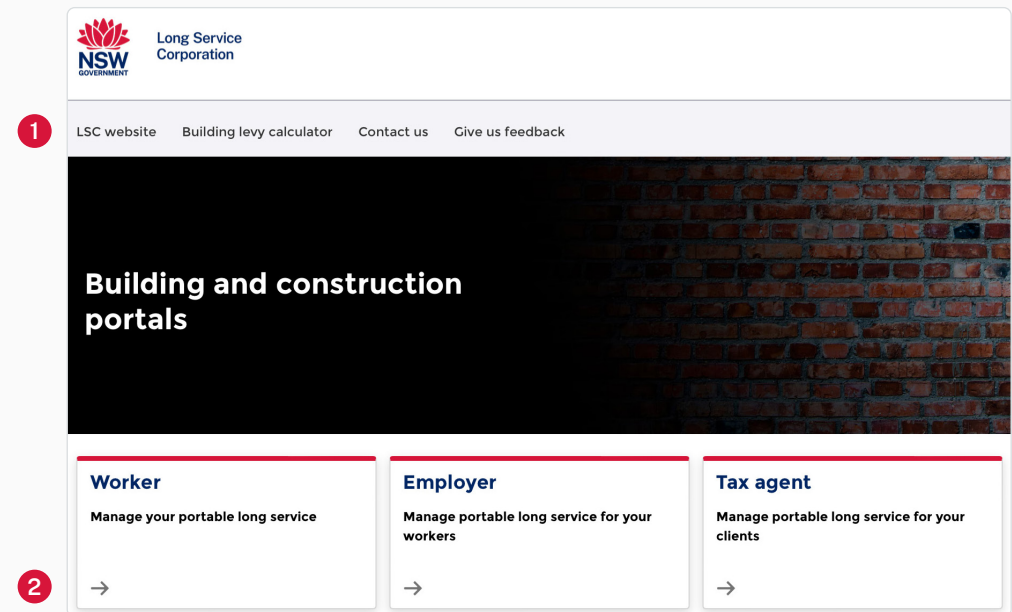


## Building and Construction Industry MISSING SERVICE REQUEST – WORKER GUIDE

### How to create a missing service request

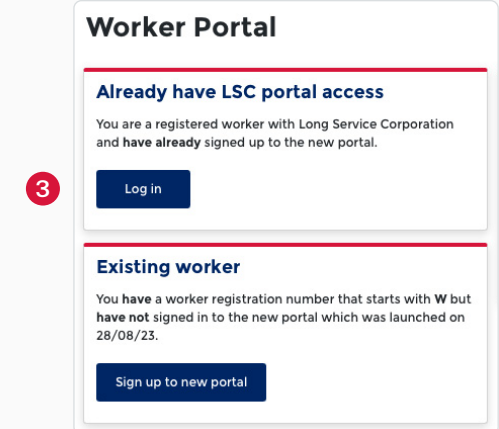
#### Log in to the worker portal

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**

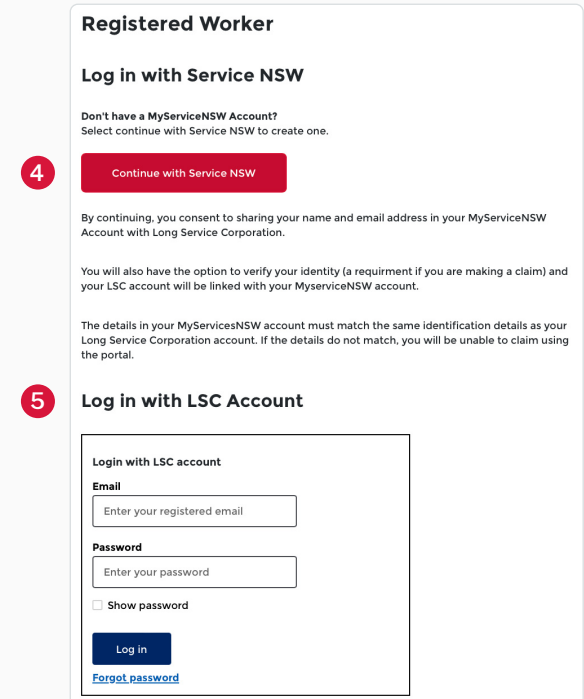
**Existing worker**

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 MyServiceNSW 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

