



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2023-123

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	31
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

[REDACTED]
To: [CMTEDD FOI](#)

[REDACTED]
Subject: Portable Long Service Leave campaign-CMTEDDFOI 2023-123

Date: Monday, 3 April 2023 2:26:00 PM

Attachments: [image001.png](#)

Good afternoon,

Under the FOI Act 2016 I would like to be supplied with all documents held by the government relating to the education and awareness campaign to be conducted for extension of Portable Long Service Leave to the beauty, accommodation and food services industries.

Kind regards,





ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2023-123



FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 03 April 2023 you sought:

Under the FOI Act 2016 I would like to be supplied with all documents held by the government relating to the education and awareness campaign to be conducted for extension of Portable Long Service Leave to the beauty, accommodation, and food services industries.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD I am required to provide a decision on your access application by 4 May 2023. However, following an extension for third party consultation, a response is due to you by 25 May 2023.

Decision on access

Searches were completed for relevant information and 17 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents. This document also identifies information that is out of scope to your request and has been redacted.

I have decided to grant access in full to seven documents relevant to your request. I have decided to refuse access to nine documents, and I have decided to grant partial access to one document as I consider these documents to contain information that is:

- contrary to the public interest information under schedule 1; or
- information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

In accordance with section 54(2) of the Act my access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act
- the content of the documents that fall within the scope of your request
- the views of a third party
- the *Information Privacy Act 2014*.

Exemption claimed

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Contrary to the public interest information under schedule 1 of the Act

Document 1 to 9 are entirely composed of Cabinet information and has been expressly prepared for consideration by Cabinet and the disclosure of this information would reveal Cabinet deliberations. As such the information identified as being within the scope of your request is considered to be contrary to the public interest under section 1.6 of Schedule 1 of the Act as it contains Cabinet information and is exempt from release.

Under the Act Schedule 1, section 1.6 *Cabinet Information* is:

(1) Information—

(a) that has been submitted, or that a Minister proposes to submit, to Cabinet for its consideration and that was brought into existence for that purpose; or

(b) that is an official record of Cabinet; or

(c) that is a copy of, or part of, or contains an extract from, information mentioned in paragraph (a) or (b); or

(d) the disclosure of which would reveal any deliberation of Cabinet (other than through the official publication of a Cabinet decision).

The purpose of this exemption is to maintain the confidentiality of the cabinet process and to uphold the principle of collective ministerial responsibility. This exemption was discussed in *The Commonwealth v Northern Land Council* [1993] HCA 24; (1993) 176 CLR 604 (21 April 1993). Paragraph 6 of the decision, states that:

... it has never been doubted that it is in the public interest that the deliberations of Cabinet should remain confidential in order that the members of Cabinet may exchange

differing views and at the same time maintain the principle of collective responsibility for any decision which may be made.

Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and nondisclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Factors favouring disclosure in the public interest (Schedule 2 section 2.1):

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

(a) disclosure of the information could reasonably be expected to do any of the following:

- (i) promote open discussion of public affairs and enhance the government's accountability.*
- (ii) contribute to positive and informed debate on important issues or matters of public interest.*
- (viii) reveal the reason for a government decision and any background or contextual information that informed the decision.*

Having considered the factors identified as relevant in this matter, I consider that release of the information within the scope of the request may promote open discussion of public affairs and enhance the government's accountability. The documents identified contain information relating to how the government is considering changes to the Portable Long Service Leave Scheme which I consider to be of public interest. The release of the documents identified will provide contextual information relating to how consultation and changes to the scheme are being considered. I am satisfied that the public interest in increasing transparency and accountability of the Government carries significant weight.

Factors favouring nondisclosure in the public interest Schedule 2 s2.2:

(a) disclosure of the information could reasonably be expected to do any of the following:

- (ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*
- (xi) prejudice trade secrets, business affairs or research of an agency or person.*
- (xiii) prejudice the competitive commercial activities of an agency.*

I consider that the protection of an individual's right to privacy, especially during business with the ACT Government is a significant factor as the parties involved have provided their personal contact information for the purposes of working with the ACT Government. I have considered this information and in my opinion the protection of these individuals' personal details (such as names of consultants and personal details which may not be publicly available) outweighs the benefit which may be derived from releasing them. I consider that these individuals are entitled to expect that the personal information they have supplied to the ACT Government will be dealt with in a manner that protects their privacy.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury [2005] AATA 898* the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person. I note that the disclosure of document 17 has the potential to harm that business as it contains information about their business, business processes as well as research they have undertaken. The release of commercially sensitive information of this nature has the potential to undermine the government's ability to obtain these types of services in the future.

In line with the ACT Ombudsman guidelines, where information is out of scope and that is the only reason for redaction, this is taken to be release in full. It is marked as such on the schedule of documents.

Having applied the test outlined in section 17 of the Act and deciding that release of some of the information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Charges

Fees for this access application are waived [REDACTED].

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 27 April 2023. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi/disclosure-log-2023>

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Emma Hotham
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

19 May 2023



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST

Reference NO.

Under the FOI Act 2016 I would like to be supplied with all documents held by the government relating to the education and awareness campaign to be conducted for extension of Portable Long Service Leave to the beauty, accommodation, and food services industries.

CMTEDDFOI 2023-123

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1		Combined pass – exposure circulation – Long Service Leave (Portable Schemes) Amendment Bill 2022 – communications plan (Cabinet submission (milestones table) and attachment D of the Submission)	August 2022	Exempt	Sch 1 s1.6	No
2		Combined pass – ERC – Long Service Leave (Portable Schemes) Amendment Bill 2022 – communications plan (Cabinet submission (milestones table) and attachment D of the Submission)	August 2022	Exempt	Sch 1 s1.6	No
3		Combined pass – final lodge – Long Service Leave (Portable Schemes) Amendment Bill 2022 – communications plan (Cabinet submission (milestones table) and attachment D of the Submission)	October 2022	Exempt	Sch 1 s1.6	No
4		Exposure Draft Circulation – Cabinet Submission – ACT Government Response to the EGEE Committee Report 6: Inquiry into the Long Service Leave (Portable Schemes) Amendment Bill 2022	February 2023	Exempt	Sch 1 s1.6	No
5		Combined pass – final lodge – Long Service Leave (Portable Schemes) Amendment Bill 2022 – communications plan (attachment D of the Submission)	October 2022	Exempt	Sch 1 s1.6	No
6		Exposure Draft Circulation – 23/227 - Cabinet Submission – ACT Government Response to the EGEE Committee Report 6: Inquiry into the Long Service Leave (Portable Schemes) Amendment Bill 2022	February 2023	Exempt	Sch 1 s1.6	No

7		Better Regulation Taskforce, Policy & Cabinet – comments on exposure circulation of 23/227	March 2023	Exempt	Sch 1 s1.6	No
8		Better Regulation Taskforce, Policy & Cabinet – comments on exposure circulation of 23/227	March 2023	Exempt	Sch 1 s1.6	No
9		Final lodge – Cabinet Submission – ACT Government Response to the EGEE Committee Report 6: Inquiry into the Long Service Leave (Portable Schemes) Amendment Bill 2022	March 2023	Exempt	Sch 1 s1.6	No
10	1-3	Post-Cabinet adjustment to the EGEE Committee Report 6: Inquiry into the Long Service Leave (Portable Schemes) Amendment Bill 2022	2023	Full Release		Yes
11	4-19	Long Service Leave (Portable Schemes) Amendment Bill 2022 – Debate Package	March 2023	Full release	Outside scope	Yes
12	20-26	Frequently Asked Questions for Employers and Employees	Undated	Full Release		Yes
13	27--52	Staff Briefing PowerPoint Presentation	Undated	Full Release		Yes
14	53-66	ACT Long Service Leave Authority Draft Communications Plan	Undated	Full Release		Yes
15	67-68	Letter issued to Cleaning Employers on Monday 17 April 2023	May 2023	Full Release		Yes
16	69-93	Request For Quotation for the development of a Communication and Stakeholder Engagement Strategy	January 2023	Partial Release	Sch 2, 2.2(a)(ii)	Yes
17	94-107	Proposal from third party– Communication and Stakeholder Engagement Strategy	Undated	Exempt	Sch 2, 2.2(a)(xi) Sch 2, 2.2(a)(xiii)	No
Total No of Docs						
17						

2023

THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY

GOVERNMENT RESPONSE TO THE
STANDING COMMITTEE ON ECONOMY AND GENDER
AND ECONOMIC EQUALITY

TABLED BY

Mick Gentleman MLA

Minister for Industrial Relations and Workplace Safety

Introduction

On 22 November 2022 the Government introduced the Long Service Leave (Portable Schemes) Amendment Bill 2022 (Amendment Bill) to the ACT Legislative Assembly.

The Amendment Bill seeks to expand the industries to which the Portable Schemes apply. The existing Contract Cleaning Industry Scheme would be expanded to become the Services Industry Scheme and comprise of workers in the hairdressing and beauty services sector, the accommodation and food services sector (the new industries) in addition to workers in the existing contract cleaning industry scheme.

Expansion of the Portable Schemes will allow workers in the new industries to transfer long service leave entitlements between employers within the Services Industry Scheme and ensure more workers receive fair entitlements as they move jobs within their profession.

On 8 December 2022 the Amendment Bill was referred to the Standing Committee on Economy and Gender and Economic Equality (EGEE Committee) for Inquiry.

The EGEE Committee made three recommendations in its final report dated 23 January 2023 with one dissenting report made by Leanne Castley MLA, Chair of the Committee.

Overarching ACT Government Comments

The ACT Government is committed to job security, upholding fair and equitable work conditions and entitlements, and promoting Canberra as a community that optimises opportunities for work-life balance across all aspects of the community.

All Canberrans have a right to just and favourable working conditions, including safe and secure work.

The Government thanks the EGEE Committee for the time taken to consider the Amendment Bill and for its report to the Assembly.

Government response to the EGEE Committee's recommendations

Recommendation 1

The Committee recommends that the ACT Legislative Assembly pass the Long Service Leave (Portable Schemes) Amendment Bill 2022.

Government response – Noted

The Government notes the Committee's recommendation that the ACT Legislative Assembly pass the Amendment Bill.

Recommendation 2

The Committee recommends that the ACT Government consider and address the specific issues brought up in the submissions to this inquiry.

Recommendation 3

The Committee recommends that the ACT Government work with industry and stakeholders in implementation of the expansion of the Long Service Leave Portable Schemes

Government response – Noted

The Government notes recommendations 2 and 3 and will continue to work with stakeholders to address areas where information about the schemes can be improved.

The Amendment Bill provides a two-year transition period during which the Government in partnership with the ACT Long Service Leave Authority (the Authority) will deliver an information and awareness campaign to industry, businesses and stakeholders to minimise, as far as possible, the regulatory impact on affected businesses entering the portable long service leave schemes.

To this effect, the Government will continue to work closely with the ACT Long Service Leave Authority in delivering targeted information to stakeholders to ensure that newly covered businesses are aware of how the Portable Schemes legislation operates, their registration obligations and the assistance that the Authority can provide businesses in getting ready for the changes.

The Government also notes that workforce analysis reviews are carried out for each of the covered industries, which may be used to assess the impact over time on workforce profiles in the expanded industries.

LONG SERVICE LEAVE (PORTABLE SCHEMES) AMENDMENT BILL 2022

Questions and Answers

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1. Purpose of the Bill

- The Long Service Leave (Portable Schemes) Amendment Bill 2022 makes amendments to the *Long Service Leave (Portable Scheme) Act 2009* to expand the covered industries to include the:
 - hairdressing and beauty services industry; and
 - accommodation and food services industry.
- Expansion of the Portable Schemes to these new industries delivers on this Government's commitment to amend the Portable Long Service Leave Schemes.
- Importantly, it seeks to ensure more workers receive fair working conditions and entitlements as they move jobs in their profession.
- When the ACT first introduced the Portable Schemes legislation it was envisaged that the covered industries would be expanded.
 - For example, over time the schemes' have been expanded to cover aged care services within the community sector industry, waste management services within the contract cleaning industry and the security industry.

2. What is portable long service leave?

- Portable long service leave allows employees to access long service leave for periods of service within certain industries. Unlike general long service leave entitlements, portable long service leave is not limited to service with a single employer.
- The purpose of portable long service leave is to ensure that workers are not disadvantaged by the characteristics of work within their fields including high mobility/transitory workforces and insecure working arrangements, such as short-term contracts, highly part-time/ casualised workforces.
- The ACT Government has a long-standing progressive reform agenda to foster safe and secure employment for all Canberrans. This includes access to fair workplace entitlements.
- All Australian states and territories have legislated to allow access to portable long service leave entitlements, with the scope of industries covered varying between jurisdictions.
- The ACT has legislated access to portable long service leave for workers in covered industries under the *Long Service Leave (Portable Schemes) Act 2009*.
- There are currently four industry schemes covered under the Portable Schemes legislation, the:
 - building and construction industry scheme;
 - community sector industry scheme;
 - contract cleaning industry scheme; and
 - security industry scheme.

3. What are the amendments and what will they do?

3.1 Commencement provisions

- The expanded coverage of the Portable Schemes is set to commence two years from the day after the Bill is notified on the ACT Legislation Register.
- This is to allow time for Government and the ACT Long Service Leave Authority to engage with stakeholders and impacted employers and workers as part of an education and awareness campaign.
- The two year commencement and engagement campaign with stakeholders and impacted employers and workers will assist in reducing, as far as possible, the regulatory impact on those employers that will need to transition to being covered within the Portable Schemes legislation.
- Some amendments commence 30 days after notification. These relate to technical and clarifying amendments to maintain the legislation and do not relate to the schemes' expansion.

3.2 What new industries are part of the expansion?

- The new industries that portable long service leave would be expanded to cover under the Bill are, the:
 - hairdressing and beauty services industry, including nail care services, facials and applying make-up
 - accommodation and food services industry, covering:
 - accommodation services, including camping ground operation, caravan park operation, holiday house/flat operation, hotel/motel/resort operation, serviced apartments, youth hostel operation, and
 - food services, including cafes, restaurants and takeaway food services, pubs, taverns and bars and clubs.
- The expanded industries have been defined by reference to the Australian and New Zealand Standard Industrial Classification (ANZSIC) system.
- The ANZSIC system would be familiar to employers as it is used in other regulatory settings such as workers' compensation.
- If an industry is excluded from a particular ANZSIC classification, it is because it is covered under another industry classification.

