



Contact and support information

This fact sheet provides information on where employers, unions and associations can receive additional support, and who to contact if you have a general or urgent request or issue to raise with RBF in regards to the administration of the defined benefit schemes.

Initial lines of enquiry

RBF Enquiry Line **1800 622 631**

The RBF Enquiry Line is open from 8am to 7pm Monday to Friday except national public holidays. RBF Enquiry Line staff can assist employers, unions and associations with general information about RBF products, RBF fund rules, how to make applications, benefit entitlements, and much more. RBF Enquiry Line staff are also able to record member complaints.

Team Administration Support **(Hobart office)** **(03) 6166 4150** **TeamAdminSupport@rbf.com.au**

Team Administration Support is available to provide employers and other key stakeholders with any additional super related administrative support to assist employers in meeting their RBF super obligations and provides high quality service to all stakeholders including members, employers, unions, RBF administration (AAS) and other outsourced service providers. We can assist with:

- ▶ general super, administrative, process, product or insurance enquiries;
- ▶ complaints;
- ▶ strategic matters;
- ▶ issues or concerns for both individuals and groups of members;
- ▶ technical or payroll issues with EmployerAccess; and
- ▶ any of the above that you wish to escalate to us to ensure your request is being managed appropriately, is being progressed, or you are receiving regular ongoing updates in relation to your requests until resolved.

Team Administration Support in conjunction with the Principal Employer Support and Education Officer can provide face-to-face services, workshops and seminars.

Contact Team Administration Support and speak to one of our Team members directly.

Principal Employer Support and Education Officer

RBF's Principal Employer Support and Education Officer travels state-wide to provide support and education to employers and unions and is available to bring the RBF experience to your workplace.

What services can the Principal Employer Support and Education Officer provide to employers?

The Employer Education Program is a state-wide program that sees the Principal Employer Support and Education Officer visiting agencies to conduct education sessions on RBF products, processes and practices.

This program sees the Principal Employer Support and Education Officer conduct sessions on a number of topics including:

- ▶ purchased leave;
- ▶ employer liability calculations;
- ▶ ill health processes; and
- ▶ the treatment of different payments when determining salary for different schemes.

Contact the Principal Employer Support and Education Officer if you would like them to conduct an Employer Education Program session in your workplace.

Principal Employer Support and Education Officer:

Jordan Griffiths

Telephone: (03) 6166 4116

Email: jordan.griffiths@treasury.tas.gov.au

What services can the Principal Employer Support and Education Officer provide to unions?

The Union Education Program is a state-wide program that sees the Principal Employer Support and Education Officer visiting unions to conduct education and information sessions on RBF products and processes to senior union staff, organisers and workplace delegates.

Contact the Principal Employer Support and Education Officer (see above) if you would like them to conduct a Union Education Program session in your workplace.

What other services can a Principal Employer Support and Education Officer offer?

They can provide workplace seminars, free individual face-to-face sessions (in conjunction with RBF Superannuation Consultants), general question and answer sessions, presentations on specific topics and information booths. These sessions are not just for those people nearing retirement but are valuable for members at any age. Some of the topics covered by our Principal Employer Support and Education Officer are:

- ▶ salary sacrifice – is it right for you?
- ▶ government super co-contributions – do you qualify?
- ▶ retirement and pre-retirement – highlighting what you need to do to plan for retirement.
- ▶ improve your super – simple tips to help you improve your super.

What is an escalation?

An urgent issue which requires escalation to or on behalf of a specific stakeholder, for example:

- ▶ you require an urgent update of a members ill health application status;
- ▶ you require urgent confirmation that specific documentation has been received and actioned accordingly;
- ▶ you have a general issue relating to a group of members, a product or a service;
- ▶ you need assistance for managing a specific change i.e. bulk redundancies, mergers; or
- ▶ employer payroll or EmployerAccess issues.

An urgent request should be raised if initial lines of enquiry (as outlined on page 1) have been reasonably attempted and have not been able to provide a resolution in an appropriate and timely manner.

To raise an urgent request, simply contact Team Administration Support on **(03) 6166 4150** and speak to one of our Team members directly or email TeamAdminSupport@rbf.com.au.

What is a complaint?

A complaint is an expression of dissatisfaction related to RBF products or services, or the complaints handling process itself.

If you have raised a request on behalf of a member or your organisation and the issue is not being progressed in an appropriate and timely manner you are able to raise a concern or complaint directly with Team Administration Support.

If a member wishes to raise a complaint they can lodge the complaint by contacting the RBF Enquiry Line on **1800 622 631**, or in writing to the RBF Complaints Officer. Please visit the RBF website **www.rbf.com.au** for more information on the complaints handling process.

Feedback

RBF values your feedback. Please utilise any of the initial lines of enquiry outlined above to provide any feedback regarding RBF, products, services or staff. RBF considers your feedback as an invaluable source which will assist us to continuously improve our services and products to you.

This Fact sheet was current at the time of publication but is subject to change without notice. If there are any mistakes or omissions in the information, we reserve the right to correct those errors or omissions. The provisions of the RBF Governing Rules and any applicable legislation will prevail over any misstatement in this Fact sheet.

Contacting RBF

Contact RBF if you would like additional information or assistance.

RBF Enquiry Line: 1800 622 631 or
+61 2 8571 6868
(international)

Visit: www.rbf.com.au

Write: RBF, Reply Paid 89418,
PARRAMATTA NSW 2124

Office: Ground Floor,
21 Kirksway Place,
Hobart
Level 3, Henty House,
1 Civic Square,
Launceston
