



SA Portable Long Service Leave
Community Services

Webinar #4

Eligibility Deep Dive





**We're here to
help**

Welcome & Introduction

Eligibility criteria

Case Examples

**Our Compliance
approach**

Key Dates



Eligibility Criteria Overview

Eligibility is separated into two streams –

1. Workers who are **providing community services**,
and
2. Workers who are **supporting the provision of community services**.





Eligibility Criteria Overview (con't)

Providing Community Services

Workers are eligible if they are covered by:

- *Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)*, or
- *the Aboriginal Legal Rights Movement Award 2016 (ALRM)*

AND

They perform work in the Community Services sector (as defined in Schedule 2 of the *Portable Long Service Leave Act 2024*)





Eligibility Criteria Overview (con't)

Supporting the Provision of Community Services

Workers who don't directly provide community services may still be eligible.

If they spend at least 50% of their time supporting the provision of community services, they are included.





Eligibility Criteria Overview (con't)

Voluntary Registration - Clause 5(2)(b)

Employers can choose to register a worker who is not otherwise eligible.

Once registered, the worker is covered and remains eligible while in that role with that employer.



Schedule 2 – Community Services



Eligibility Criteria – *The Act*

This part of the Act is about defining what Community Services is for the purposes of the Act. The Act says:

1 – Preliminary

What the Act says

Services qualify under this Schedule if they— (a) are specified in clause 2; and (b) involve the performance of work covered under clause 3

Plain English

For work to count under this scheme, two things must both be true:

1. The service must be listed in clause 2 (the list of community services that qualify).
2. The work must also fall under one of the awards or agreements described in clause 3 (the coverage rules).



Schedule 2 – Community Services



Eligibility Criteria – *The Act*

2 -Services

What the Act says

The following services are specified:

Plain English

There is a long list of community services that listed in Schedule 2. You must be providing one of these to be eligible for Portable Long Service Leave.





Eligibility Criteria – *The Act*

3 - Coverage

What the Act says

Work is covered under this clause if the work has a rate of pay prescribed by a qualifying award, even if a person performing a service is being paid under an enterprise agreement or an individual contract at a different rate of pay.

Plain English

You're covered if your job is normally paid at the rate in one of the qualifying awards — even if you're actually paid under a different agreement (like an enterprise agreement or individual contract) with a different pay rate.





Eligibility Criteria – *The Act*

3 - Coverage

What the Act says

For this clause, a qualifying award is— (a) either—

- i. the Social, Community, Home Care and Disability Services Industry Award 2010 (**SCHADS**);
or
- ii. the Aboriginal Legal Rights Movement Award 2016 (**ALRM**)

Plain English

- i. The *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS Award)
- ii. The *Aboriginal Legal Rights Movement Award 2016* (unless a regulation says it no longer applies)





Eligibility Criteria – *The Act*

Voluntary Registration – Clause 5(2)(b)

What the Act says

an employer may decide to register a person as a designated worker, and pay a levy in respect of that person, despite the fact that paragraph (a) does not apply and then, once the person is so registered, subsection (1)(a)(ii) will apply to that employment while the person is engaged under a contract of employment described in that paragraph

Plain English

Employers can choose to register a worker who is not otherwise eligible.

Once registered, the worker is covered and remains eligible while in that role with that employer.





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Case Examples



Example 1

Community Services Support Worker

Brief role description

Michelle is a Community Services Support worker and provides direct assistance to clients, delivering support such as Casework, Community engagement, and Advocacy.

Eligibility pathway

Schedule 2 criteria

(c) advocacy services; (g) community education services;

Coverage

Covered by the SCHADS Award

Assessment

Eligible – Covered under SCHADS and directly engaged in community services work.



Example 2

Nurse: In-home Care

Brief role description

Peter is a Nurse and provides the delivery of care plans within a home care setting, managing care worker staff and ensuring compliance with care standards.

Eligibility pathway

Schedule 2 criteria

(q) home and community care services;

Coverage

Covered by the *Nurses Award*

Assessment

Not Eligible – Directly engaged in community services work but not covered by SCHADS.



Example 3

Aboriginal Field Officer

Brief role description

Nancy provides family and social support to Aboriginal clients navigating housing, employment, and counselling services.

Eligibility pathway

Schedule 2 criteria

(a) Aboriginal and Torres Strait Islander community services; (b) accommodation support services; (i) counselling services

Coverage

Covered by the ALRM Award

Assessment

Eligible – Covered under ALRM Award and directly engaged in community services work.



