



Portable
Long Service
Authority

Guide to: Quarterly return process Via the portal

Quarterly Return Overview

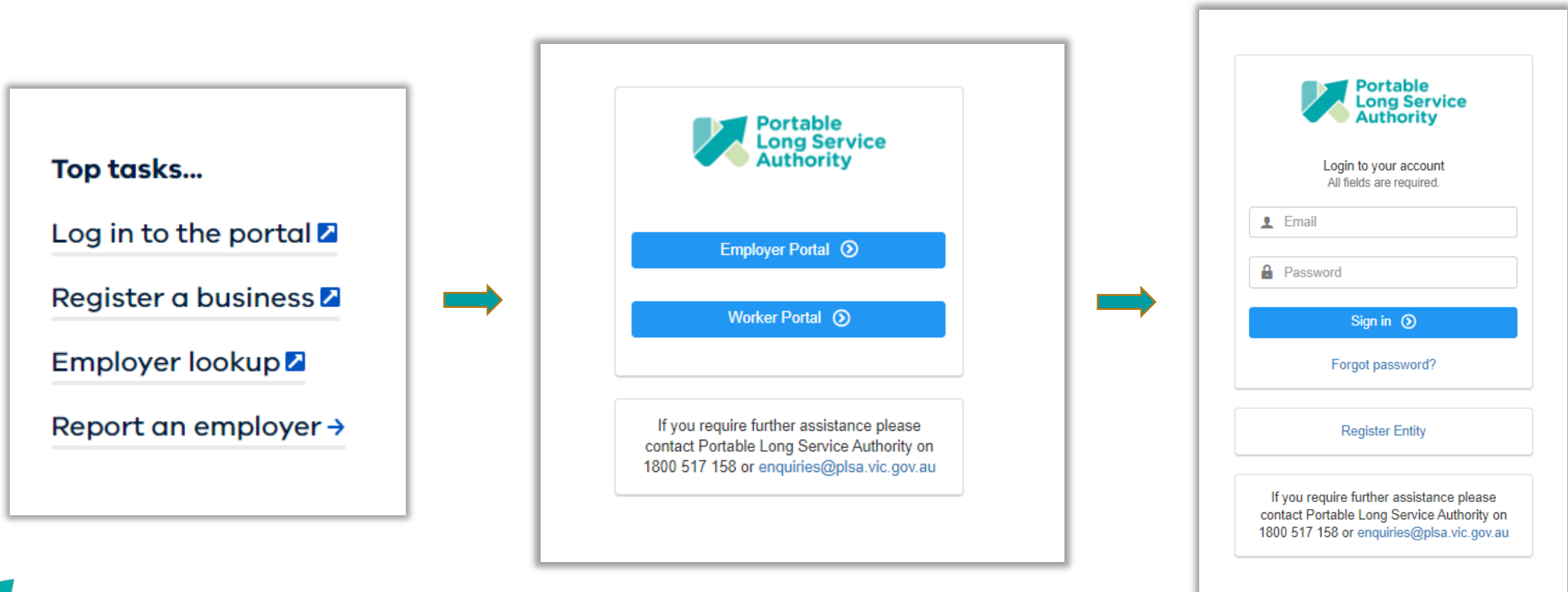
The Portable Long Service Authority's Quarterly Return can be submitted to the Authority in two ways. They are:

- Uploaded as a spreadsheet in the Portal
- Direct data entry into the Portal

The choice of which method to use is dependent on personal preference. For Employers with more than 30 Workers the return process is in most instances simplified by using the spreadsheet.

This document explains the direct portal method of submitting a Return and discusses the most common errors and offers solutions to resolving these issues.

