

# MYSERVICESNSW ACCOUNT USER GUIDE – ID verification and enrolling for a high risk work licence assessment

---

May 2025

---

## Acknowledgement of Country

SafeWork NSW acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past and present and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this Policy.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

MYSERVICESNSW ACCOUNT USER GUIDE – ID verification and enrolling for a high risk work licence assessment

Published by the Department of Customer Service

[safework.nsw.gov.au](http://safework.nsw.gov.au)

### Copyright and disclaimer

© State of New South Wales through SafeWork NSW 2025. Information contained in this publication is based on knowledge and understanding at the time of writing, May 2025, and is subject to change. For more information, please visit [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)

# Contents

1.	<b>Glossary</b> .....	iv
2.	<b>I wish to enrol for a high risk work licence (HRWL) assessment</b> .....	1
3.	<b>Accessing your MyServiceNSW Account</b> .....	2
	3.1 I have a MyServiceNSW Account.....	2
	3.2 I do not have a MyServiceNSW Account.....	4
4.	<b>Verifying your identity</b> .....	9
	4.1 Linking Documents.....	9
5.	<b>Enrolling for a High Risk Work Licence (HRWL) Assessment</b> .....	16
6.	<b>Help &amp; Assistance</b> .....	23

---

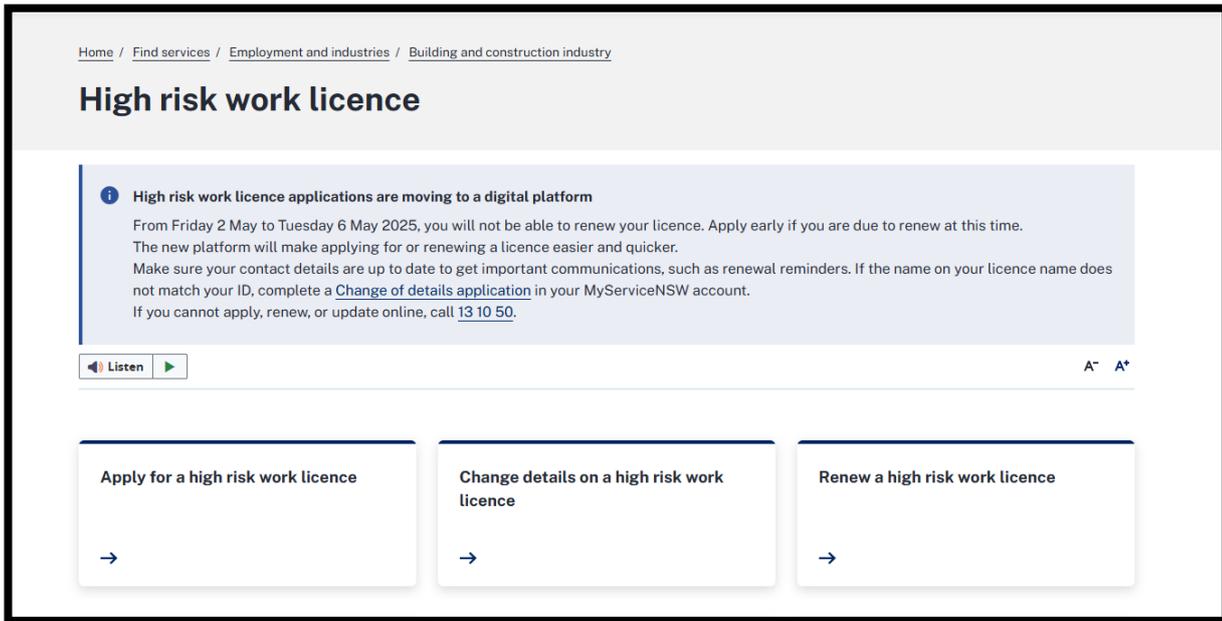
# 1. Glossary

Term	Meaning
AEN	Assessment enrolment number – the identifying number a Candidate receives when they enrol for an assessment via their MyServiceNSW account
Enrolment	Candidates enrol via their MyServiceNSW account. This enrolment indicates a candidate intends to participate in an assessment and the Candidate receives an AEN number, which they must provide to the Assessor at their in-person assessment
High Risk Work Licence (HRWL)	A licence issued under Part 4.5 of the WHS Regulation for one or more of the HRW licence classes
HRWL Assessment (Assessment)	An in-person assessment conducted by an accredited HRWL Assessor to determine a Candidate's competency in a high risk work licence class.
Multi-Factor Authentication (MFA)	An authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application, online account, or a VPN.
MyServiceNSW Account	MyService NSW Account is an online service operated by Service NSW, on behalf of the NSW Government that Candidate must use to verify their identity and enrol for a high risk work assessment.

## 2. I wish to enrol for a high risk work licence (HRWL) assessment

A candidate who wishes to enrol for a HRWL assessment will find the link to enrol on the Service NSW page - <https://www.service.nsw.gov.au/services/high-risk-work-licence>

From 7 May 2025 there will be a tile on this page which you can select to enrol for your HRWL assessment.



Once a candidate clicks on the correct tile, you will be taken to a login page for your MyServiceNSW account (section 3.1 below) or asked to create a MyServiceNSW account (section 3.2 below).

