SA Portable Long Service Leave
Construction Industry

15 June 2026

Online Worker Portal Claims guide



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 explains each step of the process, from logging in to submitting your claim, uploading documents, and what happens after the claim is submitted.

Before you start

Important notes about weeks:

The minimum number of weeks to be taken for Long Service Leave is two (2) weeks, which is equivalent to ten (10) calendar days and requires 400 service days to be claimed. Additional weeks must be taken as a whole week (5 business days).

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:

You can only submit a claim for Long Service Leave if you have reached 10 years of recorded service. If this service is split across multiple states, you will need to have this Interstate Service registered on your South Australian account before you will be able to submit your claim.

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

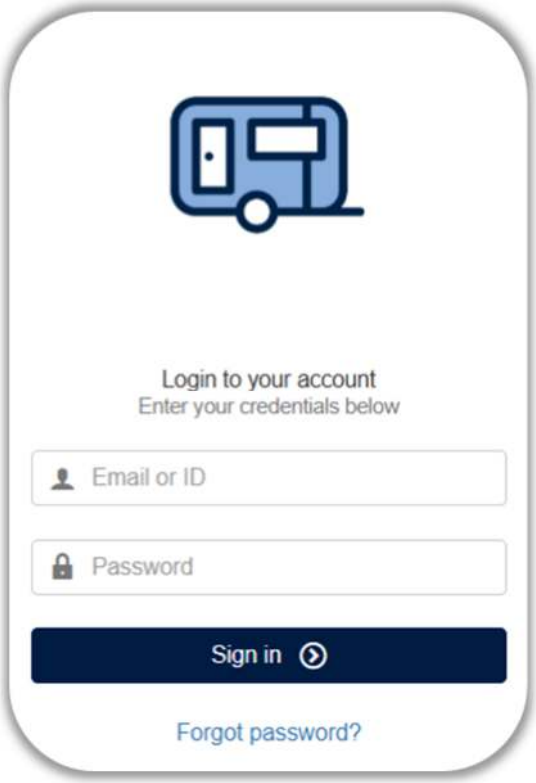
Helpful tips

- 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.
- If you are planning to take Long Service Leave during a busy period, such as Christmas, the recommendation is to submit your Claim as early as possible to avoid any delays in processing.

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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. If you have not logged onto the Worker Portal before, you will need to *'Register for Online Access'.*



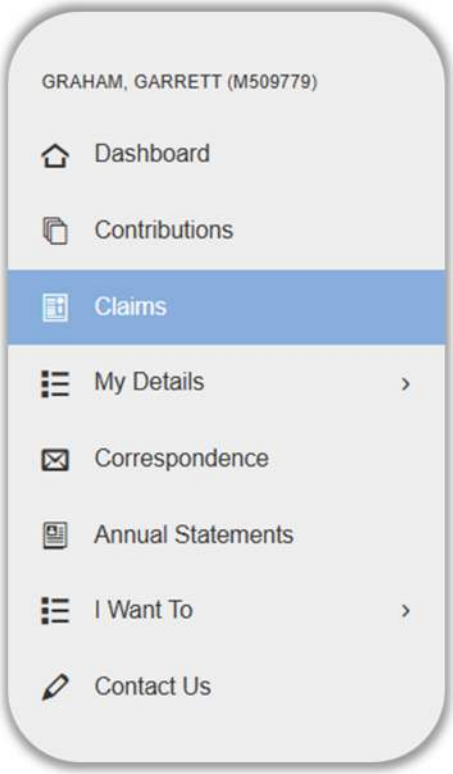
Once logged in, you will see your Portable Long Service Leave Progress. This shows your South Australian service history. Any service performed Interstate or with an employer under the Long Service Leave Act may not yet be displayed. If you believe service is missing from your progress, please contact the Support Team before continuing.



