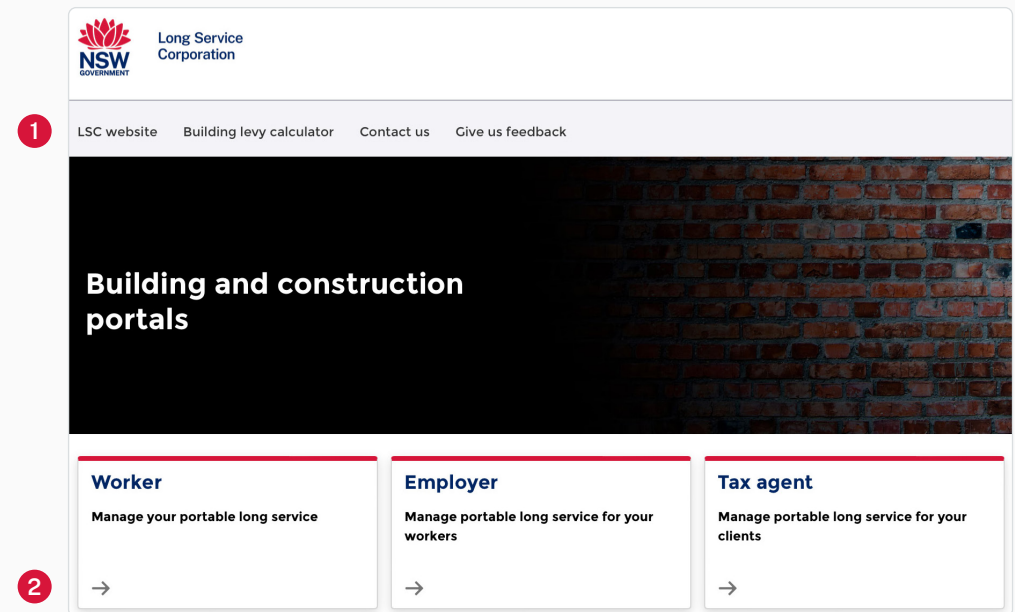


Building and Construction Industry UNABLE TO WORK REQUEST – WORKER GUIDE

How to create a request advising you were unable to work

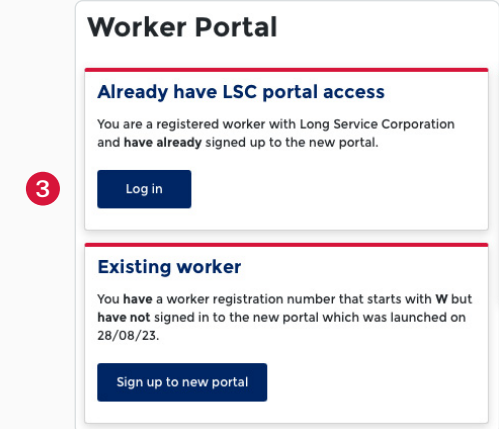
Log in to the worker portal

1. Go to the [Building and Construction portal](#)
2. On the Worker tile, select the grey arrow.



Option 1 – Have previously logged in to the portal

3. On the Already have LSC portal access tile, select the Log in button.



Worker Portal

Already have LSC portal access

You are a registered worker with Long Service Corporation and have already signed up to the new portal.