Step 1 – Log into the ‘Employer Portal’ at the Portable Long Service Authority Website



Step 2 – Click on ‘Returns Tab’

WILD DOG VALLEY YOUTH R (C322470)

Dashboard

Returns

Transactions

Workers

Employer Details

Contacts

Addresses

Contact Us

Export To Excel

Fund	ID	Return Period	Workers	Due Date	Balance	Return Status
COM	R512828	Periodic (Oct 2020 - Dec 2020)	7	30 Nov 2020	-	OPEN
COM	R512827	Periodic (Apr 2020 - Jun 2020)	7	30 Nov 2020	\$832.01	COMMITTED
COM	R512297	Periodic (Jan 2020 - Mar 2020)	7	30 Apr 2020	\$866.91	COMMITTED
COM	R512234	Periodic (Oct 2019 - Dec 2019)	2	31 Dec 2019	\$232.13	COMMITTED
COM	R512233	Periodic (Jul 2019 - Sep 2019)	2	30 Sep 2019	\$196.95	COMMITTED

Step 3 – Click blue Return number

WILD DOG VALLEY YOUTH R (C322470)

- Dashboard
- Returns**
- Transactions
- Workers
- Employer Details
- Contacts
- Addresses
- Contact Us

Returns

[Export To Excel](#)

Fund	ID	Return Period	Workers	Due Date	Balance	Return Status
COM	R512828	Periodic (Oct 2020 - Dec 2020)	7	30 Nov 2020	-	OPEN
COM	R512827	Periodic (Apr 2020 - Jun 2020)	7	30 Nov 2020	\$832.01	COMMITTED
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COM	R512234	Periodic (Oct 2019 - Dec 2019)	2	31 Dec 2019	\$232.13	COMMITTED
COM	R512233	Periodic (Jul 2019 - Sep 2019)	2	30 Sep 2019	\$196.95	COMMITTED

Step 4 – Click on ‘Edit Return’

WILD DOG VALLEY YOUTH R (C322470)

Dashboard

Returns

Transactions

Workers

Employer Details

Contacts

Addresses

Contact Us

Returns: Periodic (Oct 2020 - Dec 2020) (R512828)

Export / Import

Edit Return **Submit Return**

Periodic Return Information

Return Status	OPEN	Workers	7
Return Period (ID)	Periodic (Oct 2020 - Dec 2020) (R512828)	Total Pay	\$0.00
Due Date	30/11/2020	Return Rate	1.65%
		Contribution	\$0.00

Workers

Export

Worker	Dates (Term Reason)	LSL Taken	Hours	Hourly Rate	Ordinary Pay (Discrepancy)	Contribution
COCHRAN, Jett (M1214168)	Oct 2020 - Dec 2020		0	\$0.00	\$0.00	\$0.00
DONNELLY, Cyrus (M1214171)	Oct 2020 - Dec 2020		0	\$0.00	\$0.00	\$0.00
HUNT, Oliver (M1214166)	Oct 2020 - Dec 2020		0	\$0.00	\$0.00	\$0.00
KANE, Esme-Rose (M1214169)	Oct 2020 - Dec 2020		0	\$0.00	\$0.00	\$0.00
SHARMA, Della (M1214170)	Oct 2020 - Dec 2020		0	\$0.00	\$0.00	\$0.00
WEST, Serena (M1214167)	Oct 2020 - Dec 2020		0	\$0.00	\$0.00	\$0.00

Step 5 – Click ‘Add Worker’

If this is your first Return you will need to add Workers to the return before entering data.

WILD DOG VALLEY YOUTH R (C322470)