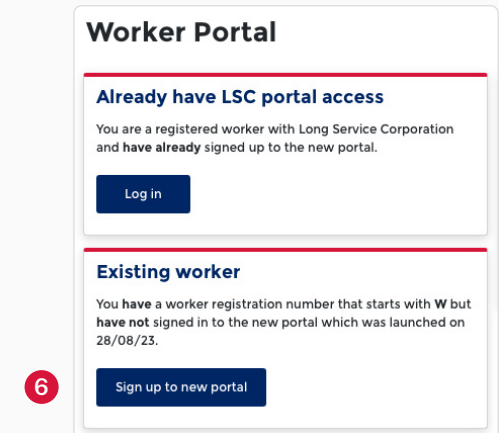
☐ Show password

**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.

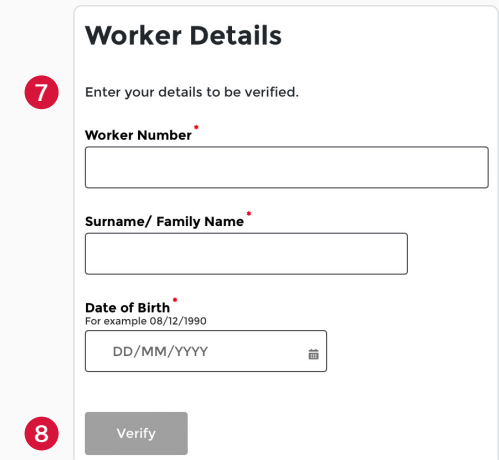
Sign up to new portal

## 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**\*

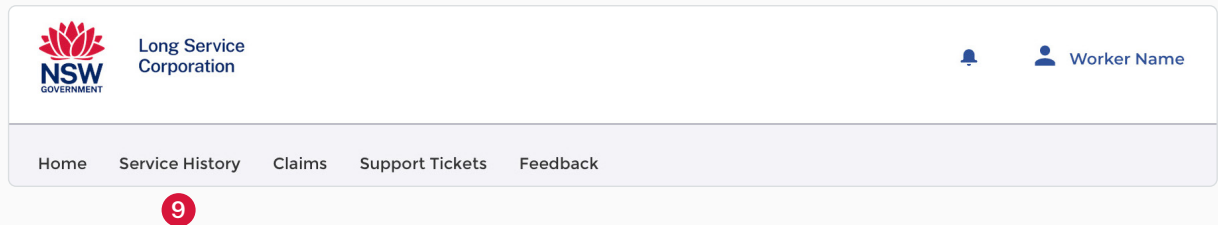
**Date of Birth**\*

For example 08/12/1990

Verify

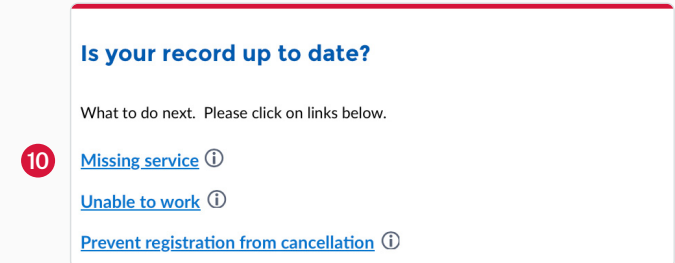
## Missing service

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



The screenshot shows the Long Service Corporation website. At the top left is the NSW Government logo. To its right is the text 'Long Service Corporation'. On the far right of the header is a bell icon and a user profile icon labeled 'Worker Name'. Below the header is a navigation bar with five tabs: 'Home', 'Service History', 'Claims', 'Support Tickets', and 'Feedback'. The 'Service History' tab is highlighted with a red circle and the number '9' below it.

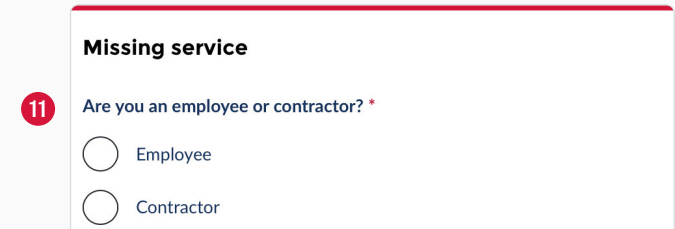
10. Under the **Is your record up to date** section, select the **Missing service** link.



