

Contract Cleaning Industry

WEB RETURNS GUIDE

What is included in gross ordinary wages*

Gross ordinary wages are the gross wages (before tax and any other deductions) paid to the worker for cleaning work, and include:

- award or over award rate of pay
- weekend work and public holiday penalty rates on normal rostered shifts forming ordinary hours of duty
- toilet and refuse allowance
- broken shift allowance
- first aid allowance
- RDOs
- long service and annual leave (where taken as leave)
- bereavement leave, personal and carer's leave, sick leave
- casual loading
- public holidays
- workers compensation payments (where made directly by the employer)
- jury service.

What is excluded from gross ordinary wages*

Gross ordinary wages **do not** include:

- overtime
- travel and meal allowance
- protective clothing allowance
- leave loading, superannuation, lump sum payments for accrued annual leave
- sick leave or long service leave paid out on termination
- payments in lieu of notice
- Christmas bonuses and ex-gratia payments
- payments for materials and equipment
- one-off bonuses
- workers compensation payments (paid direct by the insurance company)
- redundancy payments.

Who is covered*

Workers who perform eligible cleaning work for an employer in the contract cleaning industry including full-time, part-time and casual cleaners.

Cleaning work is work that has, as its only or main component, the bringing of premises into, or maintaining premises in a clean condition.

Typical examples include:

- mopping, vacuuming, dusting, sweeping and carpet cleaning
- high pressure cleaning of pavers, walkways and buildings
- window and gutter cleaning
- graffiti removal (not via over painting)
- swimming pool cleaning (not repair and/or maintenance work)
- housekeeping
- cleaning of stadiums and public areas
- cleaning and sanitisation of food processing plants.

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Who is not covered*

Workers who spend the majority of their time performing the following are not eligible:

- lawn mowing and garden maintenance
- sanitary hygiene control
- cleaning mobile plant and equipment
- rubbish removal by vehicle
- removal of waste oil/septic tank/ grease traps
- general handy man work
- initial or final cleaning on new construction;

and/or

- subcontract cleaners (working on their ABN and invoicing you)
- administration and office staff
- supervisors (who are **not** engaged in physical cleaning work for the majority of their time)
- working directors, partners and trustee's
- an employee who is not registered with us and works for less than five (5) days during the current return period.

If you have mistakenly reported for someone who is not covered, then you should contact us on 13 14 41.

Ceased trading

If you have ceased trading, you need to ensure all quarterly returns are lodged and levies paid up until the date of the last employee. For example, if the last employee was terminated on 15 May 2022, the Apr - Jun 2022 return will need to be lodged with all levies paid. Once this has been done, you are required to email info@longservice.nsw.gov.au to advise us the date the business ceased employing workers.

Changed business entity

If you have changed business entities, you need to ensure all quarterly returns are lodged and levies paid up until the last date that your business entity employed cleaning workers. Once this has been done, you are required to email info@longservice.nsw.gov.au to advise us the date your first business ceased employing workers.

If your business is now operating under a new entity and employing cleaning workers on wages, you need to complete a new [Employer Registration Application](https://www.longservice.nsw.gov.au/cci/forms-and-publications) which can be downloaded here: <https://www.longservice.nsw.gov.au/cci/forms-and-publications>

Incorrectly reported gross ordinary wages, a start date or termination date

Please email us at info@longservice.nsw.gov.au and report the details of the correction you require.

***Note:** This is not an exhaustive list and you should contact us for more specific advice if necessary.