Dashboard

Returns

Transactions

Workers

Employer Details

Contacts

Addresses

Contact Us

Returns / Periodic (Oct 2020 - Dec 2020) (R512828): Return Edit

Add Worker

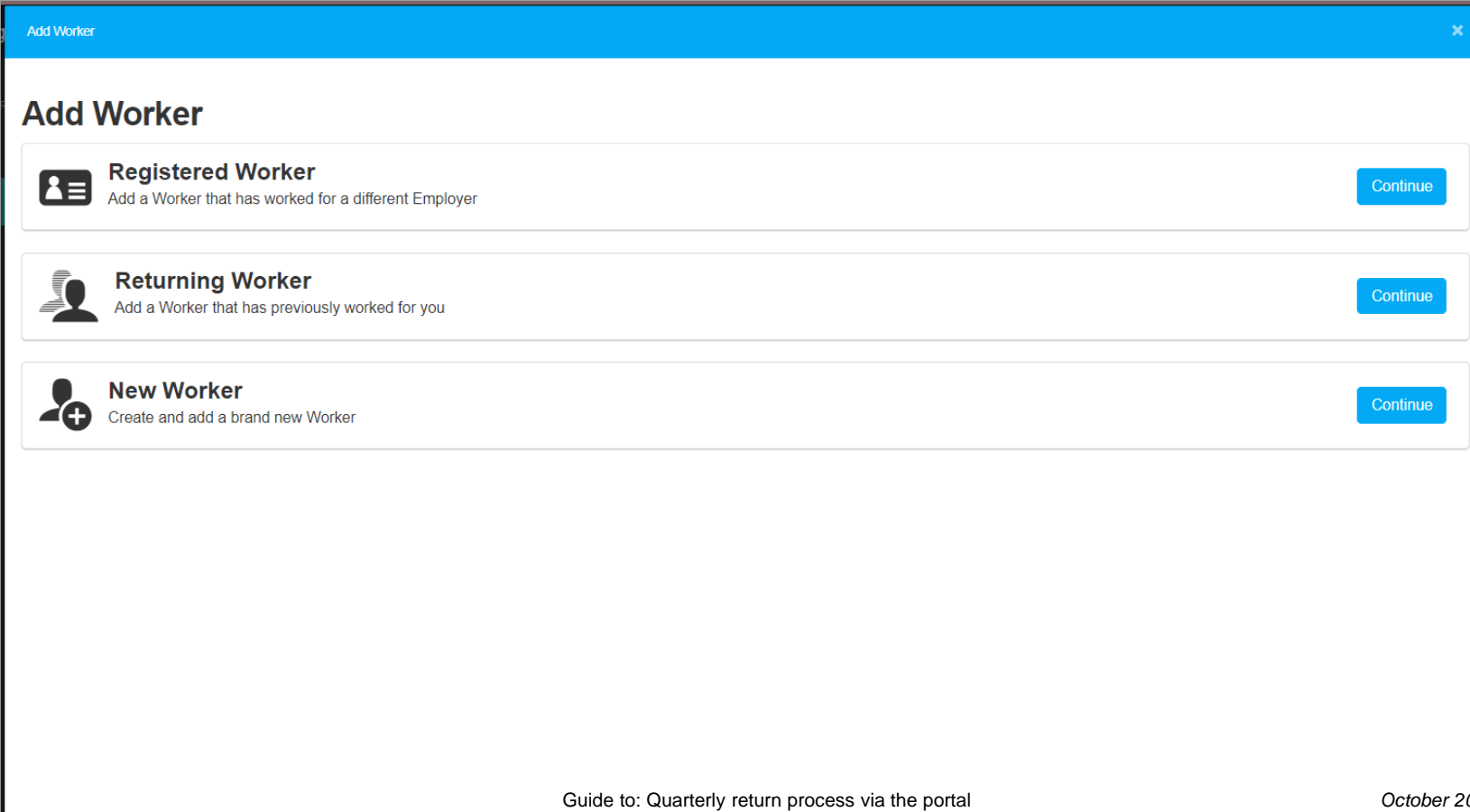
Due Date	Workers	Total Pay	Levy	Contribution
30/11/2020	7	\$0.00	1.65%	\$0.00

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
COCHRAN, Jett (M1214168)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$11,411.96	✓ Pay is within threshold	<input type="checkbox"/>	⋮
DONNELLY, Cyrus (M1214171)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$10,871.90	✓ Pay is within threshold	<input type="checkbox"/>	⋮
HUNT, Oliver (M1214166)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$3,772.41	✓ Pay is within threshold	<input type="checkbox"/>	⋮
KANE, Esme-Rose (M1214169)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$8,018.98	✓ Pay is within threshold	<input type="checkbox"/>	⋮
SHARMA, Della (M1214170)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$979.99	✓ Pay is within threshold	<input type="checkbox"/>	⋮
WEST, Serena (M1214167)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$6,191.86	✓ Pay is within threshold	<input type="checkbox"/>	⋮
WOODS, Chantelle (M1214172)		<input type="text" value="0"/>	<input type="text" value="\$0.00"/>	📌 \$9,177.46	✓ Pay is within threshold	<input type="checkbox"/>	⋮