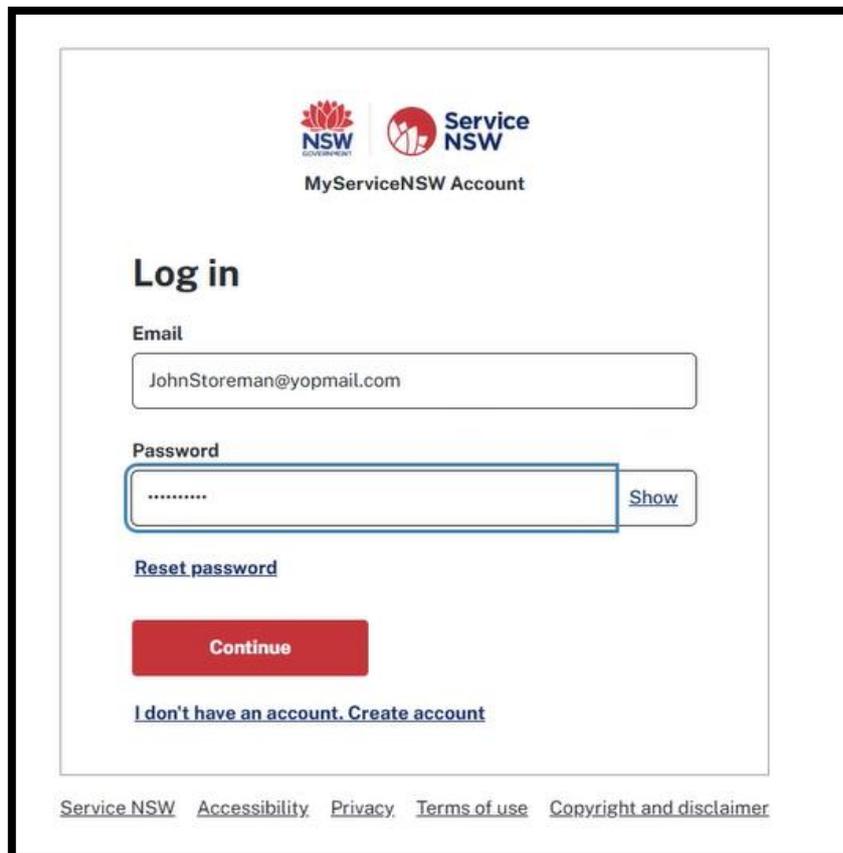
You can also find information on the SafeWork NSW website about the process for obtaining a high risk work licence in the new digital system from 7 May 2025 at this link:

<https://www.safework.nsw.gov.au/licences-and-registrations/licences/high-risk-work-licences-application-process-from-7-may-2025>

## 3. Accessing your MyServiceNSW Account

### 3.1 I have a MyServiceNSW Account

1. After you click on the link to enrol ([see section 2 above](#)) you will be taken to the MyServiceNSW Account login page.
2. Enter the email and password used to create your MyServiceNSW account and select 'Continue'.



The screenshot shows the MyServiceNSW Account login page. At the top, there are logos for NSW Government and Service NSW, with the text 'MyServiceNSW Account' below them. The main heading is 'Log in'. Below this, there is an 'Email' field containing 'JohnStoreman@yopmail.com'. Below the email field is a 'Password' field with a 'Show' button to its right. Below the password field is a 'Reset password' link. At the bottom of the form is a red 'Continue' button. Below the 'Continue' button is a link that says 'I don't have an account. Create account'. At the very bottom of the page, there are links for 'Service NSW', 'Accessibility', 'Privacy', 'Terms of use', and 'Copyright and disclaimer'.

Note: If you have forgotten your password, use the 'reset password' link. If you do not have an account, refer to [section 3.2](#) below.

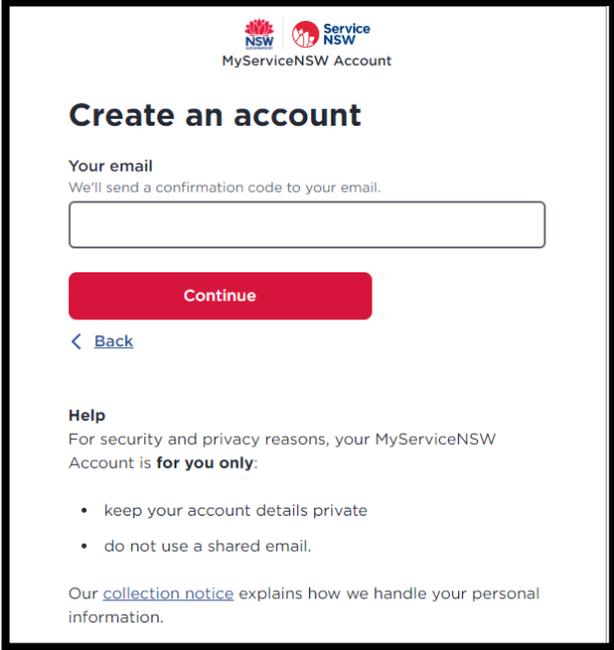
3. Verify you are not a robot by completing the image validation e.g. *Select all squares with motorcycles* and select ok.
4. A green tick will appear confirming the validation has been completed and you will be able to select 'Continue'.

5. You will now be taken to a screen showing the information that you will need to apply for a high risk work licence. Once you have selected 'Continue' you will commence the ID verification process.

*Note: You can also access the privacy collection notice on this screen.*

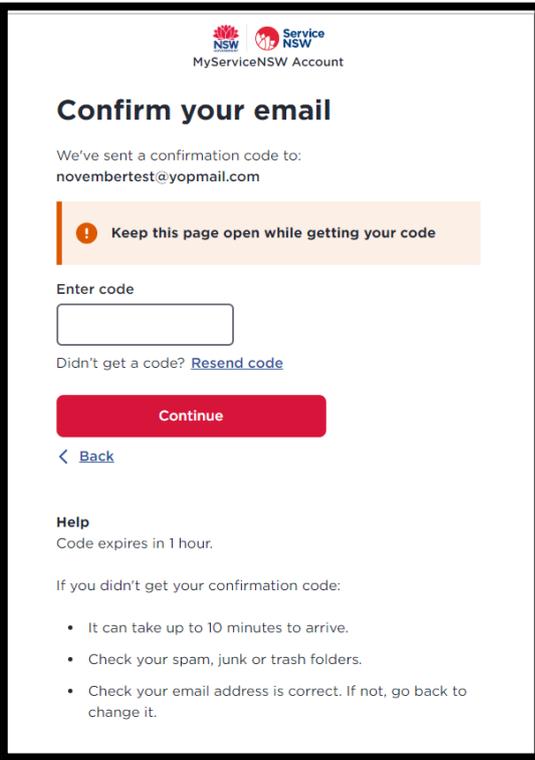
## 3.2 I do not have a MyServiceNSW Account

1. If you do not have a MyServiceNSW account, you will need to create one. After you have selected 'I don't have an account, Create account' (see section 3.1) this screen will appear.



