

Building and Construction Industry CLAIM LONG SERVICE – WORKER GUIDE

Information

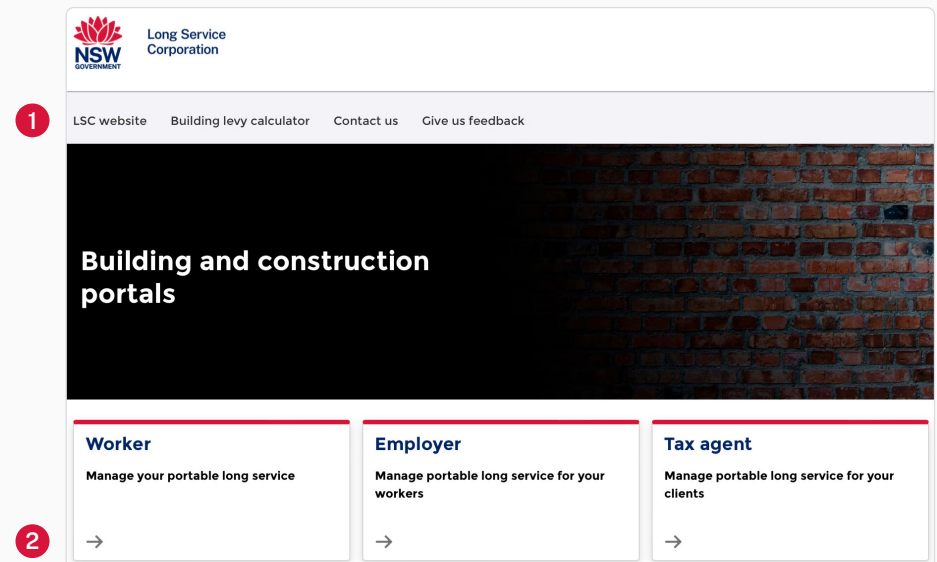
Before applying for a long service claim, ensure to check the following:

- you don't already have a claim pending
- you've linked your LSC and MyServiceNSW accounts
- you've verified your identity
- your service history is up to date (lodge missing service in the **Service History** page).

