

# Changes to Salary packaging provider FAQ.

As a HealthShare NSW member, you have access to a range of benefits and services through their salary packaging provider, SalaryPackagingPLUS.

**Below is a list of frequently asked questions (FAQs) containing the information you need about the transition.**

## What is changing?

HealthShare NSW's salary packaging provider is SalaryPackagingPLUS. On transition your salary packaging provider will change from SmartSalary to SalaryPackaging PLUS. We are committed to provide you with a smooth transition.

Employees with a current salary packaging arrangement will receive further information about the transition via email directly from SalaryPackagingPLUS.

## What do I need to do?

If you are currently salary packaging, there is nothing to do.

On the date of transition your salary packaging arrangements will be automatically transferred from SmartSalary to SalaryPackagingPLUS. Your salary deductions and benefits will continue unchanged.

SalaryPackagingPLUS will issue all existing salary packaging employees with confirmation of their ongoing arrangements, via email on 21 October 2024.

This email will guide you on how to access your new MySalPack account, verify your personal information and salary packaging details, and how to contact SalaryPackagingPLUS.

SalaryPackagingPLUS consultants will be on site prior to and after transition to support staff to log in and verify their information.

## When will the change take place?

Changes will go live in pays received after 18 October with the date aligned to your pay cycle.

Where will my salary deductions be paid to?

Your deductions will be paid to the same bank account as they are currently.

What if my personal or banking details have changed?

SalaryPackagingPLUS will issue instructions on how you can update your personal or banking details.

What if I'd like to adjust my salary packaging benefits?

If you would like to make any adjustments to your current salary packaging benefits, please click <http://www.salarypackagingplus.com.au/nswhealth/contact-onsite-agent> to submit an enquiry or scan the QR code at the bottom of the page for more information.

I have just applied to salary package and am wondering if I have been set up with the existing provider?

If you are unsure, please contact your current provider, Smart Salary with your enquiries.

I would like to know what personal data or information SalaryPackagingPLUS will be provided. Who can I speak to?

If you have questions about your personal data or information being transitioned, please contact your existing provider, SmartSalary.

I do not want my salary packaging agreement to be transferred to SalaryPackagingPLUS. How do I opt out?

If you want to opt out of salary packaging, please contact your existing provider, SmartSalary, as soon as possible to cease packaging.

What happens to my EML Living Expenses or Meal Entertainment Card/s?

There are no changes to these cards. EML salary packaging card information will be transferred to SalaryPackagingPLUS. Your salary deduction/s will be loaded onto the card/s as before, ready for you to spend.

What should I do if I have claims to submit?

Hold onto your claims until October 21. You will receive an email from SalaryPackagingPLUS

on October 21 with instructions for creating your MySalPack account, where you can submit your claims.

#### How can I check my salary packaging arrangements after the transition?

On 21 October, you will be emailed login details to MySalPack to setup your account. This is your online portal and phone app that enables you to manage your salary packaging arrangements. You can view your balances, claim meal entertainment, submit evidence requirements, and more.

#### What will happen to my novated lease?

If you have a novated lease, a new Deed of Novation will be required to be executed by yourself and HealthShare NSW. Your novated lease will continue to be managed by your existing novated lease provider, with the deductions administered by SalaryPackagingPLUS rather than SmartSalary from date of transition. Your novated lease account, including fuel cards, will continue to be managed by your existing provider.

#### What if I have further questions about salary packaging?

For assistance with your current salary packaging arrangements before the date of transition, please do not hesitate to contact your current provider, SmartSalary.

If you want more information about salary packaging after transition, book a call request with a SalaryPackagingPLUS consultant by clicking [here](#).

For more information click [here](#) to visit the Healthshare salary packaging page.

#### Interested in salary packaging?

If you are not currently salary packaging and would like to start on or after the date of transition visit [www.salarypackagingplus.com.au/NSWHealth/healthshare](http://www.salarypackagingplus.com.au/NSWHealth/healthshare) to learn more and apply for salary packaging.