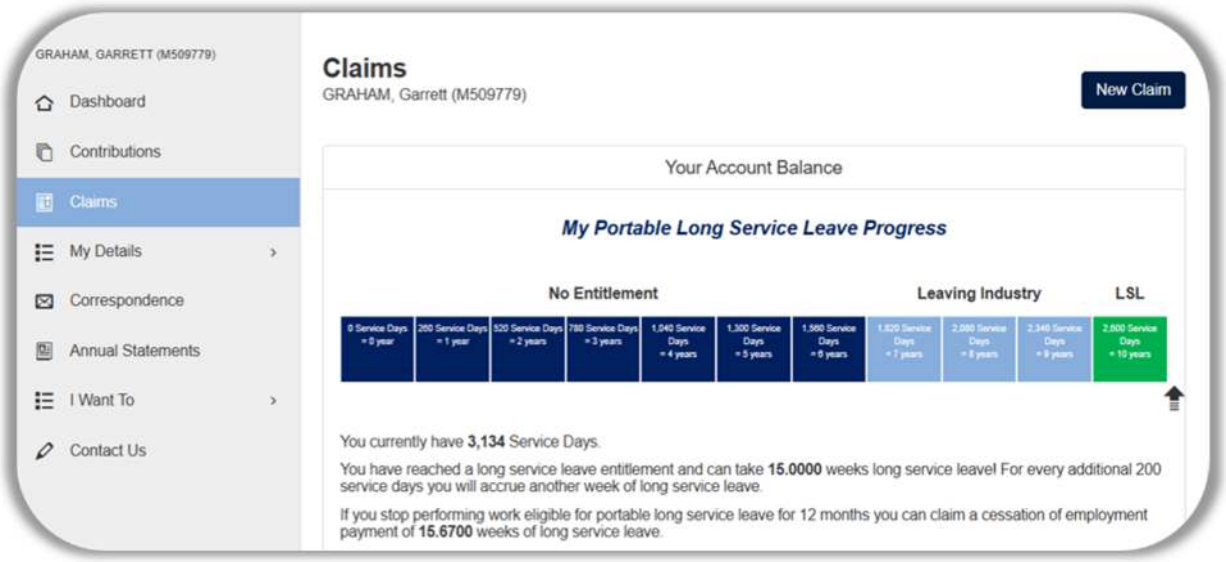
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Step 2: Open Claims

From the menu select Claims. This will open your claims history, including any previous claims, cancelled claims, and saved drafts.



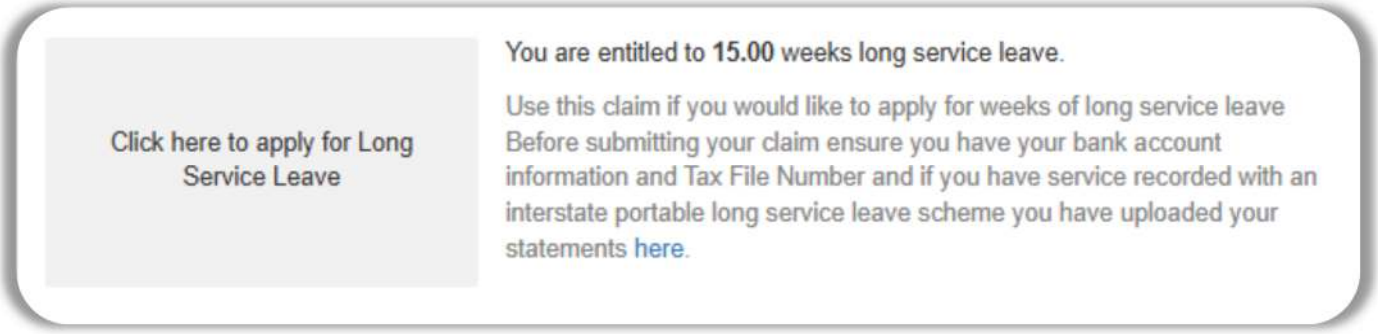
Select *'New Claim'* and check that your personal details are correct.



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Step 3: Choose your claim type

Select the type of claim you want to submit.

