

# Portable Long Service Leave

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Information session for Workers in the Community Services Industry

Long Service Corporation  
May 2026



# Acknowledgement of Country

The Department of Customer Service acknowledges, respects and values Aboriginal peoples as the Traditional Custodians of the lands on which we live, walk and work. We pay our respects to Elders past and present. We recognise and remain committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships, and continuing connection to their lands, waters and seas. We acknowledge their history here on these lands and their rich contribution to our society.

We also acknowledge Aboriginal employees who are an integral part of our diverse workforce, and recognise the knowledge embedded forever in Aboriginal and Torres Strait Islander custodianship of Country and cultures.

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The 'Connecting Communities' artwork used here is by Alison Williams, a proud Gumbaynggirr woman.



# Agenda



Item#	Item	Detail
1	Welcome	
2	Scheme overview	Scope and eligibility
3	Timeline	Key worker notifications
4	Worker Registration	Proof of identity requirements
5	Your Worker Portal	Where to find what you need
6	Claims	Employer reimbursement of 1955 Act claims
7	Further developments	Portal notifications Subscribe for updates

# Who is covered by the scheme?



## Community services are outlined in the Act, including 31 sectors\* as follows:

Aboriginal and Torres Strait Islander community services  
 Accommodation support services  
 Alcohol and other drug services  
 Child safety and support services  
 Community advocacy services, including education and other services provided by peak bodies  
 Community development services  
 Community care services  
 Community legal services  
 Community mental health support services  
 Community recreation services  
 Community transport services  
 Community welfare services  
 Disability supports and services  
 Employment services  
 Family and domestic violence services

Family support services  
 Financial counselling services  
 Foster care services  
 Homelessness support services  
 Lesbian, gay, bisexual, transgender and intersex services  
 Migrant and multicultural support services  
 Neighbourhood and local community services  
 Out-of-home care services  
 Respite care services  
 Settlement and refugee services  
 Sexual assault services  
 Social housing services  
 Social work  
 Women's health support services  
 Youth justice services  
 Youth support services

*\*This list may be subject to change*

# Eligibility and scope

- Eligible workers – full time, part-time and casual
- Eligible employers and predominant purpose
- Workers can access the Employer Look Up Tool to confirm an employer's registration status with the scheme

- Workers get 'service credits' for their time in the community services industry
- Employers pay levy contributions to the fund based on gross ordinary wages of their workers
- Levy rate reduced to 1.3% for 2025-2026 then returns to 1.7% from 2026-2027
- No change to workers entitlements – claims calculated on service records, not levy contributions.

# Benefits for workers

## Portability

- Workers can change employers or work across any of the 31 categories without losing their long service credits

## Flexibility

- Workers can have a gap in their service of up to 4 years without losing their long service credits

## Bonus credits for Foundation Workers

- Working during 1 July – 31 December 2025
- Bonus 365 day of service credits
- Can access entitlements 1 year sooner

# Timeline and key notifications

## Phase 1 - July 2025

- 1 July 2025 scheme commences
- Employers are required to register
- Employers are required to track the service of workers and budgets for levy contributions

## Phase 2 – April 26

29 April Employer Portal

Employers:

- add workers
- completes worker service returns for Q1,2 and 3
- Submitting service returns triggers worker notification

31 May  
Employer Q1, 2 and 3  
levy contributions due.

## Phase 2 – April 26

29 April Worker Portal

Workers:

- will receive a notification to complete registration
- verify identity through Service NSW
- access the LSC Worker Portal and completes registration
- allocated their Worker Reference Number and establishes the service-link with their employer.

## Phase 3 – July 26

- Worker will receive notification of when their Annual Statement is available.
- Claims and further Portal enhancements to come

# Workers complete their registration



Workers will receive your invitation to register with the scheme



Workers will also need to use their MyServiceNSW account to meet proof of identity requirements



Workers will need to complete eligibility questions



Once registered, workers will be allocated a Worker Reference Number



# Community Services Industry Worker Portal

Home

# Worker email notification



[No-reply@service.nsw.gov.au](mailto:No-reply@service.nsw.gov.au)



# Community Services Industry Worker Portal

## Check your eligibility

Before you can access the portal, we will ask you a few questions to check if you are eligible for the Community Service Industry Portable Long Service Scheme.

If you are not sure about your eligibility, you can read more [information for workers](#).