Close

Step 6 – Click ‘Continue’ to add a worker

Select the option that meets your requirements

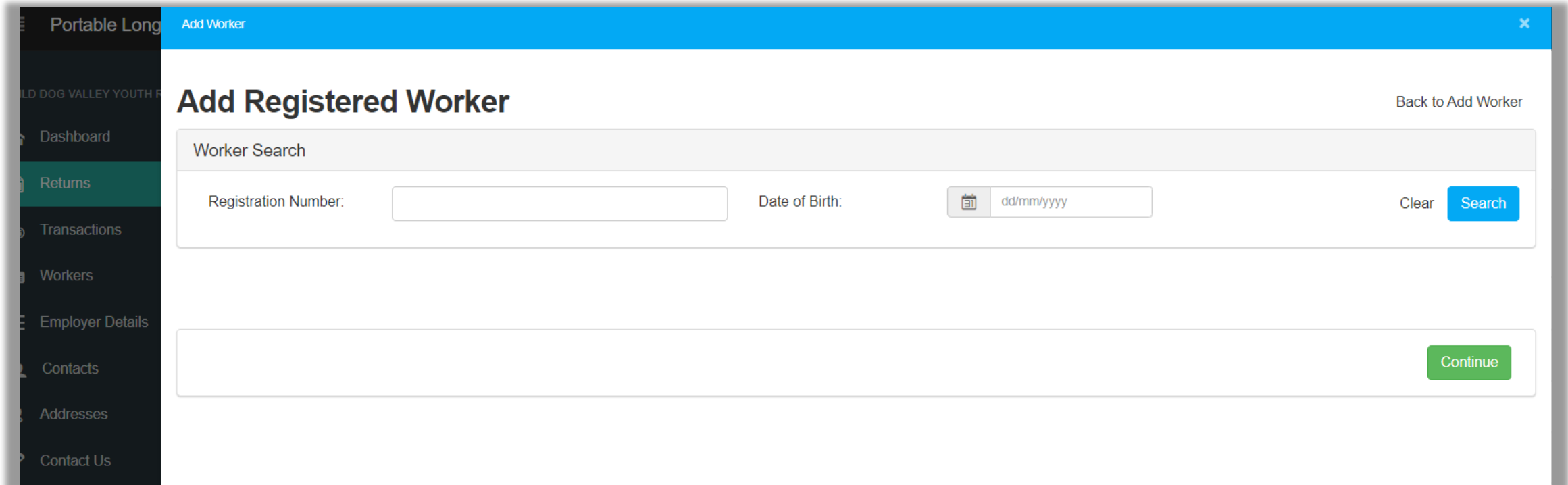


The screenshot shows a web interface titled "Add Worker" with a blue header bar. Below the header, the title "Add Worker" is displayed. There are three main options, each in a white box with a blue "Continue" button on the right:

- Registered Worker**: Add a Worker that has worked for a different Employer. The icon shows a person with a list.
- Returning Worker**: Add a Worker that has previously worked for you. The icon shows a person silhouette.
- New Worker**: Create and add a brand new Worker. The icon shows a person silhouette with a plus sign.

Step 7a – Add ‘Registered Worker’

You can add a Worker that is already registered with the Authority. You will need the Registration number and their personal details



The screenshot shows a web portal interface for adding a registered worker. On the left is a dark sidebar with navigation links: Portable Long, Dashboard, Returns (highlighted), Transactions, Workers, Employer Details, Contacts, Addresses, and Contact Us. The main content area has a blue header bar with 'Add Worker' and a close icon. Below the header, the title 'Add Registered Worker' is displayed, with a 'Back to Add Worker' link on the right. A 'Worker Search' section contains two input fields: 'Registration Number:' and 'Date of Birth:' with a calendar icon and the format 'dd/mm/yyyy'. There are 'Clear' and 'Search' buttons to the right of the date field. Below the search fields is a large empty text area with a green 'Continue' button on the right.

Step 7b –Add ‘Returning Worker’

You can add a returning Worker that you have previously employed.

Add Worker ✕

Add Returning Worker Back to Add Worker

Worker No.: First Name: Last Name:

	Name	Employed From / To	Date Of Birth
<input type="radio"/>	MENDOZA, Tony 12141	01 Jul 2019 - 31 Oct 2019	18/12/2002
<input type="radio"/>	THOMPSON, Gemma 12141	01 Jul 2019 - 31 Oct 2019	12/08/1991

Step 7c – Add ‘New Worker’

Use this method to add a new Worker.

