



SA Portable Long Service Leave Community Services

11 Feb 2026

Step-by-Step Worker Portal Guide



This guide helps you access your Worker Portal, check your details, manage your service, and use the tools you need.

1. Before you start

You will need:

- Your email address
- A mobile phone with an authenticator app (Microsoft Authenticator or Google Authenticator)
- A computer or tablet (Optional: as the process can be done purely from a mobile phone)
- A stable internet connection

Portal link: saplsl-community.org.au/login-page

2. Device options

1. Open the Worker Portal – User Invite email
2. Click the link in the email
3. Enter your email address
4. Set your password and confirm it
5. A QR code appears on screen
6. Choose the option that suits your device:

Option 1 – Using a Computer (Scan the QR Code)

1. Open your authenticator app on your mobile phone.
2. Select the Scan QR code option.
3. Scan the QR code displayed on your computer screen.
4. A six-digit code will appear in your app next to SAPLSL.
5. Enter this code into the Worker Portal.
6. Setup complete.



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Option 2 – Using Only a Mobile Phone (Manual Code Entry)

If you are setting this up on your phone and cannot scan the QR code:

1. Click the “Click Here” hyperlink under the QR code.
2. This will automatically copy the setup code.
3. Open your authenticator app.
4. Follow the steps below for your app.

Google Authenticator

1. Open Google Authenticator.
2. Tap the colourful + button (bottom right).
3. Select Enter a setup key.
4. If newly downloaded, the app may open directly to the Enter account details page.
5. Complete the fields:
6. Account Name: e.g. SAPLSL
7. Your Key: Paste the copied code
8. Type of key: Select Time based
9. Tap Add.
10. A six-digit code will appear.
11. Enter the code into the Worker Portal.

Setup complete.

Microsoft Authenticator

1. Open Microsoft Authenticator.
2. Tap +.
3. Select Other (Google, Facebook, etc).
4. Tap Enter code manually.
5. Fill in the below fields:
6. Account Name: e.g. SAPLSL
7. Secret Key: Paste the copied code
8. Tap Finish.
9. A six-digit code will appear.
10. Enter the code into the Worker Portal.

Setup complete.



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3. Your Worker Portal Dashboard

Your dashboard displays your worker details and service information. You can update your details, review service and submit forms.

You can access:

- Employer registration and updates
- Service history
- Leave balances
- Self-employed registrations (if applicable)
- Working Director registrations (if applicable)
- Correspondence, including direct messaging to the Customer Service Team
- Claims – from 2026

Dashboard

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Industry Service	Total Leave Accrued	Total Leave Taken	Current Leave Balance
0 Months (0 Years)	0.0000 Weeks (0.00 Days)	0.0000 Weeks (0.00 Days)	0.0000 Weeks (0.00 Days)

Temporary Forms (0)

Form Ref.	Form Type	Date Created	Last Updated	Expiring On	Status
There are no Temporary Forms.					

Current Claims (0)

Claim Ref.	Claim Type	Leave Period	Leave (Weeks)	Leave (Days)	Claim Amount	Status
There are no current claims.						

New Correspondence (0)

[New Message](#)

Type	Subject	File Name	Sender	Date / Time Sent
There is no new Correspondence.				

4. Check Your Leave Balance

You can check your portable long service leave balance at any time. On the Dashboard, it will show.

1. Industry service
2. Total leave accrued
3. Total leave taken
4. Current leave balance

If something looks incorrect, contact SAPLSL-CS through the **Correspondence** tab.

Dashboard

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Industry Service	Total Leave Accrued	Total Leave Taken	Current Leave Balance
0 Months (0 Years)	0.0000 Weeks (0.00 Days)	0.0000 Weeks (0.00 Days)	0.0000 Weeks (0.00 Days)



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5. Self-Employed Contractor Registration

If you work as a self-employed contractor in the community services sector, you can register your own service.

To register:

1. Go to **Self-Employed Registration**
2. Complete the registration form
3. Provide service evidence
4. Provide dates and work details
5. Submit the form
6. You can track progress in the portal

Your approved periods add to your service balance.



6. Working Director Registration

If you are a Working Director, you can register your service.

To register:

1. Go to **Working Director Registration**
2. Enter company details
3. Provide evidence of work performed
4. Submit the form
5. Track progress in the portal

Your service counts toward your leave balance once approved.



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7. Receive and Send Correspondence

You can receive letters, notices and updates from SAPLSL-CS directly in the portal.

To read messages:

1. Go to **Correspondence**
2. Open any item to read the full message
3. Download attachments if needed

To send a message:

1. Go to **Correspondence**
2. Select **New Message**
3. Write your message
4. Upload documents if needed
5. Submit your message

All messages remain saved in your portal.



Correspondence

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Messages (0 new)

[New Message](#)

[View All Messages](#)

Subject	Sender	Date / Time Sent
There are no messages.		

8. Update Your Details

Keep your information up to date so your service records stay correct.

You can update:

- Contact details
- Residential address
- Employment information
- Personal details
- Bank details for claims

Go to **My Details**, make your changes and save.