Log in

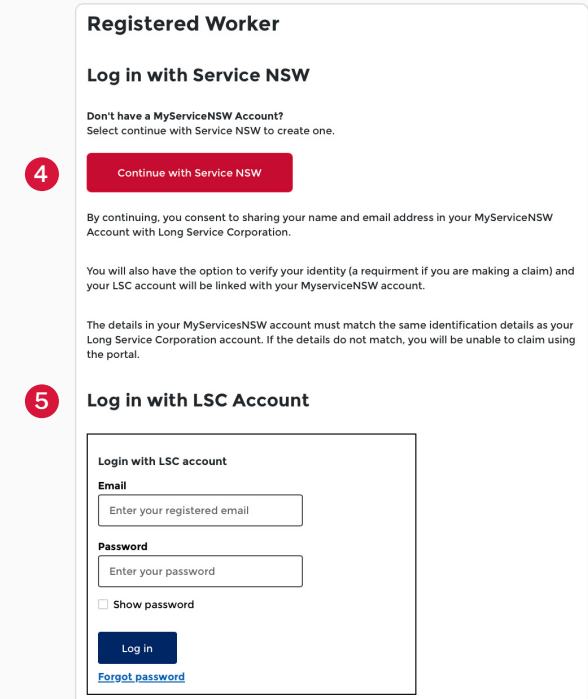
Existing worker

You have a worker registration number that starts with W but have not signed in to the new portal which was launched on 28/08/23.

Sign up to new portal

Log in

4. Select the Continue with Service NSW button,
or
5. Enter your LSC account email and password, then select the Log in button.



Registered Worker

Log in with Service NSW

Don't have a MyServiceNSW Account?
Select continue with Service NSW to create one.

Continue with Service NSW

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Long Service Corporation.

You will also have the option to verify your identity (a requirement if you are making a claim) and your LSC account will be linked with your MyserviceNSW account.

The details in your MyServicesNSW account must match the same identification details as your Long Service Corporation account. If the details do not match, you will be unable to claim using the portal.

Log in with LSC Account

Login with LSC account

Email

Enter your registered email

Password

Enter your password

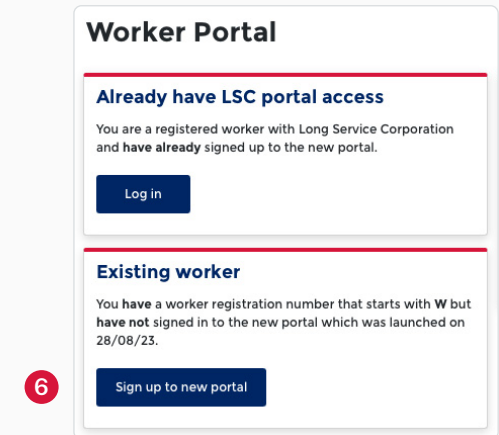
☐ Show password

Log in

[Forgot password](#)

Option 2 – Have not previously logged in to the portal

6. On the Existing worker tile, select the Sign up to new portal button.



Worker Portal

Already have LSC portal access

You are a registered worker with Long Service Corporation and **have already** signed up to the new portal.

Log in

Existing worker

You **have** a worker registration number that starts with **W** but **have not** signed in to the new portal which was launched on 28/08/23.

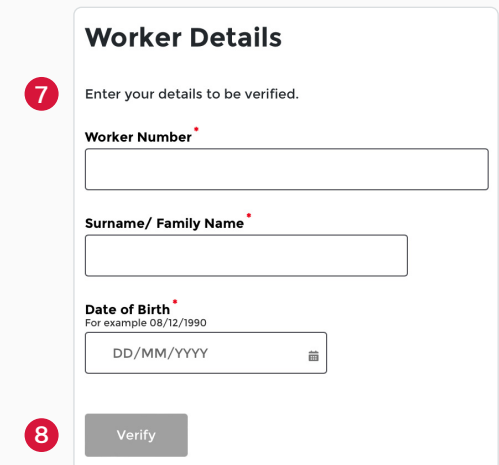
Sign up to new portal

Verify your details

7. Enter your worker number, surname and date of birth

8. Select the Verify button.

Note: You'll receive an email to complete your new portal access. Once your details are verified you'll need to log in to the portal.



Worker Details

Enter your details to be verified.