3.3 The Bill appears very technical and doesn't have substantive entitlements provisions – where are they?

- The Bill extends coverage to the new industries by expanding an existing industry scheme.
- Under the Bill, the 'contract cleaning industry scheme' will become the 'services industry scheme' which would cover the:
 - contract cleaning industry – as currently defined;

- the new hairdressing and beauty services industry; and
- the new accommodation and food services industry.
- This means the expanded coverage will leverage off the experience of a well-established structure of the contract cleaning industry, applying the same principles for recognising service, accrual of entitlements to portable long service leave, periods of service and payments.
- Under the existing contract cleaning industry, which will become the services industry under the Bill, contract cleaning industry workers registered on or after 24 June 2000 are:
 - entitled to **6.06 weeks of long service leave after seven years** of recorded service in the industry, and continue to accumulate 0.867 weeks of leave for every year thereafter;
 - levies are payable by registered employers each quarter and registered employers must submit a quarterly return to the Long Service Leave Authority; and
 - the applicable levy for the contract cleaning industry is currently 1.07 per cent of the 'ordinary remuneration' – defined in the legislation.
- **What will happen to my service if I am registered in the contract cleaning industry now?**
 - Nothing. A registered worker in the contract cleaning industry now will automatically transition to the expanded 'services industry' and retain their recognised service for leave entitlements.
 - After commencement, workers previously registered in the contract cleaning industry will be able to move within the new services industry and retain their leave entitlements.
- **What will happen to levies I have paid as a registered employer for the contract cleaning industry?**
 - They will automatically transfer to the expanded 'services industry' for the purpose of meeting liabilities for leave entitlements.

Scenario – case example – existing registered worker in the contract cleaning industry

Sam has three years recognised service in the contract cleaning industry commencing in 2022 (pre-commencement recognised service), Sam retains this recognised service on commencement of the expanded coverage. In January 2026, with no break in service since 2022, Sam moves to the food services industry.

Sam does not need to 're-register' with the Authority – however, the new employer must ensure that Sam is registered under their employer registration and include Sam on their quarterly returns.

In August 2029. Sam has completed 7 years recognised service – 5 years with the contract cleaning industry and 2 years with the food services industry. Both employers have been paying the required levy to the Authority.

Sam is entitled to portable long service leave – having accrued 6 weeks of leave for the 7 years of service.

3.4 What happens with employees who have been working in the new covered industries from commencement?

- Portable long service leave only applies to certain covered industries.
- Consequently, portable entitlements within the new industries covered under the services industry will only accrue from commencement.
- **What if I worked in the hairdressing and beauty services industry or accommodation and food services industry prior to commencement of the Bill?**
 - On commencement of the new services industry, workers will retain any recognised service under the 1976 Act with a single employer, in addition to any new portable schemes recognised service.
 - Levies paid to the Authority would only be used for the purposes of meeting leave payments for the portion of recognised service under the Portable Schemes legislation. Employers would remain liable for the portion of service prior to commencement of the services industry scheme.
 - However, if they leave their employer for another employer in the services industry, they would lose any 1976 Act service earned pre-commencement. The worker would however, continue to accrue portable entitlements from the commencement date.

Scenario – case example

On commencement of the new services industry, Zara had completed 4 years of service as a hairdresser with the same employer. Zara stays with the same employer for another two years of service and is registered by her employer as a worker for the purposes of the portable schemes.

On completion of the 7th year of service Zara can elect to take long service leave under the 1976 Act.

If Zara decides to take her long service leave under the 1976 Act – Zara must nominate in writing that she elects to take long service leave under the 1976 Act and the employer is required to pay this leave.

Zara's employer may then apply to the Authority for reimbursement of the long service leave amount paid to Zara proportionate to the three years service accumulated under the portable schemes.

If Zara changed employers before completing 7 years of required service, she would lose the service under the 1976 Act. However, any service completed in the covered industry with any covered employer from commencement would be counted toward her leave credits.

3.5 What happens if an employee stops working in the contract cleaning industry and then recommences in the services industry?

- The amendments do not change any of the existing arrangements for registration, de-registration or ceasing employment already provided by the portable schemes.
- Just like someone who is currently working in the contract cleaning industry pre-commencement, all registered workers in the contract cleaning industry now will automatically transition to the expanded 'services industry' and retain their recognised service for leave entitlement purposes.
- Section 65 of the Portable Schemes Act states that a worker must be removed from the register (de-registered) if they have not been credited with at least one day of service for four consecutive years.

Scenario

Ameal was a registered worker for the contract cleaning industry from April 2023 until May 2025 – resulting in just over two years recognised service.

In June 2025 Ameal commences full time study.

In December 2027 Ameal starts working at a local restaurant training to be a chef having completed his study – the restaurant is an employer for the services industry and registered with the Authority.

Following Ameal's commencement, the restaurant includes Ameal on its quarterly returns and Ameal's service in the services industry is added to his existing registration.

Ameal's service credits will cover the two years under the contract cleaning industry and any service accrued under the new services industry with the restaurant.

3.6 How do the levies work?

- In summary levies are contributions made to fund scheme costs. Registered employers within an industry scheme will pay levy contributions to fund scheme costs for the industry scheme they are covered by.
- Scheme costs are described in the Portable Schemes legislation and can be summarised as fixed costs, for example expenses of the Authority, and future liability funding to meet portable long service leave benefits.
- They are paid each quarter by registered employers based on a determined levy rate as a percentage of total ordinary remuneration paid to their covered employees.

- Levy contributions paid are invested by the Long Service Leave Authority for each covered industry with investment returns also being used to meet scheme costs.
- While an entitlement to portable long service leave for a period of service will follow an individual registered worker, the rate paid in levies by registered employers contributes to the overall future liabilities for portable leave entitlements of all workers within a covered industry scheme.
- In this way, it is different to an application fee to carry out a particular activity for a period of time and is not refundable.
- For example, if more than the expected number of workers leave a particular industry scheme without accessing payment, future scheme costs would be reduced with levies paid offsetting future scheme costs.

3.7 How does this compare to what an employer would have done under the 1976 Act?

- By comparison, employers are required to meet certain accounting standards, which, in relation to long service leave would require employers to record a contingent long service leave liability after a certain period (understood to be five years).
- Contingent liabilities are required to be funded by the employer until they are required to be paid out. If a person leaves their employer before accruing an entitlement under the 1976 Act then the contingent liability is no longer required.
- The changes in the Bill offer a degree of financial stability from paying a fixed quarterly levy to cover long service leave liabilities, smoothing out cash flow needs across a longer period of time. It also means employers do not have to record and set aside funds for contingent long service leave liabilities.
- These offsetting benefits are greatest for employers who currently pay their employees long service leave.

3.8 What about casuals – are they covered?

- Casual employees are able to earn long service leave entitlements both in the 1976 Act (traditional arrangements) and the Portable Schemes. This is not changing.
- Service credited to a worker in the contract cleaning industry scheme, which will carry over to the services industry scheme, relates to a quarter where a worker works at least one day in the industry. A worker cannot be credited with service in any one year of more than 365 days.
- If no day is worked in the quarter then no service is credited for that period.
- A registered employer's levy contributions are paid on the total ordinary [remuneration](#) paid to covered employees during the quarter.

3.9 When will employers know what the new services industry levy rate is?

- Levy rates are reviewed regularly and adjusted to ensure that only the required amount of funds are collected.
- An expert actuary assists in the price setting process and takes into account factors including:
 - expected investment terms and returns, industry demographics and wages, industry growth rates; and
 - the rate at which covered workers are expected to accrue an entitlement in the future, or leave the scheme without receiving a long service leave payment/entitlement.
- The levy rates for the services industry will be determined and notified on the ACT legislation register ahead of commencement of the expanded industry.

3.10 Do the new arrangements allow workers in the building and construction industry scheme or another industry scheme to transfer their credits to the new services industry?

- No changes have been made to the integrity of the building and construction industry scheme, the security industry scheme or the community sector scheme.
- The transitional arrangements which allow workers to transition from the contract cleaning industry to the new services industry are limited to workers registered in the contract cleaning industry immediately prior to commencement.
- Each industry scheme's funds must be kept separate. Employers contributing to the building and construction industry will only have their levy contributions held in the building and construction industry for use by registered workers in that industry.

3.11 What data did the Government consider when designing the expanded industries?

- The expansion proposal was designed in consideration of labour mobility statistics collected and made available by the Australian Bureau of Statistics. These were referenced in the consultation [paper](#) released for public consultation on the expansion proposal.
- Specifically, the expansion proposal included consideration of workers within the relevant ANSZIC codes in comparison with activities with potentially similar characteristics – such as within the retail sector and also included consideration of industries specifically identified in prior Assembly resolutions.
- It is noteworthy that:
 - Workforce mobility is high across Australia with 9.5 per cent of employed people during the year ending February 2022 changing jobs, the highest rate since 2012.

- In the year ending February 2022, the ACT is reported as having the highest job mobility rate at 12.8 per cent, followed by Western Australia and the Northern Territory.¹
- The limitations on access to traditional long service leave entitlements are particularly pronounced for women, notably because women disproportionately take on carer responsibilities,² and subsequently report work/life conflict significantly more than men.³ Women who have children are also more likely to take extended (unpaid) breaks from employment, which hinders accumulation of conventional long service leave benefits.
- In selecting the industries chosen for expansion in the Bill, primary consideration has been given to those industries that are prone to insecure working arrangements, rather than contract work.

3.12 Won't the expansion allow workers to claim lump sums rather than taking leave?

- Under the Portable Schemes, the Building and Construction industry is the only industry within which employees may apply for lump sum payment in lieu of leave while still employed.
- The Amendment Bill does not change this arrangement.
- Relevantly, in the contract cleaning industry, which will carry over to the new services industry, workers applying for payment instead of leave must have
 - five years registered service
 - have permanently left the industry and
 - not had a service credit (work day with the industry) for a period of 20 weeks since leaving the industry.
- Payment instead of leave is also available to workers with 5 years of registered service who have reached the prescribed retiring age, have left due to total incapacity, or provided to the estate of workers in the case of death.
- Importantly, a lump sum payment is only able to be accessed if they have recognised service in the industry scheme of five years.

3.13 There are a number of 'transitional' arrangements relating to the pre-amendment Act, what do these amendments mean?

- Transitional clauses have been drafted to ensure that workers and employers have certainty about arrangements and requirements as in force immediately before the commencement of the new Services Industry Scheme and immediately after.
- In particular, the transitional clauses provide for:

¹ Australian Bureau of Statistics, *Job Mobility*, Released 24 May 2022, <https://www.abs.gov.au/statistics/labour/jobs/job-mobility/latest-release>

² Tanya Carney, 'The Employment Disadvantage of Mothers: Evidence for Systemic Discrimination' (2009) *Journal of Industrial Relations* 51(1), 113-130.

³ Natalie Skinner et al, *The Big Squeeze: Work, home and care in 2012* (2012); Centre for Work and Life, *Australian Work and Life Index 2012* (University of South Australia, Adelaide).

- continuity of obligations in relation to the contract cleaning industry to continue under the expanded 'services industry', including definitions, registered employers and workers, applications for registration and service credit; and
- taking applications for registration under the contract cleaning industry received prior to commencement as registrations for the new services industry - this removes any additional administration burden that might otherwise be borne by employers and the Authority, to resubmit applications and registration details.
- **The Scrutiny Committee commented on the transitional regulation making powers – what are these and what is their purpose?**
 - Transitional regulation making provisions of the kind in the Bill are an important mechanism for achieving the proper objectives, managing the effective operation, and eliminating potential transitional flaws in the application of the Act in **unforeseen circumstances** by allowing for flexible and responsive (but limited) modification by regulation.
 - The five-year expiry period for the transitional part 12 of the Bill is considered appropriate to ensure all registered workers in the contract cleaning scheme are carried over to the services industry scheme, including those who may not have worked for up to, but less than, four consecutive years as allowed for under section 65 (1) of the PLSL Act.

3.14 There are a number of technical amendments – what is their impact?

Why has the definition of employer been amended?

- A technical amendment has been proposed to the definition of 'employer' in response to feedback from the ACT Long Service Leave Authority in administering the legislation.
- The Authority has advised that the existing definition of 'employer' is ambiguous and may lead to confusion about who is covered.
- This clarifying change ensures that, consistent with the intention that portable entitlements to long service leave be available for **all** workers in the covered industries, where an employer engages any workers that work in a covered industry then the employer engages in a covered industry.
- Relevantly, only work carried out in the ACT in a covered industry is required to be reported on a quarterly basis and recorded as service.

Expansion of Portable Long Service Leave

Today the Government took another important step to bring fairness and equity to more workers in the Territory.

Portable long service leave allows workers to accumulate their long service leave for service recognised within an industry, rather than with a single employer.

In passing the Long Service Leave (Portable Schemes) Amendment Bill, this Government recognises that workers in the hairdressing and beauty services industry and workers in the accommodation and food services industry may work for considerable periods of time, but because of the nature of those industries may miss out on long service leave.

'I am proud of what our Portable Schemes achieve in providing more workers with fair and equitable access to long service leave entitlements, recognising the service they make to their chosen industry' Minister Gentleman said.

Businesses will have two years to prepare for the newly expanded portable schemes, with support from the ACT Long Service Leave Authority about how to register and meet their obligations.

The Portable Schemes are administered by the Long Service Leave Authority, which will be commencing a program of implementation work, including a comprehensive education and awareness campaign for new industries joining the Portable Schemes.

This Government is committed to extending the portable schemes to more workers to assist the Territory remain at the forefront of protecting workers' rights.

Statement ends

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Expansion of portable long service leave in the ACT

Portable long service leave allows long service leave entitlements to be accessed based on length of service within a covered industry rather than service with a single employer.

On 29 March 2023 the ACT Government passed the Long Service Leave (Portable Schemes) Amendment Act 2023 which sets out the expansion of the portable long service leave schemes in the ACT to additional industries.

The expansion allows workers in the **hairdressing and beauty services industry** and the **accommodation and food services industry** to accrue long service leave on their length of service within these industries and be registered with the ACT Long Service Leave Authority (the Authority) for this purpose.

The new industries will be combined with the existing contract cleaning industry scheme and become the '**Services Industry Scheme**'.

The new 'Services Industry' will allow future expansion to be considered, and supports:

- > Industry through retention of skilled employees and longer-term workforce stability **for industries and occupations** covered under the portable schemes.
- > **Gender equity** considerations, particularly in personal care industries where the majority of employees are women.
- > The ACT's position as a **national leader** in the development and management of portable long service leave schemes.

What we did

In June and July 2022 we sought feedback on the proposed expansion of the portable long service leave schemes. The consultation process comprised:

- > preparing and publishing a consultation paper on the Workplace Safety and Industrial Relations website and inviting submissions from the community in response to the proposal.
- > writing directly to targeted stakeholder groups, including industry associations and peak bodies, unions and other business and employee representatives, to advise of the consultation process and provide the consultation paper.
- > conducting two stakeholder feedback sessions with interested industry and employee representative groups.

- > inviting feedback from the ACT Long Service Leave Authority, the independent statutory body that administers the ACT's portable long service leave schemes.

The outcomes of the consultation were also published on the Workplace Safety and Industrial Relations website. For more information about the public consultation process please email the Work Safety Group [here](#).

What this means for employers

Businesses will have two years to prepare for the expansion of the portable schemes.

From **commencement**, employers will need to:

- > **Register** with the [ACT Long Service Leave Authority](#) as an employer for the purposes of the portable schemes.
- > **Identify** any employees within their business for the purposes of the portable schemes – if you have employees that perform relevant work in the ACT then you are required to register with the Authority.
- > **Ensure** you make a **service record** for your employees – including the employee's total gross ordinary wages earned for each quarter.
- > **Pay** a levy contribution each quarter to the Authority which is currently estimated at 1.07% of the gross ordinary wages of covered employees.
- > **Lodge** quarterly return with the Authority.

