

NSW DIGITAL HIGH RISK WORK LICENCE



IMPORTANT ANNOUNCEMENT

High risk work licence applications are moving to a digital platform.

As of the **7th of May 2025**, HRWL Applications & Assessment in NSW will become **DIGITAL**.

HOW DOES THIS NEW DIGITAL PROCESS WORK:

1 Have or Create a Service NSW Account.

- If you don't have an account, you can create one on the Service NSW page; please visit: <https://www.service.nsw.gov.au/services/high-risk-work-licence>
- The Creation of the Account will require 2 forms of **Proof of Identity (POI)**
For further information of the accepted forms of; please visit <https://www.service.nsw.gov.au/verifying-your-identity#documents-you-can-use>

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 an Assessment Enrolment Number (AEN)

- You will be required to select the Assessment Class you're wishing to enrol into, for example:
 - Forklift (LF)
 - Order Picker (LO)
 - Boom Type Elevating Work Platform (WP)
 - Basic Scaffolding (SB)
 - Intermediate Scaffolding (SI)
 - Advanced Scaffolding (SA)

Important Note: You can select more than one class if you are undertaking a combo course example: Forklift and Order Picker.

- AEN's are only **VALID** for **30 days** from creation.

3

Confirm you have received your AEN

- You will also receive an email from SafeWork NSW with your Assessment Enrolment Number. The email will be sent from: licensing@safework.nsw.gov.au

Important Note: If you don't receive your AEN, please make sure to check your Junk/Spam folders.

4

Attend your Scheduled HRWL Assessment

- Remember to bring your ONE form of Original ID
- On successful completion of your Assessment, your Assessor will Issue you with a Notice of Satisfactory Assessment (NSA)
- If you are found Not yet 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 containing your NSA and a link to apply online – again, this email will be sent from: licensing@safework.nsw.gov.au

5

Apply for your HRWL

- Complete and submit the SafeWork NSW online form
- Make the licensing fee payment: for Fee Schedule please check: <https://www.safework.nsw.gov.au/resource-library/licence-and-registrations/licensing-fees>
- 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.

- Make sure to bring the confirmation letter from SafeWork NSW and one form of photo ID when attending the Service Centre.

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NEED FURTHER HELP?

Further Information regarding your Service NSW Account including AEN's please contact Service NSW on 13 77 88 Monday to Friday between 7am and 7pm (Sydney time).

OR Alternatively;

Speak to one of our friendly staff!