Worker Number*

Surname/ Family Name*

Date of Birth*

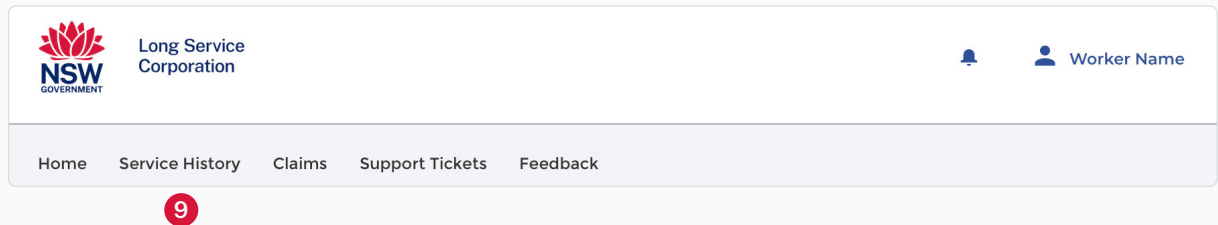
For example 08/12/1990

DD/MM/YYYY

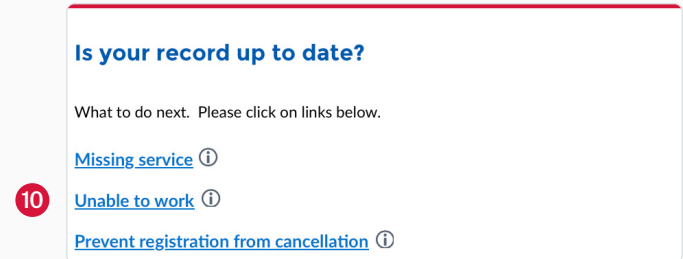
Verify

Unable to work request

9. Select the **Service History** tab.



10. Under the **Is your record up to date** section, select the **Unable to work** link.



Note: The following steps are for an illness or injury request and is an **example only**

Verify reason

11. Select whether you were **ill or injured**, or performing **unpaid work or training**
12. Select the **Next** button to continue.

11

Unable to work in the NSW building and construction industry

Why have you been unable to work? *

☒

I have been ill or injured

☐

I have been doing unpaid work or training

12

Next

13. Select the relevant option that applies to you
14. Select the **Next** button to continue.

13

You have been ill or injured

Select which applies to you *

☒

I have suffered an illness or injury and could not work

☐

I worked on and off due to an illness or injury

☐

I was doing light duties as a result of an illness or injury

14

Next

Note: Screens displayed will depend on the option selected in these steps.

Step 1 – Review information

15. Read the information on what is required to submit the request
16. Select the **Next** button to continue.

Step 1 of 4

Unable to work due to illness or injury



1. To qualify for other service credits for illness and injury you must have:

- Not done any paid work of any kind since you last worked in the NSW building and construction industry
- A medical practitioner can certify you are/were unable to do building and construction work

2. Before commencing the application process please ensure you have one of the following available to upload:

- The declaration in the below link completed and signed by your medical practitioner, or
- A medical certificate showing the exact dates you were unfit for work, or
- A letter from your workers compensation insurer showing the exact dates you were unfit to work

[Declaration](#)

How to complete the declaration

- Download the declaration using the link above.
- Provide a copy to your medical practitioner to complete and sign.
- The declaration can either be printed and filled in by pen or completed using PDF software such as Adobe Acrobat Reader and signed with an e-signature.
- When the declaration is completed and signed, you'll need to click 'Upload File', choose the file location and select the file to upload it to the Supporting documents section at the end of this application.
- Printed declarations – scan or take a photo of the completed form, save on your device
- Emailed declarations – save the completed form on your device

Did you know

- Other service credits for periods you were unable to work due to illness/injury, can be added to your record for the remainder of the financial year in which your contract of employment ended, and up to an additional 3 financial years after
- Employees on workers compensation will continue to have service recorded by their employer

Next

Step 2 – Illness or injury details

17. Provide details of the illness or injury

18. Select the **Next** button to continue.

Step 2 of 4

17 You suffered an illness or injury and could not work

Date I stopped working due to illness or injury *

Date I started work again (if applicable)

Did your period of injury / work related illness occur more than 2 years ago? *

☐ Yes

☐ No

I last worked as (work description) *

The injury or illness occurred while *

☐ I was working in the building and construction industry

☐ I was unemployed or doing unpaid work

☐ I was working outside of the building and construction industry

Workers compensation *

☐ I was not on workers compensation

☐ My employer started paying workers compensation to me

☐ The insurance company started paying workers compensation directly to me

18 **Next**

Step 3 – Submission of documents

19. Select the type of document you're uploading to support this request
20. Select the **Upload Files** button or **drag and drop** your files
21. Verify you've read and understood the declaration by checking the box
22. Select the **Next** button to submit.