Example 4

Allied Health Professional – Disability Services

Brief role description

Simone provides therapy and rehabilitation support for clients with a disability, in coordination with other care staff.

Eligibility pathway

Schedule 2 criteria

(k) disability support services; (q) home and community care services

Coverage

Covered by the *Health Professionals and Support Services Award*

Assessment

Not Eligible – Directly engaged in community services work but not covered by SCHADS.





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Eligibility Case Examples - Supporting Roles



Example 1

HR Business Partner – Community Services Division

Brief role description

Taylor is a Human Resources Officer at a community services organisation. Their role is not to deliver services directly to clients. Instead, they

- Support recruitment of community services staff,
- Manage workforce planning, and
- Provide employee relations advice for community services teams

Eligibility pathway

Although Taylor is not providing community services directly, their role supports the provision of community services for more than half of their time.

Assessment

Eligible – More than 50% of role supports the provision of community services.



Example 2

Administration Officer

Brief role description

Jordan is an Administration Officer at an organisation that provides Aged care and in-home care services. Their role is not client-facing but involves:

- Processing client intake forms
- Rostering workers, and
- Managing reporting for the organisation's community mental health outreach programs

Eligibility pathway

Because around 60% of Jordan's work directly supports the delivery of in-home care services that his organisation provides, he meets the eligibility pathway for Supporting the Provision of Community Services.

Assessment

Eligible – more than 50% of their work supports the provision of community services



Example 3

Administration Officer

Brief role description

Breanna is an Administration Officer at an organisation that provides Aged care and in-home care services. Her role is not client-facing but involves:

- Processing admissions paperwork, and
- Managing compliance reporting for the organisation's residential aged care facility.

Eligibility pathway

Although around 65% of Breanna's work supports service delivery, it is in residential aged care services that her organisation provides, which is not covered under the Portable Long Service Leave – Community Services scheme.

Assessment

Not eligible – the majority of her time is spent supporting residential aged care, which is outside the scope of the scheme.



Example 4

Executive Manager of Community Programs

Brief role description

Sam is the Executive Manager of Community Programs at a disability support organisation. She is not delivering disability support services directly to clients. Instead, her role involves:

- Managing program staff who deliver services,
- Overseeing the design and delivery of community programs, and
- Ensuring programs meet funding and compliance requirements

Eligibility pathway

Although Sam is not providing community services himself, her role supports the provision of community services for more than half of her time.

Assessment

Eligible – the majority of her time is spent supporting the provision of community services.



Example 5

Operations Manager for Community Services

Brief role description

Lucy is the Operations Manager at not-for-profit that provides alcohol and other drug services. Her role consists of:

- Finance and budget management, and
- Compliance for service delivery teams delivering these services.

Eligibility pathway

Although Lucy is not providing community services herself, her role supports the provision of community services for more than half of her time supporting frontline service delivery.

Assessment

Eligible – the majority of their time is spent supporting the provision of community services.



Self-Employed Contractors and Working Directors

If you are a Self-Employed Contractor and working in the community services sector (as defined in the *Portable Long Service Leave Act 2024*) in South Australia, you can accrue long service leave by making voluntary contributions.

You can not be registered as a worker.



Supporting Your Eligibility Decisions

It's important to understand that we're here to **support you** to make a determination about whether your staff are eligible, rather than make those decisions for you.

We recommend that you **keep records** of how and why you made your decisions. If we ever need to discuss eligibility with you, having these records makes it **easier for everyone** to understand how you reached your decision.



Our Approach to Compliance

We are focused on **support and guidance**, not penalties.

Our goal is to help you **understand and meet your obligations** under the SAPLSL-CS scheme

If issues arise, we work **collaboratively** to resolve them rather than immediately applying fines.

Keeping **records and clear documentation** helps everyone



RECAP

Eligibility is separated into two streams:

Providing community services - Schedule 2 criteria
AND covered by SCHADS/ALRM Awards

OR

Supporting the provision of community services – a worker who performs a role that supports the provision of community services for at least half of their time





SA Portable Long Service Leave Community Services

Key Dates

1 October 2025

Scheme commences

Employer Registrations commence (28 days for all Employers to register)

1 October – 31 December 2025

First reporting quarter

Worker Registrations commence (to be completed by end of first quarter)

21 January 2026

First quarterly report due

Levy payment due





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How to stay up to date

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Follow us: **LinkedIn or Facebook**

Call us: **08 8474 2400 or 1800 954 001**

