



Guide to: Quarterly return process via the portal



Quarterly returns overview

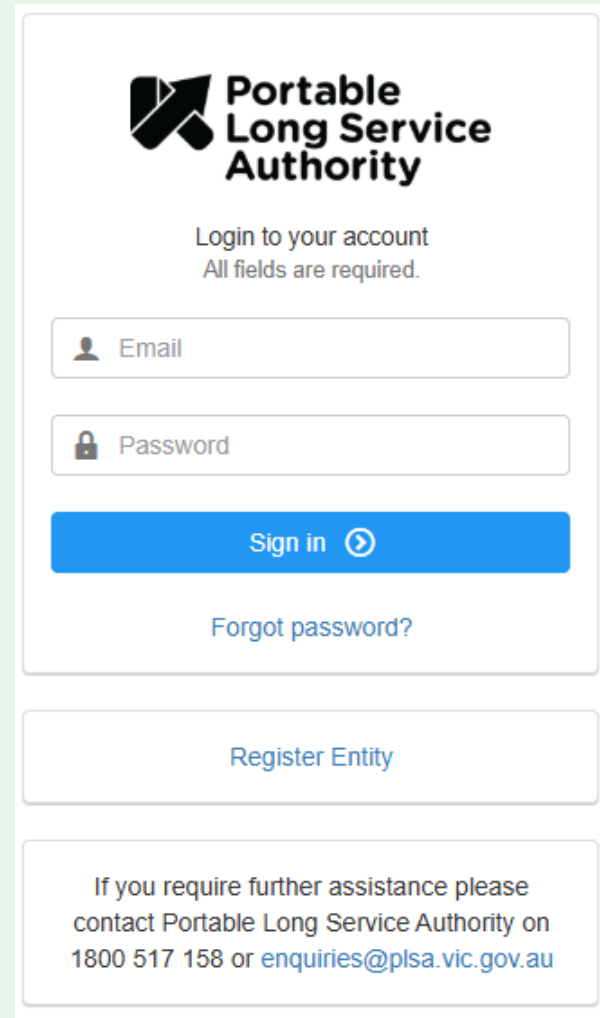
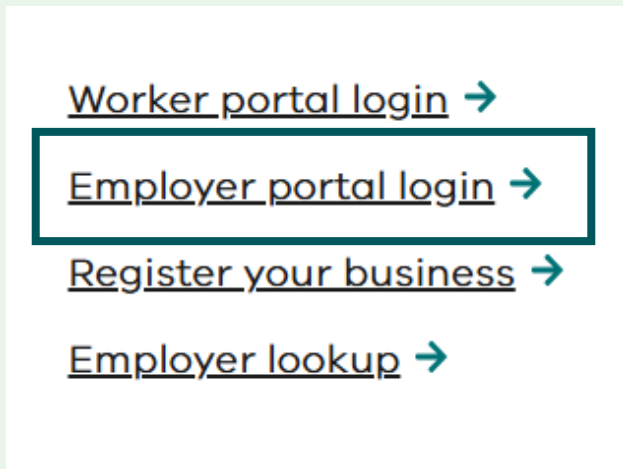
The Portable Long Service Authority's quarterly returns can be submitted to the Authority in two ways. They are:

- 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 in to the 'employer portal' at the Portable Long Service Authority website



The login page for the Portable Long Service Authority. It features the organization's logo at the top, followed by the text "Login to your account" and "All fields are required." Below this are two input fields: "Email" with a person icon and "Password" with a lock icon. A blue "Sign in" button with a right arrow is positioned below the password field. A link for "Forgot password?" is located below the sign-in button. A "Register Entity" button is at the bottom of the main form area. A footer box contains contact information: "If you require further assistance please contact Portable Long Service Authority on 1800 517 158 or enquiries@plsa.vic.gov.au".

