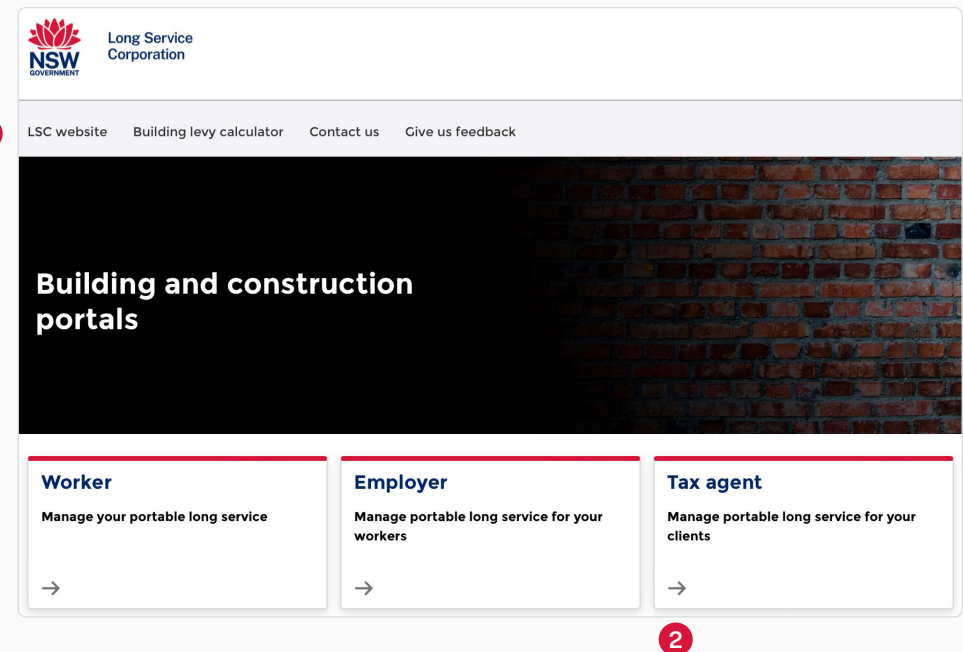


Building and Construction Industry UNABLE TO WORK REQUEST – TAX AGENT GUIDE

How to create a request on behalf of a worker advising they were unable to work

Log in to the tax agent portal

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



3. Enter the registered email address
4. Enter the password of the account
5. Select the Log in button.

Log in / Register

Log in with LSC account

Email

Password

☐ Show password[Forgot password](#)

Log in as the worker

6. Select the Linked Workers tab.



Long Service
Corporation



Tax Agent Name

[Home](#)[Business Details](#)[Linked Employers](#)[Linked Workers](#)[Support Tickets](#)[Feedback](#)

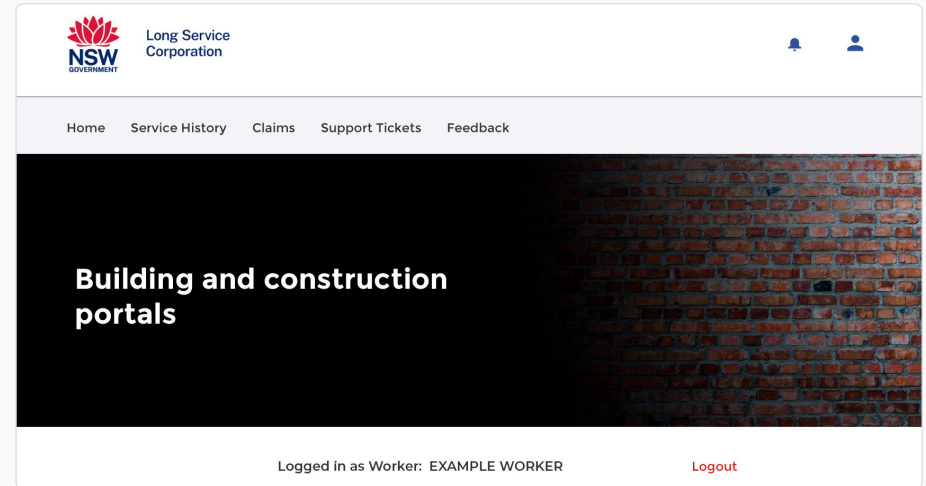
7. Select the Login button next to the relevant worker.

Linked Workers

Name	Number	Linked Date	Worker Star...	
WORKER NAME	W11132051	23/01/2024	23/01/2024	<input type="button" value="Login"/>

The page will refresh and you'll be logged in as the worker.

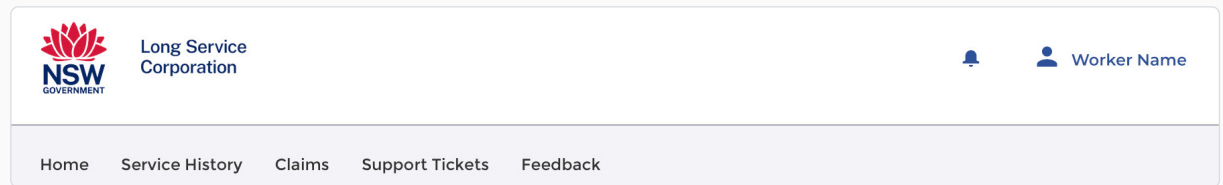
8. Select the **Logout** link when finished.



8

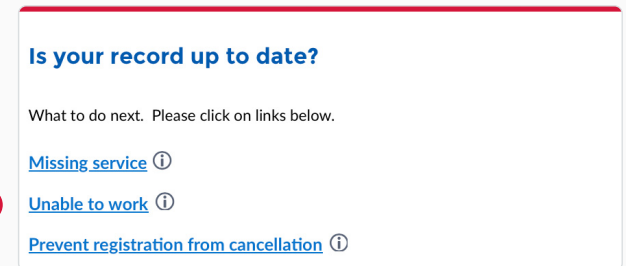
Unable to work request

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



9

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



10

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

Verify reason

11. Select whether the worker was 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 the worker
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.

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 the 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.



24 [Finish](#)

Need support

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



Long Service Corporation

  Tax Agent Name

[Home](#) [Business Details](#) [Linked Employers](#) [Linked Workers](#) [Support Tickets](#) [Feedback](#)

25