The screenshot shows the 'Create an account' screen. At the top, there are logos for NSW and Service NSW, and the text 'MyServiceNSW Account'. The main heading is 'Create an account'. Below this, there is a section for 'Your email' with the text 'We'll send a confirmation code to your email.' and an empty text input field. A red 'Continue' button is positioned below the input field. To the left of the button is a blue '< Back' link. A 'Help' section follows, stating 'For security and privacy reasons, your MyServiceNSW Account is **for you only**:' and listing two bullet points: 'keep your account details private' and 'do not use a shared email.' At the bottom, there is a link to a 'collection notice' explaining how personal information is handled.

2. Enter your email address and select 'Continue'. A confirmation code will be sent to the email address that you enter.
3. Enter the confirmation code and select 'Continue'. *Note: this code expires after 1 hour.*



The screenshot shows the 'Confirm your email' screen. At the top, there are logos for NSW and Service NSW, and the text 'MyServiceNSW Account'. The main heading is 'Confirm your email'. Below this, there is text stating 'We've sent a confirmation code to: novembertest@yopmail.com'. A yellow warning box with an exclamation mark icon contains the text 'Keep this page open while getting your code'. Below this is an 'Enter code' section with an empty text input field. A blue link 'Resend code' is provided below the input field. A red 'Continue' button is positioned below the input field. To the left of the button is a blue '< Back' link. A 'Help' section follows, stating 'Code expires in 1 hour.' and 'If you didn't get your confirmation code:' with three bullet points: 'It can take up to 10 minutes to arrive.', 'Check your spam, junk or trash folders.', and 'Check your email address is correct. If not, go back to change it.'

4. Create a password for your new account and select the check box to agree to the Terms and Conditions.



MyServiceNSW Account

## Create a password

 novembertest@yopmail.com

**Password**

.....[Show](#)

**Confirm Password**

.....[Show](#)

**Your password must have:**

- 10 or more characters
- Upper, lowercase letters and numbers

Email me about relevant services and important information

I agree to the [Terms and Conditions](#)

**Create account**

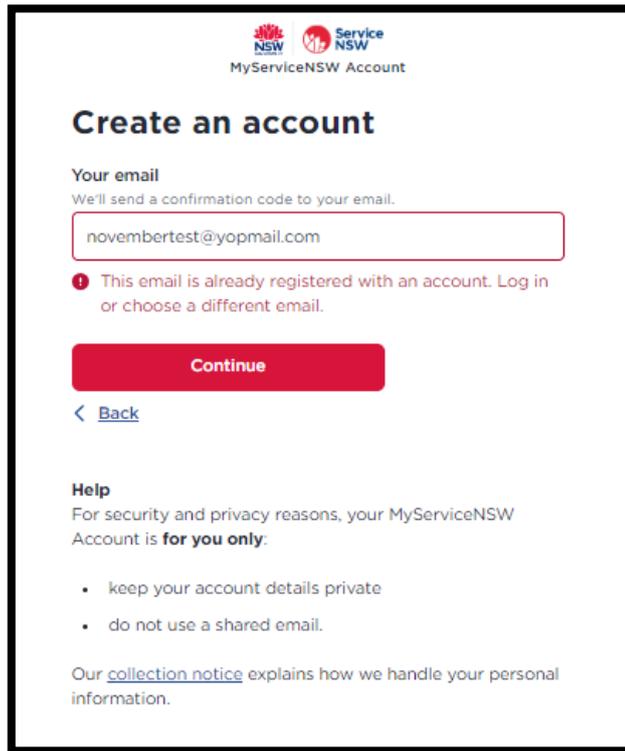
**Help**

For a strong password:

- choose a unique combination of upper and lowercase letters, numbers and symbols
- do not use more than 2 identical characters in a row
- you may want to add a symbol (!@#\$\$%&\*)
- try to use a unique password. Do not repeat passwords used in other accounts.

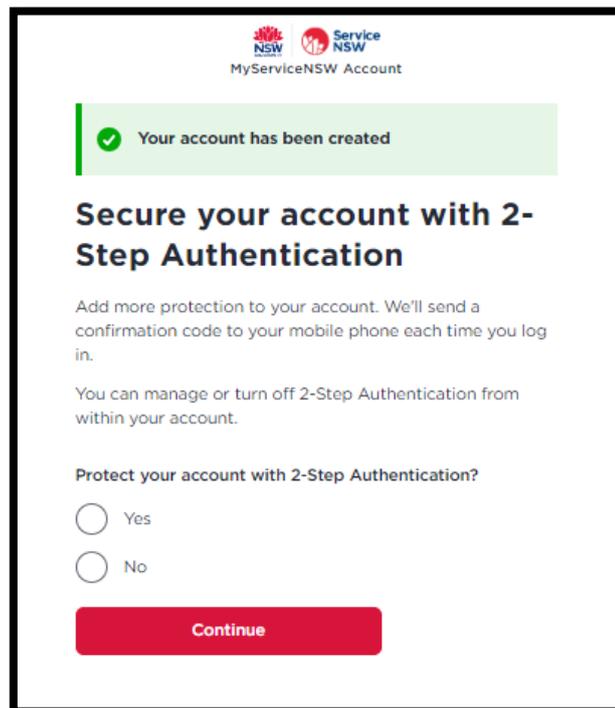
Our [collection notice](#) explains how we handle your personal information.

5. If the system identifies that you already have a MyServiceNSW account, the below screen will appear. You can either return to the login page and reset your password or create a new MyServiceNSW account with a different email.