The screenshot shows a section titled 'Is your record up to date?'. Below the title is the text 'What to do next. Please click on links below.' To the left of this section is a red circle with the number '10'. Inside the section, there are three links: 'Missing service' (with an information icon), 'Unable to work' (with an information icon), and 'Prevent registration from cancellation' (with an information icon). The 'Missing service' link is highlighted with a red underline.

## Verify employment type

11. Select whether you're an **Employee** (worker) or a **Contractor** (self-employed worker).



The screenshot shows a section titled 'Missing service'. Below the title is the question 'Are you an employee or contractor? \*'. To the left of this section is a red circle with the number '11'. Below the question are two radio button options: 'Employee' and 'Contractor'.

## Option 1 – Contractor

12. If you're a **Contractor**, your tax agent will need to lodge a self-employed worker certificate of service
13. Select the **Next** button to return to the **Service History** page.

**Missing service**

Are you an employee or contractor? \*

12 ☐ Employee

☒ Contractor

If you are unsure if you are an employee or a contractor, there is information available at the [ATO](#) and [Fair Work](#)

**i**

- If you're a contractor (ie. sole trader, subcontractor, self-employed) performing eligible building and construction work in NSW, you must have your registered tax agent lodge a Self Employed Worker Certificate of Service for each financial year. For periods of work more than two financial years ago, you will also need to provide the special circumstances that prevented you from having the certificates lodged earlier.
- As a contractor if you are engaged solely to directly supervise building and construction work and you do not personally do any eligible work yourself, you are not eligible to have the assessable income and prescribed costs for this work. You can have supervisory responsibilities but you must also be on the tools for the work to be considered eligible and the income included on lodgements by your tax agent.
- If the work was performed in another state or territory other than NSW, you will need to contact the relevant State scheme. See [AusLeave](#).

13 **Next**

## Option 2 – Employee

14. If you are an employee, select the Employee option
15. Select the **Next** button to continue.

**Missing service**

Are you an employee or contractor? \*

14 ☒ Employee

☐ Contractor

If you are unsure if you are an employee or a contractor, there is information available at the [ATO](#) and [Fair Work](#)

15 **Next**

## Step 1 – Review information

16. Read the information onscreen to assist in reporting your missing service.

16

### Information

Step 1 of 5

Your employment must be in the NSW building industry. If the missing work was performed in another state or territory other than NSW, you need to contact the relevant State scheme. For further information go to [Ausleave](#).

You have contacted the employer/s who overlooked recording your service and they are unable or refusing to lodge the service.

Work done on **Commonwealth Land** cannot be recorded with the scheme. For further information go to [work on Commonwealth places](#).

#### What proof of employment you need to complete the application

You must include at least ONE document from the Primary Evidence list, and if the primary evidence document does not show ALL the following information, then further primary and/or secondary evidence documents will be required.

Proof of employment documentation MUST show evidence of the following:

1. **Work performed during the period requested** - Description of the type of work you performed
2. **Cover the full period requested** - Start and End date
3. **The employer details** - Employer name and ABN
4. **The worker details** - Your full name

The only acceptable proof of employment for a **working director and family members** is individual tax returns from the Australian Taxation Office.

#### Example of suitable evidence

*A worker whose tax return doesn't clearly indicate the work performed, would need to supply other documentation from the suitable evidence list which includes the type of work they did over the entire period.*

17. Review the Primary and Secondary Evidence list for the documentation required to support this request

18. Select the Next button to continue.

17

PRIMARY EVIDENCE Must include at least <b>ONE</b> from this list.	SECONDARY EVIDENCE Include any from this list to ensure <b>ALL</b> the required documentation is provided.
<b>Individual Tax returns</b> The individual income tax return will usually show all four requirements needed to support the request. <b>Note:</b> Notice of Assessments and company returns are <b>NOT</b> acceptable.	<b>Income statement from myGov</b>
<b>Letter of offer of employment</b> (further evidence is required to show the end date) <b>or service reference by the employer concerned</b>	<b>Centrelink employment separation certificate</b>
<b>Apprenticeship papers</b> This only supports the period of the apprenticeship. Must show start and end date ( <i>expected end date</i> <b>not</b> acceptable). TAFE Certificates or Transcripts are <b>not</b> acceptable.	<b>Workers compensation documents</b> Can be used if employer failed to lodge this with the Corporation.
<b>Payslips</b> First and last pay slip of each financial year for the requested period.	<b>Bank statements with entries of pay</b> Must show employer name on each entry.
<b>Contract of employment</b> Worker must provide secondary proof of the contract being fulfilled to cover the requirements of being engaged in the work, such as bank statements. Worker will also need to provide evidence if/when contract was ended.	<b>Statutory Declarations</b> Statutory Declarations made under the Oaths Act 1900 may be used as secondary evidence only.