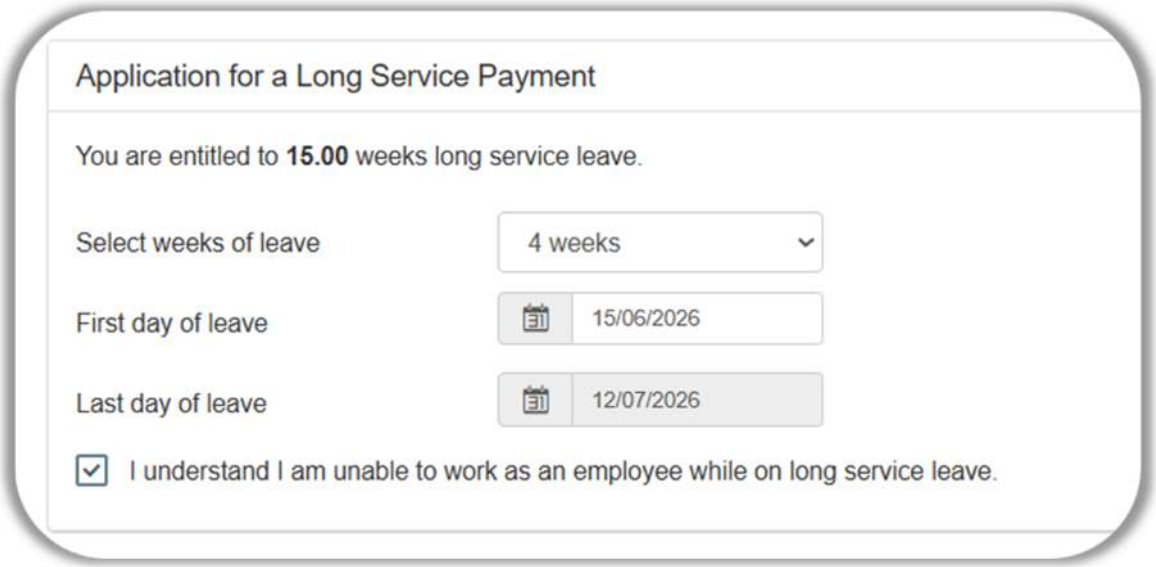


Step 4: Select your Leave Period

Choose how many weeks of Long Service Leave you wish to take and enter the first day of your leave period. Your last day of leave will be calculated automatically.

Your Portable Long Service Leave will be paid as a single payment, before your leave starts. If you want to payments across separate periods you will need to submit multiple claims.

You must also confirm that you understand you cannot work as an employee while on Long Service Leave.



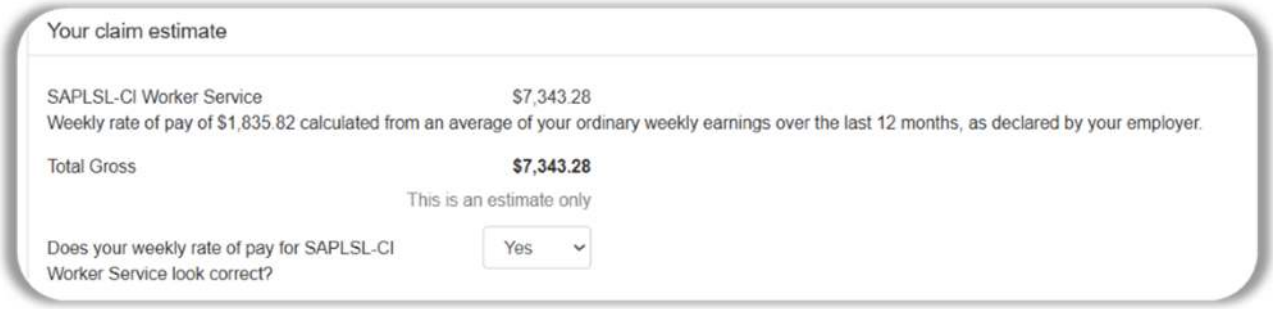
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Step 5: Review your estimate

Select the type of claim you are submitting.