WILD DOG VALLEY YOUTH R. (C322470)

Workers: Add New Worker Back to Add Worker

If the Start Date of this Worker falls within an uncommitted return, the Worker will be added to that return. If the Start Date falls within a committed return period and you are required to submit retrospective service, you must contact Community Services Portable Long Service Authority. If the Start Date is greater than the last return period, the Worker will be added to the future return.

Profile Contributions

Personal Details

Salutation

First Name *

Middle Names

Surname *

Date of Birth *

Gender *

Step 8 – Employment Details – Registration Date

Employment Details

You are adding this Worker to return period Periodic (Oct 2020 - Dec 2020) (Return ID 512828)

Registration Date *

Employment Type *

Work Type *

Worker Type *

The earliest Registration Date will be the commencement date of the Long Service Benefits Portability Act 2018 which is the 1st July 2019.

The Registration Date for Workers that commenced employment after the 1st July 2019 will be the date that their employment commenced with the covered industries after the 1st July 2019

The registration date is not the date of lodging the return, the start date of your organisation or the current date.

Step 9 – Complete Worker registration and save and close

WILD DOG VALLEY YOUTH R (C322470)

Dashboard

Returns

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Workers: Add New Worker

[Back to Add Worker](#)

If the Start Date of this Worker falls within an uncommitted return, the Worker will be added to that return. If the Start Date falls within a committed return period and you are required to submit retrospective service, you must contact Community Services Portable Long Service Authority. If the Start Date is greater than the last return period, the Worker will be added to the future return.

Profile Contributions

Personal Details

Salutation

First Name *

Middle Names

Surname *

Date of Birth *

Gender *

Contact Details

Mobile or Phone

Step 10 – Add data to the Return

Note: Add Workers hours and Ordinary pay. (See Website for information on Ordinary Pay)

Returns / Periodic (Oct 2020 - Dec 2020) (R512828): Return Edit

[Add Worker](#)

Due Date	Workers	Total Pay	Levy	Contribution
30/11/2020	7	\$51,013.96	1.65%	\$841.73

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
COCHRAN, Jett (M1214168)		532	\$12,001.36	\$11,411.96	✓ Pay is within threshold	<input type="checkbox"/>	⋮
Over time							
DONNELLY, Cyrus (M1214171)		524.4	\$10,871.90	\$10,871.90	✓ Pay is within threshold	<input type="checkbox"/>	⋮
HUNT, Oliver (M1214166)		172.5	\$3,772.41	\$3,772.41	✓ Pay is within threshold	<input type="checkbox"/>	⋮
KANE, Esme-Rose (M1214169)		386.88	\$8,018.98	\$8,018.98	✓ Pay is within threshold	<input type="checkbox"/>	⋮
SHARMA, Della (M1214170)		47.07	\$979.99	\$979.99	✓ Pay is within threshold	<input type="checkbox"/>	⋮
WEST, Serena (M1214167)		296.8	\$6,191.86	\$6,191.86	✓ Pay is within threshold	<input type="checkbox"/>	⋮
WOODS, Chantelle (M1214172)		440.8	\$9,177.46	\$9,177.46	✓ Pay is within threshold	<input type="checkbox"/>	⋮

[Close](#)

Step 11 – ‘Close’ to save changes

Returns / Periodic (Apr 2020 - Jun 2020) (R512827): Return Edit

[Add Worker](#)

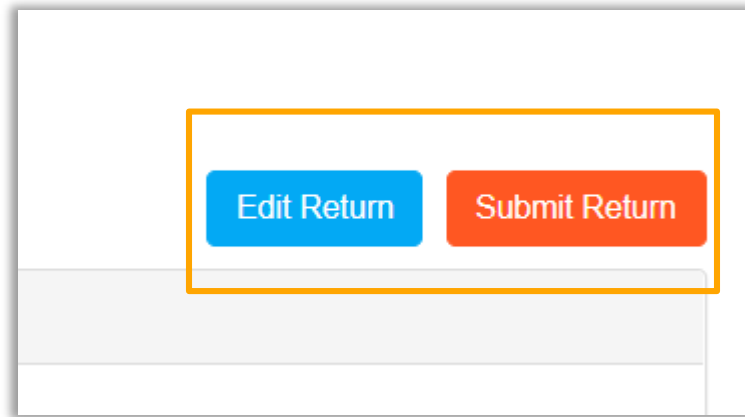
Due Date: 30/11/2020
Workers: 7
Total Pay: \$50,424.56
Levy: 1.65%
Contribution: \$832.01