The screenshot shows the 'Create an account' page for MyServiceNSW. At the top, there are logos for NSW and Service NSW, and the text 'MyServiceNSW Account'. The main heading is 'Create an account'. Below this, the section 'Your email' states 'We'll send a confirmation code to your email.' An input field contains the email 'novembertest@yopmail.com'. A red error message with an exclamation mark icon says: 'This email is already registered with an account. Log in or choose a different email.' Below the error message is a red 'Continue' button and a blue '< Back' link. At the bottom, there is a 'Help' section with the text: 'For security and privacy reasons, your MyServiceNSW Account is **for you only**:' followed by two bullet points: 'keep your account details private' and 'do not use a shared email.' At the very bottom, it says 'Our [collection notice](#) explains how we handle your personal information.'

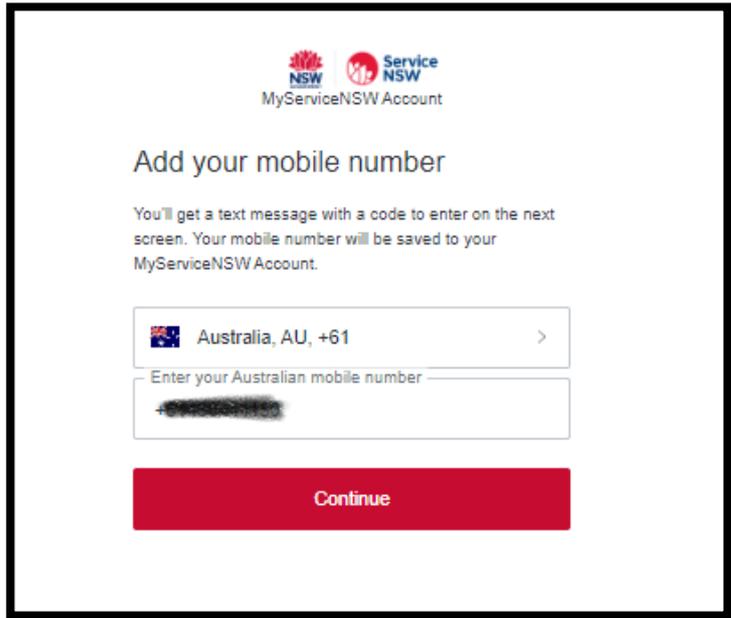
6. You will be taken to a screen where you have the option to secure your account using multi-factor authentication (MFA). We recommend you protect your account with the 2-step authentication process however it is not compulsory.



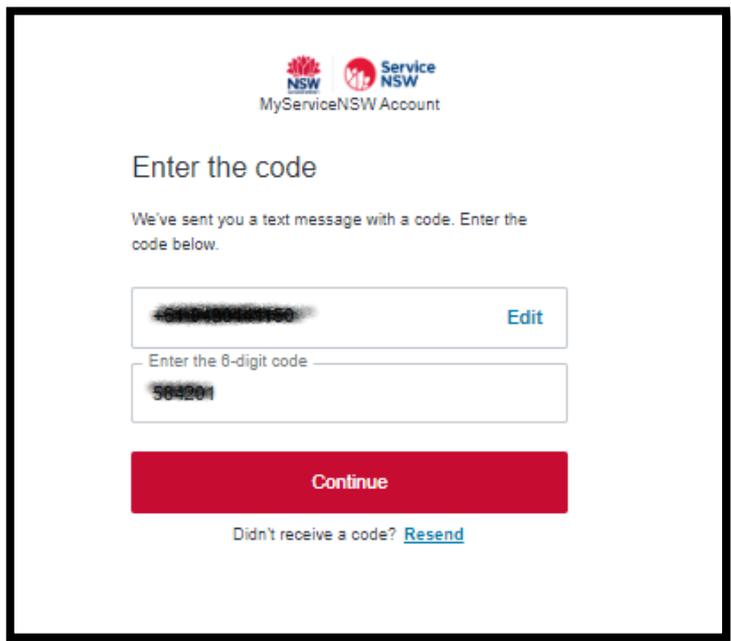
The screenshot shows the 'Secure your account with 2-Step Authentication' page for MyServiceNSW. At the top, there are logos for NSW and Service NSW, and the text 'MyServiceNSW Account'. A green success banner with a checkmark icon says 'Your account has been created'. The main heading is 'Secure your account with 2-Step Authentication'. Below this, the text says: 'Add more protection to your account. We'll send a confirmation code to your mobile phone each time you log in.' It then says: 'You can manage or turn off 2-Step Authentication from within your account.' Below this is the question 'Protect your account with 2-Step Authentication?' with two radio button options: 'Yes' and 'No'. At the bottom is a red 'Continue' button.

7. If you select 'yes' for MFA, the below screen will appear.

Enter your mobile number and select 'Continue'.

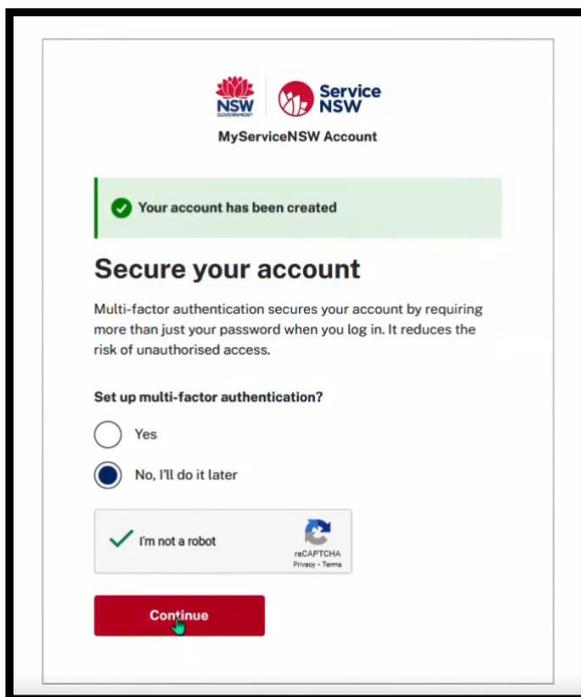


8. Enter the 6-digit code you received as a text message and select 'Continue'. MFA will now be activated for your MyServiceNSW Account.



