



Primary employer roles for RBF purposes

Primary Contact person

The Primary Contact person works at a communication and coordination level across Agency diverse functions and geographical areas.

The Primary Contact role would typically (for RBF purposes):

- ▶ participate in the annual review and agreement of the joint stakeholder action plan. The person in this role should have knowledge of all issues or priorities at Agency level through consultation with Responsible Officers to enable clear communication to RBF on priorities;
- ▶ act as a point of consultation to discuss any upcoming changes that affect the whole Agency; and
- ▶ coordinate any whole of Agency training needs.

Is the Primary Contact also a Responsible Officer?

A Responsible Officer is defined in the following documents:

- ▶ Public Sector Superannuation Reform Regulations 2017;
- ▶ Tasmanian Ambulance Service Superannuation Scheme Trust Deed; and
- ▶ State Fire Commission Superannuation Scheme Trust Deed.

RBF recommends that the Responsible Officer function be performed by employees close to the payroll system and/or who have a very good understanding of how the defined benefits governing legislation interacts with the *State Service Act* plus have an in-depth knowledge of the payroll system structure.

The Responsible Officer role would typically (for RBF purposes):

- ▶ provide the Primary Contact with information to allow for the annual review of the joint stakeholder action plan priorities;
- ▶ be the go to person for any matter relating to their RBF superannuation obligations;
- ▶ provide an escalation point for systemic operational system issues or queries to RBF;
- ▶ undertake a regular self assessment to identify any training needs; and
- ▶ ensure applicable staff and their training needs are identified for RBF purposes.

Primary HR Contact person

The Primary HR Contact person (for RBF purposes) will have responsibility for:

- ▶ escalating member queries to RBF;
- ▶ assisting with the administrative processes regarding ill health claims;
- ▶ assisting with the administrative processes for salary and service issues; and
- ▶ actioning requests in a timely manner.

Primary Payroll Contact person

The Primary Payroll Contact person (for RBF purposes) will have responsibility for:

- ▶ submitting and loading files to RBF;
- ▶ escalating member/employer queries to RBF; and
- ▶ receiving queries from RBF i.e. salary, service and contribution reporting; and
- ▶ actioning requests in a timely manner.