

# Our strategy 2025-27

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Our strategy signals Long Service Corporation (LSC) taking a step toward the future. We are turning our focus to the organisational shifts needed to support the introduction of the Community Services Sector, and the improvements required to become a more customer centric, effective and efficient administrator of portable long services schemes.

We have an important role in enabling workers access to long service leave entitlements and ensuring employers are engaged and compliant with our schemes that make such a positive impact to retaining talent in their industries.

We want greater alignment between our schemes and systems and the opportunity to support more industries and workers across NSW, and our draft strategy clarifies our vision and outlines our goals for the next 2 years.

At LSC we directly contribute to the Department of Customer Service (DCS) vision of making NSW a safer, fairer, easier and more productive place to live and work. Our strategy and supporting business plan outline how we will enable the DCS strategic objectives of Digital Enablement, Fair and Efficient Processes, and Operational Excellence by delivering:

- Uplifted digital services and capability for LSC that will improve customer experience
- Full roll out of a portable long service scheme to the Community Services Industry
- Strengthened operating frameworks that will create efficiencies for our people and customers
- Review of legislation and practices to keep up with a modernised building and construction sector.

Recognising a need to do more to support the industries we serve, and our teams that support them, LSC has the additional strategic objectives of Industry Regulation and Education, and People at our Core which will see a focus on:

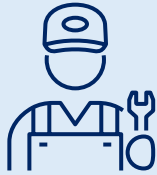
- Transforming sector education and compliance by partnering with industries, employers, unions and workers
- Drive collaboration and a transparent and accountable culture that empowers people to develop and grow.

Given the shifts LSC is going through, this strategy is a 2-year plan to transform the business and set it up for sustainability and the ability to expand the industries and workers who could use the portable long service scheme, taking advantage of its efficient systems, processes, expertise and financial management. The 2-year strategy will also allow LSC to align to the DCS strategy cycle.

LSC Strategy 2025-27 has been developed with consultation across the corporation.

# About our schemes

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## Building and Construction Industry

The building and construction industry long service payments scheme provides a portable long service benefit for eligible workers in NSW. The scheme allows workers in the industry to work for different employers or as contractors and qualify for a long service benefit paid for by a levy on building and construction work in NSW.



## Contract Cleaning Industry


The contract cleaning industry portable long service leave scheme covers full-time, part-time and casual cleaners employed by a business, or self-employed as a contractor. The scheme was introduced to ensure contract cleaners have access to long service benefits, regardless of where they work within NSW.



## Community Services Industry

The NSW Government introduced the community service industry portable long service leave scheme on 1 July 2025. The scheme allows eligible workers to accrue long service leave benefits based on their service within the industry, rather than with individual employers. There are 31 types of community services covered by the scheme.

# Our strategy 2025-27

Our purpose	Workers in NSW can have access to long service leave entitlements allowing industries to retain expertise <b>Purpose:</b> Enable workers to receive long service benefits for service in their industry				
Our outcomes	 Digital enablement	 Fair and efficient processes	 Industry education and regulation	 Operational excellence	 People at our core
	Transform digital experiences to enable teams to deliver better service to our customers	Customer service that is easy, inclusive, and fair	Partner with employers, industries, unions, and workers to enhance education and ensure compliance	Efficient delivery of services through strong governance	Skilled, safe and engaged workforce driving outcomes
Key organisational shifts	<ul style="list-style-type: none"> <li>• Simpler digital services for our customers</li> <li>• Strengthen digital operations through capability uplift, scalable solutions and refreshed delivery practices to improve efficiency</li> <li>• Enhanced data infrastructure enabling advanced analytics to support evidence-based decisions</li> <li>• Enable interoperability across schemes and systems</li> </ul>	<ul style="list-style-type: none"> <li>• Making it easier for workers to claim their entitlements</li> <li>• Improve processes and systems by combining subject matter expertise with customer insights</li> <li>• Reform legislation and modernise practices to reflect industry changes</li> </ul>	<ul style="list-style-type: none"> <li>• Onboard portable long service scheme for the community services sector</li> <li>• Transform education to our communities and industries through engagement, data and insights</li> <li>• Strengthen regulatory practices for scheme compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance governance to uphold the integrity of our schemes</li> <li>• Strengthen operating frameworks with performance metrics</li> <li>• Deliver best practice financial management</li> </ul>	<ul style="list-style-type: none"> <li>• Drive collaboration, continuous improvement, and a transparent and accountable culture.</li> <li>• Deliver an organisational review enabling role and responsibility clarity</li> <li>• Uplift team capability, professional development, and support well-being</li> </ul>