Step 2 – Click on ‘Returns’ tab

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
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)

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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 4 – Click on ‘Edit Return’

Dashboard

Returns

Claims

Transactions

Workers

Employer Details

I Want To

Contact Us

Periodic Return Information

Return Status

OPEN

Workers

23

Return Period (ID)

Periodic (Apr 2026 - Jun 2026) (R621278)

Total Pay

\$0.00

Due Date

31/07/2026

Return Rate

1.65%

Contribution

\$0.00

Contributions

Start typing to search

Filters

Worker	Dates (Term Reason)	LSL Taken	Hours	Hourly Rate	Ordinary Pay (Discrepancy)	Contribution
ANDREWS, Angel (M1378055) (Days: 91)	Apr 2026 - Jun 2026		0	\$0.00	\$0.00	\$0.00
BANKS, Frankie (M1854764) (Days: 91)	Apr 2026 - Jun 2026		0	\$0.00	\$0.00	\$0.00
BRIDGES, Reyes (M1858351) (Days: 91)	Apr 2026 - Jun 2026		0	\$0.00	\$0.00	\$0.00
BUCKLEY, Troy (M1858349) (Days: 91)	Apr 2026 - Jun 2026		0	\$0.00	\$0.00	\$0.00
CASTILLO, Gilbert (M1855217) (Days: 91)	Apr 2026 - Jun 2026		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)		0	\$0.00	\$11,411.96	✓ Pay is within threshold	☐	⋮
DONNELLY, Cyrus (M1214171)		0	\$0.00	\$10,871.90	✓ Pay is within threshold	☐	⋮
HUNT, Oliver (M1214166)		0	\$0.00	\$3,772.41	✓ Pay is within threshold	☐	⋮
KANE, Esme-Rose (M1214169)		0	\$0.00	\$8,018.98	✓ Pay is within threshold	☐	⋮
SHARMA, Della (M1214170)		0	\$0.00	\$979.99	✓ Pay is within threshold	☐	⋮
WEST, Serena (M1214167)		0	\$0.00	\$6,191.86	✓ Pay is within threshold	☐	⋮
WOODS, Chantelle (M1214172)		0	\$0.00	\$9,177.46	✓ Pay is within threshold	☐	⋮

Close

Step 6 – Click ‘Continue’ to add a worker

Select the option that meets your requirements.

Add Worker



Registered Worker

Add a Worker that has worked for a different Employer

Continue



Returning Worker

Add a Worker that has previously worked for you

Continue



New Worker

Create and add a brand new Worker

Continue

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.

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Dashboard

Returns

Transactions

Workers

Employer Details

Contacts

Addresses

Contact Us

Add Worker

Add Registered Worker

Back to Add Worker

Worker Search

Registration Number:

Date of Birth:

dd/mm/yyyy

Clear

Search

Continue

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
☐	MENDOZA, Tony 12141	01 Jul 2019 - 31 Oct 2019	18/12/2002
☐	THOMPSON, Gemma 12141	01 Jul 2019 - 31 Oct 2019	12/08/1991

Continue

Step 7c – Add ‘New Worker’

Use this method to add a new worker.

WILD DOG VALLEY YOUTH R (C322470)

Dashboard

Returns

Transactions

Workers

Employer Details

Contacts

Addresses

Contact Us

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

--None--

First Name *

Middle Names

Surname *

Date of Birth *

dd/mm/yyyy

Gender *

Not Provided

OFFICIAL

Step 8 – Employment Details – Registration Date

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.

Employment Details

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

Registration Date *



01/07/2019

Employment Type *

Full-time

▼

Work Type *

Family support services

▼

Worker Type *

Worker

▼

Step 9 – Complete worker registration, save and close

WILD DOG VALLEY YOUTH R (C322470)

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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

Ms

First Name *

Esme-Rose

Middle Names

Surname *

Kane

Date of Birth *

04/12/2000

Gender *

Female

Contact Details

Mobile

or Phone

OFFICIAL

Step 10 – Add data to the ‘Return’

Note: Add workers hours and ordinary pay. (See website for information on ordinary pay)

WILD DOG VALLEY YOUTH R. (C322470)

Dashboard

Returns

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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

