



Important announcement

High risk work licence applications moved to a digital platform as of 7 May 2025.

HRWL Applications and Assessments in NSW have become **DIGITAL**.

HOW DOES THE DIGITAL PROCESS WORK

1. How to create a Service NSW account

- If you don't have an account, you can create one on the Service NSW page:
<https://www.service.nsw.gov.au/services/high-risk-work-licence>
 - The creation of the account will require two forms of Proof of Identity (POI). For further information of the accepted forms, please visit: <https://www.service.nsw.gov.au/verifying-your-identity>
- Important Note:** On your Assessment Day, you are required to bring with you ONE form of the original photo ID (no copies will be accepted) used to set up your Service NSW Account. Your Assessor will verify your ID against your Service NSW Account.

2. Apply for your Assessment Enrolment Number (AEN) prior to your first day of training.

- You will be required to select the Assessment Class you're wishing to enroll into:
 - Forklift (LF)
- AEN's are only VALID for **30 days** from creation.
- When enrolling for HRW assessment via MyServiceNSW account, enter the names on the enrolment form exactly as they appear on your POI document.
This includes:
 - Middle name – must be exactly as shown on the document
 - Spaces / hyphens / commas – must be exactly as shown on the document.
- Contact SafeWork on 13 10 50, if you have any issues applying for your AEN. If an interpreter is required, you can request one from the call centre.

3. Confirm you have received your AEN

- You will receive an email from SafeWork NSW licensing@safework.nsw.gov.au with your Assessment Enrolment Number.
- Important Note:** If you don't receive your AEN, please make sure to check your Junk/Spam folders.

4. Attend your scheduled HRWL Assessment

- **Bring your one form of the original photo ID (no copies will be accepted) used to set up your Service NSW Account.**
- On successful completion of your assessment, your Assessor will issue you with a Notice of Satisfactory Assessment (NSA).
- If you are found Not Competent, your Assessor will issue you with an Assessment Summary (AS) and you will be given **60 days** from the time of the assessment to undertake your re-assessment.
- Once you have successfully completed your Assessment, you will receive an email from licensing@safework.nsw.gov.au containing your NSA and a link to apply online.

5. Apply for your HRWL

- Complete and submit the SafeWork NSW online form.
- Make the licensing fee payment. Check the Fee Schedule <https://www.safework.nsw.gov.au/resource-library/licence-and-registrations/licensingfees>
- For first time HRWL holders, you will be required to have your photo taken by attending a Service NSW Centre.
Important Note: You MUST submit your application at Service NSW within **60 days** of receiving your NSA.
- Bring the confirmation letter from SafeWork NSW and one form of photo ID when attending the Service NSW Centre.

Further Information regarding your Service NSW account including AEN's please contact SafeWork NSW on 13 10 50 Monday to Friday between 7am and 7pm (Sydney time).