is successful or withdrawn, the fee is refunded.

The scheme administrator (ComSuper) investigates requests and, where necessary, obtains additional information before referring a complaint to either the Reconsideration Advisory Committee (RAC) or the Complaints Advisory Committee (CAC).

The RAC and CAC have the same membership comprising of four members (two independent and two scheme administrator representatives) with a quorum of three members, one of whom must be an independent member.

The committees currently comprise:

- ▶ Ms Ann Forward and Mr Bill Gray AM, as the independent members
- ▶ any two of six nominated scheme administrator representatives.

The relevant committee makes a recommendation that ARIA considers in deciding whether to affirm or vary the decision, substitute another decision or set aside the decision. ARIA can also choose to reconsider a decision on its own motion. Each applicant receives a written statement of reasons for ARIA's decision on reconsideration.

Requests for reconsideration are treated as complaints for the purposes of section 101 of the *Superannuation Industry (Supervision) Act 1993* (the SIS Act) and should a person be unhappy with ARIA's decision, they may request the Superannuation Complaints Tribunal to review the decision in accordance with the *Superannuation (Resolution of Complaints) Act 1993*.

ARIA requires its scheme administrator to investigate requests for reconsideration of decisions in a thorough, objective and effective manner in accordance with the standards set down in its service level agreement.

### Applications received

In 2007/08, 24 applications for reconsideration for the CSS and PSS were received, compared with 32 last year.

Of the requests received, nine involved death benefit decisions, including eligibility and apportionment, three involved late elections for preservation of rights and two involved limited benefits member status. The remaining requests concerned various other scheme provisions.



## Scheme administration

### Cases finalised

Thirty-one CSS and PSS cases were finalised during the year, compared with 24 for the previous year. The original decision was varied in favour of the applicant in seven cases, due mainly to additional evidence provided as part of the reconsideration process.

**Table 23: Reconsideration applications received and outcomes 2007/08**

	Decision of the:	Brought forward	Received	Withdrawn or lapsed	Decisions affirmed	Decisions set aside	Resolved*	Carried forward**
CSS	Delegate	10	12	2	9	2	13	9
	Trustee	1	0	0	0	1	1	0
PSS	Delegate	10	11	3	8	4	15	6
	Trustee	1	1	1	1	0	2	0
PSSap		0	0	0	0	0	0	0

\* Resolved = withdrawn or lapsed + decisions set aside

\*\* Carried forward = brought forward + received - resolved

### External review

Certain ARIA decisions are subject to external review by the Federal Court and other bodies such as the Human Rights and Equal Opportunity Commission, the Superannuation Complaints Tribunal (SCT) and the Commonwealth Ombudsman.

### Complaints lodged with the SCT

**Table 24: Complaints lodged, all schemes**

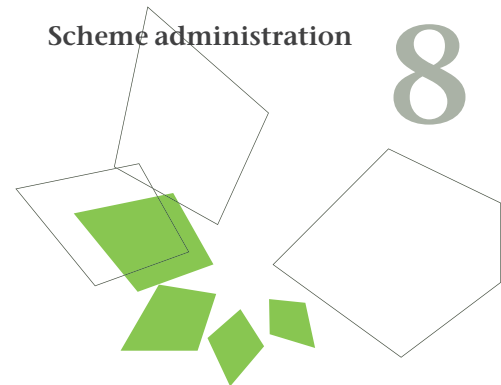
	Carried over	Received	Completed	On-hand
<b>Total</b>	20	64	50	34

### Federal Court

Decisions of the SCT are reviewable by the Federal Court under section 46 of the *Superannuation (Resolution of Complaints) Act 1993* (the SRC Act). Appeals, on the grounds of an error of law only, must be initiated within 28 days of notification of the SCT decision.

Decisions taken in the administration of the schemes are subject to review by the Federal Court under the *Administrative Decisions (Judicial Review) Act 1977* (the AD(JR) Act).

Decisions which may be reviewed under the AD(JR) Act include decisions made by ARIA and its delegates.



### Claims against ARIA

During the year, ARIA received 50 claims for compensation concerning claimants' benefit entitlements. A further six claims were still outstanding at 30 June 2007. ARIA and its delegates considered 27 claims during the year with 29 cases outstanding at 30 June 2008. Of the 27 claims considered during 2007/08 liability was accepted in 13 cases, for which total compensation payments (including claimants' legal costs) amounted to \$248 108 in lump sums and annual pension payments of \$15 504.

### Complaints and representations

The most frequent causes of complaints concerned telephone and email response times, benefit estimate and benefit payment response times. Delays in receiving annual statements, revised exit rate payments, confirming switches to the cash investment option, the inability to transfer benefits to non-eligible schemes, the inability of family law affected members to use the i-Estimator, and the delay in updating the i-Estimator with the 1 January 2008 maximum benefit limits (MBLs) changes, were also the subject of complaints during the year.

All cases were resolved or substantially answered within the legislative timeframe of 90 days outlined in the *Superannuation Industry (Supervision) (SIS) Regulations 1994*.

**Table 25: Complaints and representations**

		Total
CSS	Complaints	484
	Ministerials	27
	Ombudsman enquiries	1
PSS	Complaints	427
	Ministerials	12
	Ombudsman enquiries	2
PSSap	Complaints	130
<b>Total</b>		<b>1 083</b>