

Your frequently asked questions **answered**

WORKER

Q. Who is QLeave?

The Queensland Government has introduced legislation that provides community services workers with access to portable long service leave. QLeave administers Queensland's portable long service leave scheme for workers and employers.

Q. What is portable long service leave?

The community services industry experiences high rates of insecure employment and employee mobility due to work that is reliant on funding. This means that workers often miss out on accessing paid long service leave to take a well-earned break.

Under the *Community Services Industry (Portable Long Service Leave) Act 2020*, you can accrue long service leave benefits based on your service across the industry, not just the length of time spent with an individual employer.

Q. How does it work?

The community services industry scheme started on 1 January 2021. Each quarter, your employer submits a return detailing your wages and pays a levy to QLeave. When you have seven years of service recorded with QLeave, you're entitled to 6.1 weeks of long service leave paid by us.



Joining QLeave

Q. Who is eligible?

Workers employed by a community services provider in Queensland to:

- perform community services work, or
- support, supervise or manage the provision of community services.

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 (registration optional).

Q. How do I register?

Your employer will register you with QLeave. You can contact QLeave if you believe you are eligible for the scheme but you have not been registered.

Q. Who is not eligible?

Some community services workers are not eligible to join QLeave. These include:

- federal, state and local government workers
- workers engaged to perform work unrelated to the purpose of providing community services
- workers in standalone childcare and early childhood education centres, kindergartens and school-based childcare services
- workers employed in aged care, in a nursing home or retirement village delivered by a standalone aged care provider or service.

Q. How much does it cost?

There is no cost for workers to register with QLeave.



My membership

Q. What information will QLeave keep about me?

Under the [Community Services Industry \(Portable Long Service Leave\) Act 2020](#), we must keep a record of:

- your name, date of birth and address
- your mobile number and email address
- your employer details, including their name and address
- the type of work that you perform
- the number of days you've worked with each employer
- the total ordinary wages you've been paid for work completed
- the date on which you became a registered worker in the scheme
- your long service leave entitlement
- details of any long service leave you have taken with an interstate scheme or any other long service leave taken
- whether your membership is active or inactive.

Q. I'm changing jobs and have pre-1 January 2021 long service leave. Does this transfer to QLeave?

No, only the work you've performed since the scheme started on 1 January 2021 counts towards your portable long service leave entitlement.

Q. Who should add service, me or my employer?

Your employer is required to report the periods you work and your ordinary wages to QLeave. Please check your service record carefully to make sure we have a record of all the work you've performed.

Q. How do I check my service record?

You can log in to QLeave online services to check your record and update your details. Your record will only change after your employer lodges their return each quarter.

Q. What do I do if I change employers?

If you change employers you will need to give your QLeave number to your new employer.

Q. How long will my QLeave registration last?

Your registration will continue as long as you're employed in the community services industry and performing eligible work. If you have no service recorded for more than four consecutive years, your QLeave registration will be cancelled.

Q. What are service credits and how many can I earn?

The total number of service credits that you may earn in any financial year is 365, irrespective of the number of employers you work for. You need to accrue 2,555 credits with QLeave (equivalent to seven years of service) to be able to make a claim.

Claiming long service leave

Q. When can I make a claim?

When you have seven years (2,555 credits) of service recorded with QLeave, you're entitled to 6.1 weeks of long service leave paid by us.

Q. How much will I be paid when I claim long service leave from QLeave?

There's no set dollar amount for long service leave payments. We calculate the payment when you lodge your claim. It is based on your wage and the number of years of service you have recorded with QLeave.



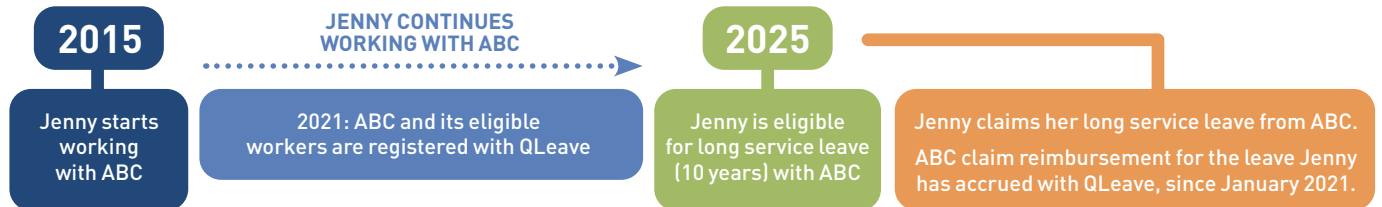
Q. How do I claim long service leave?

These scenarios will help you to understand whether you should claim long service leave from your employer or from QLeave.



SCENARIO 1

→ Jenny is employed by ABC before and after the scheme is introduced. She reaches her long service leave entitlement with ABC.



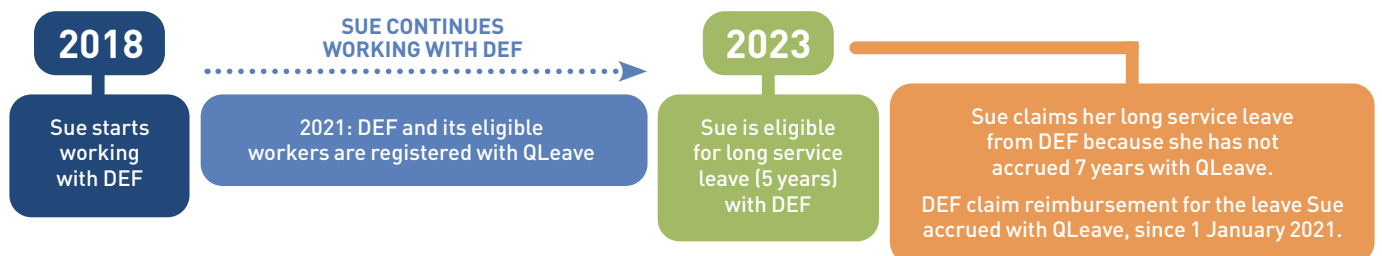
SCENARIO 2

→ Dave has multiple employers before and after the scheme is introduced. He does not reach his long service leave entitlement with a single employer.



SCENARIO 3

→ Sue is employed by DEF before and after the scheme is introduced. Her employment contract allows her to take long service leave after 5 years of service. She reaches her long service leave entitlement with DEF.



Contact us

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