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
COCHRAN, Jett M12141		532	\$11,411.96	\$5,432.93	✓ Pay is within threshold	<input type="checkbox"/>	⋮
DONNELLY, Cyrus M12141		524.4	\$10,871.90	\$9,493.87	✓ Pay is within threshold	<input type="checkbox"/>	⋮
HUNT, Oliver M12141		172.5	\$3,772.41	\$11,566.62	✓ Pay is within threshold	<input type="checkbox"/>	⋮
KANE, Esme-Rose M12141		386.88	\$8,018.98	\$719.75	✓ Pay is within threshold	<input type="checkbox"/>	⋮
SHARMA, Della M12141		47.07	\$979.99	\$9,368.36	✓ Pay is within threshold	<input type="checkbox"/>	⋮
WEST, Serena M121416		296.8	\$6,191.86	\$4,975.93	✓ Pay is within threshold	<input type="checkbox"/>	⋮
WOODS, Chantelle M12141		440.8	\$9,177.46	\$10,982.23	✓ Pay is within threshold	<input type="checkbox"/>	⋮

[Close](#)

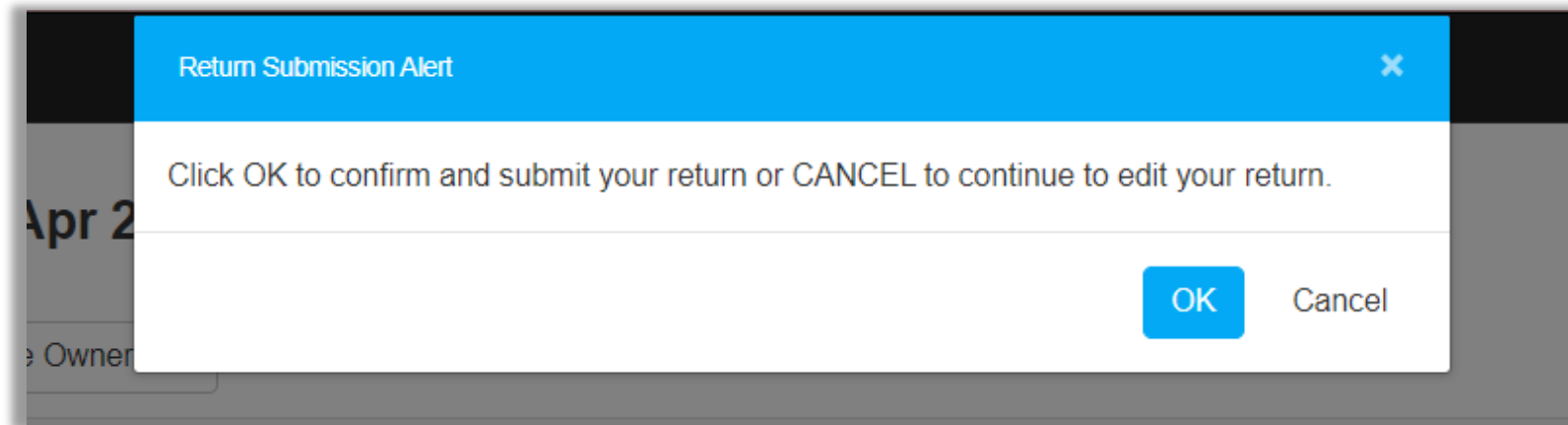
Step 12 – Click ‘Edit Return’ or ‘Submit Return’ as required

Clicking the ‘Submit Return’ button sends the completed Return to Authority staff for processing.



