

# Transitioning between Salary Packaging Administration Suppliers

QGP0065-21 Salary Packaging Administration Services SOA

## Background

Queensland Government employees may choose between the two (2) Salary Packaging Administration (SPA) Services Suppliers and select the SPA Services Suppliers that best suits their individual needs.

Employees who are currently using SPA Services are able to apply to transition from one SPA Services Supplier to a new SPA Services Supplier at any time, with requests processed by the SPA Services Suppliers and employee's payroll twice a year, on 1 April and 1 November (Transition Effective Date), as prescribed in Circular C2-22.

Employees with outstanding FBT liabilities and/or Bus Travel Benefit debt cannot transition to a New SPA Services Supplier until their debts are paid.

## Transition process

### Ongoing transition timeframes

After the initial transition period, any Transition Authority Form received by the New SPA Services Supplier will be processed (providing you are [eligible](#)) in line with the following dates:

Year	Cut-off Date (Close of Business)	Transition Effective Date
2022	16 September	1 November
2023	17 February	1 April
2023	15 September	1 November
2024	16 February	1 April
2024	13 September	1 November
2025	14 February	1 April
2025	12 September	1 November

Payroll will send to your New SPA Services Supplier in the first pay cycle after the Transition Effective Date.

## Further information

The [Salary Packaging Administration Services page on Queensland Contracts Directory \(QCD\)](#) hosts a range of information for employees, including information booklets and factsheets.

Transition enquiries should be directed to your preferred SPA Services Supplier:

Suppliers	Remuneration Services Pty Ltd ( <b>RemServ</b> )	Smartsalary Pty Ltd
Phone	1300 30 40 10	1300 218 598
Email	<a href="mailto:remserv@remserv.com.au">remserv@remserv.com.au</a>	<a href="mailto:customersupport@smartsalary.com.au">customersupport@smartsalary.com.au</a>
Website	<a href="http://www.remervsalarypackage.com.au/">http://www.remervsalarypackage.com.au/</a>	<a href="https://qld.smartsalary.com.au/">https://qld.smartsalary.com.au/</a>



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## Transition steps

To transition between SPA Services Suppliers, the following steps will need to be completed.

**Step 1.** You will need to complete and submit the appropriate 'Transition Authority Form' with your New SPA Services Supplier:

- To transition to RemServ, complete the [RemServ Transition Authority Form](#), or
- To transition to Smartsalary, complete the [Smartsalary Transition Authority Form](#).

Your New SPA Services Supplier will process your request based on when they receive your completed 'Transition Authority Form'.

**Step 2.** Your New SPA Services Supplier will:

- Process the Transition Authority Form and obtain your personal and salary packaging details from your Current SPA Services Supplier; and
- Provide you an opportunity to opt out of the transition. You must advise your New SPA Services Supplier if you do not want to transition within the specified timeframe.

**Step 3.** It is recommended you review your:

- Confirmation Report (issued by your New SPA Services Supplier) and verify that the information is correct; and
- Payslip to ensure the correct funds continue to be deducted from your salary following the Transition Effective Date.

## Frequently asked questions

### Who are the SPA Services Suppliers and what are their contact details?

The Salary Packaging Administration (SPA) Services Suppliers under the new arrangement (QGP0065-21) are:

<b>Supplier</b>	Remuneration Services Pty Ltd ( <b>RemServ</b> )	<b>Smartsalary</b> Pty Ltd
<b>Phone</b>	1300 30 40 10	1300 218 598
<b>Email</b>	<a href="mailto:remserv@remserv.com.au">remserv@remserv.com.au</a>	<a href="mailto:customersupport@smartsalary.com.au">customersupport@smartsalary.com.au</a>
<b>Website</b>	<a href="http://www.remserve.salarypackage.com.au/">http://www.remserve.salarypackage.com.au/</a>	<a href="https://qld.smartsalary.com.au/">https://qld.smartsalary.com.au/</a>

You can access details regarding the SPA Services Suppliers fortnightly administration fees from the [Queensland Contracts Directory \(QCD\)](#).

### Why would I change SPA Services Suppliers?

Each Supplier offers different pricing (available on [QCD](#)) and conditions for a range of benefit items.

It is important that you choose a SPA Services supplier that best suits your requirements.

### Do I need to obtain financial advice?

The Queensland Government **strongly recommends** that you obtain independent financial advice prior to entering into, or changing the terms of, a salary packaging arrangement.

The SPA Services Suppliers maintain a list of financial advisors which you may choose to contact. Alternatively, please refer to the [Australian Securities and Investment Commission's \(ASIC\) Money Smart Choosing a Financial Adviser](#) resource.

## How do I transition between SPA Services Suppliers?

You will need to complete the [transition steps](#), which includes the completion of the New SPA Services Supplier's 'Transition Authority Form'.

## Where do I submit the Transition Authority Form?

You must submit your completed 'Transition Authority Form' to your New SPA Services Supplier prior to 5:00pm (AEST) on the cut-off date (refer to relevant [transition timeframes](#)).

Forms submitted after the cut-off date, will remain on file with the New SPA Services Supplier for processing on the following Transition Effective Date.

## Can I transition between SPA Services Suppliers?

Yes, providing you do not have an outstanding:

- Fringe Benefits Tax (FBT) liability, and/or
- Bus Travel Benefit debt due to invalid travel

that was incurred prior to the transition cut-off date.

If you have an outstanding FBT liability and/or Bus Travel Benefit debt, you should contact your Current SPA Services Supplier to discuss payment options.

## Can I salary package with both SPA Services Suppliers at the same time?

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

The reason for the two prescribed Transition Effective Dates is to assist in reducing the risk of you incurring a Fringe Benefits Tax (FBT) liability by exceeding your salary packaging FBT exemption cap, or having the same expense paid twice (double dipping).

## Can I transition my novated lease?

No. Existing novated leases are excluded from this transition process. The management of a novated lease remains with your current Novated Lease Provider; however, you can transition the salary packaging administration aspect of a novated lease.

For more information about novated leases, please refer to the [Novated Leasing page on QCD](#).

## What happens to my go Bus Travel Benefit Card?

You can continue to use your existing go Bus Travel Benefit Card with your Current SPA Services Supplier, until such time as your New SPA Services Supplier issues a new card. This will occur after the first pay cycle following the Transition Effective Date (depending on [when the transition authority form was submitted](#) to your New SPA Services Supplier).

Your Current SPA Services Supplier will advise you once your existing card is deactivated and arrange for any remaining balance to be transferred to your New SPA Services Supplier.

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## What happens once I submit my Transition Authority Form?

The Current and New SPA Services Suppliers will work together to complete the transition process.

The New SPA Services Supplier will:

- Ask you to review the Confirmation Report and confirm that the information is correct, and
- Provide you an opportunity to opt out of the transition. If you choose not to transition, this must be communicated to the New SPA Services Supplier within the specified timeframe.

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

Your Current SPA Services Supplier will endeavour to process any amendments / variations to your salary packaging agreement.

Your Current SPA Services Supplier will forward any amendments / variations that are not able to be processed prior to the Transition Effective Date to your New SPA Services Supplier for processing.

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## How will transitioning between Suppliers affect my salary packaging expense claims?

Claims made prior to the Transition Effective Date must be submitted to your Current SPA Services Supplier. All claims made after the Transition Effective Date must be submitted to your New SPA Services Supplier.

Your Current SPA Services Supplier will forward any unprocessed claims received to your New SPA Services Supplier for processing.