

Annual statement fact sheet

Contract Cleaning Industry

When can I claim a long service payment?

You can apply to the Long Service Corporation (LSC) for a minimum of 2 weeks long service leave, once you've accrued:

- 10 full years of recorded service.

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

- you've permanently stopped work in the industry and 10 weeks have passed from your termination date, or
- 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 on the [worker portal](#). It's important to check all your paid work as a cleaner in the NSW contract cleaning industry is listed on your statement.

If you have any missing service, you'll need to complete and return a **record update form** with the required supporting documentation. **Note:** A record update form is available to download on the worker portal homepage.

How is my service recorded?

Your employer is required to lodge a quarterly return for you every 3 months, and to advise:

- the period you were employed during the 3 months
- when you started or finished working with your employer
- the total ordinary wages* paid to you in the 3 month period.

*These are the wages paid to you for cleaning work under an award or agreement by your employer.

Did you receive more than one annual statement?

This means you're registered with LSC more than once. To merge your registrations into one single record you'll need to complete and return a record update form.

What if I've been with my current employer for many years?

The NSW portable long service scheme commenced on 1 July 2011 and doesn't 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 applied to LSC for a reimbursement payment, this service cannot also be claimed by you.

What if I've been working interstate during the last financial year?

The statement provided by LSC covers work in NSW. If you've performed cleaning work and are registered with schemes in either the ACT, QLD or VIC, they'll issue a statement to you. It's not possible to transfer service from interstate schemes, however, your interstate service can be added to your NSW service to determine whether you're entitled to a combined payment.

How to register for online access

1. Go to our online services at www.longservice.nsw.gov.au/online-services/contract-cleaning-portal
2. Select the **worker portal login** link
3. Under **register for online access**, select the **click here** link
4. Enter your registration number, surname and date of birth, then select the **next** button
5. Complete your registration by entering your **email address** and a **password**
6. Review your contact details, then select the **save** button.