



SA Portable Long Service Leave Community Services

8 Apr 2026

Online Worker Portal Claims guide - updated



How to submit an online Long Service Leave claim in the Worker Portal

This guide explains how to submit your Long Service Leave (LSL) claim online through the Worker Portal. It will take you through each step of the process, from logging in to submitting your claim and uploading documents.

Before you start

Important note about weeks:

1 week of Long Service Leave = 7 calendar days. If you want to take 1 week off work (regardless of how many days a week you normally work), you will need to claim 7 days of leave.

Before you begin your claim, make sure you have:

- Your Worker Portal login details.
- Your tax file number, if you wish to provide it.
- Your bank account details.
- Any supporting documents you may need to upload.

Please note:

Your claim can only continue if you have worked at least 7 years, unless an Enterprise Agreement allows an earlier claim.

If you do not provide your TFN, tax may be withheld at the maximum rate of 47%.






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Step 1: Log in to the Worker Portal

Go to the Worker Portal and log in using your usual details. You may need to complete a verification step before you can continue.

Welcome to the



**SA Portable Long Service Leave
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Worker Portal

Login to the Worker Portal


Email Address

Password

Terms and Conditions
By accessing and using the SA Portable Long Service Leave (SAPLSL) Worker Portal, you agree to the following:

Use of the Portal

- You must use the Portal only to view and manage your own registration and entitlements under the SA Portable Long Service Leave Scheme.
- You are responsible for keeping your login details secure and confidential.

I'm not a robot 

[Register](#) [Reset Password](#) [Login](#)

Once logged in, you will see your available service information. Please note that pre-scheme service may not be displayed if we do not yet have all the required information. Your displayed balance reflects the portable portion of your accrual that is currently recorded.

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Welcome, [Get Started](#)

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Dashboard

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Industry Service	Total Leave Accrued	Total Leave Taken	Current Leave Balance
21 Months (1.75 Years)	0.0000 Weeks (0.00 Days)	1.1429 Weeks (8.00 Days)	0.0000 Weeks (0.00 Days)



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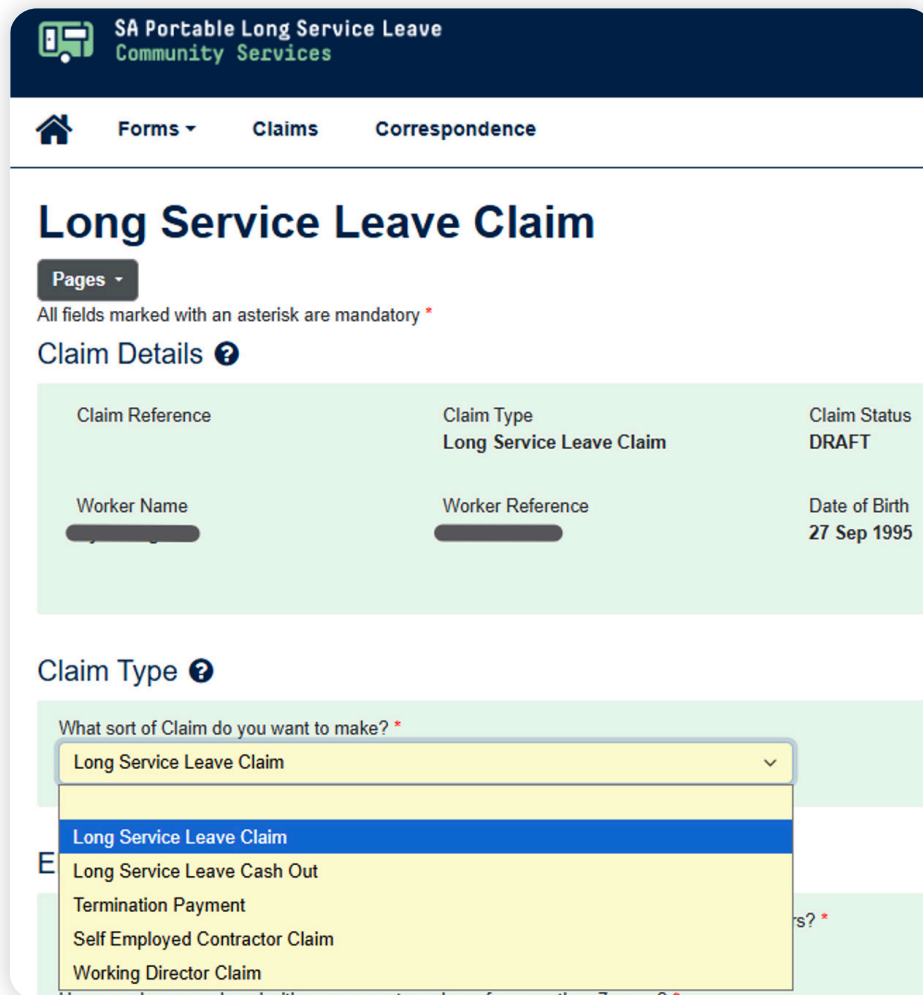
Step 2: Open the claim form

From the menu, select Forms and then choose Long Service Leave Claim. This will open the online claim form where you can begin entering your claim details.



Step 3: Choose your claim type

Select the type of claim you are submitting.



If you are not sure which option applies to you, check the available claim types carefully before moving on.



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Step 4: Answer eligibility questions

You will be asked a series of questions to confirm whether you can continue with your claim.

These may include:

- Whether you have an Enterprise Agreement that allows you to claim earlier.
- Whether you have worked for at least 7 continuous years with your current Employer.

Eligibility ?

