



PORTABLE
LONG SERVICE
LEAVE

Stakeholder communication kit

Community Services Industry Portable Long Service Leave Scheme

November 2020

COMMUNITY SERVICES INDUSTRY PORTABLE LONG SERVICE LEAVE SCHEME

The Queensland Government has introduced legislation that allows community services workers to accrue portable long service leave entitlements. QLeave is the statutory authority that will administer the portable long service leave scheme for workers and employers. As of 1 January 2021, industry employers will be required to register with QLeave.

The community services industry experiences high rates of insecure employment and employee mobility. This means that workers often struggle to reach a long service leave entitlement and miss out on taking a well-earned break.

To address this, the *Community Services Industry (Portable Long Service Leave) Act 2020* (the Act) has been introduced. It provides a fair and efficient system of long service leave payments for workers in the community services industry. The scheme will support the industry to attract and retain skilled and experienced workers.

QLeave is the statutory authority administering the portable long service leave scheme for workers and employers in the community services industry in Queensland.

From Wednesday 25 November 2020 QLeave will be hosting fortnightly information sessions for employers to help them understand how the scheme will work. Employers can now book to join an information session and apply for pre-registration with the scheme at www.qleave.qld.gov.au

Communication messages

The following content about the portable long service leave scheme has been developed for stakeholders to share through their established networks. This will ensure consistent messaging is delivered to the industry.

The messaging contained below should be adapted to meet the needs of your organisation's target audience. However, details that are specific to the Act should remain the same.

Image choice:

Images used with the messaging provided should reflect worker eligibility criteria as set out in the Frequently Asked Questions guides provided with this communications kit.

Resources:

The below hyperlinks can be used to direct audiences to register for an employer information session, self-assess their eligibility, pre-register for the scheme, and Frequently Asked Questions (FAQs) for employers.

Employer information sessions registration link: <https://www.eventbrite.com.au/e/portable-long-service-leave-information-for-community-service-employers-tickets-129397263699>

Self-assessment tool - Do I need to register as an employer?:

<https://www.qleave.qld.gov.au/forms/do-i-need-to-register-as-an-employer>

Self-assessment tool – Do I need to register my workers: <https://www.qleave.qld.gov.au/forms/do-i-need-to-register-my-workers>



Employer pre-registration application form: <https://www.qleave.qld.gov.au/forms/community-services-employer-registration-application>

Employer Frequently Asked Questions: <https://www.qleave.qld.gov.au/community-services/employers/frequently-asked-questions>



A video welcoming employers to QLeave: <https://youtu.be/RgdzatmvDT0>

Content:

The table below outlines proposed content that can be distributed to stakeholder groups. It includes messaging for social media platforms, news or email content.

Channel	Proposed content
 	<p>Message:</p> <p>Portable long service leave makes it fairer and easier for Queenslanders working in community services to access long service leave.</p> <p>From 1 January 2021, all employers in Queensland’s community services industry must register with the new portable long service leave scheme and record service for their eligible workers.</p> <p>To find out more about the scheme, employers can register for a QLeave information session. Each session will be held online so that employers can join from wherever you are in Queensland.</p> <p>Sessions will include a short presentation on the scheme, covering general information about QLeave, eligibility, scenarios and the next steps. Attendees will have the chance to ask questions at the end.</p> <p>Register for an information session today at: https://www.qleave.qld.gov.au/community-services/employers/new-portable-long-service-leave-scheme-for-community-service-workers/employer-information-sessions</p> <p>Employers can also pre-register for the scheme and self-assess their eligibility at www.qleave.qld.gov.au/community-services</p> <p>#portablelongserviceleave #communityservices</p>