Employers will be advised of the levy rate prior to commencement of the new scheme.

What is relevant work – the Services Industry

For the purposes of the portable schemes the Services Industry is:

- > The **industry in** which employers provide **cleaning work** to other people through the provision of worker's services including the collection or **sorting of waste** under contract with the Territory.
- > The **industry** that provides **hairdressing or beauty services** within the meaning of the [ANSZIC Division S Class 9511](#) – providing hairdressing services or providing beauty services including nail care services, facials or applying make-up.
- > The **industry** that provides **accommodation, food, beverage and hospitality services** within [ANSZIC Division H](#), including short-term accommodation for visitors, or meals, snacks and beverages for consumption by customers.

Transition arrangements – contract cleaning

Employers in the contract cleaning industry will not have to re-register with the Authority. All employers already registered with the Authority will automatically be transferred to the new Services Industry scheme.

Any new employers after commencement that provide cleaning work or sorting of waste will need to register with the Authority for the new Services Industry.

What this means for employees

Employees in the **new industries** will have two years to prepare for the expansion of the portable schemes. Employees in the contract cleaning industry who are entitled to long service leave credits under the pre-amendment arrangements do not need to do anything – these entitlements will be automatically transferred to the new Services Industry.

From commencement, **employees** will be able to:

- > **Confirm** with their employers that they are registered with the Authority – once registered you should receive a confirmation of registration letter from the Authority – if you do not receive a letter you can confirm with your employer or the Authority.
- > **Confirm** your service record – using the online employee portal with the Authority – details about your log in arrangements will be provided to you in your confirmation of registration letter.
- > Once registered, if you think you are **missing** service please contact the [Authority](#).

The expansion of the Portable Schemes is a clear demonstration of the ACT Government's commitment to improving working conditions and enhancing our vision for Canberra as a benchmark for wellbeing that supports work/life balance and equity for all workers.

More information

More information about the new scheme can be found in the following Factsheets or by contacting the Authority.

- Portable Long Service Leave Expansion – information for employers.
- Portable Long Service Leave Expansion – information for employees.

Frequently Asked Questions - Employers

New Services Industry Scheme – Incorporating the existing Contract Cleaning Industry Scheme and new industries of Hairdressing and Beauty Services and Accommodation and Food Services (including hospitality services)

What is portable long service leave?

Portable long service leave allows workers to accrue long service leave entitlements, even when they move from employer to employer within an established portable long service leave scheme without losing credit for the period of time worked (credited service days) in the covered industries.

Workers who have not yet reached a portable long service leave entitlement are also able to have up to a continuous non-service break of four years before their entitlement accrual is affected.

Which employers will the new Services Industry Scheme cover?

The new Services Industry Scheme will cover:

- existing and new contract cleaning services employers, including employers who provide waste collection and waste sorting services at specified waste management facilities in the ACT.
- hairdressing and beauty services employers who provide services classified under ANZSIC Division S Class 9511 – this includes hairdressing services (hairdressers and barbers), beauty services (applying make-up, facials, non-medical skin care services, non-medical or physiotherapy treatment massage services, electrolysis and waxing (hair removal) services, and tanning (spray) services).
- accommodation, food, beverage and hospitality services employers who provide services classified under ANZSIC Division H – this includes providing short-term accommodation for visitors, such as hotels, motels and camping group operators and food services (providing meals, snacks, beverages for consumption by customers). Primary business activities include:
 - Caravan Park operation
 - Holiday house and flat operation
 - Hotels and motels
 - Resort operations
 - Services apartments
 - Ski-lodge operations
 - Student residences (except boarding schools) and
 - Youth hostels
 - Cafes and restaurants
 - Takeaway food services – including juice bars and mobile food vans
 - Catering services (mainly engaged in providing catering services at specified locations or events – including airline food catering services)
 - Selling alcoholic beverages for on and off premises consumption (pubs, taverns, bars and night clubs)
 - Hospitality clubs mainly engaged in providing hospitality services to members such as gambling, sporting or other social or entertainment facilities

What employers will the new Services Industry Scheme NOT cover?

The new Services Industry Scheme will not cover employers who provide the following services:

- Businesses offering only tattooing and piercing services
- Businesses operating massage parlour operations under brothel services
- Residential property operators – including providing long-term (residential) caravan accommodation
- Retail trade operations that are primarily engaged in the purchase/on selling of goods to the general public
- Retailing baked goods manufactured on the same or different premises
- Retailing beer, wine or spirits for consumption off premises only
- Gambling institutions (casinos)
- Amusement and recreation parks
- Theatre restaurants providing live theatrical productions with food and beverages
- Operating sporting clubs, and other recreation or entertainment facilities providing food, beverage and accommodation services which are covered by other ANZSIC Divisions such as Division R – Arts and Recreation Services

Which workers will be eligible to be part of the new Services Industry Scheme?

To be eligible to register as a worker in the Services Industry Scheme, a worker must be:

1. an employee of a business that must be registered in the new Services Industry Scheme;
2. actually working for their employer; and
3. working fulltime, part time or casual (apprentices are also included).

Who will administer the new Services Industry Scheme?

All portable long service leave schemes in the ACT are administered by the ACT Long Service Leave Authority (“ACT Leave”). ACT Leave can be contacted by emailing enquiry@actleave.act.gov.au or phoning on (02) 6247 3900, 8.30am to 4.30pm Monday to Friday.

When does the new Services Industry Scheme start?

The new Services Industry Scheme commences in 2025.

The first quarterly return is due on 31 October 2025 for the quarter 1 July to 30 September 2025.

How do I register with ACT Leave?

ACT Leave will be initially contacting potential employers in the coming months to provide information and support on registration. General information on scheme arrangements, coverage and registration will be progressively added to the ACT Leave website prior to the commencement of the new Services Industry Scheme.

How much does it cost?

The Scheme is funded by a levy that is charged to all employers, payable to ACT Leave each quarter. The levy rate is currently estimated at 1.07% of ordinary remuneration. Ordinary remuneration is the amount that was paid (or should have been paid) to the employee for their work, each quarter. Ordinary remuneration does not include overtime, expenses or payment for the use of materials, equipment or a motor vehicle that an employee has been provided.

How is the levy rate determined?

The Minister for Industrial Relations and Workplace Safety has portfolio responsibility for determining the levy payable by employers for a covered industry. The governing board of ACT Leave is also able to make minor changes to the levy rate within each 12-month period.

ACT Leave and its governing board monitor the assets and liabilities of each scheme and assess the adequacy of the employer levy rates to ensure that long term scheme liabilities are able to be met. This is informed by in-depth actuarial reports that ACT Leave commissions once every three years (triennial actuarial reports), as well as annual valuation and projection reports. These reports take into consideration:

- the number of workers covered by each scheme;
- the observed growth rate within the covered industries;
- active worker assumptions, and accrual of service credits;
- industry demographics and wages;
- number of ceased workers across all of the portable schemes/comparative growth in cessation;
- projections for settlement costs;
- operational and administrative costs for the Authority; and
- earning rates and returns on investments.

The new Services Industry Scheme levy rate is currently estimated to be 1.07% (employers will be advised of the levy rate prior to the commencement of the new scheme).

Transition arrangements – Contract Cleaning (Cleaning Services Industry) employers

Employers in the contract cleaning industry currently registered with ACT Leave will not have to re-register. All employers already registered with ACT Leave will automatically be transferred to the new Services Industry Scheme when it commences. New contract cleaning industry employers not previously registered with ACT Leave will need to register.

What happens after I register as an employer?

Employers must register themselves and their eligible workers for the new Services Industry Scheme with the Authority from the commencement of the new Scheme. They will then receive a certificate of registration from the ACT Leave. Every quarter employer's will need to provide a report to the ACT Leave (in the form of a quarterly return) that lists the people who worked for them in that period, their contact details and the ordinary remuneration paid during the period. Employers also need to pay the required levy to ACT Leave each quarter. In accordance with Section 57 of the Long Service Leave (Portable Schemes) Act 2009, employers must also keep certain written records for each worker (for up to 7 years after they leave).

What are the benefits for workers?

The new Services Industry Scheme allows eligible workers to obtain a long service leave benefit after working in the industries covered under the scheme for seven years regardless of how many employers they've had during that period.

How do I access an employer reimbursement?

Reimbursements are available to employers where a payment has been made to an employee under the *Long Service Leave Act 1976* or a law prescribed by regulation, and the employee's service period is a combination of service accrued both prior and post the commencement of coverage under the new Services Industry Scheme. ACT Leave will reimburse employers for the portion of the long service leave entitlement payment made to their employee which relates to the long service leave accrued after the commencement of coverage under the portable scheme's legislation.

All long service leave entitlement payments to employees based solely on service accrued after commencement of coverage under the new services industry portable schemes legislation will be made directly to the employee by ACT Leave.

Where can I get further information?

There are a number of options for obtaining further information:

- by emailing enquiry@actleave.act.gov.au;
- by visiting the ACT Leave website at www.actleave.act.gov.au; or
- by phoning ACT Leave on (02) 6247 3900, 8.30am to 4.30pm Monday to Friday

If you require assistance in registering as an employer, submitting quarterly returns or you would like further information on the operation of the new Services Industry Scheme, ACT Leave staff are available to assist you on the number listed above.

Frequently Asked Questions - Employees

New Services Industry Scheme – Incorporating the existing Contract Cleaning Industry Scheme and new industries of Hairdressing and Beauty Services and Accommodation and Food Services (including hospitality services)

What is portable long service leave?

Portable long service leave allows workers to accrue long service leave entitlements, even when they move from employer to employer within an established portable long service leave scheme without losing credit for the period of time worked (credited service days) in the covered industries.

Workers who have not yet reached a portable long service leave entitlement are also able to have up to a continuous non-service break of four years before their entitlement accrual is affected.

Which employees will the new Services Industry Scheme cover?

The new Services Industry Scheme will cover employees who perform work in the following industries:

- contract cleaning services industry (from 1 July 2016 waste collection and waste sorting services at specified waste management facilities in the ACT).
- hairdressing and beauty services industry classified under ANZSIC Division S Class 9511 – this includes hairdressing services (hairdressers, barbers and hairdressing apprentices), beauty services (applying make-up, facials, non-medical skin care services, non-medical or physiotherapy treatment massage services, electrolysis and waxing (hair removal) services, and tanning (spray) services).
- accommodation, food, beverage and hospitality services industry classified under ANZSIC Division H – this includes providing short-term accommodation for visitors, such as hotels, motels and camping group operators and food services, including apprentice chefs (providing meals, snacks, beverages for consumption by customers). Primary business activities include:
 - Caravan Park operation
 - Holiday house and flat operation
 - Hotels and motels
 - Resort operations
 - Services apartments
 - Ski-lodge operations
 - Student residences (except boarding schools) and
 - Youth hostels
 - Cafes and restaurants
 - Takeaway food services – including juice bars and mobile food vans
 - Catering services (mainly engaged in providing catering services at specified locations or events – including airline food catering services)
 - Selling alcoholic beverages for on and off premises consumption (pubs, taverns, bars and night clubs)
 - Hospitality clubs mainly engaged in providing hospitality services to members such as gambling, sporting or other social or entertainment facilities

Which employees will the new Services Industry Scheme NOT cover?

The new Services Industry Scheme does not cover employees who work for employers that provide the following services:

- Businesses offering only tattooing and piercing services
- Businesses operating massage parlour operations under brothel services
- Residential property operators – including providing long term (residential) caravan accommodation
- Retail trade operations that are primarily engaged in the purchase/on selling of goods to the general public
- Retailing baked goods manufactured on the same or different premises
- Retailing beer, wine or spirits for consumption off premises only
- Gambling institutions (casinos)
- Amusement and recreation parks
- Theatre restaurants providing live theatrical productions with food and beverages
- Operating sporting clubs, and other recreation or entertainment facilities providing food, beverage and accommodation services which are covered by other ANZSIC Divisions such as Division R – Arts and Recreation Services

Which workers will be eligible to be part of the new Service Industry Scheme?

To be eligible to register as a worker in the new Service Industry Scheme, a worker must be:

1. an employee of a business that must be registered in the new Services Industry Scheme;
2. actually working for their employer; and
3. working fulltime, part time or casual (apprentices are also included).

Who will administer the new Services Industry Scheme?

All portable long service leave schemes in the ACT are administered by the ACT Long Service Leave Authority ('ACT Leave'). ACT Leave can be contacted by emailing enquiry@actleave.act.gov.au or phoning on (02) 6247 3900, 8.30am to 4.30pm Monday to Friday.

When does the new Services Industry Scheme start?

The new Services Industry Scheme commences in 2025.

How much does it cost?

As an employee no payment is required. The new Services Industry Scheme is funded by a levy payable by your employer.

Transition Arrangements - I'm already a member of the Contract Cleaning Scheme, do I need to do anything?

No, contract cleaning employees currently registered with ACT Leave will not have to re-register. All existing employees already registered with ACT Leave will automatically be transferred to the new Services Industry Scheme. Your employer will record your service and wages and provide this information to ACT Leave in the same manner they have done in the past.

How long do I need to wait before I can get portable Long Service Leave?

Once you have reached seven years or more of service under the new Services Industry Scheme you are able to access an entitlement. Existing contract cleaning employees registered with the Authority who have already reached seven years' service, will automatically be entitled to access their entitlement (periods of leave must be taken in a minimum of 2 weeks – 14 days).

For any long service leave accrued before the commencement of the portable long service leave scheme, the provisions of the *Long Service Leave Act 1976* (the *1976 Act*) and/or your employment contract apply. A basic entitlement prescribed in the *1976 Act* requires a minimum of 7 years of service with one employer before you can access your long service leave entitlement. Exceptions under limited circumstances apply within the *1976 Act*. Please contact your employer and/or WorkSafeACT by emailing worksafe@worksafe.act.gov.au or phoning 13 22 81 for further details and/or clarification.

How do I know if my employer has registered me in the new Services Industry Scheme?

You will be sent a confirmation of registration from ACT Leave as soon as your employer reports your details on their first quarterly return after the commencement of the new Services Industry Scheme (unless you are an existing contract cleaning employee already registered with ACT Leave).

ACT Leave will also send you an Annual Activity Statement, usually in September each year, which lists your employer/s and credited service days recorded for you. When you receive your Annual Activity Statement you should check it carefully to make sure all of your service has been reported correctly by your employer/s. If you have any queries, please contact ACT Leave.

Where can I get further information?

There are a number of options for obtaining further information:

- by emailing enquiry@actleave.act.gov.au,
- by visiting the ACT Leave website at www.actleave.act.gov.au; or
- by phoning ACT Leave on (02) 6247 3900, 8.30am to 4.30pm Monday to Friday

Long Service Leave (Portable Schemes) Amendment Act 2023

Briefing for ACT Long Service Leave Authority Staff



Background

The ACT Government's Commitment:

To improve working conditions and position Canberra as a benchmark for wellbeing, establishing work/life balance and equity for all workers.

Review mandate:

- The *Parliamentary and Governing Agreement for the 10th Legislative Assembly* provides that the ACT Government will “*amend the portable long service leave schemes to ensure more workers receive fair entitlements as they move jobs in their profession*”.