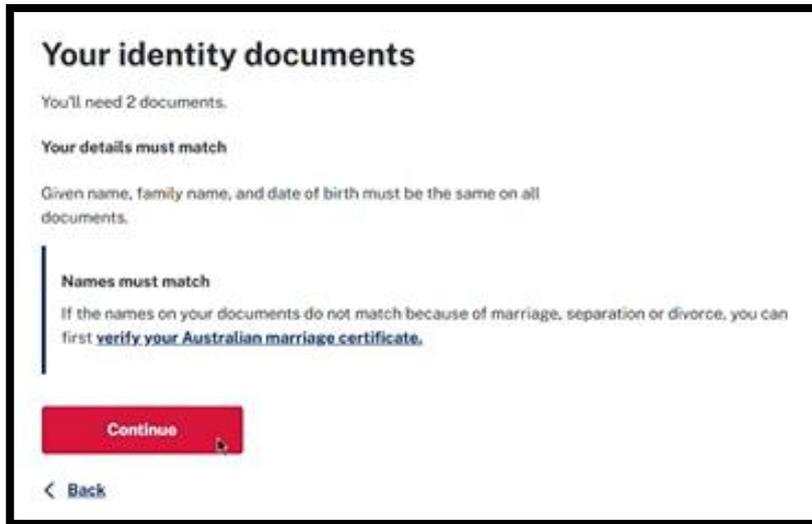
9. If you do not wish to set up multi-factor authentication at this stage, select 'No, I'll do this later'.

10. You will then be prompted to prove that you are not a robot by validating an image. *E.g. select all bicycles in the image.* Once you have verified this information, you will be able to select 'Continue'.



## 4. Verifying your identity

1. Once you have logged into your MyServiceNSW account, you will be asked for documents to verify your identity. Gather together your documents and select 'Continue'.



You must have 2 current identity documents from the list below. These are required to validate your identity.

You need either **2 x primary documents** or **1 x primary and 1 x secondary document**.

Primary Documents	Secondary Documents
Australian birth certificate	Medicare card
Australian certificate of registration by descent	Health Care Card
Australian citizenship certificate	Commonwealth Seniors Health Card
Australian driver licence	Pensioner Concession Card
Australian Passport	Veteran Gold Card
Foreign passport with Australian visa	Veteran Pensioner Concession Card
ImmiCard	Veteran Seniors Health Care Card
Aviation and Maritime Security Identification card	

### 4.1 Linking Documents

Linking documents may be required to demonstrate the continuity of a customer's identity, where identity details have changed (e.g. their name).

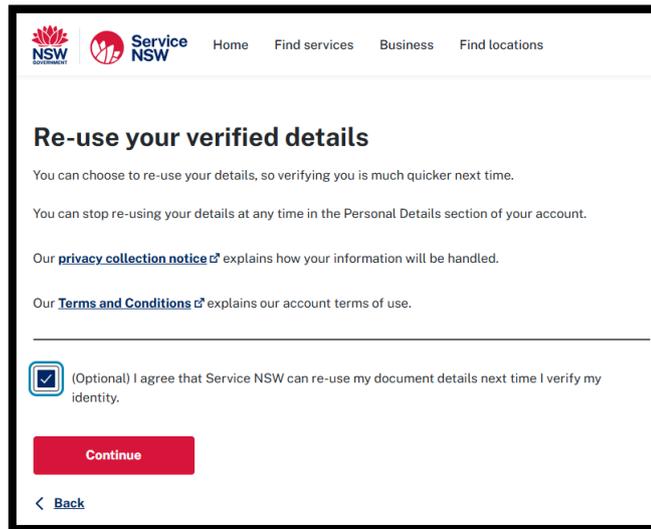
- Marriage certificate
- Change of name certificate
- Australian divorce papers

- Australian Birth Certificate
  - Commonwealth victims' certificate
1. You will be taken to a screen showing the privacy collection notice and Terms and Conditions. You can access the privacy collection notice and terms & conditions by clicking on the blue hyperlinks.
  2. Select the declaration box to agree that ServiceNSW can digitally verify your document and select 'Continue'.

3. If you have previously saved your verified details, you will be given the option to re-use your previously verified details. Select the checkbox followed by 'Continue' if you agree or only select 'Continue' if you do not.
4. Select your first current identity document from the list and select 'Continue'.

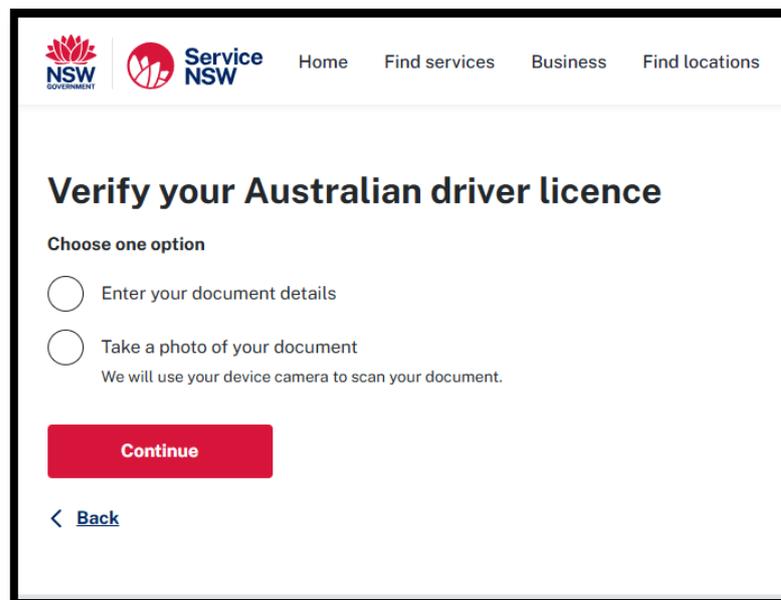
5. You can choose to save your verified details for your MyServiceNSW account and re-use these if you need to verify your identity again at a later time.