Do you have an Enterprise Agreement that allows you to take leave prior to reaching 10 years? *

Yes No

Have you been employed with your current employer for more than 7 years? *

Yes No

You are not eligible to make a claim at this time. A worker is required to have accrued a minimum of 84 Months of service with their employer to be eligible for a claim.

Step 5: Enter your tax details

You will be asked to provide your tax details, including your TFN.

Tax Details ?

Tax File Number

950408279

I am an Australian Resident for taxation purposes *

Yes No

Providing your TFN is optional, however if you do not provide your TFN, tax will be withheld at the maximum rate of 47%.

Step 6: Check your State LSL details

Your State Long Service Leave balance will be shown in weeks.

At this stage, you may need to:

- Check your employment details.
- Confirm whether you have a salary sacrifice arrangement with your employer.

Employer Details ?

Employer Reference

E-000265

Employer Name

[REDACTED]

Do you have a salary sacrifice arrangement with your Employer? *

Yes No

Do you want the salary sacrifice amount paid to your Employer? *

Yes No

Salary Sacrifice Amount

\$100.00

State LSL Balance (Weeks)

13.9143

First Day of Leave *

1/06/2026

Last Day of Leave *

14/06/2026

Days of Leave

14

Weeks of Leave

2



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Step 7: Check your Portable LSL details

If you are using your Portable LSL balance, this section will apply after your State LSL has been used first.

You may need to:

- Confirm your Portable LSL balance.
- Make sure the last day of State LSL and the first day of Portable LSL align.
- Check your estimated weekly rate of pay.

If the estimated weekly rate looks incorrect, select No and upload supporting evidence so the team can review your claim.

Portable Long Service Leave Details ?

LSL Accrued (in Weeks) 1.3	LSL Already Taken (in Weeks) 0	LSL Remaining (in Weeks) 1.3	Estimated Rate of Pay \$1,050.00
First Day of Leave * 15/06/2026	Last Day of Leave * 21/06/2026	Days of Leave 7	Weeks of Leave 1
Does your weekly rate of pay look correct? * <input checked="" type="radio"/> Yes <input type="radio"/> No		Estimated Amount \$1,050.00	

Please note your weekly rate of pay should be similar to if you were to take a week of sick leave and does not include allowances, bonuses or overtime.

If you are not using Portable LSL, you can skip this section.

Step 8: Choose your payment frequency

Select how often you would like to receive payment. This option applies to LSL claims only and is not available for cash out or termination payment claims.

Leave Summary ?

First Day of Leave 15/06/2026	Last Day of Leave 21/06/2026
How would you like your claim paid out? *	
Single Payment	
Fortnightly Payments	
Single Payment	
Weekly Payments	



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Step 9: Enter your bank details

Provide your bank account details so payment can be made to you.

Important:

In the Account Name field, enter your name exactly as it appears on your bank account (not account types like “Super Saver”, “Cheque Account”, or nicknames).

Bank Details ?

BSB *	<input type="text"/>	<input type="text"/>	<input type="button" value="Search BSB"/>	Account Number *	<input type="text"/>	
Account Name *	<input type="text"/>				Bank Name *	<input type="text"/>

You can use the Search BSB option to help find the correct BSB if needed.

BSB Search

Criteria

BSB:

Address:

Financial Institution:

Suburb: State: Postcode:

BSB Number	Financial Institution	Address	Suburb	State	Postcode
065 - 000	Commonwealth Bank of Australia	96 King William Street	Adelaide	SA	5000

BSB Search

Criteria

BSB:

Address:

Financial Institution:

Suburb: State: Postcode:

BSB Number	Financial Institution	Address	Suburb	State	Postcode
015 - 005	Australia & New Zealand Banking Group Limited	3/420 King William St	Adelaide	SA	5000
015 - 009	Australia & New Zealand Banking Group Limited	2/13 Grenfell Street	Adelaide	SA	5000
015 - 010	Australia & New Zealand Banking Group Limited	121 King William Street	Adelaide	SA	5000



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Step 10: Submit your claim

Once you have completed all sections, select Submit.

Comments

Any other comments?

Step 11: Upload supporting documents

You will be prompted to upload any relevant documents next. Make sure you upload all required documents so your claim can be processed without delay.

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Welcome,

Forms Claims Correspondence

Long Service Leave Claim - Supporting Documents

Pages

All fields marked with an asterisk are mandatory *

Supporting Documents

Please upload any documents that support your claim.

This may include:

- Enterprise Agreement documentation (if you are claiming before 10 years of service).
- Any additional documents requested during processing.

Drag and drop one or more files here
(or onto an existing Document Category/Type to upload one or more documents against that Document Category/Type)
or click the upload button to browse for a file.

After submitting, you will be taken to the declaration page to complete your e-signature.

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Forms Claims Correspondence

Long Service Leave Claim - Declaration

Pages

All fields marked with an asterisk are mandatory *

Declaration

Declaration Signed

Date Signed



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Step 12: Processing time

Please allow up to 3 weeks for your claim to be processed from the time the Employer approves the claim in their Portal.

If any additional information is needed, our team may contact you.

Timeline / Steps:

1. Worker to discuss intent to Claim with all Employers.
2. Worker submits Claim form via Worker Portal.
3. SAPLSL reviews and send to Employer(s) for approval via Employer Portal.
4. Employer reviews and approves (3 weeks processing time commences). If Employer rejects the Claim, Worker will be notified and we suggest you discuss with your Employer.
5. SAPLSL processes claim.
6. SAPLSL makes payments based on requested frequency.

Helpful tips

- Have your documents ready before you start.
- Double-check your bank details and tax details before submitting.
- If you are unsure about any question, pause and review the information before continuing.
- If you need help, refer to the video walkthrough or contact the support team.