ACT Legislative Assembly motions of July 2020 and November 2021

call on the Government to:

- a. work with Hair Stylists Australia, the ACT hairdressing industry, employers and employees, employee bodies and registered training organisations to determine how to include the hairdressing industry in the *Long Service Leave (Portable Schemes) Act 2009* (LSL Portable Schemes)
- b. investigate extending the LSL Portable Schemes to other non-public sector industries
- c. expand the LSL Portable Schemes to include the contract catering industry
- d. investigate further industries for inclusion in the LSL Portable Schemes such as the hospitality industry.

Background

Consultation Process:

- Workplace Safety and Industrial Relations conducted a consultation process comprising:
 - The development and publishing of a consultation paper on the WSIR website inviting submissions from the community on the proposal
 - Writing to 15 stakeholder groups including industry associations and peak bodies, unions and other employer and employee representative bodies
 - Conducting two stakeholder feedback sessions with interested employer and employee representative groups, which the Authority participated in
 - Engagement with the Authority including the development of a public submission into the consultation process as well as a private submission to propose scheme design, and legislative amendments

Background

The Tabling of the Long Service Leave (Portable Schemes) Amendment Bill 2022

- The Long Service Leave (Portable Schemes) Amendment Bill 2022 was tabled in the Legislative Assembly on Tuesday 22 November 2022.
- This Amendment Bill proposes that the Cleaning industry scheme is restructured as a new Services industry scheme incorporating cleaning, and newly introduced industry sectors – hairdressing and beauty services, food and beverages, and accommodation services.
- On 23 November 2022, the Long Service Leave (Portable Schemes) Amendment Bill 2022 was referred to the Standing Committee on Economy and Gender and Economic Equality (the Committee), with the Committee deciding to inquire into the Bill on 8 December 2022.
- Given time constraints over the Christmas period, the Committee determined to invite written submissions until 19 January 2023 and report back to the Legislative Assembly by 23 January 2023.

Background

- In considering the Amendment Bill, and the written submissions received, the Committee made the following recommendations:
 1. That the ACT Legislative Assembly pass the Long Service Leave (Portable Schemes) Amendment Bill 2022.
 2. That the ACT Government consider and address the specific issues brought up in the submissions to this inquiry.
 3. That the ACT Government work with industry and stakeholders in implementation of the expansion of the Long Service Leave Portable Schemes.
- Further to this, Ms Leanne Castley MLA, and the Chair of the Committee, submitted a Dissenting Report.
- The Amendment Bill was debated and passed in the Legislative Assembly on Wednesday 29 March 2023, but we are waiting for the Long Service Leave (Portable Schemes) Amendment Act 2023 to be notified.

Long Service Leave (Portable Schemes) Amendment Bill 2022

- Establishes the expansion of portable long service leave schemes, and tidies up some of the administrative constraints of the current Long Service Leave (Portable Schemes) Act 2009, including delegations of the Registrar.
- **The Amendment Bill provides registered workers in both the community sector industry and security industry to entitlement to payment instead of leave after 5 years recognised service (subject to having permanently left the industries and 20 weeks have passed since the day the worker permanently left the industries).**
- The Amendment Bill provides structure for re-shaping the Cleaning Industry Scheme as a new Services Industry Scheme to include workers in the hairdressing and beauty services industry, and the accommodation and food services industry, as well as workers in the cleaning industry.
- The new industries are defined under the following Australian and New Zealand Standard Industrial Codes (ANZSIC):
 - Hairdressing and beauty services – ANZSIC Division S Class 9511
 - Accommodation, food, beverage and hospitality services – ANZSIC Division H
- The ANZSIC will help to confirm whether an organisation or business is covered under the new Services Industry Scheme.
- Commencement Date

Provision	Commencement date
s 1, s 2	11 April 2023
s 3, s 23, sch 1 pt 1.2	12 April 2023
ss 4-8, s 18, s 20, s 21, s 25, sch 1 pt 1.1	commences 11 May 2023
remainder	commences 11 April 2025

What is the Services Industry?

- For the purposes of the portable long service leave schemes, the Services Industry is:
 - The industry in which employers provide **cleaning work** to other people through the provision of worker's services including the collection or **sorting of waste** under contract with the Territory.
 - The industry that provides **hairdressing or beauty services** as classified under ANZSIC Division S Class 9511 – including the provision of hairdressing services or beauty services (nail care, facials or make-up).
 - The industry that provides **accommodation, food, beverage and hospitality services** as classified under ANZSIC Division H – including short-term accommodation for visitors, and meals, snacks and beverages for consumption by customers.

ANZSIC:	Employers:	Employees:
Hairdressing and Beauty Services (Division S)	667	
Accommodation and Food Services (Division H)	2,204	
Totals	2,871	

What is included:

Cleaning Services Industry	Hairdressing and Beauty Services Industry	Accommodation and Food Services Industry- Accommodation	Accommodation and Food Services Industry – Food Services
<ul style="list-style-type: none"> Businesses that engage in contract cleaning work conducted in the ACT (cleaning work means – work that has, as its only or main component, bringing premises into, or maintain premises in, a clean condition) Drivers and sorters for waste management facilities under contract with the ACT Government, from 1 July 2016 	<ul style="list-style-type: none"> Businesses that engage in hairdressing services (hairdressers and barbers) Beauty services (applying make-up, facials, hair restoration (excluding hair transplant) Nail care Non-medical skin care services Physiotherapy treatment massage (non-medical) Electrolysis and waxing (hair removal) services Tanning (spray/solarium) services) 	<ul style="list-style-type: none"> Camping ground operation Caravan park operation (visitor) Holiday house and flat operation Hotel operation Motel operation Resort operation Serviced apartments Ski-lodge operation Student residence operation (except boarding schools) Youth hostel operation 	<ul style="list-style-type: none"> Cafes and restaurants Takeaway food service – including juice bars and mobile food vans Catering services (mainly engaged in providing catering services at specified locations or events – including airline food catering services) Selling alcoholic beverages for on and off premises consumption (pubs, taverns, bars and night clubs) Hospitality clubs mainly engaged in providing hospitality services to members such as gambling, sporting or other social or entertainment facilities

What is excluded:

Cleaning Services Industry	Hairdressing and Beauty Services Industry	Accommodation and Food Services Industry- Accommodation	Accommodation and Food Services Industry – Food Services
<ul style="list-style-type: none"> Workers not performing relevant work (such as office/clerical/admin workers) are not covered by the scheme 	<ul style="list-style-type: none"> Tattooing and piercing services Massage parlour operations under brothel services Medical skin care services such as cosmetic surgery and dermatology services Providing medical or surgical hair replacement or transplant services. 	<ul style="list-style-type: none"> Renting or leasing (including sub-leasing) residential properties or dwellings Providing residential caravan accommodation 	<ul style="list-style-type: none"> Retail trade operations that are primarily engaged in the purchase/on selling of goods to the general public Retailing baked goods manufactured on the same or different premises Retailing beer, wine or spirits for consumption off premises only Gambling institutions (casinos) Amusement and recreation parks Theatre restaurants providing live theatrical productions with food and beverages Operating sporting clubs, and other recreation or entertainment facilities providing food, beverage and accommodation services which are covered by other ANZSIC Divisions such as Division R – Arts and Recreation Services

ANZSIC Division S Class 9511 - Hairdressing and Beauty Services

- This includes:
 - Barber shop operation
 - Beauty service
 - Electrolysis service
 - Hair restoration service (excluding hair transplant service)
 - Hairdressing service
 - Makeup service
 - Nail care service
 - Skin care service
 - Physiotherapy treatment massage services (Non-medical)
 - Tanning (solarium) service
- This excludes:
 - Businesses mainly engaged in providing medical skin care services such as cosmetic surgery and dermatology services, or in providing medical or surgical hair replacement or transplant services.

ANZSIC Division H - Accommodation and Food Services

Accommodation – ANZSIC Division H, Subdivision 44, Group 440, Class 4400

- This includes:
 - Camping ground operation
 - Caravan park operation (visitor)
 - Holiday house and flat operation
 - Hotel operation
 - Motel operation
 - Resort operation
 - Serviced apartments
 - Ski-lodge operation
 - Student residence operation (except boarding schools)
 - Youth hostel operation

- This excludes:
 - Businesses mainly engaged in:
 - Renting or leasing (including sub-leasing) residential properties or dwellings; and
 - Providing residential caravan accommodation

ANZSIC Division H - Accommodation and Food Services

Food and Beverage Services– ANZSIC Division H

Cafes and Restaurants– ANZSIC Division H, Subdivision 45, Group 451, Class 4511

Units mainly engaged in providing food and beverage services for consumption on the premises – customers generally order and are served while seated (i.e. waiter/waitress service) and pay after eating

- This includes:
 - Café operation
 - Restaurant operation

- This excludes:
 - Businesses mainly engaged in:
 - Providing food ready to be taken away for immediate consumption
 - Providing catering services (including airline food catering services at specified location or events)
 - Selling alcoholic beverages both for consumption on and off the premises
 - Operating theatre restaurants mainly engaged in providing live theatrical productions with food and beverages

ANZSIC Division H - Accommodation and Food Services

Food and Beverage Services– ANZSIC Division H

Takeaway Food Services– ANZSIC Division H, Subdivision 45, Group 451, Class 4512

Units mainly engaged in providing food services ready to be taken away for immediate consumption. Customers order items and pay before eating. Items are usually provided in takeaway containers. Food is either consumed on premises in limited seating, taken away by the customer or delivered. This class also includes units engaged in supplying food services in food halls and food courts.

- This includes:
 - Juice bar operation
 - Mobile food van operation
 - Takeaway food operation

- This excludes:
 - Businesses mainly engaged in:
 - Providing food services for consumption on the premises
 - Providing catering services (including airline food catering services at specified location or events)
 - Retailing baked goods manufactured on the same premises
 - Retailing baked goods manufactured at other premises
 - Retailing beer, wine or spirits for consumption off the premises

ANZSIC Division H - Accommodation and Food Services

Food and Beverage Services— ANZSIC Division H

Catering Services— ANZSIC Division H, Subdivision 45, Group 451, Class 4513

Units mainly engaged in providing catering services at specific locations or events such as airline catering. Meals and snacks may be transported and/or prepared and served on or off the premises as required by the customer.

- This includes:
 - Airline food catering service
 - Catering service operation

- This excludes:
 - Businesses mainly engaged in:
 - Providing food services for consumption on the premises
 - Providing food ready to be taken away for immediate consumption
 - Manufacturing food products (including snack foods and prepared meals)

ANZSIC Division H - Accommodation and Food Services

Food and Beverage Services– ANZSIC Division H

Pubs, Taverns and Bars– ANZSIC Division H, Subdivision 45, Group 452, Class 4520

This class consists of hotels, bars or similar units (except hospitality clubs) mainly engaged in serving alcoholic beverages for consumption on the premises, or in selling alcoholic beverage both for consumption on and off the premises. These units may also provide food services, and/or present live entertainment.

- This includes:
 - Bar operation
 - Hotel bar operation
 - Night club operation
 - Pub operation
 - Tavern operation
 - Wine bar operation
- This excludes:
 - Businesses mainly engaged in:
 - Retailing alcoholic beverages for consumption off the premises
 - Operating hospitality clubs

ANZSIC Division H - Accommodation and Food Services

Food and Beverage Services– ANZSIC Division H

Clubs (Hospitality)– ANZSIC Division H, Subdivision 45, Group 453, Class 4530

This class consists of associations mainly engaged in providing hospitality services to members. These hospitality services include gambling, sporting or other social or entertainment facilities.

- This includes:
 - Hospitality club operation
- This excludes:
 - Businesses mainly engaged in:
 - Selling alcoholic beverages both for consumption on and off the premises
 - Operating sporting clubs

What does the new Services Industry Mean for Employers?

- Businesses will have two years, from the date of notification of the Long Service Leave (Portable Schemes) Amendment Act 2023, to prepare for the expansion.
- From the date of commencement (2025), employers will need to:
 - Register with the Authority as an employer;
 - Identify employees within their business who are performing relevant work in the ACT;
 - Ensure there is a service record for employees performing relevant work in the ACT, including the employee's total gross ordinary wages for each quarter;
 - Pay their levy contribution; and
 - Lodge quarterly returns.

Who is a Covered Employer?

- An employer for a covered industry is the person who:
 - a. Engages, in any way and to any extent, in the industry in the ACT; and
 - b. Either:
 - i. Employs someone else (whether in the ACT or elsewhere) to carry out work of the kind usually done in the industry; or
 - ii. Is declared to be an employer for the industry by the Minister.
- Sole traders, such as private salon operators, working directors or individual partners in a partnership may voluntarily self-register with the Authority.

Who is a Covered Employer?

EXAMPLE:

- If an employer in the food services industry operates stores in the ACT and in NSW and employs workers to work at both those workplaces that employer is an employer for the purposes of the Portable Schemes.
- Where an employee works in multiple jurisdictions **only the gross ordinary wages for days worked in the ACT should be reported in the quarterly return.**
- For example, if a worker worked 20 days in the ACT and 72 days in NSW in a quarter based on a 7 day week, **the quarterly return should specify gross ordinary wages for only those 20 days.**

How are Levy Rates Set?

The Minister for Industrial Relations and Workplace Safety has portfolio responsibility for determining the levy payable by employers for a covered industry, with provisions in the legislation for the governing board of the Authority to make minor changes to the levy payable by employers and voluntary members.

The Authority and its governing board monitor the assets and liabilities of the schemes and assess the adequacy of the employer levy rates to ensure that scheme liabilities are able to be met. This is informed by triennial actuarial reports that the Authority commissions once every three years, as well as out-of-cycle reports commissioned as required. These reports take into consideration:

- the number of workers covered by each scheme;
- the observed growth rate within the covered industries;
- active worker assumptions, and accrual of service credits;
- industry demographics and wages;
- number of ceased workers across all of the portable schemes/comparative growth in cessation;
- projections for settlement costs;
- operational and administrative costs for the Authority; and
- earning rates and returns for investments.

What are the Transition Arrangements for Cleaning Employers?

- Employers already registered with the Authority under the Contract Cleaning Scheme will **not** have to re-register with the Authority.
- All employers already registered will automatically be transferred to the new Services Industry Scheme when it commences.
- From the 2025 commencement date onwards, new employers undertaking cleaning work or sorting of waste will need to register with the Authority under the new Services Industry.

(Note: Grandfathering of preserved entitlements for workers registered pre 1 July 2012 (with more than 55 days service) will apply).

What does the new Services Industry Mean for Workers?

- Workers will have two years, from the date of notification of the Long Service Leave (Portable Schemes) Amendment Act 2023, to prepare for the expansion.
- Workers in the contract cleaning industry who are entitled to long service leave credits under the Long Service Leave (Portable Schemes) Act 2009 do not need to do anything as these entitlements will be automatically transferred to the new Services Industry on commencement of the Long Service Leave (Portable Schemes) Amendment Act 2023.
- Apprentices must also be registered with the Authority, and relevant information, such as their gross ordinary wages, included in each quarterly return. No levy is payable for service record for an apprentice.
- From the date of commencement (2025), workers will be able to:
 - Confirm their registration with the Authority with their employers;
 - Confirm their service record; and
 - Identify missing service (if relevant).

