

# Application for long service payment – Worker permanently ceasing the industry

## Contract Cleaning Industry

### Am I eligible for a long service payment?

Complete this form if you have:

- worked for more than five (5) years in the contract cleaning industry; and
- permanently ceased working in the contract cleaning industry.

### How do I apply for my long service payment?



1. Complete this form, attach supporting identification documents and a copy of your Separation Certificate (if available)



2. Receive your long service payment  
Payments can only be processed after 10 weeks have passed since you left the industry.

### How do I complete this application?

- ☐ **Complete – Personal details**  
Fill in your personal information.
- ☐ **Complete – Payment details and identification**  
Provide your account details for the long service payment and attach your identification documents.
- ☐ **Complete – Declaration and submission**  
Sign the declaration and submit the application.

### Need help completing this form?



**Phone 13 14 41**  
(weekdays, 8:30am-5:00pm)



**Email**  
[info@longservice.nsw.gov.au](mailto:info@longservice.nsw.gov.au)



**Ask your Employer or Union**



**Interpreter services**  
Call TIS National on 13 14 50 and ask them to call us on 13 14 41 or visit [www.tisnational.gov.au](http://www.tisnational.gov.au)

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☐ Yes ☐ No

☐ Yes    ☐ No – go to part 4

☐ Yes    ☐ No – go to next section

☐ Yes    ☐ No – go to next section

Registration number

Payment details and identification

Part 1 – Tax file number

PAYG Withholding (tax) will be withheld as required by Australian taxation laws.  
**Note:** If you choose not to provide your tax file number (TFN), tax will be withheld at the maximum marginal rate.

Tax file number:

Part 2 – Payment details

The bank account details you provide on this form will be used to make your payment.  
Please verify your bank details carefully. The Long Service Corporation (LSC) will not accept liability for funds deposited into the wrong account due to an error in the BSB/Account number provided.

Account holder’s name/s:

BSB number:

Bank account number (not your card number):

Part 3 – Identification documents

To verify your application, you’ll need to provide the required identification document(s) as listed below.

- Primary identity documents (photo ID) - drivers licence, proof of age card or passport.
- Secondary identity documents - Medicare card, birth certificate, a utilities bill (rates, electricity, water, phone, gas) or car registration papers.

Choose ONE of the following options:

☐ A certified copy of one (1) primary identity document

Must be certified by an authorised certifier (e.g. police officer, a Justice of the Peace, a pharmacist, a medical practitioner or a notary public officer).

☐ Uncertified copies of one (1) primary identity document and one (1) secondary identity document

☐ Uncertified copies of two (2) primary identity documents

Part 4 – Supporting documents

To support the application, please provide a copy of your Separation Certificate (if available).

☐ Copy of Separation Certificate

Declaration and submission

Part 1 – Your declaration

By signing below, I declare that:

- All information provided in this form is true and correct to the best of my knowledge.
- I understand that providing false or misleading information may result in a penalty of \$5,500.
- I authorise LSC to use the information in this application to determine my eligibility for payment.
- I agree to the payment being made to the bank account details above.
- I understand that by submitting this claim, my registration will be cancelled.

Given name/s:

Family name/surname:


Signature:

Date:


/

/

How to submit this application




Scan and email this form and identification documents to [info@longservice.nsw.gov.au](mailto:info@longservice.nsw.gov.au)




Post this form and identification documents to Locked Bag 3000, Central Coast MC NSW 2252


What happens next?



We'll review and process your application



If needed, we'll contact you to request further information



We'll deposit your payment in the nominated account

## Privacy collection notice

### 1. Who we are

Your information is being collected by the Long Service Corporation (LSC), an agency of the NSW Department of Customer Service (DCS). DCS gives priority to protecting the privacy of your personal information, in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act).

If you have any questions about this document, or how we handle your personal information, you can contact our privacy team using the contact details at the end of this notice.

### 2. Why we collect your personal information

We collect your personal information for the purposes of determining your application for a long service payment in accordance with Section 60 of the *Contract Cleaning Industry (Portable Long Service Leave Scheme) Act 2010*.

### 3. The kinds of information we collect

We may collect the following information:

- your tax file number (TFN)\*
- your bank details, including the account holder's name, BSB and account number
- details of your employment
- additional personal information if it is required to demonstrate your entitlement to long service payments.

\*A TFN attracts a higher level of protection under privacy legislation. For more information, see our [Privacy Management Plan](https://www.nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan) at [www.nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan](https://www.nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan).

### 4. Failure to provide information

Your information is provided voluntarily. However, if you choose not to provide your information, your application for a long service payment may not be able to be processed.

### 5. How we may use this information

We may use the information we collect in the following ways:

- To determine your application for a long service payment in accordance with Section 60 of the *Contract Cleaning Industry (Portable Long Service Leave Scheme) Act 2010*.
- To enable us to administer the contract cleaning industry portable long service leave scheme, including liaising with you in relation to your application.
- To support more informed policy making, program management, evaluation, research and service planning as it can facilitate more efficient service delivery for the contract cleaning industry in NSW.
- Other directly related purposes.

### 6. Who we may share your information with

If required, we may make enquiries and exchange information with other NSW Government agencies, or other states, territories and/or the Commonwealth for the purposes of recognising eligible work and long service payments recorded in another state or territory, verifying the information you provide or requesting additional information. We may disclose your information with such bodies for these purposes.

We may share some of your personal information with third-party provider GovConnect, who will be responsible for processing your long service payment into your nominated bank account and for reporting tax withheld information to the Australian Taxation Office (ATO) on your behalf.

We will not disclose your information to anybody else unless we are authorised or permitted to do so by law or where you have given consent. For more information, see our [Privacy Statement](https://www.nsw.gov.au/nsw-government/privacy-statement) at [www.nsw.gov.au/nsw-government/privacy-statement](https://www.nsw.gov.au/nsw-government/privacy-statement).

### 7. Protecting your information

We have measures in place to help protect your personal information from loss, unauthorised access, use, modification, disclosure, or other misuse.

We will store and manage your information in accordance with the provisions of the PPIP Act.

We will only keep information for as long as we need it to fulfil the purposes we collected it for. After which, the information will be disposed of securely in accordance with the *State Records Act 1998* and any other applicable legislation.

See our [Privacy Management Plan](https://www.nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan) at [www.nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan](https://www.nsw.gov.au/departments-and-agencies/customer-service/privacy-management-plan) or visit our page on [Privacy](https://www.longservice.nsw.gov.au/about-us/accessing-information/privacy) at [www.longservice.nsw.gov.au/about-us/accessing-information/privacy](https://www.longservice.nsw.gov.au/about-us/accessing-information/privacy), for more information.

### 8. Your rights

Subject to certain conditions, you have the following rights in relation to your personal information:

- the right to request **access** to your personal information
- the right to request **correction** of your personal information.

If you wish to invoke any of the above rights, contact us using the details below.

### 9. Contact us

If you would like to make a privacy enquiry or complaint, email us at [lscprivacy@longservice.nsw.gov.au](mailto:lscprivacy@longservice.nsw.gov.au)