What you need to know about transitioning between salary packaging administration providers

Queensland Government employees have a choice in their salary packaging administration provider and can choose the provider they feel offers the most competitive pricing and services to meet their individual needs.

The salary packaging administration providers under this Arrangement are:

- Remuneration Services Pty Ltd (RemServ); and
- Smartsalary Pty Ltd (Smartsalary).

You can access details regarding the Salary Packaging Administration Services fees and charges from the Queensland Contracts Directory (QCD).

Alternatively, you can email, call or visit the providers directly:

- **RemServ**
  - 1300 30 40 10
  - remserv@remserv.com.au
- **Smartsalary**
  - 1300 218 598
  - qld@smartsalary.com.au

Why would I want to change providers?

Each provider offers different pricing and conditions for a range of benefit items. Some may offer benefit items that better suit the individual needs of employees. It is important that you choose a provider that best suit your requirements.

Can I salary package with both providers at the same time?

No. You can only salary package with one provider at a time. This applies to all salary packaging administration benefit items.

Can I move between providers?

Yes, but only during designated transition periods, and providing you do not have an outstanding:

- Fringe Benefits Tax (FBT) liability; and/or
- Bus Travel Benefit debt due to invalid travel, incurred prior to or during the transition period.

If you do have an outstanding FBT liability and/or Bus Travel Benefit debt, you should contact your incumbent provider to discuss your payment options.

When can I transition between providers?

You can only transition between providers during a transition period. The next transition period for the 2018-2019 FBT Year is from **Monday 17 September 2018 to Friday 12 October 2018**.

An additional transition period will be available to employees in 2019 (exact transition dates to be advised).

You must ensure that the relevant forms are completed and received by your new provider by no later than 5:00pm on the last day of the transition period.
How do I move between providers?

Transitioning between providers is outlined in the Transition Process specified at the end of these FAQ. This involves the completion of the new provider’s ‘Transition Authority Form’ and submitting it within the nominated timeframe.

Can I transition outside the nominated transition period?

No. You can only transition from your incumbent provider to the new provider during the transition period, as this will ensure effective management of your fringe benefits tax (FBT) liabilities.

Where do I submit the Transition Authority Form?

You must submit your Transition Authority Form to your new provider by no later than 5:00pm on the last day of the relevant transition period. Transition Authority Forms received after this time will not be processed and you will need to wait until the next transition period to transition to another provider.

Can I transition my novated lease?

Existing novated leases are excluded from this transition process. The management of a novated lease remains with your novated lease provider; however, you can transition the salary packaging administration aspect of a novated lease.

What happens to my go Bus Travel Benefit Card?

You can continue to use your existing go Bus Travel Benefit Card with your incumbent provider, until your new provider issues you a new go Bus Travel Benefit Card (which will occur after the first pay cycle in April).

Your incumbent provider will advise you once your existing card is deactivated and arrange for any remaining balance to be transferred to your new provider.

What happens once I have submitted the Transition Authority Form?

Your new provider will provide you with a Confirmation Report, so you can confirm that the correct information has been transferred.

How will transitioning affect amendments / variations to my salary packaging agreement?

Your incumbent provider will endeavour to process any amendments / variation to your salary packaging agreement.

The incumbent provider will forward any amendments / variations that are not able to be processed to your new provider for processing.

How will transitioning between providers affect my claiming of salary packaging expenses?

Claiming a salary packaging expense is based on when the transition was requested. For this transition period this is dependent on your employer:

Employees (excluding Queensland Health):

All salary packaging claims made prior to 1 December 2018 must be submitted to your incumbent provider.

All claims made after 1 December 2018 must be submitted to your new provider. The incumbent provider will forward any unprocessed claims received to your new provider for processing.

Queensland Health Employees:

All salary packaging claims made prior to 28 November 2018 must be submitted to your incumbent provider.

All claims made after 28 November 2018 must be submitted to your new provider. The incumbent provider will forward any unprocessed claims received to your new provider for processing.

When will I commence salary packaging with my new provider?