\$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	☐	⋮
Over time							✕
DONNELLY, Cyrus (M1214171)		524.4	\$10,871.90	\$10,871.90	✓ Pay is within threshold	☐	⋮
HUNT, Oliver (M1214166)		172.5	\$3,772.41	\$3,772.41	✓ Pay is within threshold	☐	⋮
KANE, Esme-Rose (M1214169)		386.88	\$8,018.98	\$8,018.98	✓ Pay is within threshold	☐	⋮
SHARMA, Della (M1214170)		47.07	\$979.99	\$979.99	✓ Pay is within threshold	☐	⋮
WEST, Serena (M1214167)		296.8	\$6,191.86	\$6,191.86	✓ Pay is within threshold	☐	⋮
WOODS, Chantelle (M1214172)		440.8	\$9,177.46	\$9,177.46	✓ Pay is within threshold	☐	⋮

Close

Step 11 – ‘Close’ and save changes

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

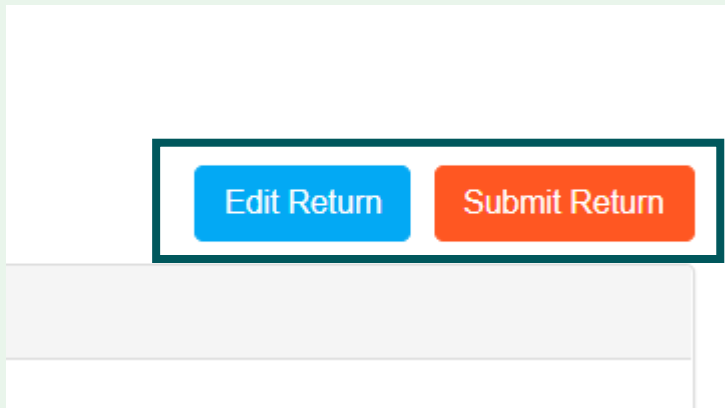
 Add Worker

Due Date		Workers		Total Pay		Levy		Contribution	
30/11/2020		7		\$50,424.56		1.65%		\$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	☐			
DONNELLY, Cyrus M12141		524.4	\$10,871.90	 \$9,493.87	✓ Pay is within threshold	☐			
HUNT, Oliver M12141		172.5	\$3,772.41	 \$11,566.62	✓ Pay is within threshold	☐			
KANE, Esme-Rose M12141		386.88	\$8,018.98	 \$719.75	✓ Pay is within threshold	☐			
SHARMA, Della M12141		47.07	\$979.99	 \$9,368.36	✓ Pay is within threshold	☐			
WEST, Serena M121416		296.8	\$6,191.86	 \$4,975.93	✓ Pay is within threshold	☐			
WOODS, Chantelle M12141		440.8	\$9,177.46	 \$10,982.23	✓ Pay is within threshold	☐			

Close

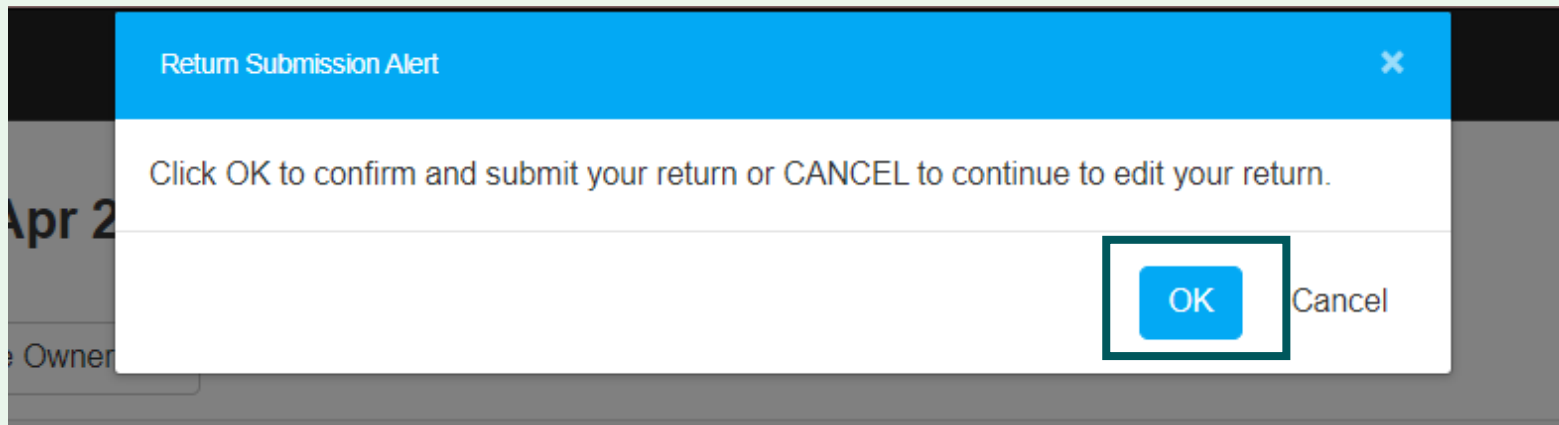
Step 12 – Click ‘Edit Return’ or ‘Submit Return’ as required