How to claim your long service

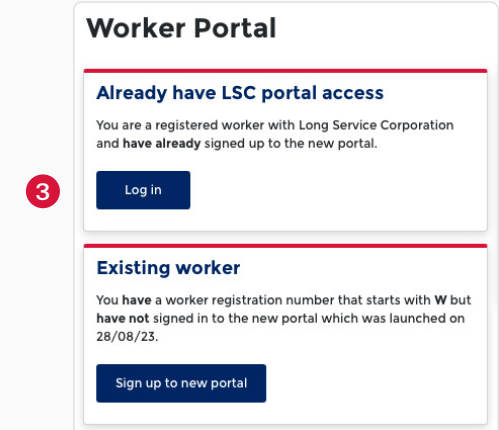
Log in to the worker portal

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

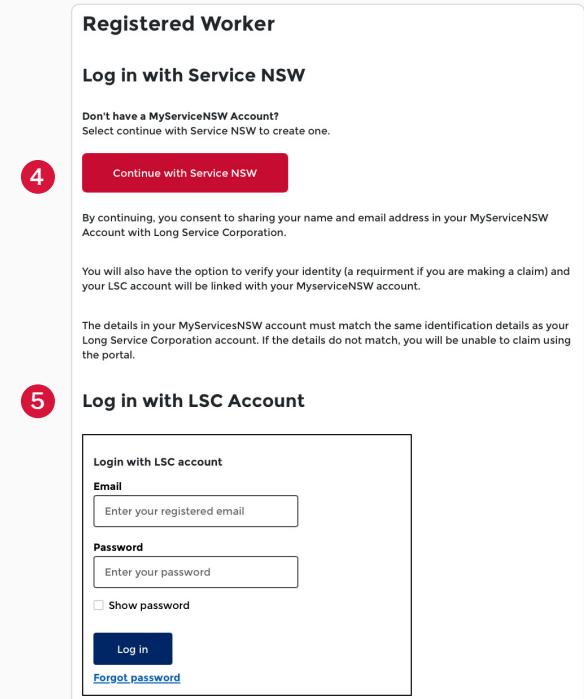
Existing worker

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

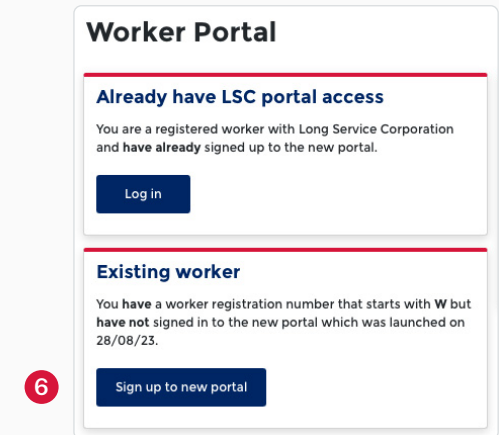
☐ Show password

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

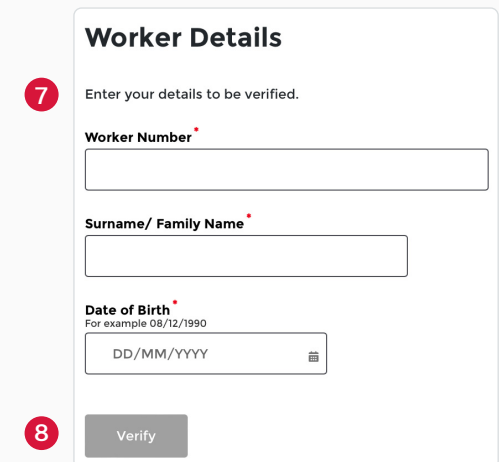
You **have** a worker registration number that starts with **W** but **have not** signed in to the new portal which was launched on 28/08/23.

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*

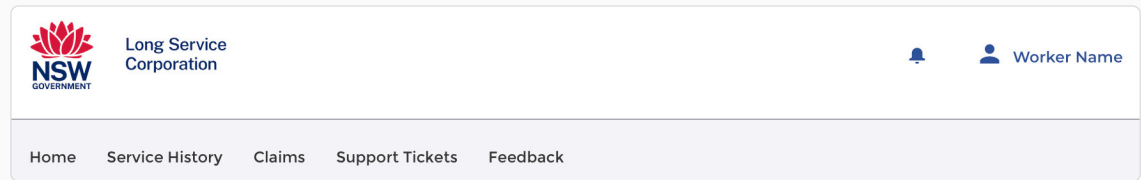
For example 08/12/1990

DD/MM/YYYY

Verify

Claim long service

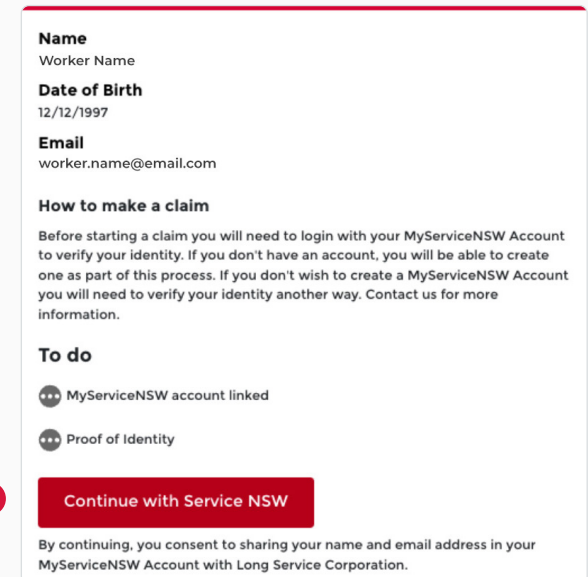
9. Select the **Claims** tab.



Link accounts and verify identity

If you haven't linked your LSC and MyServiceNSW accounts and/or verified your identity, this screen will appear.

10. Select the **Continue with Service NSW** button.



Note: For assistance, refer to the **BCI Link MyServiceNSW Account and Verify Identity – Worker Guide**.

Accounts linked and identity verified

If you've linked your LSC and MyServiceNSW accounts and/or verified your identity, this screen will appear.

11. Select the **Create Claim** button.

When can I claim?

More information

You can claim online using our portal if you have validated your proof of identity with Service NSW, and you meet the following criteria:

- You have a minimum of 10 years of service and are still working in the industry.
- You have a minimum of 5 years of service and are leaving the industry.
- You are 55 years of age or older, have retired and have at least 55 days of service recorded.
- You are medically unfit to return to the industry and have at least 55 days of service recorded.

