

## Building and Construction Industry FAQ's

### Employee

▪ **I work in the building and construction industry, do I need to register?**

If you are an employee for a construction company and you are performing relevant work, then your employer is required to register you.

▪ **Am I performing relevant work?**

- Relevant work includes employees who are involved in construction, reconstruction, renovation, alteration, demolition or maintenance of buildings, roads, fences, swimming pools etc. It also includes plumbing, electrical work, gas supply, landscape construction, carpet laying and the construction or assembly of structures and fixtures (such as kitchens, air conditioning ducting, steel and metal fabrication, switchboards, windows) that are destined to become a part of a building. Apprentices, foreman, leading hands, construction and site supervisors are also included.
- Office workers, sub-contractors and working directors are not required to be registered by employers (however working directors, sole traders or individual partners in a partnership who wish to register, can do so to accumulate long service leave benefits for themselves).
- Full time, part time, casual employees and apprentices are required to be registered if they are performing relevant work.
- Visa workers must also be registered, if their visa grants them the right to work in Australia.

▪ **I am a working director/sole trader, do I need to register?**

If you are a contractor (sole trader or individual partner in a partnership) or a working director, you are not required to be registered – however you can register as a self-contributing contractor and make your own quarterly contributions if you would like to work towards accumulating a long service leave entitlement. Service can be backdated up to 1 year from the date you register as a contractor.

▪ **How do I check if I am registered?**

Once you are registered a letter is posted to the address provided by your employer advising you of your registration details. If you have not received a letter and think you should be registered please contact the Authority.

▪ **How do I check how much service I have?**

To check your service, you can login to the online employee portal (<http://www.actleave.act.gov.au/>) using your registration details (if known). If you do not know your details then you can email or call the Authority to check or update your current details, service history and entitlement.

▪ **I am missing service, what do I do?**

If you think you are missing service, please ensure you were working in the relevant industry (in ACT) and performing relevant work and you were an employee of the company. If you think you meet this criteria, you can contact the Authority to obtain a missing service claim form. You will need to provide the Authority with copies of your pay slips or group certificates for the period of service you are missing. The Authority can then investigate and follow up with your employer/s and try to obtain any missing service.

- **I forgot my password to login to the online portal, how do I get a new one?**

You can request a new password to be emailed to you on the online portal or you can contact the Authority to generate a new one.

- **I have interstate service or I am moving interstate, can I have this merged into one account?**

The building and construction scheme is portable Australia wide. Your service will remain recorded in the state you worked in until you have made a claim. When a claim is made the service is brought together and paid to from the state your most recent service is recorded in. You will need to notify each state that you are working interstate to avoid deregistration from inactivity.

- **Why have I not received any correspondence from the Authority recently?**

If your address is not up to date and we have no phone or email address recorded for you then you will not be able to receive correspondence. To update your contact details please login to the online portal or contact the Authority.

- **What if my account deregisters?**

Your account will deregister if no service is recorded for 4 years. A letter is posted to your registered address approximately 3-6 months prior to the date your account is due to deregister. The letter advises you that your account has been inactive for nearly 4 years. If you do not respond to this letter and no service is recorded then your account is deregistered. The only way a deregistered account can be reactivated is if you have interstate service recorded in the industry (construction and cleaning industry only) (less than 4 years after your ACT cease date).

- **Can I claim?**

The construction industry entitlement is 10 years. You may be eligible to claim under a different entitlement if you have left the industry, are unable to work in the industry or have retired (age 55+). Please refer to the Entitlements fact sheet which is available on our website or contact the Authority to check your eligibility.

- **How long does it take to process a claim?**

The Authority has a pay run once a week. If no further information is needed to process the claim the payment will be scheduled within 1 week of the date you are starting your leave. For lump sum claims, the payment will be processed in the next pay run available from the date your claim is received.