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 Status’ will change colour. Orange indicates that the return is ready for payment and red means the return is under review by the Authority staff.

Export To Excel

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

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.

Portable Long Service Authority

BACKOFFICE ONLY - COMMUNITY SERVICES

Dashboard

Returns

Claims

Transactions

Workers

Employer Details

I Want To

Contact Us

Returns: Periodic (Oct 2025 - Dec 2025) (R)

Periodic Return Information

Return Status

COMMITTED

Return Period (ID)

Periodic (Oct 2025 - Dec 2025) (R)

Due Date

31/01/2026[Edit]

Financial Details

Date

20 Jan 26

Description

Invoice [Print PDF]

Payment Information

EFT

BPAY



Pay with EFT

Account Name

BSB

Account Number

Reference

Portable Long Service Authority

1 Test Street
BRASSALL QLD 4305

Portable Long Service Authority

ABN: 76 324 378 620
Enquiries: 1800 517 158
https://www.plsa.vic.gov.au
enquiries@plsa.vic.gov.au
PO BOX 443
Bendigo VIC 3552

Invoice No:

Return No:

Invoice Date:

Due Date:

20/01/2026

03/02/2026

TAX INVOICE

Detail	GST	Amount
XXX XXX XXX XXX XXX XXX XXX XXX XXX XXX XXX	0.00	\$6,734.37
		Total : \$6,734.37

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]	☐	

This warning may appear when entering worker hours and the ‘Ordinary Pay’ cell is empty. If this occurs, enter the ordinary pay amount and the 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)		456	\$16,001.87	\$11,411.96	[Choose Discrepancy Reason]	☐	

This warning will appear if the portal detects a variation greater than 50% 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
s required			
456	\$16,001.87	\$11,411.96	[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	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	☐	
DONNELLY, Cyrus (M1214171)		524.4	\$10,871.90	 \$10,871.90	✓ Pay is within threshold	☐	
HUNT, Oliver (M1214166)		172.5	\$3,772.41	 \$3,772.41	✓ Pay is within threshold	☐	

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	☐	Terminate Add Note
DONNELLY, Cyrus (M1214171)		524.4	\$10,871.90	\$10,871.90	✓ Pay is within threshold	☐	
HUNT, Oliver (M1214166)		172.5	\$3,772.41	\$3,772.41	✓ Pay is within threshold	☐	
KANE, Esme-Rose (M1214169)		386.88	\$8,018.98	\$8,018.98	✓ Pay is within threshold	☐	

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			
 12/11/2020		[Choose Termination Reason]			
DONNELLY, Cyrus (M1214171)		[Choose Termination Reason]			
HUNT, Oliver (M1214166)		Termination			
KANE, Esme-Rose (M1214169)		Resignation			
		Retrenchment			
SHARMA, Della (M1214170)		Project Completed			
WEST, Serena (M1214167)		Ill Health/Incapacity			
WOODS, Chantelle (M1214172)		Retirement			
		Death			

Contact and follow us

Call toll free on 1800 517 158

Email: enquiries@plsa.vic.gov.au

Website: plsa.vic.gov.au

