

Hunter New England Local Health District Salary Packaging Transition

Frequently asked questions

From 1st April 2020, SalaryPackagingPLUS has been appointed as the salary packaging provider for Hunter New England Local Health District. Below is a list of Frequently Asked Questions that will assist you during the transition of salary packaging services.

What do I need to do?

Nothing at this stage as your current salary packaging benefit payments will continue to be paid from 1st April 2020.

Where will my salary packaging deductions be paid to?

Importantly, you need to be aware that your salary packaging deductions will be paid into your salary account, and not directly to a benefit bank account.

If your salary packaging deductions are currently paid to a different account (e.g. straight to your mortgage or rent account) it is important that you make alternative arrangements to ensure your commitments are met until benefit bank accounts are updated following transition. We will issue instructions on how you can update your banking details with us during April.

If you have applied for the new EML salary packaging card and completed the verification process, payments will be loaded onto the card for you to spend from 1st April.

If you have a novated lease, your lease provider will not change. SalaryPackagingPLUS will arrange payroll deductions and payment to your lease provider from 1st April. If you have any questions about your novated lease, please contact your provider.

What if I need to make a change?

Any changes to your current salary packaging arrangements should be directed to Prosperity and prior to your payroll cut-off date for the final pays in March.

Any changes to your salary packaging arrangements after 1st April should be directed to the team here at SalaryPackagingPLUS. Changes may include:

- The amount you wish to salary package
- The bank account where your benefits are being paid into
- Adding an additional benefit, such as Meal Entertainment
- Applying for an EML Living Expenses or Meal Entertainment Card

Our Customer Support team are available from 8am-8pm Monday to Friday and can discuss your options following transition.

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I have not completed or I have not received the EML verification email to apply for the Living Expenses and/or Meal Entertainment card, what do I do?

If you have not completed the EML verification process and still wish to access the card program, please action the email immediately so that payments towards Living Expenses and/or Meal Entertainment continue uninterrupted from the first pay in April.

If you have not received the EML verification email and wish to continue accessing everyday expenses and/or meal entertainment via the card program, please contact us immediately by email nswhealth@salarypackagingplus.com.au so that we can organise the verification email to be sent to you, with assistance from HNELHD who are managing the onboarding process during transition.

What happens if I usually accelerate my salary packaging benefits in a shorter period (e.g. in the first 3-6 months of the new FBT year)?

If you usually use your salary packaging capped benefit limits (including meal entertainment) within a shorter time period, or wish to explore this as an option, please contact us as soon as possible so that we can arrange the higher deduction amount over your preferred number of pays.

I am new to HNELHD and have applied to salary package, but I am unsure if this has been set up with the existing provider or not?

If you are new to HNELHD and have recently completed a salary packaging application with Prosperity but have not yet received confirmation of set up, please contact our Customer Support team straight away. We are transitioning employees who have current deductions in place with payroll for the first pay. If you do miss salary packaging in the first pay in April, please contact our Customer Support team who will set you up in the next available pay.

What happens if I have a salary packaging balance with my current provider?

This balance will be transferred to SalaryPackagingPLUS following the transition. Your account will need to be reconciled by Prosperity and the balance transferred to us, this may take a few weeks and we will notify you when the balance has been transferred over to us.

What happens to the evidence/substantiation documents I have provided for my salary packaging benefit?

The balance of your evidence/substantiation should be transferred to us following transition. Again, this may take a few weeks and we will notify you of any requirements to provide further documentation following our review.

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How do I check my salary packaging arrangements after transition?

You will have access to our online portal, MyKiosk.

When we have completed the transition, we will issue you with login details to MyKiosk. Here you will be able to view your salary packaging arrangements, claim meal entertainment, submit evidence requirements and much more.

MyKiosk is mobile friendly so you will be able to access your portal from your desktop, your smart phone or from other devices.

What happens to my new EML Living Expense and Meal Entertainment card?

EML salary packaging card information will be transferred to SalaryPackagingPLUS as part of the transition and your salary packaging deduction/s will be loaded onto the card ready to spend in April.

What happens to my novated lease?

If you have a novated lease it will continue to be managed by your existing novated lease provider, with the deductions administered by SalaryPackagingPLUS from 1st April. Everything associated with your novated lease account, such as fuel cards, will continue to be managed by your existing provider and they will remain active.

What if I am waiting on a refund for my novated lease?

This will be processed as normal by your existing novated lease provider. They will refund the money to SalaryPackagingPLUS and we will then refund you through your pay.

I am about to submit my meal entertainment receipts for the new FBT year starting 1st April 2020, what do I do?

Please hold on to these for now, you can submit to SalaryPackagingPLUS from 1st April.

Will my deductions change?

Most employee deductions will not change following the transition; however, some employees may see a change after 1st April due to the start of the new FBT year.

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Who do I contact if I have more questions?

For any questions about your current packaging arrangements up until 31st March, you can continue to contact Prosperity. If you would like to talk to us about commencing salary packaging for the first pay in April, you can email or phone us directly using the below contact details or visit salarypackagingplus.com.au/NSWHealth.

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