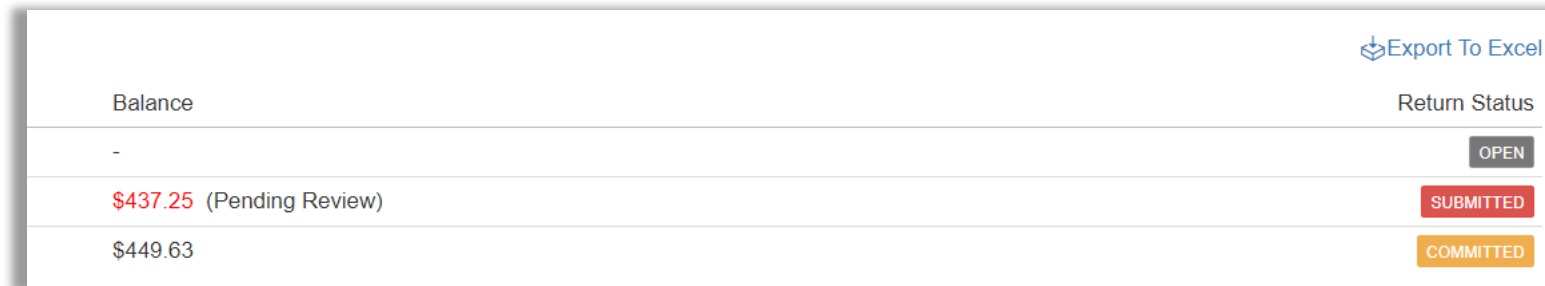
Step 13 – ‘Return Submission alert’

Click ‘OK’ to submit Return



Step 14 – Return Status

Once a return has been committed the 'Return State' will change colour. Orange indicates that the Return is ready for payment and Red means the Return is under review by the Authority staff.



A screenshot of a web interface showing a table of return statuses. The table has two columns: 'Balance' and 'Return Status'. The 'Return Status' column contains buttons with different colors and labels. An 'Export To Excel' button is located in the top right corner of the table area.

Balance	Return Status
-	OPEN
\$437.25 (Pending Review)	SUBMITTED
\$449.63	COMMITTED

Quarterly Return Colour Status

Return Type	Details
OPEN	Ready for employers to add workers and contributions
SUBMITTED	Requires review by back office operators
COMMITTED	Ready for payment
ADJUSTING	Being adjusted/updated by back office operators
COMMITTED	Finalised and payment has been receipted and allocated to return and total balance is \$0.00

Guide to: Quarterly return process via the portal

Step 15 – Return Status

This Return is in a red submitted state and is undergoing a review by Authority staff. You may be contacted to assist with resolving issues. Once resolved the colour will then change to orange and an invoice will be emailed to the primary contact.

Periodic Return Information			
Return Status	SUBMITTED	Workers	7
Return Period (ID)	Periodic (Oct 2020 - Dec 2020) (R512828)	Total Pay	\$55,014.47
Due Date	30/11/2020	Return Rate	1.65%
		Contribution	\$907.74

Financial Details	
Thank you. Your return has been submitted and will require review by Portable Long Service Authority.	

Step 16 – Payment

An invoice can be created via 'Print PDF' in the Returns or Transactions pages.

The screenshot displays the PLSA web interface. On the left is a dark sidebar with a menu containing: PLSA, VIC CONSTRUCTION PTY LTD (0122003), Dashboard, Returns (highlighted), Workers, Employer Details, Contacts, Addresses, and Contact Us. The main content area is titled 'Return Apr 2019 - Jun 2019' and contains several sections:

- Periodic Return Information:**
 - Return Status: **COMPLETED**
 - Return Period (ID): Apr 2019 - Jun 2019 (RS11002)
 - Due Date: 31/07/2019
- Financial Details:**

Date	Description
25 Mar 19	Invoice - Return #011002
- Payment Information:**
 - Buttons for: EFT, Credit Card, Cheque
 - BPAY** logo

Overlaid on the right side of the interface is a PDF invoice from the Portable Long Service Authority. The invoice includes:

- Portable Long Service Authority** logo and contact details: 1800-0000 Monday - Friday, 1300-0000 Saturday - Sunday, ADDRESS: TBC VIC TBC, TBC 3000 VIC TBC, Website: formales.com.au, Email: info@pls.formales.com.au
- Recipient: Mr. John Smith, VIC Construction PTY LTD, 123 State Street, MELBOURNE VIC 3000
- Invoice No: 1002, Employer No: 02003, Date: 14-Jul-2019
- INVOICE** title
- Detail** table:

Detail	GST	Amount
RS11002 for period: 01 Apr 2019 to 30 Jun 2019	0.00	\$626.00
		Total: \$626.00

Warning Messages

Ordinary Pay not specified - Discrepancy reason is required.

