

## LEVY PORTAL AND CREATING AN ACCOUNT

### DO I NEED TO HAVE A LONG SERVICE CORPORATION (LSC) ACCOUNT TO PAY MY LEVY?

**Yes.** You need to have an account to pay your Long Service Levy. If you are a company or organisation you will need to create an LSC account.

As an individual (including a sole trader or owner builder) you can pay the Levy using your MyServiceNSW account login, or create an LSC account as an **Individual**. Refer to the **Levy Portal Guide - Registration**.

### DO I NEED AN ABN TO CREATE AN LSC ACCOUNT?

**Yes.** If you are a company or organisation you need an ABN to create your LSC account.

As an **Individual** (including a sole trader or owner builder) you do not need an ABN and can login using your MyServiceNSW account details or create an LSC account.

### DO I NEED TO CREATE A SEPARATE LSC ACCOUNT FOR EACH ABN/BUSINESS I MANAGE LEVY PAYMENTS FOR?

**No.** You only need to have ONE LSC account and you can add more ABNs/businesses linked to the one LSC account.

### WHAT INFORMATION DO I NEED TO SET UP AN LSC ACCOUNT?

You only need to provide basic information. There are customer guides to help you register and set up your account.

If you are creating an account as a company or organisation you need to add in your ABN, email, business address and contact number. You also need to nominate a person to be the **Administrator** and add in their contact details and business email address. You can add more people as **Users** to the account once you have set it up.

For an **Individual** you can login using your MyServiceNSW account login or create an LSC account. As an individual you do not need an ABN to create an account or pay a levy.

### CAN I ONLY PAY A LEVY USING THE NEW LEVY PORTAL OR ARE THERE MORE FUNCTIONS I CAN USE?

The levy portal will make it easy for you to manage all your payments and transactions in one place. You can pay a levy, top-up, apply for a refund, instalment plan, print a receipt and raise a support ticket.

### WHAT PAYMENT OPTIONS ARE AVAILABLE WHEN I PAY THE LEVY ONLINE?

There are a number of payment options, Mastercard or Visa, PayPal, Bpay, PayID. EFT is available by arrangement.

## PAYING A LEVY AND FUNCTIONS

### I'M AN OWNER BUILDER, CAN I REQUEST AN EXEMPTION ONLINE USING THE LEVY PORTAL?

**Yes.** You can apply for a partial levy exemption online using the levy portal. Refer to the **Levy Portal Guide - Pay a Levy Owner Builder/Exemption**.

### IS THERE A LIMIT TO THE NUMBER OF PEOPLE I CAN ADD AS USERS TO THE ACCOUNT?

**No.** There is no limit to the number of people you can add as users to an account. Refer to the **Levy Portal Guide - Add ABN or User**.

### HOW DO I ADD A USER OR BUSINESS ABN TO THE ACCOUNT?

It is easy to add more users to your account and to link additional business ABNs. Refer to the **Levy Portal Guide - Add ABN or User**.



#### INTERPRETER SERVICES

If you need an interpreter, call **TIS National** on **13 14 50** and ask them to call **Long Service Corporation** on **13 14 41** or for more information visit: [www.tisnational.gov.au](http://www.tisnational.gov.au)



## LEVY PORTAL - FAQ

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### WILL I GET MY RECEIPT IMMEDIATELY TO TAKE TO THE COUNCIL AND RECEIVE THE BA/CC?

**Yes.** Your receipt will be available to print immediately after payment. It will be attached to your paid levy. Refer to the **Levy Portal Guide - Support, Refunds, Top-ups, Receipts**.

### CAN I STILL PAY AT A COUNCIL?

**Yes.** You can still pay your levy at any participating councils.

### I CAN'T FIND MY LOCAL GOVERNMENT/AUTHORITY WHEN ENTERING MY DEVELOPMENT DETAILS, FOR EXAMPLE THE PUBLIC WORKS ADVISORY. WHAT DO I SELECT?

In some cases your Local Government or Authority may be included in another ABN, for example the Public Works Advisory is part of the Department of Regional NSW (ABN 19 948 325 463). In this case you would select the Department of Regional NSW, which also includes Coal Innovation Fund, Department of Primary Industries, Marine Parks Authority, Murrumbidgee Rural Studies Centre and Tocal College.

You can find the ABN for your Business name online at the **ABN Lookup (business.gov.au)**.

## PASSWORD, SUPPORT AND OTHER QUESTIONS

### I GOT AN ERROR MESSAGE WHEN I TRIED TO CREATE AN ACCOUNT USING OUR ABN. WHY?

You will receive an error message if someone else has already created an account using the same ABN. The error message will tell you who has set up the account within your business. Contact them and ask to be added as a User. Refer to the **Levy Portal Guide - Add ABN or User**.

### ARE THE LOGIN CREDENTIALS SHARED OR DOES EACH USER HAVE THEIR OWN LOGIN AND PASSWORD?

Each person you add to your account will have their own login credentials. When you add a new user they will receive an email asking them to verify their email and set up a password.

### I FORGOT MY PASSWORD. HOW DO I RESET IT?

Select **Forgot password** on the **Levy Portal** login page and you will be emailed a link to reset your password. If you are locked out of your email account and need further support, please contact us on **13 14 41**.

### I CANNOT FIND WHAT I NEED, HOW TO I GET SUPPORT?

You can create a support request online by logging in to your account, or call LSC customer support on **13 14 41**.