**Note:** Please cross out your **tax file number** when providing proof of employment.

18

Next

## Step 2 – Employment details

19. Provide details of your employment

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

Step 2 of 5

### 19 Employment details

I worked as an \*

☐ I worked as an employee of my own Pty Ltd Company or I am a relative of the owner / Director

☐ I worked as an Employee

If you are unsure if you are an Employee or a contractor, there is information available on the [ATO](#) and [Fair Work](#)

Provide a detailed description of the work you did \*

State or Territory where you worked \*

☐ NSW

☐ VIC

☐ QLD

☐ SA

☐ WA

☐ NT

☐ TAS

☐ ACT

Note-If the missing work you performed is in another state or territory other than NSW, you will need to contact the relevant Scheme  
See [Ausleave](#)

Is the period of employment missing from your record more than 2 years ago? \*

☐ Yes

☐ No

20 **Next**



## Step 3 – Employer's details

21. Provide details of your employer
22. Select the **Validate ABN** and retrieve business name button at the end of the page
23. Select the **Next** button to continue.

Step 3 of 5

### 21 Employer's details

If you are missing service with more than one employer, click 'Add another'

[Add another](#)

Employer

Employer ABN \*

☐ ABN unknown

Employer/Business/Company name \*

Please press the 'Validate ABN and Retrieve' Button located bottom of the page.

Employer contact name \*

Employer contact phone \*

22 [Validate ABN and retrieve business name](#)

23 [Next](#)

24. When the ABN has been validated, a green box will appear under the **Employer ABN** field.

Employer ABN \*

24 ☒ Valid ABN

## Step 4 – Submission of documents

25. Review the submission information
26. Select the **Upload Files** button or drag and drop the supporting document files
27. After the files have uploaded, check the **I have attached suitable proof of employment** box
28. Verify you've read and understood the declaration by checking the box
29. Select the **Submit** button.

25

Step 4 of 5

### Submission

You must include at least **ONE** document from the **Primary Evidence** list, and if the primary evidence document does not show **ALL** the following information, then further primary and/or secondary evidence documents will be required.

Proof of employment documentation MUST show evidence of the following:

1. **Work performed during the period requested** - Description of the type of work you performed
2. **Cover the full period requested** - Start and End date
3. **The employer details** - Employer name and ABN
4. **The worker details** - Your full name

The only acceptable proof of employment for a **working director and family members** is individual tax returns from the Australian Taxation Office.

#### Example of suitable evidence

A worker whose tax return doesn't clearly indicate the work performed, would need to supply other documentation from the suitable evidence list which includes the type of work they did over the entire period.

PRIMARY EVIDENCE Must include at least <b>ONE</b> from this list.	SECONDARY EVIDENCE Include any from this list to ensure <b>ALL</b> the required documentation is provided.
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<b>Payrolips</b> First and last pay slip of each financial year for the requested period.	<b>Bank statements with entries of pay</b> Must show employer name on each entry.
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**Note:** Please cross out your **tax file number** when providing proof of employment.

#### Supporting documents \*

26

Or drop files

27

☐ I have attached suitable proof of employment

28

#### Declaration by applicant

I declare the information I have given in this form and accompanying documents is true and correct and that all copies of supporting documents supplied are true copies. I make this declaration with the knowledge that 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.

☐ I agree \*

29

## Step 5 – Confirmation

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

Step 5 of 5

### Confirmation

Your application is submitted successfully.

Case No : 00056986


**i** 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.



**31** [Finish](#)

## Need support

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



Long Service Corporation

 Worker Name

[Home](#) [Service History](#) [Claims](#) [Support Tickets](#) [Feedback](#)

**32**