



Gateway Health

Not-for-profit

226 participants

7 Novated Leases

5 CPVs

60 Packaging cards

59 ME cards

Gateway Health is a multi-disciplined health care provider operating three sites in northern Victoria. 2020 has not been a good year for the region; Summer bushfires in January and February and COVID-19 from March put pressure on Gateway's services and employees, and the last thing it needed was an underperforming Salary Packaging program.

Background

It was the same old story; employees complaining after each pay cycle about their packaging arrangements being poorly administered exacerbated by an inability to make contact with their old provider. Now with Eziway since the start of the 2020/21 FBT year, Gateway has one less thing to worry about in its Salary Packaging program and can focus on its core business—the health of their communities.

"I have all the data I need available to me online. I logon and report on anything. The system works really well."



Faultless administration

Eziway's administration platform, EAS, is the foundation on which our service model is built.

The same live data and self-serve functionality that our Client Service Officers use to administer a program is the same live data and self-serve functionality that stakeholders and their employees use to interact with their accounts.

EAS is a financially-rated account administration system designed to manage the most complex salary packaging arrangement, FBT-exempt employers. It is:

- **Wholly integrated**
All benefits—including Novated Leases—are administered in one system to consolidate data and streamline reconciliation and reporting. Transactions are up-to-date to the second.
- **One ER record and one EE record**
Simplified data hierarchy provides our 7 operational modules with access to one heritable and integrated data source. This means there is no double-handling of data which promotes accuracy and reliability
- **Auditable tracking**
All transactions and amendments are date and time stamped together with the operator's login (NIRC or Eziway) to provide a comprehensive audit trail. Reports can be generated by date range and data drilled down to the granular level.
- **Faultless Salary Packaging module**
Our caps-based module makes it impossible for your employees to exceed their annual limit. EAS is the only safe and compliant system in which clients can self-serve.

Client-facing technology

Eziway's client-facing technology takes its feed directly from EAS and is a clear point of difference in the market.

This includes a secure Employee Portal and MyEziwayAccount App that permits Gateway Health employees to self-serve as they would using any contemporary financial facility. All digital technology is developed and enhanced inhouse.

Gateway employees can:

- update their personal details
- set-up a salary packaging account
- calculate potential savings
- amend an existing salary packaging account
- report on every facet of their account including year-to-day tax positions

- order an SP or ME payment card
- request a call-back from one of Gateway's CSOs
- request to meet one of our CRMs onsite
- monitor balances and track transactions
- make claims either from the desktop or via the portal or the MyEziwayAccount App

Transition

Eziway transitioned 202 participants including 6 novated leases and 5 company-provided vehicles. We attended all three sites in the state in a 3-week period to onboard employees live. After we met with employees, they returned to their desk to an email confirmation that their packaging arrangement had been set-up.

"The transition we very smoothly. They overcame a lack of data from the outgoing provider by being onsite in numbers." Debbie added.

Participation has been lifting across all benefits since transition inline with Gateway's objectives.

The 21st Century

According to Debbie Harvey, CFO at Gateway health, they run a wholly web-based system now.

"Both stakeholders and employees don't have to bother with paper-based forms now to manage, update and amend their packaging arrangements now. They can do it all online which is much easier."

"Because of the pandemic, we haven't been able to have Eziway people onsite, so everything has rested on the phone staff, and it is working really well. The best indicator is noise from staff and we don't have any since Eziway took over."

"As a rule, you typically only hear negative feedback from employees and we have had none."

"As CFO, I have all the data I need available to me online. If I need something, I logon and report on what I need. The system works well."

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