



FACT SHEET: FAQ by payroll and HR officers

Victoria's Long Service Benefits Portability Act 2018 came into effect on 1 July 2019. The Act means that many workers in the community services, contract cleaning and security industries can accrue long service benefits even if they change their employer.

Here are the most Frequently Asked Questions (FAQS) from payroll and HR officers.

Do we stop accruing long service leave entitlements in our system post 1 July 2019 or 1 January 2020 for NDIS and Children's services providers?

No. Employers will still need to accrue long service leave entitlements for their workers and maintain it in their payroll. If a worker is eligible to claim their long service benefits through their employer, the employer will have to pay their worker. The employer may be eligible for a reimbursement from the Authority for the long service leave accrued whilst paying a levy to the Scheme

Do we need to include Super payments in the return?

No. Superannuation payments are not included as ordinary pay. You can find the definition of ordinary pay on our [website](#) under each industry.

Do we need to include all staff in the return?

The Long Service Benefits Portability Act 2018 (the Act) does not consider every single worker of an organisation to be eligible. The Scheme defines what workers are eligible in each industry, you can download a copy of the [Act](#) and its [Regulations 2020](#) from our [website](#) before taking a decision about what workers to include in the return. Employers should maintain records outlining how they have determined which employees are eligible or not.

Some workers left at the end of the previous quarter, but their last payment was made early this quarter, should I include them on this report?

No. A worker cannot be terminated in a prior return with hours and pay in the next return. The hours and pay for the termination period must be included in the return the worker has been terminated in, even if the pay period falls outside this return.

Do I need to include a worker who is on Paid Parental Leave?

Yes. All paid leave is considered as [Ordinary Pay](#). You will need to include the hours and period pay for that worker. For any **unpaid** leave up to 52 weeks, you will need to include the hours that worker would be working if they were not on leave.

How do I know if we are eligible for reimbursement for the long service leave taken by some of our workers?

You can contact the finance team by emailing finance@plsa.vic.gov.au or calling 1800 517 158. By filling out the reimbursement form, you can check if there is a reimbursement due to your business. Make sure to provide all the appropriate documentation for each worker.

I have included by mistake some non-eligible workers, is it possible to review the return and remove them?

Yes. For any return review you will need to contact the Authority and explain what incorrect information has been included. The Authority will assess your request and let you know about the decision taken. You can contact us by email enquiries@plsa.vic.gov.au or calling on 1800 517 158.

After removing some workers included by mistake, we have now overpaid the levy. Is it possible to have a credit applied to the next payment?

Yes. The Authority will create a credit note which can be downloaded from the portal once it has been agreed by the employer and the Authority's finance team. You can contact us by emailing finance@plsa.vic.gov.au or calling 1800 517 158.

Do I need to pay the invoice immediately once I have submitted the return?

If the return does not need to be reviewed by our officers, you will find the invoice on the portal and you will have 14 days from the day the invoice was generated to make the payment.

Do we need to include the accurate number of hours worked during the quarter?

Yes. Once a worker becomes eligible to claim their long service leave through the Authority, their benefits are calculated based on 1/60 of the total number of hours worked. If the number of hours reported are not accurate, it will affect the leave calculated to the worker.

How do I obtain a list of my active and inactive workers?

Log into the portal, click on workers tab → 'View Active Workers' or 'View Ceased Workers' → 'Export to Excel' if you need to download the file.

Are workers employed under the Social and Community Services Award – SCS covered under the Regulations 2020 even though it is not listed in the included awards?

Yes. The Social, Community, Home Care and Disability Services Industry Award 2010 replaces the Social Community Services Award. It means that workers employed under the SCS Award would be covered.

Further information

Learn more about portable long service by visiting www.plsa.vic.gov.au, calling 1800 517 158 or emailing enquiries@plsa.vic.gov.au.

The information provided in this fact sheet is general in nature and provided to assist you to understand the Portable Long Services Benefits Scheme. The information does not constitute legal advice and should not be relied upon as such. You should obtain legal advice about your obligations or benefits under the Long Service Benefits Portability Act 2018 (Vic) and the Long Service Benefits Portability Regulations 2020 (Vic) and how these laws apply to you.

This fact sheet was issued in October 2020 and is based on legislation and regulations in operation at that time.