If you choose to re-use your verified details, select the check box allowed Service NSW to re-use your verified details for later logins (this step is optional).



The screenshot shows the 'Re-use your verified details' screen. At the top, there are logos for NSW Government and Service NSW, along with navigation links: Home, Find services, Business, and Find locations. The main heading is 'Re-use your verified details'. Below this, there is explanatory text: 'You can choose to re-use your details, so verifying you is much quicker next time.' and 'You can stop re-using your details at any time in the Personal Details section of your account.' There are two links: 'Our [privacy collection notice](#) explains how your information will be handled.' and 'Our [Terms and Conditions](#) explains our account terms of use.' A checkbox is checked, with the text '(Optional) I agree that Service NSW can re-use my document details next time I verify my identity.' Below the checkbox is a red 'Continue' button and a blue '< Back' link.

6. Once you have selected your first identity document, you will be prompted to verify it. You can either manually enter the document details or take a photo of your document. Select your preferred option and 'Continue'.



The screenshot shows the 'Verify your Australian driver licence' screen. At the top, there are logos for NSW Government and Service NSW, along with navigation links: Home, Find services, Business, and Find locations. The main heading is 'Verify your Australian driver licence'. Below this, there is a section titled 'Choose one option' with two radio button options: 'Enter your document details' and 'Take a photo of your document'. Under the second option, there is a note: 'We will use your device camera to scan your document.' Below the options is a red 'Continue' button and a blue '< Back' link.

7. In this example we are using an Australian driver licence. Select the state shown on your licence.

NSW GOVERNMENT Service NSW Home Find services Business Find locations

## Verify your Australian driver licence

**i** **Details must match**  
Enter the details exactly as they appear on your document.  
Fields must be completed, unless marked optional.

State or territory  
Select

< [Back](#)

8. Enter the details exactly as they appear on the ID document and select 'Continue'.

NSW GOVERNMENT Service NSW Home Find services Business Find locations

## Verify your Australian driver licence

**i** **Details must match**  
Enter the details exactly as they appear on your document.  
Fields must be completed, unless marked optional.

State or territory  
New South Wales

**NSW Driver Licence**  
This is an example of a card.

New South Wales		Card number
Name	Jay Citizen	1234 567 890
Licence number	12345678	
Date of birth	01/01/2000	

First name

Middle name(s) (optional)  
Enter your middle name(s) as they appear on your licence.

Family name

Date of birth  
Use the format DD/MM/YYYY.

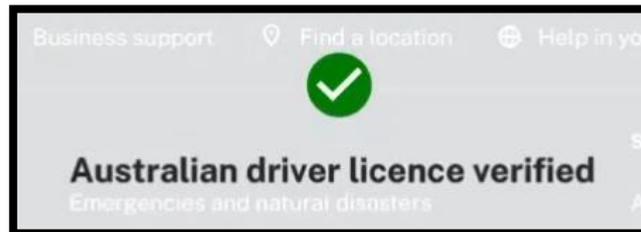
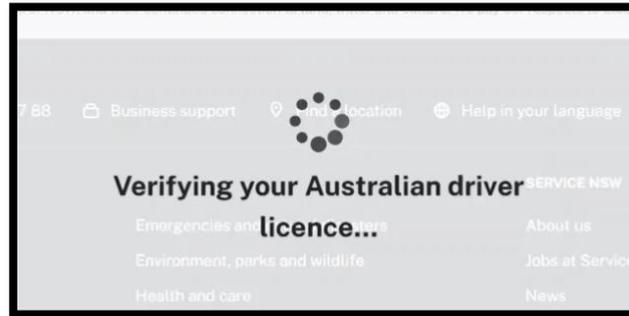
Licence number  
Enter up to 10 characters, without spaces.

Card number  
Enter 10 digits, without spaces. For example, 1234567890.

**Continue**

< [Back](#)

9. A message will appear indicating that your ID document is being verified & a green tick will appear once the verification is complete.



10. You will now be required to complete the same steps for your second ID document following the prompts as required by Service NSW.
11. Once your ID documents have been verified, you will be prompted to review your MyServiceNSW account details to ensure they are correct.
- Check the details are correct. Then enter current mobile phone number and select 'Continue'. You will be sent a confirmation code to your mobile phone.

# Check your MyServiceNSW Account details

To proceed with this application, check that the details below are correct. Any changes you make will be saved to your MyServiceNSW Account and will be used to process this transaction.

Details from your identity documents

A This will be your details  
D Date of details 07/1960

E Email  
fic This will be your details il.com  
Date of details 07/196

All fields must be completed, unless marked optional.

Australian mobile number

This will be your details  
Date of details 07/196

Residential address

Start typing to search for your address

20 DU FA This will be your details AMURRA NSW 2074  
Date of details 07/196

[Enter address manually](#)

Mailing address same as residential address

Continue

12. Enter the confirmation code sent to your mobile and select confirm.

*Note: This message can take up to 3 minutes to arrive. If you do not receive the code, select the blue hyperlink to resend it.*

## Confirm your mobile number

We've sent a confirmation code to **0400 000 000**. It can take up to 3 minutes to arrive.