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
Ordinary Pay not specified - Discrepancy reason is required							
COCHRAN, Jett (M1214168)		456	\$0.00	\$11,411.96	[Choose Discrepancy Reason]	<input type="checkbox"/>	

This warning may appear when entering Worker hours and the Ordinary Pay cell is empty. If this occurs enter ordinary pay amount and error message should disappear.

If the message does not disappear add the Ordinary Pay and select a discrepancy reason.

Warning Messages

Hours/Ordinary Pay not within threshold - Discrepancy reason is required.

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
Hours / Ordinary Pay not within threshold - Discrepancy reason is required							
COCHRAN, Jett (M1214168)		<input type="text" value="456"/>	<input type="text" value="\$16,001.87"/>	<input type="text" value="i \$11,411.96"/>	<input type="text" value="[Choose Discrepancy Reason]"/>	<input type="checkbox"/>	<input type="button" value="⋮"/>

This warning will appear if the portal detects a variation greater than 25% between the Ordinary pay being entered in the current return and the Ordinary Pay in the previous period. This is designed to alert users to potential incorrect data entry.

Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason
is required			
<input type="text" value="456"/>	<input type="text" value="\$16,001.87"/>	<input type="text" value="i \$11,411.96"/>	<input type="text" value="[Choose Discrepancy Reason]"/>

If the variation is correct add a discrepancy reason.

Terminating a Worker

To terminate a Worker, click on 'Edit Return' and click on the three vertical dots

Returns / Periodic (Oct 2020 - Dec 2020) (R512828): Return Edit + Add Worker

Due Date 30/11/2020	Workers 7	Total Pay \$55,014.47	Levy 1.65%	Contribution \$907.74
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Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
COCHRAN, Jett (M1214168)		456	\$16,001.87	ⓘ \$11,411.96	Wage Increase	<input type="checkbox"/>	⋮
DONNELLY, Cyrus (M1214171)		524.4	\$10,871.90	ⓘ \$10,871.90	✓ Pay is within threshold	<input type="checkbox"/>	⋮
HUNT, Oliver (M1214166)		172.5	\$3,772.41	ⓘ \$3,772.41	✓ Pay is within threshold	<input type="checkbox"/>	⋮

Terminating a Worker

Click on 'Terminate'

Returns / Periodic (Oct 2020 - Dec 2020) (R512828): Return Edit

[Add Worker](#)

Due Date	Workers	Total Pay	Levy	Contribution
30/11/2020	7	\$55,014.47	1.65%	\$907.74

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discrepancy Reason	LSL Taken?	More
COCHRAN, Jett (M1214168)		456	\$16,001.87	\$11,411.96	Wage Increase	<input type="checkbox"/>	<ul style="list-style-type: none">TerminateAdd Note
DONNELLY, Cyrus (M1214171)		524.4	\$10,871.90	\$10,871.90	✓ Pay is within threshold	<input type="checkbox"/>	
HUNT, Oliver (M1214166)		172.5	\$3,772.41	\$3,772.41	✓ Pay is within threshold	<input type="checkbox"/>	
KANE, Esme-Rose (M1214169)		386.88	\$8,018.98	\$8,018.98	✓ Pay is within threshold	<input type="checkbox"/>	

Terminating a Worker

Enter Termination date and reason

Worker (#)	Start Date	Hours	Ordinary Pay	Previous Pay	Pay Discre
Termination Reason Required					
COCHRAN, Jett (M1214168)		456	\$16,001.87	\$11,411.96	Wage Incre
Termination Date	Termination Reason				
<input type="text" value="12/11/2020"/>	[Choose Termination Reason]				
DONNELLY, Cyrus (M1214171)	[Choose Termination Reason]				
HUNT, Oliver (M1214166)	Termination				
KANE, Esme-Rose (M1214169)	Resignation				
SHARMA, Della (M1214170)	Retrenchment				
WEST, Serena (M1214167)	Project Completed				
WOODS, Chantelle (M1214172)	Ill Health/Incapacity				
	Retirement				
	Death				

For further information about portable long service visit www.plsa.vic.gov.au, call 1800 517 158 or email enquiries@plsa.vic.gov.au