

WHEN CAN I CLAIM A LONG SERVICE PAYMENT

You may apply to the Long Service Corporation for long service, once you have accrued:

- 10 full years of recorded service;
- Every 5 years, after the first 10 years;
- If you have 5 years of recorded service with the scheme and you have also accrued an entitlement for long service with your employer under the **Long Service Leave Act 1955**.

You can apply for a pro rata long service payment if you have at least 5 years of recorded service and:

- You have permanently stopped work in the industry. The requirement to wait 20 weeks since your termination date is on hold until 31 March 2022 to support our customers during COVID-19;
- In the event of your death, your personal representative may apply for a payment.

WHAT DO I HAVE TO DO

Update your contact details - to ensure you receive important information about your recorded service.

Check your Annual Statement - Every year your statement will be available online. It is important to check all your paid work as a cleaner in the NSW Contract Cleaning Industry is listed on your statement. If you believe you have missing service, complete and return a **Record Update form** with the required supporting documentation. To download a **Record Update form** go to **Step 3** on the home page of the Worker Portal.

GROSS ORDINARY WAGES

These are the wages paid to you for cleaning work under an award or agreement. Your employer is required to lodge a quarterly return for you every 3 months to advise:

- The period you were employed in the 3 months;
- When you started and finished with them;
- The total ordinary wages paid to you for cleaning work in that 3 month period;
- Pay a levy on the gross ordinary wages paid to you.

DID YOU RECEIVE MORE THAN ONE ANNUAL STATEMENT

This means that you are registered with the Corporation more than once. To merge your registrations into one single record you will need to complete and return a **Record Update form**.

WHAT IF I HAVE BEEN WITH MY CURRENT EMPLOYER FOR MANY YEARS

The NSW portable long service scheme commenced on 1 July 2011 and does not recognise service prior to this date. Check with your employer about any long service entitlement for periods of employment prior to 1 July 2011.

EMPLOYER REIMBURSEMENT PAYMENTS

Where your employer has made a payment to you for continuous service under the **Long Service Leave Act 1955**, and have applied to the Corporation for a reimbursement payment, this service cannot also be claimed by you.

WHAT DO I DO IF I HAVE BEEN WORKING INTERSTATE DURING THE LAST FINANCIAL YEAR

The statement provided by Long Service Corporation covers work in NSW. If you have performed cleaning work and are registered with the Schemes in either the ACT, QLD or VIC, they will issue a statement to you. It is not possible to transfer service from interstate schemes, however, your interstate service can be added to your NSW service to determine whether you are entitled to a combined payment.

HOW TO REGISTER FOR ONLINE ACCESS ON THE WORKER PORTAL

- Go to our **Online Services** at www.longservice.nsw.gov.au/online-portal
- Select the Contract Cleaning Industry **Worker Login** link
- Under **Register for Online Access** select **Click here** to register
- Enter your registration number, name, date of birth and select **Next**
- Complete your registration by entering your email address and a password
- Review your contact details and select **Save**.

Register for Online Access

To register for online access you will need your Registration Number, name and date of birth so we can find you on our database.

To confirm your registration, you will need to enter a password and your email address.

[Click here](#) to register.