BUILDING AND CONSTRUCTION INDUSTRY
STEP BY STEP GUIDE
TO COMPLETE AN EMPLOYER RETURN ONLINE

INFORMATION

• Your Employer Return is a list of workers who were employed by you as at 30 June 2020 and must be submitted by 31 July 2020.
• Ensure that service records are up to date for all your eligible workers.
• Read through this Step by Step Guide to assist you in completing your Employer Return online.

GO TO THE EMPLOYER PORTAL

• Go to our Online Services at www.longservice.nsw.gov.au/online-portal
• Under Building & Construction Industry select Employer Login, taking you to the Employer Portal.

LOGIN

• Login using your employer number and password to access your employer record. Your employer number can be found on the top right of correspondence you receive from the Long Service Corporation.
• Select Login to proceed.

Forgot/Create Password

• If you have forgotten your password or do not have a password, enter your employer number under Forgot/Create Password and select Send Password Reset Email.
• An email will be sent to you with a link to reset your password.
• Remember to check your SPAM folder if the email is not in your inbox. Once submitted you will be directed back to the Employer Portal.
• If no email is recorded, you will be directed to contact our Helpline to record one. An email is required to access online services.
CHECK DETAILS

Employer Information

- This is where you can check and update your contact details, ABN or business name, advise us if your business is no longer trading or employing workers in the industry.
- Ensure your business information is correct and updated before proceeding.

EMPLOYER RETURN

- To complete your Employer Return, select the Go to Employer Return button located on the top right of the page.

SAVE YOUR CHANGES

- To save your updated information, scroll down the Employer Information page and select the Submit button.

TIPS

- If a worker you employed during the 2019-2020 year is not showing on your return, you must complete a Start Notice. Go to Workers in the top menu and select Start New Worker.
- If you have employed a worker before, select Restart Previous Worker.
- For workers who finished after 30 June, remember to end their employment after submitting your return. Go to Workers in the top menu, select Current Workers, and under Actions select End Employment.
- You do not have to submit all workers at the same time. You can submit part of your return and come back later to finish it.
- If you have multiple pages of workers, you can only submit one page at a time.
- Whether the workers status is full time, part time or casual, please record if they were working days equivalent to full time (5 days per week) or part time (less than 5 days per week)
- For part time workers, enter the number of days worked during the 2019-2020 year in the Days Worked field using whole numbers (no decimals).
- If you need any assistance, please contact our Helpline on 13 14 41.
UPDATE WORKER SERVICE

Your Outstanding list shows workers that need to have service confirmed for the 2019-2020 year. Ensure that the Main Work Performed reflects the type of work that each of the workers do.

PERIOD START DATE

• Ensure that the Period Start date is correct for each worker. This date will not always reflect the date they started working for you. If you have recorded/confirmed service for a worker previously, it will show their start date from when you need to record ongoing service from.

• If there is an error in either the date or the worker’s name, or if the worker appears twice, continue to submit the return and contact our Helpline on 13 14 41.

FULL TIME OR PART TIME

• Indicate if the worker was Full Time or Part Time.

• For part time workers, enter the number of days worked during the 2019-2020 year in the Days Worked field using whole numbers (no decimals).

PERIOD END DATE

• If a worker is either no longer working for you or they are no longer performing eligible work, you will need to enter the date they finished in the Period End date field.

CONFIRM EACH WORKER

• When you have completed the details for each worker, you must tick the Ready to Submit box at the end of each line.

• You may need to tab or scroll across to the right of the page to view this box.

SUBMIT YOUR RETURN

• Scroll to the bottom of the page and select Submit.