What does the new Services Industry Mean for Workers?

Making a Long Service Leave Claim

- Workers registered with the Authority can submit a claim for long service leave for processing once they have reached the required **recognised service**.
- **Recognised service** for workers in the Services Industry is 7 years or more – a registered worker with 7 years of more is entitled to long service leave calculated in accordance with the long service leave formula for the Services Industry (this is about 6 weeks).
- There are rules about how long service leave may be taken – including that long service leave must not be granted for a period less than 2 weeks (14 days).
- The Authority provides detailed information to assist workers in taking leave, including where workers have permanently left the industry or have reached retiring age.

What does the new Services Industry Mean for Workers?

How much do Workers get paid?

Employees will be paid an amount calculated by multiplying the number of weeks of long service leave being taken and the average weekly ordinary wages of the worker.

The average weekly ordinary wages for the worker will be the highest of:

- weekly average of ordinary remuneration received in the last 2 quarters of recorded service;
- weekly average of ordinary remuneration received in the last 4 quarters of recorded service;
- weekly average of ordinary remuneration received in the last 20 quarters of recorded service; or
- weekly average of ordinary remuneration received in the last 40 quarters of recorded service.

What Happens Now?

- The Long Service Leave (Portable Schemes) Amendment Bill 2022 was debated and passed in the Legislative Assembly on Wednesday 29 March 2023, but we are waiting for the Long Service Leave (Portable Schemes) Amendment Act 2023 to be notified.
- WSIR has developed a set of information sheets, on which this presentation has been based, which will be uploaded to the WSIR website once the Legislation has passed in the Legislative Assembly.
- These information sheets direct people to the Authority for more information on the new Services Industry Scheme, so we need to be prepared to start fielding enquiries.
- We will be placing a banner with some information on our website, and Tim is developing a set of FAQs that we may be able to put on the website, and also use to assist you in answering enquiries.
- We will also be developing some information sheets of our own, and content for website pages to be incorporated into the brand re-refresh and communication and stakeholder engagement strategy work.

QUESTIONS?



LONG SERVICE LEAVE AUTHORITY

Scheme Expansion Communication Plan

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1. Introduction

On 12 April 2023 the *Long Service Leave (Portable Schemes) Amendment Act 2023*, which sets out the expansion of the portable long service leave schemes in the ACT to additional industries, was passed into law. The expansion allows workers in the hairdressing and beauty services industry and the accommodation and food services industry to accrue long service leave on their length of service within these industries and be registered with the ACT Long Service Leave Authority (the Authority) for this purpose. The new 'Services Industry' Portable Scheme accommodates the new industries by expanding the existing contract cleaning industry scheme. The new Services Industry scheme will commence on 12 April 2025, two years after notification of the legislation.

The scheme expansion is expected to require the initial registration of over 2,000 new employers, effectively doubling the registered employer base of ACTLeave. While the *Long Service Leave (Portable Schemes) Act 2009* (the Act) requires employers to be registered within 1 month of commencement within the Industry, previous experience with scheme expansions and the experience of other jurisdictions in the introduction of new schemes, indicates that the initial onboarding process could take a full 12 months. As such, the Scheme Expansion communication plan should also extend the full 12 months past the scheme commencement date.

By necessity, this plan is pitched at a high level. ACTLeave engaged Rowdy in January 2023 to develop a full Authority communication plan including a brand refresh, and it is expected that this initial plan will be either subsumed or superseded by the Marketing, Communications, and Stakeholder Engagement Strategy in the near future. Much of the longer term communication initiatives for scheme expansion will need to leverage the brand refresh Marketing, Communications, and Stakeholder Engagement Strategy work proposed by Rowdy.

Other initiatives which have the potential to impact the scheme expansion communication plan include:

- New ACTLeave Strategic Plan, to be endorsed by the Governing Board in May 2023.
- Final design and implementation of the IT system to support scheme administration, which will incorporate configuration changes required to administer scheme expansion within the existing contract cleaning scheme.

2. Communication Plan objectives

The Scheme Expansion communication plan will identify communications activities and approaches to ensure:

- overall organisational objectives are achieved
- stakeholders are effectively engaged
- stakeholders understand what we do
- clients understand what they need to do
- behaviours and perceptions are influenced/changed where necessary

To ensure consistency in the application of Authority communication objectives, they should be based on the following principles:

- Personalised communications where possible
- Targeted, informative and pro-active messaging
- Ensure communications have a clear "call to action" where required
- Ensure communications are clear, simple and easy to understand

3. Organisational Objectives

ACTLeave was established to administer portable long service leave benefit schemes for workers in the ACT engaged in covered industries. The primary objectives of the Authority, as outlined in the Act, are to ensure that:

- All eligible employers and employees are registered with the Authority;
- Long service leave payments to employees, contractors, and reimbursements to employers, are made in accordance with the Act;
- Employers' contribution levies are collected efficiently and effectively; and
- Long service leave funds are invested prudently, with the objective being to ensure a modest long-term surplus of assets over liabilities in matured schemes.

Taken from the current ACTLeave strategic plan (and noting that a new ACTLeave Strategic Plan is being drafted), the Authority's mission and business goals support concepts based on:

- Sound financial management,
- Quality administration; and
- Well informed and educated stakeholders and clients.

Authority Mission

To provide high quality scheme administration in accordance with our legislation and to ensure the long term financial viability of the schemes we administer

Business Goals

Our investments are well managed and industry levies are set at the levels appropriate to support the operation of the schemes

Our high standards for administration are maintained and all of our dealings are conducted with a high level of integrity

We actively engage with our stakeholders and we provide employers and workers with the education, information and support they need to be compliant with scheme requirements

Our systems and technology are well maintained and we leverage contemporary service offerings such as online and mobile to create efficient administration services

We understand the specific characteristics of the industries we deal with and ensure our administration services, financial management and stakeholder engagement is appropriately targeted

4. Communication Objectives

The communication objectives should be seen to contribute to the achievement of the overall objectives of ACTLeave. In this way they will be recognised not as an “add-on”, but something as fundamental as operational or policy objectives to achieving ACTLeave’s overall mission.

Effective communication plays a critical role in informing and influencing behaviour. These messages should be used repeatedly in communications, and used in conjunction with any specific messages decided on for each stakeholder group.

Communication Objectives

Objective 1: Promote Awareness in the Community - Build awareness and understanding of the portable long service leave schemes within the overall ACT community, in particular amongst employers and employees engaged in the industries covered by those schemes

Objective 2: Inform Clients - Keep employers and employees covered by the schemes informed about their obligations and entitlements, ACTLeave’s administrative processes, the relevant legislation and any upcoming changes to those

Objective 3: Assist Clients - Assist registered employers and employees in their interactions with ACTLeave in order to comply with their obligations and access their entitlements

Objective 4: Promote Stakeholder Confidence - Ensure Stakeholders have confidence that ACTLeave is well run and well governed, irrespective of their views on portable long service leave policy and legislative arrangements

5. Adapting the Plan

To ensure this plan remains relevant at all times, it will require regular updates which may change the communication approach and introduce new communication activities, again noting this plan will focus primarily on the first three month period post the passing of the amendment act and will be superseded by the ACTLeave Communication Plan.

The review process will follow the steps:

1. Review and update the target audiences
2. Review and update the channels
3. Review and update list of activities

New and ongoing activities may require:

- additional or modified technologies;
- external expertise;
- an investment in time, effort and funding.

These requirements will be progressively identified and documented for each activity.

6. Assessing Results

ACTLeave will monitor and assess each activity for their effectiveness. Results of this assessment may trigger additional reviews of this plan.

With an organisation as small as ACTLeave, it is likely that anecdotal feedback and a general 'sense that things are working' will be sufficient for some elements. Other elements can be more formally assessed by:

- Conducting in-person interviews with selected stakeholders to get a sense of how they view ACTLeave and their top issues. Are communications meeting their needs/and do they feel it is working? What suggestions do they have for improvements?
- Undertaking Employer satisfaction/engagement surveys after employers are registration.
- Measures/metrics such as website visits, number of phone calls to the authority, etc.
- Increases or reductions (as appropriate) in certain business activities.
- Tracking new employer registrations at certain milestones.

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7. Target Audiences

Priority	Audience	Needs	Current status	Areas for improvement
High	Unregistered employers	<ul style="list-style-type: none"> To be aware of the scheme To understand if they are covered by the scheme or not To know how to register and what documents to provide 	<ul style="list-style-type: none"> New Services Industry employers with low level of awareness or understanding of portable long service leave Employers unaware of their obligations, resulting in retrospective registrations Expected that many employers will be ultimately identified through compliance activities 	<ul style="list-style-type: none"> Increase overall community awareness of the schemes Find ways to provide information about the scheme at the time a business is being setup (e.g. in other government registration forms/FAQs) Advertise scheme awareness within peak industry groups
High	Unregistered employers (non-English speakers)	<ul style="list-style-type: none"> Same as "Unregistered employers (general)" To have information accessible in an appropriate language 	<ul style="list-style-type: none"> New Services Industry employers with low level of awareness or understanding of portable long service leave Employers unaware of their obligations, resulting in retrospective registrations Expected that many employers will be ultimately identified through compliance activities 	<ul style="list-style-type: none"> Investigate the use of Google translation for website Key information translated Include information on TIS services on all posters and flyers Include information on TIS services on website Advertise scheme awareness within peak industry groups
High	Registered Contract Cleaning Employers	<ul style="list-style-type: none"> To be aware of the scheme To understand they do not need to do anything 	<ul style="list-style-type: none"> High understanding of contract cleaning scheme Low understanding of new Service Industry scheme and its impacts 	<ul style="list-style-type: none"> Increased awareness of the new scheme
High	Unregistered employees (general)	<ul style="list-style-type: none"> To be aware of the scheme To understand if they are covered by the scheme or not To know what to do/how to get registered 	<ul style="list-style-type: none"> Unknown awareness of the scheme Employee must call the authority to check if registered Employee must ask their employer to register them or submit a missing claim form 	<ul style="list-style-type: none"> Increase awareness of the scheme Increase number of registrations

Priority	Audience	Needs	Current status	Areas for improvement
High	Unregistered employees (non-English speakers)	<ul style="list-style-type: none"> • Same as “Unregistered employees (general)” • To have information accessible in an appropriate language 	<ul style="list-style-type: none"> • Employees can access/directed to Translating and Interpreting Service (TIS) • Languages spoken by Authority listed at Appendix A 	<ul style="list-style-type: none"> • Distribute posters and flyers to migrant and community centres • Investigate the use of Google translation for website • Key information translated • Include information on TIS services on all communication material
High	ACT Community	<ul style="list-style-type: none"> • To be aware of portable long service leave in the ACT 	<ul style="list-style-type: none"> • Low awareness 	<ul style="list-style-type: none"> • Increase awareness of portable long service leave through advertising/publication initiatives • Publish more good news stories
High	Peak Industry Groups	<ul style="list-style-type: none"> • To have confidence that: <ul style="list-style-type: none"> ○ The Authority is well run and well governed ○ Levy rates are set at the appropriate level ○ Investments are well managed • Employers are able to access relevant information on the scheme/s • There is no creep on employer coverage 	<ul style="list-style-type: none"> • Employer representation by two members on the governing board • Consultation process on scheme expansion conducted by WSIR 	<ul style="list-style-type: none"> • Strengthen partnerships to help promote awareness of the scheme to the community • More regular meetings and interactions with Authority staff and CEO

Priority	Audience	Needs	Current status	Areas for improvement
<i>High</i>	<i>Unions</i>	<ul style="list-style-type: none"> • <i>To have confidence that:</i> <ul style="list-style-type: none"> ○ <i>The Authority is well run and well governed</i> ○ <i>Levy rates are set at the appropriate level</i> ○ <i>Investments are well managed</i> • <i>To ensure employers are complying with their obligations</i> • <i>To ensure workers are appropriately covered</i> 	<ul style="list-style-type: none"> • <i>Represented by two members on the governing board</i> • <i>Consultation process on scheme expansion conducted by WSIR</i> 	<ul style="list-style-type: none"> • <i>Strengthen partnerships to help promote awareness of the scheme to the community</i> • <i>More regular meetings and interactions with Authority staff and CEO</i>

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8. Channel Management

Communication channels refer to the medium used to send a message, such as the telephone or email. Communication channels vary, but include websites, letters, email, SMS, phone conversations, webinars and face-to-face meetings. Effective communication relies on selecting the appropriate communication channel for the message. Factors to consider when selecting a communication medium include the need for feedback/response, the purpose of the message and cost effectiveness.

Channel	Current use	Utilise for Scheme Expansion
<i>Main website</i>	<ul style="list-style-type: none"> • <i>Main source of information about the schemes and ACTLeave processes</i> • <i>Provide access to forms</i> • <i>Provide links to additional and related information</i> 	<ul style="list-style-type: none"> • <i>Currently undergoing a visual and structural update to improve ease-of-use</i> • <i>On-line employer application process</i> • <i>FAQs and general information</i> • <i>Links to other relevant information/sites</i>
<i>Employer portal</i>	<ul style="list-style-type: none"> • <i>Available to registered employers only</i> • <i>Almost 100% quarterly returns submitted electronically</i> • <i>Allows for employer to self-service certificate of currency</i> 	<ul style="list-style-type: none"> • <i>Provide additional self-service functionality (e.g. nil returns, stop/restart registrations, etc.)</i> • <i>To be utilised by employers once registered</i>
<i>Employee portal</i>	<ul style="list-style-type: none"> • <i>Available to registered employees only</i> • <i>Allows employees to check leave balances and update contact details</i> 	<ul style="list-style-type: none"> • <i>Allow additional self-service functionality (e.g. submit a claim for long service leave, check service history, submit missing service claims, etc.)</i> • <i>Further encourage the use of the online portal for all worker information updates</i> • <i>To be utilised by employees once registered</i>
<i>Email</i>	<ul style="list-style-type: none"> • <i>Used for most generic interactions and response to queries</i> • <i>Use of shared mailboxes</i> 	<ul style="list-style-type: none"> • <i>Increase number of letters sent via email</i> • <i>Personalise where able</i>
<i>Letters</i>	<ul style="list-style-type: none"> • <i>Used for official communications</i> 	<ul style="list-style-type: none"> • <i>Make letters accessible on portals/website</i>
<i>Forms</i>	<ul style="list-style-type: none"> • <i>Most forms are currently in paper format</i> 	<ul style="list-style-type: none"> • <i>Convert to electronic</i>

Channel	Current use	Utilise for Scheme Expansion
<i>Phone</i>	<ul style="list-style-type: none"> • <i>Used for most generic interactions and response to queries</i> • <i>Used for assistance in completing forms and submitting returns</i> • <i>Used for verification activities</i> 	<ul style="list-style-type: none"> • <i>Available for all enquiries</i>
<i>Face to face</i>	<ul style="list-style-type: none"> • <i>Low volume of walk-ins</i> 	<ul style="list-style-type: none"> • <i>Available for all enquiries</i>
<i>Posters and flyers</i>	<ul style="list-style-type: none"> • <i>Highly limited use and only on an ad-hoc basis</i> 	<ul style="list-style-type: none"> • <i>May form part of overall awareness campaign</i>
<i>Presentations (in house/webinar or external)</i>	<ul style="list-style-type: none"> • <i>Regular presentations to CIT apprentices</i> • <i>Regular presentations to large employers and industry groups</i> 	<ul style="list-style-type: none"> • <i>Utilise for introduction/information sessions for potential new employers and information sessions for stakeholders</i> • <i>Timing a key consideration</i>
<i>Articles in Industry publications</i>	<ul style="list-style-type: none"> • <i>Articles published semi-regularly</i> 	<ul style="list-style-type: none"> • <i>Look for opportunities to publish more articles to increase community/industry awareness</i>
<i>External marketing/advertising</i>	<ul style="list-style-type: none"> • <i>Not currently used</i> 	<ul style="list-style-type: none"> • <i>Awareness campaign a key deliverable through Rowdy engagement</i>

9. Activities Specific to Scheme Expansion

The following is a high level list of activities to be performed by ACTLeave to achieve its communication goals.

