

Cleaning Industry FAQ's

Employee

▪ **I work in the cleaning industry, do I need to register?**

If you are an employee for a contract cleaning company and you are performing relevant work, then your employer is required to register you.

▪ **Am I performing relevant work?**

Relevant work includes:

- All contract cleaning work conducted in the ACT (cleaning work means – work that has, as its only or main component, bringing premises into, or maintain premises in, a clean condition)
- Includes drivers and sorters for waste management facilities under contract with the ACT Government, from 1 July 2016
- Includes interstate based companies working in the ACT
- Includes employees whether they are full time, part time or casual
- Working Directors and Contractors can become voluntary members
- Workers not performing relevant work (such as office/clerical/admin workers) are not covered by the scheme

▪ **I am a working director/sole trader, do I need to register?**

If you are a contractor or working director, you are not required to be registered – however you can register as a contractor and make your own quarterly contributions if you would like to work towards a long service leave entitlement. Service can be backdated up to 1 year from the date you register, however service cannot be recorded prior to 1 July 2017.

▪ **How do I check if I am registered?**

Once you are registered a letter is posted to the address provided by your employer advising you of your registration details. If you have not received a letter and think you should be registered please contact the Authority.

▪ **How do I check how much service I have?**

To check your service, you can login to the online employee portal using your registration details (if known). If you do not know your details then you can email or call the Authority to check or update your current details, service history and entitlement.

▪ **I forgot my password to login to the online portal, how do I get a new one?**

You can request a new password to be emailed to you on the online portal or you can contact the Authority to generate a new one.

- **I am missing service, what do I do?**

If you think you are missing service, please ensure you were working in the relevant industry (in ACT) and performing relevant work and you were an employee of the company. If you think you meet this criteria, you can contact the Authority to obtain a missing service claim form. You will need to provide the Authority with copies of your pay slips or group certificates for the period of service you are missing. The Authority can then investigate and follow up with your employer/s and try to obtain any missing service.

- **I have interstate service or I am moving interstate, can I have this merged into one account?**

The **cleaning** industry scheme is portable for NSW, QLD and ACT. Your service will remain recorded in the state you worked in until you have made a claim. When a claim is made the service is brought together and paid to from the state your most recent service is recorded in. You will need to notify each state that you are working interstate to avoid deregistration from inactivity.

- **Why have I not received any correspondence from the Authority recently?**

If your address is not up to date and we have no phone or email address recorded for you then you will not be able to receive correspondence. To update your contact details please login to the online portal or contact the Authority.

- **What if my account deregisters?**

Your account will deregister if no service is recorded for 4 years. A letter is posted to your registered address approximately 3-6 months prior to the date your account is due to deregister. The letter advises you that your account has been inactive for nearly 4 years. If you do not respond to this letter and no service is recorded then your account is deregistered. The only way a deregistered account can be reactivated is if you have interstate service recorded in the industry (construction and cleaning industry only) (less than 4 years after your ACT cease date).

- **Can I claim?**

The cleaning industry entitlement is 7 years. You may be eligible to claim under a different entitlement if you have left the industry, are unable to work in the industry or have retired (age 55+). Please refer to the Entitlements fact sheet which is available on our website or contact the Authority to check your eligibility.

- **How long does it take to process a claim?**

The Authority has a pay run once a fortnight. If no further information is needed to process the claim the payment will be scheduled within 2 weeks of the date you are starting your leave.

- **I have changed my name, what do I do?**

If you have changed your name, you will need to advise the Authority by providing a copy of your change of name certificate. You may have 2 accounts if you do not provide this information.