



SA Portable Long Service Leave Community Services

8 Apr 2026

Unregistered Service



What this sheet is about

This information sheet explains what unregistered service means under the **South Australian Portable Long Service Leave – Community Services (SAPLSL-CS)** scheme, what you can do if your work hasn't been recorded, and how to request an investigation. It is for workers who think some of their eligible service has not been registered.

What is 'unregistered service'?

Your service means the time you worked in the community services sector that should count towards your portable long service leave.

If an employer has not recorded (registered) that time with the scheme, that service is considered unregistered. This means it might not count toward your long service leave entitlement unless you act to correct it.

You can check your service history at any time by logging into your **Worker Portal**.

Key things you need to know

1. Regularly check your service records

- Log into the **Worker Portal** and review your recorded service.
- Make sure all employers you work for have registered you.
- If you find missing service, take action early.

2. Why service might be missing

Service could be unregistered because:

- Your employer has not registered you with the scheme.
- The type of work may not have been recognised as eligible when it should have been.
- Records were not updated correctly.
- The type of work is not eligible.

Before lodging a request, check with your employer whether you were eligible and should have been registered.



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3. How to request an investigation

If you believe service should have been recorded but wasn't, you can lodge a **Request to Investigate Unregistered Service**.

- Steps:**
1. Log into the **Worker Portal**.
 2. Go to the "Unregistered Service" Form under the Forms menu and start a Request to Investigate.
 3. Provide details including:
 - a. Employer name and contact details.
 - b. The type of work you performed.
 - c. Period(s) you worked.
 - d. Supporting documents (e.g. payslips, contracts, timesheets).
 5. Submit the form.

On submission of the Form, an email will be sent to the Worker Email confirming receipt of the submitted form. After submission, the scheme will confirm receipt and may contact you if more information is needed. They will then contact the employer to investigate the matter.

The screenshot shows the 'Unregistered Service Form' interface. At the top, there is a navigation bar with 'Forms', 'Invoices', 'Claims', 'Returns', and 'Correspondence' menus, and a 'Logout' button. The form title is 'Unregistered Service Form'. Below the title, there are buttons for 'Save Draft', 'Submit', and 'Cancel'. A note states 'All fields marked with an asterisk are mandatory*'. The form is divided into several sections: 'Worker Details' (First Name, Last Name, Worker ID, Date of Birth), 'Employer Details' (Are you currently employed by this Employer?, Employer Name, ABN), 'Employer Contact Details' (Contact Name, Employer's Email, Employer's Phone, Employer Address, Suburb, State, Postcode), and 'Role Information' (Description of Role, Unregistered Service Start Date, Unregistered Service End Date). At the bottom, there are 'Previous', 'Submit', and 'Next' buttons.



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4. What happens next

- The scheme aims to complete investigations within **12 weeks**.
- The timeline can vary depending on how clear and complete the information is, and how quickly your employer responds.

5. Important time limits

There are legal limits on how far back unregistered service can be investigated:

- The scheme cannot investigate service that ended before the scheme commenced or that ended **more than 7 years ago**.
- This limit is set by legislation, and the scheme has no discretion to extend it.

What you can do to help

- Keep copies of your **employment documents** (payslips, contracts, employment dates).
- Review your Worker Portal service history at least once a year.
- Ask employers to register you promptly when you start a new job.
- Discuss eligibility with potential employers during the recruitment process.

Where to find help

If you have questions or need assistance with the request form or your service history:

- Visit www.saplsl-community.org.au
- Use the **Worker Portal** guides and FAQs
- Contact the scheme support team via the contact details on the website.