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Information 	Website information: <ul style="list-style-type: none"> Initial FAQs Fact sheets Relevant links to other sites (WSIR) 	Within 1 week of legislation being notified	<ul style="list-style-type: none"> Website hits Low number of subsequent enquiries 	<ul style="list-style-type: none"> Internal staff only Website 	Client Services Team
<ul style="list-style-type: none"> Information 	Letter to existing Contract Cleaning employers: <ul style="list-style-type: none"> Explaining scheme expansion and advising no action required 	Within 1 week of legislation being notified	<ul style="list-style-type: none"> Low number of enquiries 	<ul style="list-style-type: none"> Internal staff only 	Client Services Team
<ul style="list-style-type: none"> Internal Training 	Powerpoint presentation to all staff on scheme expansion and other changes in amendment act	Within 1 week of legislation being notified	<ul style="list-style-type: none"> Staff able to respond to initial enquiries Staff understand legislative changes 	<ul style="list-style-type: none"> Internal staff only 	All staff
<ul style="list-style-type: none"> Information Awareness 	Letter to identified Stakeholder Groups: <ul style="list-style-type: none"> Advising information available via website and requesting information be disseminated Requesting employee/employer groups to collect feedback, questions, etc and pass through to ACTLeave Canvass interest in online information forum, timing, etc 	Within 1 month of legislation being notified	<ul style="list-style-type: none"> High response rate indicating interest or otherwise in information forum Feedback received, additional FAQs developed Indication that information has been disseminated 	<ul style="list-style-type: none"> Internal staff only 	Office Manager
<ul style="list-style-type: none"> Information Awareness 	Stakeholder information forum/s	Within 3 -4 months of legislation being notified	<ul style="list-style-type: none"> Industry representation at information forum/s 	<ul style="list-style-type: none"> Internal staff only Online ACTLeave Boardroom 	Compliance Team

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Information Awareness 	High level outline of communication activities and timings	Available for Stakeholder information Forums	<ul style="list-style-type: none"> General agreement on timings and activities 	<ul style="list-style-type: none"> ACTLeave communication plan available from Rowdy Website 	CEO, COO
<ul style="list-style-type: none"> Information Assistance Awareness 	<p>Letter to potential new employers</p> <ul style="list-style-type: none"> Explaining scheme expansion Outlining scheme eligibility requirements, including prerequisites to be considered an eligible employer Invitation to information forums <p>Alternatively, advertise information Forums in Industry publications, etc</p>	Within 6 months of legislation being notified	<ul style="list-style-type: none"> High interest/attendance at information forums 	<ul style="list-style-type: none"> Project Team Funding Address information able to be sourced from Australian Business Register Online/webinar 	Project Team
<ul style="list-style-type: none"> Information Awareness 	ACTLeave brand refresh and awareness campaign underway	Within 6 months of legislation being notified	<ul style="list-style-type: none"> Increased enquiries about scheme expansion 	<ul style="list-style-type: none"> ACTLeave communication plan available from Rowdy New communication manager role Funding 	Communication Manager
<ul style="list-style-type: none"> Information Assistance Awareness 	<p>Information Forums:</p> <ul style="list-style-type: none"> Employer egristration process Quarterly return process “Getting ready” 	Around 12 months prior to scheme commencement	<ul style="list-style-type: none"> Positive feedback on level of readiness, understanding 	<ul style="list-style-type: none"> Project Team Funding Online/webinar Face to face options 	Project Team

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Information Assistance Awareness 	Information Forums: <ul style="list-style-type: none"> Pre-registration available to new employers Quarterly return process <ul style="list-style-type: none"> Advise via letter Advertise through Industry Publications Website information 	Around 3 - 6 months prior to scheme commencement	<ul style="list-style-type: none"> % of new employers who pre-register 	<ul style="list-style-type: none"> Project Team Funding Online "how to" vidoes developed Administration system available 	Project Team
<ul style="list-style-type: none"> Information Assistance Awareness 	New employer registrations: <ul style="list-style-type: none"> Advise via letter Advertise through Industry Publications Website information 	Scheme commencement	<ul style="list-style-type: none"> % of employers who register 	<ul style="list-style-type: none"> Project Team Online "how to" vidoes developed Administration system available Potential employer list available 	<ul style="list-style-type: none"> Project Team Client Services Team
<ul style="list-style-type: none"> Information Assistance Awareness 	Quarterly newsletter to active employers registered with the Authority	Quarterly	<ul style="list-style-type: none"> Positive feedback from employers Reduction in issues/enquiries covered by articles in the newsletter Increase in compliance 	<ul style="list-style-type: none"> Internal staff only 	Office Manager
<ul style="list-style-type: none"> Information Assistance Awareness 	Ongoing new employer registrations <ul style="list-style-type: none"> Advise via letter Advertise through Industry Publications Website information 	Post scheme commencement	<ul style="list-style-type: none"> % of employers who register 	<ul style="list-style-type: none"> Project Team Online "how to" vidoes developed Administration system available Potential employer list available 	<ul style="list-style-type: none"> Project Team Compliance Team Client Services Team

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> • Information • Assistance • Awareness 	Information Forums: <ul style="list-style-type: none"> • Employer registration process • Quarterly return process • Employer reimbursements 	Around 6 months post scheme commencement	<ul style="list-style-type: none"> • Positive feedback on level of readiness, understanding 	<ul style="list-style-type: none"> • Project Team • Funding • Online/webinar • Face to face options 	Project Team

DRAFT

2 May 2023

<Address Block>

Dear <contact name>

Expansion of Portable Long Service Leave Schemes

On 29 March 2023, the ACT Legislative Assembly passed the *Long Service Leave (Portable Schemes) Amendment Act 2023* which expands portable long service leave schemes in the ACT to additional industries. The expansion allows workers in the hairdressing and beauty services industry and the accommodation and food services industry to accrue long service leave on their length of service within these industries, rather than their length of service with a single employer. The new Services Industry Portable Scheme will come into effect during 2025 and will accommodate the new industries by expanding the existing Contract Cleaning Industry Scheme.

Employers already operating in the contract cleaning industry, and who are registered under the Contract Cleaning Industry Scheme with the ACT Long Service Leave Authority will not have to re-register with the Authority – we will automatically transfer you to the new Services Industry Scheme, along with your registered employees who will be transferred to the new scheme without any change to their existing entitlement arrangements. Any new employers providing cleaning work, or sorting of waste, after the commencement of the new Services Industry Scheme will need to register with the Authority under that Scheme.

There are no changes to existing employee entitlements, accrual rates or eligibility periods associated with the introduction of the new industries and the expansion of the Contract Cleaning Industry Scheme. The employer reimbursement process remains the same, as does the quarterly return lodgement and payment processes.

A set of Frequently Asked Questions has been published on our website (www.actleave.act.gov.au), which provides information for new and existing employers and employees, and we will be providing more information over the coming months to keep you informed.

Please contact the ACT Long Service Leave Authority by email to enquiry@actleave.act.gov.au or by calling our Client Services Team on 02 6247 3900 if you have any questions about the new Services Industry Scheme or your current portable long service leave arrangements.

Yours sincerely

Tracy Savage
CEO/Registrar
ACT Long Service Leave Authority

ACT LONG SERVICE LEAVE AUTHORITY

REQUEST FOR QUOTATION UNDER THE WHOLE OF GOVERNMENT CREATIVE SERVICES PANEL (27954)

Communications and Stakeholder Engagement Strategy

January 2023

23 January 2023

**ACT Long Service Leave Authority: Request for Quotation –
Communications and Stakeholder Engagement Strategy**

The ACT Long Service Leave Authority (the Authority) invites you to submit a quotation under the Whole of Government Creative Services Panel (27954) to develop a Communications and Stakeholder Engagement Strategy for the Authority, in preparation for the expansion of the Authority's operations, which has been identified as Phase 2 of a two-phase marketing and communications exercise.

This Request for Quotation provides background information on the Authority and its operations, details the requirement, sets timeframes for this procurement process, and proposes a timeframe for the completion of the work.

Please contact me directly should you require additional information to support your quotation.

Yours sincerely,



Cassandra Webeck
Acting Chief Executive Officer and Registrar

About the ACT Long Service Leave Authority

- The ACT Long Service Leave Authority (the Authority) was established in 2010 under the [Long Service Leave \(Portable Schemes\) Act 2009](#) (the Act) to administer portable long service leave benefits for the Building and Construction Industry scheme, Contract Cleaning Industry scheme, Community Sector Industry scheme, and the Security Industry scheme.
- The Authority's overarching responsibility is to administer long service leave entitlements for employees, and assist employers to manage their responsibilities under the Act.
- The primary objectives of the Authority, which also serve as our identified key performance indicators, are to ensure that:
 - Appropriate processes are managed to identify and register employers and their employees under relevant schemes
 - Long service leave payments to employees and contractors and reimbursements to employers are made in accordance with the Act;
 - Employer contribution levies are collected efficiently and effectively;
 - Long service leave funds are invested to ensure a long-term surplus of assets over liabilities; and
 - Adequate liquidity exists to meet payment requirements as they arise.
- The Authority is a statutory authority of the ACT Government, however, sits somewhat independently as it does not operate under a budget appropriation, and has its own Governing Board which oversees the governance of the organisation.
- The Authority currently manages more than 60,000 active workers across the existing four schemes, and close to 3,000 employers.
- The [Long Service Leave \(Portable Schemes\) Amendment Bill 2022](#) was tabled in the Legislative Assembly on 22 November 2022, and proposes the expansion of industries covered under portable long service leave schemes, which are administered by the Authority.
- It is anticipated that this expansion will likely result in the introduction of hundreds of new employers, and potentially upwards of 20,000 new workers.
- The Authority expects there to be a two-year lead time on this expansion program as the amended legislation is likely to commence in early 2025.

Business Transformation

The Authority has been managing a program of business transformation initiatives over the past twelve months, in anticipation of expanded schemes, but also in the interests of business improvement and efficiency. Two key initiatives the Authority is preparing for are:

- Scheme expansion (as described above); and
- The implementation of a new Customer Relationship Management System called Formation CRM (FCRM), which will require our stakeholders (employers and workers) to transition to the new CRM to manage their responsibilities. The go-live date for the new CRM is 1 October 2023.

The Requirement

To be successful, both business transformation initiatives need to be supported by a consistent and recognisable brand identity, and a structured communications and stakeholder engagement strategy.

The Authority is approaching the market in two phases, with the Request for Quotation process for Phase 1 initiated in December 2022, and incorporating two components as follows:

Phase 1(a) – Brand Refresh (February 2023 – March 2023)

Phase 1(b) – Brand Refresh Website (February 2023 – May 2023)

Phase 2 – Strategic Communications and Stakeholder Engagement Strategy (February 2023 – May 2023)

Phase 1(a) – Brand Refresh

The Authority is in the process of engaging an experienced, qualified, and skilled Panel Member to partner with us to undertake a brand refresh that will establish a recognisable identity for the organisation, which is supported by consistency in messaging and presentation. This partnership is quite critical, as we seek appropriate advice, guidance, strategy, and support as we progress through this process, which represents significant change for the organisation.

This phase includes:

- Brand identity (name, logo, colour palette etc.);
- Development of corporate templates (letterhead, email signature block, PowerPoint presentation, scheme information sheets, quarterly newsletter, meeting agendas, papers, and minutes);
- Redesign of the Authority's suite of registration, claim forms and compliance forms;
- Minor updating of the website to be consistent with the new brand identity; and
- Development of a style guide.

Phase 1(b) - Brand Refresh Website

This has been separated out as Phase 1(b) to provide more time for completing this part of Phase 1, and to also allow the Authority more time to properly understand the functionality of the new CRM, which will be well underway, to identify where the website might be able to extend our customer self-service options that are not available within the CRM.

This phase includes:

- Redesign of the Authority's website (branding, design, content); and
- Architecture to support capability within the Authority's new CRM (under development), and support customer self-service.

Phase 2 – Strategic Communications and Stakeholder Engagement Strategy

Phase 2 – the purpose of this Request for Quotation - will focus on the development and implementation of a Strategic Communications and Stakeholder Engagement Strategy to support the new CRM implementation (which has a go-live date of 1 October 2023), and business-as-usual communications initiatives. While we had originally intended this RFQ to incorporate preparatory work for scheme expansion, the commencement date for the new legislation is a little bit too far in

advance for this work to commence now, so it is likely that the Authority will initiate a process to progress this particular strategy in June 2024. It is expected that the work to be completed under this RFQ will be leveraged for future work.

This phase will include:

- Clear identification of all key internal and external organisational stakeholders, and the responsibilities the Authority has to each stakeholder group in relation to business-as-usual activities and the implementation of the new CRM;
- An assessment of current stakeholder communication “touchpoints” for example quarterly newsletters, annual employee statements, claims payment notifications, entitlement notifications etc., and a plan for streamlining, leveraging and improving our communications, and establishing a structured (perhaps calendar based) approach for ongoing engagement to support business-as-usual activities and also business transformation initiatives;
- The development of a plan for utilising the Authority’s existing assets (such as the website, current CRM and new CRM) to communicate important information, support a self-service approach, improve the customer experience, and bridge the gap between the Authority and its stakeholders;
- The development of a strategy for communicating the implementation of the CRM (as a change program), but also an approach for engaging stakeholders in education and training that will be required to transition stakeholders to the new CRM;
- The development of a strategy for managing the content and timing of difficult, business-as-usual communications with stakeholders that could potentially cause frustration or concern such as changes to payment processes or increases in levy rates.
- The development of a strategy for managing engagement with our stakeholders so we have ongoing access to feedback, properly understand what our stakeholders need from us and can manage our own continuous improvement activities influenced by this information.
- Advice on how best to distribute particular communications so that we have opportunity to collect relevant metrics as we are currently issuing all communications by email.

