

Contract Cleaning Industry WORKER GUIDE

What is long service leave?

Long service leave is a benefit available to most NSW workers, where two (2) months of paid leave can be taken after 10 years with the same employer, and one (1) month of paid leave for every five (5) years of service after the first 10 years.

Why is the cleaning industry different?

In the cleaning industry it's unusual to work for the same employer for 10 years. To ensure cleaning workers have access to similar benefits, a portable long service scheme was set up.

What is the Long Service Corporation?

The Long Service Corporation (LSC) is a statutory body of the NSW Government responsible for the management of portable long service schemes for workers in the contract cleaning and building and construction industries.

What does portable long service mean?

It means your long service record is based on service in the NSW cleaning industry, regardless of how many employers you've worked for while performing eligible cleaning work. Your long service entitlements will continue to grow while you perform eligible work in the cleaning industry.

Working outside NSW

Separate schemes exist for the contract cleaning industry in Queensland (QLD), the Australian Capital Territory (ACT) and Victoria (VIC). If you work in QLD, ACT or VIC you may be eligible to register with the long service scheme in that state or territory. Service recorded interstate can be recognised by LSC for the purposes of registration maintenance and calculating entitlements for long service payments.

That's why it is important that you check your Annual Statement and make sure your contact details are always up to date.

Work on Commonwealth places

As Commonwealth places fall under the jurisdiction of the Commonwealth Government, work conducted on Commonwealth places cannot be credited under the NSW [Contract Cleaning Industry \(Portable Long Service Leave Scheme\) Act 2010](#), administered by LSC, and we are working with the Commonwealth Government to resolve this. For further information see [Commonwealth places](#).

How much will it cost?

The scheme doesn't cost anything for employees on wages, as levies are paid by industry employers and contractors.

When can I take leave?

Leaving the industry

If you've accrued at least five (5) years of recognised service with LSC and have permanently ceased work in the contract cleaning industry, you can complete an [Application for Payment – Permanently Ceasing Worker](#) form.

- A claim can only be made once 10 weeks have passed since permanently leaving the industry
- You'll cease to be a registered worker with LSC if you make a claim on this basis
- Tax will be deducted from your payment at the appropriate marginal tax rate.

Staying in the industry

If you've accrued at least 10 years of recognised service with LSC and wish to take long service leave, you can complete an [Application for Payment – Staying in the Industry Worker](#) form.

- You must take time off if you're eligible for a staying in the industry claim
- You'll need to arrange an agreed time to take the leave with your employer prior to lodging your application and the period of leave must be for a minimum of two (2) weeks
- You'll only be paid for the amount of weeks of leave you take off
- Tax will be deducted from your payment at the appropriate marginal tax rate.

What do I have to do?

- **Registration** – Make sure your employer has your correct registration number, personal email address, phone number and address. They'll need these details to lodge your service with LSC.
- **Update your contact details** – We will email important information to you about your recorded service. Check and update your details online at <https://www.longservice.nsw.gov.au/online-services>.
- **Check your Annual Statement** – Every year your statement will be available online showing your recorded service. Check to make sure that all your cleaning work is recorded on this statement.

How is long service different from superannuation?

Superannuation is a retirement fund in your name that your employer contributes to. Portable Long Service is a general pool of funds invested on behalf of all workers, not directly deposited into an account in your name. When you have enough service, you can make a claim, take leave from your job and the payment is made by us.