

Changes to your salary packaging provider

Updated: Information sheet for general services staff transitioning to HealthShare NSW

What is changing?

HealthShare NSW's salary packaging provider is SalaryPackagingPLUS. Western Sydney Local Health District's salary packaging provider is SmartSalary. When you transition, your salary packaging provider will change from SmartSalary to SalaryPackagingPLUS. We are committed to providing you with a smooth transition.

Employees with a current salary packaging arrangement will receive further information about the transition via email directly from SalaryPackagingPLUS. Please read it and contact them if you need to clarify your current salary packaging arrangements.

When will the change take place?

Changes will happen when you receive your first pay from HealthShare NSW on **2 January 2025**.

What do I need to do?

If you are currently salary packaging, there is nothing you need to do. Prior to your first pay from HealthShare NSW on 2 January, your salary packaging arrangements will automatically transfer from SmartSalary to SalaryPackagingPLUS. Your salary deductions and benefits will continue unchanged.

On 2 January, staff are encouraged to check their pay. For salary packaging deductions, please check your pay slip at the bottom right for these deductions.

What should I do if my salary packaging deduction has not happened, or my pay looks incorrect?

If you are concerned about your salary packaging payment, please contact SalaryPackagingPLUS on 1300 402 523.

For any other concerns relating to your pay, please speak with your local manager in the first instance or call the HealthShare NSW Customer Experience team on 1300 679 367, Option 9. Please note HSNSW Customer Service office is closed on public holidays and 30 December.

How do I access my SalaryPackagingPLUS account?

SalaryPackagingPLUS will issue all existing salary packaging employees with confirmation of their ongoing arrangements, via email on 6 January 2025. This email will show you how to access your new account in the MySalPack portal. You can also verify your personal information and salary packaging details and contact SalaryPackagingPLUS about any changes you wish to make.

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

Will I need to pay an administration fee to change to SalaryPackagingPLUS?

You will not be charged an administration fee to change to SalaryPackagingPLUS.

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.

I have just applied to salary package. Have I been set up with the existing provider?

If you are unsure, please contact SmartSalary on 1300 476 278.

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, on 1300 476 278.

What happens to my Living Expenses (EML) 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?

Please hold onto your claims and submit them to SalaryPackagingPLUS via the MySalPack portal after your first pay with HealthShare NSW.

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

On 6 January 2025, you will be emailed login details to MySalPack to check 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, you and HealthShare NSW will need to execute a new Deed of Novation after transition. Until then, your novated lease will continue to be managed by Smart Salary, with the deductions administered by SalaryPackagingPLUS. Your novated lease account, including fuel cards, will also continue to be managed by Smart Salary. SalaryPackagingPLUS can help you execute a new Deed of Novation.

What if I have further questions about salary packaging?

For help with salary packaging before you transition, please contact your current provider, SmartSalary, on 1300 476 278.

If you need more information about salary packaging after transition, please contact SalaryPackagingPLUS on 1300 402 523.

Throughout the holiday period, the SalaryPackagingPLUS customer support team will be available Monday to Friday, 9am – 5pm (Melbourne/ Sydney Time). The office will be closed on public holidays December 25th, December 26th & January 1st.

SalaryPackagingPLUS will also be on site to help staff log into their new accounts on the following days:

- Blacktown - January 8 from 9.00am - 4.00pm; General Service Office area
- Mt Druitt - January 8 from 9.00am - 4.00pm; General Service Office area
- Auburn - January 9 from 9.00am - 4.00pm; General Service Office area
- Cumberland - January 9 from 9.00am - 4.00pm; NEC Building 29, Room 4



Interested in salary packaging?

If you are not currently salary packaging and would like to start on or after the date of transition, you can book a call with a SalaryPackagingPLUS consultant to complete an application on 1300 402 523.

To book a call or receive further salary packaging information, please visit www.salarypackagingplus/nswhealth.com.au, call the NSW Health dedicated helpline at 1300 402 523, or scan the QR code