Key considerations for this phase include:

- Properly understanding our stakeholder base and their requirements.
- Avoiding “change fatigue” as much as possible. We have already delayed some business process improvements because we are concerned that our stakeholders will become frustrated and concerned if we try to change too many things, particularly in the lead up to some pretty important and significant change programs.
- Improving the professionalism of our communications with our stakeholders, which will link directly with the Phase 1(a) and (b) brand re-fresh initiative described above, and ensuring that the information we provide is accessible, meaningful, easily understood and actionable.
- Getting the most value from the communications we issue to our stakeholders, and leveraging existing platforms through which to impart important information.
- Ensuring that the strategy is simple, and easy to navigate and execute as the Authority does not have a dedicated communications or marketing function and all of our resources are currently focused on core business rather than corporate support.
- The nature of the work we do, and the requirements our stakeholders have of us does not rely on social media, therefore a comprehensive social media strategy is not required,

however there may be a small role for social media in engaging with our professional stakeholders, building brand recognition and supporting an approach to be recognised as an employer of choice, to support our employment and retention ambitions.

Current Issues

Issues inspiring the list of requirements for Phase 2 include:

- We issue a quarterly newsletter with no specific strategy on what we are communicating or why. Each newsletter is based on either the previous one, or the one issued at the same time the previous year, and as we are currently distributing these newsletters by email we have no way to collect relevant metrics about whether people are actually reading the newsletters.
- We have no strategy for the website as a key communication tool. It is currently positioned as an information source, but is quite difficult to navigate and does not effectively support 'self-service'.
- We have a number of communication 'touchpoints' through the year based on the quarterly returns process, and an annual statement process, but we have no specific strategy for leveraging these existing processes to support other communication requirements. There is opportunity to consider whether we could be leveraging these processes to assist with other initiatives.
- We have no established way of engaging with all of our stakeholders to communicate new initiatives such as the new CRM implementation, or changes to business-as-usual practices.
- Aside from small scale, knowledge-based internal audits we conduct from time to time (every few years) on a relatively small sample of employers and employees, we don't have any established mechanisms to actively seek feedback from our stakeholders to support continuous improvement initiatives.
- The Authority has a Communication Plan that was last updated in March 2019 and is provided as an attachment to this RFQ.

Budget

We do not have a budget allocated for this work as yet and will be using this quotation process to get a better understanding of market costs. It is important to note that we will be operating within constraints and need to approach this as cost-effectively as possible, particularly as we have initiated two separate phases as mentioned above.

Request for Quotation Process

The Authority is currently managing a limited market, quotation process under the Whole of Government Creative Services Panel (27954) to engage a Panel Member to undertake this work.

The Authority requests that quotations include:

- An overview of your organisation, capability, and an indication of how you would partner with us through this business transformation;
- An overview of your approach to delivering Phase 2, with respect to the requirements and considerations;
- A pricing schedule which details the costs associated with the delivery of the requirements as stated under *The Requirement Phase 2*; and
- Examples of similar work previously completed.

The Authority will be assessing the quotations on cost effectiveness, experience completing similar projects, quality, and the proposed partnership strategy. It is expected that the full brief will be formalised with the preferred provider as part of the Work Order process.

Timeframe

It is requested that quotations be submitted by close of business Friday 10 February 2023, with the expectation that a Work Order may be executed by both parties by Friday 24 February 2023.

It is anticipated that this work would be completed by Friday 25 May 2023, so that work may progress on engaging with the Authority's stakeholders prior to the CRM implementation. Please note that specific advice may be sought in relation to the communication of some important business-as-usual changes that may need to be managed quite early on in this engagement.

Contact Details

Please contact Cassandra Webeck should you have any questions:

Cassandra Webeck
Acting Chief Executive Officer and Registrar
E: Cassandra.Webeck@actleave.act.gov.au
M: Sch 2.2(a)(ii)

Please note: Proceeding with this work is subject to the approval of the Authority's Governing Board, and while there is support to progress with this quotation process, the Authority does reserve the right to not proceed, or to only proceed with certain elements, should the Board decide to pursue another course of action.

ATTACHMENT A

LONG SERVICE LEAVE AUTHORITY

Authority Communication Plan

Version 3 – Updated March 2019

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1. Introduction

The Authority communication plan will identify how effective communications can:

- Help us achieve our overall organisational objectives
- Engage effectively with stakeholders
- Demonstrate the success of our work
- Ensure stakeholders understand what we do
- Ensure clients understand what they need to do
- Change behaviour and perceptions where necessary

To ensure consistency in the application of Authority communication objectives, they should be based on the following principles:

- Personalised communications
- Targeted, informative and pro-active messaging
- Ensure communications have a clear “call to action”
- Ensure communications are clear, simple and easy to understand

2. Organisational Objectives

The Authority was established to administer portable long service leave benefit schemes for workers in the ACT engaged in the building and construction industry, contract cleaning industry, community sector and security industry. The primary objectives of the Authority are to ensure that:

- All eligible employers and employees are registered with the Authority;
- Long service leave payments to employees, contractors, and reimbursements to employers, are made in accordance with the Act;
- Employers’ contribution levies are collected efficiently and effectively; and
- Long service leave funds are invested prudently, with the objective being to ensure a modest long-term surplus of assets over liabilities in matured schemes.

Taken from the Authorities strategic plan, the Authority’s mission and business goals support concepts based on:

- Sound financial management,
- Quality administration; and
- Well informed and educated stakeholders.

Authority Mission

To provide high quality scheme administration in accordance with our legislation and to ensure the long term financial viability of the schemes we administer

Business Goals

Our investments are well managed and industry levies are set at the levels appropriate to support the operation of the schemes

Our high standards for administration are maintained and all of our dealings are conducted with a high level of integrity

We actively engage with our stakeholders and we provide employers and workers with the education, information and support they need to be compliant with scheme requirements

Our systems and technology are well maintained and we leverage contemporary service offerings such as online and mobile to create efficient administration services

We understand the specific characteristics of the industries we deal with and ensure our administration services, financial management and stakeholder engagement is appropriately targeted

3. Communication Objectives

Our communication objectives should be seen to contribute to the achievement of the overall objectives of the Authority. In this way they will be recognised not as an “add-on”, but something as fundamental as operational or policy objectives to achieving the Authority’s overall mission.

Effective communication plays a critical role in informing and influencing behaviour. These messages should be used repeatedly in communications, and used in conjunction with any specific messages decided on for each stakeholder group.

Communication Objectives

Objective 1: Promote Awareness in the Community - Build awareness and understanding of the portable long service leave schemes within the overall ACT community, in particular amongst employers and employees engaged in the industries covered by those schemes

Objective 2: Inform Customers - Keep employers and employees covered by the schemes informed about their obligations and entitlements, the Authority’s administrative processes, the relevant legislation and any upcoming changes to those

Objective 3: Assist Customers - Assist registered employers and employees in their interactions with the Authority in order to comply with their obligations and access their entitlements

Objective 4: Promote Stakeholder Confidence - Ensure Stakeholders have confidence that the Authority is well run and well governed, irrespective of their views on portable long service leave policy and legislative arrangements

4. Adapting the Plan

To ensure this plan remains relevant at all times, it will require regular updates which may change the communication approach and introduce new communication activities. The Authority will review and update this plan at least every 12 months or as required.

The review process will follow the steps:

1. Review and update the target audiences
2. Review and update the channels
3. Review and update list of activities

New and ongoing activities may require:

- additional or modified technologies;
- external expertise;
- an investment in time, effort and funding.

These requirements will be identified and documented for each activity. An Authority officer or team will also be allocated responsibility for each activity.

5. Assessing Results

The Authority will monitor and assess each activity for their effectiveness. Results of this assessment may trigger additional reviews of this plan.

With an organisation as small as the Authority, it is likely that anecdotal feedback and a general 'sense that things are working' will be sufficient for some elements. Other elements can be more formally assessed by:

- Conducting in-person interviews with selected stakeholders to get a sense of how they view the Authority and their top issues. Have they noticed a difference with communications and do they feel it is working? What suggestions do they have for improvements?
- Undertaking Employer satisfaction/engagement surveys. Other portable long service leave organisations conduct employer satisfaction surveys on a regular basis and could provide assistance with questions/wording, etc.
- Undertaking targeted employee surveys on specific topics such as ease, effectiveness, usability of benefit payment process, new employee registration process, annual worker statements, website, etc.
- Other measures such as website visits, number of phone calls to the authority, etc.
- Increases or reductions (as appropriate) in certain business activities

6. Target Audiences

Priority	Audience	Needs	Current status	Areas for improvement
<i>High</i>	<i>Unregistered employees (general)</i>	<ul style="list-style-type: none"> <i>To be aware of the scheme</i> <i>To understand if they are covered by the scheme or not</i> <i>To check if they are registered</i> <i>To know what to do to get registered</i> 	<ul style="list-style-type: none"> <i>Unknown awareness of the scheme</i> <i>Employee must call the authority to check if registered</i> <i>Employee must ask their employer to register them or submit a missing claim form</i> 	<ul style="list-style-type: none"> <i>Increase awareness of the scheme</i> <i>Increase number of registrations</i> <i>Advertise scheme information within external publications</i>
<i>High</i>	<i>Unregistered employees (non-English speakers)</i>	<ul style="list-style-type: none"> <i>Same as “Unregistered employees (general)”</i> <i>To have information accessible in their own language (for non-English speakers)</i> 	<ul style="list-style-type: none"> <i>Customers can access/directed to Translating and Interpreting Service (TIS)</i> <i>Languages spoken by Authority listed at Appendix A</i> 	<ul style="list-style-type: none"> <i>Distribute posters and flyers to migrant and community centres</i> <i>Include information on TIS services on all posters and flyers</i> <i>Include information on TIS services on website</i>
<i>High</i>	<i>Unregistered employers</i>	<ul style="list-style-type: none"> <i>To be aware of the scheme</i> <i>To understand if they are covered by the scheme or not</i> <i>To know how to register and what documents to provide</i> 	<ul style="list-style-type: none"> <i>Some employers still unaware of their obligations, resulting in retrospective registrations</i> <i>Many employers identified through compliance activities</i> 	<ul style="list-style-type: none"> <i>Increase awareness of the scheme</i> <i>Find ways to provide information about the scheme at the time a business is being setup (e.g. in other government registration forms/FAQs)</i> <i>Advertise scheme awareness within peak industry groups (e.g. Master Builders Association, Housing Industry Association, Family Day Care Australia (FDCA), Australian Security Industry Association Limited (ASIAL), etc.)</i>

Priority	Audience	Needs	Current status	Areas for improvement
<i>High</i>	<i>Registered employers (general)</i>	<ul style="list-style-type: none"> • To understand the scheme rules and obligations • To be supported in ensuring compliance • To submit and pay quarterly returns easily and on time • To be aware of levy rates • To be informed of changes to the scheme 	<ul style="list-style-type: none"> • Good understanding of the scheme • Few issues with the quarterly submission process (Construction, Security, Cleaning) • Difficulty with quarterly submission process (Community) 	<ul style="list-style-type: none"> • Facilitate data submission • Provide employer seminars and presentations utilising the new Authority office accommodation
<i>High</i>	<i>Registered employers (low usage)</i>	<ul style="list-style-type: none"> • Same as “Registered employers (general)” • To receive additional assistance in lodging their returns on time, to avoid penalties 	<ul style="list-style-type: none"> • Lower understanding of the scheme than other employers • Frequently forget to submit and pay returns on time (particularly sole traders) • Rely on Authority assistance to lodge their quarterly returns (over phone, email or once penalised) • Particularly unhappy about penalties 	<ul style="list-style-type: none"> • Improve reminders process • Additional education on obligations and the process of lodging returns • Simplify entry of NIL returns • Allow for self-service in stopping/restarting registrations
<i>High</i>	<i>Registered employees (general)</i>	<ul style="list-style-type: none"> • To understand the scheme and their entitlements • To check the contributions made by their employer • To check their current entitlement • To claim their entitlement • To keep their contact information up to date 	<ul style="list-style-type: none"> • Varying levels of understanding of the scheme • Annual statements provide info on employer contributions and entitlements • Some employees are unaware they already have a claimable entitlement • Can be confused about which claim form to use (around 5 options depending on circumstances) 	<ul style="list-style-type: none"> • Better promote employee portal to increase usage • Notify eligible employees immediately when they reach an entitlement • Re-design content on the website for easier navigation • Provide clearer guidance on selecting the appropriate claim form to complete

Priority	Audience	Needs	Current status	Areas for improvement
High	Registered employees (non-English speakers)	<ul style="list-style-type: none"> • Same as “Unregistered employees (general)” • To have information accessible in their own language (for non-English speakers) 	<ul style="list-style-type: none"> • Unknown understanding of entitlements (due to language and culture barriers) • Employees can access/directed to Translating and Interpreting Service (TIS) • Languages spoken by Authority listed at Appendix A 	<ul style="list-style-type: none"> • Distribute posters and flyers to migrant and community centres • Include information on TIS services on all posters and flyers • Include information on TIS services on website • Re-design content on the website for easier navigation to targeted information in other languages
High	ACT Community	<ul style="list-style-type: none"> • To be aware of portable long service leave in the ACT 	<ul style="list-style-type: none"> • Low awareness 	<ul style="list-style-type: none"> • Increase awareness of portable long service leave through advertising/publication initiatives • Publish more good news stories • Develop and publish demographic reports
High	Minister	<ul style="list-style-type: none"> • To have confidence that: <ul style="list-style-type: none"> ○ The Authority is well run and well governed ○ Levy rates are set at the appropriate level ○ Investments are well managed 	<ul style="list-style-type: none"> • Provided with Annual Reports • Ad-hoc meetings with Chair/CEO 	<ul style="list-style-type: none"> • Organise more regular meetings with the Minister • More regular briefs to the Minister, including good news stories • Develop and publish demographic reports
High	Peak Industry Groups	<ul style="list-style-type: none"> • To have confidence that: <ul style="list-style-type: none"> ○ The Authority is well run and well governed ○ Levy rates are set at the appropriate level ○ Investments are well managed • To ensure there is no creep on employer coverage 	<ul style="list-style-type: none"> • Provided with Annual Reports • Represented by two members on the board 	<ul style="list-style-type: none"> • Publish more good news stories • Develop and publish demographic reports

Priority	Audience	Needs	Current status	Areas for improvement
<i>High</i>	<i>Unions</i>	<ul style="list-style-type: none"> • <i>To have confidence that:</i> <ul style="list-style-type: none"> ○ <i>The Authority is well run and well governed</i> ○ <i>Levy rates are set at the appropriate level</i> ○ <i>Investments are well managed</i> • <i>To ensure employers are complying with their obligations</i> • <i>To ensure workers are appropriately covered</i> 	<ul style="list-style-type: none"> • <i>Provided with Annual Reports</i> • <i>Represented by two members on the board</i> 	<ul style="list-style-type: none"> • <i>Strengthen partnership to help promote awareness of the scheme to the community</i> • <i>Publish more good news stories</i> • <i>Develop and publish demographic reports</i> • <i>More regular meetings and interactions with Authority staff and CEO</i>
<i>Medium</i>	<i>Workplace Safety and Industrial Relations Division</i>	<ul style="list-style-type: none"> • <i>To have confidence that:</i> <ul style="list-style-type: none"> ○ <i>The Authority is well run and well governed</i> ○ <i>Levy rates are set at the appropriate level</i> ○ <i>Investments are well managed</i> • <i>To assist the relationship with the Minister</i> • <i>To assist the authority in maintaining the legislation</i> 	<ul style="list-style-type: none"> • <i>Provided with Annual Reports</i> • <i>Regular meetings between CEO and WSIR Executive Director</i> • <i>Ad-hoc communication to respond to ministerials</i> • <i>Currently working close together in a consultation process to update the legislation</i> 	<ul style="list-style-type: none"> • <i>Publish more good news stories</i> • <i>Develop and publish demographic reports</i>
<i>Medium</i>	<i>Other Portable Long Service Leave Organisations</i>	<ul style="list-style-type: none"> • <i>To operate reciprocal arrangements</i> • <i>To understand implications of policy/legislative changes</i> • <i>To share data and information</i> • <i>To benefit from shared administration efficiencies</i> 	<ul style="list-style-type: none"> • <i>Formal reciprocal agreements in place</i> • <i>CEO Forums conducted triannually</i> • <i>Regular communication between CEOs on coverage, legal, IT and operational matters</i> 	
<i>Low</i>	<i>Other ACT Government Directorates</i>	<ul style="list-style-type: none"> • <i>To share experiences in quality public service administration</i> 	<ul style="list-style-type: none"> • <i>Participation in WhoG forums</i> • <i>Ad-hoc communications</i> 	

7. Channel Management

Communication channels refer to the medium used to send a message, such as the telephone or email. Communication channels vary, but include websites, letters, email, SMS, phone conversations and face-to-face meetings. Effective communication relies on selecting the appropriate communication channel for the message. Factors to consider when selecting a communication medium include the need for feedback/response, the purpose of the message and cost effectiveness.

