



WHEN CAN I CLAIM A LONG SERVICE PAYMENT

You can claim a long service payment after ten years if you are still working in the industry, or five years if you are leaving the industry. If you are over 55 years of age and retiring, or if you are medically unfit to return to the industry, you can make a claim with 55 days of service recorded.

WHY IS IT IMPORTANT TO CHECK THE DETAILS ON MY STATEMENT

Your ability to make a claim for long service depends on the number of days on your record – so any missing work periods will impact your access to these entitlements.

HOW MANY DAYS GIVE ME A YEAR OF SERVICE

220 days equals 1 year of service. 220 days is considered to be the number of days worked in a year after we subtract weekends and holidays. If you work more than 220 days you still only get 1 year.

WHAT DO I DO IF I AM A DIRECTOR OF A PTY LTD COMPANY

If you are a director of a Pty Ltd company you are responsible for advising us about your work. The company has to register with the Corporation as an employer. Each year the company has to lodge a return for you and any other employees who carry out building and construction work. You can register as an employer using our Online Service facility at www.longservice.nsw.gov.au/online-portal

WHAT DOES IT MEAN IF 'LATE' IS WRITTEN NEXT TO AN ENTRY ON MY STATEMENT

This means your employer notified the Corporation of your work dates later than required. As you did not let us know about the missing service, the days can only be added to your record if you are able to provide acceptable reasons why you did not tell us earlier.

DID YOU GET MORE THAN ONE ANNUAL STATEMENT

It means that you are registered with the Corporation more than once. You only need one registration. If you do have more than one registration number you should complete a Record Update form where your registrations will be merged into one single record at www.longservice.nsw.gov.au/bci/workers/record-update-form

WHAT DO I DO IF I HAVE BEEN WORKING INTERSTATE DURING THE LAST FINANCIAL YEAR

All states and territories in Australia have portable long service schemes for the building and construction industry. If you have worked interstate in the last financial year you should complete a Record Update form where you should submit your interstate details at www.longservice.nsw.gov.au/bci/workers/record-update-form

CAN MY REGISTRATION BE CANCELLED

Yes. If you do not record work in the industry for 4 consecutive years, the Corporation is required to cancel your registration. This means that you could lose your entitlements. If you haven't recorded service for a number of years, it's time to get your record up to date.

TO VIEW YOUR ANNUAL STATEMENT ONLINE

- Go to our **Online Services** at www.longservice.nsw.gov.au/online-portal
- Under the heading **Building and Construction Industry**, select **Worker Login**
- **Login** using your worker registration number and password
- Select **Annual Statement** to view and download your statement.

If you have not registered for online access to the portal:

- On the **Worker Portal** login page select **Register**
- Enter your worker number, surname, date of birth, email, create your password and select **Register**
- A verification email will be sent to confirm your registration.



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

