



# Client Service Standards

## Construction Industry Long Service Leave Board

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### Our service commitment

The Construction Industry Long Service Leave Board is committed to providing a professional, quality, responsive and cost effective service. The Board aims to contribute towards this objective through the following service standards.

### Registrations

- Issue new workers with a Registration Card within three business days of processing employer advice.
- Contact employers requesting registration with the scheme within one week of receipt of their enquiry.
- Upon request provide written confirmation within one day to employers not required to register with the scheme.

### Enquiries

- Answer client telephone enquiries within two minutes.
- Respond to written enquiries within ten business days.
- Advise employers and workers of Board decisions relating to their enquiry within two business days.
- Resolve employer account enquiries within three business days.
- Write correspondence in a manner that is clear and concise.

### Notifications

- Issue service statements to workers upon request annually in September.
- Issue a statement to employers every six months advising the total service accrued by each of their workers.
- Notify workers upon becoming eligible for long service leave.
- Notify workers when no service has been recorded for six months and also just prior to having their service days cancelled.
- Notify workers who have left the industry of any remaining pro-rata entitlement.

### Entitlements

- Advise workers if they are ineligible for payment of an entitlement within two weeks of receipt of their application.
- Acknowledge receipt of applications for payment of entitlement within one week subject to eligibility.
- Process payments to workers one to three business days prior to commencing leave subject to when their application is received.

### Industry Liaison

- Complete inspections where possible within six weeks of allocation to an Industry Liaison Officer.
- Acknowledge requests from workers to investigate unregistered service within one week of receipt of their enquiry.

### Your feedback

We are committed to continuously improving service delivery to all clients and to this end invite your input into the Board's observance of the above standards and business practices. Feedback may be provided by emailing [feedback@cbserv.com.au](mailto:feedback@cbserv.com.au) or telephone (08) 8332 6111.