

# WORKERS CONTACT INFORMATION - FAQ

## BACKGROUND INFORMATION

Why do I need to update my contact details?

Updating your contact details will make it easier for you when we upgrade our systems in the coming months, so that you can view your annual statements, keep up to date with your recorded service and entitlements, and lodge a claim if you become eligible.

What changes are coming?

We are enhancing our online systems to make claiming your long service a smoother and faster process. There will be more self-service options and a personalised dashboard to view your annual statements.

How do I find out more?

More information will be provided as we get closer to the launch date. Keep an eye out for more information on our website.

## REGISTER, LOGIN AND UPDATE CONTACT DETAILS

What details do I need to update?

Please update your email address, contact number and postal address. Make sure you use your own **personal email address**, and not your work email or a family members.

Why do I need my own personal email address?

Your personal email address will be your **user ID** when we change to the new system.

Why **can't** I use my work email or a family members?

To ensure you receive important information, you need to use your personal email address instead of your work email, as you may change jobs and be unable to access your old work emails. Your family member may need to use their personal email to log in to the system if they also work in the contract cleaning industry, or they may forget to pass on important information to you.

What happens if I do not have an email address?

You will need an email address to log into the new system. We recommend you create an email address for yourself.

What happens if I do not update my details?

If we don't have your current contact details, you may not be able to access the worker portal to view your annual statements. Also, without an email address you will not be able to log into the new system.

How do I update my contact details?

Update your contact details by following the steps below:

- Go to our **Online Services** at [www.longservice.nsw.gov.au/online-portal](http://www.longservice.nsw.gov.au/online-portal)
- Under the Contract Cleaning Industry heading, select **Worker Login** link
- Login using your email or registration ID and password
- Go to **Update Details**
- Review/update your contact details including mobile number, email address and postal address and select **Save**.



### INTERPRETER SERVICES

If you need an interpreter, call **TIS National** on **13 14 50** and ask them to call **Long Service Corporation** on **13 14 41** or for more information visit: [www.tisnational.gov.au](http://www.tisnational.gov.au)



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How do I register for online access?

If you have not registered for online access, please follow the steps below:

- If you have not previously provided us with an email address, call our helpline or email us with your current details
- Go to our **Online Services** at [www.longservice.nsw.gov.au/online-portal](http://www.longservice.nsw.gov.au/online-portal)
- Under the Contract Cleaning Industry heading, select **Worker Login** link
- Under **Register for Online Access** select **Click here** to register
- Enter your registration ID, surname, date of birth and select **Next**
- Complete your registration by entering your email address and a password.

What will I need to register for online access?

You will need your worker registration number. If you don't have your worker registration number you can either contact your employer, or contact us by calling our helpline or sending us an email.

### CONTACT US

Who should I contact if I have questions?

If you have any questions, please contact us on 13 14 41 or [info@longservice.nsw.gov.au](mailto:info@longservice.nsw.gov.au)