

Maxxia: Have your issues been addressed?

Dear Member,

Recently at a routine site visit within the Murrumbidgee Local Health District, a number of members approached the local HSU Organiser about salary packaging issues. Members were at their wits' end. Each conversation started in the same way: "I'm not sure this is a union matter, but I've tried everything else to fix the problem."

The stories were alarming. Each member was having serious and ongoing communication issues with Maxxia – the third-party salary packaging provider – relating to how their salary packaging affairs were being managed. Most alarmingly, one member had received communication from their bank advising that their mortgage was in arrears of approximately \$6000. At no time had Maxxia contacted this member to let them know that they were not making mortgage payments. Another member attempted to pay for dinner on the meal and entertainment card and were notified the funds were not available. It was only later after calling Maxxia that the member was told that they had removed around \$26 but had failed to notify the member that this was happening. When members tried to talk to someone within the LHD, it was not clear who to contact and many just gave up trying.

At the recent JCC (Joint Consultative Committee) meeting, your HSU Organiser raised these troubling concerns with the executive. We asked who employees could contact if they were experiencing issues. Mr Maurice Ahern, Director Finance and Performance, advised that there was no one as such and all problems should be directed to himself.

It's important to note the [NSW MoH Policy Directive PD2018_044](#) on Salary Packaging states that ***"Health Agencies that engage an external salary packaging administration provider must ensure that a Salary Packaging Relationship/ Liaison Manager is appointed with the appropriate skill and experience to manage the external salary packaging administration provider and ensure compliance with this policy and other legislation obligations including tax."***

The HSU also advised that under the Salary Packaging policy ***"Health Services must provide employees with the option of at least three Novated Leasing providers from the NSW Health Novated Leasing Panel."*** When we asked members if they are aware of this, they answered emphatically 'No'. At the JCC, we asked the Director Finance and Performance if this information was provided to staff. The response? They were not aware of this requirement and would review the policy.

The LHD has advised the HSU that they not aware of any issues with Maxxia and that anyone who has experienced problems with the management of their salary packaging should address their concerns directly to Mr Maurice Ahern via email maurice.ahern@health.nsw.gov.au.

We urge everyone to make the LHD aware of problems such as these. Your employer has a duty of care to make sure you are being looked after in these situations. Unfortunately, this is not the only LHD to have had issues, and in some cases complaints have resulted in a change of provider.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes', with a long, sweeping horizontal stroke extending to the right.

Gerard Hayes
Secretary, HSU NSW/ACT/QLD