Who can claim?

You must be the person who the account belongs to to lodge a claim. The proof of identity documents must belong to you. If the documents do not match, you will not be able to claim using the portal.

If you are unable to validate your proof of identity with Service NSW online or you need to claim on someone else's behalf, you will need to call us on 13 14 41.

Name
WORKER NAME

Create Claim

Date of Birth
11/04/1984

Email
worker.name@email.com

11

i If your proof of identity doesn't match the documentation previously provided, this screen will appear.

LSC will automatically be notified and a **case number** created for your reference.

Name
Worker Name

Create Claim

Date of Birth
29/11/1985

Email
worker.name@email.com

i **Proof of Identity not matched**

We have checked your documentation and your identity could not be matched. The following case has been created with the Long Service Corporation Support Team.

Case Number: 00057620

If you are trying to make a claim, or need more immediate assistance, please call 13 14 41 and quote the case number above.

Existing or draft claims

A new claim cannot be created until an existing claim is finalised or cancelled, or a draft claim is resumed and submitted.

Existing claim

Name
Worker Name

Date of Birth
11/04/1984

Email
worker.name@email.com

A claim already exists. A new claim cannot be created unless the existing claim is finalised or cancelled.

Draft claim

Name
Worker Name

Date of Birth
11/04/1984

Email
worker.name@email.com

Resume Claim

Review information

12. Read the information onscreen to assist you with your claim
13. Select the **Next** button.

Step 1 of 7

Before You Start

12 **Claiming the services**

- If you are eligible to make a claim, you should expect payment approximately 2 weeks after receipt of your application. The Corporation will contact you if further information is required to finalise your claim.
- PAYG Withholding (TAX) will be withheld from your claim as required by Australian Tax Laws. It is not an offence if you do not wish to provide your tax file number, however, the tax will be withheld at the maximum marginal rate.
- The estimated Gross amount shown on lodgement of your application is based on the applicable Award rate only and may be subject to change depending on your circumstances eg. paid under a Certified Agreement or your claim includes interstate service.
- If you are making a claim on the basis of permanently ceasing or retirement, you will cease to be a registered worker immediately the following payment and will have no further entitlements. If you return to the industry within 12 months of the date of your application, the Corporation will be unable to recognise this service towards a future entitlement.

For further information about claiming, including calculation of your long service entitlement, click [here](#).

What you need?

- ✓ Your Bank Details
- ✓ Your Tax File Number

13 **Next**

Complete form

14. Fill in the required details
15. Select the **Next** button.

Step 2 of 7

14 Worker Details

Worker Number *

Worker First Name *

Worker Last Name *

Date Of Birth

11/04/1984

15 **Next**

Summary

16. When the form is completed, check the **Summary** to ensure the information entered is correct.

Declaration

17. Verify you've read and understood the declaration by checking the boxes.
18. Select the **Next** button to submit your claim.

Step 6 of 7

16 Summary

Worker Details

Worker Number

W012345678

First Name

Worker First Name

Last Name

Surname

Date of Birth

11/04/1984

Claim Details

Weekly Award Rate

\$ 1,081.19

Estimated Gross Amount

\$ 515.37

Bank Details

Account Holder's Name

Worker Name

BSB

000000

Account Number

00000000

DECLARATION BY APPLICANT

Providing false or misleading information may result in prosecution and a penalty of up to \$5,500 under section 58A of the Building and Construction Industry Long Service Payments Act 1986.

☐ I hereby declare that the information I have given in this application is true and correct. Information about this application may be given to a third party to determine eligibility. *

☐ I consent to providing my personal information to Long Service Corporation and Service NSW.

Our [privacy collection notice](#) explains how your information will be handled. Where I provide personal information to The Long Service Corporation about any other individual, I am authorised to provide that information, and the individual has been or will be made aware of Long Service Corporation's identity and how to contact it.

18

Next

Confirmation

After the claim is successfully submitted, you'll receive confirmation and a **claim number** as a reference.

19. Select the **Finish** button.

19

Step 7 of 7

Claim Application Submitted


Your claim number is: CLM-00000665



We will contact you if we need more information from you.

Finish

Need support

20. 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

20