Your salary packaging commencement will begin based on the transition period. For this transition period this is dependent on your employer:

Employees (excluding Queensland Health):

Your salary packaging payroll deduction will commence from the first pay cycle in December.

Queensland Health Employees:

Your salary packaging payroll deduction will commence from the last pay cycle in November.
**Transition process**

To transition between providers, you will need to complete the following four (4) steps:

**Step 1:**
Complete the appropriate ‘Transition Authority Form’:
- *To transition to RemServ (your new provider) from Smartsalary (your incumbent provider),* complete the [RemServ Transition Authority Form](http://www.remserv.com.au/government/transition) (if the link does not work, copy and paste this address into your browser www.remserv.com.au/government/transition), or
- *To transition to Smartsalary (your new provider) from RemServ (your incumbent provider),* complete the [Smartsalary Transition Authority Form](https://qld.smartsalary.com.au/switch).

**Step 2:**
Submit your completed ‘Transition Authority Form’ to your new provider by no later than 5:00pm on the last day of the transition period.

Transition Authority Forms submitted outside the transition period will not be accepted.

**Step 3:**
Your new provider will process the Transition Authority Form and will obtain your personal and salary packaging details from your incumbent provider.

**Step 4:**
You will receive a Confirmation Report from your new provider. You will need to review and verify that the information contained within this report is correct.

**Notes:**
- *For transitions requested between 17 September to 12 October 2018, Queensland Health employees* your salary packaging payroll deduction will commence from the last pay cycle in November. All other employee’s salary packaging payroll deduction will commence from the first pay cycle in December.
- Transition Authority Forms received after the transition period (5:00pm on the last day) will not be processed. Employees will need to wait until the following transition period.
- Employees with an outstanding Fringe Benefits Tax (FBT) liability and/or Bus Travel Benefit debt are unable to transition until this has been repaid. Employees should contact the incumbent provider to discuss the payment options available.
- The incumbent provider will endeavour to process any variations/amendments required to employees’ salary packaging agreements. Where the variation/amendment is not able to be processed, the incumbent provider will forward the information to the new provider for processing once the employee has fully transitioned.

**Further information**

Salary Packaging Administration Services enquiries should be directed to either:
- **RemServ** - 1300 30 40 10
  - [remserv@remserv.com.au](mailto:remserv@remserv.com.au)
- **Smartsalary** - 1300 218 598
  - [qld@smartsalary.com.au](mailto:qld@smartsalary.com.au)
  or
- **Queensland Contracts Directory (QCD)**
  (http://qcd.govnet.qld.gov.au/Pages/Details.aspx?RecID=1696) which hosts a range of information for employees, including:
  - Information booklets;
  - Fact sheets; and
  - Salary Packaging Participation Agreement.
Definitions

For the purpose of this document, the following terms have the following meanings:

- "Providers" means the incumbent provider and new provider.
- "Employee" means a person employed by the employer.
- "Incumbent Provider" means the provider who currently administers the employee’s salary packaging agreement.
- "New Provider" means the provider to which the employee is transitioning the administration of their salary packaging agreement.
- "Transition" means the transition of employees’ salary packaging agreements under PTD0027-16 from the incumbent provider to the new provider.
- "Transition Period" means the period from Monday 17 September 2018 to Friday 12 October 2018.

Disclaimer

Salary packaging is available to eligible employees of Queensland Government agencies, Queensland Government Bodies, including Statutory Authorities, Government Owned Corporations and entities defined by the Financial Accountability Act (FAA) 2009 and the Government Owned Corporations Act 1993 as per the Standing Offer Arrangement PTD0027-16. The implications of salary packaging for you (including tax savings and impacts of benefits, surcharges, levies and/or other entitlements) will depend on your individual circumstances.

The information in this publication has been prepared by the Queensland Government for general information purposes only, without taking into consideration any individual circumstances. The Queensland Government recommends that before acting on any information or entering into a salary packaging arrangement and/or a participation agreement with your employer, you should consider your objectives, financial situation and needs, and take the appropriate legal, financial or other professional advice based upon your own particular circumstances. The Queensland Government strongly recommends that you obtain independent financial advice prior to entering into, or changing the terms of, a salary packaging arrangement.