

Contract Cleaning Industry CSV RETURNS DATA GUIDE

Employee start dates

New employee – start date may be earlier than the return date, but not before 1 July 2011 when the Scheme started.
Existing employee (on previous return, not previously ceased) – the start date must be the first date of the return.

Ceasing and starting employees

An employee must only appear once in the .csv file. If an employee appears twice, it will generate errors, possible duplicates, and potentially more than one start and cease date per quarter.

New workers with \$0 wages

They don't meet the criteria for inclusion as a registered worker and therefore shouldn't be included on the return.

Management of contact details

Only the employee and LSC staff can change an employee's contact details, such as their address, phone number or email address. If an employee contact details are different on a new return from a previous return, it will not overwrite the existing details for the employee.

Avoiding duplicates

There are some key field changes and circumstances that may cause the creation of a duplicate employee record, such as:

- Employee date of birth – this shouldn't be changed in the .csv file unless LSC has been notified and confirmed it's been updated.
- Employee name – if an employee is submitted on a new return with a change to any part of their name from the last return (e.g. Anthony to Tony or swapping first name for last name), it will result in the creation of a duplicate record.

Address fields

Mandatory – AddressLine1, Suburb, State, Postcode, Country

Optional – AddressLine2, AddressLine3

Phone numbers

Must be 10 digits or empty to prevent errors. Note: Excel will drop the leading zero if there are no spaces in the number. Suggested format:

- Mobile – 9999 999 999
- Phone – 99 9999 9999

Email address

The employee email address must be entered in a valid email format (e.g. worker@gmail.com).

Missing employees

Employee ceased – The date an employee ceased work must be included on the return.

No earnings – Only include \$0 wages if the employee was on extended leave without pay. If you haven't engaged a worker within the quarter, terminate them on their last working day. If they start working for you again, you'll need to restart them.

Handy hints

- Provide your employees' email address so they can be contacted
- Watch for changes in employees names
- Make sure start dates are correct
- Keep phone number and email formats consistent
- Make sure employees are actually engaged in eligible work
- Don't include new workers with \$0 wages.

For information about the type of work covered under this scheme, visit <https://www.longservice.nsw.gov.au>.