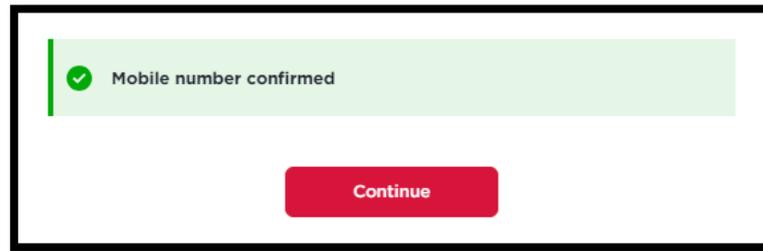
Confirmation code

Didn't get a code? [Resend code](#)

Cancel

Confirm

13. A message will appear showing that your mobile number has been confirmed. Select 'Continue'.



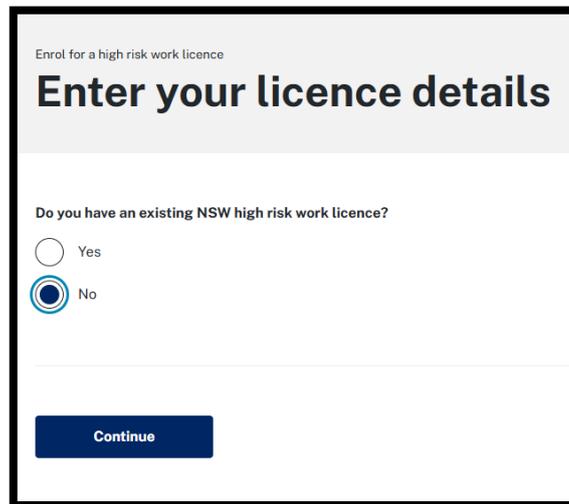
14. You are now ready to enrol for a High Risk Work Licence (HRWL) Assessment.

---

## 5. Enrolling for a High Risk Work Licence (HRWL) Assessment

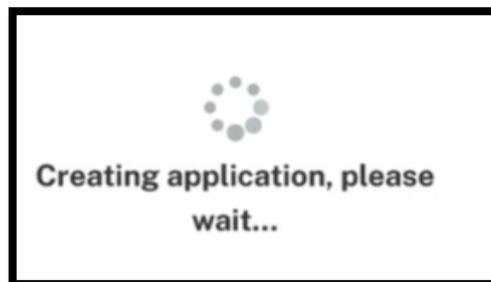
1. The system will ask you if you have an existing NSW high risk work licence. Select your answer and choose 'Continue'

The following is the path you will see if you select 'no'. If you do have an existing HRWL select 'yes' and answer the questions which will be similar.



The screenshot shows a web form titled "Enrol for a high risk work licence" with a sub-header "Enter your licence details". Below the header is a question: "Do you have an existing NSW high risk work licence?". There are two radio button options: "Yes" (unselected) and "No" (selected). At the bottom of the form is a blue "Continue" button.

2. The system will create an application form for you.



3. You will be asked to check your details for your enrolment for your high risk work licence. If they are correct, select the 'Continue' button. You may make changes to your email, mobile number and address in this section.

*Note: any changes you make here will not be saved in your contact information in your MyServiceNSW account.*

# Check your details

 Any changes you make here will not update your MyServiceNSW Account.

## Personal details

First name

Middle name(s)

Last name

Date of birth

## Contact details

We will use these details if we need to get in touch about your application. Any changes you make here will not update your MyServiceNSW Account.

Email address



Mobile number



Residential address

Start typing to search or enter manually.

[Enter address manually](#)

Mailing address

Same as residential

Use different

**Continue**

4. You will be taken to a screen to select the classes you wish to enrol in your high risk work licence assessment. You can select more than one class here and select 'Continue'

Enrol for a high risk work licence

## Select classes for assessments

**i** You have 30 days to get assessed in your selected classes or you will need to re-enrol.

### Select classes

You will be assessed in the classes you select. Any classes that you currently hold on your licence or have previously enrolled for are not available for selection.

<b>Crane</b>	<b>Forklift</b>
<input type="checkbox"/> Boom Type Elevating Work Platform (WP)	<input type="checkbox"/> Forklift Trucks (LF)
<input type="checkbox"/> Bridge and Gantry Crane (CB)	<input type="checkbox"/> Order Picking Forklift Trucks (LO)
<input type="checkbox"/> Concrete Placing Boom (PB)	<b>Hoist</b>
<input type="checkbox"/> Derrick Crane (CD)	<input type="checkbox"/> Materials Hoist (HM)
<input type="checkbox"/> Non-slewing Mobile Crane (greater than 3 tonnes)	<input type="checkbox"/> Personnel and Materials Hoist (HP)
<input type="checkbox"/> Portal Boom Crane (CP)	<b>Pressure Equipment</b>
<input type="checkbox"/> Self-erecting Tower Crane (CS)	<input type="checkbox"/> Advanced Boiler Operation (BA)
<input type="checkbox"/> Slewing Mobile Crane (over 100 tonnes) (C0)	<input type="checkbox"/> Reciprocating Steam Engine Operation (ES)
<input type="checkbox"/> Slewing Mobile Crane (up to 100 tonnes) (C1)	<input type="checkbox"/> Standard Boiler Operation (BS)
<input type="checkbox"/> Slewing Mobile Crane (up to 20 tonnes) (C2)	<input type="checkbox"/> Turbine Operation (TO)
<input type="checkbox"/> Slewing Mobile Crane (up to 60 tonnes) (C6)	<b>Reach Stacker</b>
<input type="checkbox"/> Tower Crane (CT)	<input type="checkbox"/> Reach Stacker (RS)
<input type="checkbox"/> Vehicle Loading Crane (CV)	<b>Scaffolding</b>
<b>Dogging and Rigging</b>	<input type="checkbox"/> Advanced Scaffolding (SA)
<input type="checkbox"/> Advanced Rigging (RA)	<input type="checkbox"/> Basic Scaffolding (SB)
<input type="checkbox"/> Basic Rigging (RB)	<input type="checkbox"/> Intermediate Scaffolding (SI)
<input type="checkbox"/> Dogging (DG)	
<input type="checkbox"/> Intermediate Rigging (RI)	

[Continue](#)

5. You now need to answer the disclosure questions – select your answer and select ‘Continue’.

Enrol for a high risk work licence

## Answer disclosure questions

Do you hold an equivalent high risk work licence issued by another state, territory or the Commonwealth?

Yes

No

[Continue](#)

[< Back](#)

6. If you answer ‘yes’ to the disclosure questions you will see the below message. Once you have read the message, you can select ‘Continue’.

Enrol for a high risk work licence

## Answer disclosure questions

Do you hold an equivalent high risk work licence issued by another state, territory or the Commonwealth?

