


# Payroll Customer Service

## Contact details and escalation process

All enquiries should be directed to your manager in the first instance.

HOURS OF OPERATION: 8.30AM TO 4.30PM, MONDAY TO FRIDAY		
Online - Log your enquiry via SARA (Search and Request Anything): Available 24/7		<a href="https://sara.health.nsw.gov.au">https://sara.health.nsw.gov.au</a>
Customer Service	1300 679 367 (option 2)	
Recruitment Support (Technical Support) - HCM	1300 679 367 (option 3)	

Escalation process		
Should your enquiry remain unresolved following contact with our Customer Service desk, you may escalate your enquiry with the 1st level contact below. Please remember to include your reference number		
First level		
Customer Solutions Team, Customer Experience	<a href="mailto:HSNSW-CustomerSolutions@health.nsw.gov.au">HSNSW-CustomerSolutions@health.nsw.gov.au</a>	
Second Level		
Customer Solutions Manager	Pieter Hoevers	<a href="mailto:Pieter.Hoevers@health.nsw.gov.au">Pieter.Hoevers@health.nsw.gov.au</a>
Third Level		
Customer Relationship Lead, Customer Experience	Shaye Le Sage	0427 519 819 <a href="mailto:shaye.lesage@health.nsw.gov.au">shaye.lesage@health.nsw.gov.au</a>