Channel	Current use	Areas for improvement
<i>Main website</i>	<ul style="list-style-type: none"> • <i>Main source of information about the scheme and the Authority's processes</i> • <i>Provide access to forms</i> • <i>Provide links to additional and related information</i> 	<ul style="list-style-type: none"> • <i>Currently undergoing a visual and structural update to improve easy-of-use</i> • <i>Being extended to include an employer search</i>
<i>Employer portal</i>	<ul style="list-style-type: none"> • <i>Almost 100% quarterly returns submitted electronically</i> • <i>Allows for employer to self-service certificate of currency</i> 	<ul style="list-style-type: none"> • <i>Provide additional self-service functionality (e.g. nil returns, stop/restart registrations, etc.)</i>
<i>Employee portal</i>	<ul style="list-style-type: none"> • <i>Allows employees to check leave balances and update contact details</i> 	<ul style="list-style-type: none"> • <i>Allow additional self-service functionality (e.g. submit a claim for long service leave, check service history, submit missing service claims, etc.)</i> • <i>Further encourage the use of the online portal for all worker information updates</i>
<i>Email</i>	<ul style="list-style-type: none"> • <i>Used for most generic interactions and response to queries</i> • <i>Use of shared mailboxes</i> 	<ul style="list-style-type: none"> • <i>Increase number letters sent via email</i>
<i>Letters</i>	<ul style="list-style-type: none"> • <i>Used for official communications</i> 	<ul style="list-style-type: none"> • <i>Make letters accessible on portals</i>
<i>Forms</i>	<ul style="list-style-type: none"> • <i>Most forms are currently in paper format</i> 	<ul style="list-style-type: none"> • <i>Convert to electronic</i>
<i>Phone</i>	<ul style="list-style-type: none"> • <i>Used for most generic interactions and response to queries</i> • <i>Used for assistance in completing forms and submitting returns</i> • <i>Used for verification activities</i> 	
<i>Face to face</i>	<ul style="list-style-type: none"> • <i>Low volume of walk-ins</i> 	

Channel	Current use	Areas for improvement
<i>Newsletter</i>	<ul style="list-style-type: none"> • <i>Sent quarterly</i> • <i>Recently restarted (Oct 2018)</i> 	<ul style="list-style-type: none"> • <i>Continue monitoring Newsletter effectiveness</i> • <i>Publish Newsletters on website</i> • <i>Provide subscription options for non-customers (e.g. doesn't need to be a registered employer)</i>
<i>Posters and flyers</i>	<ul style="list-style-type: none"> • <i>Highly limited use and only on an ad-hoc basis</i> 	<ul style="list-style-type: none"> • <i>Measure effectiveness of poster campaigns</i>
<i>Presentations (in house or external)</i>	<ul style="list-style-type: none"> • <i>Regular presentations to CIT apprentices</i> • <i>Ad-hoc presentations to large employers and industry groups</i> 	<ul style="list-style-type: none"> • <i>Measure appetite of employers for more regular presentations</i> • <i>Stakeholder interactions such as CFMEU Delegate Training</i>
<i>Articles in Industry publications</i>	<ul style="list-style-type: none"> • <i>No articles published recently</i> 	<ul style="list-style-type: none"> • <i>Look for opportunities to publish more articles to increase community/industry awareness</i>
<i>Site/employer visits</i>	<ul style="list-style-type: none"> • <i>Regular site/employer visits performed by the compliance team</i> 	

8. Activities

The following is a list of ongoing and new activities to be performed by the Authority to achieve its communication goals. For conciseness, not all “business-as-usual” activities (such as over the counter assistance) and ad-hoc activities (such as meetings with stakeholders) are listed.

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Inform Customers 	Send employer packs to new employers	On registration	<ul style="list-style-type: none"> Lower number of enquiries Lower number of submission errors 	<ul style="list-style-type: none"> Internal staff only 	Client Services Team
<ul style="list-style-type: none"> Inform Customers 	Send new employee letter to new employees	On registration	<ul style="list-style-type: none"> Lower number of enquiries 	<ul style="list-style-type: none"> Internal staff only 	Client Services Team
<ul style="list-style-type: none"> Inform Customers 	Send employee comprehensive details around entitlement calculation and provide PAYG Payment Summary	Upon employee claiming entitlement	<ul style="list-style-type: none"> Lower number of queries about entitlement calculation 	<ul style="list-style-type: none"> Internal staff only 	Benefits Team
<ul style="list-style-type: none"> Assist Customers 	Send return reminders to employers	Every quarter (up to 3 reminders per return)	<ul style="list-style-type: none"> Higher rate of returns submitted on time 	<ul style="list-style-type: none"> Internal staff only 	Client Services Team
<ul style="list-style-type: none"> Assist Customers 	Call new employers to assist with lodgement of first return	When first return due	<ul style="list-style-type: none"> All first returns submitted on time 	<ul style="list-style-type: none"> Internal staff only 	Client Services Team
<ul style="list-style-type: none"> Assist Customers 	Call employers who received a late penalty to remind them to lodge and pay their return	After penalties are applied	<ul style="list-style-type: none"> Lower rate of employers receiving further penalties 	<ul style="list-style-type: none"> Internal staff only 	Compliance Team
<ul style="list-style-type: none"> Assist Customers 	Send employees an annual statement via employee portal and letter	Sep-Oct	<ul style="list-style-type: none"> Generates additional employee enquiries, missing services and claims 	<ul style="list-style-type: none"> Internal staff only 	Client Services Team

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Assist Customers 	Notify employees via letter they have no service recorded to check for missing service	After 2 years of no service recorded	<ul style="list-style-type: none"> Missing service identified prior to de-registration Unregistered employers identified 	<ul style="list-style-type: none"> Internal staff only 	Compliance Team
<ul style="list-style-type: none"> Assist Customers 	Notify employees via letter when they are about to be de-registered	After 3.5 years of no service recorded	<ul style="list-style-type: none"> Missing service identified prior to de-registration Unregistered employers identified 	<ul style="list-style-type: none"> Internal staff only 	Compliance Team
<ul style="list-style-type: none"> Inform Customers Assist Customers 	Quarterly newsletter to active employers registered with the Authority	Quarterly	<ul style="list-style-type: none"> Positive feedback from employers Reduction in issues/enquiries covered by articles in the newsletter Increase in compliance 	<ul style="list-style-type: none"> Internal staff only 	Office Manager
<ul style="list-style-type: none"> Promote Awareness in the Community Inform Customers 	Presentations to CIT apprentices	Feb Jun Nov	<ul style="list-style-type: none"> Positive feedback from apprentices Decrease in number of non-registered apprentices identified through compliance activities 	<ul style="list-style-type: none"> Internal staff only 	Compliance Team

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Promote Awareness in the Community Inform Customers 	Present at CFMEU Delegates training	May June Jul Aug	<ul style="list-style-type: none"> Positive feedback from CFMEU Increase in employer registrations 	<ul style="list-style-type: none"> Internal resources CFMEU training calendar 	Compliance Team
<ul style="list-style-type: none"> Promote Awareness in the Community Inform Customers 	<p>Re-develop the Authority's public website to:</p> <ul style="list-style-type: none"> Apply a fresh, new, user friendly and visually appealing design Provide a visitor-centric, rather than organization-driven, information architecture and navigation Allow for in-house maintenance, such as uploading and amending content. Ensure the website complies with required accessibility standards. 	By June 2018	<ul style="list-style-type: none"> Increase in the use of the website (measured by website visits) 	<ul style="list-style-type: none"> External expertise (ACT Government Publishing) Funding (estimated at \$30k) 	Chief Operations Officer
<ul style="list-style-type: none"> Promote Awareness in the Community Inform Customers 	Develop new posters targeted at building and construction employers and employees.	By June 2019	<ul style="list-style-type: none"> Positive feedback from CFMEU, employers and employees Increase in employer registrations Increase in employee enquiries 	<ul style="list-style-type: none"> External expertise (ACT Government Publishing) Funding (estimated at \$1k) Assistance from CFMEU to distribute 	Chief Operations Officer

Objective(s) <i>(The underlying objective(s) we are trying to achieve)</i>	Activity <i>(What action are we doing to achieve the objective?)</i>	Timeframe <i>(When will the activity be completed/performed?)</i>	Assessment <i>(How will we assess if the activity is contributing to the achievement of the objective(s)?)</i>	Required resources <i>(What resources are required to implement this (e.g. people, technology, tools, funding, etc.)?)</i>	Responsibility <i>(Who is responsible for the activity?)</i>
<ul style="list-style-type: none"> Promote Awareness in the Community Inform Customers 	Develop new generic posters targeted at employees of any of the 4 schemes, but in particular migrants, refugees and non-English speakers.	By June 2019	<ul style="list-style-type: none"> Positive feedback from United Voice, employers and employees Increase in employer registrations Increase in employee enquiries 	<ul style="list-style-type: none"> External expertise (ACT Government Publishing) Funding (estimated at \$1k) Assistance from United Voice to distribute 	Chief Operations Officer
<ul style="list-style-type: none"> Promote Awareness in the Community Inform Customers Assist Customers 	Develop a new employer search portal that allows any individual to search for a company by name or ABN in order to find out if the company is registered or not with the Authority.	By May 2019	<ul style="list-style-type: none"> Positive feedback from unions and community Portal being used by other stakeholders, such as Procurement ACT (IRE and Secure Local Jobs) 	<ul style="list-style-type: none"> External expertise (Formation Technology) Funding (estimated at \$10k) 	Chief Operations Officer
<ul style="list-style-type: none"> Assist Customers 	Unclaimed Benefits project – contact employees who have not recorded any service for over 4 years and who have a claimable entitlement to remind them of their entitlement and encourage them to claim	TBA	<ul style="list-style-type: none"> Reduction in the number and dollar value of unclaimed benefits 	<ul style="list-style-type: none"> External expertise (Formation Technology) Internal resources 	Chief Operations Officer

The following table summarises the activities by target audience and channel.

Target Audience	Activity	Channel												
		Website	Employer portal	Employee portal	Email	Letters	Forms	Phone	Face-to-face	Newsletter	Posters and flyers	Presentations	Articles	Employer visits
Registered Employers (general)	Re-develop website	✓												
	Send employer packs to new employers					✓								
	Send return reminders to employers				✓			✓						
	Call new employers to assist with lodgement of first return							✓						
	Call employers who received a late penalty to remind them to lodge and pay their return							✓						
	Develop and distribute a quarterly newsletter to active employers registered with the Authority									✓				
	Develop new posters (building and construction industry)										✓			
Registered Employees (general)	Re-develop website	✓												
	Send new employee letter to new employees					✓								
	Send employee comprehensive details around entitlement calculation and provide PAYG Payment Summary					✓								
	Send employees an annual statement via employee portal and letter			✓	✓	✓								
	Notify employees via letter they have no service recorded to check for missing service					✓								
	Notify employees via letter when they are about to be de-registered					✓								
	Develop new posters (building and construction industry)										✓			
	Develop new posters (generic)										✓			

<i>Target Audience</i>	<i>Activity</i>	<i>Channel</i>												
		<i>Website</i>	<i>Employer portal</i>	<i>Employee portal</i>	<i>Email</i>	<i>Letters</i>	<i>Forms</i>	<i>Phone</i>	<i>Face-to-face</i>	<i>Newsletter</i>	<i>Posters and flyers</i>	<i>Presentations</i>	<i>Articles</i>	<i>Employer visits</i>
	Unclaimed benefits project				✓	✓		✓						
Unregistered employees (general)	Re-develop website	✓												
	Presentations to CIT apprentices											✓		
	Develop new posters (generic)										✓			
Unregistered employees (non-English speakers)	Re-develop website	✓												
	Develop new posters (generic)										✓			
Community	Develop new employer search portal	✓												
Unions	Develop new employer search portal	✓												
	Present at CFMEU Delegates training											✓		



Appendix A – Languages spoken by staff

Staff	Language(s)
<i>Alex Filo</i>	<ul style="list-style-type: none"> • <i>Portuguese (Fluent)</i>
<i>Anita Zirngast</i>	<ul style="list-style-type: none"> • <i>German (Intermediate)</i>
<i>Catherine Shih</i>	<ul style="list-style-type: none"> • <i>Chinese/Mandarin (Fluent)</i>
<i>Dipak Mehta</i>	<ul style="list-style-type: none"> • <i>Hindi</i>
<i>Milli Olivares</i>	<ul style="list-style-type: none"> • <i>Spanish (Fluent)</i>
<i>Onny Ivy</i>	<ul style="list-style-type: none"> • <i>Laotian (Fluent)</i> • <i>Thai (Advanced)</i>
<i>Thomas Tadic</i>	<ul style="list-style-type: none"> • <i>Serbian/Croatian/Bosnian (Intermediate)</i>



Appendix B – Document change history

Version	Date	Summary of changes
3.0	March 2019	<ul style="list-style-type: none"> • Reworded and named communication objectives in chapter 3 • Moved chapters 7 (Activity Preparation) and 8 (Assessing results) immediately after Communication Objectives, as it describes the approach we will use (in the following chapters). • Moved chapter 5 (Audiences) before chapter 4 (Channels), as the choice of channels depends on the target audiences. • Reformatted Audiences table to capture Needs, Current Status and Areas for Improvement. • Added Channels to a table and added information on current use of each channel and areas for improvement. • Moved relevant information from chapters 4.1 (Employers), 4.2 (employees) and 4.3 (Stakeholders) to either the target Audiences or Channels tables. Deleted the rest to keep document concise. • Introduced a table of Activities in chapter 8 • Added a matrix mapping activities, to audiences and channels