Review the estimated gross payment shown in the claim form. This estimate is based on the current pay information held by the scheme. You will need to confirm if this weekly rate of pay looks correct.

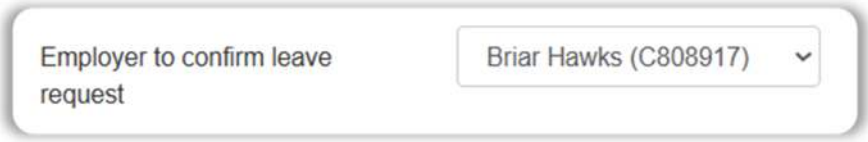
Not all remuneration counts towards your Long Service Leave payment. Items such as overtime, annual leave loading, bonuses and site allowance are excluded from the calculation. Other allowances are also excluded under the scheme. A more comprehensive list can be found on our website.



If your rate of pay does not look correct, you will be asked to upload pay slips to verify your rate of pay at the end of the form. Your Employer will also be required to confirm pay details when *No* is selected.

Step 6: Select your current Employer

Choose your current Employer, who will be asked to confirm your leave request. If your current Employer is not listed, or an old Employer is the only Employer listed, please contact the Support Team before continuing.



Step 7: Enter your Tax details

Enter your tax details if you wish to provide them.



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

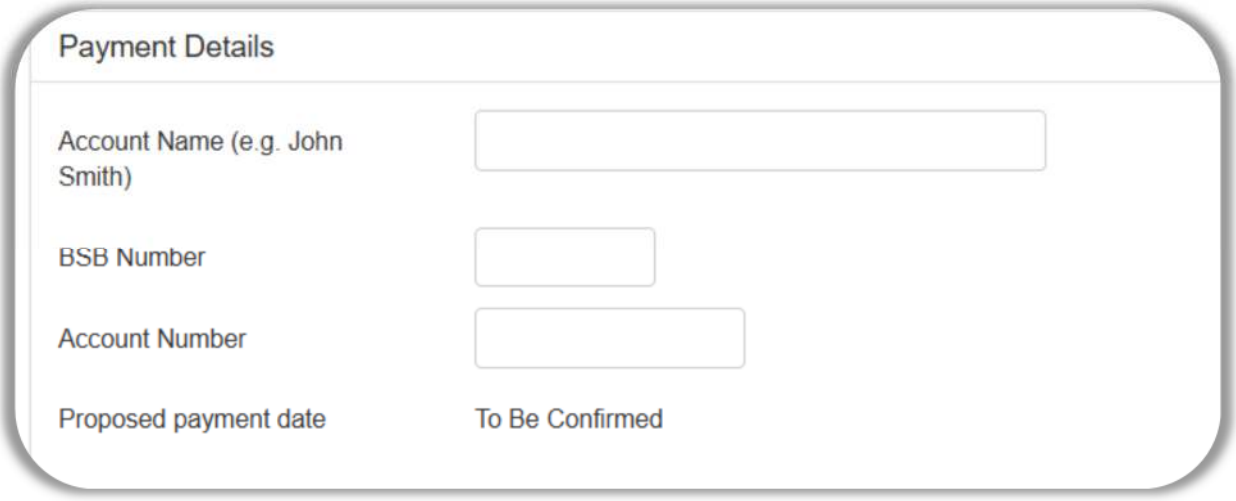
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Step 8: Enter your bank details

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

Important:

