

People & Culture – Contacts



Western Health

| Support Function | Team | Email | Phone |
|---|---|--|--------------------------|
| General People and Culture Enquiries | People & Culture Operations – Administration | westernhealthHR@wh.org.au | 03 8345 6689 Option 5 |
| Business Partners & Employment Relations | Business Partners & Employment Relations, Injury Management | PCCBusinessPartners@wh.org.au | 03 8345 6689 Option 6 |
| Employee Assistance Program | Caraniche | work@caraniche.com.au | 03 8417 0500 |
| Injury Management | Business Partners & Employment Relations, Injury Management | WH-IMstaff@wh.org.au | 03 8345 6689 Option 7 |
| Overpayments | RMH Payroll Services | NMW_MWO@ssg.org.au | n.a |
| PayData | RMH Payroll Services | WHpaydata@mh.org.au | n.a |
| PayHelp | RMH Payroll Services | payhelp@ssg.org.au | 03 9342 8925 |
| People and Culture Systems | People & Culture Operations – Workforce Systems | WHS-PCSystems@wh.org.au | n.a |
| People Services Operations | People & Culture Operations – Operations | peopleservicesoperations@wh.org.au | 03 8345 6689 Option 1 |
| Recruitment | People & Culture Operations – Recruitment | PCCRecruitmentAdvisors@wh.org.au | 03 8345 6689 Option 2 |
| RosterOn Support | RMH Payroll Systems | rosteronsupport@ssg.org.au | 03 9342 8904 |
| Safety, Risk & Emergency Management | Safety, Risk & Emergency Management | WHS-SafetyRisk&EmergencyManagementTeam@wh.org.au | 03 8345 6689 Option 4 |
| SAP Support | RMH Payroll Systems | sapsupport@mh.org.au | n.a |
| Salary Packaging | Maxxia | https://www.maxxia.com.au/contact | 1300 123 123 |
| Wellbeing | Workplace Strategy & Wellbeing | WellbeingSupport@wh.org.au | n.a |

People & Culture – Service Catalogue



Western Health

Below is a list of typical queries and which area is responsible for receiving the forms for action. Copies of People and Culture forms can be found on the [Forms A-Z page](#) of the People and Culture Website.

| Query or Request | Form / Paperwork Required | Contact / Submit to |
|--|---|--|
| Address - change | Personal Detail Form | PCC Operations Team |
| Allowances (timesheet claims) - incorrectly paid | Timesheet Amendment Form | Payroll – Pay Data |
| Anniversary / Increment Review Date - query or change | eRecruit – Variation Request | PCC Recruitment Advisors |
| Annual Leave - change of entitlements (no of weeks etc.) | e-Variation | PCC Recruitment Advisors |
| Autopay - commence or cease | Autopay Responsibilities Agreement | PCC Recruitment Advisors |
| Award/ entitlement interpretation | Email Request | PCC Business Partners |
| Bank Account Details - change | Personal Detail Form | PCC Operations Team |
| Bank Letter/ Credit Check / Employment Letter - verify | Email Request (include Payroll ID in subject line) | People & Culture |
| Base Salary - change | eRecruit – Variation Request | PCC Recruitment Advisors |
| Cost Centre / Pay Point - change | eRecruit – Variation Request | PCC Operations Team |
| Deduction (e.g. Health Insurance) - commence, change or cease | Email Request (include Payroll ID in subject line) | PCC Recruitment Advisors |
| Employee Assistance Program (EAP) | Contact Request | Caraniche |
| Hire a new employee | eRecruit – Recruitment Request | PCC Recruitment Advisors |
| Higher Duties - masterfile change of classification | eRecruit – Variation Request | PCC Recruitment Advisors |
| Higher Duties - payment from timesheet | Email Request (include Payroll ID in subject line) | Payroll – Pay Help |
| Leave Application - Application for Leave (Personal, Annual, Long Service) | Leave Form (RosterOn Employees) Leave Application Form (for employees paid via Timesheet or Autopay) | As per Payroll Fact Sheet |
| Leave Application - Application for Conference/Training Leave | Application for Conference/Training Leave Form | Payroll – Pay Data |
| Leave Application - Application for Parental/Maternity/Adoption Leave | Application for Parental/Maternity/Adoption Leave | Payroll – Pay Help |
| Leave Application - Application for Sabbatical Leave | Application for Sabbatical Leave | Payroll – Pay Data |
| Leave entitlement query (including Long Service Leave balance) | Review: Accruals on Payslip (except Long Service Leave) Email Request (include Payroll ID in subject line) | PCC Operations Team |
| Leave payment query | Review: Payslip Email Request (include Payroll ID in subject line) | Payroll – Pay Help |

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| Query or Request | Form / Paperwork Required | Contact / Submit to |
|--|--|---|
| Masterfile Allowances (on going payments e.g. Above Award) - commence or change | eRecruit – Variation Request | PCC Operations Team |
| Manager Support | Email Request | PCC Business Partners |
| Medical Certificates | Email Request (include Payroll ID in subject line) | People & Culture |
| No Payslip - timesheet not processed | Timesheet Amendment Form | Payroll – Pay Data |
| Overpayments | Email Request (include Payroll ID in subject line) | Payroll - Overpayments |
| Pay Classification / Hours - query or change | e-Variation | PCC Operations Team |
| Payslips - query or actual payments | Email Request (include Payroll ID in subject line) | Payroll – Pay Help |
| Qualification Allowance - commence or change | e-Variation | PCC Operations Team |
| RosterOn Support | Email Request (include Payroll ID in subject line) | RosterOn Support |
| Recruitment, On-Boarding, Contracts | Email Request | PCC Recruitment Advisors |
| Remuneration Advice (package calculation) | Email Request | PCC Recruitment Advisors |
| Salary Packaging - application | Salary Packaging - Application | Maxxia |
| Salary Packaging - enquiry | Salary Packaging - Enquiry | Maxxia |
| Status - change | e-Variation | PCC Operations Team |
| Status - verify | Review: RosterOn – Award tab Email Request (include Payroll ID in subject line) | PCC Operations Team |
| STP (Group Certificates/PAYG) - lost or copy required | MyGov | Payroll |
| Superannuation - query or change | Superannuation Standard Choice Form | PCC Operations Team |
| Tax – change HELP debt, tax scale | Taxation Declaration form | PCC Operations Team |
| Taxation - query (i.e. tax paid in a period) | Review: Payslip Email Request (include Payroll ID in subject line) | Payroll – Pay Help |
| Terminations - submission of form | Electronic Termination Form Checklist | PCC Operations Team |
| Terminations - processing of final payments | Email Request (include Payroll ID in subject line) | Payroll – Pay Help |
| Timesheet - query | Review: RosterOn Email Request (include Payroll ID in subject line) | Payroll – Pay Help |
| WorkCover - query or payments | Email Request (include Payroll ID in subject line) | Injury Management |
| Work Health & Safety | Email Request (include Payroll ID in subject line) | Safety Risk & Emergency Management Team |