Yes

No

**⚠ You can only hold one high risk work licence**  
The licence should be issued by the state or territory where you primarily live or work.  
If you live outside NSW but have a reason for applying in NSW, you can:

- **transfer your current licence** by contacting SafeWork NSW on [13 10 50](tel:131050), or
- **surrender your current licence** by contacting the relevant [WHS authority](#)

[Continue](#)

7. You will be taken to the Review and Submit screen. You can edit the details on this screen using the edit hyperlink. If the details are correct, select ‘Continue’.

Enrol for a high risk work licence

## Review and submit

**Complete**

### Your details

**Personal details**

First name  
**Andrew**

Last name  
**Adams**

Date of birth  
**10/11/1970**

**Contact details**

Email address  
**fionahrwtst3@yopmail.com**

Mobile number  
**0419544731**

Residential address  
**20 DU FAUR ST, NORTH TURRAMURRA NSW 2074**

Mailing address  
**Same as residential**

[Edit](#)

**Complete**

### Licence classes

Selected for assessment

- **Forklift Trucks (LF)**

[Edit](#)

**Complete**

### Disclosures

Do you hold an equivalent high risk work licence issued by another state, territory or the Commonwealth?

**No**

[Edit](#)

**Continue**

8. You will now be taken to the declaration screen where you must read the declarations, mark the checkbox and select 'Continue'.

Enrol for a high risk work licence

## Make your declaration

**⚠ Giving false or misleading information is a serious offence.**  
 The details you provided in this application must be true and correct. Under the *Crimes Act 1900*, you could be fined or imprisoned for giving false or misleading information or documents.

**I declare**

- The details in this high risk work licence assessment enrolment application are, to the best of my knowledge, true and correct
- I have completed/I intend to complete the specified course of training for each of the classes selected in this high risk work licence assessment enrolment application and am ready for a high risk work licence assessment for each class.

**I acknowledge**

- Giving false or misleading information or documents is a serious offence and may result in penalties such as fines and imprisonment
- The registered training organisation is required to provide the assessor, prior to my assessment, confirmation of my readiness for assessment for each of the classes selected in this high risk work licence assessment enrolment application
- If I corruptly attempt to influence an assessor's decision or knowingly participate in a fraudulent assessment, I may have committed a criminal offence
- If my assessment is not completed fully and in accordance with its requirements, SafeWork NSW may require that I be reassessed or may suspend or cancel any licence granted
- SafeWork NSW may verify the information I have provided in this application with any organisation or individual
- SafeWork NSW may make inquiries and exchange information with state or territory government agencies and/or the Commonwealth regarding any matter relevant to this application or for compliance purposes
- MyServiceNSW Account is being used to initiate this application and verify my identity. Learn more about how Service NSW handles your personal information by reading this [privacy statement](#).

I, Andrew Adams, agree to the above on 17 Apr 2025

---

[Continue](#)

9. Once your enrolment has been submitted, you will be taken to a confirmation screen. You can download a copy of your enrolment form from this screen. The screen also contains information on the next steps a candidate needs to complete.

**✓ You have submitted your enrolment.**

A confirmation email from SafeWork NSW will be sent to fionahrwtst3@yopmail.com.

**Reference Number: HRWL-000011878**

You can download a copy of your enrolment now.

[Download](#)

**Next Steps**

- 1 Contact your RTO if you have questions about your assessment**  
 Your registered training organisation (RTO) can give you date, time and location details, and let you know if you need to bring anything to the assessment, for example, specific personal protective equipment. You will also need to bring a copy of your confirmation email to your assessment.
- 2 Pack the right photo ID**  
 You will need to provide your Assessor with one photo ID document from this list. For example driver licence, passport, NSW photo card or current high risk work licence. You won't be able to be assessed if you don't bring the correct photo ID.
- 3 Attend your assessment(s)**  
 When you pass an assessment, you will get an email on how to apply for your high risk work licence.

10. You will also receive an email from SafeWork NSW with your Assessment Enrolment Number (AEN) as well as a copy of the next steps you are required to take.

**SafeWork NSW - You're enrolled for a high risk work assessment**

 <safeworktest@safework.nsw.gov.au>

 Thursday, April 17, 2025 10:40:18 AM

---

Dear Brady

You're enrolled for a High Risk Work Licence assessment. You must attend your assessment before your enrolment expires on 20/03/2025.

**Your enrolment number**

- Enrolment number 1058235-9371103 - Boom Type Elevating Work Platform (WP)
- Enrolment number 1058235-9371105 - Forklift Trucks (LF)

**Next steps**

1. **Be prepared for your assessment**
  - The registered training organisation (RTO) will provide you with the date, time and location details of your assessment.
  - Bring a copy of this email with your enrolment number with you.
2. **Bring your photo ID**
  - You will need to provide your Assessor with one photo ID document from this list. For example driver licence, passport, NSW photo card or current HRWL. You won't be able to be assessed if you don't bring the correct photo ID.
3. **Pack the required equipment**
  - You may need to bring equipment. For example, Personal protective equipment (PPE). Check with the registered training organisation.
4. **Attend your assessment**
  - If you pass your assessment we will provide you with more information on how to apply for your high risk work licence.

For more information, please contact your registered training organisation (RTO).

Regards,

**Licensing Team**  
**SafeWork NSW**

---

## 6. Help & Assistance

### Phone:

- Service NSW on **13 77 88** Monday to Friday between 7am and 7pm (Sydney time).
- If you are overseas, call + **61 2 8894 1555**

### Accessibility Services:

- If you're deaf, hard of hearing, or have a speech/communication difficulty, contact us through the **National Relay Service** and ask for **13 77 88**.
- Call **13 77 88** for translation and interpreter services.

### Visit a Service centre

- Use the **service centre locator** to find a Service NSW location near you
- Or you can contact Service NSW - **<https://www.service.nsw.gov.au/contact-us>**

## SafeWork NSW

32 Mann Street  
Gosford NSW 2250

Locked Bag 2906  
Lisarow NSW 2252

Office hours:  
Monday to Friday  
8.30am – 5.00pm