



SA Portable Long Service Leave Community Services

16 Dec 2025

Worker Claims Guide



1. What this scheme means for you

From 1 October 2025, long service leave in the Community Services sector became portable. This means your service is now recorded across the sector, not tied to a single employer.

You will:

- Build service each time you work for a registered community services employer.
- Keep your service record even if you change employers within the sector.

You are entitled to:

- 13 weeks of leave after 120 months (10 years) of total sector service.
- A payment if you leave the sector after at least 84 months (7 years) of service.

2. Registration and employment

a. Who registers you

- Your current employer will register you if you are eligible and working in the sector (casual, part-time, or full-time).
- Any former employers or work outside the sector does not count toward your portable long service leave.

b. If you worked before 1 October 2025

- If you left your job before the scheme started, your previous employer is not liable for service you accrued in the sector.
- Employers are only responsible for service before 1 October 2025, if the worker reached 84 months of continuous service with that Employer before termination.

c. If you work for multiple employers

- Each of your current employers in the sector must register you.

d. If you are self-employed

- If you are a contractor or working director, you may choose to register yourself and voluntarily pay quarterly contributions to build your service to the sector.



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3. Types of claims you can make

a. Long service leave claim (taking time off work)

For workers taking leave from at least one employer:

Requirement	Details
Minimum Service	120 months (or earlier if covered by an Enterprise Agreement that explicitly allows workers to claim as leave before 10 years).
Minimum Leave	7 days (1 week), in whole days only. Regardless of how many days a week a worker is employed, they will need to claim 7 days to take 1 week of leave.
Notice required	At least 2 months before leave starts and not within first 3 months of new employment, unless shorter times are agreed with employer.
Payment options	Weekly, fortnightly or lump sum.
Employer approval	At least one employer must approve.
Payment timing	Paid the week before leave starts where possible.
Tax	PAYG tax is deducted. You receive a PAYG summary.
Other	Salary sacrifice available with an existing agreement and employer approval.

b. Cash out claim

For workers who want payment instead of taking leave:

Requirement	Details
Service	120 months (or earlier if covered by an Enterprise Agreement that allows workers to claim as leave before 10 years).
Minimum	7 whole days. Regardless of how many days a week a worker is employed, they will need to claim 7 days to be paid the equivalent week of leave.
When can you apply	Anytime.
Payment options	Weekly, fortnightly or lump sum.
Employer approval	At least one employer must approve.
Payment timing	Paid on or close to your nominated date where possible.
Other	Salary sacrifice available with an existing agreement and employer approval.



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c. Termination claim

For workers leaving the community services sector:

Requirement	Details
Service	Minimum 84 months. You must have left all sector employment.
Payment	Lump sum only.
Amount	You will be paid the monetary equivalent of all service on your account.
When can you apply	Any time after you finish work in the sector.
Employer approval	All employers must confirm you have left employment.
Service reset	If you are under 120 months, your service resets to zero. If you return, you must work at least 84 months before being paid again.

d. Self-Employed Contractor / Working Director claim

For Self Employed Contractors or Working Directors leaving the sector:

Requirement	Details
Service	Minimum 84 months to claim worker service. You can withdraw your own contributions anytime.
Payment	Lump sum.
Amount	You will be paid the monetary equivalent of all service and contributions on your account.
Employer Approval	Not required.
Service reset rules	Same as above – service resets if you are under 120 months.

4. When will you be paid?

SAPLSL aims to process all claims within 3 weeks once complete information is received.

Where possible, payments are made:

- Before leave starts (for leave claims).
- On nominated date (for cash out claims).
- As soon as possible after leaving work (for termination or contractor claims).



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5. PAYG, salary sacrifice and payment information

- PAYG tax is deducted based on ATO weekly tax tables.
- Salary sacrifice: You may request part or all of your leave payment go to your employer for salary sacrifice. You must have an existing salary sacrifice agreement and your employer must approve.
- PAYG summary: Will be available at the end of the financial year.

6. How your pay rate is calculated

Ordinary Weekly Pay (OWP) is the amount used to calculate what a worker is paid when they take long service leave.

a. For service after 1 October 2025

- Your Ordinary Weekly Pay (OWP) = the average of what they've earned each week over the past 3 years across all employers.

b. For service before 1 October 2025

- Ordinary Weekly Rate of Pay (OWRP) = current hourly rate × average weekly hours over previous 3 years.
- Calculated by your employer using Long Service Leave Act 1987 rules.

7. Key actions for Workers

Before applying

- Check your service balance in the online portal.
- Talk to your employer early about leave dates.
- Apply at least 2 months before leave starts (if taking leave).
- Make sure your contact details are up to date.

When applying

- Submit your application.
- Select how you want to be paid (weekly, fortnightly or lump sum).
- Enter details of your salary sacrifice arrangements.
- Provide any required documents.

After applying

- Watch for progress emails.
- Your employer will be contacted if approval is needed.
- Payment will be made once approved and processed.



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8. What happens to your service if you leave the sector?

Service at time of leaving	What happens
Less than 84 months	No payment. Service is kept on record.
84–119 months	You can claim a termination payment, then service resets to zero.
120 months or more	You can choose to claim a period of leave, a cash out of some of your entitlements, or a termination payment for a cash payment for your full entitlement.

9. Need help?

- Visit the SAPLSL-CS website and online portal.
- Contact Customer Service by email or phone.
- Speak to your employer if you need help with dates, salary sacrifice or confirming employment details.