	<p>The Queensland Government has introduced #portablelongserviceleave for Queensland's community service workers. Employers can now apply to pre-register with QLeave. For info visit https://www.qleave.qld.gov.au/community-services #communityservices</p>
	<p>Message:</p> <p>Portable long service leave makes it fairer and easier for Queenslanders working in community services to access long service leave.</p> <p>From 1 January 2021, all employers in Queensland's community services industry must register with the new portable long service leave scheme and record service for their eligible workers.</p> <p>To find out more about the scheme, employers can register for a QLeave information session. Each session will be held online so that employers can join from wherever you are in Queensland.</p> <p>Sessions will include a short presentation on the scheme, covering general information about QLeave, eligibility, scenarios and the next steps. Attendees will have the chance to ask questions at the end.</p> <p>Register for an information session today at: https://www.qleave.qld.gov.au/community-services/employers/new-portable-long-service-leave-scheme-for-community-service-workers/employer-information-sessions</p> <p>Employers can also pre-register for the scheme and self-assess their eligibility at www.qleave.qld.gov.au/community-services</p> <p>#portablelongserviceleave #communityservices</p> <p>#portablelongserviceleave #communityservices</p>
<p>E-newsletter</p>	<p>Title: Employer pre-registration now open for Queensland's community services portable long service leave scheme</p> <p>Article:</p> <p>Portable long service leave makes it fairer and easier for Queenslanders working in community services to access long service leave.</p> <p>From 1 January 2021, Queenslanders working in community services will be eligible to accrue long service leave benefits based on their service to the industry, not the length of time with their employer.</p> <p>Employers must register with the scheme and record service for their eligible workers each quarter.</p> <p>Employer pre-registration is now open and can be done online in just a few minutes. Click here to complete the pre-registration form.</p>



	<p>What happens next?</p> <p>QLeave will contact all employers who pre-register with their registration information after 1 January 2021.</p> <p>Employers will need to submit their first return and levy payment, for the 1 January to 31 March quarter, by 14 April 2021. QLeave will provide information about how to do this to all registered employers before returns are due.</p> <p>Would you like more information?</p> <p>You are invited to join one of QLeave's upcoming employer information sessions to find out more about the scheme. Information sessions are held online on a fortnightly basis.</p> <p>Each session will include a short presentation on the scheme, covering general information about QLeave, eligibility, scenarios and the next steps. Attendees will have a chance to ask questions at the end.</p> <p>Click here to register for an information session today.</p> <p>For resources and information about how the scheme works and who's eligible visit www.qleave.qld.gov.au/community-services or talk to (organisation contact).</p>
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Details of the legislation

How does it work?

You're an employer in the Queensland community services industry if:

- your organisation is established or has a purpose to provide community services
- you are an individual who is self-employed and provides community services (registration optional)
- you provide labour hire services that supply an organisation with an individual to engage in community services work
- you are an entity prescribed by regulation to be an employer.

An employer does not include the Commonwealth, State or Local Government.

As an employer, you must register with QLeave, submit quarterly employer returns and pay the levy.

QLeave records the days worked and wages received by each worker. This results in service credits accruing towards a worker's long service leave entitlement. Workers can check their service record online at any time. If any service is missing, workers should contact their employer/s.

Employers can apply to pre-register with the scheme on QLeave's website.

Who is eligible for portable long service leave?



Workers in Queensland's community services industry who:

- perform community services work, or
- support the provision of community services (for example administrative and/or executive staff)

This includes workers who:

- are engaged as a full-time, part-time or casual employee
- are engaged under a contract for service, including labour-hire workers
- operate as a sole trader
- work for both for-profit and not-for-profit organisations.

How much does it cost?

There is no fee to register with QLeave. However, registered employers pay a levy based on the ordinary wages of their workers. The levy collected is invested, and the accumulated funds are used to pay the workers' long service leave claims.

Over-award payments, weekend and public holiday penalty rates (when worked as ordinary hours), most allowances, sick leave and annual leave are included in the definition of 'ordinary wages'. Employers do not need to pay a levy on termination pay or leave loading.

What is the levy rate?

The levy rate will commence at 1.35% of ordinary wages.

Who will administer the scheme?

QLeave will administer the portable long service leave scheme for Queensland's community service workers and employers.

The Community Services Industry Portable Long Service Leave Board will oversee QLeave's administration of the scheme.

The Board is comprised of directors who represent employers and workers in the sector including:

- Chairperson: Ms Glenys Fisher
- Deputy chairperson: Ms Jennifer Cullen
- Directors:
 - Ms Carly Hanson (Community Legal Centres Queensland)
 - Ms Aimee McVeigh (QCOSS)
 - Ms Belinda Drew, (Community Services Industry Alliance)
 - Ms Shannon Young (Australian Workers' Union)
 - Ms Justine Moran (The Services Union)
 - Ms Rebecca Girard (The Services Union)



More information

For more information visit www.qleave.qld.gov.au, email communityservices@qleave.qld.gov.au or call 1300 QLEAVE.