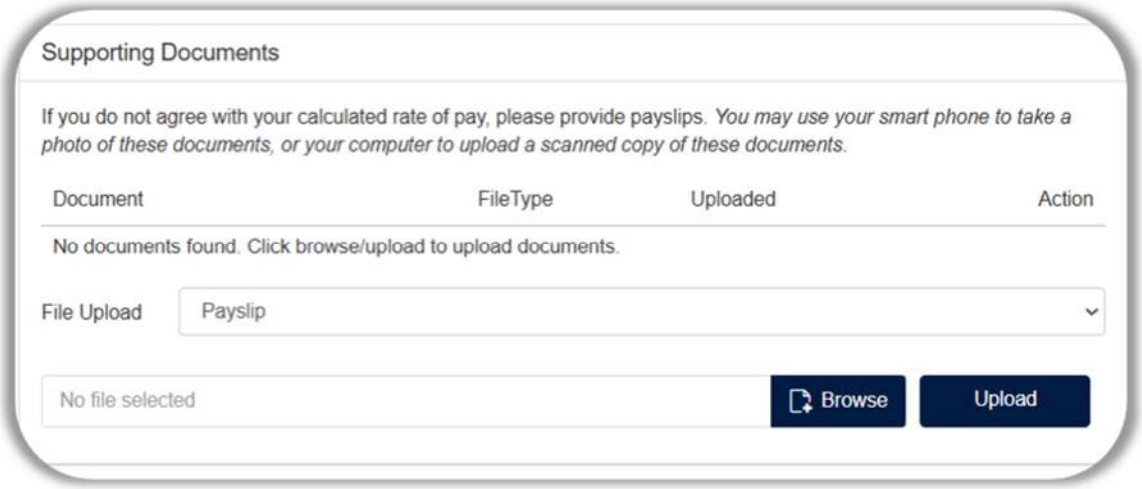
In the Account Name, enter your name exactly as it appears on your bank account (not account types like “Super Saver”, “Cheque Account”, or nicknames).



Review the bank details that have been entered and confirm they are correct before proceeding.

Step 9: Supporting Documents

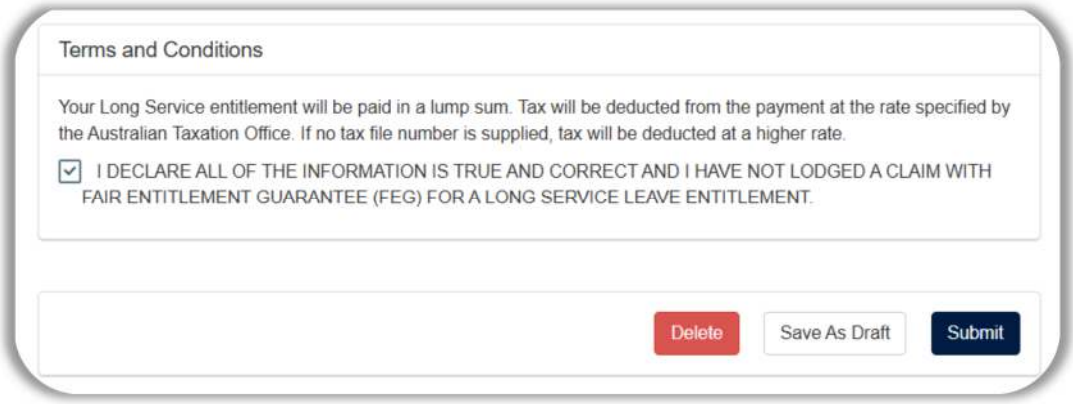
You will be prompted to upload any relevant documents next. Make sure you upload all required documents so your claim can be processed without delay.



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Step 10: Submit your claim

To submit your claim the Terms and Conditions will need to be accepted before selecting the Submit button.



Step 11: Processing time

Please allow up to two (2) weeks for your Long Service Leave claim to be processed.

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

Timeline / Steps:

1. Worker to discuss intent to Claim with Employer.
2. Worker submits Claim form via Worker Portal.
3. Employer approves Claim via Employer Portal. If Rate of Pay has been disputed, Employer will provide additional information about pay changes.
4. SAPLSL reviews Claim. If Rate of Pay was disputed, SAPLSL will review all provided documentation and calculate correct Rate of Pay. Adjustment will be made to the Claim if needed, and confirmation email sent to Worker of outcome.
5. SAPLSL schedules Claim for Payment.
6. Payment is made.