Step 3 of 4

Submission

19 Please upload one of the following documents: *

☐ The completed / signed Medical Practitioners Declaration

☐ A copy of a medical certificate showing the exact dates you were unfit to work

☐ A copy of a letter from your workers compensation insurer, showing the exact dates you were unfit to work

Supporting documents *

20 Or drop files

Declaration by applicant

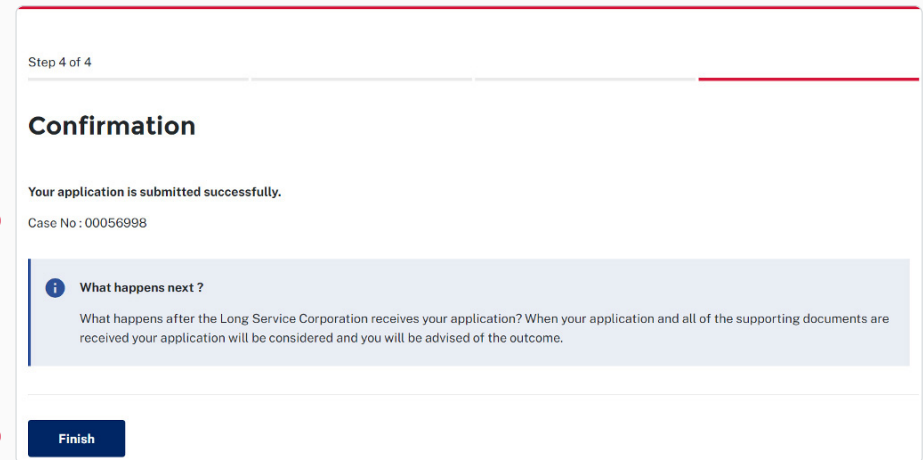
I declare the information I have given in this application is true and correct. By completing this form, I declare I did not do paid work of any kind since I last worked in the building and construction industry. I make this declaration with the knowledge a false or misleading statement may result in a penalty of up to \$5,500 under the provisions of Section 58A of the Building and Construction Industry Long Service Payments Act 1986 (as amended).

21 ☐ I agree *

22

Step 4 – Confirmation

- 23. After the request is successfully submitted, you'll receive confirmation and a **Case No.** as a reference
- 24. Select the **Finish** button.



Step 4 of 4

Confirmation

Your application is submitted successfully.

Case No : 00056998

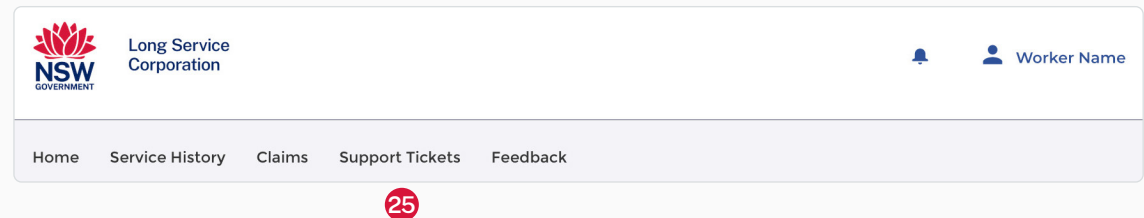
What happens next ?

What happens after the Long Service Corporation receives your application? When your application and all of the supporting documents are received your application will be considered and you will be advised of the outcome.

Finish

Need support

- 25. Raise a **Support Ticket** on the portal or call Service NSW on 13 14 41.



NSW GOVERNMENT Long Service Corporation

Worker Name

Home Service History Claims Support Tickets Feedback