[Start](#)

# Create your profile

Step 1 of 2

## Eligibility

Are you currently working in the community services industry? \*

- Yes  
 No

For part or all your work, please select an option below

- I directly engage in providing community services  
 I work for an employer whose predominant purpose is to provide community services

How many employers do you currently work for in the community services industry? \*

- 1  
 2 or more

Have you received an email or SMS telling you your employer has registered you with the Portable Long Service Leave program for community services workers in NSW? \*

- Yes  
 No

Step 2 of 2

## Employment details

For part or all your work, please select an option below \*

- I earn a salary income or wage from 1 or more employers  
 I am a contractor with an ABN

Continue

Go back

[Home](#)[Find services](#)[Business](#)[Find locations](#)

## Set up your worker portal

To register for the portable long service leave scheme, we need to verify your identity through Service NSW.

This helps to keep your account secure and ensures your service is linked to the right worker.

### What you will need

You will need a MyServiceNSW account and two identity documents, such as:

- your driver licence
- your Medicare card
- your passport

## Your security is our priority

Our encryption and fraud tracking protects your information.

We need to check your document details to make sure they're valid and prove who you are.

For information on how your data will be handled, go to the [Privacy collection notice](#) ↗

For our account terms of use, go to [Terms and Conditions](#) ↗

[Continue with Service NSW](#)



## Your identity has been verified


[Complete registration](#)

## Congratulations, you are registered!

You have successfully registered for the **Community Services Portable Long Service** scheme.

Find your LSC Worker Reference ID below.

Worker reference number

 **W100026848**

This worker reference number is unique to you.

If you start working for a new employer, you will be able to share this number with them.

You can [find out how to use your worker reference number](#).

[Go to your homepage](#)

### Community Service Industry

[About the Scheme](#)

[Employer Obligations](#)

[Information for Workers](#)

[Self-Employed Contractors](#)

### Other Schemes

[Building & Construction Industry](#)

[Contract Cleaning Industry](#)

### Support

[Contact Us](#)

[Online Enquiry](#)

Call: **13 14 41** weekdays from 8:30am to 5pm.

Email: [info@longservice.nsw.gov.au](mailto:info@longservice.nsw.gov.au)



# Community Services Industry Worker Portal

Hello, Suzanna

Worker reference number: W100026848

You can use your **worker reference number** [🔗](#) to help identify you within the scheme.

## Notifications and updates

There are no pending notifications.

Workers will receive notifications:

- when a new employer is detected
- when their Annual Statement is available
- when their service has been updated

## Your service summary

See your recorded service and when you can take long service leave.

### Total service accrued

Currently you have no accrued service days

[View service balance](#)

### Learn more about when you can claim



## Manage your record and get support

Keep your service and personal details accurate and get help if something doesn't look right.

### Link an employer

Add employment to keep your service record up to date.



### My profile

Update your contact details to stay connected.





## Your service

This page shows how much long service leave you've built up under the scheme. Your service balance increases as your employers record your service.

### Your service for each year

This shows how much service has been added to your account each year. If you worked more than one employer, your service is combined.

Year	Service days

### Service history

A list of your service over time. You can filter the list by period and types of leave added.

Service type	Date period	Service days

### Total service

Currently you have no accrued service days

 Foundation worker

[Find out when you can claim long service](#)

### Support with your service

Visit our [frequently asked questions](#) for help.

### View all your employers

See all current and past employers who have recorded service for you under the scheme.





## Your employers

View all employers that have added details of your work in the scheme.

This will only include employers you have conducted work for since the scheme began in 2025.

## Pending employers

All employers that have added details that match your worker details are listed below.

You can confirm these as your employers, or you may need to provide more information to successfully link to them.

If there are employers below that you do not recognise, please select 'this isn't my employer'.

There are no pending notifications.

## Missing an employer?

### Find a missing employer

Use an invitation email address or search for an employer with their business details to find a missing employer.



# Employer claims on the fund



- Workers who reach eligibility for 'traditional' long service leave under the Long Service Leave 1955 Act (e.g. 10 years/1 employer) will access that leave directly from their employer.
- From 1 July 2025 onwards, provisions for workers entitlements are to be held in the fund.
- When an employer pays a worker for a claim that includes service after 1 July 2025, the employer can seek reimbursement for that portion of the claim back from the Corporation.

# Further developments

Workers will qualify for their long service leave from the portable scheme after 7 years of recognised service (or 6 years for Foundation Workers).

Workers will receive notifications directly from the Portal.

Workers can keep up to date with further enhancements of the Worker Portal and other key information about the scheme by subscribing to our CSI newsletter.



# Further resources available



## Post-webinar:

- Email with slide deck and resources
- Webinar recording will be available online

## Contact us for further support:

13 14 41



Email [info@longservice.nsw.gov.au](mailto:info@longservice.nsw.gov.au)



Employer or worker information sessions on



request

# Next steps

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We appreciate your feedback  
on today's session



**Thank you**