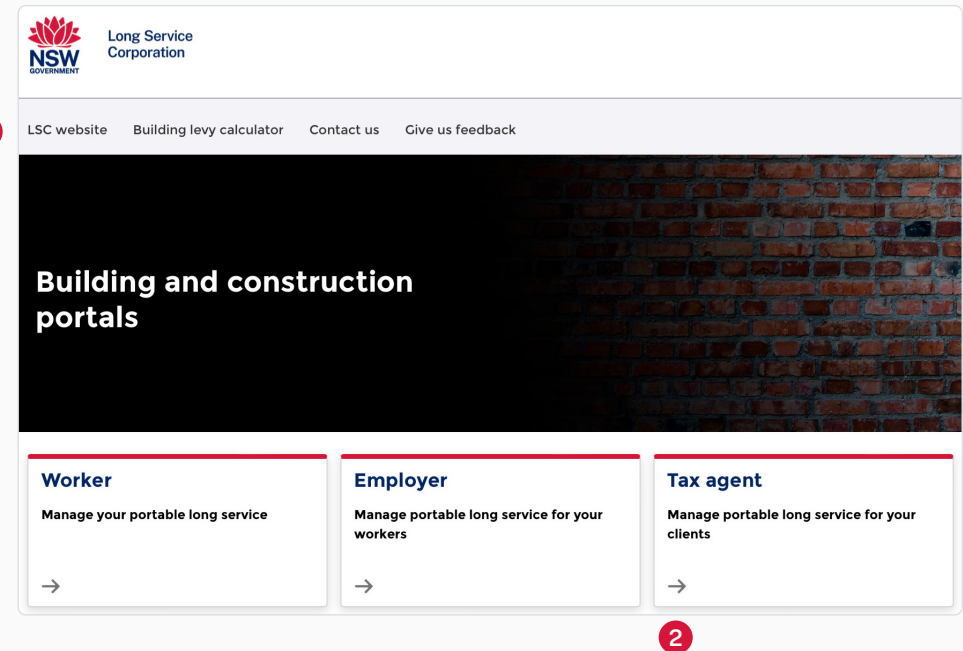


Building and Construction Industry MISSING SERVICE REQUEST – TAX AGENT GUIDE

How to create a request on behalf of a worker for missing service

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](#)

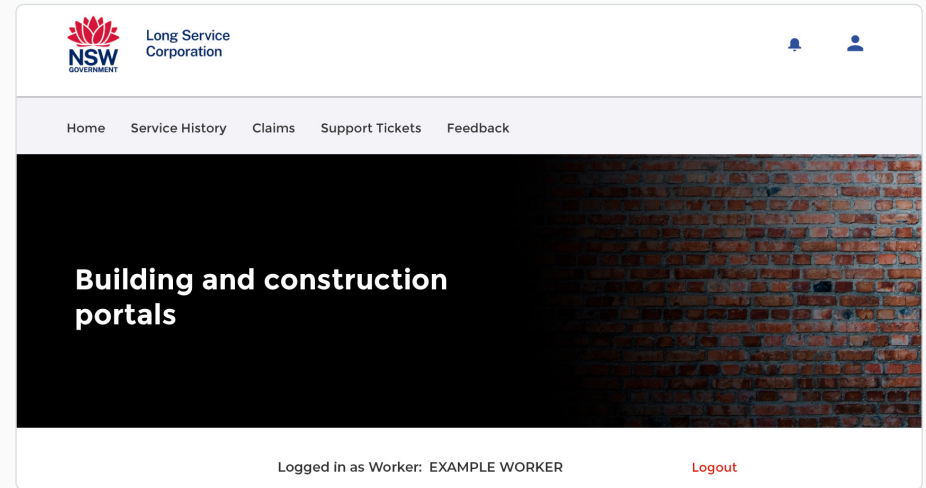
7. Select the Login button next to the relevant worker.

Linked Workers

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

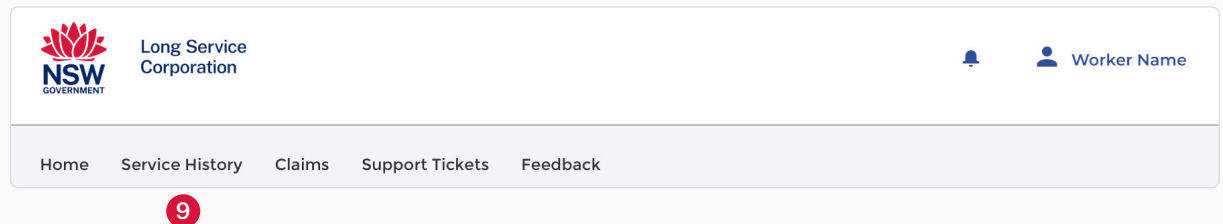
The page will refresh and you'll be logged in as the worker.

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

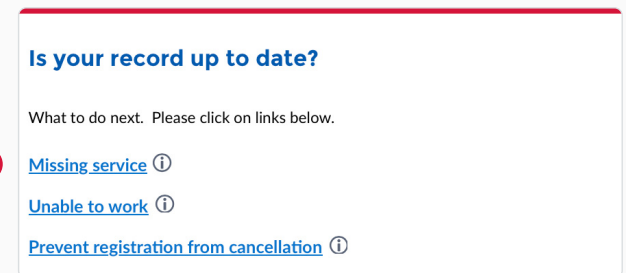


Missing service

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



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



Verify employment type

11. Select whether the worker is an **Employee** (worker) or a **Contractor** (self-employed worker).

Missing service

11. Are you an employee or contractor? *

- ☐ Employee
- ☐ Contractor

Option 1 – Contractor

12. If the worker is a **Contractor**, their 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? *

- ☐ 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. Select if the worker is an **Employee**
15. Select the **Next** button to continue.

Missing service

Are you an employee or contractor? *

- ☒ 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 the worker's 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	SECONDARY EVIDENCE
Must include at least ONE from this list.	Include any from this list to ensure ALL the required documentation is provided.
Individual Tax returns The individual income tax return will usually show all four requirements needed to support the request. Note: Notice of Assessments and company returns are NOT acceptable.	Income statement from myGov
Letter of offer of employment (further evidence is required to show the end date) or service reference by the employer concerned	Centrelink employment separation certificate
Apprenticeship papers This only supports the period of the apprenticeship. Must show start and end date (<i>expected end date</i> not acceptable). TAFE Certificates or Transcripts are not acceptable.	Workers compensation documents Can be used if employer failed to lodge this with the Corporation.
Payslips First and last pay slip of each financial year for the requested period.	Bank statements with entries of pay Must show employer name on each entry.
Contract of employment 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.	Statutory Declarations 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 the worker's 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 the worker's employer
22. Select the **Validate ABN and retrieve business name** button at the end of the page
23. Select the **Next** button to continue.

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.

24

Employer ABN *

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.

Step 4 of 5

25 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 ONE from this list.	SECONDARY EVIDENCE Include any from this list to ensure ALL the required documentation is provided.
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Note: Please cross out your **tax file number** when providing proof of employment.

26 Supporting documents *

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


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.



Finish

Need support

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



Long Service Corporation

 Tax Agent Name

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